美中嘉和
CONCORD MEDICAL

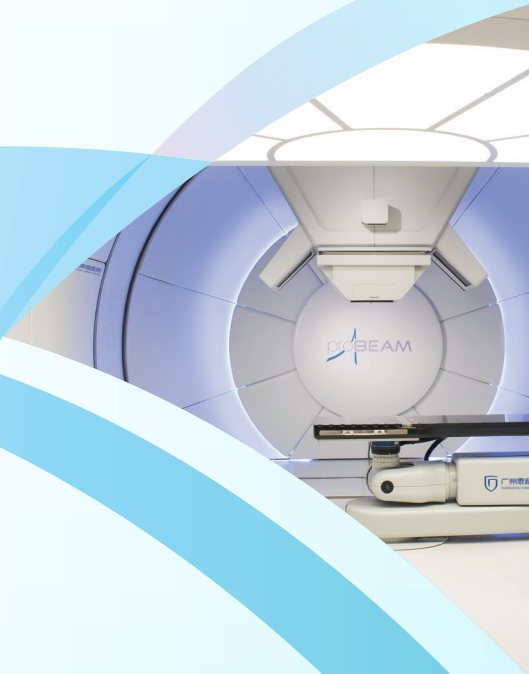
Concord Healthcare Group Co., Ltd.

美中嘉和醫學技術發展集團股份有限公司

(a joint stock company incorporated in the People's Republic of China with limited liability)

Stock code: 2453





2024

Environmental, Social and Governance Report



CONTENT

About This Report 2
Chairman's Statement 3

01
ESG Governance
1.1 Board Statement 4
1.2 ESG Governance Structure 4
1.3 Stakeholder Communication 4
1.4 Materiality Assessment 6

02
Resource Conservation, Green Transformation
2.1 Emission Management 7
2.2 Resource Management 11
2.3 Environmental Performance 13
2.4 Climate Change Actions 15
2.5 Environmental Goals 19

03
Quality Healthcare, Health Protection
3.1 Service Quality and Medical Safety 20
3.2 Innovative R&D and Intellectual Property Management 28
3.3 Privacy Protection and Information Security 33
3.4 Advertisement and Labelling Management 37

04
Talent Development and Mutual Growth
4.1 Employment and Labor Management 39
4.2 Health and Safety 46
4.3 Development and Training 49

05
Responsible Procurement, Source of Excellence

06
Public Welfare Action, Giving Back to the Community
6.1 Public Welfare Donations 57
6.2 Public Welfare Activities 58
6.3 Knowledge Popularisation Activities 60

07
Fairness and Integrity, Honesty as the Foundation

Appendix 65

About This Report

This Report is the 2024 Environmental, Social and Governance Report (hereinafter referred to as the "**ESG Report**") prepared and released by Concord Healthcare Group Co., Ltd. (hereinafter referred to as "**Concord Healthcare**", the "**Group**" and "**We**"), which aims to convey the concept, management measures and achievements of the Group in terms of environmental, social and governance. Contents on governance are recommended to be read in conjunction with the chapter of "Corporate Governance Report" contained in the annual report.

Reporting Scope

Unless otherwise stated, the report scope included the ESG performance of the Group's medical institution and subsidiaries[1]. This report covered the period from January 1, 2024 to December 31, 2024 (hereinafter referred to as the "**Current Year**" or "**Reporting Period**").

Information Description

The information in this report was derived from the Group's internal documents, information statistics, communications with stakeholders and other channels. The Group's emissions and energy use indicators are calculated and measured according to national regulations or international standards. Unless otherwise specified, the amounts of currencies involved in the report are denominated in RMB.

Reporting Guidelines

This report has been prepared in accordance with *Appendix C2 Environmental, Social and Governance Reporting Code* (the "**Code**") to the *Main Board Listing Rules* of the Stock Exchange of Hong Kong Limited based on the principles of materiality, quantitative, balance and consistency, and disclosed ESG governance structure, reporting principles, scope of reporting, general disclosure of various areas and dimensions and key performance indicators in accordance with the mandatory disclosure requirements and the "Comply or Explain" provision contained in the Code.

"**Materiality**": this report has identified key stakeholders and their concerns regarding ESG issues during its preparation process and has reviewed and assessed these in conjunction with the current leading development trends in the ESG field within the industry, as well as the ESG requirements of various stakeholders for the Company, and has adjusted the disclosure content of this report accordingly.

"**Quantitative**": this report presented the environmental and social KPIs in a quantitative manner, and the basis, methods, assumptions and/or calculation tools for measurement of the KPIs in this report as well as the source of factors used are described in relevant sections.

"**Balance**": this report provided objective presentation of the Group's performance to avoid selections, omissions, or through presentation formats that may inappropriately influence report readers' decisions or judgments.

"**Consistency**": unless noted otherwise, quantitative data in this report maintains consistency with prior years' statistical methods, measurement guidelines, and calculation methodologies.

Reporting Language

This report is made in both traditional Chinese and English. In case of any discrepancies, the traditional Chinese version shall prevail.

1 The reporting scope covers the Group's medical institutions and subsidiaries including Guangzhou Concord Cancer Hospital, Shanghai Concord Medical Cancer Center, Shanghai Concord Medical Imaging Diagnostic Center, Beijing Healthingkon Technology Co., Ltd.

Chairman's Statement

Concord Healthcare has always upheld its core mission of "fighting cancer and safeguarding the glory of life (抗擊癌症守護生命光彩)", and has been committed to providing high-quality international medical services. We aim to become a leader in China's oncology medical field and to build a leading comprehensive oncology medical solutions platform in China. Concord Healthcare, based in core cities such as Beijing, Shanghai, and Guangzhou, has expanded nationwide, forming an integrated online and offline oncology medical service system. The Group owns multiple international oncology specialty medical institutions, covering diverse business segments such as oncology specialty medical care and solutions based on cloud system providing patients with comprehensive and full-cycle oncology medical services.

During the year, Concord Healthcare actively fulfilled its environmental, social and governance (ESG) responsibilities and steadily promoted ESG practices. We implemented the concept of green development and continued to improve our emissions management, advocate resource conservation and promote green operations. We adhered to the principle of "patient-centered" service, strengthened our privacy protection system, and strictly controlled the quality of our medical services to provide patients with an excellent treatment experience. Meanwhile, we advocated a pluralistic and inclusive culture and talent values, improved career development paths and management systems, protected labor rights, and created a safe, equal and inclusive working environment for our employees. In terms of supply chain management, we adhered to the principle of responsible procurement, enhanced our supply chain management system, and encouraged our partners to work together to fulfill their business ethics. In addition, we actively participated in various public welfare activities and helped improve primary healthcare standards and promoted harmonious social development through voluntary medical services and health education. We attached great importance to the establishment of an ESG governance system, and have put in place a stringent anti-fraud mechanism to build a culture of integrity and compliance.

Looking forward, Concord Healthcare will pursue the vision of "work together with leading wisdom and build quality healthcare to become the most trusted anti-cancer partner for patients (攜手領先智慧共籌品質醫療成為患者最信任的抗癌夥伴)" by partnering with top global medical and research institutions to accelerate innovation and transformation in oncology diagnosis and treatment technologies. At the same time, we commit to continuously deepening ESG management and practices, integrating the concept of sustainable development into business growth, and internalizing social responsibility as the core driving force of corporate actions. We will continue to enhance the quality of medical services, leading the sustainable future of healthcare, creating more value for society, and collaborating with industry partners to draw a beautiful blueprint for human health and well-being.

I. ESG Governance

1.1 Board Statement

The Group fully recognizes the importance of sustainable development in creating long-term stable corporate value and continues to establish and improve ESG working mechanisms, optimizing ESG management practices. The Group has incorporated ESG issues into the corporate governance structure. The board of directors of Concord Healthcare (hereinafter referred to as the "**Board**") is the highest responsible and decision-making body of the Group, responsible for overseeing the progress of the Group's ESG issues. The Board is responsible for the review and decision-making of major ESG issues, reviewing ESG strategies and action plans, regularly hearing management reports on the progress of ESG work, supervising the management of the Group's ESG-related matters, and reviewing the Group's ESG performance.

The Group attached great importance to the identification and response of ESG-related risks and opportunities. The Board is responsible for overseeing the assessment of the Group's ESG risks and opportunities, prioritizing and managing ESG-related matters, ensuring that the Company has an appropriate ESG risk management system, and regularly reviewing the effectiveness of the system. The Group has set environmental goals related to its business operations. The Board supervises and regularly reviews the achievement and management of those goals.

This report was reviewed and approved by the Board of the Group on 27 March 2025.

1.2 ESG Governance Structure

The Group continuously improves the ESG governance structure, strengthens the management of ESG issues, practices the Group's ESG concept and strategy, and consistently enhances the ESG management system. The Board is responsible for overseeing and making decisions on ESG issues and guiding the ESG strategic direction. At the executive level, we have established an ESG working group composed of relevant department heads to jointly implement ESG-related work. Under its coordination and management, the management of key issues of the Group is incorporated into the annual strategic work on sustainable development. Based on the external macro environment and the Company's development strategy, the ESG working group comprehensively identifies and analyses ESG-related risks and opportunities to support the effective implementation of the Group's ESG strategy. Meanwhile, such a group gains an in-depth understanding of the Company's needs and potential challenges in ESG aspects, formulates more targeted and feasible ESG management strategies, and regularly reports progress to the Board.

1.3 Stakeholder Communication

We value effective communication with all stakeholders and actively respond to their demands. Based on the nature of the Group's business, the primary stakeholders we have identified include the government and regulatory authorities, shareholders and investors, employees, customers and patients, suppliers, academic and research institutions, community and the public, among others. We establish diverse communication mechanisms and response channels to engage in close communication and exchanges with stakeholders, understand their expectations and demands on the Group, and continuously improve ESG management and practices.

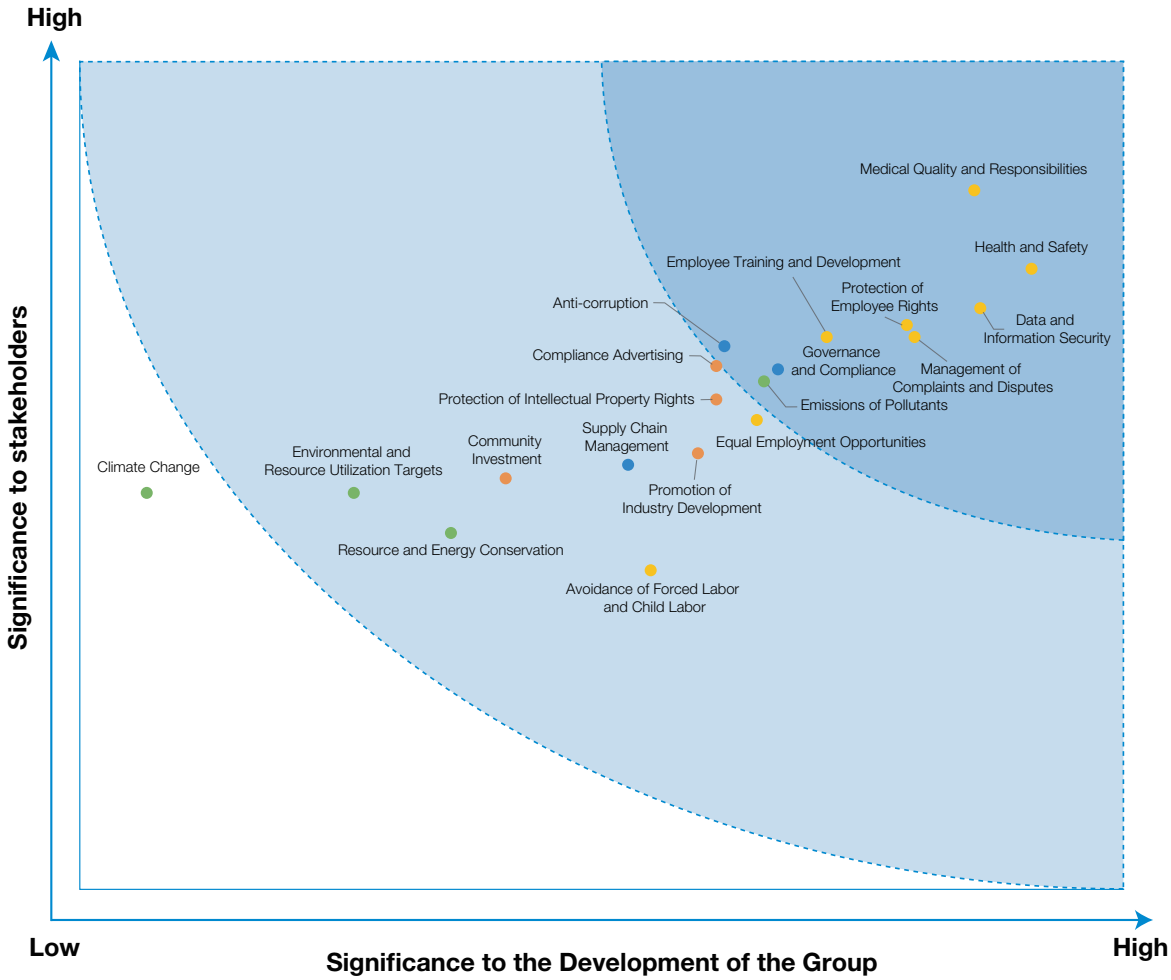
Stakeholders	ESG issues concerned	Communication and Response Channels
Government and Regulatory Authorities	Governance and Compliance Anti-corruption Medical Quality and Responsibilities Avoidance of Forced Labor and Child Labor Emissions of Pollutants Climate Change	Information Disclosure Routine Reporting Regulatory Compliance Site visits, Exchanges and Visits
Shareholders and Investors	Medical Quality and Responsibilities Anti-corruption Employee training and Development Emissions of Pollutants Climate Change	Periodic Reports Timely announcements, Circulars and Press Releases Shareholders' Meeting Official Website
Employees	Protection of Employee Rights Equal Employment Opportunities Employee Training and Development Health and Safety	Training and Meetings Performance Evaluation E-mail, Notice and Circular Online Office Platform Offline Hospital Dean's Mailbox Chairman Open Day Dean's Communication Meeting
Customers and Patients	Medical Quality and Responsibility Management of Complaints and Disputes Data and Information Security	Patient Satisfaction Survey Customer Service Hotline E-mail and Official Account Face-to-face Meetings and Visits Communication of Diagnosis and Treatment Process
Suppliers	Supply Chain Management Anti-corruption	Regular Communication Periodic Audit
Academic and Research Institutions	Promotion of industry development Medical quality and responsibility Protection of intellectual property rights	Academic Exchange Conference Forum
Community and the Public	Community Investment Emissions of Pollutants Resource and Energy Conservation	Community Activities Public Welfare Activities Daily Operation

I. ESG Governance

1.4 Materiality Assessment

Under the support of the ESG working group the Group regularly assesses the importance of various ESG issues to stakeholders and corporate development through internal evaluations or external research such as questionnaires, seminars, and discussions. This process forms a materiality matrix. The assessment results of materiality serve as key guidance for the Group's ESG practices. We will implement targeted improvement measures to support the Group's sustainable development and address the concerns of stakeholders.

In the Current Year, the Group reviewed its material ESG topics based on comprehensive evaluation and analysis, with no significant changes identified We will elaborate on the progress of the aforementioned material topics during the reporting period in each section of this report.



II. Resource Conservation, Green Transformation

We implement the green development philosophy, actively take environmental responsibilities, and promote the sustainable development of the Group. We continuously manage the Group's environmental footprint, promote resources and energy conservation, strictly control emissions, proactively address the climate change challenges, and strive to achieve efficient utilization of resources and energy.

2.1 Emission Management

The Group strictly complies with various environmental protection laws and regulations, clearly sets the internal management policies and systems of waste gas, wastewater, waste and other emissions, and regulates the disposal process of various emissions. We regularly invite qualified third parties to conduct emissions testing and send emission data to relevant regulatory agencies in regular period to ensure compliant emissions and avoid negative impacts on the environment and natural resources. In 2024, the Group did not have any administrative penalties or related lawsuits related to environmental pollution

External Laws and Regulations	Internal policies and systems
• Environmental Protection Law of the People's Republic of China (《中華人民共和國環境保護法》) • Law of the People's Republic of China on Environmental Impact Assessment (《中華人民共和國環境影響評價法》) • Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes (《中華人民共和國固體廢物污染環境防治法》) • Regulations on the Administration of Medical Wastes (《醫療廢物管理條例》) • Measures for Medical Wastes Management of Medical and Health Institutions (《醫療衛生機構醫療廢物管理辦法》) • Discharge Standard of Water Pollutants tor Medical Organization (《醫療機構水污染物排放標準》)	• Sewage Treatment Station Management System (《污水處理站管理制度》) • Domestic Waste Management System (《生活垃圾管理制度》) • Medical Waste Management System (《醫療廢物管理制度》)

2.1.1 Waste Gas and Wastewater Management

The waste gases generated during the Group's business operations primarily originate from medical wastewater treatment processes. We have installed waste gas treatment facilities to conduct deodorization and odor removal treatment, ensuring compliant emissions in accordance with regulations.

The wastewater generated by the Group in the course of business operations mainly includes domestic wastewater and medical wastewater. We follow the *Discharge Standard of Water Pollutants tor medical organization* (GB18466-2016) (《醫療機構水污染物排放標準》(GB18466-2016)), formulate the *Sewage Disposal Management System* (《污水處理管理制度》), strictly control the treatment, discharge and testing of medical wastewater, strictly prohibit illegal discharge to avoid environmental hazards. We discharge medical wastewater to the hospital wastewater treatment station for centralized processing, where the medical wastewater undergoes unified treatment using GB-mandated treatment and disinfection processes. After the treated effluent passes quality inspections and meets discharge standards, it is released into the municipal sewage network. Concurrently, we conduct regular testing of pollutant indicators in medical wastewater to verify the effectiveness of wastewater treatment facilities, ensuring compliance with wastewater discharge regulations.

2.1.2 Waste Management

The waste generated during the Group's business operations is categorized into non-hazardous waste and hazardous waste. Non-hazardous waste primarily includes domestic waste and food waste, which are entrusted to specialized property management companies for recycling and disposal. Hazardous waste mainly comprises discarded toner cartridges, ink cartridges, sludge from wastewater treatment stations, and medical waste. We implement specialized treatment measures to ensure compliant and safe disposal.

For discarded toner cartridges and ink cartridges, we entrust qualified third parties for disposal. For sludge from sewage disposal station, we ask a qualified third party to carry out regular microbial indicator testing , clean up and disinfect. Medical waste (such as pharmaceutical packaging, residual liquids, and damaged items) is managed under strict protocols. Empty ampoules[2] and other glass products are placed in specific containers and sealed in yellow medical waste bags, while other medical waste is also packed in yellow medical waste bags and transferred to professional medical waste treatment companies for disposal.

We set up full-time personnel to inspect and supervise the safe disposal of the Group's medical waste to avoid leaks and spread of medical waste, causing damage to the environment and personnel's health. We classify, collect, store and transport various waste such as infectious waste, pathological waste, damaging waste, pharmaceutical waste and chemical waste, and finally hand them over to qualified medical waste disposal parties for safe disposal. At the same time, we carry out special training for the Group's staff involved in the disposal of medical waste, explain knowledge on laws and regulations, disposal process, specialized operations, personnel protection and emergency treatment, etc., so as to enhance staff's awareness and skills in the disposal of medical waste.

2 Ampoule: A small glass container used to hold medicinal liquids.

2.1.3 Medical Radiation Management

The Group strictly complies with various laws and regulations on medical radiation management, formulates strict internal policies and systems, and effectively regulates relevant work in the management of the Group's radiation safety and protection for radiation therapy and radioactive waste management.

External Laws and Regulations	Internal policies and systems
• Law of the People's Republic of China on Prevention and Control of Radioactive Pollution (《中華人民共和國放射性污染防治法》) • Regulation on the Safety Management of Radioactive Waste (《放射性廢物安全管理條例》) • Provisions on the Administration of Radiological Diagnosis and Treatment (《放射診療管理規定》) • Requirements for Radiation Safety and Protection for Radiotherapy (《放射治療輻射安全與防護要求》) • Radiological Protection Management for Medical Radioactive Waste (《醫用放射性廢物的衛生防護管理》)	• Relevant Systems of Radiation Safety for Nuclear Medicine (《核醫學輻射安全相關制度》) • Radioactive Waste Management System (《放射性廢物管理制度》)

The Group adheres to the principle of "minimizing" radioactive waste and strive to minimizes the volume and weight of radioactive waste and the number of radionuclides in the waste. We use advanced radiation diagnosis equipment designed to reduce the generation of radioactive waste from the source. We strictly limit operating areas for unsealed radioactive materials, allowing only the relevant nuclear medicine personnel to work in the operating areas, and prohibit anyone from bringing any unnecessary items into the operating areas, so as to reduce the potential radioactive pollution.

For radioactive equipment facilities, radiation sources, and three kinds of radioactive wastes (waste gas, waste liquid, and solid waste)[3], we implement stringent control and safe disposal measures.

- Large-scale radioactive equipment facilities: We conduct environmental impact and occupational hazard assessments, strictly complying with legal and regulatory requirements in areas such as environmental pollution control, environmental management, radiation safety, and protective facilities.

3 Radioactive three waste: refers to solid, liquid and gaseous waste containing radioactive material.

II. Resource Conservation, Green Transformation

- Radioactive Sources: For disused radioactive sources[4], we strictly comply with legal and regulatory requirements by returning them to the original manufacturers or arranging qualified transportation companies to transport and store them in municipal radioactive waste repositories. We file records with the competent ecological and environmental authorities and at the same time conduct regular inventories of movable radioactive sources to ensure them remain in designated locations

- Radioactive Wastes: We designate dedicated personnel to oversee the collection, storage, and treatment of radioactive solid waste, wastewater, and exhaust gas. We place importance on the interim storage and processing of radioactive waste, including timely clearance of eligible waste to minimize long-term environmental and personnel impacts. We set up a detailed radioactive waste management ledge to accurately record critical information such as the start date of waste generation, responsible personnel, outbound time, and monitoring results, ensuring traceability and regulatory compliance

    - For radioactive solid waste, we place it in the specialized temporary storage room and classify it as medical waste for disposal after it decays until the radionuclide activity and concentration meet the level of release control.

    - For radioactive wastewater, we set up a tank-type radioactive wastewater decay tank for temporary storage and collection. When it decays until the radionuclide activity and concentration meet the level of releasing control, it will be classified as medical wastewater for treatment.

    - For radioactive waste gas, we have established an independent ventilation system to filter and purify exhaust gases before discharge from the workplace, preventing contamination of both the working environment and the external surroundings.

4 Radioactive source: refers to a radioactive material that is sealed within a capsule or tightly solidified in a coating layer, existing in a solid form.

2.2 Resource Management

The Group complies with laws and regulations such as the Energy Conservation Law of the People's Republic of China (《中華人民共和國節約能源法》), the Regulations on Supply and Use of Electric Power (《電力供應與使用條例》), and the Regulation on Urban Water Supply (《城市供水條例》), and formulates resource management systems such as the Hospital Water Supply Management System (《醫院供水管理制度》) to standardize the standards for use of resource, reduce waste of resource, and promote the green operation and development of the Group.

The Group's resource consumption in the process of business operation mainly includes purchased electricity, water, paper and vehicle fuel. The Group's water use is mainly purchased municipal water, and we do not have any issue in sourcing water.

In terms of energy consumption, we use energy-saving appliances and strengthen energy consumption management to reduce greenhouse gas emissions by continuously reducing energy consumption:

- 100% of office areas use energy-saving lamps, and the constant lamps along the staircase are replaced by voice-controlled lamps.
- Apply energy-saving air conditioners, and manage energy-saving air conditioners, and post marks to encourage employees to set the temperatures of air conditioners reasonably.
- Employees are required to turn off non-essential electrical equipment such as computers, printers, and electric lamps after work.
- Set special personnel to patrol and inspect the scientific use of energy consumption facilities and equipment such as lighting and air conditioners in office areas.

II. Resource Conservation, Green Transformation

In terms of water-saving management, we use water-saving faucets and improve water resource utilization efficiency through reusing rainwater and water usage tracking and analysis to:

- In the office area and suitable medical care area, preference will be given to sensor faucets.
- Rainwater harvesting will be carried out in hospital areas equipped with facilities and the harvested rainwater will be used as water for the plants.
- Tracking water consumption data on a monthly basis, analyzing and verifying the growth of unusual usage, and identifying and repairing leaks in the pipe network in a timely manner so as to reduce wastage of water resources.

In terms of office consumables, we promote paperless offices and advocate employees to practice the concept of green office:

- Apply an online office system to reduce the use of paper.
- Apply electronic medical records, and through the implementation of an online clinical information system, reduce the paper documents printed during the links of submission for inspection, ward inspection, etc.
- It is recommended to select duplex printing and reuse single-sided paper.

2.3 Environmental Performance[5]

Emissions

Indicators	Unit	Data of 2024
Total GHG emissions[6]	tonnes	5,387.41
GHG emissions per unit area	tonnes/m^2	0.09
GHG emissions per capita	tonnes/person	10.69
Scope 1 emissions	tonnes	75.34
Scope 2 emissions	tonnes	5,312.07
Hazardous waste[7]	tonnes	14.69
Hazardous waste per unit area	tonnes/m^2	0.0003
Hazardous waste per capita	tonnes/person	0.03
Non-hazardous waste[8]	tonnes	510.54
Non-hazardous waste per unit area	tonnes/m^2	0.01
Non-hazardous waste per capita	tonnes/person	1.01
Exhaust emissions[9]	cubic meters	0.11
Wastewater discharge	cubic meters	27,974.09

5 The per capita performance statistics of Environmental Performance are all full-time employees.

6 GHG inventories include carbon dioxide, methane and nitrous oxide, mainly derived from purchased electricity, fuel. GHG calculation is presented based on carbon dioxide equivalent, and is calculated in accordance with the Announcement on the Release of 2022 Electricity CO_2 Emission Factors（《關於發布2022年電力二氧化碳排放因子的公告》）published by the Ministry of Ecology and Environment of the People's Republic of China and the 2019 Refinement to the 2006 IPCC Guidelines for National Greenhouse Gas Inventories issued by the Intergovernmental Panel on Climate Change (IPCC).

7 The Group's hazardous waste generated in the process of business operations mainly includes discarded toner cartridges, ink cartridges, sludge from sewage treatment station and medical waste.

8 The non-hazardous waste generated by the Group in the process of business operations mainly includes domestic waste and kitchen waste.

9 Based on the operating characteristics, the Group's waste gas mainly comes from the waste gas generated in the process of medical wastewater treatment. It is not included in the disclosure because the exhaust emissions of business cars are extremely small. During the reporting period, the statistical scope is the emission of ammonia content, and it is calculated by converting into cubic meters.

II. Resource Conservation, Green Transformation

Energy and Resource Consumption[10]

Indicators	Unit	Data of 2024
Total energy consumption[11]	MWh	12,975.52
Energy consumption per unit area	MWh/m^2	0.22
Energy consumption per capita	MWh/person	25.75
Direct energy consumption	MWh	306.34
Gasoline consumption	MWh	287.34
Diesel consumption	MWh	19.00
Indirect energy consumption	MWh	12,669.17
Purchased electricity consumption	MWh	12,669.17
Water consumption	tonnes	45,126.12
Water consumption per unit area	tonnes/m^2	0.78
Water consumption per capita	tonnes/person	89.54

10 The weight of the packaging materials used by the Group in the production of medical equipment is relatively small, and the production of medical equipment is not the main business of the Group and has not been included in the disclosure scope for the time being.

11 The total comprehensive energy consumption is calculated based on the General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020)《綜合能耗計算通則》(GB/T 2589-2020)), including the consumption of gasoline, diesel, and purchased electricity.

2.4 Climate Change Actions

The Group's greenhouse gases mainly come from fuel emissions from public buses and ambulances and purchased electricity. We proactively respond to the national call for low-carbon development by encouraging our staff to green travel and continuously implementing energy-saving measures in our business operations to reduce greenhouse gas emissions.

The Group pays close attention to the trend of regulatory changes in climate change and identifies and analyzes potential impacts in a timely manner. We have been concerned about the gradual introduction of policies, laws and regulations to address climate change in Chinese Mainland and Hong Kong SAR, and the rising expectations of the capital market for climate information disclosure. We have carefully studied the latest domestic and international regulatory requirements, including the Stock Exchange's new guidelines on climate disclosure and the new Climate Standard issued by the International Sustainability Standards Board, and endeavored to incorporate the corresponding management practices and development strategies into our daily operations, development planning, risk management and other corporate operating activities.

During the reporting period, we continued to monitor and control the potential climate related risks and opportunities faced by the Group in the course of its operations, and on the basis of which, we further demonstrated and ensured the effectiveness of our countermeasures to safeguard the sustainable and stable operation of our business, as well as the safety of our staff and assets. We maintained close communication with external professional consultants on climate-related standards and market information to ensure that we were up to date with the latest developments and information. At the same time, we provided specialized training to the Board of Directors, the persons-in-charge of each branch and the relevant staff of the joint team on climate change to ensure timely and effective implementation of climate actions.

II. Resource Conservation, Green Transformation

Physical Risks

Risk Type	Risk Description	Responses
Acute Risk	Increased frequency and intensity of extreme weather events such as rainstorms, floods, and typhoons may result in damage to hospital facilities (e.g., billboards, streetlights in hospital districts, etc.), interruption of power supply, etc., resulting in the increase in hospital operating costs and the decline in patients' medical experience.	• Formulate emergency response plans such as *Emergency Response Plan for Environmental Emergencies*《突發環境事件應急預案》) *and Emergency Response to Fault of Electric Transformation and Distribution Systems*《變配電系統故障應急》), *Emergency Response Plan for Water Running in the Proton Area*《質子區跑水應急預案》), *Emergency Response Plan for Water Stoppage in the Proton Area*《質子區停水應急預案》), etc., and organize emergency response drills four times to enhance prevention and control and management capabilities for sudden events. • Regularly inspect, maintain and overhaul the hardware facilities in the hospital campus, and deploy anti-slip and moisture-proof measures in advance during the rainy and snowy seasons to ensure the safety and stability of the operation of the facilities. • Install a power-down alarm with uninterruptible power supply (UPS) to ensure continuous operation of key medical equipment.
Chronic Risk	The frequent occurrence of extreme weather events leads to a change in the global precipitation pattern, with longer periods of plum rain seasons and increased humidity. Most of the Group's hospital districts are located in areas susceptible to rainy seasons, resulting in increased management and maintenance costs such as moisture-prevention drug storage and regular cleaning in medical care areas.	• Daily monitoring of pharmacy temperature and humidity data to maintain appropriate drug storage conditions. • Pharmacies are equipped with dehumidifiers to strictly control the humidity of the environment and to prevent the dampening and deterioration of drugs and medicinal materials. • Clean up the water stains left by the personnel in the medical care areas in a timely manner and strictly control the cleanliness of the environment in the hospital districts.

II. Resource Conservation, Green Transformation

Transition Risks

Risk Type	Risk Description	Responses
Policy and Legal Risk	Climate policies and regulations and compliance requirements for information disclosure are becoming increasingly stringent, which may increase compliance costs if the Group is unable to track and identify the potential impact of relevant policies and regulations in a timely manner.	• Pay attention to the requirements of laws, regulations and policies in each business sites, deploy and advance related work, and respond to compliance requirements in a timely manner. • Understand and master the compliance requirements for information disclosure required by the stock exchange, set up a comprehensive climate change management and supporting disclosure program, and complete high-quality disclosure in a timely manner.
Market Risk	As the country implements the "dual carbon" goal and actively promotes measures such as renewable energy supply, there is the possibility of fluctuations in the prices of traditional energy and renewable energy, which may lead to an increase in corporate electricity costs.	• Continue to explore energy-saving practices in the operation process, improve the efficiency of energy management, and actively promote the Group's long-term development strategy of low-carbon and energy conservation.

II. Resource Conservation, Green Transformation

Opportunities

Type of Opportunity	Opportunity Description	Responses
Resource Efficiency	Some business sites have opened up pilot market-based electricity procurement, and the Group can reduce operating costs by applying power procurement strategies through energy conservation management.	• Refine the management of energy and electricity consumption, realize accurate estimation of electricity demand. Actively participate in pilot transactions in the local electricity market to further enhance the efficiency of energy consumption and save electricity costs. • Continue to promote comprehensive energy-saving measures for the Group's operation opportunities and improve energy efficiency. See 2.2 Resource Management for more specific energy saving measures.

2.5 Environmental Goals

Focusing on energy use, GHG emissions, water management and waste management, we set a series of environmental goals and continue to review progress towards achieving the goals with a view to continuously improving the Group's sustainable development performance.

Type	Target Content	2024 Target Progress	Management Measures and Implementation actions
Energy use	From 2023, 100% of the Group's replacement and new lighting facilities use energy-saving lights.	During the year, the Group replaced newly installed lighting facilities 100% using energy-saving lights.	The Group gradually phase out ordinary luminaries and select energy-saving lamps when replacing and installing new lighting facilities.
Energy use	Based on 2022, the Group's key hospitals promote energy conservation and emission reduction measures, reducing the electricity consumption per capita.	In 2024, the electricity consumption per capita of Guangzhou Concord Cancer Hospital dropped by 4.6%[12] compared with 2023.	During the Reporting Period, the hospitals' overall electricity consumption decreased by 7%, the electricity consumption per capita increased slightly due to the changes in headcounts. The hospitals will steadily promote various energy saving and emission reduction initiatives to ensure energy efficiency.
Waste Reduction Target	From 2023, the Group maintain 100% compliance with waste disposal.	During the year, the Group maintained 100% compliant waste disposal.	Hospitals continue to improve waste collection and disposal management, ensure that all kinds of waste are disposed of in compliance with regulations, and minimize the environmental impact of waste.
Water efficiency	By 2025, the installation rate of sensor faucets in the Group's office areas and suitable medical care areas will reach 100%.	During the year, the installation rate of sensor faucets in the Group's office areas and suitable medical care areas reached 90%.	The Group is phasing out ordinary faucets and expanding the scope of application of sensor faucets.

Taking into account that GHG emissions are mainly derived from energy consumption in the operation of office and medical areas, we have not yet set a separate target for reducing GHG emissions in this reporting year.

12 The number of full-time employees at Guangzhou Concord Cancer Hospital decreased by 13.1%, resulting in a decrease in total electricity consumption and a slight increase in electricity consumption per capita.

III. Quality Healthcare, Health Protection

The Group has always been upholding the mission of "fighting cancer and safeguarding the glory of life" and continues to deepen the "patient-centered" comprehensive diagnostic and treatment model We strictly guard patients' privacy, actively promote medical technology innovation and fulfil our social responsibility to enhance human health and well-being. We focus on meeting patients' expectations for high-quality healthcare and improving the quality of healthcare services, with the aim of providing patients with excellent healthcare services.

3.1 Service Quality and Medical Safety

With the vision of "becoming the most trusted anti-cancer partner of patients", the Group attaches great importance to patient satisfaction and continues to strengthen the foundation of medical safety and enhance the quality of medical services. We strictly comply with various national laws, regulations and policies on medical services and safety management and, taking into account our own actual situation, formulate and periodically optimize our internal medical quality management system and continuously improve our medical quality control process system, with a view to providing high-quality medical services to patients with a focus on improving the quality of life.

External laws and regulations	Internal policies and systems
• Law of the the People's Republic of China on the Promotion of Basic Medical and Health Care and the Promotion of Health (《中華人民共和國基本醫療衛生與健康促進法》) • Law of Doctors of the People's Republic of China (《中華人民共和國醫師法》) • Measures for Medical Quality Management (《醫療質量管理辦法》) • Drug Administration Law of the the People's Republic of China (《中華人民共和國藥品管理法》) • Regulations on Supervision and Administration of Medical Devices (《醫療器械監督管理條例》) • Measures for the Configuration and Use of Large-Scale Medical Equipment (《大型醫用設備配置與使用管理辦法》) • Measures for Supervision and Management of Quality in the Use of Medical Devices (《醫療器械使用質量監督管理辦法》)	• First-visit Responsibility System (《首診負責制》) • Operation Safety Verification System (《手術安全核查制度》) • Quality and Safety Management System of Anesthesiology Department (《麻醉科質量與安全管理制度》) • Drug and Prescription Management System (《藥品、處方管理制度》) • Prescription Review Management System (《處方點評管理制度》) • Adverse Drug Reaction Reporting and Monitoring Management System (《藥品不良反應報告和監測管理制度》) • Emergency Response Plan for Sudden Serious Adverse Drug Events (《藥品突發嚴重群體不良事件應急預案》) • Medical Device Adverse Event Monitoring and Reporting System (《醫療器械不良事件監測報告制度》) • Reporting System for Adverse Hospital Infections (《院感不良事件上報制度》)

3.1.1 Medical Quality Management

The Group continued to improve its medical quality management system and established a three-level medical quality management system, namely "Quality and Safety Control Committee", "Professional Branch" and "Medical Department", with clear responsibilities and mutual coordination at all levels, so as to promote the Group's medical quality management work in an efficient and orderly manner. The "Quality and Safety Control Committee" is mainly responsible for coordinating the work related to the medical quality management of the Group and making decisions on major issues. The "Quality and Safety Control Committee" consists of professional branches of medical treatment, nursing, hospital infection control, pharmacy, blood transfusion, equipment, etc. Each branch regularly carries out self-inspection of quality control and supervises the rectification and implementation of relevant medical quality problems. As the specific executive department, the "Medical Department" is responsible for the daily medical quality management.

1. Drug Safety Management

The Group formulates drug safety management systems such as *Drug Prescription and Management System*《*藥品處方與管理制度*》, Prescription Review Management System《處方點評管理制度》and *Adverse Drug Reaction Reporting and Monitoring Management System*《*藥品不良反應報告和監測管理制度*》and *Emergency Response Plan for Sudden Serious Adverse Drug Events*《*藥品突發嚴重群體不良事件應急預案*》. The Group has continuously optimized the various processes in accordance with the actual situation and carried out full-scale monitoring and control over the acceptance of the medicines, storage, prescription auditing, dispensing and release of the medicines. Since 2024, we have implemented a drug traceability management system, whereby each batch of drugs is managed online through a traceability code, which enhances the transparency and accuracy of the flow of drugs and ensures a safe and efficient drug administration process.

- Drug procurement and acceptance: We strictly regulate the drug procurement process, carefully screen drug suppliers, and thoroughly check their qualifications to ensure that suppliers meet the Group's standards. After the arrival of drugs, we will check the product specifications, quality, compliance, quality inspection reports and other aspects, and only after they are qualified can them be put into storage. Through our Healthcare Resource Planning (HRP) system, we keep detailed records of the name, registration number, specifications, date of production, batch number, producer and other key information of each drug.

- Drug storage and disposal: We store drugs in different warehouses and zones according to their characteristics. For drugs that need to be protected from light, ventilated, moisture-proof and insect-proof, we specially configure corresponding facilities to ensure that all kinds of drugs are stored in a suitable environment. We regularly inspect the drugs in stock, remove the drugs that are nearing their expiration dates, and hand them over to a third-party organization with professional qualifications for centralized destruction.

- Prescription audit and dispensing: The pharmacy management system and the intravenous drug dispensing center are connected to the HRP system. Pharmacists will conduct a detailed pre-audit of prescriptions written by doctors to ensure the accuracy of the prescription information, and strictly control the selection of medication, dosage, and usage of the medication based on patient information, diagnosis and medication history, so as to ensure the quality of drugs sold.

- Drug safety and adverse event monitoring: We have formulated and implemented the *Adverse Drug Reaction Reporting and Monitoring Management System* (*《藥品不良反應報告和監測管理制度》*), established a comprehensive adverse drug reaction monitoring and reporting mechanism, proactively and positively collected, recorded and reported adverse drug reactions in a timely manner, and at the same time, conducted in-depth analyses and scientific evaluations of the adverse drug reaction reports and monitoring information collected, with the aim of effectively minimizing and preventing the recurrence of adverse drug reaction and ensuring the safety of patients' use of medicines.

- Drug recall: We have formulated and implemented the *Drug Recall Management System* (*《藥品召回管理制度》*), under which sold drugs with quality problems or other safety hazards are recalled in stages in accordance with the prescribed procedures. In 2024, the Group did not have any incidents in which sold drugs were recalled due to the impact on patient safety. In the event of an actual recall, the relevant departments will be responsible for keeping detailed records of the recalled drugs and commissioning a professional third party to destroy them to ensure the safety of the drugs for patients.

2. Medical Safety Management

The Group formulates and strictly implements a series of systems, including the *Medical Safety (Adverse) Event Management System*（*《醫療安全(不良)事件管理制度》*）, *Medical Device Adverse Event Monitoring and Reporting System*（《醫療器械不良事件監測報告制度》）and *Reporting System for Adverse Hospital Infections*（*《院感不良事件上報制度》*）, which standardize the classification, level definition and reporting procedures of medical adverse events, and regulate all aspects such as on-site emergency response, storage of physical evidence and aftermath of medical accidents, so as to protect the rights and interests of patients.

The Group has set up a stringent inspection mechanism for the quality of medical equipment. Through regular inspections of the quality and performance of the equipment, as well as maintenance and analysis of the equipment, the Group ensures that all the equipment is in optimal operating condition. We attach great importance to the management of our proton therapy equipment. During the reporting period, the proton therapy equipment was officially launched for clinical treatment. In order to ensure its safe and stable operation, we regularly carry out monthly, semi-annual and annual preventive maintenance of the various components of the proton therapy system with our maintenance team, so as to ensure that the status of the equipment is continuously optimized and operated efficiently.

3.1.2 Optimizing Medical Services

The Group always adheres to the "patient-centered" service principle, understands the needs of customers in a timely manner, continuously improves the quality of medical treatment, responds to patients' feedback quickly, and enhances patients' satisfaction in a comprehensive manner.

III. Quality Healthcare, Health Protection

1. *Full-process Medical Services*

The Group is fully committed to improving the quality of its medical services. Based on the requirements of the Multi-disciplinary Team (MDT) model[13], we have formulated unified standards for the operation of our medical services to provide patients with a full flow of medical services in cancer diagnosis, treatment and post-treatment health management.

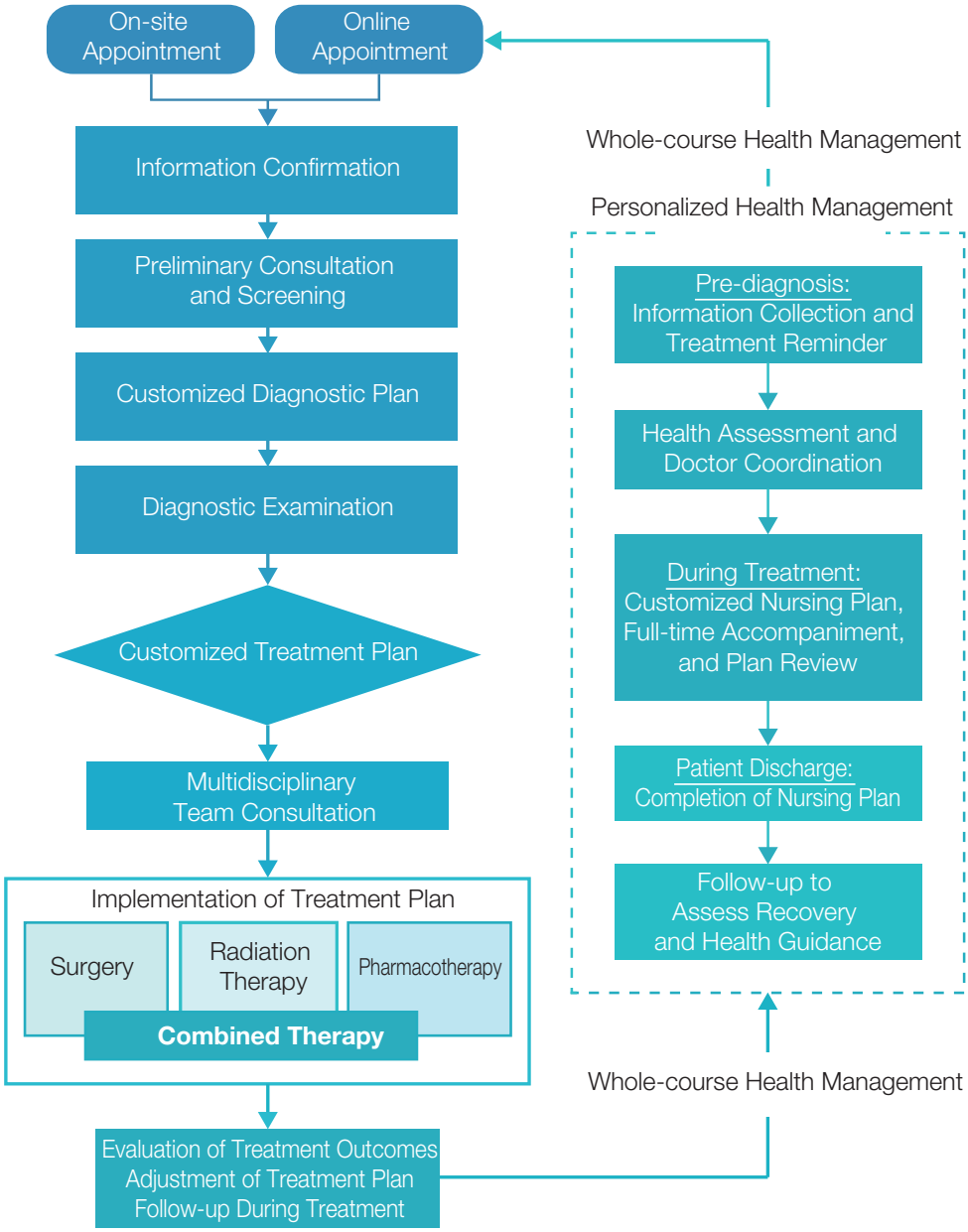
- Pre-diagnosis: We provide patients with on-site and online booking channels, and patients can also realize remote medical treatment through video consultation. Through initial consultation and screening, we formulate preliminary diagnosis and treatment plans for patients.

- Diagnosis: We provide multidisciplinary consultation services for difficult, complex or critically ill patients. By combining professional knowledge and clinical experience from different fields, we can provide patients with more comprehensive and precise diagnosis and treatment plans.

- Treatment: In the course of treatment, we conduct comprehensive assessments of patients at key points such as the day of hospitalization, during surgery, and before discharge, and closely monitor the patient's condition and psychological state. During the treatment, nutritionists and music therapists are introduced to evaluate the patient's condition to achieve personalized and precise treatment and accelerate the patient's recovery process.

- Post-treatment: We have developed a post-treatment follow-up management mechanism and set up a team of case managers for some patients to be responsible for the development of follow-up work and record follow-up, to ensure that patients receive the full range of diagnostic and treatment services and to provide extended post-treatment medical services for patients in need, so as to enhance the quality of medical care and the patient's sense of medical experience.

13 MDT Model represents the standard process of domestic and international oncology specialty hospitals and is a patient-centered collective consultation involving multi-disciplinary experts such as oncology surgery, oncology medicine, oncology radiotherapy, imaging, pathology and other medical staff.



Medical Service Management Process

2. *Patient Complaints and Follow-up*

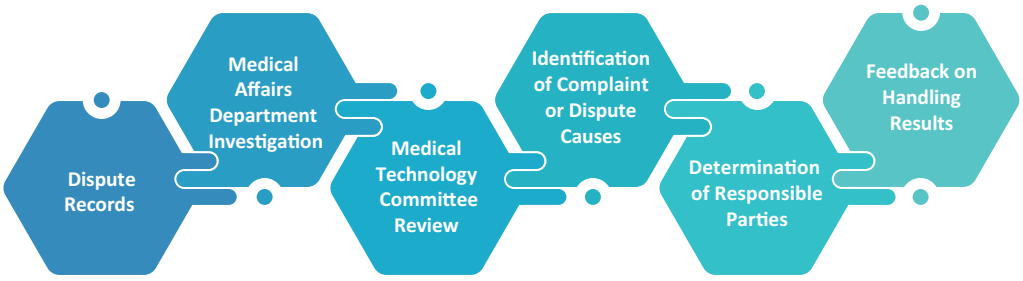
The Group strictly abides by laws and regulations such as the *Regulations on the Prevention and Handling of Medical Disputes*（《醫療糾紛預防和處理條例》）and the *Regulation on the Administration of Medical Institutions*（醫療機構管理條例）, *formulates internal policies such as the Regulations on the Management of Medical Complaints and Disputes in Hospitals*（《醫院醫療投訴糾紛管理規定》）*and the Management System of Patient Complaints*（《患者投訴管理制度》）. We are committed to providing patients with more quality and caring medical services. Based on the principles of "timeliness, legality, reasonableness, fairness and standardization", we respond quickly to patients' needs and feedback, and through the establishment of a comprehensive patient feedback handling system, we continuously optimize the various aspects of the patient's healthcare process, and continuously improves patients' medical experience.

We have established multiple communication channels for patients, through on-site feedback, hotlines, public questionnaires, suggestion boxes and emails, etc. Patients can share their experiences and make valuable suggestions at any time. We will listen to patients' voices from multiple perspectives and continue to optimize our medical services to enhance the patient's experience.

In order to handle various problems more accurately, we categorize patient feedback into three levels, namely "dissatisfaction", "complaints" and "disputes", and develop different response mechanisms.

- For "dissatisfaction", we have implemented a "First-Inquiry Responsibility System", whereby a person is responsible for accepting, verifying, tracking, resolving and giving feedback. For complaints that cannot be dealt with in the first instance, we require the person in charge to inform the patient of a clear response time and report the progress of the process to the patient in a timely manner to ensure that the patient's problem is dealt with in a timely and appropriate manner.

- For complaints and disputes, we have set up a clear mechanism whereby the Medical Affairs Department is centrally responsible for receiving such cases and conducting thorough investigations. The hospitals regularly convene the "Medical Technology Management Committee" meetings to review medical complaint and dispute cases, analyzing the causes, impacts, and accountability from a professional perspective to develop appropriate handling methods, thereby protecting the legal rights and interests of both patients and medical personnel. In 2024, the Group received and handled a total of 162 patient feedback and complaints, and no major medical disputes occurred.



Dispute Settlement Process

The Group regularly conducts patient satisfaction surveys, collecting opinions from outpatient, inpatient, and radiotherapy center patients through system notifications, text messages, WeChat public accounts, suggestion boxes, and other channels. We perform Net Promoter Score (NPS) assessments and patient satisfaction evaluations. The satisfaction surveys cover overall evaluation of medical service quality, including medical staff service, customer service response, logistics support services, medical environment comfort, and completeness of medical facilities.

Case Study Guangzhou Concord Cancer Hospital Satisfaction Survey and Improvement Measures

In 2024, Guangzhou Concord Cancer Hospital conducted a satisfaction survey with a high satisfaction rate of 99.23%. Based on the survey results, the hospital developed a series of improvement measures to continuously optimize patient services.

- Regularly compiling "Guangzhou Concord Cancer Hospital Monthly Customer Experience Reports" and distributing them to hospital leadership, department management, and various clinical departments; conducting monthly reviews of customer experience reports.
- Organizing regular service improvement meetings to analyze and discuss prominent, frequent, and recurring service issues, and implementing corresponding corrective measures.
- In 2024, we conducted 6 special service improvement work meetings, effectively addressing repetitive issues raised by patients.

III. Quality Healthcare, Health Protection

3.2 Innovative R&D and Intellectual Property Management

The Group is deeply engaged in the field of cancer diagnosis and treatment, focusing on product development and service optimization while emphasizing intellectual property protection and management. We continuously stimulate internal innovation, comprehensively enhance innovation efficiency, provide high-quality and efficient medical services to patients, and contribute to the development of the healthcare industry.

3.2.1 Medical Technology R&D

The Group actively conducts innovative technology research and development, organizing, encouraging, and assisting medical professionals to engage in clinical research and publish their findings. Meanwhile, we collaborated with industry partners on clinical research, committed to contributing to medical research and advancement in the oncology healthcare service industry. We have established a diverse R&D team of professionals covering medical specialties, artificial intelligence, and other fields, dedicated to promoting medical technology innovation and development through interdisciplinary collaboration.

In 2024, the Group's innovative research achievements and honors include:

Research Projects and Innovation Achievements	Honorary Awards
• Participation in the National Institutes of Health (NIH) project Research on Dose Linear Energy Transfer Volume Histogram and Dose Seed Point Analysis in Proton Therapy (《質子治療中劑量線性能量轉移體積直方圖及劑量種子點分析研究》). • Participation in the 2024 High-end Medical Equipment Promotion and Application Project (《2024 高端醫療裝備推廣應用項目》) jointly selected by the Ministry of Industry and Information Technology and the National Health Commission, promoting the application of real-time image-guided linear accelerator (TaiChi A). • Publication of 16 papers in oncology and related disciplines in SCI and other international journals.	• In July 2024, Concord Healthcare was recognized as one of the Top 60 Listed Medical Service Enterprises (上市醫療服務企業 60 強) at the 2024 China Hospital Innovation Conference and the 4th Innovative Medical Case Competition (2024 中國醫院創新力大會暨第四屆創新醫療案例大賽). • At the 2024 Ultrasound Imaging Innovation Conference, the "Yangtze River Delta Cross-regional 5G Remote Ultrasound Consultation Diagnosis New Business Model Project (長三角跨區域 5G 遠程超聲會診診斷新業務模式項目) won the Innovative Application Model Demonstration Award.

3.2.2 Medical Resource Promotion

The Group continues to engage in medical innovation and collaborates with industry partners to actively promote medical resources, enhance accessibility and utilization efficiency of medical services, and drive improvements in public health through innovation.

Case Digital Healthcare

In response to the development trend of digital healthcare, the Group established the Digital Healthcare Business Department to coordinate and manage the innovation of digital healthcare. Based on our own digital medical network resources and information technology, we launched the "Jiahe Yunying Remote Imaging Information Diagnosis Platform（嘉和雲影遠程醫療信息診斷平台）" and "Jiahe Feiyun Intelligent Radiation Therapy Cloud Service Platform（嘉和飛雲智能放療雲服務平台）" to provide oncology treatment advice to patients in remote areas by way of online consultation, including digital processing of image diagnosis results, remote consultation, radiotherapy modeling and therapy customization, thereby offering digital solutions to the uneven distribution of medical resources. The "Jiahe Yunying Remote Imaging Information Diagnosis Platform" and "Jiahe Feiyun Intelligent Radiation Therapy Cloud Service Platform" were included in the 5G Medical and Health Application Pilot Project List（5G 醫療健康應用試點項目名單）announced by the Ministry of Industry and Information Technology of China.

III. Quality Healthcare, Health Protection

Case 5G Remote Ultrasound Consultation Diagnosis

In October 2024, the "New Business Model Project of Yangtze River Delta Cross-Regional Shanghai-Huaiyin Nanchenji Township Regional Health Centre 5G Remote Ultrasound Consultation Diagnosis（長三角跨區域上海—— 淮陰南陳集鄉鎮區域衛生中心 5G 遠程超聲會診診斷新業務模式項目）" submitted by Shanghai Concord Medical Imaging Diagnostic Center（上海美中嘉和醫學影像診斷中心）("Shanghai Imaging Center") won the "Innovative Application Model Demonstration Award（創新應用模式示範獎）" at the Ultrasound Imaging Innovation Conference（超聲影像創新大會）. The project fully utilizes 5G network technology to overcome the limitations of time, space, and geography, successfully establishing a direct diagnostic and treatment channel between Huaiyin and Shanghai ultrasound experts. It provides remote ultrasound diagnosis and real-time consultation services covering multiple specialties such as abdominal, urological, small organs, vascular, and gynecological areas, offering both general diagnostic and special expert consultation services.

The project has benefited over 700 patients with difficult and suspected cases and trained four ultrasound practitioners in the Huaiyin area, enhancing the convenience of local medical services and the development of the ultrasound professional team. In addition, the project also provided a new model for optimizing the allocation of medical resources within the Yangtze River Delta region. Through the application of remote ultrasound technology, primary medical institutions such as Nanchenji Central Health Centre have achieved real-time linkage with higher-level hospitals, improving diagnostic accuracy and enhancing the skills of primary care doctors, thereby effectively promoting the downward flow and sharing of medical resources.



Innovative Application Model Demonstration Award Ceremony

3.2.3 Healthcare Industry Empowerment

Concord Healthcare consistently upholds the innovative concept of "keeping pace with the times", continuously enhancing its professional standards, staying at the forefront of developments in the field of oncology treatment, actively engaging in industry exchanges, and sharing research achievements. We actively participate in the formulation of industry standards and collaborate with numerous authoritative medical institutions, jointly committed to the advancement and development of medicine.

We have introduced proton therapy technology, filling the gap in high-end radiotherapy technology in the domestic market. Proton therapy, by precisely targeting cancer cells, significantly reduces damage to healthy tissue, thereby lowering treatment side effects and offering patients a lower-risk treatment option. Compared to traditional photon radiotherapy, proton therapy demonstrates higher precision, protecting normal tissues from unnecessary damage.

Case: The First Proton Therapy Equipment in South China Was Officially Put into Clinical Applications

In December 2024, the proton therapy system of Guangzhou Concord Cancer Hospital, a subsidiary of Concord Healthcare, was officially put into clinical applications, and dozens of patients have successively completed proton therapy. The advantages of proton therapy, being precise, efficient, and having minimal side effects, have been further validated in clinical practice. As the first medical institution in Guangdong Province to apply the proton therapy system in clinical practice, we are leading the cancer radiotherapy in South China region into the era of proton therapy, continuously driving innovation and breakthroughs in the medical industry, and providing patients with high-quality treatment solutions.

3.2.4 Intellectual Property Management

Intellectual property rights protection is an important cornerstone for enterprises to sustain innovation. The Group strictly abides by the requirements of the *Patent Law of the People's Republic of China*《中華人民共和國專利法》, *the Trademark Law of the People's Republic of China*《中華人民共和國商標法》and other laws and regulations and formulates the *Intellectual Property Management Measures of the Group*《集團知識產權管理辦法》and the *Patent Management System Process*《專利管理制度流程》to strictly regulate the protection of intellectual property rights, and strengthen the own intellectual property management.

The Group engages a third-party legal adviser to provide professional legal advice and strategic guidance for intellectual property protection, and adopts a combination of measures to effectively manage its own intellectual property rights through contractual restrictions, confidentiality procedures, intellectual property registration, internal review and other means to ensure that innovative achievements are legally and effectively protected:

- Contractual restrictions: The Group clarifies the ownership and use scope of intellectual property rights with partners to avoid disputes.
- Confidentiality procedures: The Group establishes strict confidentiality procedures, and require employees, suppliers and other stakeholders to strictly abide by them to ensure that the core technology and business secrets of the enterprise are not disclosed.
- Intellectual property registration: The Group actively applies for all kinds of intellectual property rights, including patents, trademarks, etc., to ensure our technological advantages in the field of oncology.
- Internal review: In order to avoid infringement of intellectual property rights, the Group arranges internal legal personnel to regularly identify and review infringement risks, identify potential intellectual property risks in a timely manner and carry out targeted measures.

As of the end of 2024, the headquarters of Concord Healthcare Group[14] have registered 11 patents, 65 trademarks, and 111 copyrights in China, covering business areas such as smart hospitals, patient services, and logistics refinement.

14 Concord Healthcare, Beijing Yundu, Shenzhen Aohua, Yinchuan Internet Hospital.

3.3 Privacy Protection and Information Security

The Group regards data security and privacy protection as an important responsibility, and strictly complies with the requirements of laws and regulations such as the *Data Security Law of the People's Republic of China (《中華人民共和國數據安全法》)*, the *Cybersecurity Law of the People's Republic of China (《中華人民共和國網絡安全法》)*, and the *Personal Information Protection Law of the People's Republic of China (《中華人民共和國個人信息保護法》)*, as well as adhering to medical industry standards such as the *Norms for the Management of Electronic Medical Records (Trial) (《電子病歷應用管理規範(試行)》)*. The Group has formulated systems such as the *Measures for the Management of Data Security of the Group (《集團數據安全管理辦法》)*, the *Measures for Information Security Management in Group Medical Institutions (《集團醫療機構信息安全管理辦法》)*, and the *Measures for the Management of Personal Information Protection of the Group (《集團個人信息保護管理辦法》)*, covering aspects such as computer equipment usage, network security, data center security management, account security management, and data confidentiality, to fully protect the information and privacy data security of all stakeholders. During the Reporting Period, the Group has obtained ISO27001 Information Security Management System Certification and ISO20000 IT Service Management System Certification.

External Laws and Regulations	Internal Policies and Systems
• Data Security Law of the People's Republic of China (《中華人民共和國數據安全法》) • Cybersecurity Law of the People's Republic of China (《中華人民共和國網絡安全法》) • Personal Information Protection Law of the People's Republic of China (《中華人民共和國個人信息保護法》)	• Measures for Information Security Management of the Group's Medical Institutions (《集團數據安全管理辦法》) • Measures for the Management of Information Security in the Group's Medical Institutions (《集團醫療機構信息安全管理辦法》) • Measures for the Management of Personal Information Protection of the Group (《集團個人信息保護管理辦法》) • Measures for the Management of Information System Development of the Group (《集團信息系統開發管理辦法》) • Group Data Backup Management System (《集團數據備份管理制度》) • Group Data Outbound Evaluation Management Regulations (《集團數據出境評估管理辦法》) • Group Operation Management System Process Management Measures (《集團運營管理系統流程管理辦法》) • Measures for the Operation and Management of the Group's Office Automation System (OA) (《集團辦公自動化系統(OA)運行管理辦法》) • Measures for the Management of the Group's Network Real-Name System (《集團網絡實名制管理辦法》) • Measures for the Management of the Group's Data Maintenance (《集團數據維護管理制度》) • Measures for Password Security Management of the Group's Information System (《集團信息系統密碼安全管理辦法》) • Measures for the Management of Software Genuinization of the Group (《集團軟件正版化管理辦法》) • Measures for Emergency Management of the Group's Medical Institution Information System (《集團醫療機構信息系統應急管理辦法》)

3.3.1 Management System

We have established a hierarchical and clearly responsible medical information security management system from top to bottom. In the management level, we have established the Health and Medical Data Security Committee, composed of the heads of the Data and Information Technology Department and the Risk Management and Internal Control Audit Department, which is fully responsible for information security management. At the execution level, the Data and Information Technology Department coordinates and promotes the implementation of information security management work. The hospitals within the Group have established a Network Security and Informatization Office to assist the Group in implementing the information security management work plan, comprehensively strengthening the Group's information security management capabilities.

3.3.2 Management Measures

We are committed to comprehensively protecting patient privacy by standardizing information security and privacy protection efforts in areas such as information security audits, information flow management, and information system security, building risk prevention and control mechanisms, and advancing the construction of a protection system for patient information. During the Reporting Period, there were no data or privacy breaches within the Group.

Information Security Audit

- The Group conducts internal audits of the information systems and information security policies of the Group and its hospitals on a quarterly basis and evaluates the effectiveness of policy implementation. Based on the audit results, the Group formulates and implements improvement measures and continuously optimizes the information security management processes, strengthens security control measures, and enhances the Group's medical data security risk prevention system.

- We conduct semi-annual information security audits for suppliers and conduct a comprehensive assessment of their information security levels to ensure compliance with the Group's requirements and standards.

Information System Security

- The Group continuously improves system protection measures, implements internal and external network isolation, strictly controls information system access rights, and installs antivirus software on all hospital computers to effectively prevent information leakage and ensure information security. During the Reporting Period, the hospital information systems of Guangzhou Concord Cancer Hospital（廣州泰和腫瘤醫院）and Shanghai Concord Medical Cancer Center（上海美中嘉和腫瘤門診部）under the Group, both passed the national information security level three certification.

Information Flow Management

- We have signed confidentiality agreements with all employees, suppliers, and partners, and continuously conduct monitoring to ensure that no sensitive information related to patent technology, research results, patient information, or trade secrets is disclosed during work. We take information leakage-related violations seriously and implement corresponding disciplinary actions and improvement measures.

- We have formulated and published the *Measures for the Management of Personal Information Protection of the Group*（*《集團個人信息保護管理辦法》*, clearly informing relevant policy explanations before collecting information, and only proceed with information collection after obtaining patient consent. Patients can modify or cancel their information on the service platform.

- We strictly limit access to patient records, and when medical staff need to use patient records for work purposes, they must follow a strict application and approval process. The Group will regularly audit the authorization records. For the extraction of business data required for scientific research and other purposes, we strictly follow the *Data Retrieval Application*（*《數據調取申請》*）process to ensure compliant use of data.

Diagnosis and Treatment Privacy Management

- We set up partitions in the patient examination and disposal rooms and strictly control the visiting time and access personnel in the ward, so as to protect the privacy of patients in the process of medical treatment. In addition, the Company strictly prohibits the unauthorized shooting and dissemination of relevant image data of patients without the consent of patients or their families, so as not to infringe on the privacy of patients.

Risk Prevention and Control

- The Group attaches great importance to the operation of information systems and the emergency handling of unexpected security incidents and has set up an Emergency Working Group to lead, coordinate and organize relevant emergency work. We implement *the Measures for Emergency Management of Information System of Medical Institutions of Concord Healthcare Group (Trial) (《美中嘉和集團醫療機構信息系統應急管理辦法(試行)》)* and the *Group Emergency Response Management Measures (《集團突發事件應急管理辦法》)*, which cover the fault reporting process, fault classification, response operation guidelines and other aspects, and the relevant personnel can quickly respond to the emergency handling of various emergencies according to the guidelines.

Capability Building

- The Group regularly conducts personal information and privacy protection training and publicity for employees and suppliers, covering various aspects such as explanations of relevant laws and regulations, and information security management processes. Taking Guangzhou Concord Cancer Hospital as an example, in 2024, we conducted special training on information security through multiple online and offline seminars and case studies. The training covered topics such as data security, password evaluation, basic knowledge of information security, common information security attacks and prevention, as well as data security and privacy protection. This was aimed at enhancing the awareness of all staff regarding information security and privacy protection and improving employees' information security protection capabilities.



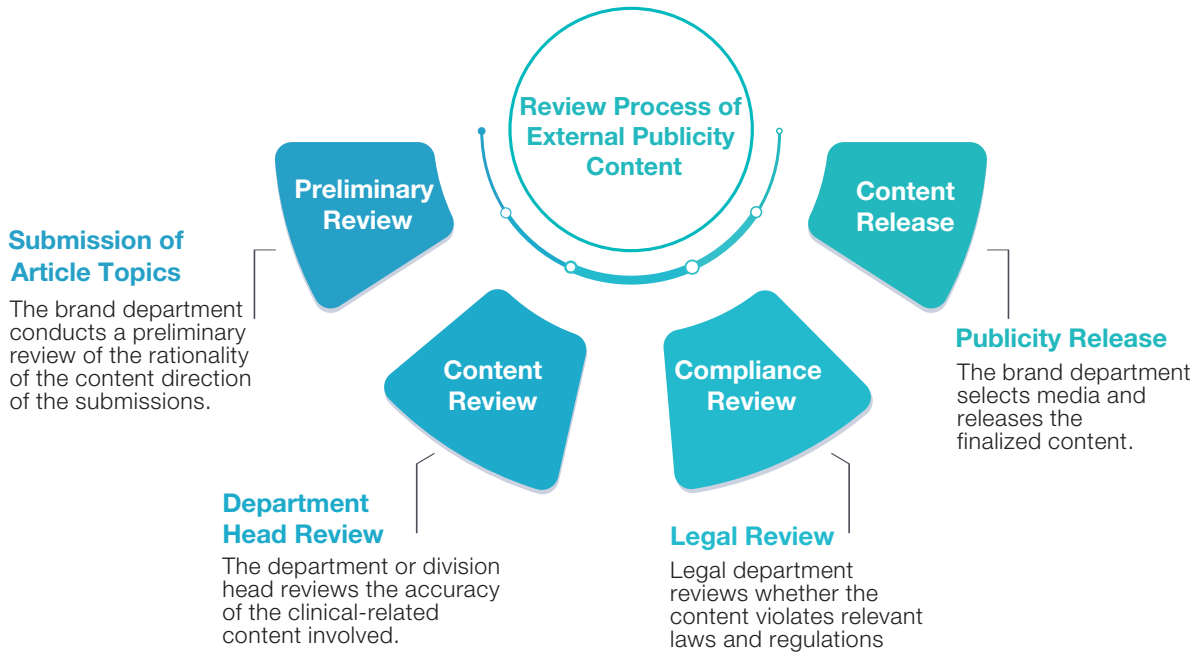
Information Security Special Training in Guangzhou Concord Cancer Hospital

3.4 Advertisement and Labelling Management

The Group attaches great importance to advertisement and labelling compliance management, strictly abides by the requirements of laws and regulations such as the *Advertising Law of the People's Republic of China*（*《中華人民共和國廣告法》*）, the *Measures for the Administration of Medical Advertisements of Guangdong Province*（*《廣東省醫療廣告管理辦法》*）and the *Measures for the Administration of Internet Advertising*（*《互聯網廣告管理辦法》*）, and formulates internal management systems such as the *Standards for the Use of VI Visual Signs in Hospitals*（*《醫院VI視覺標識使用規範》*）, the *Standards for the Release of Media Information in Hospitals*（*《醫院媒體信息發布規範》*）, and the *Standards for the Release of Self-Media Information in Hospitals*（*《醫院自媒體信息發布規範》*）.

We have established a stringent audit mechanism in our core hospitals, whereby any promotional content must be reviewed and approved by the brand department, department heads, and the legal department. The hospitals submit the *Medical Advertisement Review Application Form*（*《醫療廣告審查申請表》*）to the relevant management department for advertisement review on time annually and obtains the relevant advertisement review and approval document.

III. Quality Healthcare, Health Protection



Review Process of External Publicity Content

In terms of labelling management, the Group strictly complies with the relevant national regulations such as the *Provisions on the Administration of Pharmaceutical Directions and Labels*（*《藥品説明書和標籤管理規定》*）, standardizes the management of drug trademarks, packaging design and drug instructions, and clearly marks the adverse reactions that may arise from the use of drugs by a small number of patients, so as to ensure the safety of drug use by patients.

IV. Talent Development and Mutual Growth

The Group has always adhered to the principle that talent is the core resource for sustainable corporate development, respecting and caring for every employee. We strictly comply with all applicable laws and regulations, formulate and refine internal employee management policies to support long-term career development, foster a harmonious and safe working environment, and continuously drive the mutual growth of employees and the enterprise.

4.1 Employment and Labor Management

The Group strictly abides by the requirements of laws and regulations such as the *Labor Law of the People's Republic of China*《中華人民共和國勞動法》and the *Labor Contract Law of the People's Republic of China*《中華人民共和國勞動合同法》, *Regulations of the State Council on the Working Hours of Employees*《國務院關於職工工作時間的規定》, *Measures for Holidays on National Holidays and Commemorative Days*《全國年節及紀念日放假辦法》, constantly improves internal policies such as *the Employee Handbook*《員工手冊》, *the Attendance Management Measures*《考勤管理辦法》, *Recruitment and Employment Management System*《招聘與錄用管理制度》and *the Promotion Management Measures*《晉升管理辦法》, and to ensure that the employment comply with relevant laws and regulations and strive to foster a positive workplace environment that is equal and inclusive, and to enhance team cohesion.

4.1.1 Compliance Employment

We strictly adhere to relevant laws and regulations such as the *Law of the People's Republic of China on the Protection of Minors*《中華人民共和國未成年人保護法》and *the Provisions on the Prohibition of Using Child Labor*《禁止使用童工規定》, formulate *the Policy and Remedial Measures Procedure for the Prohibition of Hiring Child Labor*《禁止招聘童工政策及補救措施程序》to resolutely eliminate child employment, implementing rigorous age verification during recruitment processes. In cases of inadvertent hiring of underage workers, we will immediately execute legally mandated remedial measures, continuously enhance compliant employment management systems, and prevent regulatory violations. During the reporting period, no instances of child labor employment occurred within the Group.

Upon establishing an employment relationship with candidates, we clearly define and confirm the rights and obligations of both parties in strict accordance with the law and regulations and the terms of the labor contract. We formulate *the Attendance Management Practices*《考勤管理辦法》, *the Compensation Management Methods for Night Shifts and Special Working Hours*《夜班及特殊工作時間的補償管理辦法》to regulate the working hours of employees and to pay overtime fee and arrange compensatory leave for them, avoiding any form of forced labor. During the reporting period, there were no incidents of employing child labor or forced labor within the Group.

In terms of the employment, the Group has formulated *the Recruitment, Employment and Probation Management Measures*（*《招聘錄用及試用期管理辦法》*）, adhering to the principles of "openness, fairness, equal opportunity, and merit-based selection"（公開公平、機會均等、擇優錄取）. We have established strict recruitment procedures including four key steps: formulating recruitment plans, publishing recruitment information, personnel selection, and personnel employment, to enhance talent recruitment quality and ensure equal employment. In terms of dismissal, we strictly follow the relevant provisions of *the Labor Contract Law of the People's Republic of China* and the *Employee Handbook*, conducting dismissals in accordance with the terms outlined in the labor contract, strictly prohibiting any unlawful dismissal practices.

We have implemented an internal talent mobility mechanism to optimize hospital human resource allocation. In the Current Year, we revised the *Internal Staff Transfer Policy*（*《內部員工調崗制度》*）to streamline transfer management processes for enhanced operational coordination, creating equitable career development opportunities and cross-departmental mobility pathways for employees.

4.1.2 Equality and Inclusiveness

The Group is committed to fostering an equal and diverse workplace, resolutely opposing discrimination based on gender, age, region, religion, or educational background. We maintain a zero-tolerance stance towards harassment and discriminatory behaviors, establishing transparent feedback and complaint mechanisms to ensure prompt and impartial resolution of issues, thereby safeguarding every employee's dignity and rights.

We have established a comprehensive employee rights and interests' protection system to protect the legitimate rights and interests of our employees in terms of recruitment and termination of employment, compensation and promotion, health and safety, and welfare and promotion. We respect employees' rights to equal consultation with the Group, having signed collective agreements covering all employees regarding labor remuneration and working hours. Regular policy briefings ensure full employee awareness and endorsement of agreement contents, protecting their rights to information and oversight.

We continue to improve our employee communication mechanism by setting up diversified channels, such as an online office platform, an offline president's mailbox, chairman's mailbox, executive open-door sessions, and regular communication meetings, to collect feedback and suggestions from our employees. Based on employee feedback, we have been advancing the enhancement and improvement of relevant management mechanisms. Simultaneously, we regularly conduct dean communication sessions to encourage employees to submit suggestions and demands, aiming to enhance their work experience and promote the development of a high-quality workplace environment.

4.1.3 Compensation and promotion

We have established internal regulations such as *the Group Compensation Management Regulations*（*《集團薪酬管理制度》*）and *the Group Performance Management Regulations* (*《集團績效管理制度》*), *the Group Promotion Management Regulations* (*《集團晋升管理制度》*) to build a fair and transparent compensation system and career advancement pathways.

In compensation management, we adhere to the principle of distribution according to performance. By regularly evaluating employees across multiple dimensions – including professional skills, updates to highest academic qualifications, job performance, work potential, and attitude – we ensure comprehensive alignment between personnel, positions, and compensation. This promotes internal fairness and rationality in employee compensation levels. Additionally, we conduct regular salary assessments for subsidiary medical institutions, integrating industry salary benchmarks and trends to continuously optimize our compensation framework. This ensures our compensation remains market-competitive and adapts to evolving market conditions.

For employee promotion, we developed the *Group Promotion Management Regulations* (*《集團晉升管理辦法》*), creating a dual-track promotion mechanism encompassing "management track" and "professional track" to diversify career development paths of the employees. We holistically evaluate factors such as professional competence, years of service, performance outcomes, and work potential to provide timely and reasonable promotion opportunities for qualified employees. In the Current Year, we further refined promotion management by categorizing roles into medical tracks (management, physicians, nursing, medical technical staffs) and non-medical tracks. Distinct position levels and grades were established for each track, along with clear promotion criteria and evaluation regulations, fostering a fair, equitable, and transparent competitive mechanism.

IV. Talent Development and Mutual Growth

4.1.4 Employee Caring

The Group is committed to employee well-being, providing comprehensive and multi-tiered welfare and care. In terms of statutory benefits, we strictly comply with national and local regulations by contributing to employees' five social insurances and one housing fund, safeguarding statutory paid holidays, and offering extensive non-monetary benefits including occupational health check-ups, festival celebrations, and diverse employee engagement activities. These initiatives aim to enhance employees' sense of belonging and foster a warm workplace atmosphere.

Case Theme Activity of "International Nurses' Day" in Guangzhou Concord Hospital

During the year, in order to strengthen humanistic care for nursing staff, we held an "International Nurses' Day" themed event to extend sincere holiday greetings to all nursing professionals across the hospital and to commend and motivate outstanding nursing personnel who demonstrated exceptional performance in their duties.



"International Nurses' Day" Event

Case Department Open Week at Guangzhou Concord Cancer Hospital

During the year, we organized a Department Open Week activity to deepen employees' understanding of the services, business processes, and operational models across various departments. The initiative aimed to facilitate in-depth communication and close collaboration among internal teams, thereby improving the hospital's overall business growth. Additionally, the event enhanced staff awareness of core business strengths while strengthening their sense of identity and belonging to the organization.



Department Open Week Event

IV. Talent Development and Mutual Growth

Case "Concord Star" Recognition and Off-Site Study Tour at Guangzhou Concord Cancer Hospital

During the year, Guangzhou Concord Cancer Hospital launched the "Concord Star" recognition program, selecting 20 outstanding employees to showcase exemplary performance, strengthen team cohesion, and foster a harmonious and cohesive workplace. Additionally, outstanding employees are organized to participate in off-site study tours and exchange activities, further establishing role models for excellence and inspiring all staff to actively contribute to collective goals.



Scene from the Award-Winning Employees' Study Tour and Exchange Activity

Employment KPIs[15]

Category of indicator	Secondary classification	Name of indicator	Unit	Data of 2024
Total number of employees	Total number of employees		Person	544
	By employment type	Full-time employees	Person	504
		Total number of interns, labor dispatch and part-time employees	Person	40
	Full-time employees by gender	Male employees	Person	184
		Female employees	Person	320
	Full-time employees by age	Aged below 30	Person	91
		Aged 30 to 50 (exclusive)	Person	376
		Aged over 50 (inclusive)	Person	37
	Full-Time employees by Region	Employees in Chinese mainland	Person	500
		Employees in Hong Kong, Macao and Taiwan	Person	0
		Employees from other countries and regions	Person	4
Employee turnover rate[16]	Total employee turnover rate		%	21.62
	By gender	Male employees	%	22.03
		Female employees	%	21.38
	By age	Aged below 30	%	24.17
		Aged 30 to 50 (exclusive)	%	20.34
		Aged over 50 (inclusive)	%	27.45
	By region	Employees in Chinese mainland	%	21.38
		Employees in Hong Kong, Macao and Taiwan	%	100
		Employees from other countries and regions	%	33.33

15 The total number of employees and the turnover rate of employees by gender, age and region set out in the table below include only full-time employees, and do not include part-time employees, interns, retired rehires and other types of employees.

16 The calculation method for the employee turnover rate is as follows: Employee turnover rate = Total number of employee departures during the year / (Total Number of employees at the end of the reporting period + Total number of employee turnover during the year).

IV. Talent Development and Mutual Growth

4.2 Health and Safety

Concord Healthcare attaches great importance to occupational health and safety management of employees, strictly complies with laws and regulations such as the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases*《中華人民共和國職業病防治法》, the *Measures for the Management of Hospital Infections*《醫院感染管理辦法》, the *Requirements for Radiological Protection Standards for Clinical nuclear medicine*《核醫學放射防護要求》, and the *Specifications for Personal Monitoring of Occupational External Exposure*《職業性外照射個人監測規範》, formulates the *Personal Dose and Occupational Health Management System for Radiation Workers*《輻射工作人員個人劑量及職業健康管理制度》, and continuously improves the employee health and safety management system. We adhere to conducting regular safety training and related drills to enhance employees' safety awareness and emergency handling capabilities and carry out meticulous inspection and maintenance of radioactive equipment to ensure safe and reliable operation, thereby maintaining a safe working environment.

4.2.1 Health and Safety Management

We value the occupational health of employees and have established a comprehensive, multi-level occupational health and safety protection system. We conduct occupational health checks and workplace safety inspections, provide insurance benefits, exclusive holidays, occupational disease protection, etc., to comprehensively ensure the occupational health and safety of employees.

Occupational Health Check	• Organize annual regular health examinations for all employees, covering basic physical check-ups, infectious disease screening, and occupational exposure-related indicators testing. • For employees engaged in radiological medical work, we strictly require them to complete occupational health checks before taking up their posts, during their employment, and upon leaving their posts, and comprehensively assess whether their health status is suitable for taking up the post, continuing with radiological work, or leaving the post. In 2024, all radiation staff at Guangzhou Concord Cancer Hospital completed occupational health checks, and the validity period of occupational health checks for all existing radiation staff has not exceeded two years.

Continuing	
Premises Safety Inspection	• Take strict management measures for radioactive equipment, requiring all new radioactive diagnosis and treatment projects to carry out pre-assessment of occupational hazards radiation protection and assessment of occupational hazards radiation protection control effect. By the end of 2024, the Group's existing radioactive diagnosis and treatment projects obtained the pre-assessment report on occupational hazards and the assessment report on the effect of occupational hazards radiation protection and control and passed the technical review of the expert group and obtained the approval for the completion and acceptance of occupational hazards radiation protection facilities. • Regularly invite qualified third-party organizations to conduct performance testing and site protection testing for all radiological diagnosis and treatment equipment, and to verify and calibrate the fixed-site radiation monitoring systems, personal dose alarm devices, and radiation monitoring instruments to further ensure the safety of the radiation workers and the premises involved.
Insurance Benefits	• Purchase commercial medical insurance, critical illness insurance, accident insurance, and supplementary medical insurance for children's outpatient expenses for all employees and provide high-end medical insurance specifically for management staff and key talents. • Open the insurance purchase channel for employees internally every year to meet their personalized insurance needs.
Exclusive Leave	• In accordance with local laws and regulations, exclusive leave is provided for radiological positions in special occupations such as surgery and radiology. Employees engaged in radiological work enjoy 5 days of radiological leave annually, and this year we have provided a total of 290 days of exclusive leave.
Occupational Disease Protection	• Conduct regular personal dose[17] monitoring for all radiation workers and establish personal dose records. In daily operation, we strictly require relevant radiation staff to use protective equipment such as lead clothes, lead hats, lead aprons, lead gloves, and lead glasses as stipulated.

17 Personal dose: this refers to the personal dose equivalent and is an important indicator of radiation safety and protection.

4.2.2 Safety Training Assessment

For radiation staff, we require them to complete radiation safety-related training before starting their duties and conduct special training and assessments for new employees. In addition, we actively participate in radiation safety and protection assessments and various training activities organized by various ecological environment departments and the Health Commission, continuously enhancing the cognitive level and professional capabilities of radiation staff in radiation safety and protection. Meanwhile, we conduct mandatory special safety training programmes for radiation staff and implement strict assessment criteria to minimize the risk of safety accidents caused by improper operations.

To effectively enhance employees' health and safety awareness and emergency response capabilities, we require all hospitals under the Group to regularly conduct various safety drills and strengthen the promotion of safety awareness among employees. In 2024, we conducted a thematic emergency drill on the "Proton Cabin Radiation Accident（質子倉底輻射事故）" to verify the feasibility and effectiveness of the emergency plan, train employees' emergency response skills, enhance the hospitals' ability to handle radiation accidents, and reduce the potential negative impact of radiation accidents.

Key Performance Indicators Related to Work-Related Injuries and Fatalities

Name of indicator	Unit	2024	2023	2022
Number of work-related fatalities	person	0	0	0
Work-related fatalities rate[18]	%	0	0	0

In 2024, the number of working days lost due to work injury was zero.

18 Work-related fatalities rate = number of work-related fatalities/total number of employees * 100%.

4.3 Development and Training

The Group is committed to providing comprehensive and diversified training opportunities for employees, to enhance employee development training guided by actual work requirements, and offer smooth career development paths for all employees, aiding in the cultivation and long-term development of outstanding talents.

4.3.1 Training Management System

The Group attaches great importance to the development and enhancement of employees' professional skills, and has formulated systems such as the *Talent Development Management Measures*（《人才培養管理辦法》）, the *Employee Education, Training and Further Study Management System*（《員工教育培訓及進修管理制度》）, the *Training Credit System Management Measures*（《培訓學分制管理辦法》）and the *Physician Education, Training and Further Study Management System*（《醫師教育培訓和進修管理制度》）. The Group actively conducts various training activities, continuously promotes the optimization of the employee training system, standardizes the hospitals' training processes, and provides a learning platform for employees to comprehensively enhance their skills, thereby assisting employees in achieving personal development. We conduct training needs surveys and formulate this year's training plan based on the actual training needs of employees, covering new employee training, hospital-level training, department-level training, and external training. According to the different functional types and levels of employees, we have improved the targeted training course system to fully meet the needs for enhancing employees' job skills.

Employee Category	Course Category	Training Content
Clinical staff (Doctors, nurses, technicians, pharmacists, physiotherapist)	Professional courses	Specialized knowledge, clinical public courses, professional ethics, psychological health, etc.
Non-clinical staff	General management knowledge	Management knowledge, professional spirit, psychological health, etc.

4.3.2 Regular Training

To enhance the development of the Group's talent cultivation system and establish a comprehensive nurturing mechanism, we have launched diversified training programmes and set up a wide range of regular training courses. These courses cover various positions including customer service, EHS roles, and internal trainers, creating a dual-channel training system that includes general competency training and leadership training. The content encompasses communication courses, execution courses, mental health in workplace courses, management courses, among others, thereby constructing career development paths for employees and supporting the cultivation of outstanding talents.

For the management, we conduct training to enhance excellence in leadership and strategic thinking, covering topics such as whole-brain model, leadership style development, strategic planning formulation, and team management. This aims to build a management team with both leadership and strategic capabilities, supporting the sustainable business development of the Group.

To enhance the risk identification capability of EHS position employees, we require employees in EHS functions to study laws and regulations related to radiation safety and radiological health, as well as internal systems, and environmental impact assessment reports and occupational disease hazard pre-assessment reports of radiation projects. Through the capacity building of EHS staff, we have strengthened the assurance of a safe, stable, and compliant operating environment for the hospitals.

For customer service, we have established a comprehensive employee training system, with detailed classification based on the different needs of new and existing employees. For new employees, the training focuses on mastering and developing service behaviour, service awareness, and work skills, aiming for them to quickly integrate into job requirements and fully understand and adapt to the work environment. For senior employees, the training focuses on further enhancing service skills and professional knowledge, aiming to cultivate well-rounded talents with comprehensive business capabilities.

Employee Category	Training Content	Training Frequency	Training Appraisal
New Employees	It covers hospital introduction, work discipline, service behaviour standards, service etiquette, system operation, and various process standards.	Weekly and daily continuous training will be conducted for a period of two months	Written tests, oral tests, and on-site operational assessments will serve as important criteria for probationary period evaluations.
Senior employees	24 training courses are offered, covering a wide range of topics including medical professional knowledge and work skills, patient service and experience optimization, Q&A on work processes and operation guidelines, service skills enhancement, and patient complaint handling.	Twice a week, the training coverage rate reaches 95%	Written test will be conducted, and passing rate reached 100%

4.3.3 Medical Staff Training

The Group is committed to building a high-quality medical team by formulating the *Physician Education, Training and Further Study Management System*《醫師教育培訓和進修管理制度》and offering a wide range of internal training courses for medical staff. These courses cover various topics, including basic medical skills education, new developments in oncology education, medication safety, patient care and communication skills education, safety and protection education, and professional quality education for medical staff, achieving comprehensive coverage for healthcare personnel across different professional fields. In terms of the rational use of medicine, we have established a comprehensive training system and conducted application trainings targeting key medicine such as antibiotics, narcotic and psychotropic drugs, glucocorticoids, antineoplastic drugs, biological products, and blood products.

In 2024, we organized training for nearly 6,000 participant times, with training hours amounting to approximately 7,000 hours. We focused on precision radiotherapy technology and proton therapy themes, organizing two further national and provincial education projects. Meanwhile, focusing on medical quality and safety, we conducted 10 special training sessions covering topics such as basic life support, emergency drills, adverse event reporting and handling procedures, and narcotic and psychotropic drugs management. Each clinical department conducted 13 multidimensional physician training sessions based on different professional characteristics and industry developments.

IV. Talent Development and Mutual Growth

Case Conduct Skills Training in the Field of Proton Therapy

This year, the Group focuses on the field of proton therapy, conducting skill training with the aim of cultivating a professional team with both a solid theoretical foundation and practical skills through systematic knowledge learning, thereby strengthening talent reserves and actively giving back to society.



Scene of Training in the Field of Proton Therapy Skills

Case Training in Special Pharmaceuticals

In 2024, we organized training on narcotic and psychotropic drugs, clinical use of antineoplastic drugs, and clinical application of antimicrobial drugs for 124 doctors, nurses, and pharmacists according to the *Prescription Management Measures*（《處方管理辦法》）. After conducting training assessments, prescription rights, usage rights, and dispensing rights were granted to relevant personnel upon passing the assessments.



Training on the Management and Use of Narcotic and Psychotropic Drugs

IV. Talent Development and Mutual Growth

Training-related Key Performance Indicators[19]

Type of Indicator	Sub-classification	Name of indicator	Unit	2024 Data
Percentage of employees trained	Percentage of employees trained		%	89.48
	By gender	Male	%	30.38
		Female	%	69.62
	By type	Senior management	%	7.98
		General staff	%	92.02
Average employee training hours	Average employee training hours		hours	17
	By gender	Male	hours	9
		Female	hours	20
	By type	Senior management	hours	14
		General staff	hours	17

19 The data related to trained employees are all full-time employees and do not include part-time employees, interns, retired rehires and other types of employees.

V. Responsible Procurement, Source of Excellence

Concord Healthcare consistently adheres to the principle of "mutual benefits and reciprocity" and continuously improves the supply chain management system and standardizes the management of various suppliers within the Group to achieve efficient and scientific supplier selection and control, thereby practicing responsible procurement.

We strictly comply with the *Drug Administration Law of the People's Republic of China*《中華人民共和國藥品管理法》, the *Standards for the Good Supply Practice for Pharmaceutical Products*《藥品經營品質管理規範》, the *Regulations on the Supervision and Administration of Medical Devices*《醫療器械監督管理條例》, the *Regulations on the Administration of Anesthetic and Psychotropic Drugs*《麻醉藥品和精神藥品管理條例》, the *Regulations on the Administration of Precursor Chemicals*《易制毒化學品管理條例》and other laws and regulations, and have formulated and continuously improved internal regulations such as the *Supplier Management System*《供應商管理制度》, the *Drugs Procurement Management System*《藥品採購管理制度》, and the *Bidding and Tendering Management Measures*《招投標管理辦法》applicable to all suppliers to ensure that management processes are standardized and efficient. We have established a full lifecycle management system that includes supplier selection, daily management, capability building, and exit mechanisms, committed to regulating supplier behaviour and effectively ensuring the quality and safety of medical products and services.

At the same time, we incorporate aspects such as safety, environmental protection, and business reputation into our assessment criteria, adhering to the responsible procurement philosophy. We consider suppliers' performance in fulfilling environmental and social responsibilities, giving priority to those that are more environmentally friendly. We encourage suppliers to increase the proportion of environmentally friendly products and recyclable packaging materials, committed to building a sustainable supply chain and achieving quality improvement and efficiency enhancement in supply chain management. During the Reporting Period, the Group actively fulfilled its supply chain responsibilities. All new suppliers were approved in accordance with regulations and signed the "Procurement Contract for Consumables or Basic Materials《耗材或基本物資的採購合同》, "Quality Assurance Agreement《質量保證協議》and "Integrity Agreement《廉潔協議書》jointly building a fair, efficient, and transparent supply chain system with supplier partners.

V. Responsible Procurement, Source of Excellence

Supplier Selection	We have a deep understanding and grasp of the ESG risks faced by potential suppliers, and comprehensively consider multiple dimensions such as their product quality, price competitiveness, delivery timeliness, supply capacity, after-sales service quality, and corporate reputation, and incorporate the social responsibility of suppliers into the evaluation criteria. We will conduct visits and inspections for shortlisted potential suppliers, including their qualifications, actual business scale, and the environment of their offices and warehouses, and organize experts to conduct tender evaluations. • In the selection of pharmaceutical suppliers, using the Guangzhou Concord Cancer Hospital as an example, we select mainstream suppliers from the list of suppliers on the Guangzhou Pharmaceutical Group Procurement Platform and evaluate their cooperative value based on product quality, supply price, delivery time, supply capability, pre-sales and after-sales service, and reputation. • In the selection of consumable suppliers, we prioritize high-quality manufacturers with scale and market share, review the production and operational qualifications of each supply chain link, and strictly enforce the management system for the entry and exit of consumables to ensure controllable quality.
Daily Management During the Cooperation Period	• We strictly record supplier cooperation documents, including the Good Supply Practice for pharmaceutical products, business licenses, annual sales agreements, quality assurance agreements, integrity agreements, and other relevant materials, to ensure transparency and compliance in the cooperation process. • For suppliers who have performed excellently during the cooperation period, we analyze the supplier's cooperation potential based on the Group's long-term procurement demands and the supplier's long-term contract performance capability and consider upgrading the supplier cooperation level as appropriate.
Capability Building During the Cooperation Period	In the Current Year, the Group implemented an efficient and comprehensive quarterly training programme for all suppliers, covering key areas such as environmental protection, occupational health, labor management, and anti-corruption. We helped suppliers grasp national policies, industry standards, and best practices through a combination of online and offline training methods, enhanced their awareness in various fields and prompted them to take actions such as adopting environmentally friendly technologies, strengthening safety management, optimizing labor management, and improving anti-corruption capabilities, with a commitment to building a green, healthy, and transparent supply chain system.
Exit Mechanism	• Once a quality issue is identified, we immediately report the adverse event, ensure supervision and feedback, and adjust suppliers promptly according to clinical usage and other requirements. • If unauthorized promotion and sales directly to departments, acceptance of bribes, illegal access to and demand for product information, forgery of qualification documents, and other improper competitive behaviors are discovered, the Group will immediately terminate the cooperation relationship and blacklist such supplier for removal.

Key Performance Indicators Related to Suppliers

Name of indicator	Unit	2024 Data
Total number of suppliers	/	433
Number of suppliers within China	/	433
Number of overseas suppliers	/	0

VI. Public Welfare Action, Giving Back to the Community

Concord Healthcare is committed to social welfare activities, giving back to society with concrete actions and fulfilling corporate responsibility and duty. We focus on community development and needs, establish a charitable foundation to contribute to sustainable and harmonious social development through various forms of communication with the community, and organize various community public welfare activities, medical knowledge popularization, and various free medical check-ups and volunteer clinics.

Our practices in public welfare activities have gained attention and recognition:

- In 2024, at the Joint Development Conference on Radiological Medicine and Public Health Education and Technology Talent（放射醫學與公共衛生教育科技人才一體發展大會）at Soochow University, Concord Healthcare won two awards of the "Special Contribution Award for Donation（捐贈特別貢獻獎）" and the "Special Contribution Award for Practical Internship（實踐實習特別貢獻獎）".

- In 2024, the Guangzhou Zhengxin Charity Foundation（廣州正心慈善基金會）was awarded the Yat-sen Education Contribution Award（逸仙教育貢獻獎）" by Sun Yat-sen University.

6.1 Public Welfare Donations

We established the non-profit charity organization Guangzhou Zhengxin Charity Foundation (hereinafter referred to as the "**Foundation**") in Guangzhou and jointly founded the scientific research fund of "Medical and Humanity Research and Education Fund of Guangzhou Concord（廣州泰和醫學人文研究教育基金）" with Sun Yat-sen University Education Development Foundation. This initiative aims to solicit and support outstanding projects nationwide on social hot topics such as grassroots public health services, medical social work, palliative care, cross-border medical services, and organ donation, thereby supporting research projects of domestic and international universities and medical institutions.

In 2024, the Foundation funded medical humanities research and education projects amounting to RMB100,000, covering a total of 16 subjects. In addition, the Foundation also provided financial assistance to three impoverished cancer patients, totaling RMB9,000.

VI. Public Welfare Action, Giving Back to the Community

6.2 Public Welfare Activities

Concord Healthcare adheres to the principle of balancing development and responsibility, actively engages in various public welfare activities, and earnestly fulfils corporate social responsibility. We actively promote the dissemination of medical humanities by explaining medical knowledge and medical history to community children and students in an engaging manner to enhance their interest in medicine. Meanwhile, we organized collective voluntary blood donation activities, giving back to society through practical actions and contributing to the construction of a harmonious community.

Case Dissemination of Medical Humanities

In 2024, Guangzhou Concord Cancer Hospital actively fulfilled its social responsibilities by successfully organizing five medical humanities dissemination activities for college students nationwide, primary and secondary school students in surrounding communities, and impoverished children, benefiting approximately 230 persons. Under the dean's reception and explanation, the students and teachers visited the hospital's medical stamp corridor, oil painting corridor, and medical humanities sculpture and other distinctive areas. We conveyed the concept of medical humanities to visiting students, helping them broaden their horizons and cultivate medical humanities literacy.



Scene of the Dissemination of Medical Humanities

VI. Public Welfare Action, Giving Back to the Community

Case Voluntary Blood Donation Charity

The Group is highly attentive to and actively participates in public welfare activities, organizing voluntary blood donation charity event from the "Guangzhou Concord Hospital Blood Donation Team". Several leaders, employees from various departments, and community partner representatives actively responded, with over 20 volunteers participating in the public welfare initiative, donating a total of 5,900 ml of blood.



"Guangzhou Concord Hospital Blood Donation Team" Voluntary Blood Donation

6.3 Knowledge Popularization Activities

We are committed to sharing knowledge related to tumors, cancer prevention measures, and other health information through multiple channels. Online, we fully utilize self-media resources to establish various promotional channels, including WeChat Official Account, Video Account, Weibo, etc., providing the public with abundant health information through forms such as knowledge popularization live broadcasts and videos. Offline, we actively collaborate with the community to organize professional medical teams to go into the grassroots level and conduct medical knowledge dissemination activities, answering questions and solving doubts for community residents.

This year, we focused on topics such as proton therapy for tumors, tumor prevention and management, and tumor treatment. The hospitals' official account and video account published a total of 25 popular science articles and 40 video knowledge content, accumulating a total of 145,457 views.

Case Summer Camp of Life Sciences

This year, we organized a summer camp of life sciences activity aimed at high school students, conducting a 7-day medical knowledge popularization and educational activity. We guided students to explore the history and forefront of medical development, enhanced their understanding of life and health, increased awareness and emphasis on disease prevention and control, while also stimulated young people's interest in the health industry, thereby contributing to talent development in the healthcare sector.



Summer Camp of Life Sciences in Dongshan High School

VI. Public Welfare Action, Giving Back to the Community

Case Public Welfare Event of Cancer Prevention and Control Publicity Week

During the 30th National Cancer Prevention and Control Publicity Week in 2024, the Group actively launched public welfare publicity activities and held the "Spring Harmony and Bright Scenery – A Journey to Health（春和景明共赴健康之約）" science knowledge popularization event. The event, through a combination of online and offline methods, invited six experts to share on multiple topics, covering breast cancer prevention and treatment, lymphoedema management, nutrition for cancer patients, advantages of proton therapy and the application of new radiotherapy technologies, music therapy, and more. The event attracted approximately 4,200 patients, family members, and the public.

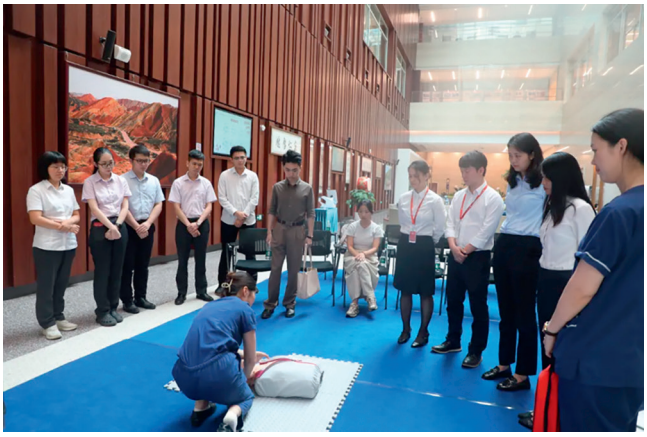


Scene of Public Welfare Event of Cancer Prevention and Control Publicity Week

VI. Public Welfare Action, Giving Back to the Community

Case Health Knowledge Popularization for World First Aid Day

During the World First Aid Day in 2024, the Group actively fulfilled its social responsibility by organizing health Knowledge popularization activities for World First Aid Day. The activities focused on Basic Life Support (BLS) emergency medical rescue techniques, covering two main sections: theoretical knowledge explanation and practical skills training. Through in-depth analysis of first aid theoretical knowledge, practical drills of Cardiopulmonary Resuscitation (CPR), and guidance on the correct operation of AED, we deepened participants' understanding of first aid procedures and enhanced their ability to respond to emergencies.



Scene of Health Knowledge Popularization for World First Aid Day

VII. Fairness and Integrity, Honesty as the Foundation

Concord Healthcare adheres to the concept of "fairness and integrity", opposes all forms of corruption and fraud, and is committed to creating a clean and healthy working environment. In strict accordance with the requirements of laws and regulations such as the *Anti-Unfair Competition Law of the People's Republic of China*《中華人民共和國反不正當競爭法》, the *Interim Provisions on Banning Commercial Bribery*《關於禁止商業賄賂行為的暫行規定》, the *Code of Conduct for Employees in Medical Institutions*《醫療機構從業人員行為規範》, and the *Anti-Money Laundering Law of the the People's Republic of China*《中華人民共和國反洗錢法》, we have established the *Commercial Behavior and Code of Ethics*《商業行為與道德守則》, building a sound anti-fraud reporting and complaint system. We will adopt a "zero tolerance" attitude towards corruption, fraud, money laundering and other violations of law and discipline. During the year, the Group did not have any concluded litigation cases relating to bribery, extortion, fraud and money laundering.

Anti-Money Laundering

In terms of anti-money laundering, we have formulated the *Anti-Money Laundering Management Measures*《反洗錢管理辦法》 to regulate key processes including customer identification, data and transaction record retention, reporting of large and suspicious transactions, confidentiality management, and violation penalties. The Group has established a special Anti-Money Laundering Leadership Team headed by the President, responsible for organizing and leading the Group's anti-money laundering efforts, establishing sound management mechanisms, researching and deciding on major related matters, reviewing annual work reports, and fully cooperating with regulatory and judicial authorities in investigating suspicious transactions. Employees can report any suspicious signs of money laundering via email (anti-money-laundering@concordmedical.com) to the Anti-Money Laundering Leadership Team to jointly maintain the Group's integrity and financial security.

Reporting Mechanism

The Group has developed and continuously optimizes the *Regulations on Anti-Fraud and Whistleblowing Mechanism*《反舞弊與舉報機制條例》, clearly defining fraudulent behavior, designating departments responsible for anti-fraud work, and establishing a reporting email (compliance@concordmedical.com) to encourage employees to report suspected fraud cases either by name or anonymously.

When handling suspicious but unverified reports involving employees, we follow strict procedures and principles. For reports concerning general employees, the Group's internal control department will collaborate with the human resources department and other relevant departments to assess and decide whether to initiate an investigation based on the reported circumstances. If the report involves senior management, approval from the Board of Directors and the Audit Committee is required before the Group forms a special investigation team for a joint investigation, potentially inviting external experts depending on the specific situation. The entire anti-fraud work process is documented in detail, with investigation result reports issued and all relevant materials promptly filed. We report investigation results of fraud cases and anti-fraud work reports to the Group's Board of Directors and Audit Committee in a timely manner according to the nature of the reports.

VII. Fairness and Integrity, Honesty as the Foundation

Whistleblower Protection

The Group places high importance on whistleblower protection. According to the *Regulations on Anti-Fraud and Whistleblowing Mechanism*（*《反舞弊與舉報機制條例》*）, we have established a whistleblower protection system to ensure that anti-fraud personnel maintain strict confidentiality during the report reception and verification process to prevent the disclosure of whistleblowers' identities. Additionally, the *Anti-Money Laundering Management Measures*（*《反洗錢管理辦法》*）clearly stipulates that all employees must strictly maintain the confidentiality of customer identity information, transaction information, and anti-money laundering work information obtained in the course of fulfilling anti-money laundering obligations, and may not disclose such information to any third party unless permitted by law.

Building a Culture of Integrity

In order to enhance the integrity awareness of all staff, we continue to carry out various anti-fraud awareness publicity activities. During the year, the Group regularly issued a notice to all staff in the OA office system, requiring all departments, member organizations and the staff to actively study the relevant laws, regulations and internal policies of anti-corruption and fraud. We also conducted "Anti-Fraud Knowledge Training" for all employees, including Board members, further emphasizing the Company's anti-fraud policy, reporting procedures, and the consequences of misconduct. This helps to enhance everyone's knowledge of anti-fraud measures and raise awareness of integrity.

Environmental, Social and Governance Reporting Code in Appendix C2 enclosed in the Main Board Listing Rules on Hong Kong Exchange and Clearing Limited.

Mandatory Disclosure		Disclosure section
Governance Structure	A statement from the board containing the following elements: (i) a disclosure of the board's oversight of ESG issues; (ii) the board's ESG management approach and strategy, including the process used to evaluate, prioritize and manage material ESG-related issues (including risks to the issuer's businesses); and (iii) how the board reviews progress made against ESG-related goals and targets with an explanation of how they relate to the issuer's businesses.	1.1 Board Statement 1.2 ESG Governance Structure 1.3 Stakeholder Communication 1.4 Materiality Assessment
Reporting Principles	A description of, or an explanation on, the application of the reporting principles in the preparation of the ESG report: **Materiality:** The ESG report should disclose (i) the process to identify and the criteria for the selection of material ESG factors;(ii) if a stakeholder engagement is conducted, a description of significant stakeholders identified, and the process and results of the issuer's stakeholder engagement. **Quantitative:** Information on the standards, methodologies, assumptions and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed. **Consistency:** The issuer should disclose in the ESG report any changes to the methods or KPIs used, or any other relevant factors affecting a meaningful comparison.	About this Report
Reporting Scope	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	About this Report

Appendix

"Comply or Explain"		
Aspect	**Key Performance Indicator**	**Disclosure section**
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 Conservation, Green Transformation – 2.1 Emission management
	A1.1 The types of emissions and respective emission data.	Resource Conservation, Green Transformation – 2.1 Emission management, 2.3 Environmental Performance
	A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes), and (where appropriate) intensity (e.g., per unit of production volume, per facility).	Resource Conservation, Green Transformation – 2.3 Environmental Performance
	A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	Resource Conservation, Green Transformation – 2.3 Environmental Performance
	A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g., per unit of production volume, per facility).	Resource Conservation, Green Transformation – 2.3 Environmental Performance
	A1.5 Description of emission target(s) set and steps taken to achieve them.	Resource Conservation, Green Transformation – 2.1 Emission management, 2.5 Environmental Goals
	A1.6 Description of how hazardous and non-hazardous waste are handled and a description of reduction target(s) set and steps taken to achieve them.	Resource Conservation, Green Transformation – 2.1 Emission management, 2.5 Environmental Goals

Aspect	Key Performance Indicator	Disclosure section
A2 Use of Resources	General Disclosure Policies on the efficient use of resources, including energy, water and other raw materials.	Resource Conservation, Green Transformation – 2.2 Resource Management
	A2.1 Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Resource Conservation, Green Transformation – 2.3 Environmental Performance
	A2.2 Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Resource Conservation, Green Transformation – 2.3 Environmental Performance
	A2.3 Description of energy use efficiency target(s) set and steps taken to achieve them.	Resource Conservation, Green Transformation – 2.2 Resource Management, 2.5 Environmental Goals
	A2.4 Description of whether there is any issue in sourcing water that is fit for purpose, and water efficiency target(s) set, and steps taken to achieve them.	Resource Conservation, Green Transformation – 2.2 Resource Management, 2.5 Environmental Goals
	A2.5 Total packaging used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Resource Conservation, Green Transformation – 2.3 Environmental Performance
A3 The Environment and Natural Resources	General Disclosure Policies on minimizing the issuer's significant impact on the environment and natural resources.	Resource Conservation, Green Transformation
	A3.1 Description of the significant impacts of activities on the environment and natural resources and the action taken to manage them.	Resource Conservation, Green Transformation
A4 Climate Change	General Disclosure Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Resource Conservation, Green Transformation – 2.4 Climate Change Actions
	A4.1 Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Resource Conservation, Green Transformation – 2.4 Climate Change Actions

Appendix

Aspect	Key Performance Indicator	Disclosure section
B1 Employment	General Disclosure Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	Talent Development and Mutual Growth, – 4.1 Employment and Labor Management
	B1.1 Total workforce by gender, employment type (for example, full – or part-time), age group and geographical region.	Talent Development and Mutual Growth, – 4.1 Employment and Labor Management
	B1.2 Employee turnover rate by gender, age group and geographical region.	Talent Development and Mutual Growth, – 4.1 Employment and Labor Management
B2 Healthy 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 Development and Mutual Growth – 4.2 Health and Safety
	B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Talent Development and Mutual Growth – 4.2 Health and Safety
	B2.2 Lost days due to work injury.	Talent Development and Mutual Growth – 4.2 Health and Safety
	B2.3 Description of occupational health and safety measures adopted, how they are implemented and monitored.	Talent Development and Mutual Growth – 4.2 Health and Safety

Aspect	Key Performance Indicator	Disclosure section
B3 Development and Training	General Disclosure Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities. Note: Training refers to vocational training and may include internal and external courses paid for by the employer.	Talent Development and Mutual Growth – 4.3 Development and Training
	B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Talent Development and Mutual Growth – 4.3 Development and Training
	B3.2 The average training hours completed per employee by gender and employee category.	Talent Development and Mutual Growth – 4.3 Development and Training
B4 Labor 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 children and forced labor.	Talent Development and Mutual Growth, – 4.1 Employment and Labor Management
	B4.1 Description of measures to review employment practices to avoid child and forced labor.	Talent Development and Mutual Growth, – 4.1 Employment and Labor Management
	B4.2 Description of steps taken to eliminate such practices when discovered.	Talent Development and Mutual Growth, – 4.1 Employment and Labor Management

Appendix

Aspect	Key Performance Indicator	Disclosure section
B5 Supply Chain Management	General Disclosure Policies on managing environmental and social risks of the supply chain.	Responsible Procurement, Source of Excellence
	B5.1 Number of suppliers by geographical region.	Responsible Procurement, Source of Excellence
	B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	Responsible Procurement, Source of Excellence
	B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Responsible Procurement, Source of Excellence
	B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Responsible Procurement, Source of Excellence

Aspect	Key Performance Indicator	Disclosure section
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 Healthcare, Health Protection
	B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Quality Healthcare, Health Protection – 3.1 Service Quality and Medical Safety
	B6.2 Number of products and service-related complaints received and how they are dealt with.	Quality Healthcare, Health Protection – 3.1 Service Quality and Medical Safety
	B6.3 Description of practices relating to observing and protecting intellectual property rights.	Quality Healthcare, Health Protection – 3.2 Innovative R&D and Intellectual Property Management
	B6.4 Description of quality assurance process and recall procedures.	Quality Healthcare, Health Protection – 3.1 Service Quality and Medical Safety
	B6.5 Description of consumer data protection and privacy policies, how they are implemented and monitored.	Quality Healthcare, Health Protection – 3.3 Privacy Protection and Information Security

Appendix

Aspect	Key Performance Indicator	Disclosure section
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.	Fairness and Integrity, Honesty as the Foundation
	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.	Fairness and Integrity, Honesty as the Foundation
	B7.2 Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Fairness and Integrity, Honesty as the Foundation
	B7.3 Description of anti-corruption training provided to directors and staff.	Fairness and Integrity, Honesty as the Foundation
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 Welfare Action, Giving Back to the Community
	B8.1 Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport).	Public Welfare Action, Giving Back to the Community
	B8.2 Resources contributed (e.g. money or time) to the focus area.	Public Welfare Action, Giving Back to the Community


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