

JDH 京东健康

看病买药·就上京东



2024

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

JD Health International Inc.
京东健康股份有限公司

(A company incorporated in the Cayman Islands with limited liability)

Stock Codes: 6618 (HKD counter) and 86618 (RMB counter)

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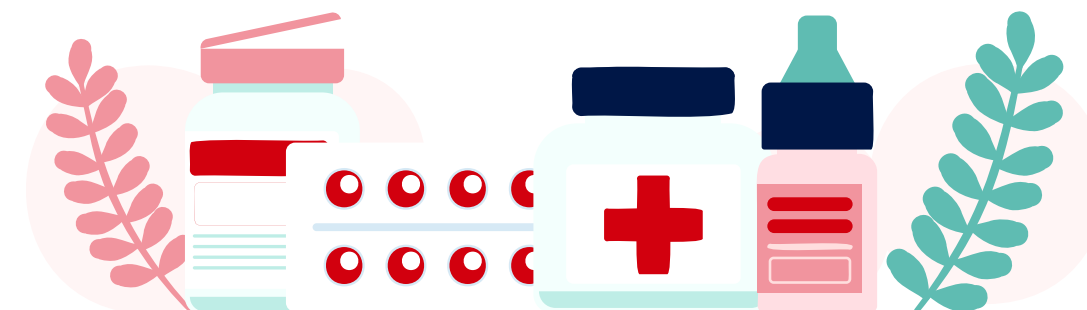


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About This Report



Report Introduction

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

Reporting Scope

The materials and data disclosed in the report cover JD Health as listed in its annual report. The information covers the period from January 1, 2024 to December 31, 2024 (hereinafter referred to as the "Reporting Period", "this year", or "2024"), unless otherwise stated.

Basis of Preparation

This report is compiled in accordance with the Environmental, Social and Governance (ESG) Reporting Guide (the "HKEX ESG Guide") in Appendix C2 of the Main Board Listing Rules (the "Listing Rules") of The Stock Exchange of Hong Kong Limited ("HKEX" or "Hong Kong Stock Exchange") and the principles and requirements regarding "Materiality," "Quantitative," "Balance," and "Consistency" outlined therein. In addition, this report is structured in accordance with the core framework of the Sustainability Reporting Standards (GRI Standards) published by the Global Reporting Initiative (GRI²). This report is also prepared with reference to MSCI³, S&P DJSI⁴ and other mainstream ESG indices, and is aligned with the Sustainable Development Goals (SDGs⁵) and the International Financial Reporting Standards S2 Climate-related Disclosures (IFSR S2⁶).

Source of Information

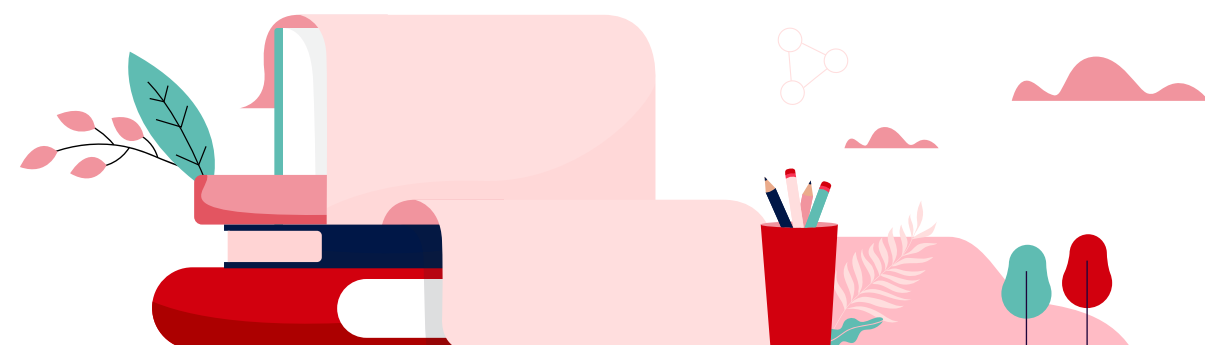
All materials and data referred in this report are sourced from our official documents, statistical reports and financial reports, which have been collected, summarized and reviewed by relevant departments. Unless otherwise stated, the reporting currency herein is Renminbi (RMB).

Report Approval and Access

This report has been reviewed and approved by the Board of Directors on March 20, 2025, which is available on the website of HKEX (www.hkexnews.hk) and the website of the Company (<https://www.jdh.com>) in Simplified Chinese, Traditional Chinese and English.

Disclaimer

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



¹ ESG, Environmental, Social and Governance.

² GRI, Global Reporting Initiative.

³ MSCI, Morgan Stanley Capital International.

⁴ S&P DJSI, S&P Dow Jones Sustainability Indices.

⁵ SDGs, Sustainable Development Goals, include 17 global development goals adopted by the United Nations to guide global development from 2015 to 2030.

⁶ IFRS S2, International Financial Reporting Standards S2 Climate-related Disclosures, requires entities to disclose information regarding climate risks and opportunities.

Company Profile

JD Health, a subsidiary of JD.com, specializing in healthcare, stands as a paradigm of modern healthcare service enterprises and a pioneering platform in China's online healthcare sector. The Company centers on the supply chain of pharmaceutical and healthcare products, is strengthened by healthcare services, and is driven by digital intelligence technology to collaborate closely with upstream and downstream partners in the industrial chain. We strive to create a more extensive and comprehensive big health ecosystem and foster concurrent growth in user value, economic returns, and societal benefits.

The Company upholds the business philosophy of "trust-based value creation centered on customer's health". Our innovative healthcare services range from marketing and sales of health products, healthcare services, enterprise health solutions, to smart healthcare solutions, comprehensively addressing the full spectrum of healthcare, from supply chain to medical processes, across various scenarios, and throughout users' lifespans.

JD Health actively responses to the "Healthy China Initiative" with the mission of "becoming the go-to health management platform for everyone in China". The Company will steadfastly prioritize user experience and harness technological innovation. By reinforcing its industry-leading omnichannel supply chain and accelerating inclusive healthcare, we aim to offer more accessible, convenient, high-quality, and affordable medical and healthcare services. This commitment will propel the industry towards greater efficiency, quality, humanity, intelligence, and inclusivity.

Main Business Scope of JD Health

Marketing and Sales of Health Products

As the first-choice omnichannel partner for manufacturers in the pharmaceutical and healthcare industry, JD Health has developed comprehensive capabilities in full-category supply, omnichannel distribution, and lifecycle marketing. We provide manufacturers with comprehensive and efficient product marketing and sales services.

Currently, JD Health has become the largest pharmaceutical retail channel in China by revenue, the largest online medical device retailer by sales volume, and the most extensive online retail channel for specialized medical nutrition products.

Additionally, JD Health Drug Delivery in Seconds offers an O2O service that delivers medicine in as fast as nine minutes. Since 2024, JD Health had launched an "Online Medicine Purchase with Individual Medical Insurance Account Payment" service in 18 cities, including Beijing, Shanghai, Guangdong, and Shenzhen. This service connects over 3,000 designated medical insurance pharmacies nationwide, making JD Health the largest platform for online medical insurance payments in medicine purchases.

Healthcare Services

Our online hospital is one of the first licensed platform-based internet hospitals in China. It connects doctors from Grade-A tertiary hospitals across China and has built an in-house team of full-time doctors, enabling 24/7 online consultations with an average response time of 30 seconds. This ensures professional telemedicine services anytime, anywhere. In 2024, JD Health expanded JD home testing business by connecting upstream reagent suppliers and downstream medical testing laboratories. To date, JD home testing business offers 149 testing items, covering 12 major cities and serving more than 150 million people, making it the most comprehensive and widely accessible home-based fast-testing platform.

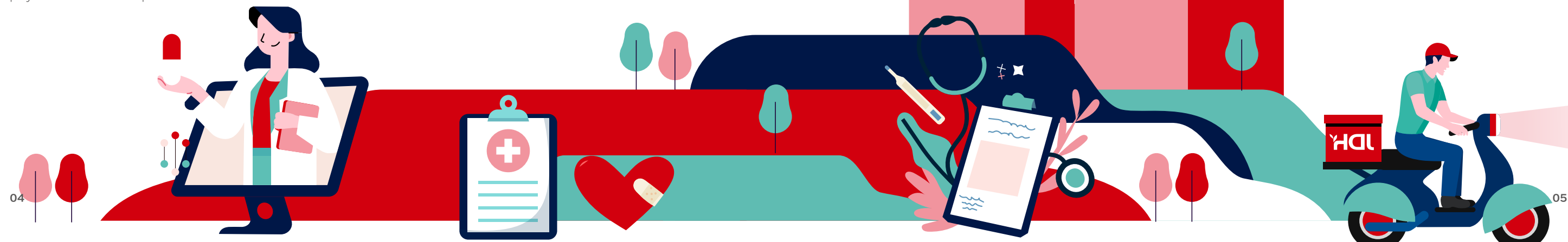
JD Family Nurse provides professional home care services, including injections, blood draws, medical escorting, and medical device calibration, with more than 40 service items. It operates in 35 key cities, making it the most comprehensive home nursing service platform in the industry.

Enterprise Health Solutions

Leveraging its expertise and resources accumulated from serving individual consumers, JD Health extends its capabilities to corporate clients by offering fully customized and digitalized employee health solutions across online and offline scenarios. By collaborating with brand partners, JD Health has built a medical and health supply network that efficiently and flexibly delivers health products and services tailored to businesses. These solutions help companies enhance the well-being of employees and their customers while lowering corporate health service costs and boosting the effectiveness of employee health management. By supporting the development of "Healthy Enterprises", JD Health contributes to the high-quality and sustainable growth of businesses.

Smart Healthcare Solutions

As a leading provider of digital and intelligent healthcare solutions, JD Health has independently developed the industry's first full-scenario hospital AI model - JD Joy Doc. By creating "Personal Medical Manager", "Digital Doctor Twin", and "Future Digital Hospital", JD Joy Doc aims to improve patient experiences, enhance clinical research efficiency for doctors, and streamline hospital operations. The introduction of the JD Joy Doc AI product suite underscores our commitment to supporting smart hospital construction, optimizing healthcare resource allocation, and enhancing the overall experience for both patients and healthcare professionals.



Message from CEO

2024 is a year of ongoing profound innovation and transformation for JD Health. Staying in step with national policies, we leverage our robust pharmaceutical and healthcare supply chain to enhance an integrated medical service system spanning self-operated B2C, online platforms, and instant retail. By harnessing cutting-edge technologies like the "Jingyi Qianxun" medical large model, we are shaping a new productivity paradigm—one defined by advanced technology, high efficiency, and superior quality. These efforts propel smart healthcare and inclusive medical services to new heights, fueling sustainable industry growth.

At the root of our operations lies sound governance. JD Health continuously elevates the capabilities of the Board of Directors, boosts governance effectiveness, and optimizes information disclosure mechanisms to nurture investor relations and drive value creation. We take a comprehensive approach to ESG strategy, embedding sustainability into every management decision. By relentlessly refining our ESG management framework and fostering cross-functional collaboration, we are progressively advancing toward more detailed ESG management to fortify the foundation for our enduring growth.

At the core of our devotion is social welfare. We place our employees at the cornerstone, providing them with comprehensive support and a wealth of growth opportunities to unlock their full potential. Our dedication to social responsibility is reflected in the remarkable strides we've made through a diverse array of initiatives. We focus intently on the elderly, children, and adolescents by enhancing supply of elderly-friendly products and services, refining mental health support for youth, and expanding access to critical medical care for patients with rare diseases. Simultaneously, we are elevating the standards of healthcare delivery through the continuous expansion of online healthcare. By seamlessly integrating the full cycle of "medical examination, diagnosis, and medication," we've upgraded expert consultations and video outpatient clinics that deliver convenient, efficient, and full-process healthcare services. Beyond this, we are pioneering innovative solutions by expanding our "home visits for rapid testing" and "at-home nursing" and a fully integrated "online-to-offline healthcare system", ensuring that health services are more accessible than ever, enabling better health service experience for the public and contributing tirelessly to the well-being of our society.

At the heart of our responsibility is environmental protection. JD Health proactively aligns with national ecological civilization efforts and pursues a path of sustainable development. We effectively minimize our environmental impact through climate risk identification and disclosure, carbon footprint reduction, energy & emission management, eco-packaging promotion, and optimized logistic routes. Concurrently, we lead by example with the public welfare project and rural revitalization assistance, inspiring partners, suppliers, and the public to participate in environmental actions, driving circular economy, and playing a part in achieving global carbon neutrality.

Looking ahead, JD Health will remain steadfast in its mission to become the "go-to health management platform for everyone in China" and actively advance the "Healthy China Initiative". Driven by user experience and technological innovation, we will further embed the ESG principles in everything we do. By advancing inclusive healthcare, we strive to make high-quality medical resources readily accessible. Additionally, we actively collaborate with upstream and downstream partners to drive industry transformation and upgrading, lead the wave of innovative development, and translate corporate responsibility into meaningful action, writing a more brilliant chapter of sustainable development.

Enlin Jin
Chief Executive Officer

Statement of the Board

JD Health is dedicated to incorporating environmental, social, and governance (ESG) principles into corporate strategies, operations, and decision-making processes. We consistently enhance our ESG mechanisms to foster sustainable business practices and contribute to the sustainable and coordinated development of society and the environment.

The Board of Directors serves as the core leadership and highest decision-making body responsible for ESG matters. It regularly convenes meetings to discuss material ESG issues, identify potential risks and opportunities for the Company, and closely monitor the implementation of ESG strategies. Guided by the ESG responsibility concepts, the Board of Directors actively participates in ESG knowledge training and continuously improves professional competence to better fulfill ESG governance responsibilities and further enhance ESG governance capabilities.

To facilitate ESG work, JD Health has set up an ESG coordination and management group and a leadership group responsible for the execution and reporting of ESG matters. CEO is tasked with regularly evaluating the progress of ESG work and ensuring the effective execution of all relevant measures.

JD Health actively maintains an open and transparent communication mechanism with stakeholders to listen to their expectations. The Board of Directors regularly assesses the outcomes of communication to ensure that decisions made by the Company fully accommodate the interests and needs of all stakeholders.

This report is a detailed and truthful disclosure of the ESG progress and achievements of JD Health in 2024, and has been approved by the Board of Directors on March 20, 2025. In the future, JD Health will continue to strengthen its ESG efforts and investment, aiming to achieve targets for sustainable operations of the Company.

Key Performance

Building User Trust

Compliance Governance

The average term of office for Directors is

3.8 years

Independent directors accounted for

62.5% of the Board

Female directors accounts for

25% of the Board

The proportion of female members in each committee reaches or exceeds

one-third

In 2024, JD Health conducted a total of internal audits

499 times

External independent audits that were conducted by some third-party authoritative institutions such as the National Medical Products Administration

144 times

Quality Assurance

During the reporting period, the business lines covered by the ISO 9001 or ISO 13485 quality management system certification exceeded

80%

The cumulative number of enrollments in quality and compliance training has exceeded

9,100

We implemented daily remote monitoring of medical insurance stores nationwide to comprehensively verify the compliance of medical insurance prescriptions.

JD Health has released standardized diagnosis and treatment pathways for

265 diseases in total

16

core systems for medical quality and safety management

Business Ethics

Total duration of anti-corruption and business ethics training

7,537 hours

Total number of participants in anti-corruption and business ethics training

10,852

Anti-corruption and business ethics training conducted

94 times

100%

coverage of anti-corruption and business ethics training

Information Security and Privacy Protection

Passed the Data Security Management Certification, becoming the **first** enterprise in the Internet healthcare industry to pass this certification.

Obtained ISO 27001, ISO 27701, and ISO 27799 certificates, covering over

80% of the Company's business

Participation rate and pass rate of information security related training and assessment both reached

100%

JD Health didn't have any data security incidents, achieving its management goal of

zero

incidents for three years in a **row again**

Optimizing Resource Use

Addressing Climate Change

Climate change **scenario analysis** was carried out in a systematic and professional manner for the **first time**.

Emission Control

Replaced oil-powered shuttle buses with **green energy** ones.

All waste and sewage underwent **harmless** treatment.

Energy and Resource Management

The water-saving goal of proactively reducing water consumption in office buildings by no less than **3%** year-on-year was achieved again in 2024.

Biodiversity Conservation

All project locations of the Company **did not involve** biodiversity-sensitive areas.

Gaining Market Insights

Responsible Supply Chain

A total of

20

supplier quality compliance training sessions were conducted

Covering

100%

of direct-sales suppliers.

More than **30** guidance and exchange meetings have been held for suppliers.

Responsible Marketing

The responsible marketing training courses covered

100% of employees.

Customer Service

We achieved a Net Promoter Score of

72

Promoting Digital and Intelligent Empowerment

Innovative Development

AI Jingyi had served over **20,000** doctors,

covering **70%** of consultation orders, and received a user satisfaction rate of over **97%**

The mobile blood pressure monitoring solution had served over

3 million users

"Kangkang" had integrated over **52,000** medical institution registration resources and more than **190** health services. The system achieved a problem-solving rate of **72.4%**

Intellectual Property Management

By the end of 2024, JD Health had filed more than

1,000 patent applications

Patent grants

166

Registered trademarks approved

531

In 2024, JD Health conducted **5** Intellectual Property training sessions, registering **200** enrollments.

Contributing to Social Development

Talent Growth

JD Health had a total of

3,564 employees

Including

58

disabled people

Ethnic minorities

214

Foreign employees

2

New hires

1,437

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

100%

The coverage rate of the Company's employee satisfaction survey reached

100%

JD Health facilitated internal job transfers among its formal employees

350

Representing a transfer rate

19.6%

Number of work-related fatalities and rate of work-related fatalities are both

0

In 2024, of employees in JD Health received the training

100%

The Company invested a total of

RMB339,237

in training and development for its employees

With an average learning duration of

26.83 hours

Public Health

JD Health hosted a total of live streams featuring renowned doctors

29

Reaching viewers

1.28 million

The "Rare Disease Care Project" has assisted a total of

637 patients

Allocating funds and supplies valued at over

RMB6.24 million

JD Health organized donation events

22

Providing ove

1.53 million items



Honors and Awards

2024 Innovative Technology Products

Southern Weekly

2024 Innovative Health Practice Cases

Xinhuanet

2024 Top 10 Intelligent Pharmaceutical Companies

EqualOcean

2024 Top 10 Innovators in China's Great Health Industry

EqualOcean

2024 Top 10 Chinese Public Welfare Projects

China Times

"Excellent Project of the Year" Award at the 2024 China Philanthropist · Philanthropic Awards Ceremony themed "Unite Hearts for the Greater Good"

China Philanthropist

"Award for Best Philanthropic Partnership"

Beijing Red Cross Blood Center and Capital Volunteers Association of Blood Donor

Included in the Sustainability Yearbook 2024 (China Edition)

S&P Global

JD Health and the UN SDGs

In response to the *United Nations 2030 Sustainable Development Goals (SDGs)*, JD Health has taken ecological environmental protection and health security as important cornerstones for its business development. By actively pursuing green initiatives and social responsibility, the Company strives for sustainable growth while enhancing its products and services.



- We continue to promote the development of universal healthcare, implement home-based rapid testing services, enhance service accessibility through online medical insurance drug purchasing, and conduct health knowledge seminars to improve public health literacy.
- We safeguard the physical and mental health of various social groups, organize mental health care activities, initiate support programs for rare disease communities, and provide tailored health services for the elderly.
- We actively assume corporate social responsibility, persist in engaging in public welfare, and continue our efforts in the field of rural revitalization.



- With the mission of being "the nation's chief health steward", we build a full-link quality control system and strengthen the quality defense line through measures such as intelligent warehousing and precise temperature control.
- JD Health places great emphasis on employee health and safety. It improves its occupational health security system, dedicated to creating a safe workplace.



- We foster talent through a diversified and thorough internal training system to broaden employees' career paths and empower external merchants to collaborate and excel together.



- JD Health remains steadfastly committed to diversifying its talent pool. Upholding the principles of fairness and equity, we strive to build an open and transparent recruitment environment.
- Employees' remuneration is set based on a fixed salary that is higher than the local minimum wage. We uphold equitable pay for men and women in similar roles and grades, continuously building a diverse talent pool.
- Strictly complying with the *JD.com's Policy on Board Diversity*, JD Health has formulated the *Board Diversity Policy*, and the *Director Nomination Policy*, to ensure the diversity of the Directors.



- We adhere to the green and low-carbon development model. We actively carry out scenario analysis, and risk and opportunity identification related to climate change, integrating the philosophy of energy conservation, consumption reduction, green development and environmental protection into the entire operation process, in a bid to continuously reduce the carbon footprint of products and services and respond to the requirements of climate change.
- JD Health is committed to proactively practicing biodiversity conservation and encourages suppliers and other partners to jointly carry out biodiversity conservation initiatives.



- We continuously expand the application scenarios of the Jingyi Qianxun large model to improve medical efficiency and public health experiences.
- We leverage big data and AI to provide personalized health solutions, helping enterprises improve employee health levels and ensure occupational health.
- We actively shoulder industry responsibilities and continuously promote the integration of diagnostic and treatment resources through interdisciplinary cooperation and the application of advanced technologies.
- We have fostered a collaborative quality assurance system with direct-sales suppliers and POP merchants. Together, we ensure the quality of pharmaceuticals and services, consistently delivering superior health experience to users.



- We comply with national and regional laws, regulations, and normative documents.
- The Company has a sound ESG governance system.
- The Company has a Board of Directors with diverse backgrounds. The female directors account for 25% and independent directors account for 62.5%. This diverse composition ensures scientific and independent decision-making, which enhances corporate governance.
- We have established a comprehensive risk management framework, combining five-dimensional compliance management with the three lines of defense for internal control and compliance management, to achieve comprehensive control and closed-loop management of risks, thus ensuring the stable operations of the Company.
- We continuously improve the construction of business ethics system, training and publicity, and the construction of culture of integrity, to enhance the business ethics of all employees.



- We regularly collect and analyze the opinions of stakeholders to ensure that our ESG work is compliant and meets the expectations of all parties, and establish a long-term relationship of mutual trust and cooperation.
- We have established a responsible marketing management system covering the full process of prior review, in-process inspection, and post-event penalty, and conduct regular systematic and comprehensive audits.
- We have established a full-process management system covering supplier admission review, daily management, and removal, giving priority to partners with excellent ESG performance.
- We regularly hold industry exchange meetings with suppliers to conduct in-depth discussions on the requirements for online commodity trading, ensuring that merchants achieve compliant operations.

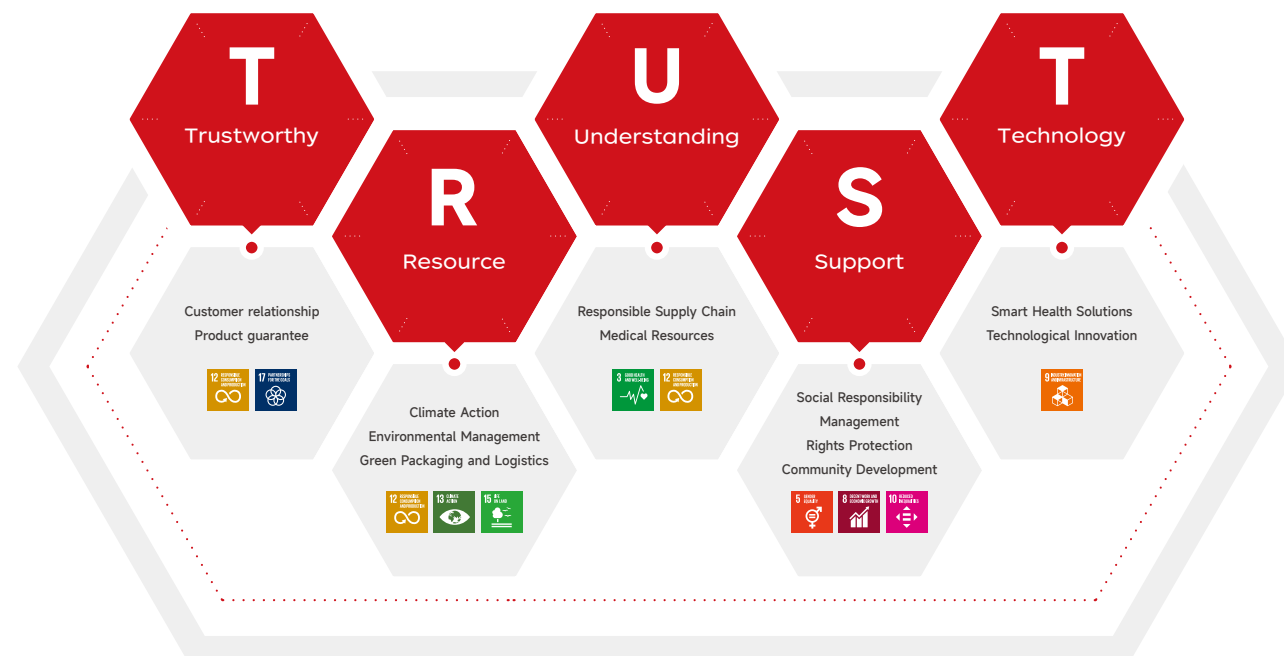
ESG Strategy

JD Health always prioritizes user health at its core, relying on a robust pharmaceutical and healthcare product supply chain and a comprehensive medical service system. By integrating cutting-edge innovative technologies, JD Health offers users health management services covering the entire lifecycle. Through the integration of extensive medical resources and innovative service models, JD Health is committed to breaking down the barriers of uneven medical resource distribution, ensuring that all groups of people can equally enjoy high-quality medical services and improve public health and well-being.

Currently, JD Health's major businesses encompass four major areas: marketing and sales of health products, healthcare services, enterprise health solutions, and smart medical solutions. This diversified business layout injects sustained momentum into JD Health's long-term growth and raises higher requirements for its sustainable governance.

In 2024, with a view to become the most trustworthy health management enterprise, JD Health continuously deepened and implemented the TRUST sustainable development strategy. Supported by its five pillars, namely "Trustworthy", "Resource", "Understand", "Support", and "Technology", the Company uses them as chapter headings to elaborate in detail on the specific implementation paths of its sustainable development strategy. JD Health cooperates with enterprises and institutions in all links (upstream, midstream and downstream) of the industrial chain, to create a sound health ecosystem for providing users with "more, faster, better and more cost-effective" consumption experience of healthcare products and strive to be a trustworthy health management enterprise to lead the future sustainable development of the healthcare industry.

Health with Trust, Empowering Lives



T	<p>Trustworthy</p> <p>Trustworthy for its excellence, JD Health aims to deliver safe and reliable healthcare services and premium healthcare products to a broader user base with a pragmatic and responsible attitude.</p> <p>Compliant Governance Business Ethics Quality Assurance Information Security and Protection</p> <p>3 GOOD HEALTH AND WELL-BEING 16 PEACE, JUSTICE AND STRONG INSTITUTIONS</p>
R	<p>Resource</p> <p>JD Health pursues ecological governance, optimizes environmental management, and adopts green packaging and logistics solutions. We collaborate with upstream and downstream partners to build eco-friendly industrial models and actively address climate change by reducing the carbon footprint of our products.</p> <p>Addressing Climate Change Energy and Resource Management Emission Control Biodiversity Conservation</p> <p>13 CLIMATE ACTION 15 LIFE ON LAND</p>
U	<p>Understanding</p> <p>With deep insight into healthcare, JD Health conducts in-depth market research and builds a transparent and reliable supply chain. We aim to make medical resources and health awareness more accessible to the public.</p> <p>Responsible Supply Chain Responsible Marketing Customer Service</p> <p>12 RESPONSIBLE CONSUMPTION AND PRODUCTION 17 PARTNERSHIPS FOR THE GOALS</p>
S	<p>Support</p> <p>JD Health supports win-win progress. In addition to pursuing stable development, JD Health proactively fulfills its social responsibilities, cares for the growth of its employees, and contributes to the harmonious progress of society.</p> <p>Talent Growth Public Health</p> <p>5 GENDER EQUALITY 8 DECENT WORK AND ECONOMIC GROWTH 10 REDUCED INEQUALITIES</p>
T	<p>Technology</p> <p>JD Health is committed to technological innovation. We empower online healthcare products with advanced digital and intelligent technologies, encourage innovation and development through standardized intellectual property management, as well as facilitate the intelligent and customized development of healthcare service solutions.</p> <p>Innovative Development Intellectual Property Management</p> <p>9 INDUSTRY, INNOVATION AND INFRASTRUCTURE</p>

Topic 1

Empowering Healthcare with Wisdom, Safeguarding People's Livelihood with Technology

Propelled by the surge of digitization and intelligence, the healthcare industry is facing unprecedented transformative changes and opportunities. The rapid advancement of AI technology is making smart healthcare a key solution to boost service efficiency, enhance patient experiences, and ease medical resource constraints.



Drawing on its deep expertise in medical big data and AI, JD Health continually broadens the application of its Jingyi Qianxun large model, dedicated to enhancing healthcare with technology and creating a professional, convenient, and trustworthy one-stop healthcare service ecosystem.

In July 2024

Jingyi Qianxun large model ranked first on the MedBench⁷ evaluation platform, highlighting its outstanding performance in the healthcare sector.

"Intelligent Medical Assistant": A Precise and Efficient Professional Assistant for All Scenarios

In January 2024, JD Health announced the launch of its "Intelligent Medical Assistant", which offers auxiliary functions across both clinical diagnosis and treatment, as well as scientific research.

The Clinical Assistant within the "Intelligent Medical Assistant" supports physicians throughout the entire diagnostic and treatment process. In the pre-diagnosis phase, it helps identify potential patients, collect medical information, and categorize needs. During diagnosis and treatment, it provides diagnostic suggestions, retrieves similar case studies, searches literature and guidelines, and generates medical documents. In the post-treatment phase, it assists in developing follow-up plans, predicting disease progression, and flagging potential risks.

The Scientific Research Assistant helps physicians retrieve and summarize literature, screen patients for study enrollment, analyze research data, and polish academic manuscripts. The Teaching Assistant simulates doctor-patient interactions and offers knowledge-based and skills-based training. The Scheduling Assistant helps physicians organize their calendars, including outpatient consultations, ward rounds, teaching, research, and academic conferences.

Kangkang

"Kangkang," based on the Jingyi Qianxun large model, offers full-scenario health management services, achieving a closed loop of "medical consultation, examination, diagnosis, and medication," and fueling innovation in Healthy China initiatives.

"Intelligent Medical Assistant"

Powered by the "Jingyi Qianxun" large model, the Intelligent Medical Assistant serves as an all-in-one professional and efficient tool designed to support physicians. It aims to become a dedicated and trusted smart assistant across medical practice, education, and research.

Chat-Healing Universe

"Chat-Healing Universe" offer a 24/7 emotional support service, accurately sensing feelings and enhancing healing effects, to boost overall societal mental health.

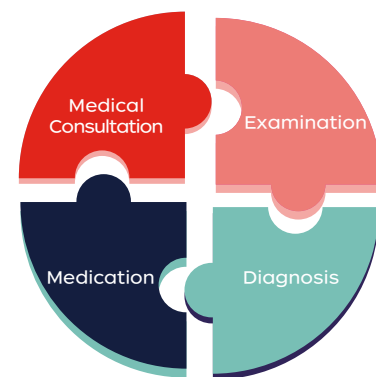
Application Scenarios of Jingyi Qianxun Large Model

"Kangkang": A Professional, Warm, and Trustworthy One-stop Healthcare Service Assistant

In July 2024, JD Health introduced "Kangkang," an AI health assistant built on the Jingyi Qianxun large model. With advancements in multimodal capabilities and complex agent systems, "Kangkang" deeply understands personalized health needs, offering authoritative consultations and precise medical service connections.

"Kangkang" encompasses services in all scenarios, including health consultations, online doctor visits, hospital appointments, report interpretations, medicine deliveries, and home testing, seamlessly linking information queries to medical service bookings for users' end-to-end health management.

As a free AI health assistant, "Kangkang" integrates multi-platform medical resources to advance inclusive smart healthcare. It slashes time spent seeking medical advice and medication, boosts service efficiency and accessibility, driving innovation in Healthy China initiatives.



Kangkang Linking the Closed-loop Services of "Medical Consultation, Examination, Diagnosis, and Medication"

Chat-Healing Universe: Personalized Psychological Healing Services

In May 2024, JD Health's Mental Health Center debuted the "Chat-Healing Universe," a 24/7 emotional support service that accurately senses users' feelings and deeply perceives their experiences, delivering a counseling-like experience.

Unlike generic large models, "Chat-Healing Universe" evolves its empathy through user feedback and ongoing training, possessing a richer and more vivid "personality." This personalizes user experiences and enhances psychological healing.

Currently, the prevalence of mental disorders and psychological issues in China is rising. Our "Chat-Healing Universe" boosts mental health service accessibility, enhances public awareness, and promotes overall mental wellbeing.



JD Health's "Chat-Healing Universe"

⁷ MedBench is an evaluation system and open platform for Chinese medical large models, launched by the Shanghai Artificial Intelligence Laboratory and Shanghai Digital Medicine Innovation Center.

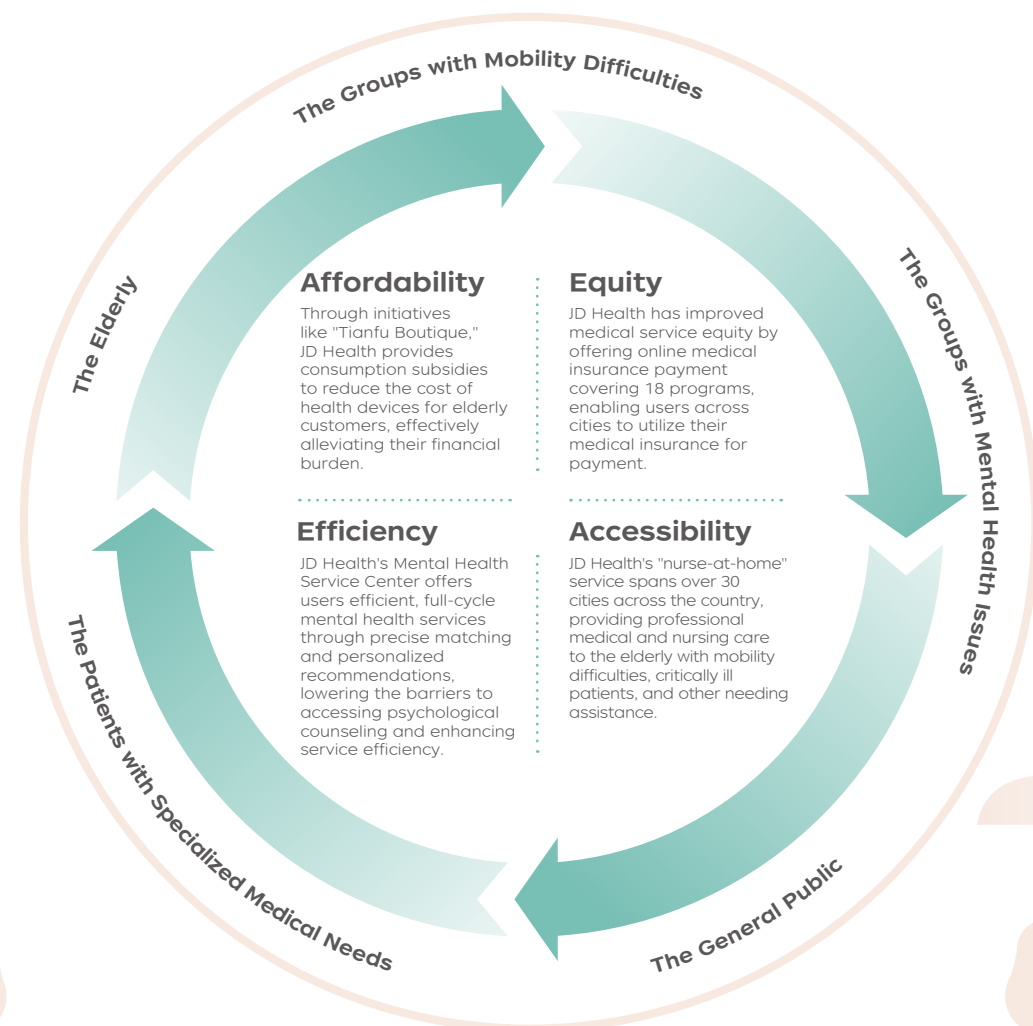
Topic 2

Establishing a New Ecosystem for Inclusive Healthcare, Embarking on a Journey of Smart Health

JD Health upholds the concept of inclusive healthcare, ramping up its efforts from two fronts, namely "universality" and "affordability." "Universality" ensures broad accessibility and equity, utilizing widespread medical resources and innovative service models to make high-quality healthcare accessible to people from different regions and backgrounds. "Affordability" prioritizes benefiting the masses and efficient delivery, reducing medical costs and enhancing service efficiency to meet people's healthcare needs, thereby alleviating patients' burdens while enhancing public health and well-being.



Guided by the principles of equity, accessibility, affordability, and efficiency in inclusive healthcare, JD Health has established a comprehensive ecosystem encompassing services covering nurse-at-home, video visits, online medical insurance payment, rare disease medications, specialized online consultations, and elderly care. This ecosystem is dedicated to addressing diverse medical needs of all populations and safeguarding public health in all aspects.



JD Health's Inclusive Healthcare Ecosystem

Expanding the Reach of Home Healthcare Services to Address the Accessibility Challenges of Special Groups

JD Health innovatively introduced the "nurse-at-home" program, tailored for individuals with mobility difficulties and ongoing care needs, providing them with comprehensive at-home healthcare and nursing services. It caters to the elderly, postoperative patients, bedridden patients, pregnant and postpartum women, among others. Offering over 40 professional nursing services like injections, blood sampling, wound care, traditional Chinese medicine (TCM) nursing, maternal and child care, and ventilator adjustments, it allows users to receive nursing care at home. This program complements traditional healthcare, addresses home care challenges, and enhances the accessibility and convenience of healthcare service, bringing medical care directly to thousands of households.



"JD Nurse-at-Home" Service Interface



"JD Nurse-at-Home" Service Reaching Rural Villagers

In 2024, JD Internet Hospital introduced Video Visits, facilitating medical access for those with mobility difficulties. Our Express Video Visits, staffed by general practitioners 24/7 and featuring a swift response time of up to nine seconds, cover common ailments like colds, fevers, diarrhea, and vomiting. Meanwhile, this service supports multi-party calls, enabling remote consultations for parents by their overseas children, fostering seamless communication among doctors, patients, and families. This transcends geographical barriers, making quality medical resources more accessible and embodying the true spirit of inclusive healthcare.

Broadening Online Medical Insurance Services to Set a Benchmark for Digital Inclusive Healthcare

Leveraging its Internet platform, JD Health has rolled out the "Online Medicine Purchase with Individual Medical Insurance Account Payment" service in 18 cities nationwide. Users can now conveniently purchase medicines with medical insurance online without visiting hospitals or pharmacies, bypassing geographical and time limitations, significantly boosting the flexibility and reach of medication access.

As of the end of the reporting period, JD Health had over 3,000 online designated medical insurance pharmacies nationwide, serving more than 100 million individuals. It has created 25 specialized medical insurance scenarios, each with flexible configurations tailored to individual cities under the "One City, One Policy" approach, facilitating convenient medical

insurance payments for users in various contexts. This ensures widespread and precise access to medical service resources and benefits.



JD Health's "Online Medical Insurance Payment" Service

Establishing a Comprehensive Online Specialist Service Loop to Form a Robust Healthcare Protection Matrix

In 2024, JD Health has focused on enhancing its specialized Internet medical systems. Expanding on its current specialties like dermatology, mental health, and traditional Chinese medicine, JD Health has introduced an online men's healthcare consultation service, creating a seamless ecosystem for "consultation, medication, and chronic disease management." This service offers convenient, accessible, and professional online diagnosis and treatment for male users. Since its launch, it has continually enhanced service quality, delivering precise diagnoses and personalized treatment plans. Meanwhile, the service has broadened its coverage, addressing common healthcare issues such as appointment difficulties, long waits, and privacy concerns for more users. With these efforts, JD Health is promoting inclusive healthcare and driving online specialist services toward a new era of comprehensive, high-quality development.

Case JD Internet Hospital Men's Health Center Establishes the Country's First "Demonstration Base for Standardized Men's Health Care in Internet Hospitals"

JD Health has tailored an online men's health consultation system to address the challenges faced by male patients. This system offers a streamlined, one-stop solution for medical advice, medication, and chronic disease management. To address issues such as low clinic attendance, insufficient awareness, and poor compliance due to disease-related stigma and privacy concerns among patients, our platform provides secure and private online consultations, saving patients time, effort, and costs, while offering peace of mind. Furthermore, we have established a comprehensive platform for men's health specialists, encompassing online consultations, patient management, and surgical scheduling enhancements, thereby boosting doctors' aboveboard earnings and fostering patient trust for a mutually beneficial doctor-patient relationship.



The Ceremony for Awarding the "Demonstration Base for Standardized Men's Health Care"

Innovating Mental Health Service Models to Build a Digital Bridge for Psychological Care

As society's focus on mental health increases, public demand for psychological support in self-regulation, interpersonal communication, career guidance, and other areas have grown significantly, highlighting the importance of mental health literacy. However, China currently faces a severe shortage of qualified psychological counselors and therapists, coupled with inadequate public awareness of psychological counseling, leading to a stark imbalance between mental health supply and demand.

To tackle challenges proactively and pave the way forward, JD Health's Mental Health Center has introduced an innovative tripartite model integrating "doctors, medication, and counseling". This model has effectively connected mental health treatment with psychological counseling services, achieving seamless integration and communication and efficient referral to meet users' diverse needs.

For general mental health concerns like emotions and stress, users can begin with psychological assessments, and the platform will match them with specialized counselors for targeted advice. For mental illnesses such as depression and bipolar disorder, the platform offers personalized and full-lifecycle care through its trinity model. This innovative approach significantly reduces barriers to psychological counseling, precisely delivering quality services via digital means, truly benefiting those in need, and enhancing overall mental wellbeing.

Upgrading Elderly-friendly Healthcare Solutions to Create a Seamless Service Loop for the Elderly

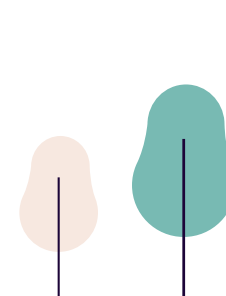
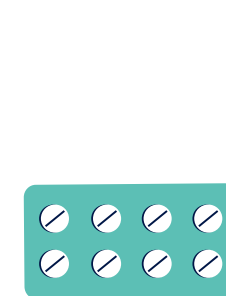
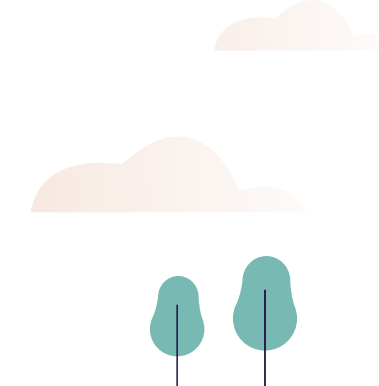
In recent years, China has witnessed an intensifying aging population, posing numerous challenges for the elderly in accessing suitable health services, such as installing medical devices, lack of assistance from distant family members, and replacing bulky items. To tackle these issues, JD Health focuses on enhancing the delivery process, offering elderly users with more convenient and considerate health services.

JD Health has fully implemented door-to-door delivery services for all items and is gradually improving the integrated delivery and installation service for large items to eliminate installation worries for elderly users. For low-repurchase items like wheelchairs, the platform offers a free door-to-door trade-in service to lighten the burden on elderly users and boost the convenience and accessibility of elderly-friendly services.

In 2024, JD Health partnered with provinces and municipalities like Sichuan, Guangdong, Fujian, and Shanghai to launch elderly-friendly initiatives, offering elderly users diverse benefits and conveniences through online national subsidies and offline events. In Sichuan's "Tianfu Boutique" event, JD Health issued consumption subsidies to elderly users, reducing their health equipment costs and alleviating their financial burden. Over 180,000 users in Sichuan benefited from these coupons, ensuring access to affordable health products for both elderly users and a wider group in need.



Sichuan's "Tianfu Boutique" Event



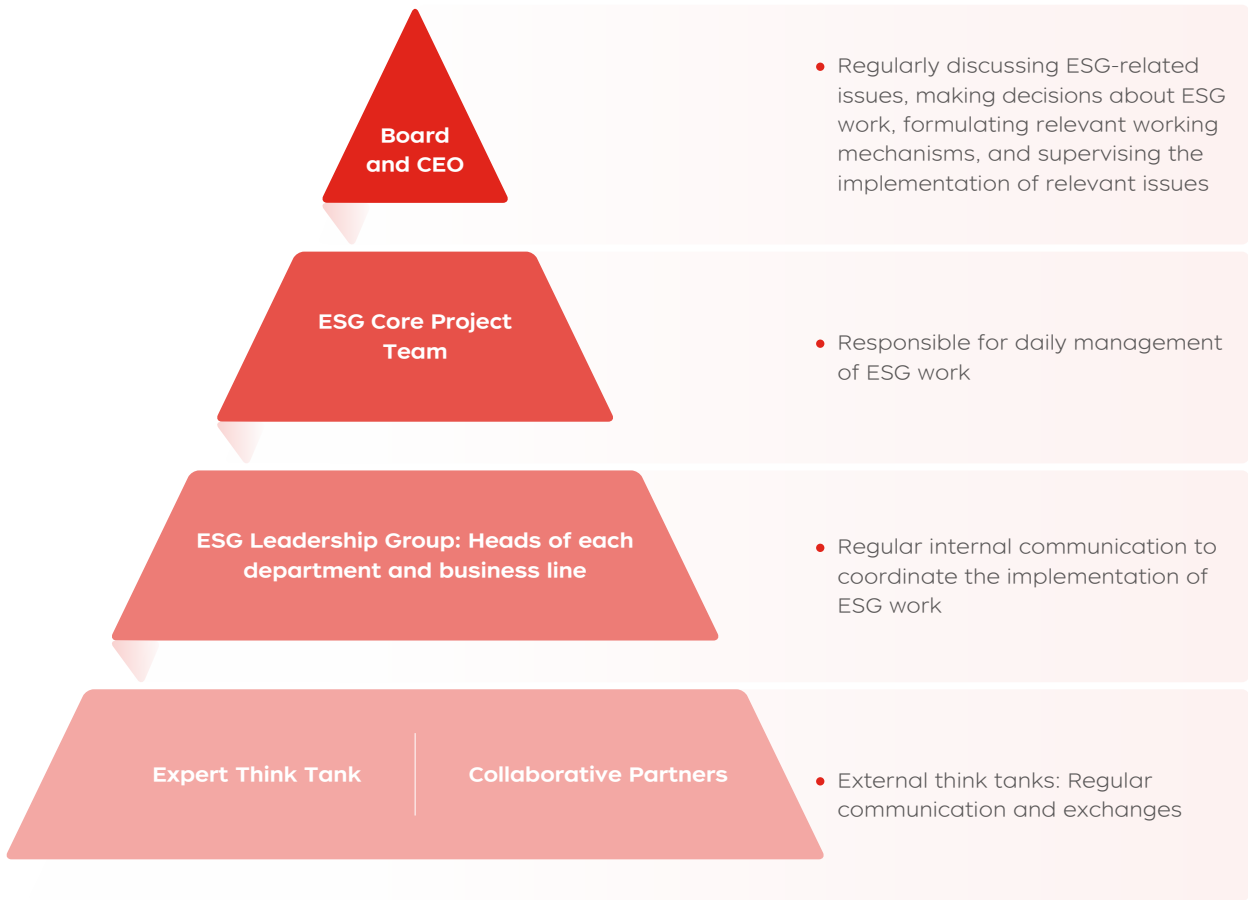
Sustainable Development Management

JD Health is committed to promoting sustainable development through an efficient governance system, integrating the principles of Environmental, Social, and Governance (ESG) into its corporate strategy and daily operations. We actively solicit feedback from stakeholders and continuously deepen our TRUST strategy to achieve high-quality and sustainable development goals.

ESG Governance

JD Health strictly adheres to the *Environmental, Social and Governance (ESG) Reporting Guide* of the Stock Exchange of Hong Kong Limited and has established a robust ESG governance framework. The Board and CEO serve as the highest decision-making bodies for ESG governance, guide the strategic direction of ESG, oversee target implementation, and decide on key matters. The ESG Core Project Team manages the Company's ESG affairs and reports to the Board and

CEO. The ESG Leadership Group, comprised of heads of each department and business line, is tasked with advancing the implementation of ESG initiatives. Furthermore, the Company collaborates with external experts and partners, forming external think tanks for regular communication and exchanges, to secure professional advice and suggestions. This collaborative governance ensures the effective rollout of all ESG initiatives.



The Framework of the ESG Governance System

Stakeholder Engagement

JD Health attaches great importance to stakeholder engagement. The Company has established dedicated communication channels to regularly gather and analyze the opinions and suggestions of stakeholders, ensuring that its ESG efforts align with external regulatory requirements and stakeholder expectations. This helps us foster long-term, stable, and trustworthy partnerships, jointly promoting our sustainable development.

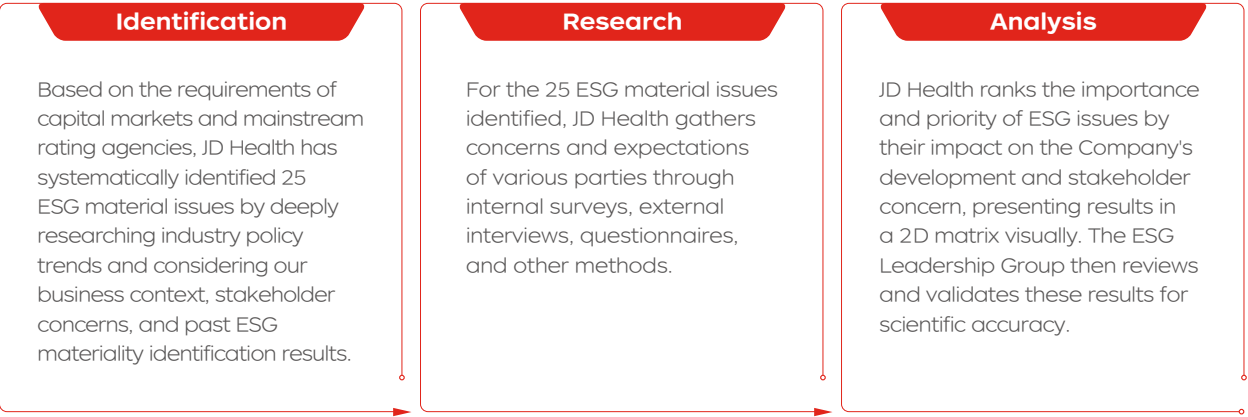
Stakeholder Engagement

Stakeholders	Material Issues	Means of Communication
Consumers	<ul style="list-style-type: none">Product quality and safetyHigh-quality and efficient healthcare servicesUser experience improvementInclusive healthcareInformation security and privacy protectionResponsible marketing	<ul style="list-style-type: none">Continuous online and offline communicationOnline consultations with doctors24/7 customer serviceConsumer research and feedbackSocial media communicationRegular media publicity and communication
Business Clients	<ul style="list-style-type: none">Product quality and safetyHigh-quality and efficient healthcare servicesDevelopment of medical technologyIntellectual property rights protectionSustainable development of supply chainUser experience improvementCompliant operations	<ul style="list-style-type: none">Regular work meetingsOnline/offline/video/phone calls and other business dialogues
Governments and Regulatory Agencies	<ul style="list-style-type: none">Product quality and safetyHigh-quality and efficient healthcare servicesDevelopment of medical technologyInclusive healthcareUser experience improvementPublic welfare activitiesCompliant operationsComprehensive risk managementBusiness ethics and anti-corruptionResponsible marketing	<ul style="list-style-type: none">Regular reports and communicationPolicy suggestionsSigning cooperation agreementsEstablishing strategic cooperationInfrequent industrial forums and conferencesOnsite investigation of enterprisesVisits to government departmentsEstablishing specialist overseeing communication channelsReplies to relevant inquiries from regulatorsRegular communication with regulatory agencies

Stakeholders	Material Issues	Means of Communication
Shareholders and Investors	<ul style="list-style-type: none">Product quality and safetyHigh-quality and efficient healthcare servicesInformation security and privacy protectionIntellectual property rights protectionEmployment complianceCompliant operationsRisk managementBusiness ethics and anti-corruptionSustainable development of supply chain	<ul style="list-style-type: none">Phone callsMeetings, and company visitsEnterprise annual reports,Quarterly reports and announcementsNon-deal roadshowsRegular communication and disclosure of ESG-related issuesGeneral meetings of shareholders
Value Chain Partnerships	<ul style="list-style-type: none">Development of medical technologySustainable development of supply chainBusiness ethics and anti-corruptionSustainable development	<ul style="list-style-type: none">Regular purchasingTraining and evaluationMonthly/quarterly communication mechanismRegular online/offline communication and meetingsAd hoc industry forumsSupplier conferences
Employees	<ul style="list-style-type: none">Staff training and developmentDiversityEquality, and inclusionEmployees' remuneration and benefitEmployment complianceEmployees' health and safety	<ul style="list-style-type: none">Staff mailCommunication meetings,Staff forumsStaff congressesTraining activitiesAppeal mechanismOnline and offline research and feedback
Communities and Environment	<ul style="list-style-type: none">Carbon footprint of productsAddressing climate changeGreen operationsWaste managementPublic welfare activitiesResponse to the epidemic diseases	<ul style="list-style-type: none">Long-Term public welfare projectsRegular media publicity and communicationSocial media communicationPublic welfare forum activitiesVolunteer activities

Materiality Determination

JD Health consistently views materiality identification and determination crucial for effective resource allocation and sustainable development. Our robust process accurately identifies ESG materiality with significant impacts on the environment, society, and corporate governance, informing our strategic decisions.



ESG Materiality Matrix

01

Building User Trust

JD Health is well aware that well-functioning corporate governance and high-quality product management not only serve as the cornerstone of a company's stable development, but also the key factors in building user trust. JD Health has established a sound governance structure, strengthened its internal control and compliance management, improved its risk management system, and enhanced product safety and quality to create a trustworthy healthcare service system for users. JD Health will continue to deepen its sustainable development strategy of TRUST, with building user trust as its core, to expedite the Company's high-quality development.



■ Building User Trust

Optimizing Resource Use

Gaining Market Insights

Contributing to Social Development

Promoting Digital and Intelligent Empowerment

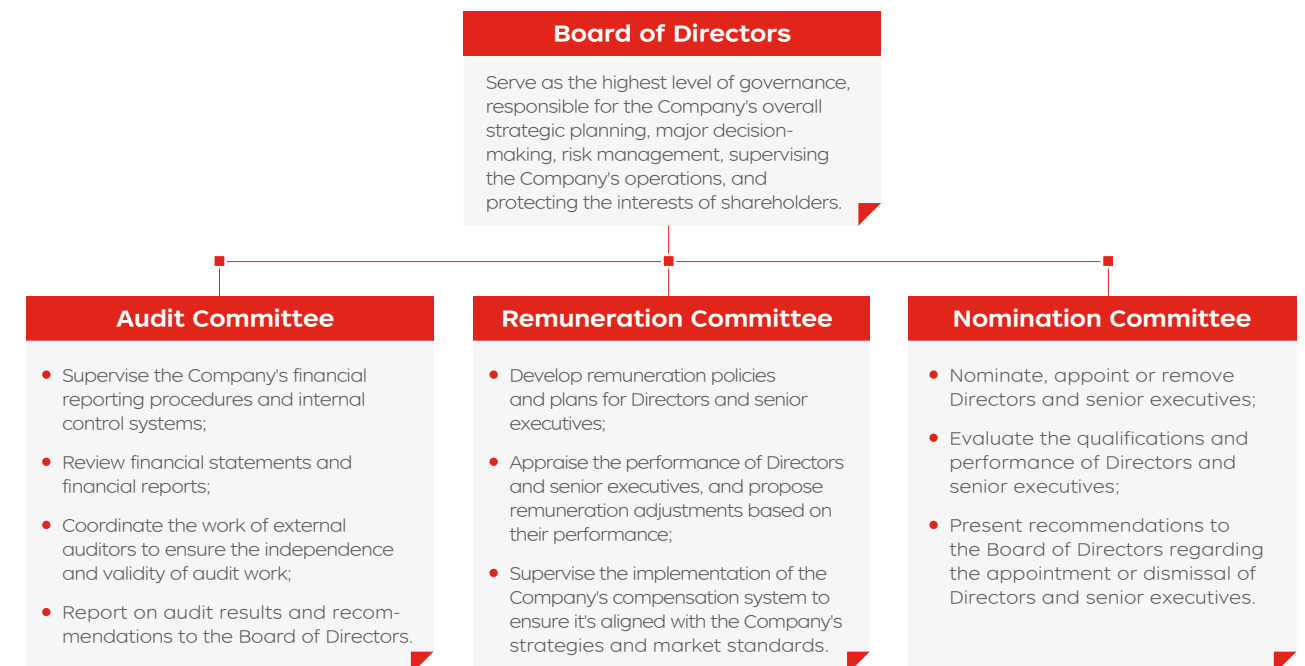
Compliance Governance

JD Health strictly complies with the requirements of relevant laws, regulations, and normative documents such as the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Code of Corporate Governance for Listed Companies*, the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited*, and the *Corporate Governance Code*. The Company has established a comprehensive compliance governance system to ensure the legal and regulatory compliance of its entire operation process, effectively preventing legal and regulatory risks. We attach great importance to the cultivation of compliance culture, deeply integrating it into daily business decisions and the code of conduct for employees, continuously improving the compliance awareness of all employees, and laying a solid foundation for the long-term stable development of the Company.

Governance Framework

JD Health has put in place a compliance governance framework delineating powers and responsibilities to ensure that compliance management is fully integrated into business operations. In this framework, the Board of Directors, serving as the highest governance level, has an audit committee, a remuneration committee, and a nomination committee, to achieve efficient collaboration and form a governance mechanism with clearly defined responsibilities and mutual checks and balances, ensuring the regulatory compliance and scientific decision-making of the Company's governance.

Governance Framework of JD Health



Board Diversity

JD Health values the independence and diversity of its Board of Directors. It optimizes the structure of the Board and attracts outstanding talents with different backgrounds and professional expertise to join the Board, achieving a multi-dimensional perspective and promoting innovative thinking. This way, it enhances corporate governance, protects shareholders' interests, and promotes long-term stable development of the Company.

JD Health has well-defined term limits and a rotational retirement mechanism. All Directors shall be subject to retirement by rotation at least once every three years. Taking into account the continuity of the Company's business development and strategic requirements, we make appropriate adjustments to ensure the vitality and innovation of the management team, which provides robust support for the Company's sustainable development. The average term of office for Directors is 3.8 years.

☆ Board independence

- **Response to policies and policy formulation:** Strictly complying with the *Independence Standards for Independent Directors*, JD Health has formulated the *Board Independence Policy*, to ensure the independence and objectivity of the Directors.
- **Proportion of Independent Directors:** JD Health's Board of Directors consists of eight directors, among whom there are five independent directors, accounting for 62.5% of the Board. The proportion of independent directors exceeds half, which can effectively play a supervisory role and effectively protect the interests of shareholders.
- **Assurance of independence:** The Company annually reviews the independence of Directors and requires independent non-executive Directors to sign written confirmation letters to ensure that their independence meets the governance requirements of the Company.
- **Independent opinions and voting rights:** Independent Directors provide independent and professional opinions and judgments on key matters such as the Company's strategic planning, risk prevention and control, and conflicts of interest. They enjoy complete, equal and independent voting rights.
- **Independence in the performance of duties by committees:** The appointment and performance of duties of the members of each special committee of the Board of Directors strictly comply with the independence requirements to ensure the independence and objectivity of the resolutions of the Board of Directors and provide high-quality support for the Company's decision-making.

⚙ Board diversity

- **Response to policies and policy formulation:** Strictly complying with the *JD.com's Policy on Board Diversity*, JD Health has formulated the *Board Diversity Policy*, and the *Director Nomination Policy*, to ensure the diversity of the directors.
- **Gender diversity of the Board of Directors:** JD Health's Board of Directors consists of 8 directors, among whom there are two female directors, accounting for 25% of the Board. The proportion of female members in each committee reaches or exceeds one-third.
- **Diversified professional backgrounds of the Board of Directors:** JD Health's Board members come from multiple professional fields, spanning business management, e-commerce, engineering, medicine, finance, law and computer science providing multi-dimensional professional advice to the Company, contributing to the Company's rational and forward-looking strategic decisions.
- **Diversified selection criteria for Directors:** When selecting Board members, the Company comprehensively considers factors such as gender, professional background, conflicts of interest, professional skills, and industry experience to ensure the diversity and professionalism of the Board and provide a solid governance foundation for the stable development of the Company.

JD Health's Board Diversity

Title	Name	Gender	Involved committee (s)	Industrial experience	Experience in finance	Risk control
Non-Executive Director and Chairman of the Board	Richard Qiangdong Liu	Male	Chairperson of the Nomination Committee	Yes	Yes	Yes
Executive Director and Chief Executive Officer	Enlin Jin	Male	Remuneration Committee	Yes	Yes	Yes
Non-Executive Director	Qingqing Yi	Male	-	Yes	Yes	Yes
Independent Non-Executive Director and Chairperson of the Audit Committee	Xingyao Chen	Male	Chairperson of the Audit Committee	No	Yes	Yes
Independent Non-Executive Director and Chairperson of the Remuneration Committee	Ling Li	Female	Chairperson of the Remuneration Committee, Member of the Audit Committee	Yes	Yes	Yes
Independent Non-Executive Director and Member of the Audit Committee	Jiyu Zhang	Female	Member of the Audit Committee and the Nomination Committee	No	Yes	Yes
Independent Non-Executive Director and Member of the Nomination Committee	Ying Wu	Male	Member of the Nomination Committee and the Remuneration Committee	No	No	Yes
Independent Non-Executive Director	George Lau	Male	-	Yes	No	No

Internal Control and Compliance Management

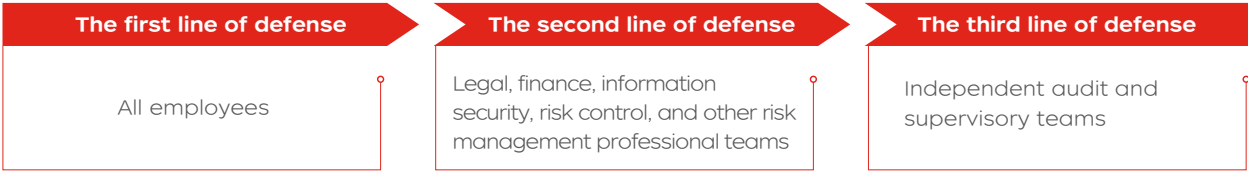
JD Health always regards internal control and compliance management as an integral part of its sustainable development. It is well aware that in the ever-changing healthcare industry, ensuring the legal and regulatory compliance of its business management is the key to winning the trust of its users, the respect of its partners, and the recognition of regulatory authorities.

Multi-dimensional Compliance Management

Upholding the philosophy of "being trustworthy and putting customers' health in the center," JD Health has built a "five-dimensional" compliance system with "three lines of defense," and has integrated compliance management into all aspects of its operations, including the pharmaceutical business, the operations of the Internet Hospital, and the medical service provision, to ensure the compliant operations of the Company in an all-round way.

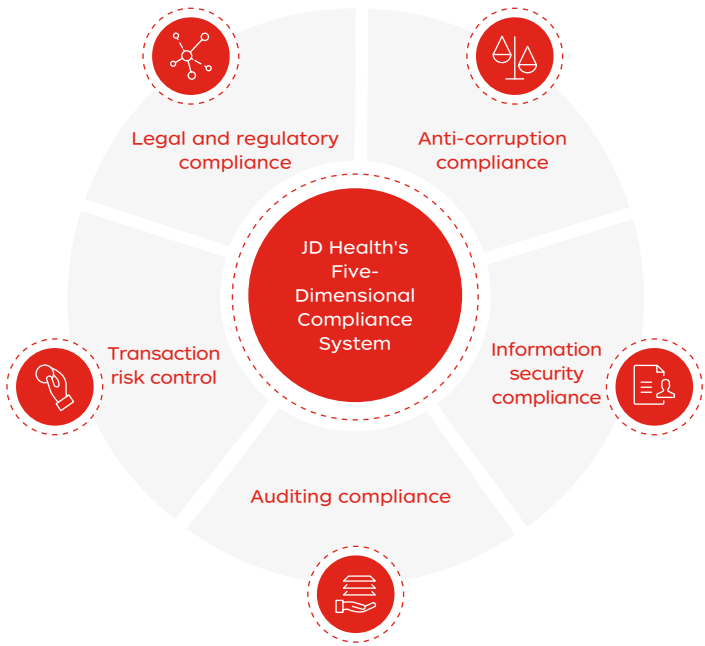
In 2024, JD Health continued to improve its compliance management system. It formulated the *Code of Conduct for the Use of Medical Insurance Fund of JD Health* and updated and optimized the *JD Health Service Provider Recommendation Management Specifications*. By clarifying the norms to use the medical insurance fund and putting forward more stringent requirements to manage the service provider recommendation process, JD Health has been regulating the compliance behaviors in the business process more effectively, reducing potential risks and laying a solid foundation for the stable development of the Company.

JD Health's internal control and compliance management system is centered around the "three lines of defense," forming a tight risk prevention and control network.



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

On the basis of the "three lines of defense," JD Health has improved its "five-dimensional" compliance system comprehensively covering all aspects of its operations to ensure the legal and regulatory compliance of its internal management.



Internal and External Audits

In terms of internal and external audits, JD Health has established a dual audit mechanism covering core areas such as compliance, anti-corruption, and pharmaceuticals. In 2024, JD Health conducted a total of 499 internal audits, and 144 external independent audits that were conducted by accepting some third-party authoritative institutions such as the National Medical Products Administration. Through strict audit processes, potential risks were promptly identified and corrected to ensure the legal and regulatory compliance of the Company's business operations. In addition, JD Health optimizes its resource allocation and improves its management efficiency through internal audits to provide strong support for its long-term development.

Transactions of Related Parties

JD Health strictly adheres to the principles of fairness, transparency, and compliance to manage the related party transactions, and takes various measures to prevent the risk of interest transfer. In 2024, there were no compliance disputes caused by related party transactions.

Identification of related parties	Establish an active identification and reporting mechanism to continuously track, report, and approve newly added related party transactions.
Compliance management	Continuously monitor business operations of related parties, and improve internal control and management process for related party transactions, which can only be conducted after being examined and approved.
Pricing mechanism	The pricing of related party transactions strictly follows market-based fair standards to ensure transaction independence and commercial rationality.
Information disclosure	Provide detailed disclosure of related party transactions, amount, and pricing basis in the Company's annual report to safeguard investors' right to know.
Training and publicity	Conduct regular internal training sessions on the identification and judgment of related party transactions.

Risk Management

In the modern healthcare industry, risk management is an essential factor for the stable operations and sustainable development of enterprises. JD Health is well aware of the importance of risk management and is committed to building a comprehensive and efficient risk management system to ensure stable and robust operations and secure user services.

Risk Management System

JD Health strictly follows the risk reward and penalty mechanism established by JD.com, implementing a strict point deduction system for safety incidents. The annual internal control self-assessment results are incorporated into the performance appraisal system for heads of business departments and units as an important basis for their performance appraisals. Through a clear and rigorous reward and penalty mechanism, we refine risk management and effectively encourage all departments to fulfill their responsibilities for risk prevention, thereby enhancing the risk awareness and response capabilities of all employees.

Risk Management Structure

JD Health has established a comprehensive risk management structure with the Risk Management Committee led by the CEO at its core. Under the Risk Management Committee, it has the Data Security Committee, the Pharmacy and Therapeutics Committee, the Medical Devices and Consumables Management Committee, and the Health Experts Committee. The committees collaborate and coordinate with each other to enhance risk management.

The Risk Management Committee, as the highest decision-making body for risk management, is responsible for formulating risk management strategies and continuously monitoring the implementation of risk response measures. Each collaborating committee member is responsible for the full process management of corresponding risks based on the division of labor by professional domain, achieving targeted control and collaborative governance.

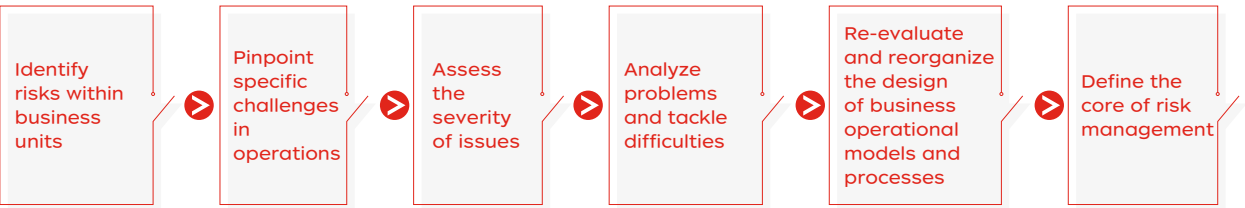
Meanwhile, JD Health has dedicated risk management personnel who report directly to the CEO to comprehensively manage and supervise the implementation of various risk management measures. This mechanism has broken down the barriers between departments, allowing risk information to be directly and quickly transmitted to the highest decision-making level of the Company, avoiding information asymmetry and providing strong support for timely and effective decision-making.



JD Health's Risk Management Structure

Risk Management Process

JD Health has established a rigorous and systematic risk management process. By building a business risk monitoring model and linking it with a governance platform, JD Health comprehensively identifies, evaluates, monitors, and responds to various risks, achieving dynamic monitoring and accurate early warning and improving the synergy and timeliness of risk prevention and control, to ensure stable and robust operations of the Company and secure services for users.



Risk Management Process of JD Health



Identification of Emerging Risks and Responses

JD Health always regards risk identification and response as a key factor for its sustainable development, and is committed to systematically conducting risk exposure review and evaluation through scientific risk management processes, taking into account the industry dynamics and the actual business conditions of the Company. In 2024, JD Health further strengthened its identification and response mechanisms for emerging risks, ensuring steady development in a complex and ever-changing market environment.

Categories	Impacts	Responses
Bias and discrimination risks from AI algorithms	<ul style="list-style-type: none">AI models may develop biases due to biases in the training data, resulting in inaccurate or unfair diagnosis or treatment recommendations for certain groups of patients.	<ul style="list-style-type: none">Strengthen data diversity and quality control to ensure that training data can fully represent the characteristics of different populations; Regularly perform bias detection and correction on AI models.
Data security risks of AI systems	<ul style="list-style-type: none">AI applications involve the collection and processing of a large amount of patient data, which may lead to data leakage or unauthorized access, thereby infringing on patients' privacy.	<ul style="list-style-type: none">Strengthen data encryption and access control to ensure the security of data storage and transmission; Regularly conduct security audits and vulnerability detection.
Insufficient interpretability of AI decisions	<ul style="list-style-type: none">The complexity of AI models may make their decision-making process difficult to understand, affecting the trust of medical personnel in their recommendations.	<ul style="list-style-type: none">Develop interpretable tools to provide the logic and basis for AI decision-making; Strengthen communication with medical personnel to ensure that they understand the limitations of AI tools.
Reliability of AI technology	<ul style="list-style-type: none">AI systems may generate incorrect diagnosis or treatment recommendations due to technical defects or poor data quality, which may affect the patient's health.	<ul style="list-style-type: none">Strictly validate the performance of AI models to ensure their accuracy and stability in different scenarios; Establish a real-time monitoring mechanism to promptly detect and correct errors.
Medical ethics and ambiguous definition of responsibilities	<ul style="list-style-type: none">The widespread application of AI in medical decision-making may lead to vague distribution of responsibilities and blur the boundaries of obligations between doctors and AI.	<ul style="list-style-type: none">Clarify the scope of use of AI tools and precisely define responsibilities to ensure the leading role of medical personnel in key decisions; Strengthen ethical review and compliance management.
Impact of AI on healthcare employment structure	<ul style="list-style-type: none">The widespread application of AI technologies may lead to a fact that the automation may obsolete some medical positions, such as imaging technicians and medical record management, thus triggering employment structure adjustments.	<ul style="list-style-type: none">Provide necessary training to medical personnel and enhance their skills to make them adapt to AI-assisted working modes; Promote the optimization and transformation of the talent structure in the medical industry.
Performance degradation risk of AI systems	<ul style="list-style-type: none">As the data are updated over time, the performance of an AI model may decrease, leading to reduced accuracy of diagnosis or treatment recommendations.	<ul style="list-style-type: none">Regularly evaluate and update the performance of an AI system to ensure it adapts to the latest clinical data and medical standards.

Compliance Training

JD Health regards its employees as the first line of defense for internal control and compliance management. JD Health actively participates in the group-wide compliance training for all employees of JD.com and conducts training activities such as "I'm committed to safeguarding JD Health's compliance" to promote the integration of compliance awareness into daily work among all employees.

Case JD Health participates in the group-wide compliance training for all employees

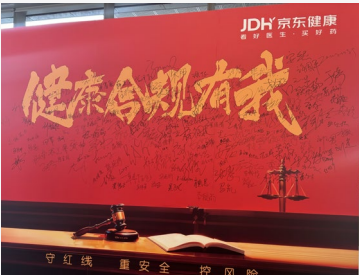
In 2024, JD.com conducted the "2024 JD.com Compliance Training for All Employees," ensuring that every employee can deeply understand the importance of compliance governance through online learning and exams. The training covered key areas such as "Integrity and Compliance," "Information Security," "Legal Compliance and Trade Secrets". It included practical case analysis and interactive discussions to further enhance employees' compliance awareness and risk prevention capabilities.



2024 JD.com Compliance Training for All Employees

Case Cultural activity of "I'm committed to safeguarding JD Health's compliance"

In September 2024, JD Health launched the "I'm committed to safeguarding JD Health's compliance" cultural activity, which covered all employees. The activity aimed to enhance employees' compliance awareness and improve the compliance awareness and risk prevention capabilities of all JD Health's employees through offline publicity and online courses on compliance and risks.



Employees are Participating the Cultural Activity of "I'm committed to safeguarding JD Health's compliance"



Business Ethics

JD Health strictly adheres to business ethics and upholds a "zero tolerance" approach towards all forms of corruption and bribery that violate business principles. In 2024, JD Health adopted TRUST sustainable development strategy as a framework to comprehensively build a healthy and sustainable business ecosystem by building user trust and becoming trustworthy, strengthening management systems, improving whistleblowing management mechanism, and intensifying the training on business ethics.

Management Systems

JD Health always adheres to the core value of putting customers' health at the center, and integrates business ethics into every aspect of the Company's operations. JD Health has established a comprehensive and efficient business ethics management system to ensure that all business activities strictly comply with laws, regulations, and ethical principles, securing compliance and integrity.

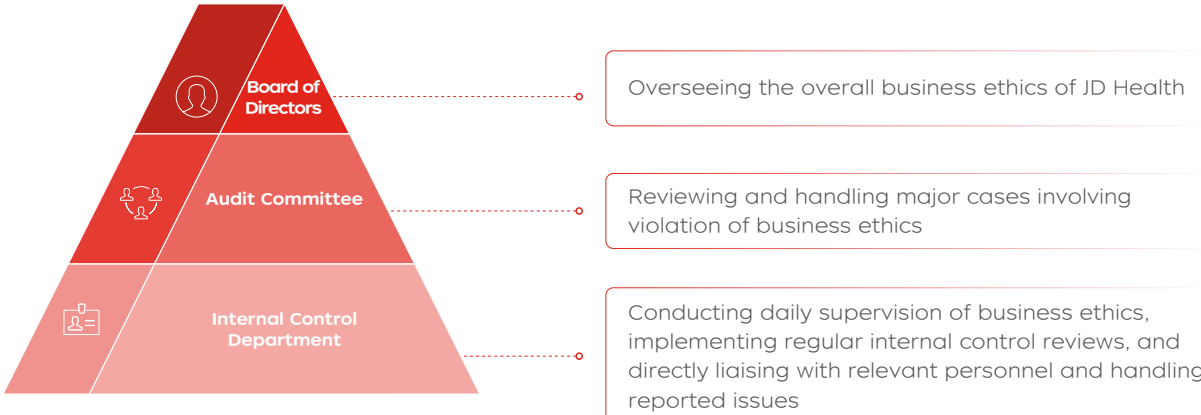
Management Guidelines

JD Health has established comprehensive business ethics management guidelines and strictly adheres to national laws and regulations, including the *Anti-Unfair Competition Law of the People's Republic of China*, the *Interim Provisions on Banning Commercial Bribery*, as well as the principles and regulations formulated by the Group, such as the *JD Group Business Conduct and Ethics Code* and the *JD Group Anti-Corruption Regulations*. On this basis, JD Health, taking into account its own business characteristics, has formulated a series of available systems and management regulations, such as the *JD Health Business Banqueting Management System*, and the *JD Health Service Provider Recommendation Management Regulations* to ensure that the Company strictly abides by laws, regulations and code of ethics in all business links.

In 2024, JD Group revised the *JD Anti-Corruption Regulations* and its annexes the *JD Group Whistleblower Protection and Reward System* and the *JD Group Integrity Reward Policy*, further strengthening its management for clean operations. JD Health actively responds to the Group's requirements and strictly implements the above policies. Based on that, JD Health has formulated the *JD Health Medical Institutions Anti-Commercial Bribery Management Regulations*, which covers all employees (including full-time employees, part-time employees, outsourced employees and interns), further improving the system for anti-corruption and clean management, and raising the Company's business ethics management to a higher level.

Management Structure

To ensure the implementation of policies, JD Health has established a three-tier management structure with the Board of Directors as the main responsible body, and the Audit Committee and the Internal Control Department as regulators. It implements business ethics supervision from top to bottom and internalizes compliance governance into a continuous driving force for promoting the sustainable development of the Company.



Business Ethics Management Structure of JD Health

Business Ethics Management Measures

Adhering to the principles of integrity, transparency, and being responsible, we have established comprehensive and systematic measures for managing business ethics. These measures are implemented throughout all aspects of internal governance and external cooperation. JD Health strengthens the full cycle supervision of business activities through strict institutional design, supervision mechanism, and employee training, ensuring that business ethics concepts are well understood by its employees and implemented in daily operations.

Improving the integrity and compliance system	Continuously improve the integrity and compliance system, optimize supporting mechanisms, strengthen system implementation and supervision, and respond to the Group's requirement of linking anti-corruption management with employees' compensation and performance to ensure scientific, normative, and effective integrity management.
Commitments to anti-corruption of all employees	JD Health, in response to the Group's policy, requires all full-time employees to sign the <i>JD Group's Commitment to Anti-Corruption</i> . Interns and other labor personnel sign the <i>Commitment to Complying with JD Group's Anti-corruption Regulations</i> . In 2024, 100% of employees have signed the commitments.
Self-checks and self-correction of the business departments	Business departments and some key departments carry out self-checks and self- correction, to further proactively prevent integrity and compliance risks of the Company, and ensure the healthy development of its businesses.
Comprehensive review by the internal control department	The internal control department conducts regular internal control inspections covering all businesses, to ensure the effective implementation of internal control systems through comprehensive review and evaluation, and prompt identification and rectification of potential risks.
Punish corruption severely	Dismiss employees who violate the <i>JD Anti-Corruption Regulations</i> , and list them on the dishonesty list, and transfer those suspected of illegal or criminal activities to judicial authorities in accordance with the law.
Reviews of the key cases	Review the key cases and propose targeted measures and improvement suggestions for integrity risks involved in corruption cases.
Whistleblowing channels and protection mechanism	Expand reporting channels, establish a strict whistleblower protection and reward systems, and encourage employees and partners to report corruption.
Multi-level integrity training	Carry out multi-level integrity training that covers all employees, including managers, key positions, and key departments.
Sign an anti-bribery agreement with partners	JD Health requires all suppliers and other partners to sign an <i>Anti-Commercial-Bribery Agreement</i> to jointly create an open and transparent business environment.

Anti-Corruption Measures of JD Health

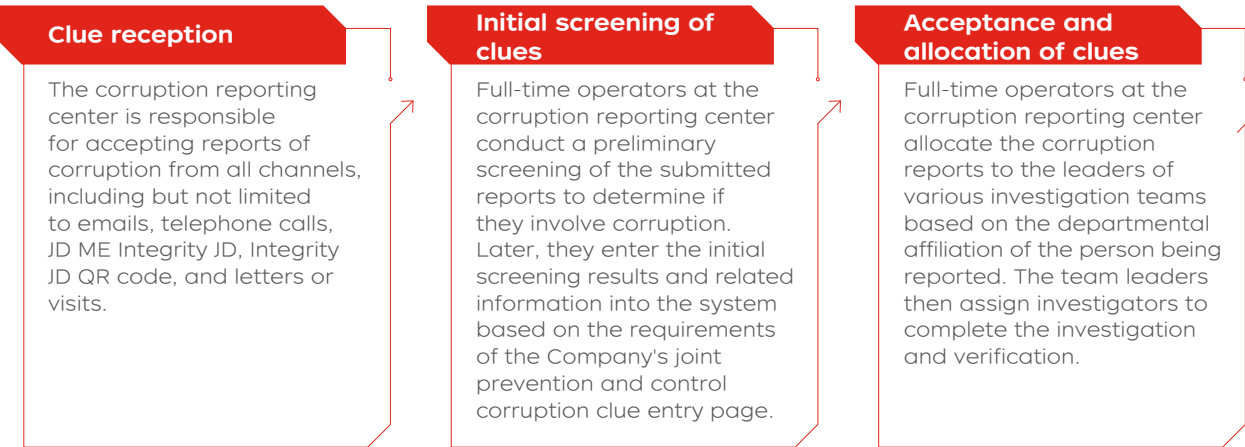
Business Ethics Audit

In 2024, JD Health completed the internal investigations into two cases of corruption and bribery, without any concluded corruption lawsuits. There were no corruption lawsuits having JD Health as either the plaintiff or defendant.

Whistleblowing Management

Strictly complying with the *JD Group Whistleblower Protection and Reward System*, JD Health has established a Corruption Reporting Center, and established a sound reporting management mechanism. As the only dedicated department authorized to investigate corruption, the Corruption Reporting Center ensures the confidentiality and objectivity of report acceptance and investigation work with a sound governance structure.

JD Health provides diversified channels for reporting, and strictly protects the whistleblowers through the "Special Protection List", anonymous reporting, and some other methods. It also severely punishes discrimination or retaliation to remove the misgivings of whistleblowers. JD Health rewards whistleblowers for their valid reporting and severely punishes those violating confidentiality regulations. If a crime is committed, the individual responsible will be held criminally responsible in accordance with the law.



Report Handling Process

In 2024, the *JD Group Whistleblower Protection and Reward System* included customers in the scope of supervision, encouraging the customers, suppliers, other partners, and employees of the Group to actively report violations such as corruption and job-related crimes in an effort to jointly maintain a clean and transparent business environment.

Corruption Reporting Channels


Tel: 400-601-3618 (Ext. 4)

Email: jiancha@jd.com

Dong Dong⁸: Integrity JD

Mailing address: Supervision Department, Tower A, Building No. 1, JD.com Headquarters, Kechuang 11th Street, Beijing Economic and Technological Development Zone

QR code:



Training on Business Ethics

JD Health is well aware that employees are the key force in implementing business ethics construction. Therefore, it has incorporated business ethics training into the employee onboarding and on-the-job training as an important part of the training. The Company provides systematic business ethics training for all employees (including part-time employees and contractors) that covers various aspects such as laws, regulations, and policies of the Company on anti-corruption and anti-money laundering. Through continuous business ethics training, JD Health has effectively enhanced employees' moral awareness and compliance consciousness, and fostered a cultural environment of integrity and honesty within the Company.

During the reporting period, JD Health conducted comprehensive training on anti-corruption, integrity, and compliance for all employees. A total of 94 training sessions were held with 10,852 enrollments, covering 100% of the Board of Directors and ordinary employees. Among the 94 training sessions, there were 23 anti-corruption training sessions for Directors and senior executives.

⁸ Dong Dong: An instant messaging software for e-commerce launched by JD.com, mainly serving its vendors and users.

JD Health 2024 Business Ethics Training Performance Metrics

Indicators	Unit	Performance
Anti-corruption training	Total training hours	hours 7,537
	Total hours of executive training	hours 16.27
	Number of employee training sessions on anti-corruption and business ethics throughout the year	enrollments 10,852
	Number of training sessions conducted throughout the year	sessions 94
	Coverage rate of directors and executives in anti-corruption and business ethics training	% 100
	Coverage rate of employee training on anti-corruption and business ethics	% 100

The Company has developed specialized integrity training courses for employees at different levels and in different business fields through a combination of online and offline methods, and continues to promote the *Anti-Business Information* journal to all employees, continuously enhancing their anti-corruption awareness and values of integrity and self-discipline.


Case Special training course on the characteristics and prevention of enterprise economic crimes

In September 2024, JD Health invited some prosecutors from Daxing Procuratorate to conduct a special training course on the characteristics and prevention of enterprise economic crimes, aiming to enhance the legal awareness and risk prevention capabilities of JD Health's managers and employees on key positions.

Case Training series on pharmaceutical industry anti-commercial bribery compliance

From June to December 2024, JD Health conducted five specialized training sessions on Anti-Commercial Bribery Compliance in the Pharmaceutical Industry, covering all employees of JD Health, and included this training course as a mandatory course for its employees. The training focuses on presenting regulatory trends of the industry, typical case analysis, and compliance recommendations to enhance employees' awareness of pharmaceutical anti-commercial bribery.


线下医疗、智慧医疗、企业业务-医药领域反商业贿赂合规培训-线上



课程内容

线下医疗业务部、智慧医疗业务部、企业业务部-医药领域反商业贿赂合规培训-线上

An Online Training Course on Pharmaceutical Industry Anti-Commercial Bribery Compliance



An Offline Training Session on Pharmaceutical Industry Anti-Commercial Bribery Compliance

Quality Assurance

JD Health adheres to its corporate mission of becoming the "go-to health management platform for everyone in China." We have established a full-link quality control system that covers the entire process from product selection to user feedback. Moreover, we have fortified the quality defense line through measures such as intelligent warehousing and targeted temperature control. We continuously improve the quality and safety standards throughout the process, from supplier management to delivery to end-user, ensuring that every product serves as a reliable promise for safeguarding users' health. In doing so, we aim to set a new benchmark for quality control in the pharmaceutical and healthcare field.

Quality Management System

ISO Quality Management System Certification

In 2024, JD Health obtained a new authoritative certificate in the field of medical devices - ISO 13485 international standard certificate - on top of the original ISO 9001 quality system certification, becoming the first business division of JD Group to achieve this international medical device quality management system certificate. Through the systematic compliance layout, JD Health

has achieved full-field compliance certification among four major business divisions: the food business, the veterinary drug circulation, the medical device wholesale and retail, and the pharmaceutical business and Internet Hospital. The business lines covered by the ISO 9001 or ISO 13485 quality management system certification exceeded 80%.

Quality Management System of Pharmaceutical Products

JD Health strictly implements the latest regulatory requirements such as the national *Provisions for Supervision and Administration of Online Drug Sales* and the *Implementation Rules for the Provisions on Supervision and Administration of Online Drug Sales in Beijing*, systematically improves the drug quality management system, and expands the number of core management documents from 22 to 51. In 2024, we mainly established 24 new core systems such as *Prescription Review and Supervision Management Systems* and *Drug Information Presentation Management Systems*, and integrated the

medical insurance compliance control into the Company's full-process control. We implemented daily remote monitoring of medical insurance stores nationwide to comprehensively verify the compliance of medical insurance prescriptions. Meanwhile, the Company optimized its management standards based on its business development dynamics and newly established 16 special mechanisms such as drug recalls and information security, building a quality closed-loop along the full chain.

External Laws, Regulations, and Norms	
<i>Drug Administration Law of the People's Republic of China</i>	<i>Provisions for Supervision and Administration of Online Drug Sales</i>
<i>Good Supply Practice for Drugs</i>	<i>Good Pharmacovigilance Practice</i>
<i>Regulations for the Implementation of the Drug Administration Law of the People's Republic of China</i>	<i>Prohibited List of Online Drug Sales</i>
<i>Pharmacopoeia of the People's Republic of China</i>	<i>Notice on Regulating the Information Presentation of Prescription Drugs for Online Sales</i>
<i>Regulations of the People's Republic of China on Traditional Chinese Medicine</i>	<i>Implementation Rules for the Provisions on Supervision and Administration of Online Drug Sales in Beijing</i>
<i>Regulations on Protection of Traditional Chinese Medicines</i>	<i>Notice of the General Office of NMPA on Printing and Issuing the Guidelines for Inspection of Third-Party Platforms for Online Drug Transactions (Trial)</i>
<i>Measures for the Supervision and Administration of Drug Quality in Operation and Usage</i>	

Internal Policies and Systems	List of Internal Management Procedures
<i>Regulations on Verification, Registration and Management of Enterprises Settling on the Platform</i>	<i>Operating Procedures for the Management of Quality Management System Documents</i>
<i>Drug Information Release Management System</i>	<i>Management Regulations for Quality Information Announcement</i>
<i>Drug Information Presentation Management System</i>	<i>Platform's Regulations on Drug Quality and Recall Management</i>
<i>Drug Quality and Safety Management System</i>	<i>Risk Management Procedures for Merchants' Qualifications and Licenses</i>
<i>Drug Distribution Management System</i>	<i>Risk Management Procedures for Merchants' Operating Beyond their Scope</i>
<i>Management System for Reporting of Adverse Drug Reactions</i>	<i>Risk Management Procedures for Prohibited and Restricted Drugs for Merchants</i>
<i>Management System for Handling Complaints and Reports</i>	<i>Risk Management Procedures for Illegal Drug Gifting and Tie-in Sales</i>
<i>Management System for Inspection and Monitoring of Online Drug Sales Activities</i>	<i>Risk Management Procedures for False Advertising of Pharmaceutical Products</i>
<i>Data Management System</i>	<i>Risk Management Procedures for the Sale of Prescription Drugs without Prescriptions</i>
<i>Management System for Cybersecurity Assurance</i>	<i>Risk Management Procedures for the Presentation of Prescription Drugs</i>
<i>Management System for Retention of Transaction Records</i>	<i>Risk Management Procedures for Merchants' Cold Chain Transportation</i>
<i>Management System for Information Security and Confidentiality</i>	<i>Risk Management Procedures for Pharmaceutical Quality Issues</i>
<i>Management System for User Information Security</i>	<i>Operating Procedures for Qualification Review of Introduced Enterprise Merchants</i>
<i>Drug Recall Management System</i>	
<i>Management System for On-the-job Training</i>	
<i>Management System for the Protection of Consumer Rights and Interests</i>	
<i>Management System for Customer Service</i>	
<i>Management System for Online Pharmaceutical Services</i>	
<i>Management System for Prescription Review and Supervision</i>	
<i>Management System for Real-Name Purchase of Prescription Drugs</i>	
<i>Management System for Emergency Response Plans for Public Health Emergencies</i>	
<i>Management System for Quality Management System Documents</i>	
<i>Management System for Entrusted Service Providers</i>	
<i>Quality and Safety Management System for Self-operated Stores</i>	
<i>Internal Audit Management System</i>	
<i>Platform Operator Information Reporting System</i>	

Drug Safety and Shelf-Life Control Process

JD Health implements differentiated quality and safety control strategies, builds a full-process quality and safety standard control system, and establishes scientific and standardized shelf-life quality control processes for POP platform merchants and self-operated businesses respectively.

Drug Safety Control Process

Procurement	Regularly review the legal qualifications, quality reputation, and quality assurance capabilities of suppliers, and conduct on-site inspections or verify related information about the suppliers with regulatory authorities when necessary. Sign a quality assurance agreement with the suppliers, specifying agreed quality responsibilities. Prioritize cooperation with manufacturers and tier one agents who can ensure the production quality to reduce intermediate circulation links, thus reducing drug quality risks.
Warehousing	Check the purchased drugs before acceptance in accordance with the sampling ratio required by the Good Supply Practice for Drugs (GSP), ensuring that the appearance quality of the incoming drugs is 100% qualified, the quality inspection report is 100% qualified, and the physical products are entirely consistent with the information entered into the system.
Outbound delivery	Review the outbound drugs in strict accordance with the GSP, ensuring that the appearance quality of the outbound drugs is 100% qualified, and the physical products are entirely consistent with the information in the system.
Return	Check the drugs returned by customers before acceptance in accordance with the GSP. Drugs that are not sold by our company are not allowed in. And manage the identified substandard drugs to prevent them from being sold again.
Traceability system	Digital management is applied to all links including purchasing, receipt, acceptance, warehousing, inventory management, recheck and outbound shipping, sales and return, to deliver full-process traceability of drugs during circulation and ensure that tracking and recording are available at each link.

In 2024, JD Health focused on drug expiration date management and strived to comprehensively standardize the merchants' quality control of drugs.

POP Platform Shelf-Life Control Mechanisms

Standard for warning of products to be expired	When a merchant sells products to be expired in 30 days (inclusive) to 180 days, if there is no obvious presentation of the expiration date on the front-end page, the platform will impose corresponding penalty based on the order volume and severity of violation, while ensuring that consumers have the right to return, refund or reasonable compensation.
Rules for prohibiting the sale of products with ultra short remaining shelf-life	Strictly restrict merchants from listing products to be expired in less than 30 days (inclusive). Once the violation is confirmed, corresponding penalty will be imposed according to the severity of the situation.
Zero tolerance policy for expired products	Implement a maximum penalty mechanism for merchants selling expired products, and issue fines of RMB 6,000-40,000 per order based on the actual degree of harm, creating a strong deterrent effect.

Validity Period Control Mechanism of Self-Operated Businesses

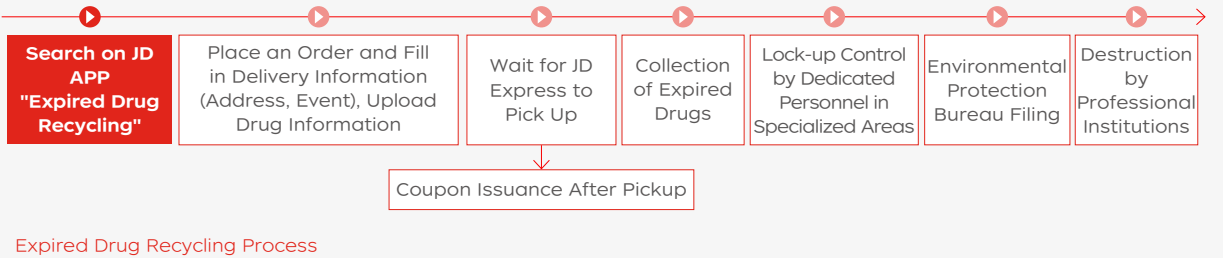
Mandatory standard for remaining shelf-life of goods upon outbound delivery	Strictly implement the mandatory threshold for goods upon outbound delivery with remaining shelf life longer than 1/4 of the total shelf life and not less than 90 days, intercepting potential shelf-life risks from the source at the warehouse.
Intelligent warning and dynamic Clearance	Establish a graded warning model for shelf life. When the shelf life of a product reaches a certain period of the total shelf life, the system will automatically trigger a warning and initiate a weekly return process to ensure inventory turnover efficiency.
Assurance system for consumers' right to be informed	Set up a dedicated reminding module for products nearing their expiration dates in the medication guidance section on the page of drug details, and achieve the transparent disclosure of information on expiration date through eye-catching signs.

On the basis of expiration date control, JD Health launched the "Expired Drug Recycling" social welfare project to address the challenges of handling expired drugs. The project established a new recycling model and created a transparent, safe, and traceable disposal chain.

Case "Expired Drug Recycling" Social Welfare Project

In 2024, JD Health launched the "Expired Drug Recycling" social welfare project aimed at improving public awareness of medication safety and environmental protection. The project focuses on the centralized collection and storage of expired drugs from users' homes, entrusting qualified medical waste treatment companies to carry out harmless treatment. Drugs purchased from any channel can be recycled through the "Expired Drug Recycling" activity portal, and users can receive coupons, badges, and other benefits. After recycling, expired drugs are collected at designated warehouses and treated as defective goods. We employ dedicated personnel and lock-up control in specialized areas, and after system registration with the Environmental Protection Bureau, the expired drugs are uniformly destroyed by a hazardous waste processing company. This project not only successfully addresses the challenge of handling expired drugs but also ensures the safety and compliance of the entire disposal process, contributing to environmental protection and green development.

The project was selected as one of the "Top Ten Social Welfare Projects of the Year" at the 2024 (4th) China Public Welfare Forum organized by the *China Times*, and recognized as an "Outstanding Project of the Year" by *China Philanthropist* magazine in 2024. As of now, the project has covered 315 cities, attracting more than 57,000 active users, with over 40,000 expired drug recycling orders completed, and 11 tons of expired drugs successfully destroyed.



Quality Management System of Non-Pharmaceutical Products

In 2024, JD Health focused on implementing the *Rules for Quality Control in Business Activities Involving Medical Devices* in the field of medical devices. We strictly adhered to the requirements for registration and filing, quality management of business operations, and compliance with online sales, among others.

List of Laws, Regulations, and Internal Policies and Systems of Non-Pharmaceutical Products

Non-pharmaceutical field	External laws and regulations	Internal policies and systems
Medical devices	<i>Regulations on Supervision and Administration of Medical Devices</i> <i>Rules for Quality Control in Business Activities Involving Medical Devices</i> <i>Measures for the Quality Supervision and Administration of Medical Devices in Use</i> <i>Measures for the Supervision and Administration of Online Sales of Medical Devices</i> <i>Administrative Measures for Sampling Inspection of Medical Device Quality</i> <i>Classification Rules for In Vitro Diagnostic Reagents, etc.</i>	<i>Management System for Quality Records and Vouchers of Medical Devices</i> <i>Management System for Medical Device Adverse Event Detection and Reporting</i> <i>Period of Validity Management System of Medical Devices</i> <i>Management System of Non-conforming Medical Devices, etc.</i>
Food and health food	<i>Food Safety Law of the People's Republic of China</i> <i>Guideline for Health Food Filing Application (Trial)</i> <i>Administrative Measures for Registration of Formula Foods for Special Medical Purposes, etc.</i>	<i>Food Safety Self-inspection and Reporting System</i> <i>Food Purchase Inspection and Record System</i> <i>Food Sales Management System</i> <i>Food Recall Management System</i> <i>Employee Training Management System</i> <i>Food Storage Management System, etc.</i>
Pet health	<i>Measures for the Administration of Animal Diagnosis and Treatment Institutions, etc.</i>	<i>Code of Conduct for Pet Diagnosis and Treatment of Dongguan JD Pet Health Co., Ltd.</i> <i>Drug Management and Distribution System of Dongguan JD Pet Health Co., Ltd., etc.</i>

Medical Service Quality Management

JD Health strictly follows the admission review process of the Internet Hospital at the recruitment stage of all doctors, ensuring that every doctor holds a valid practicing certificate of doctors, professional title certificate, and other relevant qualification documents. Meanwhile, JD Health further optimized the diagnosis and treatment paths and upgraded the AI quality control, laying a solid foundation for improving the quality of medical services.

Case

Optimizing Diagnosis and Treatment Paths and Upgrading the AI Quality Control to Strengthen Quality Management and Enhance Service Experience

In 2024, JD Health released the standardized diagnosis and treatment pathways for 43 new diseases and 4 core systems for medical quality and safety management. Through in-depth analysis of online consultation data, we screened out the top 20 most frequently seen diseases in each specialty, and taking into account the evaluation of specialty doctors with four years of experience in patient reception online, we released new standardized diagnosis and treatment pathways, covering 43 common diseases in 15 departments, including pediatrics, urology, gynecology, and dermatology. In addition, in order to improve the quality of diagnosis and treatment and patient experience, we optimized the existing 222 standardized diagnosis and treatment pathways, adding disease interpretation, examination and testing recommendations, critical illness identification and consultation, the course and prognosis of diseases, follow-up plans, etc., covering the entire diagnosis and treatment process. Since the establishment of JD Health Internet Hospital two years ago, top experts such as the chairpersons of various specialties of the national first-level associations have been vigorously promoting the process and standardized construction of Internet-based diagnosis and treatment. So far, JD Health has released standardized diagnosis and treatment pathways for 265 diseases in total and 16 core systems for medical quality and safety management.

Meanwhile, JD Health has further expanded the application of the AI big model in more medical scenarios before diagnosis, during diagnosis, and after diagnosis. Before diagnosis, AI intelligent doctor assistants can achieve precise doctor-patient matching and disease screening, with a triage accuracy rate of 99.5% for over 100 departments. During diagnosis, the intelligent auxiliary diagnosis platform can help doctors improve both diagnosis and treatment efficiency and patient experience, and the accuracy of multi-modal diagnosis can reach over 95%. After diagnosis, it can achieve refined patient management and data accumulation, covering the entire disease cycle and all scenarios. In terms of medical quality control, we have established an AI quality control dashboard, and supplemented the quality control logic for high-risk scenarios, monitoring medical quality and safety data in real time, automatically identifying orders in dimensions such as severe illness, advanced age, and high-alert drugs, and achieving 100% quality control. In 2024, more than 18.91 million patients gave authentic reviews, with a positive feedback rate of 98.7%.

Quality Audit

In 2024, JD Health continuously conducted comprehensive audits and inspections for quality compliance, covering key aspects such as product production quality and warehouse storage compliance. JD Health used a standardized model of quality compliance index to conduct digital analysis of audit results, accurately identifying low compliance indicators and improve them to promote the overall improvement of quality management level. In 2024, JD Health has completed 144 external quality audits and 499 internal quality audits, and all identified issues have been rectified.

The Company has
completed external
quality audits

144 times

Internal quality
audits

499 times

Emergency Response Plans

JD Health has established an emergency management mechanism based on the *Quality Incident Management System* and the *Recall Management System*, implementing graded control over all product quality incidents, clarifying reporting procedures, time limits, and remedial measures to ensure that responsibilities are assigned to specific individuals. Meanwhile, JD Health actively cooperates with regulatory authorities and marketing authorization holders to carry out drug recalls, forming an efficient collaborative mechanism.

JD Health has built an intelligent risk monitoring system that covers 104 official information sources, including authoritative platforms such as national and provincial drug administration departments and health commissions, and has set 84 drug quality keywords. We capture relevant information on a daily

basis through the public opinion communication system and deliver it to the quality specialist at 18:00 on the same day to achieve rapid identification and response of risk information.

In terms of dynamic compliance investigation, JD Health has established a regularized investigation mechanism for merchant business behaviors and promptly addresses identified non-compliant issues. It coordinates with regulatory departments when necessary to ensure closed-loop handling of issues. In addition, the Company regularly conducts emergency drills, simulates various emergency scenarios, and optimizes response processes to enhance the emergency response capabilities of the Company's relevant teams, and provides practical experience for emergency response. In 2024, JD Health did not experience any product recalls.

Quality Culture Construction

JD Health regards quality culture as its core development philosophy, continuously strengthens the quality awareness of all employees, and deeply integrates it into the formulation of quality standards and various aspects of daily operations.

In 2024, JD Health focused on quality compliance to carry out the construction of a comprehensive training system. It organized 42 special training sessions throughout the year, covering modules such as compliant project management, rule governance, and complaint handling, to systematically enhance employees' compliance literacy. The cumulative number of enrollments in quality and compliance training has exceeded 9,100, with a staff coverage rate of 100%.

In addition, we have launched a special training program for dual system internal auditors, ensuring that 100% of the compliance team members are certified as ISO 9001 and ISO 13485 dual system internal auditors. This has significantly strengthened the professionalism of the quality control team, providing a solid guarantee for high-quality business development.

The cumulative number of
enrollments in quality and
compliance training has exceeded

9,100

achieving a staff
coverage rate of

100%

Case

Special training programs on compliance management and medication safety

In 2024, JD Health launched special training programs to ensure compliance management and medication safety, and organized monthly on-the-job training for employees. The Company conducted a total of 7 special training sessions throughout the year, with a cumulative number of over 1,500 enrollments. The training sessions covered advertising regulations, multi-channel promotion, batch number management, cold chain management, quality system documents, compliance control of pharmaceutical business, interpretation of medical insurance policies, interpretation of basic drug catalogs, violation risk warnings, compliant process of using medical card to pay, and supervision and management regulations for the use of medical security funds.



Poster of Themed Compliance Training Sessions

Information Security and Privacy Protection

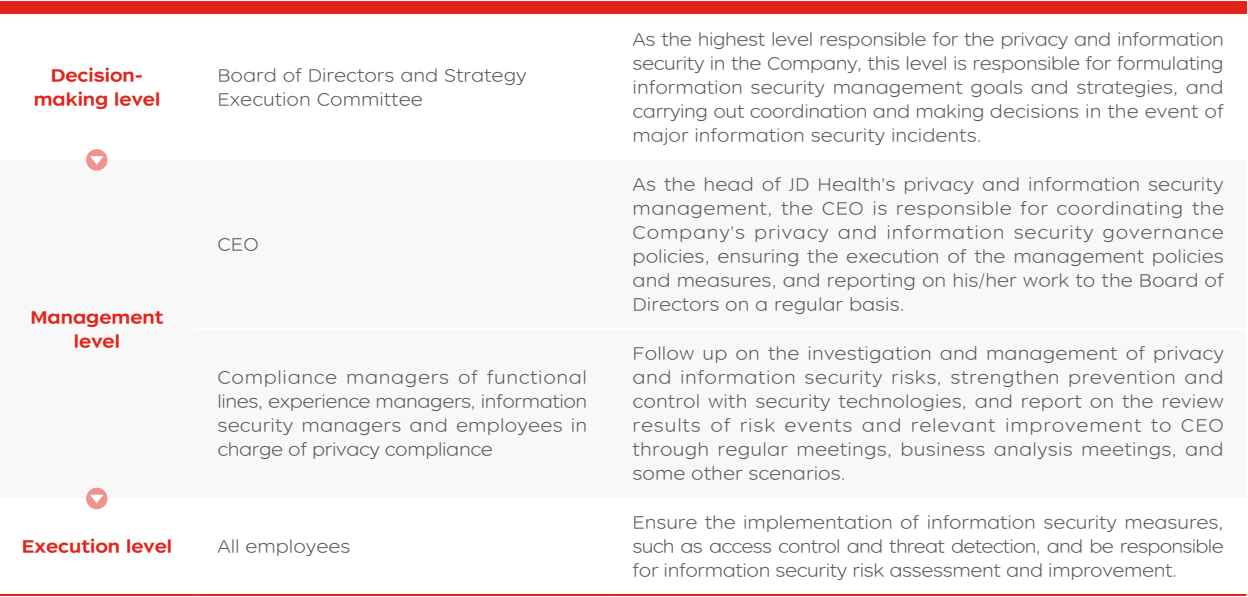
JD Health attaches great importance to information security and protection of user data privacy, and resolutely eliminates any risk of information or privacy leakage during operations. To effectively strengthen information security and privacy protection, JD Health continuously improves its information and privacy security management and supervision system, strengthens data security protection, and raises its employees' risk awareness, comprehensively safeguarding the information security of its users.

Information Security Management System

Strictly complying with laws and regulations such as the *Data Security Law of the People's Republic of China*, the *Cybersecurity Law of the People's Republic of China*, and the *Personal Information Protection Law of the People's Republic of China*, as well as industry standards such as the *GB/T41479-2022 Information Security Technology - Network Data Processing Security Requirements*, JD Health has developed internal systems such as the *Data Management System* to coordinate and regulate the behavior of all business segments. In 2024, JD Health further improved its institutional system, clarifying data security standards, data deletion and destruction processes, and some other aspects. It comprehensively built its defense

lines of information security from standard formulation, process improvement, monitoring and auditing.

JD Health continuously improves its information security organizational system and has built a three-level information security and privacy protection management structure, comprising decision-making level, management level and execution level, forming a data security protection system with strict control at all levels. The Board members, as the highest leadership, are responsible for formulating strategies and approving policies related to information security, ensuring the overall information security of the Company.



JD Health Information Security Governance Structure

JD Health regularly conducts information security policy and system audits, conducts a comprehensive risk assessment of the Company's information security hazards every six months, and conducts at least one external independent third-party audit and one internal audit related to data security and information systems every year to ensure the effective implementation of information security measures and effectively build a data security defense. In 2024, JD Health conducted one internal self-assessment for data security management certification and received three external audits by a third-party related to data security and management, and privacy protection. There were no significant findings in the audits.

Information Security Management System Certifications



To effectively build a solid defense for information security and privacy protection, JD Health has deeply integrated the performance of information security and privacy protection into the employee performance appraisal system. Once it is found that an employee violates relevant policies, we will take corresponding disciplinary measures based on the severity of the violation, upholding the principles of fairness, impartiality, and openness. For minor violations, email reminders will be sent to employees to help them quickly identify the problem and make corrections. If the violation is severe, a disciplinary warning will be given to urge employees to take it seriously. For quite serious violations, demerits on employment records will be given. We will decisively dismiss the employees who have seriously violated regulations and caused significant information security risks or privacy leakage.

In 2024, JD Health didn't have any data security incidents, again achieving its management goal of zero data security incidents for three years in a row.

Risk Prevention and Incident Response

JD Health has a sound information security and privacy protection risk management process, covering the entire process, ranging from product and service development, use, to termination. It adopts professional monitoring, prevention, and response measures to prevent security risks and respond to security incidents in a timely manner. Meanwhile, we regularly organize simulation tests and practical drills, review our responses and summarize experience, to continuously improve our risk management capabilities and comprehensively build a solid defense line for information security and privacy protection.

Construction of Information Security Culture

To strengthen information security management from the source, JD Health actively carries out training on information security and data privacy management, comprehensively raising employees' awareness of information security and privacy protection. We have established a comprehensive training mechanism, covering all employees (including part-time employees and interns) and partners (including contractors, suppliers, and POP merchants). During the reporting period, JD Health's information security training mainly included five training scenarios: onboarding of outsourced employees, onboarding of new employees, JAVA security development, permission application for big data healthcare platforms, and regular security training for JD Health's business departments.

Performance of Training and Assessment on Information Security and Privacy Protection

Indicators	Unit	Performance in 2024
Number of training sessions	sessions	6
Total training hours	hours	3,300
Total enrollments	enrollments	> 3,300
Participation rate of information security related training and assessment	%	100
Pass rate of information security related training and assessment	%	100

Upholding a philosophy of being open and advancing together, JD Health actively engages in communication and cooperation with external partners on information security and privacy protection. In 2024, we enhanced communication and exchange with industry peers and shared security technologies and practical experience by participating in industry exchange conferences and collaborating with academic institutions on research and development.

Case Big model security attack and defense practice has gained industry recognition

The underlying security capabilities of JD Health are built by the JD Security Team of the JD Group. On January 15, 2024, JD Security Team was invited to participate in the 8th Cloud Security Alliance Greater China Conference. During the roundtable dialogue on "Application and Risk Management of Generative AI in Cloud Security", JD team shared the security risks and technical challenges brought by big models, as well as its practical experience of implementing big model security attack and defense within Group. Due to its industry-leading performance and capabilities, the "JD Big Model Security Attack and Defense Practice" has won the "CSA2024 Security Rock Award".



CSA 2024 Security Rock Award

Personal Information and Privacy Protection

JD Health adheres to the legal red line and value bottom line of privacy data protection, strictly abides by relevant laws and regulations in and out of China such as the *Personal Information Protection Law of the People's Republic of China*. In 2024, we further improved and publicly released some management standards and policies such as the *JD Health Privacy Policy*. The Data Security Committee and all employees of the functional lines rigorously carried out privacy protection work, working together to ensure the stable development of our business and striving to protect users' privacy.

JD Health's Privacy Protection Mechanism

Collection

- Collect personal information during the processes of products and services, in accordance with the principles of minimizing data access rights and necessity, clearly informing users of the nature of the collected information and its intended use.
- Users have the right to access, correct, and delete personal data, and cancel their accounts.

Storage

- Establish management mechanisms such as data classification and grading system, data security management standards, and data security development standards to ensure the confidentiality of personal information.

Information retention period

- In accordance with the *E-commerce Law of the People's Republic of China*, the *Internet Diagnosis and Treatment Law* and other relevant laws and regulations, the retention period of user information shall be no less than three years from the transaction completion date. The retention period of medical records of Internet diagnosis and treatment shall be no less than 15 years, and the retention period of process records such as the graphic dialogue, and the audio and video data during diagnosis and treatment shall be no less than three years. If the retention period is exceeded, the users' personal information will be deleted or anonymized in accordance with the requirements of applicable laws.

Data management of third parties

- JD Health promises that it will not share users' personal information with any other companies or organizations, except in necessary scenarios such as for the sake of completing transactions or providing services.
- Sign data protection agreements with third-party partners such as suppliers, providing detailed information to users on the purpose of entrusted processing, sharing, and transfer of information, and clarifying the responsibilities, obligations, and requirements for both parties in user data protection.
- Third-party partners are required to conduct at least one information security and privacy protection audit annually and actively cooperate with JD Health in information security audits. JD Health reserves the right to conduct random inspections or reviews of third-party partners' information security management in appropriate circumstances.

Case Encryption of special information categories

To effectively protect customers' privacy data, JD Health has carried out full- process information encryption for special categories. In terms of external packaging privacy, we have used additional packaging boxes on top of the original packaging for sensitive categories and hidden the users' real phone number. Each fulfillment system will uniformly hide product information and only display first level categories, such as "health equipment". In the reverse process, JD Health implements the policy of no inspection for returns. The return and exchange process does not require inspection of the goods. Instead, the goods are sent back to the spare parts warehouse for processing, avoiding embarrassment for users caused by face-to-face checks. These encryption measures have protected customers' privacy in an all-round way.

To ensure that suppliers and other partners comply with regulatory requirements regarding customer privacy protection and information security work, JD Health requires all partners to enroll in the cloud computing platform JD Yunding and offer them multiple security products and daily operational services, including host security, web application firewalls, website threat scanning, security operation center, security work orders, DDoS basic protection⁹, and SSL Digital Certificates¹⁰. Meanwhile, we evaluate and monitor the information and data security of all partners multiple times a year, and urge them to complete rectifications, if necessary, jointly building the baseline for safe operations.

⁹ DDoS is short for Distributed Denial of Service Basic Protection.
¹⁰ SSL Digital Certificate is short for Secure Sockets Layer Digital Certificate.

02

Optimizing Resource Use

JD Health, always adhering to green and low-carbon development, pushes ahead with its efforts to respond to climate change and seeks green operations in active response to the national strategic deployment of carbon peaking and carbon neutrality. We continuously strengthen our environmental management capabilities and implement efficient strategies for resource utilization and reduction of pollutant emissions, striving to reduce our impact on the environment and contributing to environmental protection and sustainable development.



Addressing Climate Change

JD Health is deeply aware of the impact of climate change on its strategic planning and business operations, and makes every effort to support global climate actions. Following the framework and recommendations of *IFRS S2 Climate-related Disclosures* issued by the International Sustainability Standards Board (ISSB), the Company manages and discloses its climate change governance system, response strategies, risk management, and metrics and targets.

Governance

To further address the climate change risks and opportunities, JD Health has planned, established and improved a climate change governance system to deepen the participation of the Board of Directors and strengthen the identification and assessment of climate change risks, while continuously promoting carbon inventory and carbon emission reduction work plans and fully implementing the targeted measures to respond to climate change.



Climate Change Governance System

Strategy

JD Health identifies and analyzes climate change related risks in terms of physical risks and transition risks and develops targeted risk response measures to comprehensively enhance its adaptability to climate change. Meanwhile, we fully recognize that climate change may bring new business growth opportunities for enterprises and make active efforts to seize low-carbon development opportunities. In 2024, JD Health conducted physical risk analysis using IPCC RCP 2.6 and RCP 8.5 climate scenarios and conducted transition risk analysis using the IEA's established policy scenario (STEPS), the announced pledges scenario (APS), and the net-zero emissions scenario in 2050.

Identification Results of Climate-Related Risks and Response Measures

Risk categories	Risks	Risk description	Response measures
Transition risks	Policy risks	<ul style="list-style-type: none">Our country has put in place the "1+N" policy framework for carbon peak and carbon neutrality and has issued the <i>National Climate Change Adaptation Strategy 2035</i>. With the continuous improvement of relevant laws and regulations on green transport, green packaging, and green industrial park development, higher compliance requirements are being imposed on enterprises for low-carbon management.The country continues to advance the construction of the China Carbon Emission Trade Exchange, which imposes higher requirements for the accuracy of environmental data disclosure reported by enterprises.	<ul style="list-style-type: none">Upholding the principle of high efficiency and low carbon emissions in using energy resources, we encourage all departments of the headquarters and offline stores to explore more environment-friendly operational models.Regularly tracking the latest disclosure rules and guidelines from superior regulatory authorities, and publicly disclose energy consumption, carbon emissions, and other data as required.
	Reputational risks	<ul style="list-style-type: none">As the concept of sustainable development becomes more widespread, consumers are increasingly concerned about the environmental impact of business operations and place greater emphasis on companies' initiatives in environmental protection.On one hand, external investors and other stakeholders are worried about business stability, such as store operations, being affected by climate change. On the other hand, they have higher expectations for the Companies' climate initiatives.	<ul style="list-style-type: none">Prioritizing the use of products with low-carbon and environmental certifications and continue to provide "green products" to consumers.Guiding consumers toward green consumption through promotional advertising and other means, and implement responsible marketing.Regularly summarizing the effectiveness of environmental actions and publicly disclose the Company's progress in environmental protection initiatives.
	Technical risks	<ul style="list-style-type: none">The adoption of green packaging materials, low-carbon logistics, and other technological improvements or business model innovations requires upfront cost investments, bringing financial pressure to companies.If the improvement or innovation projects fail, companies will not be able to enhance production efficiency and reduce the operational carbon footprint, potentially weakening their revenue-generating capabilities and social reputation in the long term.	<ul style="list-style-type: none">Collaborating with upstream and downstream partners to jointly advance the research, application, and promotion of green packaging materials and low-carbon transportation modes.By utilizing the existing technological support such as the big data platform of JD Group, we optimize logistics routes, reduce unnecessary vehicles, and enhance the proportion and efficiency of green logistics.
Physical risks	Acute physical risks	<ul style="list-style-type: none">Typhoons, high temperatures, and heavy rainfall pose threats to the normal operation of stores, creating potential safety risks for employees commuting to and from work, as well as for product distribution.	<ul style="list-style-type: none">Integrating emergency management features into the office platform, regularly update emergency plans for extreme weather, and organize emergency drills for extreme weather conditions.Continuously updating our emergency supplies list and regularly maintain emergency equipment such as generators.
	Chronic physical risks	<ul style="list-style-type: none">Rising global temperatures make it difficult for the public to maintain existing mature lifestyle patterns, leading to psychological and physical stress associated with adapting to new conditions. This, in turn, intensifies the operational demands on the healthcare industry and presents challenges to the efficiency of business operations.	<ul style="list-style-type: none">Regularly summarizing the difficult issues and links in the operational process, optimize standardized operational procedures, and enhance overall operational efficiency.

Climate Change Opportunity Identification at JD Health

Opportunity classification	Opportunity description	Response measures
Products/ services	<ul style="list-style-type: none">The increase in low carbon and environmental awareness has gradually shifted market preferences towards green products and services. If JD Health can grasp these market preferences in time, it will have a better chance to increase its market share.	<ul style="list-style-type: none">In collaboration with suppliers and POP merchants, we reduce excessive packaging, promote packaging recycling, and use low-carbon transportation to continuously provide consumers with green and low-carbon products.
Resource efficiency	<ul style="list-style-type: none">With the increasing call for resource conservation in the regulatory market, enterprises need to reduce their resource consumption.	<ul style="list-style-type: none">Implementing low-carbon operation plans, actively carry out energy and water conservation and waste recycling projects in office spaces, improve resource utilization efficiency, and reduce resource utilization costs.
Energy sources	<ul style="list-style-type: none">With the rolling out of policies related to carbon peaking and carbon neutrality, the government is attaching more importance to the low-carbon performance of enterprises, and there is an increasing demand for energy conservation and carbon reduction.	<ul style="list-style-type: none">Actively promoting the use of green energy, such as replacing traditional oil-powered shuttle buses with green energy electric vehicles so as to reduce dependence on traditional energy while reducing carbon emissions.



JD Health continuously explores low-carbon practices and integrates the green and environmental protection philosophy into the entire operation process, in a bid to reduce the carbon footprint of its products and services in response to the needs of climate change.

JD Health's Highlights of Carbon Footprint Reduction Efforts in 2024

<div>Low-carbon procurement</div>	<ul style="list-style-type: none">In the procurement process, we gave priority to purchasing environment-friendly, energy-saving, and recyclable raw materials, products, as well as services.
<div>Low-carbon logistics</div>	<ul style="list-style-type: none">We have effectively reduced carbon emissions in the terminal transportation phase and achieved low-carbon logistics by utilizing the delivery resources of Dada, a subsidiary of JD Group, for O2O pharmacy and front-end warehouse logistics, and with deliverymen riding electric vehicles throughout the process.We use electronic documents in logistics and transportation and reduce the use of paper ones.
<div>Low-carbon packaging</div>	<ul style="list-style-type: none">We encouraged POP merchants and suppliers to use reduced and lightweight packaging, and sustainable packaging materials.In the logistics process, we have replaced original corrugated boxes with thin paper bags for pre-warehouse logistics transportation, effectively reducing the use of paper boxes and cutting down on raw material consumption. On average, nearly 1 million paper boxes are saved each month.We carried out empty packaging box recycling activity on the customer end to encourage consumers to develop low-carbon and environmental protection awareness.

Case JD Health launched an empty bottle recycling campaign in partnership with Swisse

In 2024, JD Health launched an environmental protection public welfare campaign in partnership with Swisse, encouraging consumers to bring empty bottles of the Swisse products for recycling. During the event, JD Health made a full use of online and offline channels for promotion and advertising, and set up recycling bins. A professional team was organized to be responsible for empty bottle collecting, classification, statistics, and proper handling management, ensuring an efficient and orderly recycling process. This event has not only improved resource recycling and utilization efficiency, but also effectively raised public awareness of environmental protection, and motivated more people to pay attention to and participate in environmental actions.






Empty bottle recycling campaign

Risk Management

JD Health has incorporated climate change risks into its ESG risk management framework, comprehensively assessing the likelihood of climate risks and their impact on the Company, and based on this, mitigation strategies and adaptation measures are proposed.

Climate Change Risk Management Process

<div></div> <div>Risk identification</div> <div>Benchmark against the TCFD framework for the classification of climate risks and opportunities and conduct a preliminary risk sorting and analysis. Screen the current risk points based on macro-policies, industry policies, and regulatory requirements and produce a risk list.</div>	<div></div> <div>Risk assessment</div> <div>Identify climate-related physical and transition risks that have a substantial impact on the Company's business by considering the possibility of occurrence and the degree of impact.</div>	<div></div> <div>Risk ranking</div> <div>Select key climate risks based on regulatory agencies, investors, and other stakeholders' expectations of the Company's role in climate change, and the impact of climate change on its business.</div>	<div></div> <div>Risk response</div> <div>Develop plans and measures to strengthen the responses to the climate risks identified in the assessment.</div>
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Metrics and Targets

JD Health actively responds to the national strategy of "2030 Carbon Peak and 2050 Carbon Neutral". We strive to reduce greenhouse gas emissions by reducing energy consumption, using environmentally friendly materials, and encouraging employees and supply chain partners to jointly practice low-carbon office and operations.

GHG Emissions of JD Health in 2024

Indicators	Unit	2024	2023
Total GHG emissions (Scope 1+ Scope 2)	tCO ₂ e	3,836.89	5,263.71
Total GHG emissions (Scope 1)	tCO ₂ e	68.13	174.66
Vehicle diesel	tCO ₂ e	0.12	133.00
Vehicle gasoline	tCO ₂ e	68.01	41.66
Total GHG emissions (Scope 2)	tCO ₂ e	3,768.75	5,089.05
Electricity (Operations)	tCO ₂ e	3,622.98	4,766.68
Electricity (Vehicles)	tCO ₂ e	1.06	1.37
Heat (Operations)	tCO ₂ e	144.71	321.00
Total GHG emissions (Scope 3)	tCO ₂ e	204,951.84	132,954.07
Purchased goods and services - Self-use goods	tCO ₂ e	9,397.58	103.90
Other purchased goods and services	tCO ₂ e	90,474.31	27,836.41
Fuel and energy-related activities	tCO ₂ e	1,349.88	1,748.20
Upstream transportation and distribution - Purchasing JD Logistics' delivery services	tCO ₂ e	102,772.40	104,287.57
Upstream transportation and distribution - Purchasing external services	tCO ₂ e	748.71	589.64
Waste generated during operations	tCO ₂ e	14.29	7.16
Employee commuting (shuttle bus)	tCO ₂ e	194.67	127.05

- Note:
- In 2023, the calculation of carbon emissions was based on the timing of energy cost recognition while in 2024, the calculation was based on the timing of energy cost incurrence. The adjustment in methodology has resulted in differences between the two years' data, which is the primary factor contributing to the year-on-year decrease in emissions in 2024. To ensure data comparability, we will continue to apply the 2024 accounting standard in subsequent reporting cycles.
 - Due to the expansion of business scale and the addition of calculation categories in 2024, Scope 3 data increased compared to 2023. Future disclosures will be based on the 2024 calculation method.
 - In 2024, the basis of GHG inventories at JD Health included *ISO 14064-1:2018 Greenhouse Gases - Part 1: Specification with Guidance at The Organization Level for Quantification and Reporting of Greenhouse Gas Emissions and Removals*, the *GHG Protocol Corporate Accounting and Reporting Standard*, and the *GHG Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard*.



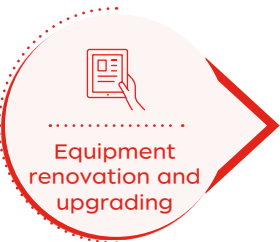
Energy and Resource Management

JD Health integrates the principles of energy conservation, consumption reduction, and resource conservation into its entire operation process, promotes circular utilization of resources, and strives to create a resource-conserving enterprise.

Energy Management

JD Health promotes delicacy energy management, and continuously improves utilization efficiency, strictly complying with the *Energy Conservation Law of the People's Republic of China* and other relevant laws and regulations, as well as the requirements of government departments. In 2024, the Company set a target of reducing energy consumption by 2% year-on-year and actively carried out multiple environmental protection measures such as electronic office, green travel, and energy consumption reduction, effectively reducing unnecessary energy waste.

Energy Conservation Measures in 2024



- Upgraded the technology and optimized the configuration of the air conditioning system to improve heating and cooling efficiency and reduce electricity consumption.
- Installed a centralized control system for the central air conditioning to implement more effective energy consumption management.
- Set the air conditioning temperature uniformly according to national recommended standards and actual weather conditions.
- Replaced traditional energy shuttle buses with green energy electric vehicles to achieve green commuting for employees.
- Implemented intelligent lighting in office areas, saving 4.6 hours of lighting time per day, with an estimated annual energy saving of 35,000 kWh.



- Vigorously advocated the practice that lights are turned off when the office space is unoccupied and power is disconnected when not in use.
- Posted reminder signs including "Turn off Lights Before You Leave" to raise employees' energy-saving awareness.

Case Suqian Hospital has achieved energy conservation and consumption reduction

In 2024, Suqian Hospital step up its efforts in energy management, adopting multiple measures to reduce energy consumption, including insulating air conditioning refrigerant pipelines, adjusting the use of the cold chain chambers, and optimizing internal processes. In addition, Suqian Hospital has also purchased centralized control software for centralized management of the central air conditioning system, achieving more effective energy consumption control and utilization.

Water Management

Adhering to the principle of water conservation, JD Health actively responds to the *Water Pollution Prevention and Control Action Plan* of China and continuously improves its water management system. We regularly maintain water supply facilities and water consumption equipment to reduce unnecessary waste of water caused by leaks.

Since 2022, the Company has set a water-saving goal of proactively reducing water consumption in office buildings by no less than 3% year-on-year. It further reduces water consumption through upgrades and optimizations of equipment and technology. In 2024, a sewage treatment station was established in JD Health's office park, where the sewage can be treated and converted into reclaimed water for reuse to reduce the use of fresh water.

Resource Consumption of JD Health in 2024

Indicators	Unit	2024	2023
Natural gas	m ³	0	0
Diesel	liters	47.00	50,329.70
Gasoline	liters	30,667.67	18,717.73
Direct energy consumption	kg of standard coal	32,772.38	81,202.48
Direct energy consumption intensity	kg of standard coal/ revenue (RMB ten thousand)	0.0056	0.02
Purchased power	kWh	6,753,600.64	8,360,590.49
Purchased heat	GJ	1,315.54	2,918.15
Indirect energy consumption	kg of standard coal	874,903.74	1,127,083.85
Indirect energy consumption intensity	kg of standard coal/ revenue (RMB ten thousand)	0.15	0.21
Total energy consumption	kg of standard coal	907,676.12	1,208,286.33
Energy consumption intensity	kg of standard coal/ revenue (RMB ten thousand)	0.16	0.23
Total water consumption	tons	34,650.89	46,375.82
Water consumption intensity	tons/ revenue (RMB ten thousand)	0.006	0.009

Note:
1.In 2024, JD Health replaced diesel vehicles with new energy vehicles, leading to a significant reduction in diesel consumption.

Management of Packaging Materials

JD Health, adhering to the principles of greenization, reduction, and reuse, is committed to promoting green and low-carbon packaging, improving the utilization rate of various types of packaging, and reducing the use of packaging materials. On the premise of ensuring product quality, we urge our upstream and downstream partners, cooperating merchants, and logistics enterprises in the supply chain to avoid excessive packaging and use renewable, recyclable and environmentally friendly materials to reduce the impact of packaging on the environment. Cooperating with JD Logistics, we continued to use green logistics materials such as "reusable transit bags," "reusable insulation boxes," and "plastic woven fabric packaging bags" to reduce the carbon footprint in the logistics process.

Key Performance Indicators of Packaging Materials

Indicators	Unit	2024	2023
Total packaging used for finished products	tons	38,056.03	50,217.59
Packaging density	kg/revenue (RMB ten thousand)	6.54	9.38

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

Emission Control

JD Health complies with the laws and regulations such as the *Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution*, the *Integrated Emission Standard of Air Pollutants*, the *Law of the People's Republic of China on the Prevention and Control of Water Pollution*, and the *Good Supply Practice for Drugs (GSP)* and actively responds to the national *14th Five-Year Plan for the Development of Urban Domestic Waste Classification and Treatment Facilities*. The Company strictly adheres to regulatory requirements on green operations across all business scopes and operational locations. It implements environmental protection measures for waste gas; the wastewater is discharged to the local sewage station after being treated in line with relevant standards, and all solid waste is handed over to professional institutions for harmless treatment.

The gas emissions generated by JD Health mainly consist of sulfides, particulate matter, and nitrogen

oxides produced by diesel and gasoline. In 2024, we replaced oil-powered shuttle buses with green energy ones, reducing the emission of hazardous exhaust gases from the source.

The wastewater discharged by JD Health mainly comes from domestic sewage generated during its operational processes. We strictly comply with the relevant requirements in the *Integrated Wastewater Discharge Standard* during the wastewater discharge process to ensure that the wastewater is discharged in line with the discharge standard.

The Company's waste mainly consists of nonhazardous waste such as office and daily waste from operations, and hazardous waste such as medical waste. We carry out waste management, orderly recycle waste, and advocate and implement garbage classification based on the principles of reducing the generation of solid waste, reusing solid waste, and reducing damage caused by solid waste.

Non-hazardous waste

- Explore the reuse of non-hazardous waste such as cardboard boxes to reduce emissions from the source.
- Regulate relevant standards for the temporary stacking and storage of waste to avoid environmental pollution.
- Entrust third parties to recycle the waste as a resource.

Hazardous waste

- Standardize the management process of waste drugs, regulating all links, including the collection, storage, and transportation.
- Entrust third-parties for compliant and harmless disposal.
- Regularly monitor the disposal of waste drugs to ensure compliant disposal.

JD Health's Performance of Emissions in 2024

Emission Type	Indicator	Unit	2024	2023
Waste gas	Nitrogen oxide (NO _x)	kg	53.91	415.20
	Sulfur oxide (SO _x)	kg	0.45	1.09
	Particulate matter (PM)	kg	4.16	32.01
Waste water	Waste water discharge	tons	1,561.00	/
Non-hazardous waste	Total non-hazardous waste	tons	368.97	38.45
Hazardous waste	Total hazardous waste	tons	12.91	3.59

Note:

1.JD Health's emission data included emissions produced by offices and offline stores. Office emissions were calculated according to the proportion of employees of JD Health in Beijing offices in that of JD.com.

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

3.PM emissions came from office vehicles. Referred to the *Reporting Guidance on Environmental KPIs* issued by the HKEX, as the use of administration-related vehicles cover all vehicle types, the emission coefficient of PM was estimated by the average emission coefficient of each vehicle type in the guidelines of the HKEX.

4.Due to the newly-established physical examination centers and the emission statistics of Suyu Community Hospital in 2024, the statistical caliber has been expanded compared with that of 2023.

Biodiversity Conservation

JD Health continuously promotes biodiversity conservation and improves ecological protection levels, in response to the *Prohibited Goods and Information Management Specifications for JD Open Platforms*, complying with the United Nations Sustainable Development Goals (UN SDGs), the *Kunming-Montreal Global Biodiversity Framework* under the Convention on Biological Diversity (CBD), and relevant laws and regulations such as the *Land Administration Law of the People's Republic of China*, the *Wild Animal Conservation Law of the People's Republic of China*, the *Regulation of the People's Republic of China on the Protection of Terrestrial Wild Animals* , the *Fisheries Law of the People's Republic of China*, and the *Forest Law of the People's Republic of China*.

JD Health's Commitments to Biodiversity Conservation

- Prioritize biodiversity conservation in corporate development and implement effective protection of important ecosystems, biological species, and genetic resources.
- Strictly prohibit the illegal trade of wild animals on its platform.
- Prohibit deforestation across all business scopes and actively safeguard forest resources from being infringed.
- Prioritize the use of sustainable natural resources and raw materials and reduce the generation of pollutant emissions to minimize damage to the surrounding environment

We also encourage suppliers and other partners to abide by the above commitments

JD Health strictly complies with land development related laws and regulations, such as the *Land Administration Law of the People's Republic of China* when constructing projects such as warehouses, physical examination centers, hospitals, etc. Before land development and construction, due diligence and ecological assessment are conducted on the development site to fully investigate and evaluate the potential impact on animal and plant habitats and ecological red lines, ensuring that the principle of sustainable development is followed during the project development process and the impact on the environment and ecology is minimized. As of the end of the reporting period, all project locations of the Company did not involve biodiversity-sensitive areas.



Gaining Market Insights

JD Health centers on customers and offers full-lifecycle health services via intelligent management systems. The Company strictly adheres to responsible marketing principles to ensure advertising compliance. Additionally, we enhance third-party oversight with stringent admission, review, and monitoring processes, safeguarding supply chain compliance and service quality for sustainable health ecosystem development.



Responsible Supply Chain

JD Health integrates its quality management philosophy across the supply chain, fostering a collaborative quality assurance system with direct-sales suppliers and POP merchants. Together, they ensure the quality of pharmaceuticals and services, consistently delivering superior health experience to users.

Daily Management of Suppliers

JD Health adopts differentiated regulatory standards for its direct-sales suppliers and POP merchants in strict compliance with laws and regulations such as the *Drug Administration Law of the People's Republic of China*, the *Good Supply Practice for Drugs (GSP)* and the *Regulations on Supervision and Administration of Medical Devices*, as well as internal policies like the *Quality Sampling Inspection Standards for Health Products on JD Open Platforms*, the *Announcement on Special Governance of Negative Quality Experiences on JD Health*, and the *Detailed Rules for Non-conforming Product Quality on JD Open Platforms*. Meanwhile, the Company complies with the *JD Group Supplier Code of Conduct*, imposing requirements on suppliers' conduct regarding human rights and labor, the environment, business ethics, and other aspects.

List of Core Supplier Management Systems

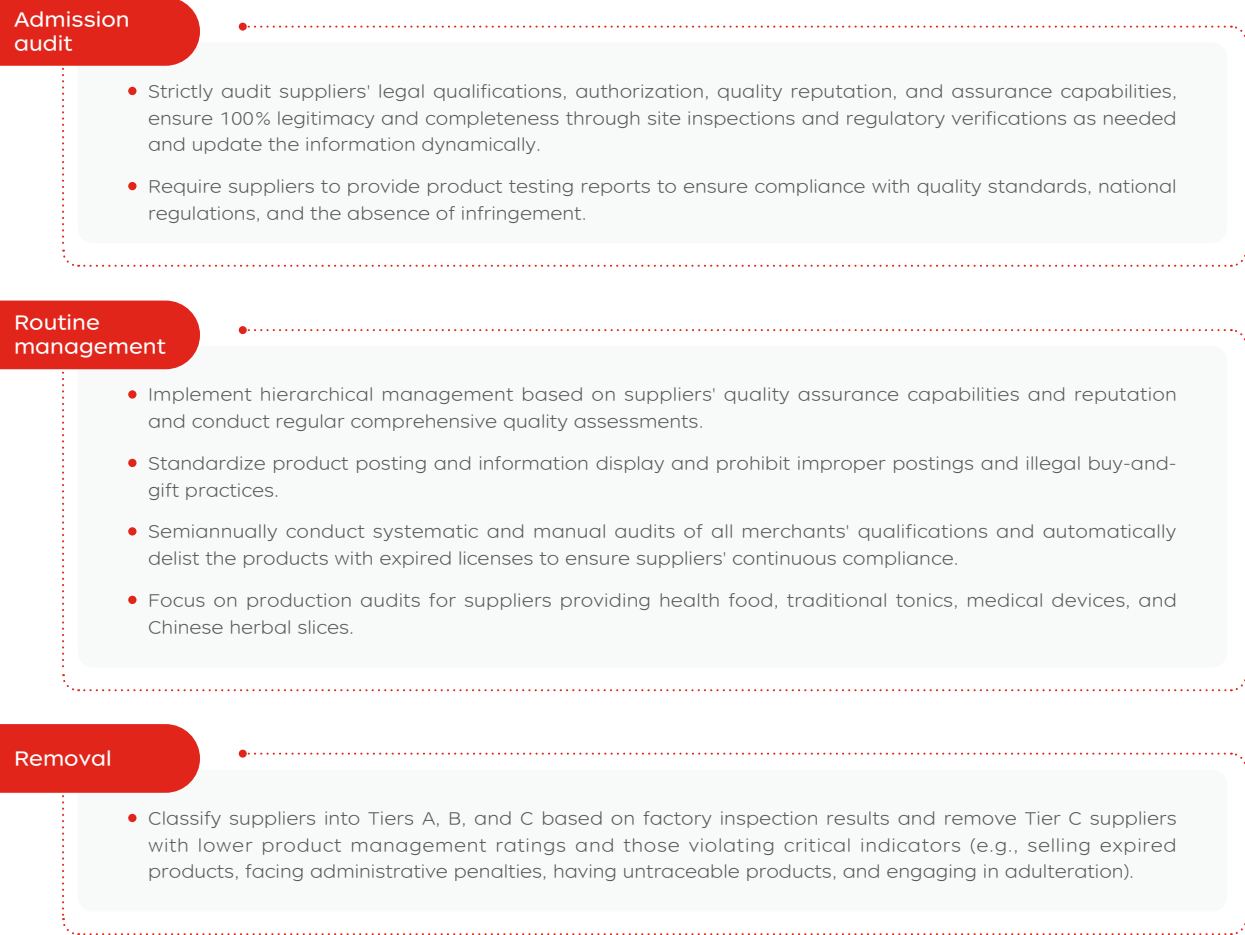
Core Management Systems of Direct-Sales Suppliers	Core Management Systems of POP Merchants
<i>Review and Management System for First-time Business Partners and Salespersons</i> <i>Review and Management System for Newly Introduced Products</i> <i>Pharmaceutical Purchase Management System</i> <i>Supplier Audit Management System</i> <i>Registration Qualification Standards for Direct- Sales Suppliers</i> <i>Management Rules for Contract Performance of JD Direct-Sales Supply Chain</i> <i>Principles for Removal of Disqualified Suppliers</i> <i>Regulations on Prohibiting Reselling Returned Pharmaceuticals</i> <i>Management System for First-time Distribution of Medical Devices</i>	<i>Management Rules for Merchant Recruitment on JD Open Platforms</i> <i>Management Rules for Qualification Deregistration on JD Open Platforms</i> <i>Detailed Rules for Managing the Qualification Verification of JD Health's Merchants' Pharmaceuticals and Medical Devices on JD Open Platforms</i> <i>Detailed Rules for Improper Posting of Health-Related Products or Information on JD Open Platforms</i> <i>Management Rules for Decoctions of Chinese Herbal Slices on JD Open Platforms</i> <i>Management Rules for Cold Chain Pharmaceuticals on JD Open Platforms</i> <i>Management Rules for Illegal Buy-and-Gift Practices of Pharmaceuticals on JD Open Platforms</i> <i>Management Rules for Prescription Audit on JD Open Platforms</i> <i>Management Rules for Review on JD Open Platforms</i> <i>Management Rules for Merchant Fulfillment Services in the Health Category of JD Instant Delivery</i> <i>Management Rules for Non-compliance by Merchants in the Health Category of JD Instant Delivery</i> <i>Management Rules for Products with Shelf Life of JD Instant Delivery</i> <i>Management Rules for Qualification Verification of Pharmaceuticals and Medical Devices of Merchants in the Health Category of JD Instant Delivery</i> <i>Online Store Management Rules for Consumer Healthcare Merchants on JD Open Platform</i> <i>Management Rules for Violations of Consumer Healthcare Merchants on JD Open Platform</i>

Number of Direct-sales Suppliers

Type	Quantity
Total number of suppliers	4,439
Chinese Mainland	3,876
China's Hong Kong, Macao, and Taiwan and overseas	563

In 2024, JD Health enhanced supplier oversight at the source, prioritizing audits of production processes for health food suppliers, traditional tonics, medical devices, and Chinese herbal slices. The Company comprehensively evaluates suppliers' food safety management systems, supply capabilities, and ability to meet customer needs, and provides assessment reports under its specialized documents such as the *Factory Audit Checklist for Health Food*, the *Factory Audit Checklist for Primary Agricultural Products*, the *Factory Audit Checklist for Chinese Herbal Slices*, and the *Factory Audit Checklist for Medical Devices*. Meanwhile, we have established a full-process management system covering supplier admission audit, routine management, and removal, ensuring full compliance among suppliers.

Suppliers' Full-Process Management System



Case Warehousing Temperature and Humidity Control Mechanism

JD Health has implemented a temperature and humidity control system for supplier warehousing that surpasses industry standards. During peak hot and cold seasons (June-September & December-January), we rigorously oversee suppliers' compliance with temperature and humidity standards through daily monitoring, monthly assessments, and daily email notifications nationwide. Upon discovering non-compliance, the Company deducts part of the supplier's warehousing fees for that month. During other seasons (February-May & October-November), daily monitoring, monthly assessments, and daily online quality logs are employed to ensure temperature and humidity compliance. Additionally, monthly checks are in place to assess temperature and humidity compliance, and non-compliant behaviors are subject to the same penalties.

Furthermore, the Company strengthens warehousing compliance management through monthly audits and quarterly remote multi-person audits of suppliers. Upon discovering non-compliance, suppliers are required to rectify immediately or set a rectification timeline. If a supplier fails to meet standards in a monthly audit, coupled with no rectification in the subsequent month, he will be directly imposed with penalties. This dual mechanism of audits and penalties has effectively ensured suppliers' warehousing compliance and guaranteed product quality and safety.

Supply Chain Risk Management

JD Health attaches great importance to supply chain interruption risk management. The Company has established a full-process prevention system encompassing prevention before the event, response to the event, and review after the event. Our four major risk control steps including risk identification, risk measurement, risk control, and risk monitoring, have systematically bolstered supply chain resilience and ensured smooth business operation.

Supply Chain Risk Management Process



Supplier ESG Program and Risk Management

JD Health requires its suppliers to formulate and implement ESG programs, with the Board of Directors serving as the highest decision-making body to oversee their implementation. The Company continuously audits suppliers' procurement practices to ensure compliance with the *JD Group Supplier Code of Conduct* and to avoid conflicts with ESG requirements. Additionally, JD Health prioritizes partnering with suppliers who excel in ESG performance and conducts training to ensure that relevant personnel understand and fulfill their responsibilities within the supplier ESG programs, ultimately driving toward sustainable development goals.

In 2024, JD Health further refined its ESG risk management system for suppliers, conducting comprehensive reviews of suppliers' ESG risks via questionnaires, third-party assessments, certifications, and on-site audits. We urge timely rectification of identified risks and reserve the right to unilaterally terminate cooperation with suppliers who violate ESG standards outlined in the *JD Group Supplier Code of Conduct* without rectification.

Supplier Training and Communication

JD Health offers diverse training programs, covering suppliers' full-process operational management and merchants' conduct warnings, to strengthen suppliers' compliance awareness and quality management capabilities. We have simultaneously established a recorded course system in our Business Learning Center to meet suppliers' diverse needs. Our daily Q&A and quality compliance promotion through merchants' WeChat groups and shared links keep suppliers informed of the latest policies and requirements.

Meanwhile, we have launched the rules for direct-sales suppliers and POP merchants related to JD Health's business categories on the JD Platform Rules website (rule.jd.com). There is also a corresponding rules interpretation channel, covering the entire process including store opening, product listing, drug

compliance, marketing, after-sales service, disputes, and violations. This platform is open to all direct-sales suppliers and POP merchants, and the training coverage rate reaches 100%.

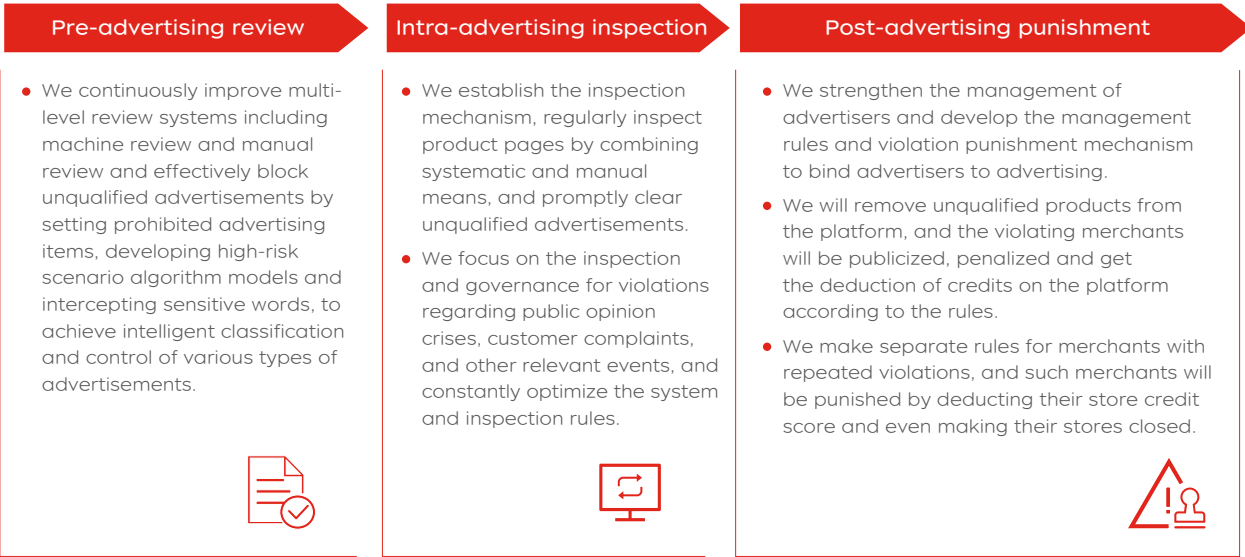
The Company regularly holds industry exchange meetings for suppliers, with over 30 sessions held throughout the year. These meetings focus on deeply discussing online operation requirements for commodities under new regulations and addressing merchants' operational queries to ensure that merchants fully understand and implement the new regulations for compliant operations. Both the quality compliance centralized training for direct-sales suppliers and that for POP merchants have been conducted 10 times respectively.



Responsible Marketing

In 2024, JD Health rigorously adhered to laws and regulations such as the *Advertising Law of the People's Republic of China*, the *E-commerce Law of the People's Republic of China*, the *Internet Advertising Management Measures*, the *Anti-Unfair Competition Law of the People's Republic of China*, and the *Consumer Rights and Interests Protection Law of the People's Republic of China*. The Company further standardized online marketing behaviors and enhanced consumer trust under the *JD Open Platform Marketing Activity Rules*. The Company has established a full-process responsible management system including pre-advertising review, inter-advertising inspection and post-advertising punishment and regularly conducted systematic and comprehensive audits to provide consumers with a safe and trustworthy marketing environment.

The Full-Process Responsible Management System



JD Health prioritizes building employees' capabilities in responsible marketing and advertising practices, and it promotes compliance awareness and professional competence across the organization through systematic training. The Company regularly organizes specialized training courses covering laws and regulations such as the *Advertising Law*, the *E-commerce Law*, and the *Internet Advertising Management Measures*, as well as the specific implementation details of the *JD Open Platform Marketing Activity Rules*. In 2024, the Company

held integrated online and offline training sessions, and launched courses on responsible marketing, reaching 100% of all the staff to ensure they master advertising content review standards and grasp the concept of responsible marketing. Furthermore, JD Health utilized case studies and simulations to reinforce employees' understanding of public morality and mainstream values, thereby ensuring advertising legality and compliance and effectively safeguarding consumer rights.



Customer Service

JD Health is committed to building an integrated online and offline medical service system, providing users with efficient and convenient health management solutions across all scenarios. The Company always prioritizes customer rights and interests, improves its customer complaint management mechanism, actively responds to user suggestions and demands, and enhances user satisfaction as well as the experience of seeking medical treatment and purchasing drugs.

Customer Satisfaction

JD Health focuses on building a customer-oriented service and operation model and strengthening the value creation concept centered on user health. The Company comprehensively monitors the quality of products and services, fulfillment, compensation, and other aspects based on the "traffic lights" assessment management mechanism. It regularly reports abnormal indicators and looks for the causes with the collaboration between business departments, based on which it develops corresponding improvement measures efficiently.

In 2024, the Company continuously enhanced its customer relationship management, with a NPS¹¹ of 72. This score fully demonstrated users' high recognition and trust in JD Health's services, spurring us to offer even superior and more comprehensive health services to users.

User Experience Improvement

In 2024, JD Health implemented numerous innovations and optimizations to improve customer experience, providing users with more efficient and convenient medical services through refined governance rules and online consultation services.

Case Optimizing Governance Rules to Enhance Delivery Experience

In 2024, JD Health partnered with merchants to optimize governance rules by introducing a new penalty mechanism for delayed shipments on orders under RMB 3, thus addressing gaps in late delivery compensation policies. Additionally, we strictly oversaw merchants' "delivery by manufacturer" fulfillment channels to ensure that the logistics information of all physical orders is traceable upfront, thereby preventing merchants from abusing their privileges to evade assessments. For the instant delivery service of drugs, the Company has established a comprehensive fulfillment assessment system, which breaks down and establishes assessment standards for various stages including order receipt, picking, fulfillment, cancellation, and after-sales service. Through periodic data governance and customer complaint management, we drive merchants to operate in compliance, boosting fulfillment efficiency and user experience for more efficient and reliable purchase services.

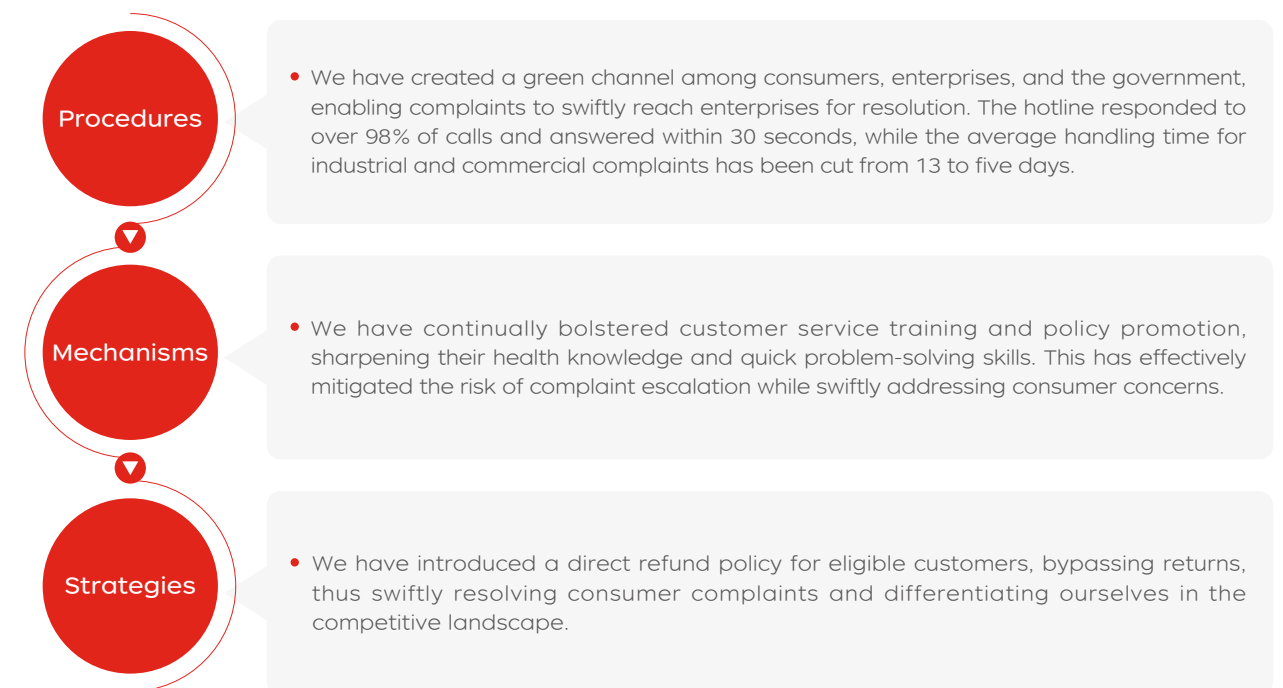
¹¹ The NPS refers to Net Promoter Score.



Customer Complaints and Handling

JD Health has continuously refined its customer complaint management mechanism, enhancing the professionalism in handling complaints and safeguarding customers' legitimate rights and interests. In 2024, the Company optimized its complaint-handling process across procedures, mechanisms, and strategies, significantly improving the customer experience.

Enhancement of Customer Complaint Handling Process in 2024



JD Health prioritizes addressing customer complaints, taking steps to reduce the complaint rate. In 2024, we handled 7,200 product and service complaints, all promptly followed up and handled.



04

Contributing to Social Development

JD Health has always upheld its corporate social responsibility and commitment to ensure employees' compliant employment and comprehensive development and resolutely safeguard their rights and health. In addition, the Company is dedicated to supporting public health, delivering inclusive healthcare, actively participating in public welfare activities, and contributing to building a healthier society.



Talent Growth

JD Health treasures its employees as the utmost asset and is committed to building a comprehensive talent development system. The Company strengthens internal employee compliance management, optimizes compensation and benefits, and strictly adheres to health and safety standards. We also actively establish a diversified training and growth platform, support employees in pursuing their dreams, and fully demonstrate humanistic care, enabling every employee to blossom and shine brightly at JD Health.

Compliance Management

JD Health strictly adheres to compliance guidelines in employee hiring and embraces diversity, equity, and inclusiveness. Our scientific and reasonable performance and promotion management system fosters a positive, healthy, compliant, orderly, and vibrant workplace ecosystem.

Employee Employment

JD Health has formulated internal management systems, such as the *Employee Handbook*, in strict abidance by the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China* and other relevant laws and regulations. The Company explicitly prohibits the employment of child labor and forced labor in the labor contract. To protect the legitimate rights and interests of employees, we have stipulated the attendance system and vacation procedures of employees to ensure that employees can enjoy reasonable vacation treatment. In 2024, there was no employment of child labor or forced labor.

The company remains steadfastly committed to diversifying its talent pool, striving to build an open and transparent recruitment environment. In the process of talent selection, the Company upholds the principles of fairness and equity, treating every employee and job application fairly and equally. The Company actively expands diverse recruitment channels to attract employees with various backgrounds, professional knowledge, and cultural literacies, as well as rich experiences, offering equal employment opportunities to employees of different ethnicities and from different regions. In 2024, JD Health had a total of 3,564 employees, including 58 disabled people, 214 ethnic minorities, two foreign employees, and 1,437 new hires.



Breakdown of JD Health Employees in 2024

Indicators		2024
Employee breakdown	Total employees	3,564
	Total part-time employees	283
Employees by gender	Male	1,451
	Female	2,113
Employees by rank	Managers	238
	General employees	3,326
Employees by age	Below 30 (excluding 30)	1,125
	Between 30 and 50	2,392
	Above 50 (excluding 50)	47
Employees by geographical region	Employees in Chinese mainland	3,559
	Employees in other regions	5
Employees by ethnicity	Ethnic Han employees	3,348
	Ethnic Manchu employees	96
	Ethnic Hui employees	30
	Minority employees	88
Employees by nationality	Employees with Chinese nationality	3,562
	Foreign employees	2
Employees with disability		58
Total new employees		1,437



Employee Turnover of JD Health in 2024

Indicators		2024
Turnover	Voluntary turnover	6.51%
Employee turnover by gender	Male	6.09%
	Female	6.79%
Employee turnover by rank	Managers	2.76%
	General employees	6.74%
Employee turnover by age	Below 30 (excluding 30)	8.83%
	Between 30 and 50	5.39%
	Above 50 (excluding 50)	6.98%
Employee turnover by geographical region	Employees in Chinese mainland	6.52%
	Employees in other regions	0.00%

Diversity and Equity

JD Health upholds openness, diversity, equity, and inclusiveness. The Company complies with the *Universal Declaration of Human Rights* and the *International Labor Organization Conventions* and has formulated the *Human Rights Policy of JD Group*, striving to safeguard human rights and foster corporate responsibility. We strictly prohibit forced labor, child labor, and other violations of employees' labor rights. We guarantee equal treatment regardless of gender, ethnicity, race, nationality, religious belief, disability, marital status, sexual orientation, or any other legally protected characteristics. Meanwhile, we actively cooperate with Jingdong Group to carry out human rights-related investigations, accurately identify and deeply assess potential human rights risks, and formulate effective mitigation and remedy strategies for risk points, aiming at eliminating the impact of risks, avoiding negative situations, and minimizing the potential human rights impact.

Furthermore, the Company follows the *Code of Conduct against Sexual Harassment and*

Discrimination, the *JD.com Management System for Disqualification from Positions*, and the *JD.com Sexual Harassment Prevention and Management Regulations*, defining various forms of discrimination and harassment. It has set up a comprehensive whistleblowing and reporting system along with a standardized investigation and handling mechanism and is committed to providing all employees with a fair, safe, respectful, and healthy workspace. In 2024, there were no complaints related to sexual harassment or discrimination in the workplace.

The Company highly respects employees' freedom of association, and continuously improves the democratic management system. This ensures employees' rights to join or establish clubs, trade unions, and other organizations in line with national regulations. We selected employee representatives to participate in the collective bargaining meetings held by JD.com and actively offer constructive advice and suggestions. In 2024, the signing rate of the *Collective Contract of JD.com* was 100%.

Performance Management

JD Health prioritizes refining employee performance management and promotion systems in human resources, striving to build a fair, transparent, and efficient evaluation framework that unlocks staff potential and drives mutual growth for individuals and the Company.

In 2024, the Company implemented the "70% and 80%" principle. We promoted employees who meet 70% of the qualification requirements of the higher rank, and guaranteed to promote 80% of internally qualified employees, to encourage the promotion of talents within the Company.

Moreover, we continually refine our performance management by introducing the "AB+HR Multi-perspective Independent Evaluation." In this mechanism, Manager

A, Manager B, and HR independently assess and then collectively discuss the performance ratings of Manager B's team, ensuring a comprehensive and impartial evaluation process. Simultaneously, the Company has introduced revised grading criteria, splitting the former B grade into B+ and B- to sharpen performance distinctions. Through monitoring and transparent reporting across job levels, we ensure a higher proportion of top performers among middle and junior ranks, promoting scientific and fair performance management.

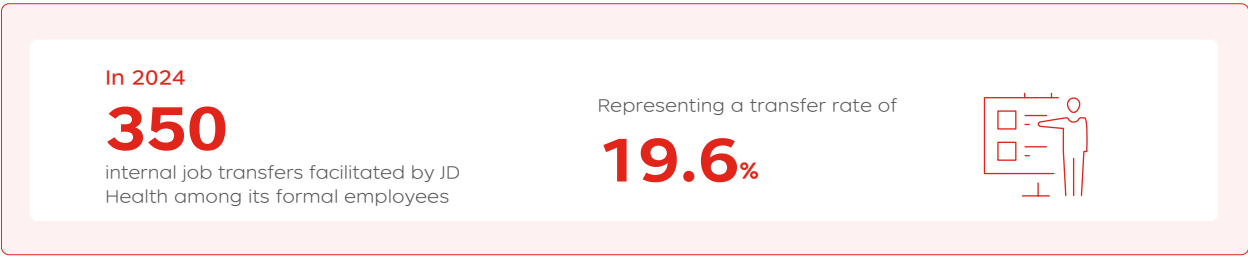
The Company has developed tailored assessment and payroll systems for different positions, closely matching their functional needs for accurate and efficient performance management.

Assessment and Payroll Systems

Business groups and other front-office business departments	Assess performance through the year-on-year growth rate and distribute variable pay based on monthly performance results.
Front-line employees	Adjust their variable pay in light of the monthly performance assessment results and implement 10 different evaluation schemes according to business development stages and position requirements.
Non-front-line employees	Require them to set assessment goals in consultation with their immediate supervisors based on organizational requirements in the initial stage, which should be confirmed by the immediate supervisors, indirect supervisors and HRBP.
Support departments in the middle and back offices	Implement quarterly assessments and calculate their variable pay based on performance coefficients set by managers.

In terms of employee job transfers, JD.com has updated its *JD.com Employee Mobility Management Measures* during the reporting period, eliminating approval by outgoing department managers for eligible candidates, thereby facilitating freer talent mobility. In 2024, JD Health facilitated 350 internal job transfers among its formal employees, representing a 19.6% transfer rate. These transfers spanned across BGBU¹² and internal departments, optimizing human resource allocation.

The Company offers employees with underperforming performance a buffer period and personalized coaching to aid adaptation. For those persistently underperforming, the Company offers internal transfers to more suitable roles, maximizing employees' potential and achieving reasonable talent allocation as well as employee career development.



¹² BGBU stands for JD.com's various business groups or units, encompassing sectors like the Group, Retail, Technology, and Logistics, used to categorize and manage diverse business segments within the Company's organizational structure.

Employees' Remuneration and Benefits

JD Health cherishes its employees as invaluable assets, offering competitive remuneration commensurate with their contributions. By providing comprehensive and diverse welfare benefits that encompass all facets of employees' lives, we create a supportive and nurturing work environment for them.

Employees' Remuneration

JD Health attaches great importance to the construction of employee compensation system, strictly adhering to national regulations to develop a series of comprehensive systems. Employees' remuneration is set based on a fixed salary that is higher than the local minimum wage. Additionally, the Company requires its suppliers, contractors, and other third-party partners to meet the minimum living wage for their employees. The Company offers a mix of variable pay and long-term incentives to safeguard employees' rights and encourage them to strive ahead. The Company complies with internal systems such as the *JD.com Compensation Management System*, the *JD.com Salary Management Regulations*, the *JD.com Daily Salary Increase and Employee Stock Options Management Regulations*, and the *JD.com Salary Adjustment Management Regulations*.

In 2024, the Company actively enhanced its employee compensation system. From Q3 2024, employees whose

teams achieve two consecutive quarters of growth in revenue and profit will receive a 16-to-20-month salary package. Meanwhile, JD Health adheres to a contributor-centric approach, offering extra incentive plans to high-performing teams to motivate employees and share business success. Additionally, we uphold equitable pay for men and women in similar roles and grades, continuously building a diverse talent pool, enhancing the inclusiveness of the workplace, and driving the Company toward sustainable development.

Furthermore, JD Health has initiated an equity incentive plan customized to their specific job levels and positions. This plan extends to senior managers, medical experts, business unit leaders, and all employees holding managerial roles, offering a sustained material reward to inspire them to steadily fulfill their long-term personal and professional goals.

Category	Incentive Plan in 2024
Categorized by rank	Encompassing 100% of the senior management.
	The equity incentive plan, excluding the senior management, covers all management levels with a reach of about 90%.
Categorized by post	Medical experts are a core group crucial to JD Health's fostering its professional capabilities and shaping key business processes. In 2024, JD Health allocated specific equity resources to retain and incentivize medical experts over the long term with a reach of over 90%.
	Business unit leaders play a critical role in achieving operational results and promoting business development. In 2024, JD Health invested in special equity resources to encourage them to lead their teams in driving their teams to enhance long-term business expansion, achieving a full coverage rate of 100%.


JD Health's Employee Equity Incentive Plan



Benefits and Care


JD Health prioritizes employees' well-being in all corporate endeavors. The Company has established a comprehensive employee welfare system in alignment with internal policies such as the *JD.com Subsidy Management Regulations*, the *JD.com Love Relief Fund Management System*, the *JD.com Settlement Plan*, the *JD.com Team Building Fee Management Regulations* and the *JD.com Attendance and Leave Management System*, to continuously enhance employees' satisfaction and happiness.

The Company ensures that all employees receive the legally mandated benefits, including the social insurances and housing provident fund, public holidays, and paid leave. In addition to the basic rights and interests, we have enhanced exclusive internal non-statutory welfare systems with tailored plans for all employees to comprehensively safeguard their rights and interests.




Female employees

Establish facilities such as childcare centers, nursing rooms, and parking spots for working mothers.




Frontline employees

Provide frontline employees with heatstroke prevention supplies during hot weather and offer a medication delivery benefit through JD Pharmacy.



Interns

Provide welfare housing subsidies for intern employees to help with their accommodation needs.



Retirees

Rehire willing retirees and enable them to realize their value.

Furthermore, the Company provides a comprehensive range of welfare benefits for all employees, encompassing health and safety, dietary wellness, holiday perks, office environment, commuting assistance, and recreational activities, to foster a caring and warm work environment in all aspects.

Insurances

- The Company offers accidental injury insurance, accidental medical insurance, supplementary medical plan, and annual physical examination, establishes a love relief fund, and implements a settlement plan, to comprehensively protect the safety and well-being of employees.

Company canteen

- The Company, in collaboration with its catering suppliers and COFCO Nutrition and Health Research Institute, has created a healthy and nutritious food stall, launching more than 200 healthy meal options that are iodine-free, low-fat, low-salt, and high-fiber.
- In 2024, a number of catering suppliers obtained the globally recognized food safety certification mechanism—SGS-HM certification—realizing a shift in the canteen's approach from "final product testing" to "process monitoring", which greatly ensures the dietary health of employees.

Festival benefits

- The Company distributes JD Gifts to all employees during the Mid-Autumn Festival and the Spring Festival and organizes festival activities such as dumpling making, yuanxiao (sweet rice balls) wrapping, and lantern riddle guessing as a heartfelt thank and best wishes.
- On the "618" and "Double Eleven" shopping festivals, the Company arranges motivational packages, well-wishing events, and celebration dinners for all departments, along with incentive bonuses.

Facilities

- The Company is equipped with barrier-free facilities, including barrier-free elevators, restrooms, and access.
- We have fitness rooms to meet employees' fitness needs.

Transportation and commuting

- Deeply cooperating with ride-hailing services such as DiDi and CaoCao, facilitating employee commuting.
- Operating a comprehensive shuttle bus service spanning across Beijing.

Cultural and sports activities

- JD Health has established seven health clubs, including basketball, soccer, badminton, tennis, swimming, hiking, and running clubs. The Company provides activity venues and financial support for these clubs on a weekly basis.
- The Company conducts a "Sports Season" event, including nine competitions: badminton tournaments, basketball games, low-carbon running persistence challenges, healthy exercise attendance contests, mini marathons, balance forest fun races, rope-skipping team competitions, tug-of-war challenges, and relay sprint races, to enrich employees' leisure time.

Case Employee Family Gift-giving Activity

The Full-time Doctors Department of JD Health understands that employees' hard work is supported by their families. During the 2024 618 campaign, the department launched a heartwarming welfare initiative to send gifts of gratitude to employees' families. The department carefully selected five gift options for employees to choose from and directly mailed the gifts to their families, as a token of appreciation for the employees' dedication and their families' understanding.

Employee Communication

JD Health values employee feedback, conducting regular employee satisfaction surveys annually, deeply analyzing survey results, and continuously tracking and making improvements, to enhance the work environment and atmosphere.

JD Health engages proactively in the Company-wide "Employee Satisfaction and Employee Morale" survey, seeding questionnaires to all employees daily and analyzing feedback quarterly. In 2024, the coverage rate of the Company's employee satisfaction survey reached 100%. Statistics show that the quarterly employee satisfaction scores were all above 4.4 points, and the employee morale scores were all above 4.5 points¹³, with a steady increase. This highlights the Company's notable efforts in employee care, fostering healthy organizational development and a positive work environment.

Furthermore, the Company has set up open communication channels, such as a CEO email and bigear@jd.com, enabling direct dialogue with senior leaders and encouraging employees to actively voice their opinions to timely collect all kinds of feedback and continuously improve satisfaction.

In 2024, the coverage rate of the Company's employee satisfaction survey reached

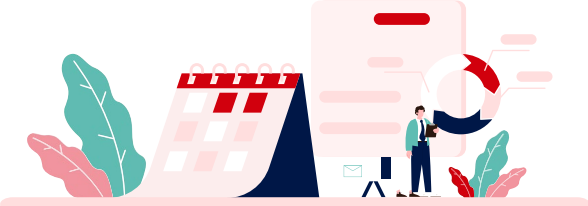
100%

Employees' Health and Safety

JD Health places great emphasis on employee health and safety, dedicated to creating a safe workplace. In 2024, we strictly abide by laws and regulations such as the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*, the *Work Safety Law of the People's Republic of China*, and the *Administrative Measures for the Diagnosis and Appraisal of Occupational Diseases*. We have formulated the *JD.com Occupational Health and Safety Management Policy*. Guided by principles of scientific rigor, comprehensiveness, and continuity in establishing the occupational health and safety management system and implementing related activities, we ensure our employees' occupational and overall well-being remain top priorities.

JD Health follows the requirements of JD.com to carry out unified occupational health and safety management. As the highest management body in the field of occupational health and safety, JD.com's Occupational Health and Safety Committee (OHS Committee) is chaired by JD.com's chief Human

Resources Officer (CHO) and heads of BGBU are represented by members, jointly control the strategic direction of occupational health and safety. The Occupational Health and Safety Working Group and the BGBU Task Force under the OHS Committee create a tiered and comprehensive management structure. Furthermore, to further strengthen the awareness and responsibility of all employees towards occupational health and safety, we have incorporated the effectiveness of creating a good safety environment into the performance evaluation system of department managers at all levels. This has effectively enhanced the protection of company assets and employee lives, and promoted the smooth implementation of various safety preventive measures.



¹³ The full score for both employee satisfaction and employee morale is 5 points.

To safeguard workplace safety and employee health, the Company has established a robust occupational health and safety plan. We regularly identify risks and hazards and take corrective actions, focusing on product material safety, workplace hazards, PPE provision and use, occupational hazard prevention facilities, and hazard source management. Our careful inspections and continuous supervision ensure the timely removal of any identified risks.

In terms of employee health and care, in 2024, the Company provided more targeted annual health check-ups for employees in different positions to help them identify and address potential health risks in a timely manner. In addition, we have further enhanced our employee assistance program for psychological health. Employees have access to long-term, systematic psychological support through offline consultations, telephone advice, and online

video sessions, which help them actively cope with work and life challenges. Regarding safety facilities in office areas, we maintained AED emergency medical equipment regularly and offered first aid training in how to conduct cardiopulmonary resuscitation (CPR) and how to use AED for all employees at JD Health's Beijing workplace. This training equipped employees with the necessary emergency response procedures for various situations. In 2024, we organized more employees to participate in the first aid training and obtained first aid certificates, enhancing our safe work environment.

To boost employees' health and safety awareness, the Company regularly hosted all-staff training on occupational health and safety, encompassing regulations, prevention tips, real-case analyses, psychological health care, and emergency self-rescue skills. This strengthened their health and safety awareness.

Occupational Health and Safety Indicators of JD Health in the Past Three Years

Indicators		Unit	2024	2023	2022
Work-related fatalities	Number of work-related fatalities	Person	0	0	0
	Rate of work-related fatalities	%	0	0	0
Work-related injuries	Working days lost due to work injury	Day	65	84	578.5
Lost time injury frequency rate (LTIFR)	LTIFR of employees per million working hours ¹⁴	Per million working hours	0.563	0.805	0.602



¹⁴ The calculation formula is: LTIFR = (Number of injuries causing lost work time / Total employee hours worked) * 1,000,000.

Training and Development

JD Health, pioneering in the industry, recognizes the vital role of talent in driving growth. We foster talent through a diversified and thorough internal training system to broaden employees' career paths and empower external merchants to collaborate and excel together.

Internal Employee Training

The Company tailors personalized career paths and training programs to employees' unique growth patterns and needs, fostering their self-realization and steady growth.

Relying on JD.com's training system and resources, JD Health has established an internal training and external instruction plan for employees under the *Internal Training Management System for Employees*,

the *Employee Education Funding Management System*, the *Internal Lecturer Management System*, and the *Supplier Training Management System*. The plan focuses on new hire orientation, leadership enhancement, professional knowledge and other tailored training sessions. In 2024, 100% of employees in JD Health received the training, with an average learning duration of 26.83 hours.

JD Health's Employee Training Plan

New hire orientation

The Seven-Day Centralized Training in Suqian: JD.com organizes a seven-day centralized training program in Suqian for all new employees, covering all new hires of JD Health.

"Hello Health": This program organizes both online and in-person courses aimed at all new hires to primarily introduce JD Health's business scope, organizational structure, unique culture, and management philosophy. The courses also emphasize critical knowledge such as data security, and compliance with anti-corruption regulations, facilitating their swift understanding and integration into the Company.

Aranee Plan: The three-year training program includes a Welcome Ceremony to help new graduates quickly adapt to their new environment, workplace skills courses to build a solid foundation, online and in-person professional competence sharing sessions and mentorship to boost their expertise, face-to-face sessions with the CEO and networking opportunities with senior colleagues for career guidance, and growth challenge competitions to stimulate their potential. This comprehensive approach ensures their smooth integration into the workplace, professional ability enhancement, and performance drive.

Leadership enhancement

Future Leaders Program: Led by JD.com, this program focuses on nurturing junior employees with a tenure of three to five years, preparing them for senior-level roles within the Company.

Professional knowledge

Diverse Evening Training Programs: The Company offers specialized training in procurement and sales, technology, and products through evening schools. With systematic lectures and hands-on exercises during nighttime, these programs ensure 100% participation and comprehensively empower employee growth.

Tailored training

Health Knowledge Map: Spanning 10 topics, it boasts a 92.06% internal reach, with each staff member averaging over 20 views. By Q4 2024, integrating JD.com's comprehensive AI model, we have launched a knowledge bot as an AI assistant to aid employees in information searching. With six interactions per capita and an 87.69% effective response rate, it vastly improved knowledge access and training efficiency.

Practical Training: Centered on the "training-through-practice" strategy, we tackled business growth challenges by tailoring learning plans for 10 teams, hosting 45 workshops with 379 participants, addressing 10 key business issues, and fostering the blend of theoretical learning with practical application.

In 2024, the Company continued to advance the "I am Attending the University in JD.com" project, covering regular employees, interns, part-time workers, suppliers, and employees' families, providing a channel for all employees to improve their academic qualifications. The Company also provided financial support for employees, including discretionary tuition exemption for employees in the "I am Attending the University in JD.com" program, and loan support for employees participating in MBA/MEM programs on the job, to empower employees' academic and career aspirations.

In 2024, the Company invested a total of RMB 339,237 in training and development for its employees.

Case

Training Camp for JD Health's BOSS and Business Marketing Leaders

In December 2024, to bolster the competitiveness of JD Health's procurement and sales leaders, the Company held a tailored BOSS Training Camp for 44 participants, including JD Health's BOSS and business marketing leaders. Through intensive study of customized courses, the camp delved into business strategies, encouraging participants to embrace the essence of commerce and uphold the principle of "striving for and maintaining excellence." During the training, engaging discussion sessions were incorporated to foster experience and insight sharing. The specialized workshop successfully unleashed the potential and passion of procurement and sales BOSS, boosting business acumen and skills, it yielded a wealth of valuable procurement and sales cases, providing robust support for future operations.

Case

The Second Session of the "Leadership Lecture" Business Empowerment Training

In 2024, the Company launched the second session of "Leadership Lecture" training program, with the core philosophy of "Expanding Horizons for Growth." By inviting seasoned managers from inside and outside the Group, we successfully conducted five courses throughout the year, spanning strategic planning and digital transformation. With a blend of online and offline sessions, the program drew 802 attendees offline and reached 2,868 views online upon promotion on the internal knowledge platform, including popular documents surpassing 1,000 reads. The "Leadership Lecture" fostered cross-departmental knowledge sharing and boosted employees' business acumen and skills.



Employee Training of JD Health in 2024

Indicator		Unit	2024
Percentage of trained employees by gender	Male	%	100
	Female	%	100
Percentage of trained employees by rank	Senior management	%	100
	Middle-level management	%	100
	Junior management	%	100
	General employees	%	100
Average training hours per employee by gender	Male	Hour	24.52
	Female	Hour	28.42
Average training hours per employee by rank	Senior management	Hour	29.63
	Middle-level management	Hour	75.41
	Junior management	Hour	51.31
	General employees	Hour	28.87

External Training for Partners

JD Health places high emphasis on the growth of its external partners and supports their ongoing development. The Company has formulated a series of management systems and standards, encompassing the *JD Health Business School Category Expert Management System*, the *JD Health Business School Video Course Recording and Course Information Reporting Specifications*, the *JD Health Business School Course Review Specifications*, and the *JD Health Business School Online Live Training SOP*, ensuring standardized and normalized training operations.

The Company actively conducted various training courses for new merchants, regular merchants and

part-time doctors at the Business School with precise and practical content. Additionally, the Company provides systematic and comprehensive training for all suppliers every year, assisting them in improving their quality management systems and operational capabilities. Together, we analyze market trends and explore key breakthroughs to achieve business growth for mutual benefit and shared development.

We prioritize the professional growth of pharmacists and doctors through targeted training. For pharmacists, we organize training in complex case discussions to boost their pharmacotherapy planning skills. For doctors, we offer online lectures on the latest medical technologies to update their knowledge.

Case

JD Health's Training for Pharmaceutical Store Managers

The company has created a professional training and certification system for medical store operators, which is built based on the Merchant Learning Center and Business School, has crafted a tailored training and certification program for pharmaceutical store managers, leveraging insights from its Pharmaceutical Department and experts. This program spans from beginner to advanced levels, covering e-commerce fundamentals, product selection, data analysis, marketing tools, KPI improvement, team management, and brand building. Through an integrated learning, exam, and certification process, it nurtures professionals to elevate operational excellence in pharmaceutical stores.

Public Health

As China's premier internet healthcare platform, JD Health upholds the principle of "health-centeredness," striving to promote universal access and affordability of medical resources. Meanwhile, we continuously expands the depth and breadth of medical services and elevate public health efficiency and quality to support the Healthy China initiative.

Promoting Inclusive Healthcare

JD Health consistently promotes inclusive healthcare by breaking down barriers to medical resources through multifaceted approaches, catering to everyday healthcare needs. It boosts accessibility via online medical insurance purchases and enhances public health literacy through educational workshops, extending quality medical services to a broader population.

Public-Convenience and Benefiting Services

JD Health consistently enhances its home visits for rapid testing services, expanding test options and coverage. Prioritizing the Nurse-at-Home program, the Company leads the domestic market and gradually rolls out new offline pharmacies, offering curated, high-quality, and affordable medications for consumers.

Case Establishing "China's Leading At-Home Nursing Brand" - JD Health Nurse-at-Home

During the reporting period, JD Health introduced nurse-at-home services, tailored for the mobility-impaired needing regular care. The program offered over 40 services, including injections, blood draws, dressing changes, and medical device setups. Professional nursing and medical device setup services have already reached 35 cities nationwide. This innovative service complemented and enriched the application scenarios of the traditional professional medical care and allowed users to undergo nursing care at home.



Nurse-at-Home Service Big Screen Promotion

Case Expanding Home Visits for Rapid Testing Services across More Cities and Categories to Complete the "Medical Examination, Diagnosis and Medication" Service Loop

In 2024, JD Health substantially broadened its rapid testing services launched by JD Daojia, offering more than 100 testing items and expanding respiratory virus testing to 12 cities. At the end of the reporting period, JD Daojia has emerged as China's most comprehensive and widespread at-home rapid testing platform, delivering professional and convenient services and easing offline medical resource shortages.



Daojia Rapid Testing Elevator Media Promotion

Case Establishing Innovative JD Pharmacies and Refocusing Pharmaceutical Retail on Its Fundamental Values

On October 18, 2024, The first new type of store under JD Health's JD Pharmacy opened in Dongcheng District, Beijing. As China's first new type of pharmacy, JD Pharmacy (Jinbao Street Store) does not engage in sales promotion, offers transparent pricing without "tricks", and focuses on providing services. This store brings the pharmacy back to its core function, offering the public a brand-new offline pharmacy shopping and service experience. During the reporting period, additional new type stores of JD Pharmacy were successively opened in Beijing and Tangshan.



JD Pharmacy New Type Store

Online Medical Insurance Payment

Leveraging its online platform, JD Health breaks through time and space limitations, significantly enhancing the flexibility and accessibility of users' medication purchases. From July 1st, 2024 JD Health pioneered "online medication purchases payable with medical insurance accounts" in Beijing, allowing insureds to buy non-prescription drugs from designated pharmacies online on the JD Instant Medicine Delivery Service platform. The service covers 16 districts and the economic zone in Beijing participate in the project, offering deliveries in an average of 28 minutes, with the fastest at nine minutes.



JD Health's Online Medical Insurance Payment Promotional Poster

Key Performance

By the end of 2024, the "online medication purchases payable with medical insurance accounts" service had covered 18 cities including Beijing, Shanghai, and Guangzhou, partnering with over 3,000 medical insurance-designated pharmacies and serving over 100 million people.

JD Health's "online medication purchases payable with medical insurance accounts" service provided by has been reported by multiple authoritative media outlets, including CCTV-2 Finance, CCTV-13 News, People's Daily, Beijing Youth Daily, and People's Net, as well as through official channels of the National Healthcare Security Administration and local healthcare security bureaus.

Health Education

JD Health actively fulfills social responsibilities by promoting national health literacy through innovative live streams, including those featuring renowned doctors and focusing on Alzheimer's disease. The content covers hot topics in traditional Chinese medicine, dermatology, obstetrics & gynecology, pediatrics, ophthalmology, and more. Through live streaming, The Company has built a real-time communication bridge between patients and doctors, enabling users to ask questions and receive prompt answers. This significantly enhances communication efficiency and deepening users' understanding of health knowledge.

Key Performance

In 2024, JD Health hosted a total of

Reaching

29

live streams featuring renowned doctors

1.28 million viewers

JD Health, partnering with the China Social Assistance Foundation, Beijing Yuanmeng Public Welfare Foundation, and Beijing Positive Psychology Association, initiated the "Care for New Moms" campaign during Mother's Day. The campaign featured expert talks and free consultations, benefiting 1,000 new moms in Yibin, Sichuan Province, among other regions, with medical services and psychological evaluations.

During the China National Sight Day, JD Health joined the Eye & ENT Hospital of Fudan University for science popularization and free clinics, featuring live streams led by President Zhou Xingtao and Optometry Center Director Wang Xiaoying.

JD Health collaborated with 41 esteemed experts from hospitals including Peking University Sixth Hospital, Beijing An Ding Hospital Capital Medical University, Beijing Children's Hospital, Capital Medical University , Nanjing Brain Hospital and other well-known hospitals to conduct ADHD¹⁵ science popularization activities, with a total of 32 live broadcast, covering 60,421 people, and a total of 42 days of free diagnosis to provide more help for ADHD patients.

In October 2024, JD Health partnered with Wuhan Mental Health Center (WMHC) to conduct

And treatment, reaching viewers.

4

live streams on Alzheimer's diagnosis.

over 8,000

Comprehensive Health Protection

JD Health diligently safeguards the physical and mental well-being of each social group through diverse initiatives. The Company provides mental health care for different populations, initiates support initiatives for rare disease communities, and offers tailored services for the elderly, comprehensively enhancing health protection to boost the public's well-being.

Nurturing Mental Health

JD Health actively addresses the escalating societal demand for mental health care, employing forward-thinking strategies and diverse initiatives to engage in the field of mental health. Relying on its Mental Health Service Center for quality care and consultation, JD Health also expands its business ecosystem by developing technological products and organizing offline activities, striving to offer comprehensive and multi-faceted mental health support to the public.

Case

The "Emotion Drawer Gallery":
Nurturing Souls Through the
Canvas of Art

On November 27, 2024, JD Health and Shanghai Mental Health Center jointly unveiled the "Emotion Drawer Gallery" in North Bund of Shanghai, featuring works by patients with anxiety, depression, bipolar disorder, eating disorders, and other mental health issues from the "No. 600's Gallery" of Shanghai Mental Health Center. The exhibition invited psychological comic artists to use "color" and the metaphor of a "drawer" to dialogue with young people facing emotional challenges, fostering public understanding and acceptance of diverse emotions and enhancing mental health awareness. Currently, JD Health's Mental Health Center offers one-on-one services with over 6,000 psychiatrists and 2,000 counselors. The Company also provides a free emotional assessment to help users quickly understand and identify their emotions.



The "Emotion Drawer Gallery" Event Venue

Case

The "Thriving Childhood" Initiative –
Caring for Children's Mental Health

In September 2024, the "Thriving Childhood" initiative for children's mental health, co-launched by JD Health and non-profit organizations, unveiled the first batch of partner schools. As of now, the public welfare project has covered 19 schools across five regions including Beijing, Jilin, Guizhou, Xinjiang, and Tibet, offering mental health training, identification, assessment and counseling for mental health issues, and integrating online/offline interventions to teachers and students.



"Thriving Childhood" Initiative Promotion

¹⁵ ADHD, Attention deficit hyperactivity disorder.

Care for Groups with Rare Diseases

JD Health has consistently deepened its commitment to rare disease care, enhancing support and service quality for patients. The "Rare Disease Care Project" has assisted a total of 637 patients, allocating funds and supplies valued at over RMB 6.24 million.

Meanwhile, The Company partnered with public welfare institutions to launch the "Medical Care Station," a medical social work charity, partnering with the Rare Disease Clinic at Peking Union Medical College Hospital and the Neurology & Pediatric Centers at Peking University First Hospital. Together, they have supported over 23,000 patient visits to date.



Case "Medical Care Station" Supports Public Clinics for Rare Diseases

During the free clinic event at Peking Union Medical College Hospital, JD Health partnered with public welfare institutions to organize social workers to guide patients and families seek medical treatment in an orderly manner through the "Medical Care Station" project, attentively listening to their needs, patiently addressing their questions, and providing necessary support.



The "Medical Care Station" Project Supporting the Public Free Clinic for Rare Diseases by Peking Union Medical College Hospital

"Medical Care Station" – "Tiny Hands, Great Love: Bringing Rare Diseases to Light" Education Activity

The "Medical Care Station" launched by JD Health and public welfare institutions joined forces with Peking University Hospital Outpatient Department's medical staff to ease children's tension and boost their courage against illness through a medical interactive experience zone, quizzes, and a creative wall, all blending education with fun.



"Tiny Hands, Great Love: Bringing Rare Diseases to Light" Education Activity

Care for the Elderly

JD Health actively aligns with government elderly care policies, continuously enhancing elderly-friendly services to offer more professional and convenient health and lifestyle support for seniors. JD Health has continually improved its service offerings and standards by assigning dedicated health managers to track seniors' health in real-time, thereby significantly enhancing their at-home care experience.

Case "Nutritious Century Life: Elderly Care & Nurturing Companion" Event

JD Health, partnering with Abbott Medical Nutrition, hosted a flash mob event themed "Nutritious Century Life: Elderly Care & Nurturing Companion". Activities included offline flash mobs, health talks, and charitable donations, aimed at safeguarding the health of the elderly. For the Mid-Autumn Festival, they presented a "Centenary Gift Box" as a festive benefit for seniors.



Poster for the "Nutritious Century Life: Elderly Care & Nurturing Companion" Event

Case Initiating the "Sit-and-Bathe" Public Welfare Initiative to Boost Elderly Home Life Quality

JD Health has launched the "Sit-and-Bathe" public welfare initiative, partnering with non-profit organizations and elderly-care brands to donate bathing chairs to the elderly. The initial 2,000 chairs were delivered in Dongcheng District, Beijing, on May 11th.

Engaging in Social Welfare

JD Health actively fulfills its corporate social responsibility by engaging in public welfare. We spread warmth and care through charity donations. Meanwhile, the Company continuously supports rural revitalization, demonstrating true commitment in action.

Continuing the Passion for Public Welfare

In 2024, JD Health organized 22 donation events, providing over 1.53 million items to support rural revitalization, health for specific groups, and emergency relief efforts.

Care for Women's Health

JD Health, on its journey of fulfilling social responsibility and engaging in public welfare activities, focuses on women's welfare, initiating comprehensive care through practical actions.

Case

Launching the "Panda Watcher Care Program" to Support Female Rangers

In 2024, the "Panda Watcher Care Program" initiated by JD Health and non-profit organizations organized three donations to safeguard the health of panda conservationists in Sichuan, Nanjing, etc. The second event, on January 23rd, focused on female patrol teams, donating 827 items such as outdoor first-aid kits, women's health products, blood pressure monitors, and field toolkits.



Supplies Donated to the Patrol Team Through the "Panda Watcher Care Program"

Case

Launching the "New Mom Health Care Initiative" to Safeguard the Physical and Mental Health of Pregnant and Postpartum Women

On Mother's Day, May 11, 2024, JD Health introduced the "New Mom Health Care Initiative," unveiling a public welfare section tailored to new mothers' needs. The section offers health education, free consultations, and psychological assessments and counseling, to help pregnant and postpartum women maintain good mental and emotional well-being. This initiative assisted 1,000 new moms in Yibin, Sichuan Province, among other locations.



The Poster for the "New Mom Health Care Initiative"

Expanding the Reach of Community Welfare

JD Health actively engages in a variety of innovative community welfare initiatives, catering to diverse populations and groups with special needs. By tailoring projects to actual demands, we take concrete actions to launch and respond to public welfare activities, spreading warmth and care.

Case

Distributing "Care Packages with Medicines" to Couriers and Express Delivery Workers

During the bitter winter, JD Health focusing on outdoor workers like couriers and express delivery workers. Our thoughtful "Care Packages with Medicines" honored their hard work and reflected our deep care and commitment to society.

Case Enhancing Emergency Rescue Equipment Deployment to Fortify Community Safety

Since May 2024, JD Health, capitalizing on its expertise in healthcare, has partnered with China Galaxy Securities (CGS) to tailor an Automated External Defibrillator (AED) deployment plan for CGS' nationwide branches. We also encourage AED sharing with adjacent communities, enhancing safety for clients and locals alike, and fostering a emergency response system throughout society.

Spreading Warmth and Care to Remote Areas

JD Health actively shoulders its responsibilities, spreading warmth and care to remote areas, and fostering a better life for all.

**Case Launching the "Meet in Healing" Initiative,
Delivering Warmth to High-Altitude Regions in Winter**

JD Health, partnered with the Bethune Charitable Foundation to launch the "2024 Warm Winter Initiative in Huangnan Tibetan Autonomous Prefecture, Qinghai Province." Together with various charitable organizations, they raised materials to provide diversified services for minors in high-altitude regions. In 17 public welfare activities throughout the year, the volunteer expert team designed art courses for thousands of ethnic minority students in underserved areas and donated cotton-padded clothes to hundreds. Additionally, home visits were made to provide winter essentials and medications to children in need in rural and pastoral regions.



The "Meet in Healing" Public Welfare Project Team Conducting Activities in Binhe Community, Maketang Town, Jianzha County

**Case Providing Medical Equipment and Health Services to
Safeguard the Health of Residents in Remote Mining Areas**

In 2024, JD Health remains committed to its responsibilities by consistently providing medical services and essentials for "Smart Health Hubs in Communities." Meanwhile, JD Health has partnered with Shandong Energy to establish health stations in remote mining areas, equipping them with various health monitoring and physiotherapy devices, thereby constructing a multifunctional and integrated employee health management solution. Within six months, the specialized instruments have served over 4,000 service instances, driving the advancement of healthy mining areas.



Health Statio Consultation Site

**Empowering Rural Revitalization**

Leveraging its platform and logistics advantages, JD Health boosts the nutritional supplement industry, widens sales channels, and increases farmers' income, empowering rural revitalization.

**Case Initiating the Tibet Nagqu Cordyceps Sinensis Project to Boost Local Incomes and
Promote Prosperity**

In 2024, JD Health became the first online platform to obtain the qualification for selling wild cordyceps sinensis, marking its debut as an authorized seller. The Nagqu Cordyceps Sinensis Flagship Store, operated in partnership with the Nagqu government, achieved sales exceeding RMB 100,000 within just three days from opening. This project boosted tax revenue and herdsman's income in Nagqu and could serve as a model for core producing areas like Yushu, promoting economic growth.

**Case Launching the Ningxia Goji Berry Industry Pavilion Project to Boost Rural Specialty
Industries**

In collaboration with the Ningxia Hui Autonomous Region Forestry and Grassland Administration, JD Health has launched the "Ningxia Goji Berry" Flagship Store and "Ningxia Goji Berry Pavilion" on its platform, offering joining fee waivers and logistics subsidies to reduce business costs. Additionally, JD Health supported Ningxia goji berry enterprises in opening POP stores and focused on establishing a number of self-operated stores for well-known brands to enhance brand recognition, drive the development of specialty industries in underdeveloped regions, and promote local economic growth.

05

Promoting Digital and Intelligent Empowerment



Building
User Trust

Optimizing
Resource Use

Gaining Market
Insights

Contributing to
Social Development

■ Promoting Digital and
Intelligent Empowerment

Innovative Development

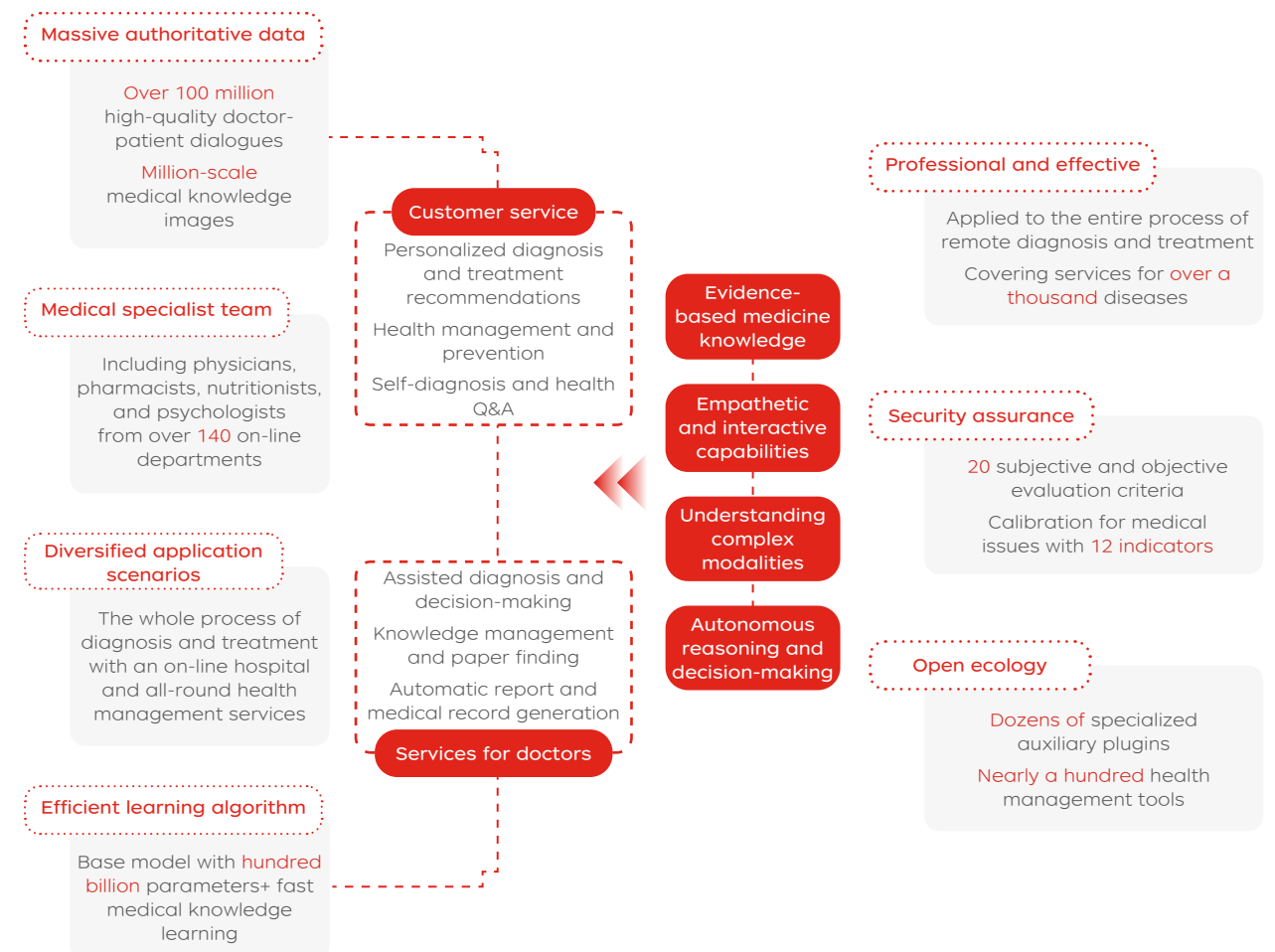
JD Health is committed to a philosophy of innovation-driven growth and interdisciplinary integration. By leveraging cutting-edge technology, we empower basic healthcare services and corporate health management. Furthermore, JD Health consistently enhances the integration of medical resources and interdisciplinary collaboration, so as to foster industry-wide synergy.

Empowering Basic Healthcare

Jingyi Qianxun Large Model

Since its launch in 2023, the Jingyi Qianxun (meaning asking doctors thousands of times) large model has processed and synthesized millions of high-quality medical data points, consistently refining the industry-specific attributes and generalization capabilities. This rapid integration of AI into products and solutions across the board significantly enhances task performance in healthcare, establishing a medical service ecosystem characterized by precise information, efficient service, and an intelligent user experience.

Jingyi Qianxun - A medical large model covering all medical needs during the entire process, enabling intelligent decision-making, and supporting multimodality



Jingyi Qianxun Large Model

In 2024, JD Health has applied the Jingyi Qianxun large model to broader scenarios, with healthcare value as the foundation and exploring how AI can drive social value. Building on intelligent diagnostic support, medical report interpretation, and online specialist care, we have expanded the model's role in health monitoring, consultation, mental health services, and hospital support. These efforts continuously enhance diagnostic efficiency and deliver a more convenient, effective, and reassuring healthcare experience for the public.

Innovative Application Scenarios of Jingyi Qianxun Large Model

Mobile Blood Pressure Monitoring

Leveraging the advanced multimodal data processing capabilities of Jingyi Qianxun, JD Health has developed a mobile blood pressure monitoring solution. This solution utilizes built-in smartphone sensors to precisely analyze vascular changes, enabling cuff-free blood pressure measurements. Rigorously validated, it complies with international blood pressure measurement standards.

By the end of the reporting period, this innovative solution had served over three million users, driving forward innovation in public health management.

Chat-Healing Universe

JD Health has introduced "Small Universe for Chatting and Healing," China's first AI-based therapeutic companion based on a healthcare-specific large language model. This solution offers 24/7 mental health support to help alleviate anxiety and depression. Evolving from the Jingyi Qianxun large model, it leverages a human-like large model with emotional empathy and personalized communication capabilities.

Continuous training and user feedback have further enhanced the model's empathetic performance, paving the way for broader applications in adolescent mental health prevention, mental health education, and employee wellness initiatives.

AI Jingyi

Based on the Jingyi Qianxun large model, JD Health has developed the AI Jingyi product matrix. This AI can simulate the roles of doctors, pharmacists, nutritionists, and other professionals. Its diagnosis and treatment system spans the entire online consultation process. For instance, in dermatology, its diagnostic accuracy exceeds 95% for common conditions.

By the end of the reporting period, AI Jingyi had served over 20,000 doctors, covering 70% of consultation orders, and received a user satisfaction rate of over 97%.

Kangkang

JD Health has launched "Kangkang," an intelligent health assistant based on the "Jingyi Qianxun" large model. Utilizing AI technology, "Kangkang" offers authoritative health information, connects medical resource platforms, reduces the cost of accessing healthcare, and efficiently streamline health consultations, thereby enhancing the efficiency of healthcare services.

By the end of the reporting period, "Kangkang" had integrated over 52,000 medical institution registration resources and more than 190 health services, covering all-scenario services including health consultations, online consultations, and hospital appointments. The system achieved a problem-solving rate of 72.4%.

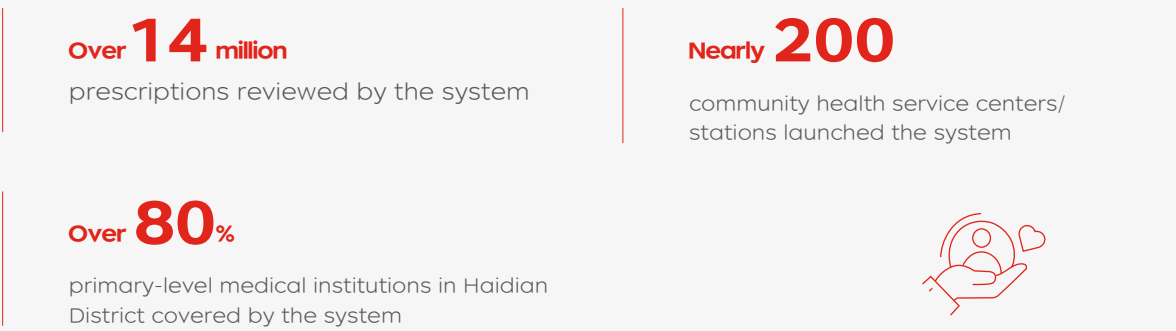
JD Zhuoyi

Leveraging the "Jingyi Qianxun" medical large model, JD Health has introduced the JD Zhuoyi series, which includes the "Personal Health Concierge," "Digital Twin for Doctors," and "Future Digital Hospital." These innovative products are designed to enhance the patient experience, improve doctor efficiency, and optimize hospital operations.

Since its launch in April 2024, JD Zhuoyi has provided a total of 773,500 services.

Case AI-Based Prescription Review and Analysis System in Haidian District, Beijing

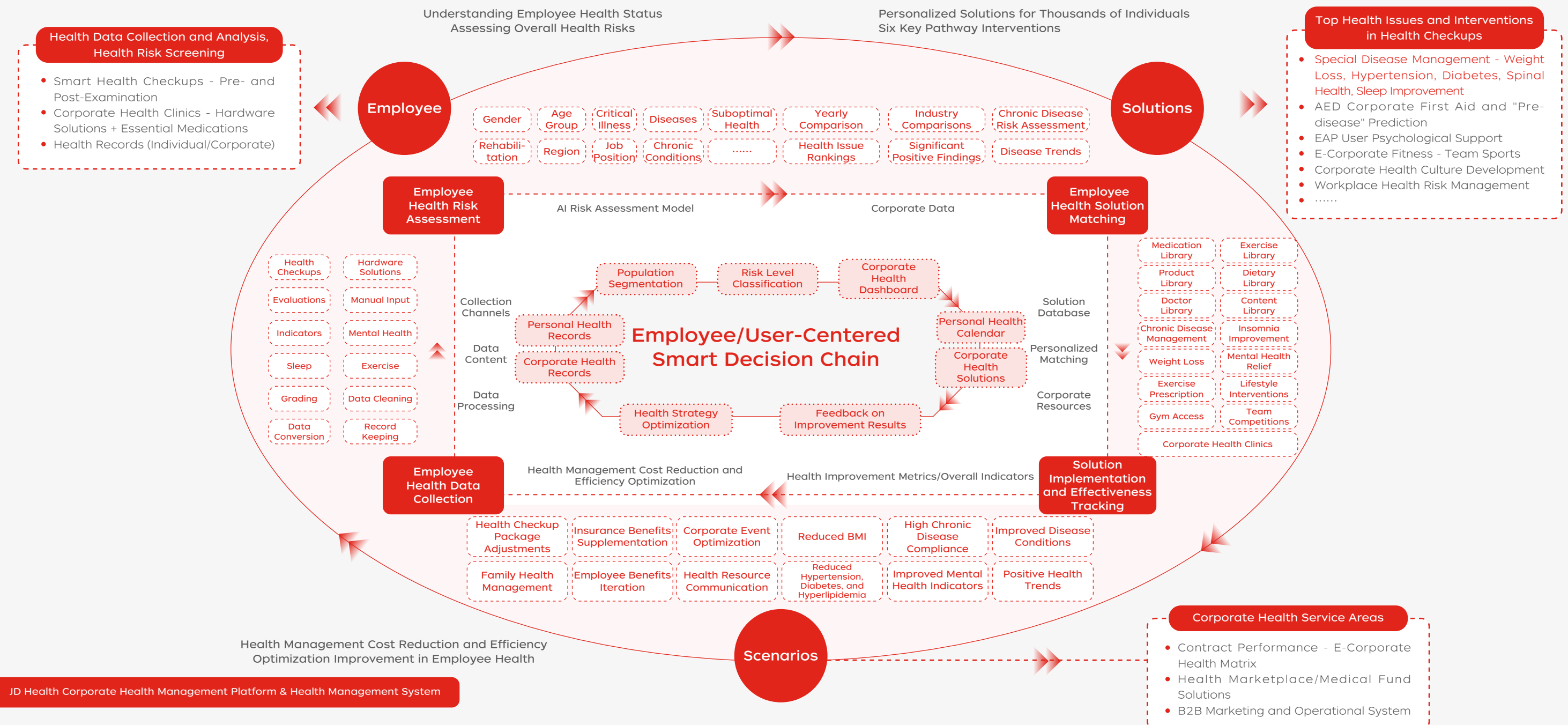
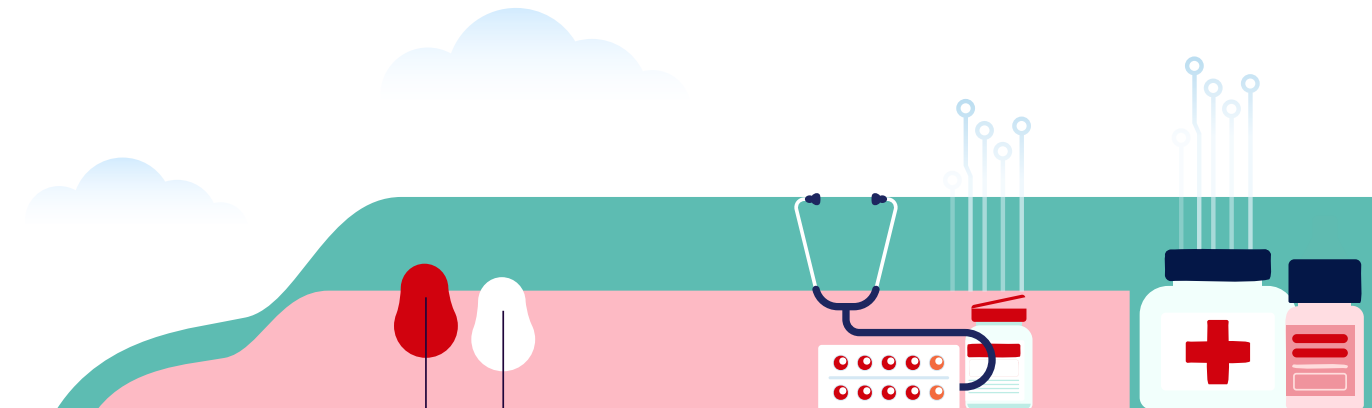
In 2024, JD Health developed an AI-based prescription review and analysis system for the Haidian Health Commission and over 50 affiliated primary-level healthcare institutions, and established the Haidian District Cloud Prescription Review Center. This project addresses insufficient pharmacists and limited prescription review standards at primary-level medical institutions by leveraging AI to improve prescription approval rates, ensuring the safety of public medication use. By the end of the reporting period, the system had reviewed over 14 million prescriptions and was launched in nearly 200 community health service centers/stations, covering over 80% of primary-level medical institutions in Haidian District. This system has significantly enhanced medication safety and the quality of medical services.



Promoting Corporate Health

JD Health has developed a corporate health management platform that leverages big data and AI algorithms to precisely assess employees' health status and deliver customized health management solutions. The platform establishes a comprehensive closed-loop management system, covering "health information collection, health risk assessment, health plan matching, operational system activation, and effect data tracking," providing data, systems, and services to support the cultivation of a positive corporate health culture.

To date, JD Health's corporate health management platform has successfully supported leading companies across various sectors, including consumer goods, energy, public security, and finance. It has helped over one million employees and their family members improve their health, enabling businesses to safeguard employees' occupational health while offering customized employee care.



Driving Industry Innovation

JD Health is committed to an innovation-driven philosophy, consistently advancing diagnostic and treatment resource integration, technological innovation, and service efficiency through interdisciplinary collaboration and the application of cutting-edge technology. With respect to adolescent mental health, JD Health actively explores a comprehensive "home-school-healthcare-society" management model, collaborating with schools, parents, and medical institutions to alleviate psychological pressure, correct their misconceptions about mental health, and foster a healthier and more harmonious environment for adolescents' development. In patient medication, JD Health has established a closed-loop service model that integrates "medical care + medication + testing," leveraging its omnichannel advantages and healthcare service capabilities to integrate medical services, medication supply, and medical testing, offering patients a one-stop healthcare solution

Case JD Health Hosts "Integration and Synergy for an Innovative Future: Integration and Innovation Conference on Mental Health Discipline"

In 2024, JD Health hosted the "Integration and Synergy for an Innovative Future: Integration and Innovation Conference on Mental Health Discipline" in Beijing. The event attracted numerous experts and industry practitioners to explore new models and technologies in mental health services. During the conference, JD Health presented the innovative initiatives in providing personalized mental health services to youngsters, including university students, through the integration of digital platforms, AI technologies, and cross-industry resources. The conference provided valuable practical insights and references for advancing collaborative development in the mental health industry and improving public mental health.



Integration and Synergy for an Innovative Future: Integration and Innovation Conference on Mental Health Discipline

Intellectual Property Management

JD Health strictly adheres to the *Patent Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China*, and other relevant laws and regulations. The Company also complies with the internal policies and regulations, including the *JD.com Patent Management Regulations*, the *JD.com Trademark Management Regulations*, the *JD.com Copyright Management Regulations*, the *JD.com Domain Name Management Regulations*, and the *JD.com Trade Secret Management Regulations (Trial)*, ensuring the Company's compliance in intellectual property development, protection, and application.

The Company underscores intellectual property protection. We consistently enhance employees' awareness on intellectual property protection through both regular and specialized training sessions, and integrate the philosophy into employees' daily activities. In addition, we foster greater collaboration between innovation projects and business departments, facilitate the intellectual property commercialization of new technologies and ensure that our innovations and brand rights are effectively safeguarded.

JD Health Intellectual Property Protection Measures

Patent Management & Intellectual Property Training

- Patent Management Training:** We enhanced patent application and management training, covering key aspects for applying for invention and design patents, specific measures for patent protection among others to help employees improve patent management skills.
- Intellectual Property Promotion:** We further integrated intellectual property promotion into new employee onboarding and company-wide compliance training to raise the awareness on intellectual property protection across the board. In 2024, intellectual property promotion covered all employees.
- Intellectual Property Training:** We offered training on patents, software copyrights, and other Intellectual Property topics for businesses, alongside online courses for employees to learn about intellectual property-related knowledge at any time.

Trademark & Copyright Protection

- Anti-Preemptive Trademark Registration:** We took strong measures to combat malicious preemptive trademark registration and protect brand rights and interests.
- Copyright Registration Protection:** We registered copyrights for products such as the Smart Internet Hospital System, Intelligent Medical Assistant Software, and the Small Universe for Chatting and Healing to facilitate future rights protection.

Cross-departmental Collaboration & Patent Protection

- Collaboration on Innovative Projects:** We conducted over 20 patent minings for multiple projects, including smart healthcare, smart medical check-ups, and retail drug purchasing, safeguarding intellectual property of innovative technologies.
- Collaboration with Business Departments:** We worked closely with business departments to support trademark registration and copyright protection, such as providing trademark search and registration support for "Zhiyetang."




Independent Assurance Statement



Greenhouse Gases Verification

Bureau Veritas Certification



Greenhouse Gases Verification Opinion

is awarded to

JD HEALTH INTERNATIONAL INC.

Bureau Veritas Certification (Beijing) Co., Ltd. was engaged to conduct an independent verification of the greenhouse gases (GHG) emissions reported by JD Health International Inc. for the period stated below. This verification opinion applies to the related information included within the scope of work described below.

Boundaries covered by the verification:

- Verification site name: JD Health International Inc.
- Verification site address: headquarter and sampled workplaces, medical examination centers, hospitals, warehouses, and pharmacies.
- Reporting period covered: 01/01/2024 to 31/12/2024

Organizational boundaries: Activities and facilities of JD Health International Inc. under operational control approach.

Reporting boundaries: Direct GHG emissions generated in retail pharmacy, medical and health services and related management activities within the organizational boundaries, as well as significant indirect GHG emissions.

Emissions data verified under reporting boundaries:

• Scope 1 Direct GHG emissions:	68.13 tCO ₂ e
• Scope 2 Indirect GHG emissions from imported energy:	3,768.75 tCO ₂ e
• Scope 3 Other significant indirect GHG emissions:	204,951.84 tCO ₂ e
- Purchased Goods & Services(self-use goods and purchased services)	
- Fuel- and energy-related activities	
- Upstream Transportation and Distribution	
- Waste Generated in Operations	
- Employee Commuting (Shuttle bus)	
• Total quantified emissions:	208,788.73 tCO ₂ e

Limitations and exclusions: Excluding scope 3 non-significant indirect GHG emissions

GHG verification protocol used to conduct the verification:

- ISO 14064-1:2018 Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals
- ISO 14064-3:2019 Specification with guidance for the verification and validation of greenhouse gas statements
- Greenhouse Gas Protocol Corporate Accounting and Reporting Standard
- Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard

Level of assurance:


- Reasonable assurance

GHG verification methodology:

Certification body address: Room 02, 9 / F, West Office Building 1, Oriental Economic and Trade City, Oriental Plaza, No.1 East Chang'an Street, Dongcheng District, Beijing, China. 100738
Further clarifications regarding the verification scope of this opinion may be obtained by consulting the organization.
To check this opinion validity please call: +86 10 59683663

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Bureau Veritas Certification



- Interview for relevant personnel;
- Review of the documentary evidence;
- Evaluation of the methodology and information systems for data collection, aggregation, analysis and review;
- Audit of sampled sites and data to verify source.

Verification conclusion:

Based on the verification process and findings, the GHG emission data in the GHG inventory report from JD Health International Inc. is in compliance with ISO 14064-1:2018 Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals, Greenhouse Gas Protocol Corporate Accounting and Reporting Standard, and Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard.

Statement of independence, impartiality and competence:

Bureau Veritas Group is an independent professional services company that specializes in Quality, Health, Safety, Social and Environmental management with over 190 years' history in providing independent assurance services.

No member of the verification team has a business relationship with JD Health International Inc. and its directors or managers beyond that required by this assignment. We conducted this verification independently and to our knowledge there has been no conflict of interest.

Bureau Veritas Group has implemented a Code of Ethics across the business to maintain high ethical standards among staff in their day-to-day business activities.


Lead verifier: Zhang Wenting

Statement No.: EMICN100550A

Version No.: No.2

Verification date: 13/03/2025

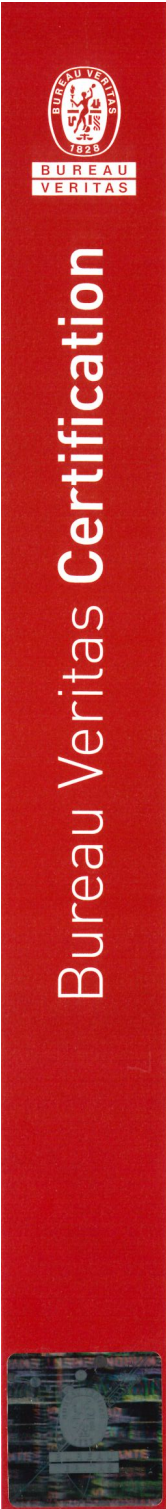
Issue date: 24/04/2025



Signed on behalf of
Bureau Veritas Certification (Beijing) Co., Ltd.

Certification body address: Room 02, 9 / F, West Office Building 1, Oriental Economic and Trade City, Oriental Plaza, No.1 East Chang'an Street, Dongcheng District, Beijing, China. 100738
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Greenhouse Gases Verification Opinion (Appendix)

Appendix: GHG Emissions Data Detail Sheet		
Scope & Category	Unit: tCO ₂ e	GHG reporting/ verification protocol
Total quantified emissions	208,788.73	<ul style="list-style-type: none">ISO 14064-1:2018 Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removalsISO 14064-3:2019 Specification with guidance for the verification and validation of greenhouse gas statementsGreenhouse Gas Protocol Corporate Accounting and Reporting Standard (Scope 1 and 2)Greenhouse Gas Protocol Corporate Value Chain (Scope 3) Accounting and Reporting Standard
Scope 1 Direct GHG emissions	68.13	
Scope 2 Indirect GHG emissions from imported energy	3,768.75	
Scope 3-1 Purchased goods and services (self-use goods and purchased services)	99,871.89	
Scope 3-3 Fuel- and energy-related activities	1,349.88	
Scope 3-4 Upstream transportation and distribution	103,521.11	
Scope 3-5 Waste generated in operations	14.29	
Scope 3-7 Employee commuting (Shuttle bus)	194.67	

Certification body address: Room 02, 9 / F, West Office Building 1, Oriental Economic and Trade City, Oriental Plaza, No.1 East Chang'an Street, Dongcheng District, Beijing, China. 100738
Further clarifications regarding the verification scope of this opinion may be obtained by consulting the organization.
To check this opinion validity please call: +86 10 59683663

Key Performance Indicators

Indicators		Unit	2023	2024
Environment				
Emissions of air pollutants	Nitrogen oxide (NO _x)	kg	415.20	53.91
	Sulphur oxide (SO _x)	kg	1.09	0.45
	Particulate matter (PM)	kg	32.01	4.16
GHG emissions and intensity	Total GHG emissions (Scope 1+Scope 2)	tCO ₂ e	5,263.71	3,836.89
	Scope 1 GHG emissions	tCO ₂ e	174.66	68.13
	Scope 2 GHG emissions	tCO ₂ e	5,089.05	3,768.75
	Scope 3 GHG emissions	tCO ₂ e	132,954.07	204,951.84
	CO ₂ emission intensity	tCO ₂ e/revenue (RMB ten thousand)	0.001	0.001
Waste	Total waste	tons	42.05	381.88
	Total hazardous waste	tons	3.59	12.91
	hazardous waste intensity	g/revenue (RMB ten thousand)	0.67	2.22
	Total non-hazardous waste	tons	38.45	368.97
	Non-hazardous waste intensity	tonne/ revenue (RMB ten thousand)	0.000007	0.00006
Use of direct energy	Natural gas consumption	m ³	0	0
	Diesel consumption	liter	50,329.70	47.00
	Gasoline consumption	liter	18,717.73	30,667.67
	Total direct energy consumption	kg of standard coal	81,202.48	32,772.38
	Direct energy consumption intensity	kg of standard coal/ revenue (RMB ten thousand)	0.02	0.0056
Use of indirect energy	Purchased electricity	kWh	8,360,590.49	6,753,600.64
	Purchased heat	GJ	2,918.15	1,315.54
	Total indirect energy consumption	kg of standard coal	1,127,083.85	874,903.74
	Indirect energy consumption intensity	kg of standard coal/ revenue (RMB ten thousand)	0.21	0.15
Total energy consumption	Comprehensive energy consumption	kg of standard coal	1,208,286.33	907,676.12
	Comprehensive energy consumption intensity	kg of standard coal/ revenue (RMB ten thousand)	0.23	0.16
Total water consumption and intensity	Total water consumption	tons	46,375.82	34,650.89
	water consumption intensity	tons/ revenue (RMB ten thousand)	0.009	0.006

Indicators		Unit	2023	2024
Packaging material	Total packaging materials	tons	50,217.59	38,056.03
	Intensity of packaging materials	kg/ revenue (RMB ten thousand)	9.38	6.54
Social				
The Number and breakdown of employees				
Total full-time employees		person	3,118	3,564
Total part-time employees		person	215	283
Full-time employees by gender	Male employees	person	1,299	1,451
	Female employees	person	1,819	2,113
Full-time employees by rank	Percentage of female senior managers	%	44.4	46.7
	Managers	person	199	238
	General employees	person	2,919	3,326
Full-time employees by age group	Employees aged 30 (exclusive) and below	person	978	1,125
	Employees aged between 30 and 50	person	2,092	2,392
	Employees aged 50 (exclusive) and above	person	48	47
Full-time employees by geographical region	Employees in Chinese mainland	person	3,117	3,559
	Percentage of employees in Chinese mainland	%	99.97	99.86
	Employees in other regions	person	1	5
	Percentage of employees in other regions	%	0.03	0.14
Full-time employee by nationality	Chinese	person	3,115	3,562
	Foreigner	person	3	2
Full-time employees by ethnicity	Ethnic Han employees	person	2,937	3,348
	Ethnic Manchu employees	person	/	96
	Ethnic Hui employees	person	/	30
Full-time employees by ethnicity	Minority employees ¹⁶	person	178	88
Special employees	Total employees with disabilities	person	43	58
New employees and breakdown				
Employment	Total new employees	person	1,138	1,437
	Male employees	person	402	556
	Female employees	person	736	881
	Employees under 30 (exclusive)	person	373	605

¹⁶ In 2023, the company did not categorize employees from ethnic minority groups in a detailed manner, and both Manchu and Hui employees were included in the count of "employees from other ethnic minority groups".

Indicators		Unit	2023	2024
Employment	Employees aged 30–50	person	739	829
	Employees over 50 (exclusive)	person	26	3
	Male employees filling vacant positions as internal candidates	person	/	138
	Female employees filling vacant positions as internal candidates	person	/	212
	Employees under 30 (exclusive) filling vacant positions as internal candidates	person	/	115
	Employees aged 30–50 filling vacant positions as internal candidates	person	/	233
	Employees over 50 (exclusive) filling vacant positions as internal candidates	person	/	2
	Average recruitment cost	RMB/person	3,317	2,086
Internal hires	Percentage of vacancies filled by internal candidates (internal recruitment)	%	11.3	19.6
Employee turnover and breakdown				
Total staff turnover rate ¹⁷		%	10.04	6.51
Turnover rate by gender	Male employees	%	7.69	6.09
	Female employees	%	11.66	6.79
Turnover rate by age group	Under 30 (exclusive)	%	14.29	8.83
	30–50	%	8.02	5.39
	Over 50 (exclusive)	%	3.70	6.98
Turnover rate by geographical region	Employees in Chinese mainland	%	10.03	6.52
	Employees in other regions	%	0	0
Employee development and training				
Percentage of trained employees by gender	Male employees	%	100	100
	Female employees	%	100	100
Percentage of trained employees by rank	Senior managers	%	100	100
	Middle managers	%	100	100
	Junior managers	%	100	100
	General employees	%	100	100
Average training hours per employee by gender	Male employees	hour	19.04	24.52
	Female employees	hour	27.37	28.42

¹⁷ Employee turnover ratio= the number of full-time employees who leave the organization voluntarily/ (the number of full-time employees who leave the organization during the year + the number of full-time employees in service at the end of the year).

JD Health International Inc.		2024 Environmental, Social and Governance Report	About This Report	Company Profile	Message from CEO	Statement of the Board
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Indicators		Unit	2023	2024
Average training hours per employee by rank	Senior managers	hour	27.74	29.63
	Middle managers	hour	40.41	75.41
	Junior managers	hour	22.13	51.31
	General employees	hour	23.20	28.87
Employee health and safety				
Work-related injuries	Working days lost due to work injury	day	84	65
	LTIFR of employees per million working hours	per million working hours	0.805	0.563
	Number of work-related fatalities	person	0	0
	Rate of work-related fatalities	%	0	0
Supply Chain Management				
Number of suppliers (based on region)	Number of suppliers	/	4,179	4,439
	Number of suppliers in Chinese mainland	/	3,864	3,876
	Number of suppliers overseas or in Hong Kong, Macao and Taiwan	/	315	563
Suppliers screened by environmental or social criteria	Number of suppliers identified as having significant negative environmental or social impact	/	0	0
Product quality and safety				
Product quality audits	Number of internal audits	/	100	499
	Number of external audits	/	44	144
Number of major regulatory penalties for products		/	0	0
Total number of training sessions on responsible marketing		/	12	/
Intellectual property protection				
Patents	Total application	/	/	1,029
	Authorized applications	/	74	166
	New submissions	/	/	162
Trademarks	Total applications	/	/	764
	Approved registrations	/	304	531
	New submissions	/	/	272
Copyrights	Total applications	/	/	176
	Registered applications	/	/	175
	New submissions	/	/	62
Domain names	Total holdings	/	/	334
	New submissions	/	/	9

Key Performance	Honors and Awards	JD Health and the UN SDGs	ESG Strategy	Topic	Sustainable Development Management	■ Appendix
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Indicators		Unit	2023	2024
Intellectual property training	Training sessions	sessions	11	5
	Coverage	persons	650	200
	Total training hours ¹⁸	hours	16.5	1,000
Information security management				
Number of training sessions on information security		session	44	6
Coverage of training on information security		%	100	100
Number of information and data leakage incidents		/	0	0
Number of complaints about privacy infringement		/	0	0
Product and customer services				
Satisfaction survey	NPS	/	73.1	72
Complaints about products and services	Total number of complaints about products and services	/	7,300	7,200
	Resolution rate of complaints about products and services	%	100	100
Governance				
Anti-corruption				
Integrity Training	Total hours of integrity training	hours	6,099.4	7,537
	Number of employee training sessions on anti-corruption and business ethics throughout the year	enrollments	9,526	10,8520
	Integrity training coverage rate	%	100	100
Number of concluded corruption lawsuits		/	0	0
Board independence and diversity				
Total number of people in the Board of Directors		person	7	8
Board diversity	Number of male Board members	person	5	6
	Number of female Board members	person	2	2
	Rate of female Board members	%	29	25
Board independence	Number of independent directors	person	4	5
	Number of non-independent directors	person	3	3

¹⁸ The calculation method for the 2024 intellectual property training hours is in person-hours, i.e., the number of people covered * total training hours per person.

List of Policies

Cat	Secondary title	Laws and regulations	Internal systems
Topic	Topic 1: Empowering Healthcare with Wisdom, Safeguarding People' s Livelihood with Technology	/	/
	Topic 2: Establishing a New Ecosystem for Inclusive Healthcare, Embarking on a Journey of Smart Health	/	/
Sustainable Development Management	ESG Governance	<i>HKEX ESG Code</i>	/
	Stakeholder Engagement	<i>HKEX ESG Code</i>	/
	Materiality Determination	<i>HKEX ESG Code</i>	/
	Compliance Governance	<i>Company Law of the People' s Republic of China</i>	<i>Independence Standards for Independent Directors</i>
		<i>Securities Law of the People' s Republic of China</i>	<i>Board Independence Policy</i>
		<i>Code of Corporate Governance for Listed Companies</i>	<i>JD.com' s Policy on Board Diversity</i>
	Business Ethics	<i>Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited</i>	<i>Board Diversity Policy</i>
		<i>Corporate Governance Code</i>	<i>Director Nomination Policy</i>
			<i>JD Health Medical Insurance Fund Usage Code of Conduct</i>
	Trustworthy		<i>JD Health Service Provider Recommendation Management Specification</i>
			<i>JD Group Business Conduct and Ethics Code</i>
			<i>JD Group Anti-Corruption Regulations</i>
	Quality Assurance		<i>JD Health Business Banqueting Management System</i>
			<i>JD Health Service Provider Recommendation Management Specification</i>
			<i>JD Health Medical Institution Anti-Commercial Bribery Management System</i>
	Information Security and Privacy Protection		<i>JD Group Whistleblower Protection and Reward System</i>
			<i>JD Group Integrity Reward Policy</i>
	Energy and Resource Management		

Cat	Secondary title	Laws and regulations	Internal systems
	Quality Assurance	<i>Classification Rules for In Vitro Diagnostic Reagents</i> <i>Food Safety Law of the People' s Republic of China</i> <i>Guideline for Health Food Filing Application (Trial)</i> <i>Administrative Measures for Registration of Formula Foods for Special Medical Purposes</i> <i>Measures for the Administration of Animal Diagnosis and Treatment Institutions</i>	<i>Management System for Customer Service</i>
			<i>Management System for Online Pharmaceutical Services</i>
			<i>Management System for Prescription Review and Supervision</i>
	Trustworthy		<i>Management System for Real-Name Purchase of Prescription Drugs</i>
			<i>Management System for Emergency Response Plans for Public Health Emergencies</i>
			<i>Management System for Quality Management System Documents</i>
	Information Security and Privacy Protection		<i>Management System for Entrusted Service Providers</i>
			<i>Quality and Safety Management System for Self-operated Stores</i>
			<i>Internal Audit Management System</i>
	Resource		<i>Platform Operator Information Reporting System</i>
			<i>Management System for Quality Records and Vouchers of Medical Devices</i>
			<i>Management System for Medical Device Adverse Event Detection and Reporting</i>
	Energy and Resource Management		<i>Period of Validity Management System of Medical Devices</i>
			<i>Management System of Non-conforming Medical Devices</i>
			<i>Food Safety Self-inspection and Reporting System</i>
	Information Security and Privacy Protection		<i>Food Purchase Inspection and Record System</i>
			<i>Food Sales Management System</i>
			<i>Food Recall Management System</i>
	Quality Assurance		<i>Employee Training Management System</i>
			<i>Food Storage Management System</i>
			<i>Code of Conduct for Pet Diagnosis and Treatment of Dongguan JD Pet Health Co., Ltd.</i>
	Energy and Resource Management		<i>Drug Management and Distribution System of Dongguan JD Pet Health Co., Ltd.</i>
			<i>Quality Incident Management System</i>
			<i>Recall Management System</i>
	Information Security and Privacy Protection		
	Energy and Resource Management		

Cat	Secondary title	Laws and regulations	Internal systems
Corporate Governance	Emission Control	<div>Law of the People' s Republic of China on the Prevention and Control of Atmospheric Pollution</div> <div>Integrated Emission Standard of Air Pollutants</div> <div>Law of the People' s Republic of China on the Prevention and Control of Water Pollution</div> <div>Good Supply Practice for Drugs (GSP)</div> <div>14th Five-Year Plan for the Development of Urban Domestic Waste Classification and Treatment Facilities</div> <div>Integrated Wastewater Discharge Standard</div>	/
	Biodiversity Conservation	<div>Kunming-Montreal Global Biodiversity Framework</div> <div>Land Administration Law of the People' s Republic of China</div> <div>Wild Animal Conservation Law of the People' s Republic of China</div> <div>Regulation of the People' s Republic of China on the Protection of Terrestrial Wild Animals</div> <div>Fisheries Law of the People' s Republic of China</div> <div>Forest Law of the People' s Republic of China</div>	JD Group Open Platform Prohibited Products and Information Management Regulations
Understanding	Responsible Supply Chain		<div>JD Group Supplier Code of Conduct</div> <div>JD Open Platform Health Product Quality Sampling Regulations</div> <div>JD Health Quality Negative Experience Perception Special Governance Announcement</div> <div>JD Open Platform Product Quality Non-Conformity Regulations</div> <div>Review and Management System for First-time Business Partners and Salespersons</div> <div>Review and Management System for Newly Introduced Products</div> <div>Pharmaceutical Purchase Management System</div> <div>Supplier Audit Management System</div> <div>Registration Qualification Standards for Direct- Sales Suppliers</div> <div>Management Rules for Contract Performance of JD Direct-Sales Supply Chain</div> <div>Principles for Removal of Disqualified Suppliers</div> <div>Regulations on Prohibiting Reselling Returned Pharmaceuticals</div> <div>Management System for First-time Distribution of Medical Devices</div> <div>Management Rules for Merchant Recruitment on JD Open Platforms</div> <div>Management Rules for Qualification Deregistration on JD Open Platforms</div> <div>Detailed Rules for Managing the Qualification Verification of JD Health' s Merchants' Pharmaceuticals and Medical Devices on JD Open Platforms</div> <div>Detailed Rules for Improper Posting of Health-Related Products or Information on JD Open Platforms</div> <div>Management Rules for Decoctions of Chinese Herbal Slices on JD Open Platforms</div> <div>Management Rules for Cold Chain Pharmaceuticals on JD Open Platforms</div> <div>Management Rules for Illegal Buy-and-Gift Practices of Pharmaceuticals on JD Open Platforms</div> <div>Management Rules for Prescription Audit on JD Open Platforms</div> <div>Management Rules for Review on JD Open Platforms</div>

Cat	Secondary title	Laws and regulations	Internal systems
Understanding	Responsible Supply Chain		<div>Management Rules for Merchant Fulfillment Services in the Health Category of JD Instant Delivery</div> <div>Management Rules for Non-compliance by Merchants in the Health Category of JD Instant Delivery</div> <div>Management Rules for Products with Shelf Life of JD Instant Delivery</div> <div>Management Rules for Qualification Verification of Pharmaceuticals and Medical Devices of Merchants in the Health Category of JD Instant Delivery</div> <div>Online Store Management Rules for Consumer Healthcare Merchants on JD Open Platform</div> <div>Management Rules for Violations of Consumer Healthcare Merchants on JD Open Platform</div>
	Responsible Marketing	<div>Advertising Law of the People' s Republic of China</div> <div>E-commerce Law of the People' s Republic of China</div> <div>Internet Advertising Management Measures</div> <div>Anti-Unfair Competition Law of the People' s Republic of China</div> <div>Consumer Rights and Interests Protection Law of the People' s Republic of China</div>	JD Group Open Platform Marketing Activity Rules
Support	Talent Development	<div>Labor Law of the People' s Republic of China</div> <div>Labor Contract Law of the People' s Republic of China</div> <div>Universal Declaration of Human Rights</div> <div>International Labor Organization Conventions</div> <div>Law of the People' s Republic of China on the Prevention and Control of Occupational Diseases</div> <div>Work Safety Law of the People' s Republic of China</div> <div>Administrative Measures for the Diagnosis and Appraisal of Occupational Diseases</div>	<div>Employee Handbook</div> <div>JD Health Human Rights Policy</div> <div>Anti-Sexual Harassment and Anti-Discrimination Code of Conduct</div> <div>JD Group Position Avoidance Management System</div> <div>JD Group Management Measures for Preventing and Addressing Workplace Sexual Harassment</div> <div>JD Group Employee Water Management Measures</div> <div>JD Group Compensation Management System</div> <div>JD Group Entry Salary Management Regulations</div> <div>JD Group Daily Salary Increase and Stock Grant Management Regulations</div> <div>JD Group Salary Adjustment Management Regulations</div> <div>JD Group Employee Benefits Subsidy Management Regulations</div> <div>JD Group Love Fund Management System</div> <div>JD Group Housing Plan</div> <div>JD Group Team Building Expense Management System</div> <div>JD Group Attendance and Leave Management System</div> <div>JD Health Occupational Health and Safety Management Policy</div> <div>JD Employee Internal Training Management System</div> <div>JD Employee Education Fund Management System</div> <div>JD Internal Lecturer Management System</div> <div>JD Training Supplier Management System</div> <div>JD Health Business School Category Expert Management System</div> <div>JD Health Business School Video Course Recording and Course Information Submission Specifications</div> <div>JD Health Business School Course Review Specifications</div> <div>JD Health Business School Online Live Training SOP</div>
	Technology	<div>Patent Law of the People' s Republic of China</div> <div>Trademark Law of the People' s Republic of China</div> <div>Copyright Law of the People' s Republic of China</div>	<div>JD Group Patent Management Measures</div> <div>JD Group Trademark Management Measures</div> <div>JD Group Copyright Management Measures</div> <div>JD Group Domain Name Management Measures</div> <div>JD Group Trade Secret Management Measures (Trial)</div>

HKEX ESG Index

Aspects, General Disclosure and KPIs	Descriptions	Location
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 and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Resource Emission Control
KPI A1.1	The types of emissions and respective emissions data.	Resource Emission Control
KPI A1.2	Repealed on 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).	Resource Emission Control
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Resource Emission Control
KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Resource Emission Control
KPI A1.6	Description of how hazardous and nonhazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Resource Emission Control
A2: Use of Resources		
General disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	Resource Energy and Resource Management
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).	Resource Energy and Resource Management
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Resource Energy and Resource Management
KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Resource Energy and Resource Management
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.	Resource Energy and Resource Management
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Resource Energy and Resource Management
A3: The Environment and Natural Resources		
General disclosure	Policies on minimising the issuer’ s significant impacts on the environment and natural resources.	Resource Energy and Resource Management, Biodiversity Conservation
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Resource Energy and Resource Management, Biodiversity Conservation

Aspects, General Disclosure and KPIs	Descriptions	Location
A4: Climate Change		
General disclosure	Repealed on 1 January 2025	/
KPI A4.1	Repealed on 1 January 2025	/
B: Social		
Employment and Labor Practices		
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, antidiscrimination, and other benefits and welfare.	Talent Growth
KPI B1.1	Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Talent Growth
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Talent Growth
B2: Health and Safety		
General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer; relating to providing a safe working environment and protecting employees from occupational hazards.	Talent Growth
KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Talent Growth
KPI B2.2	Lost days due to work injury.	Talent Growth
KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Talent Growth
B3: Development and Training		
General disclosure	Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.	Talent Growth
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Talent Growth
KPI B3.2	The average training hours completed per employee by gender and employee category.	Talent Growth
B4: Labour Standards		
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.	Talent Growth
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Talent Growth
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Talent Growth

Aspects, General Disclosure and KPIs	Descriptions	Location
Operation Practices		
B5: Supply Chain Management		
General disclosure	Policies on managing environmental and social risks of the supply chain.	Responsible Supply Chain
KPI B5.1	Number of suppliers by geographical region.	Responsible Supply Chain
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.	Responsible Supply Chain
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Responsible Supply Chain
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Responsible Supply Chain
B6: Product Responsibility		
General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer;relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.	Quality Assurance Responsible Supply Chain
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Quality Assurance
KPI B6.2	Number of products and service-related complaints received and how they are dealt with.	Quality Assurance
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual Property Management
KPI B6.4	Description of quality assurance process and recall procedures	Quality Assurance
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Trustworthy Information Security and Privacy Protection
B7: Anti-corruption		
General disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer; relating to bribery, extortion, fraud and money laundering.	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.	Business Ethics
KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business Ethics
KPI B7.3	Description of anti-corruption training provided to directors and staff	Business Ethics
Community		
B8: Community Investment		
General disclosure	Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Public Health
KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Public Health
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Public Health

Climate Disclosures

Climate Disclosures		Location
Climate Disclosures	Governance	Governance
		Resource Addressing Climate Change
	Strategy	Climate-related Risks and Opportunities
		Resource Addressing Climate Change
		Business Model and Value Chain
		Resource Addressing Climate Change
		Strategy and Decision-making
		Resource Addressing Climate Change
		Financial Condition, Financial Performance and Cash Flow
		/
		Climate Resilience
	Risk Management	Resource Addressing Climate Change
		Financial Impacts of Climate-related Risks and Opportunities
		/
	Metrics and Targets	Risk Management
		Resource Addressing Climate Change
		Greenhouse Gas Emissions
		Resource Addressing Climate Change
		Climate-related Transition Risks
		Resource Addressing Climate Change
		Climate-related Physical Risks
		Resource Addressing Climate Change
		Climate-related Opportunities
		Resource Addressing Climate Change
		Capital Operations
		/
		Internal Carbon Pricing
		/
		Remuneration
		/
		Industry Indicators
		/
		Climate-related Targets
		Resource Addressing Climate Change
		Cross-industry Indicators and Industry-specific Indicator Applicability
		/

GRI Content Index

Statement of use	JD Health has reported in accordance with the GRI Standards for the period [January 1, 2024 to December 31, 2024].
GRI 1 used	GRI 1: Foundation 2021

Disclosure issues/items	Disclosure	Section
GRI 2: General Disclosures		
The organization and its reporting practices		
2-1	Organizational details	Company Profile
2-2	Entities included in the organization's sustainability reporting	About this Report
2-3	Reporting period, frequency and contact point	About this Report
2-4	Restatements of information	About this Report
2-5	External assurance	External assurance
Activities and workers		
2-6	Activities, value chain and other business relationships	Responsible Supply Chain
2-7	Employees	Talent Growth
2-8	Workers who are not employees	Talent Growth
Governance		
2-9	Governance structure and composition	Compliance Governance
2-10	Nomination and selection of the highest governance body	Compliance Governance
2-11	Chair of the highest governance body.	Compliance Governance
2-12	Role of the highest Role of the highest governance body in overseeing the management of impacts	Compliance Governance
2-13	Delegation of responsibility for managing impacts	Compliance Governance
2-14	Role of the highest governance body in sustainability reporting	ESG Governance
2-15	Conflicts of interest	Stakeholder Engagement
2-16	Communication of critical concerns	Materiality Determination
2-17	Collective knowledge of the highest governance body	Compliance Governance
2-18	Evaluation of the performance of the highest governance body	Compliance Governance
2-19	Remuneration policies	Talent Growth
2-20	Process to determine remuneration	Talent Growth
2-21	Annual total compensation ratio	Not yet available

Disclosure issues/items	Disclosure	Section
Strategy, policies and practices		
2-22	Statement on sustainable development strategy	Board Statement
2-23	Policy commitments	ESG Strategy
2-24	Embedding policy commitments	ESG Strategy
2-25	Processes to remediate negative impacts	ESG Strategy
2-26	Mechanisms for seeking advice and raising concerns	ESG Strategy
2-27	Compliance with laws and regulations	ESG Governance
2-28	Membership associations	Compliance Governance
Stakeholder engagement		
2-29	Approach to stakeholder engagement	Stakeholder Engagement
2-30	Collective bargaining agreements	Stakeholder Engagement
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	Materiality Determination
3-2	List of material topics	Materiality Determination
Economic		
GRI 201: Economic Performance		
3-3	Management of material topics	Materiality Determination
201-2	Financial implications and other risks and opportunities due to climate change	Addressing Climate Change
201-3	Defined benefit plan obligations and other retirement plans	Talent Growth
GRI 204: Procurement Practices		
3-3	Management of material topics	Quality Assurance
GRI 205: Anti-corruption		
3-3	Management of material topics	Business Ethics
205-1	Operations assessed for risks related to corruption	Business Ethics
205-2	Communication and training about anti-corruption policies and procedures	Business Ethics
205-3	Confirmed incidents of corruption and actions taken	Business Ethics

Disclosure issues/items	Disclosure	Section
GRI 206: Anti-competitive Behavior		
3-3	Management of material topics	Business Ethics
206-1	Legal actions for anticompetitive behavior, anti-trust, and monopoly practices	Business Ethics
Environmental		
GRI 302: Energy		
3-3	Management of material topics	Energy and Resource Management
302-1	Energy consumption within the organization	Energy and Resource Management
302-3	Energy intensity	Energy and Resource Management
302-4	Reduction of energy consumption	Energy and Resource Management
302-5	Reductions in energy requirements of products and services	Energy and Resource Management
GRI 303: Water		
3-3	Management of material topics	Energy and Resource Management
303-1	Water withdrawal by source	Energy and Resource Management
303-2	Water sources significantly affected by withdrawal of water	NA
303-3	Water recycled and reused	Energy and Resource Management
GRI 305: Emissions		
3-3	Management of material topics	Emission Control, Addressing Climate Change
305-1	Direct (Scope 1) GHG emissions	Addressing Climate Change
305-2	Energy indirect (Scope 2) GHG emissions	Addressing Climate Change
305-4	GHG emissions intensity	Addressing Climate Change
305-5	Reduction of GHG emissions	Addressing Climate Change
305-7	Nitrogen oxides (NO _x), sulfur oxides (SO _x), and other significant air emissions.	Emission Control
GRI 306: Effluents and Waste		
3-3	Management of material topics	Emission Control

Disclosure issues/items	Disclosure	Section
306-1	Water discharge by quality and destination	Emission Control
306-2	Waste by type and disposal method	Emission Control
306-3	Significant spills	No significant spills in 2024
306-4	Transportation of hazardous waste	Emission Control
306-5	Water bodies affected by water discharges and/or runoff	NA
GRI 308: Supplier Environmental Assessment		
3-3	Management of material topics	Responsible Supply Chain
308-1	New suppliers that were screened using environmental criteria	Responsible Supply Chain
308-2	Negative environmental impacts in the supply chain and actions taken	Responsible Supply Chain
Social		
GRI 401: Employment		
3-3	Management of material topics	Talent Growth
401-1	turnover	Talent Growth
401-2	Benefits provided to full-time employees that are not provided to temporary or parttime employees	Talent Growth
401-3	Parental leave	Talent Growth
GRI 402: Labor/Management Relations		
3-3	Management of material topics	Talent Growth
GRI 403: Occupational Health and Safety		
3-3	Management of material topics	Talent Growth
403-1	Occupational health and safety management system	Talent Growth
403-2	Hazard identification, risk assessment, and incident investigation	Talent Growth
403-3	Occupational health services	Talent Growth
403-4	Worker participation, consultation, and communication on occupational health and safety	Talent Growth
GRI 404: Training and Education		
3-3	Management of material topics	Talent Growth
404-1	Average hours of training per year per employee	Talent Growth
404-2	Programs for upgrading employee skills and transition assistance programs	Talent Growth
404-3	Percentage of employees receiving regular performance and career development reviews	Talent Growth

Disclosure issues/items	Disclosure	Section
GRI 405: Diversity and Equal Opportunity		
3-3	Management of material topics	Talent Growth
405-1	Diversity of governance bodies and employee	Talent Growth
GRI 406: Non-discrimination		
3-3	Management of material topics	Talent Growth
406-1	Incidents of discrimination and corrective actions taken	Talent Growth
GRI 408: Child Labor		
3-3	Management of material topics	Talent Growth
GRI 409: Forced or Compulsory Labor 2016		
3-3	Management of material topics	Talent Growth
GRI 413: Local Communities		
3-3	Management of material topics	Public Health
413-1	Operations with local community engagement, impact assessments, and development programs	Public Health
GRI 414: Supplier Social Assessment		
3-3	Management of material topics	Responsible Supply Chain
414-1	New suppliers that were screened using social criteria	Responsible Supply Chain
414-2	Negative social impacts in the supply chain and actions taken	Responsible Supply Chain
GRI 418: Customer Privacy		
3-3	Management of material topics	Information Security and Privacy Protection
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Information Security and Privacy Protection

Feedback

Dear stakeholders:

Thank you for reading our 2024 Environmental, Social and Governance Report. This questionnaire is designated to better understand your expectations and demands for JD Health's ESG governance and information disclosures and facilitate ongoing improvements on our ESG performance. To this end, we sincerely invite you to participate in this questionnaire. Your real feedback is vital to our continuous improvement and is highly appreciated by us!

1. What is your relationship with JD Health?

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

2. What is your overall impression of this report?

- ☐ Good
- ☐ Poor
- ☐ Average

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

- ☐ Yes
- ☐ No
- ☐ Average

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

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

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

- ☐ Formulating log-term ESG management plans
- ☐ Improving the ESG management structure
- ☐ Conducting extensive external communication
- ☐ Launching new public welfare projects with influence
- ☐ Others (Please specify)

