



朝聚眼科
CHAOJU EYE CARE



2024

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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Report Preparation Notes

This report is the fourth *Environmental, Social and Governance Report* released by Chaoju Eye Care Holdings Limited that aims to disclose the efforts and progresses of the Company's adherence to concepts, establishment of management methodologies, execution of activities, and accomplishments pertaining to ESG-related issues in the operation to stakeholders such as investors.

Scope of the Report

The scope of this report covers Chaoju Eye Care Holdings Limited and its subsidiaries (hereinafter referred to as "Chaoju Eye Care", "the Group", and "the Company"). Unless expressly indicated otherwise, the scope of this report is consistent with that of the consolidated financial statements of the corresponding period of Chaoju Eye Care (stock code: 02219).

List of Company Names and Abbreviations Used in This Report

Full company name	Abbreviation used in this report
Chaoju Eye Care Holdings Limited	Chaoju Eye Care/the Group/the Company
Baotou City Chaoju Eye Hospital Co., Ltd.	Baotou Hospital
Jiaxing Chaoju Eye Hospital Co., Ltd.	Jiaxing Hospital
Hulunbuir Chaoju Eye Hospital Co., Ltd.	Hulunbuir Hospital
Chengde Chaoju Eye Hospital Co., Ltd.	Chengde Hospital
Baotou City Kunlun Chaoju Eye Hospital Co., Ltd.	Baotou Kunlun Hospital
Hohhot Chaoju Eye Hospital Co., Ltd.	Hohhot No.2 Hospital
Beijing Chaoju Ophthalmic Clinic Co., Ltd.	Beijing Clinic
Chaoju (Chifeng) Eye Hospital Co., Ltd.	Chifeng Hospital
Chaoju (Inner Mongolia) Eye Hospital Co., Ltd.	Hohhot Hospital

Note: The table above lists only the subsidiaries and affiliated hospitals mentioned in the report, and is not the complete list of subsidiaries of Chaoju Eye Care.



Reporting Period

This report covers the period from January 1, 2024 to December 31, 2024. Unless expressly indicated otherwise, all data herein pertains to this period.

Basis of the Report

This report is prepared with reference to the *Environmental, Social and Governance Reporting Guide* (the version that has taken effect from December 31, 2023) of the SEHK.

Data Description

The data and cases in this report are derived from the formal records of the actual operations of the Company.

The financial data in this report is denominated in RMB. In the event of any discrepancy between the financial data and the Company's annual report, the latter should prevail.

Access to the Report

This report is disclosed in digital format, and is accessible on the stock exchange's designated information disclosure platform (<http://www.hkexnews.hk/>) and via the Company's official website (<http://www.chaojueye.com/>) for online reading or download.

Contact Us

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Report Preparation Principles

Materiality

The Company identified the operation-related material issues to the concern of stakeholders such as investors, which are highlighted in this report. While reporting the material issues, this report also focuses on the industrial features of the



Company's operation and the geographical features of the region where it operates. For the analysis process and results of the material issues, please refer to "1. About Chaoju Eye Care" herein. In addition, this report highlights the environmental, social and governance matters that may have a significant impact on investors and other stakeholders.

Accuracy

This report endeavors to ensure the accuracy of the information herein. The computation of quantitative data elucidates the scope of data, the basis for calculation, and assumptions to mitigate the risk of misguidance due to computational discrepancies. Quantitative data and supplementary notes are elaborated upon in the "Annex I: Quantitative ESG Data Table" herein. The Board of Directors warrants that the contents of this report are free from misrepresentations, misleading statements, or material omissions.

Balance

The contents of this report reflect objective facts and disclose positive and negative information in an unbiased manner. The Company has not identified any adverse events within the scope of this report that were unduly omitted during the Reporting Period.

Clarity

This report is published in both Traditional Chinese and English. In case of discrepancies, please refer to the Traditional Chinese version.

This report includes tables and diagrams to supplement the textual content, facilitating a comprehensive understanding by stakeholders. To expedite access to information, this report incorporates a table of contents and an index of ESG standards.

Quantification and Consistency

This report discloses the key quantitative performance indicators and discloses the historical data wherever possible. This report collects statistics and discloses the same indicators during different Reporting Periods in a consistent manner. Whenever the statistics or disclosure manner changes, such change will be explained clearly in the notes to the Report, so that the stakeholders are permitted to conduct a



reasonable analysis and thereby evaluate the ESG performance level and trend of the Company.

Integrity

This report's disclosure scope is consistent with that of the Company's consolidated financial statements.

Timeliness

This report is an annual report covering the period from January 1, 2024 to December 31, 2024. The Company is committed to promptly publishing the report subsequent to the conclusion of the reporting year, thus furnishing stakeholders with timely information for decision-making purposes.

Verifiability

The data and cases in this report are derived from the original records or financial reports of the actual operations of the Company. The sources and methodologies underpinning the disclosed data are traceable, serving as a foundation for external verification.



1. About Chaoju Eye Care

❖ Company Profile

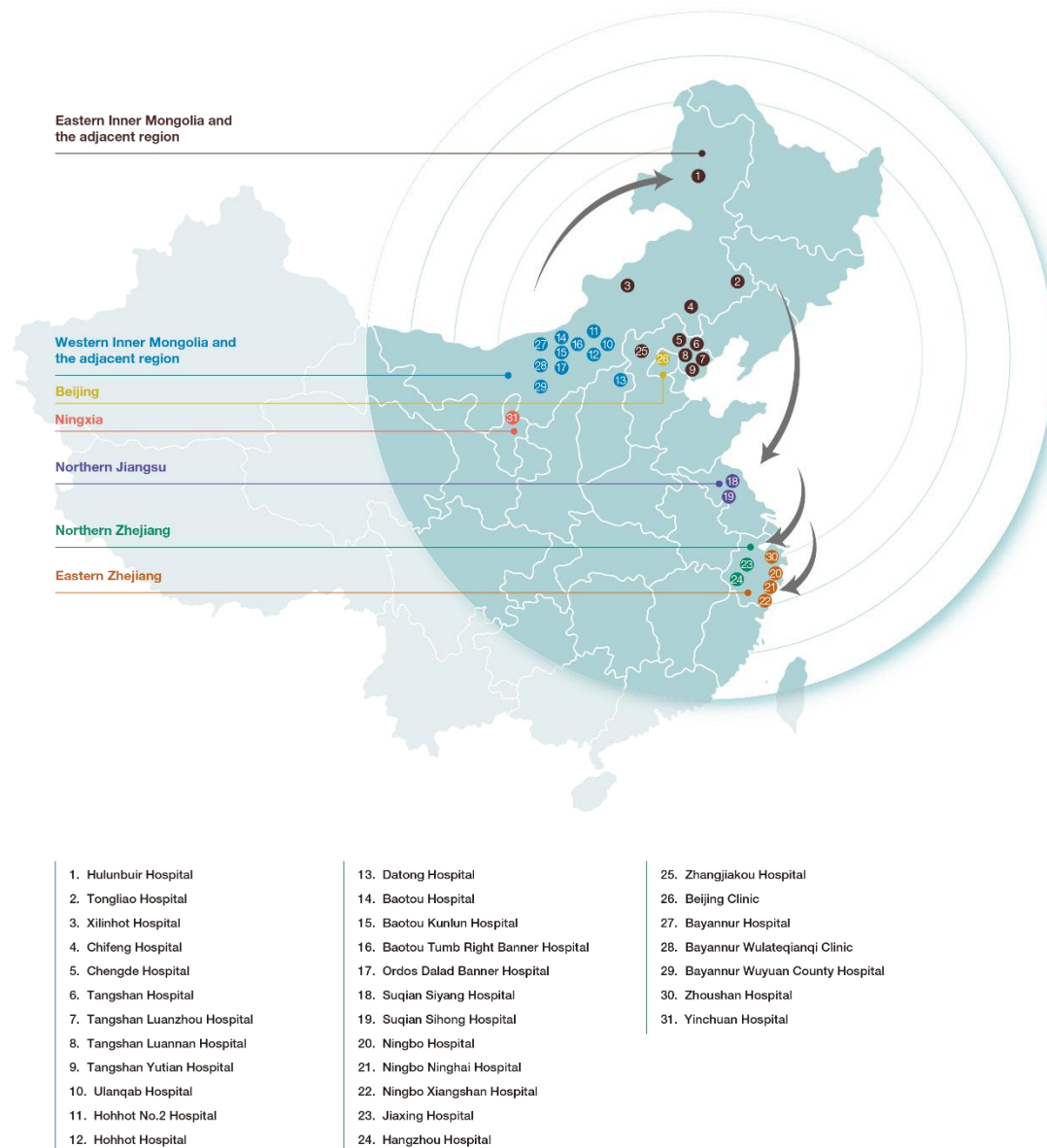
Chaoju Eye Care, inaugurated in Baotou, Inner Mongolia in 1988, is a leading ophthalmic medical service group in Northern China with a strong reputation nationwide. Committing to the vision of "Being a Leader of Happy Ophthalmic Healthcare"(成為全球快樂眼健康引領者), the Group utilizes advanced medical equipment technology and professional, compassionate, person-centered services to furnish patients with a secure, reassuring, and joyful eyecare environment.

With the Group's high-caliber medical professionals as well as equipment and technology, the Group provides patients with consumer ophthalmic services, basic ophthalmic services and other medical services and products related to ophthalmic healthcare, and pays sustained attention to the development of ophthalmic healthcare. By the end of the Reporting Period, the Group established a network consisting of 31 ophthalmic hospitals and 29 optical centers, spanning across seven provinces, municipalities and autonomous regions in China, fulfilling patients' requirements with superior medical services.

Main Business and Layout

Consumer ophthalmic services	<ul style="list-style-type: none">• Treatments and prevention of various types of ophthalmic disorders, including refractive correction (including presbyopia correction), myopia control, dry eye syndrome, ocular plastic surgery and provision of optical products and services.
Basic ophthalmic services	<ul style="list-style-type: none">• Treatments of a wide range of common eye diseases, including cataract, glaucoma, squint, ocular fundus diseases, ocular surface diseases, orbital diseases and pediatric eye diseases.





❖ ESG Management

ESG Management Vision and Strategy

Adhering to the vision of "Being a Leader of Happy Ophthalmic Healthcare", the Group continued to focus on development and value growth in the ophthalmology sector and identified six key areas related to our own operational development. Moreover, we have established the ESG strategies and promoted the implementation of the Group's ESG management to ensure the high-quality development of the Group.



Key Areas of ESG Management



ESG Governance Structure

The Group attaches great importance to environmental, social and governance (ESG) management. It has formulated the *Environmental and Social Responsibility Management System*, and built a top-down three-level ESG governance framework and management mechanism to standardise ESG governance and continuously improve ESG performance. As the highest decision-making level, the Board of Directors is responsible for reviewing the ESG strategy and supervising major risks. The ESG Committee, led by the Board of Directors, is responsible for formulating ESG policies, regulating risks and promoting the achievement of goals. Each department of the Group and its subordinate units are responsible for the specific implementation and reporting to ensure that ESG work is integrated into daily operations.

ESG Governance Structure

Responsibility Subject	Duties
Board of Directors	<ul style="list-style-type: none"> • Review ESG strategies, goals, and business integration paths • Make decisions on major ESG risks



Responsibility Subject	Duties
	<ul style="list-style-type: none"> Review ESG information disclosed to the public (such as reports and statements) Evaluate the progress of ESG goals, with a focus on reviewing the achievement of "zero accidents" in occupational health and safety, improvement in energy and water consumption efficiency, and optimisation of waste and emissions intensity Analyse the impact of ESG performance on healthcare service quality, operational efficiency, and cost control
ESG Committee	<ul style="list-style-type: none"> Develop and review ESG issues and strategies, prioritise ESG issues Identify and regulate potential ESG risks in daily operations (including risks to the Group's business) Approve the disclosure of the annual ESG report, etc. Develop ESG goals, including occupational health and safety, energy management, water resource management, emissions management, and addressing climate change, and regularly review and evaluate progress towards these goals
Departments at headquarters, affiliated hospitals and optical centers	<ul style="list-style-type: none"> Manage and implement ESG work within the scope of responsibilities Report ESG work to the Board of Directors

Stakeholder Communication and Material Issue Identification

The Group is committed to establishing communication mechanisms with stakeholders, which are defined as individuals or groups that affect or are affected by our operations, including shareholders and investors, patients, government and regulatory authorities, employees, suppliers, and the public.

The Group communicates with stakeholders through websites, media,



conferences, reports, events and other channels, striving to know and meet their expectations and demands. The Group also incorporates the issues of concern of stakeholders into the Group's operation and decision-making process in an effort to enhance the Group's operational management capabilities and sustainable development capabilities.

Communication with Stakeholders

Key Stakeholders	Issues of Concern	Communication Modes
Shareholders and Investors	<ul style="list-style-type: none"> ● Corporate governance ● Business Ethics ● Risk management ● Research and Innovation 	<ul style="list-style-type: none"> ● Shareholders' meeting ● Anti-corruption training ● Announcements and circulars ● Financial reports ● Journal articles
Patients	<ul style="list-style-type: none"> ● Medical service management ● Medical quality and safety ● Information security and privacy protection ● Research and innovation ● Access to medical services 	<ul style="list-style-type: none"> ● Patient consultation and complaint handling ● "One doctor, one patient" service paradigm ● Journal articles ● Volunteer medical consultation and vision screening
Government and Regulatory authorities	<ul style="list-style-type: none"> ● Compliance operations ● Business Ethics ● Medical service management ● Medical quality and safety ● Pharmaceutical quality management ● Climate change response 	<ul style="list-style-type: none"> ● Participation in regulatory meetings and correspondence ● Anti-corruption training ● Signing of <i>Anti-commercial Bribery Agreements</i> and <i>Anti-fraud Agreements</i> ● Patient consultation



Key Stakeholders	Issues of Concern	Communication Modes
		<p>and complaint handling</p> <ul style="list-style-type: none"> ● Medical quality enhancement training
Employees	<ul style="list-style-type: none"> ● Human capital development ● Employee rights and benefits ● Occupational health and safety 	<ul style="list-style-type: none"> ● Employee training system ● Internal training and expatriate learning ● Employee condolences ● Monitoring of occupational hazards
Suppliers	<ul style="list-style-type: none"> ● Supply chain management ● Compliance operations ● Business Ethics ● Medical quality and safety 	<ul style="list-style-type: none"> ● Supplier evaluations and routine communication ● Signing of <i>Anti-commercial Bribery Agreements and Anti-fraud Agreements</i> ● Anti-corruption training
Community and Public	<ul style="list-style-type: none"> ● Emissions management ● Resource management ● Access to medical services ● Community and public welfare 	<ul style="list-style-type: none"> ● Volunteer medical consultation and vision screening ● Dissemination of health education

In 2024, the Group followed "The principle of materiality" in the *ESG Guide* issued by The Stock Exchange of Hong Kong Ltd. ("SEHK") to conduct material issue analysis based on our own business and operating characteristics.

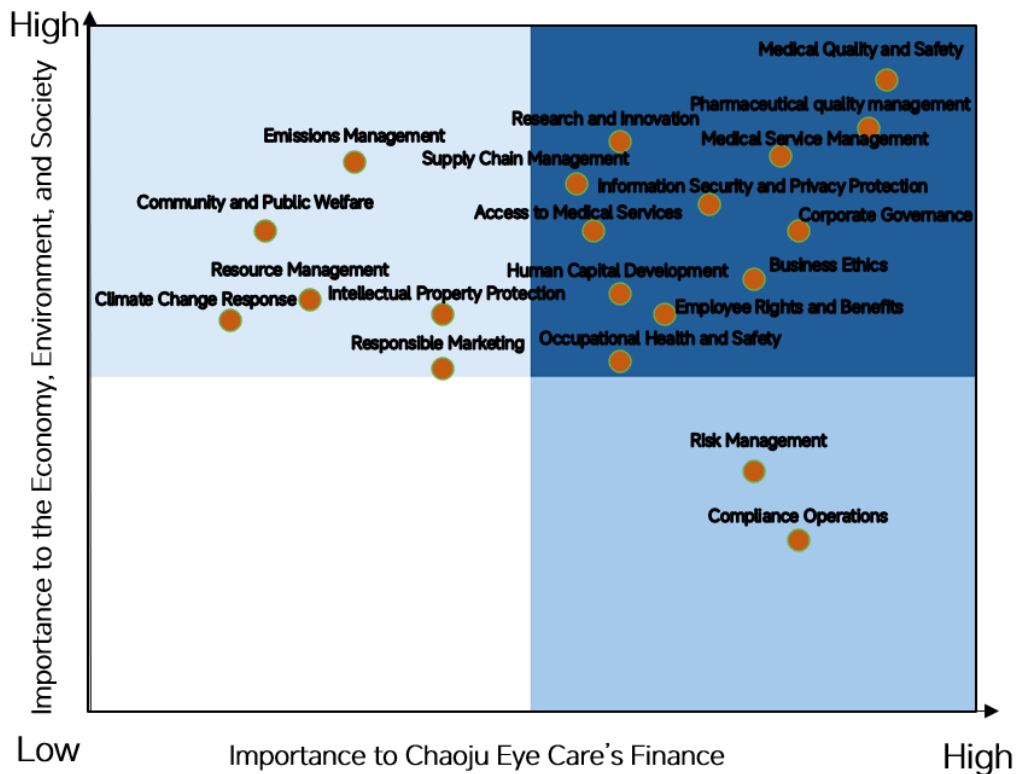


Material Issue Analysis Procedure

Identify	<ul style="list-style-type: none">● Analyze Chinese macro policies and industry news;● Summarize and analyze the <i>Environmental, Social and Governance Reporting Guide</i> (the version that has taken effect from December 31, 2023) of the SEHK and other standards;● Analyze the Company's strategic orientation, business undertakings, and practical emphases to pinpoint pertinent issues.
Communicate and sort	<ul style="list-style-type: none">● Analyze material issues through communication with internal stakeholders and based on the opinions of external experts;● Evaluate issues based on the synthesized outcomes of expert analyses, focusing on their substantive impacts on economic, environmental, and social dimensions as well as their effects on stakeholders.
Analyze and report	<ul style="list-style-type: none">● Develop a matrix of material issues predicated on evaluative outcomes to classify the importance of issues in a hierarchical manner;● Review and validate issues of high materiality by the Board of Directors, and disclose these issues in annual ESG reports.



Matrix of Material Issues



❖ External Honours and Recognition

- Chaoju Eye Care won the 2024 New Quality Productivity Enterprise Award.
- Chaoju Eye Care Group won the Model Province (Region) Award for China's Cataract Relief and Poverty Alleviation Mobile Ophthalmic Surgery Vehicle.
- Chaoju (Inner Mongolia) Eye Hospital Co., Ltd. was awarded the honorary titles of "Advanced Team" and "Advanced Hospital" in the "Dual-capital Health Action".
- Chaoju (Inner Mongolia) Eye Hospital Co., Ltd. won the "Excellent Organisation Award" in the 2nd Health Science Popularisation Works Collection Competition of Hohhot.
- Chaoju (Inner Mongolia) Eye Hospital's Cataract Department was awarded the "National Workers Pioneer" honour.
- Chaoju (Chifeng) Eye Hospital Co., Ltd. was awarded the "Civilised Unit" honour in Chifeng City.
- Chaoju (Chifeng) Eye Hospital Co., Ltd. was awarded the "Humanitarian Good Partner" honour.



- Chaoju (Chifeng) Eye Hospital Co., Ltd. was awarded the "Statistical Integrity Enterprise" honour.
- Baotou City Chaoju Eye Hospital Co., Ltd. was awarded the first batch of Western Socially-run Medical Benchmark Hospitals.
- Baotou City Chaoju Eye Hospital Co., Ltd. was awarded the Backbone-level Unit in the China Capability Building Alliance for Myopia Prevention & Control (CAMP).
- Baotou City Chaoju Optometry Correction Eyeglasses Co., Ltd. was awarded the "Inner Mongolia Autonomous Region Honest Metering Demonstration Unit" honour.
- Glaucoma Department of Baotou City Chaoju Eye Hospital Co., Ltd. and Chaoju (Inner Mongolia) Eye Hospital Co., Ltd. were awarded the "Demonstration Centre for Glaucoma Standardised Diagnosis and Treatment Centre Construction Project" honour.
- Xiangshan Chaoju Eye Hospital Co., Ltd. was awarded the "Caring Team" honour.



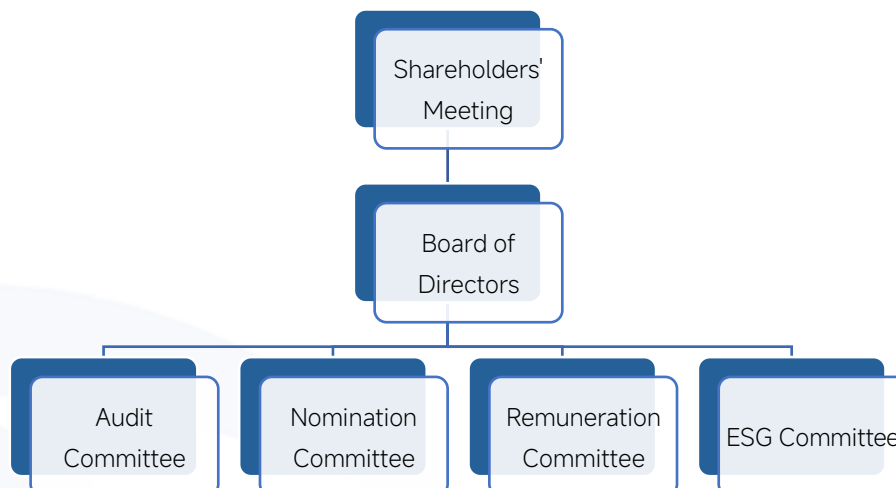
2. Standardized Operation and Strengthened Corporate Governance

❖ Corporate Governance

Governance Framework

The Company strictly abides by the *Cayman Islands Companies Act* (《開曼群島公司法》), the *Company Law of the People's Republic of China* (《中華人民共和國公司法》), the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited* (《香港聯合交易所有限公司證券上市規則》) and other relevant laws and regulations, and has formulated the *Memorandum and Articles of Association of Chaoju Eye Care Holdings Limited* (hereinafter referred to as the Articles of Association), the *Terms of Reference of the Nomination Committee of the Board of Directors of Chaoju Eye Care Holdings Limited*, the *Terms of Reference of the Remuneration Committee of the Board of Directors of Chaoju Eye Care Holdings Limited* and the *Terms of Reference of the Audit Committee of the Board of Directors of Chaoju Eye Care Holdings Limited*, and other management systems. Besides, the Company has also established a corporate governance framework composed of the shareholders' meeting, the Board of Directors and its special committees and management. The operation norms were effectively upheld, and all special committees have fulfilled their responsibilities.

Corporate Governance Framework



The Group convenes the shareholders' meetings and board meetings to guarantee successful operations of the Group according to the *Articles of Association*



and other system documents. In 2024, the shareholders' meeting and the Board of Directors carried out management and decision-making according to laws and regulations, and all special committees performed their duties to further achieve standardized management and benign development.

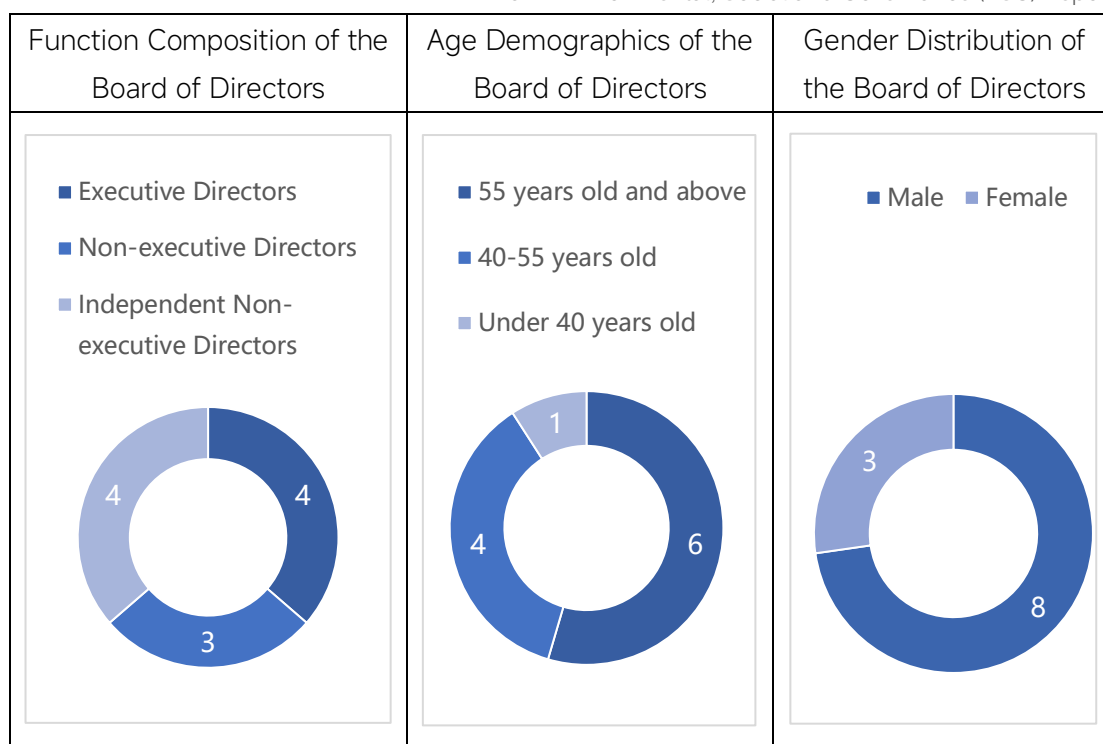
2024 Meetings Overview

- 1 Shareholders' meeting
- 4 Board meetings
- 6 Meetings of special committees of the Board of Directors

The Group has adopted and implemented the *Board Diversity Policy* to sustain its competitive advantage, foster sustainable development, and respond to the dynamic shifts within the commercial environment. The Group seeks to achieve diversity of the Board of Directors through the consideration of a number of factors when selecting candidates to the Board of Directors, including but not limited to professional experience, skills, knowledge, gender, age, cultural and educational background, ethnicity and year of work experience.

By the end of the Reporting Period, the Board of Directors consists of 11 members, including four executive directors, three non-executive directors and four independent non-executive directors, with a total of three female directors. The directors also have degrees in various fields including clinical medicine, public healthcare, business management, financial management, finance, economics, accounting and law.





Information Disclosure

Adhering to fairness, the Group performs its obligations for information disclosure in strict accordance with the laws and regulations of its place of registration and operation, as well as the relevant provisions of the Securities and Futures Commission (SFC) and the SEHK to fulfil information disclosure obligations, enhance the information disclosure quality and comprehensively protect the interests of investors.

The Group has formulated management systems such as the *Rules Regulating Information Disclosure* and the *Management system for Internal Information Transmission* to standardize the information disclosure. Through strategic conferences, investor relation emails, WeChat groups, and among others, the Group proactively and promptly discloses information of significant consequence to the decision-making processes of shareholders and other stakeholders. This initiative bolsters operational and managerial transparency, safeguarding the legitimate interests and rights of investors and shareholders. During the Reporting Period, the Company released a total of 39 announcements.

Communication with Investors

On the basis of information disclosure practices, the Group has established an



array of investor communication mechanisms and channels, to further listen to the suggestions of investors and enhance their comprehension of the Company. During the Reporting Period, interactions with investors were facilitated through face-to-face receptions, virtual communications, and others, actively addressing their inquiries, feedback and suggestions. These efforts collectively contribute to the continuous refinement and elevation of the Company's operational management practices.

❖ Risk Management

Risk Management System

The Group has established a comprehensive risk management framework, instituting an Audit Committee at the level of the Board of Directors and establishing a subordinate Audit and Supervision Department. The Board of Directors, the Audit Committee, the management, the executives and all employees can work together in risk management to accurately identify, carefully assess, dynamically monitor and timely respond to risks such as liquidity risk, market risk and reputation risk in operation.

Risk Management Framework

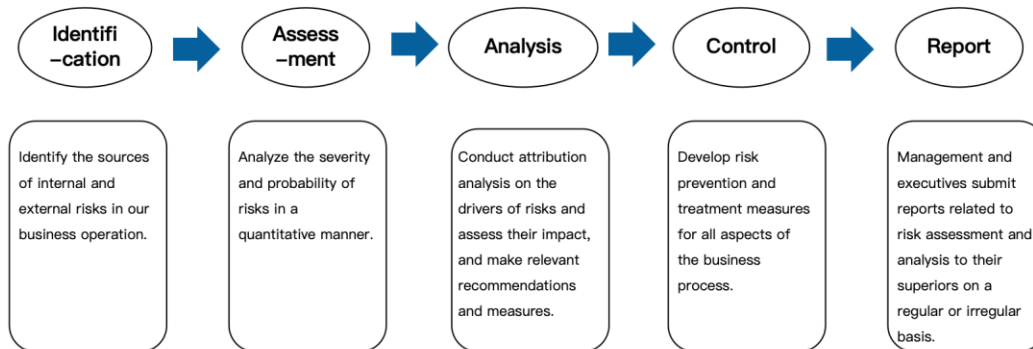


The Group has established a sound risk management procedure, requiring all relevant departments to accurately identify, carefully assess, dynamically monitor



and timely respond to risks within the scope of their duties, and perform their responsibility of risk control.

Risk Management Procedure



Internal Control

The Group adheres to a risk management-oriented approach, strictly complying with the *Corporate Governance Code* and other regulatory requirements. The Group has developed the *Management System for Decision-making on Major Matters* and the *Audit Rectification Management Measures*, which clearly define the responsibilities and duties of the audit rectification personnel, rectification procedures, methods, assessment, accountability, and penalties, establishing an internal control system to regulate the Group's business and investment activities and enhance overall risk prevention capabilities.

Each year, the Group evaluates its internal control through self-inspections, checks, tests, verifications, interviews, and discussions. Combined with internal audits of subsidiaries and optical centres, the Group evaluates its business management and control and confirms whether there are any internal control deficiencies within the evaluation scope. During the Reporting Period, no significant internal control deficiencies were identified.

During the Reporting Period, the Group carried out 16 special audits, departure, and operational audits. The audit covered areas such as medical income and costs, procurement and payments, financial management, capital, human resources, and comprehensive administration. All issues identified during the audits have been rectified.



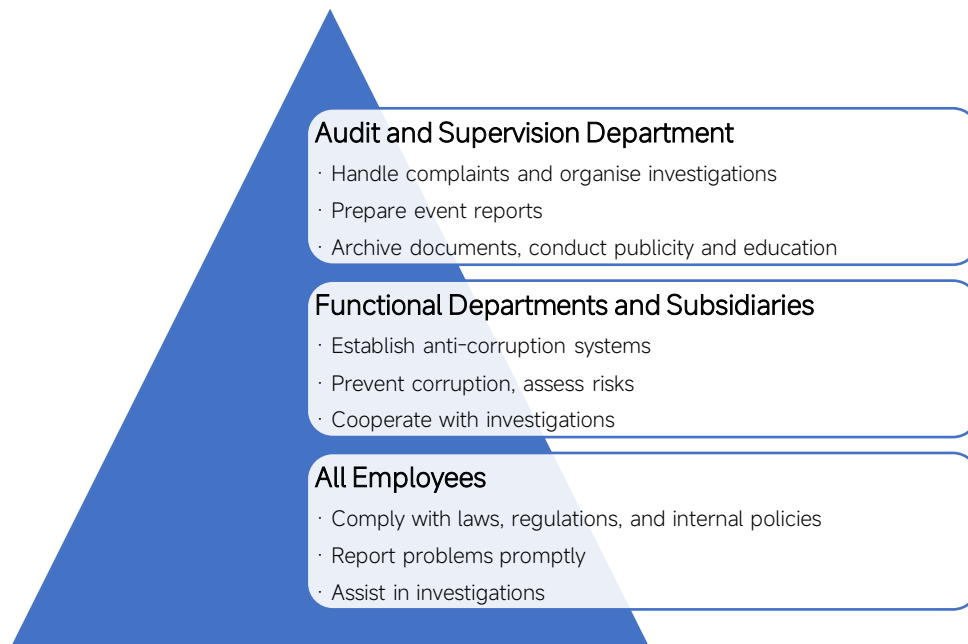
❖ Business Ethics

Business Ethics Management System

The Group strictly complies with the *Criminal Law of the People's Republic of China*, *Anti-Unfair Competition Law of the People's Republic of China*, *Anti-Money Laundering Law of the People's Republic of China*, and the *Nine Principles of Honest Practice of Medical Institution Staff*. The Group is committed to a zero-tolerance policy towards corruption, bribery, money laundering, unfair competition, fraud, conflicts of interest, and other violations of business ethics. We always take strict measures to prevent the above-mentioned activities.

The Group has formulated the *Measures for the Administration of Anti-Fraud Work* and established a comprehensive anti-corruption management system to clearly define the division of responsibilities for managing business ethics and to regulate the professional conduct of all employees, particularly middle and senior management personnel, and urge all employees to strictly abide by professional ethics, laws and regulations as well as company rules and regulations to prevent behaviours that damage the interests of the Group, shareholders, patients and all stakeholders.

Business Ethics Management Structure



Business Ethics Management Measures

To continuously strengthen the Group's internal focus on business ethics, the Group regularly conducts business ethics training for all employees, including Board of Directors members and management, through diversified methods such as training sessions, lectures, and promotional materials. This helps all employees establish correct values, develop professional qualities of honesty, integrity, and self-discipline, and fosters a healthy corporate culture and a positive work environment.

The Group places great importance on anti-corruption management for suppliers and partners. During the bidding and procurement process, the Group strictly follows the *Regulations on the Implementation of the Bidding Law of the People's Republic of China* and other relevant laws and regulations. The Group prohibits members of the Tender Evaluation Committee from accepting financial or other benefits from bidders. Additionally, the Group signs the *Anti-commercial Bribery and Anti-fraud Agreements* with all suppliers and issues the *Integrity Self-Discipline Notification Letter* to suppliers, conveying anti-corruption principles and concepts to reduce the risk of corruption during the bidding and procurement process.

Complaint Handling Procedure

To promptly identify issues related to business ethics and minimise the damage and harm caused by corruption, the Group has established various channels such as a whistleblowing hotline, email, and letters to receive information on reported ethical violations, or actual or suspected fraudulent activities. After receiving a report, the Audit and Supervision Department shall promptly register it and create a case record. For reports that require investigation, an investigation will be initiated based on the circumstances, and accountability will be pursued. The Audit and Supervision Department will provide feedback to the whistleblower, regardless of whether an investigation is initiated, including reasons if no investigation is conducted.

The Group implements measures to protect the privacy and rights of whistleblowers, prohibiting any illegal discrimination or retaliatory actions. Any personnel who violate this, by disclosing complaint or whistleblower information or retaliating against complainants or whistleblowers, will be subject to appropriate administrative penalties, up to and including termination of employment. If criminal laws are violated, the case will be referred to the judicial authorities for processing.



During the Reporting Period, the Group did not experience any incidents of corruption, bribery, extortion, fraud, or money laundering, nor were there any lawsuits related to corruption.



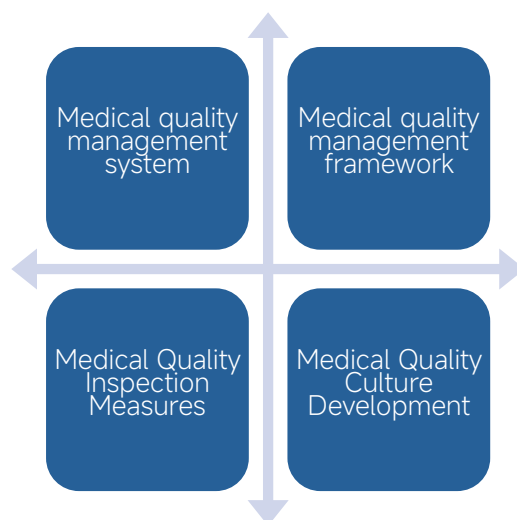
3. Serving Patients and Improving Medical Quality

❖ Medical Quality Management

Medical Quality Management System

The Group strictly abides by the laws and regulations such as the *Law on Licensed Doctors of the People's Republic of China* (《中華人民共和國醫師法》), the *Medical Quality Management Measures* (《醫療質量管理辦法》), *Measures for the Surgery Grade Management in Medical Institutions* (《醫療機構手術分級管理辦法》), and other laws and regulations, providing friendly, high-quality, full-cycle eye health services and continuously improving the level of medical quality management to effectively ensure the safety and stability of the Group's medical services.

Medical Quality management system



In the pursuit of standardizing medical services and elevating medical quality and safety, the Group, guided by applicable laws, regulations, and the operational realities of its hospitals, has formulated a number of medical quality control procedures and standardized clinical practice guidelines, including *Medical Quality Management Measures* and the *Surgery Grade Management System*. During the Reporting Period, the Group revised the *Medical Quality Management Measures* and the *Regulation on the Prevention and Handling of Medical Disputes*, and updated the *Measures for the Surgery Grade Management in accordance with the Notice by the General Office of the National Health Commission on Printing and Distributing the Measures for the Surgery Grade Management in Medical Institutions* (《國家衛生健康委辦公廳關於印發醫療機構手術分級管理辦法的通知》), thereby refining the Group's



medical management system. On the basis of the Group's management system, each hospital tailors and refines its management systems to align with local requirements and its specific circumstances.

The Group has established a medical quality management framework at three levels: the Group, the hospitals and the departments. The Group also continuously promotes the development of medical quality control to provide patients with high-quality medical services. The Group uses a combination of external and internal experts to form a Medical Quality Control Committee, which is responsible for providing technical support for our medical quality control work, making quality control decisions and organizing medical quality assessments.

Medical Quality Management Framework

Medical Quality Department (the Group)	<ul style="list-style-type: none"> Responsible for the establishment of group medical quality management and control system, improve medical quality control and continuously improve on system and working mechanism. Supervise and guide hospitals on the implementation of medical quality management rules and regulations.
Medical Quality Management Committee (Hospital)	<ul style="list-style-type: none"> Responsible for the planning of hospital quality management and control, the implementation of relevant system management and assessment, and urge all business units to carry out quality control of the department.
Medical Quality Management Team (Department)	<ul style="list-style-type: none"> Formulate the implementation plan for annual quality control of the department, implement various rules and regulations, organize and carryout medical quality management and control of the department.

The Group undertakes periodic medical quality management and evaluations across its hospitals to perpetually refine the standard of medical services, guaranteeing their safety, efficacy, appropriateness and timeliness. The Group executes the *Regional Medical Quality Management Implementation Scheme*, building upon the existing medical quality management framework to institute a regionalized management approach, facilitating comprehensive regional medical quality management.



Where medical quality issues or potential risks are detected, the Group takes prompt and effective rectification measures. For acute medical quality challenges in hospitals, the Group's Medical Quality Department and regional medical quality representatives provide on-site guidance and support for risk incident resolution. Moreover, for inquiries related to daily medical quality management within hospitals, the Group's Medical Quality Department and regional medical quality staff offer online consultation and resolution services.

Medical Quality Inspection Mechanism

The Group's Medical Quality Department	Regional Medical Quality Management Staff	Hospital Leadership
<ul style="list-style-type: none"> Conduct biannual on-site medical quality inspections across all hospitals, providing immediate guidance on identified issues and ensuring continuous follow-up. 	<ul style="list-style-type: none"> Carry out quarterly on-site medical quality inspections, offering direct guidance on issues encountered, maintaining continuous follow-up, and reporting findings to the Group's Medical Quality Department. 	<ul style="list-style-type: none"> Undertake monthly on-site medical quality inspections, promptly addressing discovered issues with ongoing follow-up, conducting medical quality analysis quarterly, and reporting inspection outcomes to both regional departments and the Group.

Medical Quality Culture Development

To comprehensively enhance the level of medical services, the Group conducts regular and thematic training on medical service quality and safety for medical and nursing staff. Monthly medical quality management training sessions cover topics such as medical quality management policies, medical administration systems, and medical quality analysis, targeting medical quality management personnel across all hospitals. During the Reporting Period, the Group organized training sessions on anesthesia quality management, medical quality management systems, and interpretation of annual medical quality indicators for hospital directors, quality



directors, and departmental staff involved in medical quality, with each session engaging over 80 participants. Upon the introduction or revision of medical quality-related regulations, the Group's Medical Quality Department conducts both online and offline training for the medical staff involved, requiring affiliated hospitals to organize follow-up detailed training activities.

The Group has established a medical quality incentive mechanism, introducing annual assessment awards such as the Day Surgery Special Promotion Award, Advanced Collective Award for Comprehensive Assessment of Medical Quality Management, Medical Quality Improvement Award, Best Cataract Surgery Quality Award, Best Cataract Surgery Technique Award, and Special Individual Award for Medical Quality Management. These awards reward hospitals and individuals that meet standards, driving continuous improvement in medical quality.

Intractable Disease Treatment

For cases of certain complexities in diagnosis and treatment, the Group has formulated the *Implementation Plan for the Intractable Diseases Consultation Center* and the *Difficult Cases Discussion System* to strengthen the management of complicated cases consultation, standardize the discussion of complicated cases, strengthen the communication between disciplines and between doctors, improve the clinical diagnostic thinking and skills of medical staff, enhance the quality of medical services, and help patients get accurate diagnoses and effective treatment on time.

The Group has set up an Intractable Diseases Consultation Center, determining the specific time for expert consultation according to the disease conditions and requirements of the patient, and managing the consultation process. Moreover, the Group plans to establish remote consultation centers in a standardized manner to improve the accessibility of high-quality eye care services and protect the eye health of more patients.

2024 Medical Service Quality and Safety Goals and Progress

Annual goals	Result
The mortality rate of unaccountable fatal and blinding events/low-risk diseases	<0.002%



shall not exceed 0.002%	
There are no outbreak events of infection	Not occurred
The incidence of Class I incision infectious endophthalmitis is less than 0.02%	<0.02%

❖ Assurance of Medical Safety

Management of Medication Safety

The Group strictly abides by the *Drug Administration Law of the People's Republic of China* (《中華人民共和國藥品管理法》), *Pharmacopoeia of the People's Republic of China 2020* (《中華人民共和國藥典（2020 版）》), and associated legal and regulatory frameworks, and has formulated the *Drug Administration Measures*, the *Management System for High-Risk Drugs*, the *Adverse Drug Reaction Monitoring and Reporting System*, the *Special Drug Management System*, the *Adverse Drug Reaction Monitoring System*, the *Management System for Safe Use of Drugs*, the *Management and Monitoring System for the Clinical Use of Antimicrobial Agents*, establishing a systematic mechanism for the administration and preservation of medications.

During the Reporting Period, the Group introduced and piloted a rational medication management system, enhancing routine prescription review management efforts. Monthly, it organized antimicrobial, pediatric medication, and glucocorticoid prescription reviews across its hospitals, aggregating relevant data and outcomes for reporting. During the Reporting Period, the Group focused on key medication usage metrics, which showcased positive reflections of the situation.

Key Medication Usage Metrics

Key Indicators	2024 Data
Percentage of rational prescription in outpatient services	97.96%
Compliance rate for special review of pediatric prescriptions	99.59%
Utilization rate for systemic antimicrobial agents	0.004%



Key Indicators	2024 Data
Utilization rate for systemic glucocorticoid medications	0.01%
Percentage of rational orders for hospitalized services	99.91%

Management of Medical Device Safety

The Group strictly abides by the *Regulations on the Supervision and Administration of Medical Devices* (《医疗器械监督管理条例》), the *Medicinal Product Administration Law of the People's Republic of China* (《药品管理法》), *Interim Regulations on the Administration of Pharmaceutical Affairs in Medical Institutions* (《医疗机构药事管理暂行规定》), and other relevant laws and regulations. It has developed the *Charter for the Pharmaceutical and Medical Device Management Committee* and the *Detailed Rules for Pharmaceutical and Medical Device Management*, and others.

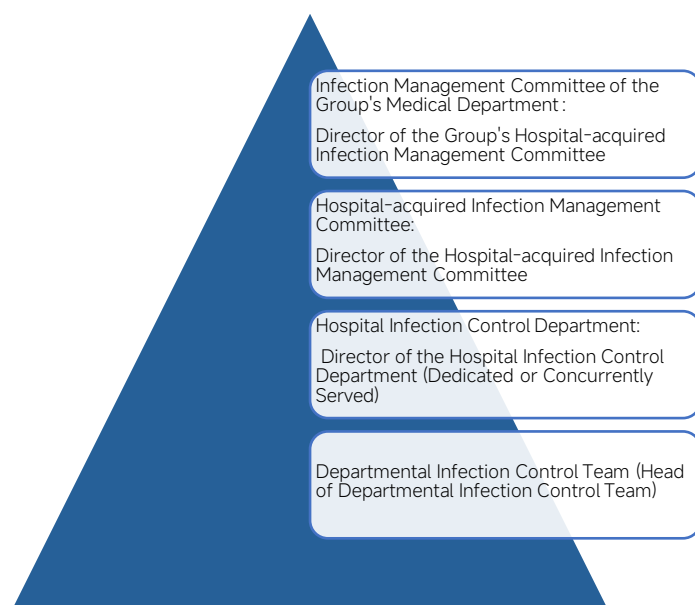
In the utilization of medical devices, the Group is committed to selecting premium medical supplies and reviewing the business licenses of suppliers, medical device operation permits, manufacturers' business licenses, production record licenses, record certificates, registration certificates for medical devices, and health permits for disinfection product manufacturers to assure the safety and reliability of medical devices.

Hospital Infection Control

The Group formulated management systems such as the *Hospital-Acquired Infection Management and Control Manual*, established an organizational framework for the management of infection in hospitals, and standardized the management of hospital-acquired infections from top to bottom, so as to prevent iatrogenic infections to medical staff and other patients during diagnosis, experimentation, and nursing work.



Organizational Framework for the Management of Infection in Hospitals



At the same time, the affiliated hospitals of the Group carry out regular surveys on the current rate of infection and prospective surveys, carry out targeted surveillance of high-risk groups, high-risk factors and multi-drug resistant bacteria in a purposeful and planned manner, analyze and evaluate problems in a timely manner, summarize lessons learned and make continuous improvements to our work. In addition, the affiliated hospitals regularly carry out hospital-acquired infection training for employees to further enhance the awareness of medical staff in the prevention and control of hospital-acquired infection.

Hospital-acquired Infection Training Categories

Objects	Training Frequency and Content
Newly recruited medical staff	<ul style="list-style-type: none"> The training on basic knowledge of hospital-acquired infection is carried out every six months.
Medical and nursing technicians, laborers, marketers and other personnel	<ul style="list-style-type: none"> The comprehensive management knowledge of hospital-acquired infection is carried out once a month including hand hygiene, medical waste, disinfection and isolation.
Care workers, cleaners, security guards and other personnel	<ul style="list-style-type: none"> Training is carried out every six months to help employees strengthen their own protection and improve the hospital-acquired infection prevention and control capabilities.



Meticulous Efforts to Strengthen Infection Control Defenses, Multi-Dimensional Actions to Safeguard Medical Safety — Jiaxing Hospital Infection Control Practices

Under the leadership of the Hospital Infection Control Management Committee, Jiaxing Chaoju Eye Hospital guides each department to manage according to the *Department Infection Management Manual* and updates the *Hospital Infection Management System* at the beginning of each year based on the actual situation of the hospital.

Jiaxing Hospital conducts monthly inspections and supervision of aseptic techniques, medical waste management, hand hygiene, disinfection and sterilisation, etc., in accordance with the hospital infection management quality inspection and assessment standards. Any identified issues are promptly rectified to ensure smooth progress of infection control work. During the Reporting Period, Jiaxing Hospital underwent two quality control inspections from the Group's Zhejiang area and two from the Group's headquarters, all of which were completed with required corrective actions.

During the Reporting Period, Jiaxing Hospital held four Hospital Infection Safety Committee meetings, where infection-related issues were reported and rectified. Additionally, four hospital-wide training and assessments on hospital infection knowledge were conducted, covering basic knowledge of hospital infection, hand hygiene, standard precautions, medical waste management, and occupational exposure protection. A total of 320 participants attended the training, with 286 completing the assessment, achieving an average score of 90.

Management of Medical Quality Adverse Events

To fortify the management of medical safety adverse events and standardize the event reporting, the Group has developed the *Medical Safety (Adverse) Event Reporting and Management System* based on the *Ten Patient Safety Goals* issued by the China Hospital Association, and the Group divides medical safety adverse events into Levels I-IV, and formulates corresponding management requirements according to different levels of medical safety adverse events.



Medical Safety Adverse Event Classification

Level	Medical Safety Adverse Events
Level I	<ul style="list-style-type: none"> Warning events or alarm events, which are unanticipated deaths of patients or permanent loss of function due to unnatural disease progression
Level II	<ul style="list-style-type: none"> Adverse event or error event refers to the damage to the patient's body and function caused by the treatment activity rather than the disease itself in the course of medical treatment of the disease.
Level III	<ul style="list-style-type: none"> No-consequence event or critical event although the fact of the error occurred but did not cause any damage to the patient's body and function, or have minor consequences without any treatment can be fully recovered from adverse medical safety events.
Level IV	<ul style="list-style-type: none"> Hidden events or attempted events that did not cause harm due to timely detection or errors that were discovered and corrected prior to implementation.

For different levels of medical safety adverse events, the Group takes graded handling measures. The Group adheres to the mandatory reporting management of Level I and Level II events, and the encouraging reporting management of Level III and Level IV events. For all medical safety adverse events, the Group rigorously adheres to procedural guidelines, proposing specific remedial measures, timely addressing patients' concerns, and ensuring medical safety.

❖ Medical Service Management

Medical Service Management and Optimisation

The Group places great emphasis on patient satisfaction, actively understanding patient demands, and continuously optimizing medical services. To improve the quality of medical services, the Group has developed various system documents such as the *Annual Service Quality Management Evaluation Guidelines*, *Patient Return Visit System*, *Hospital Complaint Management System*, the *Medical Dispute Prevention and Management Measures*, and the *Service Adverse Event Management System*, all of which regulate medical service processes and provide patients with



high-quality services throughout their entire journey, from admission, consultation, pre-operation to post-operation.

The Group oversees the medical service management of its subsidiaries. During the Reporting Period, the Group organized one offline meeting and four online meetings with service leaders from various hospitals to summarise and analyse service highlights and issues, and to put forward requirements for service management. In addition, the Group launched the "Happy Action Service Plan," requiring hospital service leaders to actively assist hospital directors in providing enjoyable service measures for ophthalmology patients and completed the *Summer Service Suggestions* ophthalmology support action plan, collecting and summarising the enjoyable service initiatives from various hospitals.

Full-Process Medical Services

Outpatient	<ul style="list-style-type: none"> Clearly display and publicise the outpatient and inpatient processes to ensure that every patient understands the steps for medical treatment. The guidance desk and service windows, including both manual and self-service kiosks, follow strict service standards.
Examination	<ul style="list-style-type: none"> Professional medical staff provide guidance and accompany patients for examinations as needed, ensuring the smooth progress of the examination process.
Admission	<ul style="list-style-type: none"> During the patient's stay, their physical condition and psychological needs are closely monitored. If a patient has a birthday, a small gift is given.
Surgery	<ul style="list-style-type: none"> Effective communication with patients is carried out before and after surgery. Additionally, tools such as stress-relief balls are provided to help alleviate pre- and post-surgery tension and anxiety. A comprehensive pain management plan is in place after surgery, which includes education and the use of necessary pain relief measures to ensure the patient's comfort.
Discharge	<ul style="list-style-type: none"> Detailed discharge education is provided to patients upon discharge, including information on post-operative care, follow-up visits, and other important details.
Follow-up	<ul style="list-style-type: none"> Provide regular follow-up services after hospitalization to timely



Visit	understand the patient's recovery progress and offer necessary guidance and advice.
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Medical Service Optimisation Measures

Area	Measures and effectiveness
System improvement	<ul style="list-style-type: none"> Developed new service assessment standards, introduced the <i>Image Management Standard Checklist</i>, and encouraged optical Centres under the Group to improve the <i>Customer Service Management System</i> and other related system documents. Established service quality assessment indicators, with "zero service complaints" as a key goal, driving each hospital to further optimise its services based on its specific circumstances.
Service enhancement	<ul style="list-style-type: none"> Launched the second batch pilot initiative for 9S Meticulous Management and Service Augmentation, implemented in 14 hospitals, with successful completion and acceptance. Significant improvements were made to the hospital environments, including equipment and facilities, signage, and corporate culture walls. Tailored renovations were carried out to meet the specific needs of each hospital, improving departmental work efficiency, enhancing the patient experience, and fulfilling patient demands for comfort, safety, and aesthetics. Designed bespoke stress-relief balls adorned with a charming "large-eyed" character design to alleviate the anxieties of patients and their families during the anticipation or progression of surgical and therapeutic procedures.
Special training	<ul style="list-style-type: none"> Organised 21 offline training sessions for all hospitals within the Group during the Reporting Period, focusing on image management standards, service quality improvement, service culture development, and existing service issues. This training aimed to raise service



Area	Measures and effectiveness
	awareness among staff and enhance their service capabilities.
Assessment and research	<ul style="list-style-type: none"> Used the annual service quality assessment as an opportunity to conduct a service status survey across all hospitals in the Group, covering the current state of service processes, service management, complaint handling, and patient satisfaction. Common issues were identified, and solutions were discussed with the hospitals, with supervision over the implementation and corrective actions.

To promptly address patient concerns, the Group has established a grading mechanism for medical service adverse events. These events are classified into levels I-IV, with corresponding management requirements for each level. Level I and II events must be reported, while Level III and IV events are encouraged to be reported. The Group handles all reported medical service adverse events in a timely manner to improve the quality of medical services.

Medical Service Adverse Event Classification

Event level	Medical service adverse event
Level I	<ul style="list-style-type: none"> Extremely poor service attitude, abusive behaviour, or physical and verbal conflicts with patients, causing mental or physical harm to patients (or their families), severely affecting the patient experience, leading to disputes, and damaging the hospital's reputation.
Level II	<ul style="list-style-type: none"> Poor service attitude, evasion, indifference, rude language, or confrontational behaviour towards patients (or their families), leading to disputes or escalation of the situation, resulting in patient complaints.
Level III	<ul style="list-style-type: none"> Discontent (complaints) from patients (or their families) due to environmental factors, deficiencies in the medical process, inadequate service, or unintentional errors by staff during service.
Level IV	<ul style="list-style-type: none"> Poor communication between medical staff and patients, or patients (or their families) being dissatisfied with the treatment outcomes.



Patient Complaint Management

To understand patient evaluations and gather feedback and suggestions to better identify areas for service optimisation, the Group has established diverse communication and complaint channels for patients, including telephone, on-site reception, WeChat official account, and the hospital director's mailbox. These channels help to extensively collect patient suggestions.

The Group has established a systematic process for handling patient complaints, which includes following up on issue resolution, implementing corrective actions, and monitoring improvements to ensure timely resolution of patient concerns. When a patient or family member submits a complaint, if the issue can be resolved immediately, the Group will coordinate to resolve it on the spot. If the complaint cannot be resolved immediately, the Customer Service Department will first record and investigate the issue. The complaint will then be classified and forwarded to the relevant department for handling, and the Customer Service Department will provide the patient with feedback on the investigation results and proposed solutions. After the issue is resolved, the Customer Service Department will report the situation to the Group's Customer Service Department and report any adverse events.

To prevent medical disputes, the Group has developed several regulations in accordance with laws and regulations such as the *Regulation on the Prevention and Handling of Medical Disputes* and *Medical Quality Management Measures*, including the *Medical Dispute Prevention and Management Measures*, *Patient Return Visit System*, and *Hospital Complaint Management System*. For inevitable risks during medical activities, such as surgery or other invasive procedures with inherent dangers, or special examinations and treatments that may lead to adverse consequences, medical staff are required to explain the medical risks to the patient in a timely manner to reduce the likelihood of medical disputes. If a medical dispute occurs, the Group will immediately initiate its hospital emergency plan for medical disputes. The medical dispute handling team will organise expert members to determine responsibility and assess the situation. If necessary, economic compensation will be provided to the patient.

During the Reporting Period, the Group conducted unified telephone follow-ups for outpatient and myopia prevention patients to gain in-depth insights into their post-operative experiences. If any patient expressed dissatisfaction with the surgical



results, the issue was immediately referred to the relevant hospital, and a second follow-up by a doctor was arranged to provide professional health guidance, aiming to improve post-operative satisfaction. If dissatisfaction with the service was expressed, the Group would assess the relevant units based on applicable management methods.

2024 Patient Complaints and Patient Satisfaction Survey Results

Complaints	75
Ratio of complaint handled	100%
Specialty follow-ups	Contacted 15,335 individuals Effective response to 5,548 individuals Average satisfaction rate of 97.73%
Outpatient follow-ups	Contacted 44,818 individuals Effective response to 15,709 individuals Satisfaction rate of 97.61%

❖ Pharmaceutical Quality Management

Full-Process Management of Pharmaceutical Formulation

Baotou Hospital, one of the Group's subsidiaries, is the only ophthalmic hospital in Inner Mongolia with a pharmaceutical formulation room. It produces traditional Chinese medicine capsules and eye drops and is one of the few service providers in China that can produce 0.01% atropine sulphate eye drops prescribed by relevant hospitals for the prevention and control of myopia in adolescents.

Baotou Hospital's formulation room strictly adheres to the *Medicinal Product Law of the People's Republic of China*, the *Pharmacopoeia of the People's Republic of China 2020*, and other relevant laws, technical guidelines, and quality standards. The hospital has developed the *Standard Management Procedure for Batch Quality Evaluation and Release in Preparation Room*, the *Standard Operating Procedure for Handling Unqualified Materials in Preparation Room*, and the *Standard Operating Procedure for Handling Unqualified Finished Products in Preparation Room*,



establishing a quality management system that covers the entire lifecycle of pharmaceuticals.

Baotou Hospital has established the *Batch Quality Evaluation and Release Standard Management Procedure* from raw materials, packaging materials, intermediate products, to finished products, ensuring the pharmaceutical quality at every stage of the process. The Group strictly adheres to the labelling regulations outlined in the *Regulations for the Implementation of the Drug Administration Law of the People's Republic of China*, conducts meticulous reviews and standardised production of the contents of drug labels, ensures the accurate transmission of drug information, and guarantees the safe medication of patients.

Full-Process Pharmaceutical Quality Management Measures

Raw and auxiliary materials, and packaging materials	<ul style="list-style-type: none"> • Check the completeness and accuracy of relevant documents, and verify whether the supplier is an approved supplier. • Verify the consistency of product names, batch numbers, and quantities in the inspection records and inspection reports. • Implement current quality standards and inspection operating procedures, including manufacturer's inspection reports, packaging integrity, and sealing checks, and provide clear quality evaluation conclusions.
Intermediate products	<ul style="list-style-type: none"> • Strictly follow production processes and standard operating procedures to ensure accurate material input without cross-contamination. • Adhere to quality standards and inspection procedures, ensure the records are reviewed and accurate, and that inspection results meet quality standards. • Quality evaluation of intermediate products must have clear conclusions; products are only released if they meet the required standards. Non-conforming products should be appropriately handled.
Finished products	<ul style="list-style-type: none"> • Random sampling and inspection of finished products are conducted during production to ensure product quality.



	<ul style="list-style-type: none"> • Perform quality evaluations for each batch of medicine before release, ensuring that products and their production comply with registration and regulatory requirements. • After reviewing production and quality records and confirming they are qualified, the medicines can be put into use.
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During the Reporting Period, Baotou Hospital actively conducted a series of training activities focused on quality management and operational norms. The topics covered included the *Pharmaceutical Administration Law of the People's Republic of China*, *Good Manufacturing Practice for Pharmaceutical Products*, and *Quality Management Norms for the Preparation of Medical Institution Formulations*, among other laws, regulations, operational procedures, and professional standards. A total of 62 hours of training were conducted to enhance employees' professional abilities and operational standards.

Pharmaceutical Adverse Reaction Management

The Group places great importance on pharmaceutical safety. In accordance with the *Medicinal Product Administration Law of the People's Republic of China*, *Regulations on the Administration of Pharmaceutical Affairs in Medical Institutions*, and *Regulations on the Administration of Narcotic Drugs and Class 1 Psychotropic Substances in Medical Institutions*, the Group has developed management policies such as the *Drug Administration Measures*, *Management System for High Risk Drugs*, and *Management System for Safe Use of Drugs* to ensure the safety of medications for every patient.

The Group's pharmaceutical management guidelines apply to the entire process of drug procurement, storage, dispensing, and more. A quality management system encompassing organisational structure, responsibilities, process management, and facilities/equipment is established and maintained to ensure its effective operation. The Group adheres to the principle of "quality first, purchasing according to need, and purchase on merit", ensuring both the legality of pharmaceutical procurement and the quality of drugs. A "patient-centred" work model is implemented to improve medication standards, promote rational drug use, and ensure patient safety in drug administration.



The Group encourages its subsidiaries to actively conduct pharmaceutical adverse reaction management training. For example, Baotou Kunlun Hospital carried out training for all hospital staff during the Reporting Period. The training covered the definition of pharmaceutical adverse reactions, the responsibilities of the monitoring working group, and the reporting procedures for pharmaceutical adverse reactions, aimed at enhancing staff awareness and management skills regarding pharmaceutical adverse reactions, ensuring safe and effective medication use.

Product Recall and Management of Expired Pharmaceuticals

To fulfill its responsibility for patient safety, the Group has established the *Drug Take-back Management System*, providing reliable institutional support for hospitals to promptly identify and properly handle unqualified pharmaceuticals during patient treatment. When urgent pharmaceutical recall notices are received, the hospitals under the Group promptly recall the designated products and store them in specified locations. After inspection, the recalled drugs are destroyed by designated personnel and recorded. During the Reporting Period, no products were recalled for safety or health reasons, and no litigation arose from such issues.

Additionally, to ensure pharmaceutical quality and standard management, the Group's subsidiaries have developed management systems for handling products nearing expiration or those that have degraded or become ineffective. For instance, Chengde Hospital established the *Pharmaceutical Return Management System*, and Baotou Kunlun Hospital established the *Management System for Expired and Degraded Pharmaceuticals*, which standardise the procedures for handling expired or damaged drugs, ensuring drug quality and patient medication safety.

❖ Scientific Research and Innovation

Discipline Construction Development

The Group attaches great importance to medical academic research, aiming to combine clinical experience with theoretical knowledge, considering discipline construction development a fundamental strategic task for both the Company and its business. Under the leadership of the Chief Operating Officer, the Group has established a three-tiered management structure for discipline construction development, comprising the Discipline Construction Committee, Discipline



Construction Office, and Hospital Chief Medical Officers. Additionally, ten sub-specialty groups have been set up, including groups for Cataract, Refraction, and Glaucoma, among others, to regulate research management and promote academic innovation.

Disciplinary Management Framework

Discipline Construction Committee	<ul style="list-style-type: none"> Responsible for the Company's discipline construction and development plans, organising the formulation and updating of policies, reviewing decisions related to discipline development, organising academic and research activities, reviewing and guiding the development goals and talent training plans for each hospital, researching and resolving key issues in discipline construction, and supervising and assessing progress. The Committee oversees various professional sub-groups that are in charge of developing specialty plans, setting technical standards or guidelines, talent development, professional training, and the promotion of new technologies.
Discipline Construction Office	<ul style="list-style-type: none"> Responsible for the daily tasks and related activities authorised by the Discipline Construction Committee, and supporting professional sub-groups in specialty planning, technical standard or guideline development, talent training, professional training, and new technology promotion.
Hospital chief medical officers and leaders of each professional discipline	<ul style="list-style-type: none"> Hospital chief medical officers are fully responsible for implementing hospital disciplinary planning, construction, and management, coordinating with hospitals to resolve systemic issues hindering discipline development, motivating professionals within the discipline, and assisting with discipline evaluations, inspections,



	<p>and assessments.</p> <ul style="list-style-type: none"> • Leaders of each professional discipline are responsible for the sub-goals of discipline construction.
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To enhance the level of discipline construction, the Group has implemented management policies such as the *Discipline Construction Management System*, *Academic Scientific Research Paper System*, *Scientific Research Project Application and Approval System*, and *Clinical Scientific Research Management System*, ensuring the scientific, standardised, and efficient development of disciplines, thereby enhancing the Group's overall research capability and academic influence.

The Group has also established and improved a research incentive mechanism, implementing a series of effective measures for fostering and motivating researchers. It awards bonuses for excellent papers, books, and research projects completed by hospitals, research groups, or individuals, fully stimulating the enthusiasm and creativity of researchers, thereby driving the continuous development and innovation of the Group's research endeavours.



Discipline Construction Direction

Continue to Strengthen Talent Development	<ul style="list-style-type: none">• Optimise departmental staffing and enhance the training and development of attending physicians and postgraduate students.• Improve the quality of talent development by strengthening collaboration with universities in both academic and research fields, thereby promoting the Group's research development and talent cultivation.• Refine the talent development mechanism and improve the quality of talent cultivation by reasonably determining the number of national-level research projects. Strengthen the leadership role of hospital presidents and create conditions to support doctors in undertaking research tasks. Reinforce interdisciplinary integration to nurture and discover well-rounded talent through innovative practice.
Focus on Strengthening Construction Units	<ul style="list-style-type: none">• Strengthen the development of the Refractive Surgery Centre• Establish a Presbyopia Centre and carry out presbyopia correction• Expand Traditional Chinese Medicine Ophthalmology services• Develop digital systems for myopia prevention and control
Accelerate Standardised Construction and Technological Innovation	<ul style="list-style-type: none">• Improve standardised SOPs to guide and regulate the diagnosis and treatment procedures for common diseases within each academic group• Establish a Remote Consultation Centre and improve organisational structure and standardised procedures• Enhance the construction of the eye bank by improving the cornea donation process, standardising cornea processing and preservation procedures, and surgical protocols
Develop Specialised Disciplines	<ul style="list-style-type: none">• Assist the operations department in planning and developing key departments and specialised units across the Group's hospitals.

The Group continuously improves its research platform. In June 2024, the Inner Mongolia Ophthalmic Epidemiology Laboratory was officially inaugurated. To further enhance the clinical research capabilities of medical staff and meet the needs of the Group's rapid development, the Group established a research team and recruited



researchers from its hospitals. Additionally, the Group held two research training sessions, each focusing on one or two topics, with practical demonstrations to help clinical doctors improve their comprehensive scientific research abilities.



The Group actively plans its future research and development blueprint, continually expanding the breadth and depth of research fields. Clear and challenging short- and medium-term goals have been set in four areas: research, papers, patents, and awards, with the aim of achieving major breakthroughs in key technologies and frontier fields.

Short- and Medium-term Research Goals

Category	2025	2030
Research	1-2 national-level projects, 3-5 provincial-level projects, 5-8 municipal-level projects	3-5 national-level projects, more than 5-8 provincial-level projects, more than 10 municipal-level projects
Papers	30 core journal papers, 20 SCI papers	100 core journal papers, 50 SCI papers
Patents	20 patents	50 patents
Awards	1-2 awards	3-5 awards

2024 Research Achievements

Completion of research projects	<ul style="list-style-type: none"> Five research projects completed, including three municipal-level projects and two Group-level projects.
Research project initiation	<ul style="list-style-type: none"> 19 research projects initiated, including two municipal-level projects and 17 Group-level projects.



Book publications	<ul style="list-style-type: none"> Two professional books published: <i>Essentials of Ophthalmology and Eye Care</i>, <i>Good Vision</i>.
Journal papers	<ul style="list-style-type: none"> 18 journal papers published, including seven SCI-indexed papers, four in core journals, and seven in general journals.
Intellectual property	<ul style="list-style-type: none"> One computer software copyright; five utility model patents.

Additionally, the Group's experts received the "First Prize" in the 2024 National Excellent Paper Competition at the 24th International Congress of Ophthalmology and Optometry China (COOC) (Shanghai International Ophthalmology and Optometry Technology and Equipment Expo). An expert's research, Research on Multi-factor Control of Myopia Incidence in Primary School Students, won a Science and Technology Achievement Award from Hebei Province.

Intellectual Property Protection

The Group strictly complies with the *Civil Code of the People's Republic of China*, *Patent Law of the People's Republic of China*, *Trademark Law of the People's Republic of China*, *Copyright Law of the People's Republic of China*, and other relevant laws and regulations. It promotes awareness of intellectual property protection among all employees, ensuring the regulation and protection of its own intellectual property, while avoiding infringement of others' intellectual property.

The Group has established the *Intangible Asset Management Regulations*, which implements refined management and effective monitoring of the entire lifecycle of intangible assets. It specifies that the owner of intellectual property during the contract term is the hospital, and relevant copyrights, patents, etc., belong to both individuals and the hospital. During the Reporting Period, the Group obtained six patent results and did not incur any penalties for infringing on others' intellectual property.

Industry Communication and Collaboration

The Group actively engages in industry communication, learning from peers' experiences to promote the innovation and dissemination of research achievements. The Group is committed to building academic cooperation platforms by creating



open, shared platforms for communication, fostering cross-regional exchanges and collaborations, and promoting the flow and integration of knowledge, technology, and talent, thereby jointly advancing technological innovation and industry development.

Academic Cooperation Platform

Ophthalmology cross-regional medical consortium collaboration	Promotion of applicable traditional Chinese medicine techniques	Strengthening international cooperation
<ul style="list-style-type: none"> A cooperation agreement was signed with Peking University Third Hospital to enhance the development of ophthalmology disciplines and talent cultivation across all levels of medical institutions, thereby improving ophthalmic diagnosis, treatment, and research capacities at all levels. The collaboration aims to promote the standardised, regulated, and intelligent development of ophthalmology and to explore an integrated model of healthcare resource allocation, with the goal of better serving patients at the grassroots level. 	<ul style="list-style-type: none"> A second-round "Dual-capital" Health Campaign Cooperation Agreement was successfully signed with the Eye Hospital of the China Academy of Chinese Medical Sciences, marking a new phase in bilateral collaboration. The establishment of the Centre for the Promotion of Applicable Traditional Chinese Medicine Techniques at Chaoju (Inner Mongolia) Eye Hospital has initiated an innovative model of cooperation between public and private hospitals across regions and will provide a solid platform for the promotion of applicable traditional Chinese medicine techniques in ophthalmology. 	<ul style="list-style-type: none"> In June 2024, the second phase of the "Belt and Road" ophthalmic optometry training programme for ten Mongolian doctors was completed. In May and November 2024, two training sessions were hosted to enhance the skills of Mongolian healthcare personnel in the prevention and control of paediatric myopia.



The Group continues to engage in school-enterprise cooperation, strengthening collaboration with universities in areas such as optometry medical education, talent cultivation, and clinical practice teaching planning, and jointly building talent development bases integrating industry and education.

Inter-School Cooperation Between Chaoju Eye Care & Baotou Medical College & School of Ophthalmology & Optometry of Wenzhou Medical University

In August 2024, the Director of the Education and Teaching Office of School of Ophthalmology & Optometry of Wenzhou Medical University, along with three other representatives, visited Baotou City Chaoju Eye Hospital for a cooperation exchange event with Baotou Medical College and Chaoju Eye Care. Leaders and teachers from Chaoju Optometry College held a symposium with the guests from Wenzhou Medical University to discuss the development direction of optometry medical education, talent cultivation models, joint graduate training, and the establishment of high-quality graduate student sources. The focus was on jointly promoting the development of the optometry medical field.

Chaoju Eye Care & Inner Mongolia Medical University Visit to the School of Ophthalmology & Optometry of Wenzhou Medical University for Investigation and Research

In December 2024, Chaoju Eye Care, in collaboration with Inner Mongolia Medical University, formed a joint investigation team to visit the School of Ophthalmology & Optometry of Wenzhou Medical University as part of the application process for the optometry medical undergraduate programme at Inner Mongolia Medical University. The team conducted in-depth research on the teaching system and laboratory construction of the optometry medical programme and engaged in detailed discussions with experts from Wenzhou Medical University. Both sides reached a consensus on the application for the undergraduate optometry program. This cooperation facilitated the integrated development of medical education, research, and practice at Chaoju Eye Care and had a positive impact on the overall development and future talent cultivation at Chaoju Eye Care.

The Group is also actively involved in the formulation of ophthalmology industry standards and guidelines. During the Reporting Period, the Group's cataract subgroup participated in the preparation of documents such as the *Adult Cataract*



Extraction Guidelines and the *Expert Consensus on Clinical Application of Astigmatism-Correcting the Intraocular Lenses in China*. The glaucoma subgroup participated in the preparation of documents like the *Guidelines on Ultrasonic Visual Biological Measurement for the Eye* and the *Expert Consensus on the Application of Artificial Intelligence in Myopia Prevention and Treatment*.

The Group participated in several industry association activities and hosted numerous academic meetings and seminars on new technologies and projects to enhance communication and exchanges within the industry. During the Reporting Period, the Group hosted 25 various academic subgroup meetings, submitted 202 academic papers, including 30 oral presentations, 40 poster sessions, 131 written communications, and one topic presentation.

The Sixth Corneal Disease and Dry Eye Academic Seminar of Chaoju Eye Care in 2024

On 1 June 2024, the Sixth Corneal Disease and Dry Eye Academic Seminar of Chaoju Eye Care in 2024 successfully concluded in Chifeng. The meeting invited renowned domestic corneal disease experts, Chaoju Eye Care's corneal disease specialists, and over 100 local ophthalmologists to discuss the latest advances, technologies, standards, and outcomes in the clinical application of corneal disease and dry eye.



Chaoju Eye Care Grassland Retinal Disease Forum and Inner Mongolia Eye Disease Epidemiology Laboratory Inauguration Ceremony

On 15 June 2024, the Chaoju Eye Care Grassland Retinal Disease Forum and Inner Mongolia Eye Disease Epidemiology Laboratory Inauguration Ceremony was held in Linhe District, Bayan Nur City, hosted by the Chaoju Eye Care Discipline Construction



Committee and organised by Bayannur Xudong Ophthalmic Hospital. The conference invited well-known Eye Care experts and scholars to share their research findings and clinical experiences through academic lectures and thematic discussions on topics such as retinal diseases, inflammation and corticosteroids, tuberous sclerosis and retinal astrocytomas, secondary surgical techniques for eye injuries, and the organic integration of clinical research statistics and analysis in retinal diseases. The participants also discussed cutting-edge technologies and treatment advances in the field of retinal diseases.



The 10th Clinical Practice Seminar of Chaoju Eye Care

From 28 to 29 September 2024, the 10th Clinical Practice Seminar of Chaoju Eye Care was held in Yinchuan, Ningxia, hosted by the Chaoju Eye Care Discipline Construction Committee and organised by Ningxia Chaoju Kaiming Eye Hospital. The conference invited numerous ophthalmology experts, professors, and colleagues to discuss the latest developments in ophthalmology, share clinical practice experiences, and jointly build a brighter future.



4. Upholding Responsibility to Achieve Stable Operations

❖ Responsible Marketing

The Group strictly complies with the *Advertising Law of the People's Republic of China* and the *Measures for the Administration of Medical Advertisements* and has established management systems such as the *Management System for Sales Activities* and the *Management System for Advertising and Content Communications*. These systems ensure a well-established process for managing sales activities and guarantee that the Group and its hospitals conduct their sales activities in compliance with relevant laws and regulations.

The Group conducts marketing activities through online promotions, media advertisements, and other means to enhance brand influence. For promotional activities related to medical advertising, the Group always adheres to four key principles: authenticity, accuracy, timeliness, and compliance. The Group ensures that the *Medical Advertisement Approval Form* is filled out for internal review, and actively applies to the local health administrative department for an *Examination Certificate for Medical Advertisements*. Once approved, the medical advertising activities are published, ensuring that the marketing activities are legal and compliant.

Advertising and Content Promotion Review Management Process



Any intentional dissemination of false information or misleading behaviour that misguides customers will be subject to corresponding penalties in accordance with relevant regulations, including but not limited to warnings, fines, demotion, or



dismissal. If the dissemination of false information leads to customer complaints, claims, or harm to the Group's reputation, the involved individuals will bear legal responsibility and compensate for the resulting losses.

The Company regularly conducts responsible marketing training, focusing on compliance in sales, advertising authenticity, and consumer rights protection, ensuring that marketing activities are truthful, accurate, and legal. Through theoretical explanations and practical exercises, the training aims to enhance the team's professional skills and awareness of responsible marketing. During the Reporting Period, the Company did not experience any regulatory penalties due to false advertising, misleading marketing, or violations of advertising laws.

❖ Supply Chain Management

The Group's suppliers are classified into material suppliers and service suppliers. Among them, material suppliers include four major categories: administrative materials, medical equipment, optical products, and pharmaceuticals. The Group has established the *Supplier Management Measures* to regulate the entire lifecycle of supplier development, admission, cooperation, evaluation, grading, assessment, and elimination, to improve the supply chain management level. During the Reporting Period, the Company updated the *Supplier Management Measures*, adding management requirements for engineering service suppliers, and introduced two new systems, including the *Engineering Procurement Management System*, and revised four existing systems, including the *Procurement Tender Management Measures*, further improving the supplier lifecycle management system to ensure the comprehensiveness and effectiveness of supply chain management.

The Group follows the principles of "strict access, quantitative evaluation, fault withdrawal, and dynamic management" and has established a stable supplier management system, enhancing lifecycle management. Before entering into a cooperation agreement with a supplier, the Group conducts three phases of work: development, investigation, and audit. During daily management, the Group evaluates suppliers annually, filling out the *Supplier Evaluation Form* as the basis for the annual evaluation. This form comprehensively and accurately reflects the supplier's overall strength. Based on the "survival of the fittest" principle, the Group encourages suppliers to continuously improve product quality and service



capabilities. Based on the evaluation results, the Group classifies suppliers into five levels: "Strategic, Excellent, Good, Qualified, and Eliminated". Suppliers rated as unqualified and blacklisted will have their cooperation qualifications revoked and will not be allowed to cooperate with the Group for five years.

The Group continues to promote the informatisation of supply chain management by collaborating with the Information Technology Department to integrate the OA system (Office Automation System) and NC systems (Network Computing Systems), thus avoiding the risk of hospitals making unauthorised purchases and ensuring effective group control. Additionally, the Group has established procurement data dashboard models for reagents and pharmaceuticals, providing multidimensional drug operation analysis for hospital and group leadership, including inventory management, procurement optimisation, and profit margin comparison. Through explanations of data sources and analysis methods, the Group enhances control accuracy, inventory management efficiency, and capital utilisation efficiency.

The Group prefers to select suppliers with a similar sense of social responsibility and encourages them to comply with business ethics and social morality. The Group also establishes procedures to strictly monitor and prevent all forms of commercial bribery activities involving employees or patients and suppliers. The Group prioritises suppliers with environmental qualifications to minimise negative impacts on the environment.

❖ Information Security and Privacy Protection

Information Security Management

The Group strictly complies with relevant laws and regulations, including the *Regulations on the Protection of Security of Computer Information Systems of the People's Republic of China*, the *Cybersecurity Law of the People's Republic of China*, the *Personal Information Protection Law of the People's Republic of China*, and the *Data Governance Standard for Medical Institutions*. We have established 26 information management systems, such as the *Information Security Management Measures*, *Information System Network Security Management Measures*, *Information System Access Control Management Measures*, *Information System Access Control*



Management Process, Information System Risk Assessment Management Measures, and Information System Risk Assessment Management Process, thereby developing a comprehensive information security management system and continuously improving the standard of our information security governance.

Information Security Management Framework

Level	Department	Responsibilities
Decision-making level	Board of Directors	<ul style="list-style-type: none"> Approves and regularly reviews the strategic planning of information systems Decides on major risks and investments related to information systems
Management level	Information System Management Committee	<ul style="list-style-type: none"> Oversees and promotes the implementation of information systems strategies and resolves major risks Participates in investment decisions for information systems Formulates information security policies and defines management direction Provides necessary resources for the development of information systems
Executive level	Information Centre	<ul style="list-style-type: none"> Drafts and implements strategic plans for information systems Addresses major information system risks Provides IT support for application system deployment, training, and maintenance Responsible for development, maintenance, and functional optimisation of in-house software



Level	Department	Responsibilities
		<ul style="list-style-type: none"> Manages and maintains the Group's basic information infrastructure Assists departments with statistics and aggregation of core business data Assists the procurement department with the purchase of core IT equipment and application software
	All departments and subsidiaries	<ul style="list-style-type: none"> Comply with and implement the information security management system requirements

During the Reporting Period, the Group implemented a series of initiatives aimed at enhancing information security, promoting business digitalisation, and conducting information security training, thereby improving both security and operational efficiency across hospitals. The HIS system shared by the Group's subsidiaries has obtained Tier III certification for the Classified Protection of Cybersecurity in China.

Information Security Management Measures

Area	Specific measures
Information security enhancement	<ul style="list-style-type: none"> Added a WAF module to the Group's IDC firewall to effectively defend against web application layer attacks, improving the security of the OA system and other external websites. Procured a log server to centrally record and store operational and security logs from all business systems, enabling unified log management and analysis, and enhancing traceability and response to cybersecurity incidents. Upgraded antivirus software on all office computers across the Group to ensure up-to-date virus definitions and protection capabilities, thereby significantly strengthening endpoint security.
Business	<ul style="list-style-type: none"> Completed the implementation of the Chaoju H+ medical management system in 13 hospitals, significantly improving



Area	Specific measures
digitalisation	<p>operational efficiency, regulatory compliance, and patient satisfaction. The integration of smart medical systems across pre-admission, in-hospital, and post-discharge stages enables full-process digital management and provides patients with more efficient and convenient medical services.</p> <ul style="list-style-type: none"> Completed clinical data development in the HIS system, enabling real-time extraction and monitoring of supply chain data to support Group-level operational decision-making. Developed dashboards for medical quality data, allowing the management team to intuitively monitor key performance indicators in medical quality and further enhance precision in healthcare services management.
Information security training	<ul style="list-style-type: none"> Organised training sessions on information security systems, covering the functions and applications of 360 antivirus software, firewall systems, and log audit systems. The training content included virus scanning, real-time protection, firewall configuration, and log analysis to help employees develop skills in preventing malicious attacks, setting access rules, and tracing system anomalies.

The Group regularly conducts internal audits on informatization to identify potential security risks and ensure the safety of information systems. During the Reporting Period, the Group conducted three internal informatization audits covering the NC and HIS systems of Group headquarters, all subsidiary hospitals, and the optometry company. Audit items included change management, logical access management, IT operations management, office computer audits, and data quality audits. Key inspection areas included system upgrades, account permissions, password policies, status of accounts of former employees, server security configurations, data backup strategies, antivirus software installation on office computers, and the integrity and accuracy of patient data. These efforts ensured that the security and data quality of our information systems met internal policy requirements. In response to identified issues, the Group developed corrective action plans, instructed relevant departments to implement them within specified timeframes, and continuously monitored the outcomes to ensure the problems were



fully resolved.

Privacy Protection for Patients

The Group places great importance on protecting patient privacy and strictly complies with the *Personal Information Protection Law of the People's Republic of China*. We have formulated relevant management documents such as the *Patient Privacy Protection System* to regulate staff conduct, enhance the management of information security, and safeguard patient confidentiality.

Hospitals under the Group adopt a "one doctor, one patient" service model, with relevant signage displayed outside consultation rooms. A queue management system is used to support orderly consultations, ensuring privacy in medical treatment and preventing the exposure of patients' physical and medical information. In addition, the Group stipulates that patient privacy may only be used for diagnosis and treatment purposes; without the patient's explicit authorisation, their medical conditions and related personal information must not be disclosed to others or used for teaching or training. Regarding the storage and borrowing of medical records, no individual is allowed to access physical or electronic records arbitrarily. Hospitals assign designated personnel for on-site management to remind patients to wait outside consultation rooms, further improving the consultation environment and patient experience, and ensuring a more efficient, comfortable, and private medical process. During the Reporting Period, no incidents of patient privacy violations or loss of patient records occurred within the Group.



5. Prioritising Employees and Cultivating a Harmonious Workplace

❖ Employee Rights and Benefits

The Group strictly complies with the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China*, the *Law of the People's Republic of China on the Protection of Minors*, and the *Provisions on Prohibition of Using Child Labour*. We have formulated the *Chaoju Eye Care Technology Group Limited Employee Handbook*, and the *Management System of Personnel Assessment and Employment at All Levels*, among other policies, to standardise the management and protection of basic rights pertaining to employment. During the reporting period, the Group complied with the relevant laws and regulations that have a significant impact on the Group. The Group did not receive any penalties from relevant authorities due to violations related to employee recruitment and dismissal, working hours, holidays, equal opportunity, diversity, anti-discrimination or other labour standards.

Employment and Benefits

Item	Main content
Recruitment and dismissal	<ul style="list-style-type: none"> Recruitment: A reasonable recruitment plan is formulated, and recruitment is carried out through lawful and compliant public channels, including campus recruitment, social recruitment, online advertisements, and headhunting referrals. Candidates are truthfully informed of job responsibilities, working conditions, location, occupational hazards, workplace safety, remuneration, and any other information they are entitled to know. Dismissal: Termination of labour relationships includes resignation, dismissal by persuasion, termination, expulsion, automatic resignation, and non-renewal upon contract expiry. The process is standardised, and employees have the right to reject unreasonable treatment and request the Company to make lawful adjustments.
Compensation	<ul style="list-style-type: none"> Compensation: The Company offers competitive salaries and



Item	Main content
and leave	<p>has established policies such as the <i>Employee Compensation Management Measures</i> and the <i>Employee Performance Management Measures</i>. Salaries include basic pay, position-based pay, and performance-based pay, with variations based on rank and experience. The Group enforces a salary confidentiality policy. Obtaining another employee's salary information by any means is considered a serious violation of company rules.</p> <ul style="list-style-type: none"> • Insurance: In accordance with the law, the Company contributes to employees' basic old-age insurance, basic medical insurance, unemployment insurance, work injury insurance, and maternity insurance on time. • Working hours: The Group adopts the national standard working hour system, namely eight hours per day and forty hours per week. For hospitals and optometry subsidiaries eligible for non-fixed working hours, appropriate filings are made with labour authorities. The Group advocates efficient work and does not encourage overtime. If overtime is required due to unexpected tasks or temporary needs, approval must be obtained from a director-level or above leader. Overtime compensation is provided either via time-off or in accordance with the <i>Staff Attendance and Holiday Management Measures</i>. • Leave: Employees are entitled to statutory public holidays and other types of leave, including personal leave, sick leave, marriage leave, bereavement leave, maternity leave, breastfeeding leave, abortion leave, paternity leave, paid annual leave, and home visit leave.

The Group is committed to fostering a diverse and inclusive working environment and opposes all forms of discrimination based on gender, age, region, educational background, religious belief, nationality, ethnicity, sexual orientation, or disability. During the Reporting Period, no incidents of employee discrimination occurred within the Group.

Additionally, the Group strictly prohibits the use of child labour or any form of



forced labour. We have implemented the *Policy on Prohibition of Child Labour and Procedures for Remedial Measures*, requiring strict identity verification of all applicants. We do not employ child labour, nor do we support any action by other companies or social organisations that involves child labour. If any issue is discovered, immediate corrective measures will be taken. In the event that a child is employed due to negligence, the Group will immediately terminate their employment, notify the local labour bureau, and contact the child's legal guardian to ensure their welfare. The Group will consider re-employment only after the individual reaches the age of 16 or the minimum legal working age. We are firmly opposed to forced labour and strictly prohibit the use of violence, threats, or illegal restrictions on personal freedom to compel employees to work. During the Reporting Period, there were no incidents of child labour or forced labour within the Group.

The Group provides employees with a variety of benefits, including paid leave, staff dormitories, meal subsidies, transportation allowances, and communication subsidies. We also carry out care and support activities for employees who are ill or giving birth, and organise team-building events such as birthday celebrations and sports activities to foster a warm corporate atmosphere and enhance employee cohesion and sense of belonging. Furthermore, the Group pays special attention to the welfare of female employees. On International Women's Day, all female employees are granted a half-day holiday and presented with festive gifts.

The Group values employee communication. Employees may submit feedback via email and other channels. In addition, we conduct annual employee surveys to understand areas of concern and gather opinions and suggestions regarding the Group.

2024 First Half-Year Employee Welcome and Birthday Party

In June 2024, Chaoju Eye Care simultaneously held an online "Cool Summer with You, Super Sweet" welcome and birthday party across its Beijing Clinic, Baotou Hospital, and Hohhot No.2 Hospital. Activities included "Employee Blessings", "Group Birthday Song", and a "Ring Toss Game". Employees made wishes, shared cake, and participated in interactive games in a lively atmosphere. This welcome event not only enhanced employees' sense of belonging and happiness but also showcased Chaoju Eye Care's people-oriented corporate culture and further strengthened team cohesion, inspiring



employees to contribute to the Company's development with renewed enthusiasm.



International Women's Day Employee Care Activities

To express care and respect for female employees on the occasion of International Women's Day, Chaoju Eye Care organised a special women's care event. Female staff members actively participated, sharing work experiences and personal stories, deepening mutual understanding and friendships. The Company also prepared exquisite bouquets and skincare gift sets for each female employee in appreciation of their hard work and outstanding contributions in both work and life. This activity not only allowed employees to feel the warmth of the Company, but also encouraged them to continue using their talents to contribute to the Company's sustainable development.



❖ Human Capital Development

Employee Training System

The Group adheres to the training principle of "focusing on the business, only designing genuinely effective training", continuously strengthening the development of teaching resources, improving the training system, and establishing management documents such as the *Training Management System for Personnel at All Levels*, the *Training Program and Management System for "180-Day Growth Plan for New Employees"*, the *Management System for Further Training of Chaoju Eye Care Hospital Group Employees*, and the *Management Measures for Corporate Internal Trainers*. These initiatives have helped institutionalise and systematise employee training, ensuring effective implementation of the Group's talent strategy.

During the Reporting Period, to further standardise the surgical enhancement training procedures for Chaoju Eye Care's doctors, the Group revised the *Management Measures for Enhanced Surgical Training of Clinical Doctors* in line with the latest laws and regulations issued by the National Health Commission and the actual conditions of the Company. The revisions included optimisation of surgical training procedures and doctor qualification criteria, clarification of departmental responsibilities, training methods and cycles, training expense management, assessment application and evaluation procedures, teaching hospital management, and training record management. Additional updates were made according to operational needs.

For new employees, the Group has developed a training management system focused on four aspects: training discipline, training assessment, training evaluation, and training documentation, aiming to comprehensively enhance employees' professional capabilities and create favourable conditions for their development. New employees are required to sign a *New Employee Training and Onboarding Confirmation Agreement* to ensure they meet the job competency requirements.

New Employee Training System

Onboarding training	
Onboarding education	<ul style="list-style-type: none"> ● New employee training needs survey ● Distribution of employee handbook and signing of the <i>New Employee Training and Onboarding Confirmation Agreement</i>



	<p><i>Confirmation Agreement</i></p> <ul style="list-style-type: none"> ● Onboarding education topics <ul style="list-style-type: none"> ✧ Corporate culture and development history ✧ Overview of various departments ✧ Department management systems ✧ Introduction to common ophthalmic diseases ✧ Overview of medical marketing and service etiquette
Centralised onboarding education	<ul style="list-style-type: none"> ● At least one centralised onboarding training session per year ● 3-day standardised face-to-face training ● Archived as video training materials
Non-centralised onboarding training	<ul style="list-style-type: none"> ● If video onboarding training is arranged, training Q&A will be provided
Professional skills training	
On-the-job mentoring	<ul style="list-style-type: none"> ● On-the-job mentoring content set according to job responsibilities ● Mentor-apprentice mentoring approach
Professional skills training	<ul style="list-style-type: none"> ● Basic professional knowledge and skills required by the job ● Medical service and marketing skills
Work attitude coaching	<ul style="list-style-type: none"> ● Assign coaches to help new employees familiarise themselves with corporate culture and adapt to the environment ● Provide correct guidance and support
General professional skills training	
Online/face-to-face training	<ul style="list-style-type: none"> ● Talent Development Department and internal trainers implement general skills training and assessments
Team activities	<ul style="list-style-type: none"> ● Human Resources Departments at each hospital/unit organise team-building activities

To achieve the goal of "improving quality, reducing costs and increasing



efficiency, and pursuing high-quality development", the Group actively promotes a "Headquarters + Hospital" joint training model. The Group's headquarters serves as the strategic guiding core and educational resource hub, designing a series of training courses that cover medical professional technical knowledge, medical service skills, hospital infection management, management skills enhancement, and other areas. These courses are tailored to the specific needs of pilot hospitals, ensuring that the training content is both forward-looking and closely aligned with real-world work scenarios, building a team of high-quality medical professionals with advanced skills who are capable of meeting the Group's development strategy requirements.

During the Reporting Period, the Group continued to optimise its new employee training strategy, innovating with a combined "online courses + offline courses" training model. A unified new employee training system was fully implemented. Specifically, leveraging the Group's platform, Hohhot Hospital and Chifeng Hospital recorded online courses for new employees that covered corporate culture, system regulations, financial management, and attendance management, further enhancing the relevance and effectiveness of the training.

The Group actively implements the Excellence Plan, using quality improvement and efficiency enhancement as tools to promote high-quality development of both the Group and hospitals, further improving the systematic, standardised, professional, refined, and intelligent management of hospitals. Through the Excellence Plan, the Group establishes a comprehensive professional capability improvement training system for hospitals. This includes setting up in-house education and training teams, formulating annual hospital training and education plans, and optimising training and assessment methods, thereby comprehensively stimulating employee potential and precisely improving medical professional skills and service levels.

Types of Professional Knowledge and Skills Training

Type	Training content
Medical knowledge	<ul style="list-style-type: none"> Basic clinical knowledge: Pathology, pharmacology, medical imaging, etc. Clinical skills training: Basic operational skills, emergency skills, surgical techniques, etc.



Type	Training content
	<ul style="list-style-type: none"> • Specialty knowledge training: Professional knowledge and skills for each department • Emergency response training: Handling emergencies, emergency rescue procedures, etc.
Medical service knowledge	<ul style="list-style-type: none"> • Training contents: Patient communication skills, patient rights protection, patient safety awareness, service attitude, medical ethics, patient rights, teamwork and communication, etc.
Hospital infection control knowledge	<ul style="list-style-type: none"> • Training contents: Clinical application guidelines for antimicrobial drugs, methods and applications for monitoring disinfection and sterilisation effectiveness, ophthalmology <i>Internal Eye Surgery Management Measures</i>, and other hospital infection management knowledge.

During the Reporting Period, the Group carried out a series of diversified training programmes focused on career skill enhancement, covering areas such as medical management, financial empowerment, cultural inheritance, and operational management. These initiatives helped inspire employees' potential, promote overall team development, and ensure that employees remain competitive in a rapidly changing business environment.

Chaoju Eye Care's Medical Management Personnel Competency Enhancement Training

In September 2024, to improve medical quality management, the Group held a medical management personnel competency enhancement training session in Hohhot, attended by more than 80 medical quality management employees from across the country. The training invited multiple industry experts to deliver lectures on topics such as medical standardisation management, medical record management, and core medical quality safety systems. The aim was to enhance participants' professional knowledge and management abilities. During the training, the Group also organised an excellent medical record selection activity, recognising outstanding doctors from various hospitals for their excellent medical record documentation practices, showcasing best practices in medical quality management. The participants



significantly improved their professional knowledge and management skills and will apply what they learned in their future work to further optimise medical quality management processes, improving hospital service levels and operational efficiency.



Chaoju Eye Care's Operational Specialised Rotational Training

To enhance the hospital operational personnel's understanding and recognition of refined operational management, ensuring alignment in mindset, methods, and teamwork, the Group created a series of practical courses on Chaoju Operation. The Education and Training Department collaborated with various hospitals to implement this rotational training, aimed at improving hospital operational management capabilities. In March 2024, the first specialised rotational training session was held at Chifeng Hospital. The training, which included theoretical lessons, case analysis, team competitions, and simulation exercises, helped over 40 key operational staff gain a deeper understanding of hospital operation strategies, master process optimisation methods, and enhance scientific, standardised, and refined management levels.



In addition, the Group has carried out a series of high-quality training programmes focusing on the innovation and development of ophthalmic medical technology, covering areas such as refractive surgery and refractive cataract surgery, to improve the professional competence and technical skills of medical staff.



Chaoju Eye Care's Second Femtosecond Surgery Basic Training Course

In March 2024, Chaoju Eye Care, in collaboration with Carl Zeiss, held the second femtosecond surgery basic training course in Beijing, aimed at enhancing the professional knowledge and surgical skills of refractive surgeons. The training featured multiple experienced instructors from the refractive group who delivered in-depth lectures and practical exercises on key topics such as preoperative examination, indications for femtosecond surgery, surgical techniques, and complication management. This training not only enhanced surgeons' professional skills but also provided strong support for improving surgical safety and service quality, further advancing the Group's mission of "promoting human enjoyment of eye health and happiness through safe, effective, and friendly services".



Chaoju Eye Care's Refractive Cataract Surgery Advanced Training Course

In July 2024, Chaoju Eye Care successfully held the Refractive Cataract Surgery Advanced Training Course in Beijing, aiming to promote the popularisation and dissemination of advanced surgical techniques and improve the refractive cataract surgery capabilities and diagnostic levels across the Group's hospitals. This training was delivered through a combination of theoretical lectures, surgical video analysis, case discussions, and hands-on practice. It focused on precise refractive cataract surgery, intraocular lens selection, and cutting-edge industry technologies, providing a platform for deep exchange and learning among ophthalmology professionals. This training not only fostered innovation and promotion of refractive cataract techniques but also laid a solid foundation for Chaoju Eye Care to continuously enhance medical service quality and provide patients with safer, more precise, and higher-quality treatment experiences.





The Group places great emphasis on cultivating management talent and considers the training of hospital directors and potential directors a priority. This is achieved through organising management capability improvement training or encouraging management talents to participate in external management development programmes, thus cultivating leadership skills to provide a solid foundation for the Group's strategic development and high-quality growth.

Chaoju Eye Care's Director Training Camp Specialised Training Session

In January 2024, Chaoju Eye Care successfully held the "Director Training Camp" specialised training session in Jiaxing, focusing on operational management, distinctive development, and risk prevention. The training aimed to improve the hospital's refined operation level and stimulate new efficiencies for high-quality development. Over 100 attendees participated, including the Group's management team, regional general managers, hospital directors, and key discipline staff. The session featured a keynote presentation by Dr Wang Lei on *Strategic Decision-Making Risks*, which provided an in-depth analysis of risk management theories and practices. The Chief Operating Officer, Liu Hongyan, shared insights on hospital business data, emphasising the importance of refined operations and outlining specific requirements for improving customer management. This training offered systematic guidance to hospital managers, helping them improve their operational capabilities and risk prevention strategies, injecting new momentum into hospital high-quality development.





Chaoju Eye Care's Second Strategic Sand Table Practical Training

In April 2024, the Group successfully hosted the second Strategic Sand Table Practical Training in Beijing, aimed at building a team of "competent in business, proficient in management, skilled in decision-making, and capable of innovation". The training simulated real competitive scenarios in hospital management, providing 25 business core staff, newly appointed hospital directors, and potential management candidates with an immersive learning experience. Through sand table exercises, participants delved into core issues such as strategy execution, market competition balance, and cost control. This not only enhanced strategic decision-making, operational management, and teamwork abilities but also deepened participants' understanding of hospital management, thus fostering a more strategic and innovative approach to hospital operations.



The Group has established an internal trainer team, selecting employees with over one year of service who demonstrate outstanding experience and capability to take on teaching responsibilities. Courses are developed in alignment with the Group's business objectives and applied across various training initiatives, including but not limited to onboarding training, professional knowledge and experience



sharing, corporate culture training, and professional competence training. During the Reporting Period, the Group launched the TTT (Training the Trainer to Train) programme, adopting a blended learning model that included themed online learning, capability-boosting bootcamp courses, and offline workshops delivered in stages. A total of 82 part-time trainer candidates were trained, further expanding the internal trainer team and developing high-quality internal training resources.

Chaoju Eye Care's First Internal Trainer Training

In March 2024, Chifeng Hospital, as part of the second batch of pilot hospitals under the Excellence Plan, successfully hosted the first internal trainer training session, attended by more than 20 employees from various departments. The session was delivered by Dai Jieli, Director of the Education and Training Department of Chaoju Eye Care, covering topics such as the role of internal trainers, characteristics of adult learning, and the growth path of internal trainers. Interactive formats such as group competitions, case analysis, and practical exercises were used to enhance participants' instructional abilities. Participants found the content practical and the format engaging, expressing their intention to apply the learning to support talent development within the hospital. This internal trainer initiative is an important step in strengthening knowledge accumulation and sharing within the hospital, aiming to comprehensively improve staff's professional competencies and job performance, and provide talent support for high-quality hospital development.



The Group has formulated the *Management Measures for Employee External Training*, enabling employees to enhance their expertise and broaden their horizons through internal and external advanced study, while promoting the exchange of hospital management and medical technology across the Group. This initiative helps strengthen employees' professional competitiveness and meet the Group's talent needs in a rapidly expanding business environment. During the Reporting Period, to



further standardise the management of medical staff's external training and study, the Company revised the *Management Measures for Employee External Training*, focusing on updates regarding qualification requirements and the selection of training institutions.

Measures for Internal Training and External Learning

Internal training	<ul style="list-style-type: none"> Provides employees with opportunities to engage in internal advanced training, allowing them to acquire cutting-edge theoretical knowledge, clinical skills, and hospital management experience. This enhances their professional knowledge and broadens their perspectives.
External learning	<ul style="list-style-type: none"> Sending employees to professional institutions for further studies. Employees are required to follow the training institution's requirements and schedule, ensuring they achieve training objectives and obtain certification as required.

The Group combines external training with internal training, on-the-job training with full-time training, focused training with general training, and regular training with adaptive training, using a variety of teaching methods, including classroom lectures, remote teaching, case analysis, role-playing, scenario simulations, off-site learning, and site visits, to diversify employee training methods. During the Reporting Period, the Company conducted regular employee training satisfaction surveys, with an overall satisfaction rate of 97.88%.

Employee Incentives and Promotion

The Group considers its comprehensive employee performance evaluation system as the basis for employee promotion and development. The Group attracts long-term retention of employees through a competitive compensation system, a standardised promotion mechanism, and continually optimised medium- and long-term incentive policies.



Employee Incentives and Promotion Measures

Employee performance assessment	<ul style="list-style-type: none"> The Group has established systems such as the <i>Management Measures for Employee Performance</i> and <i>Incentive Management Measures for Performances of Business Team in Subsidiaries</i> to create a performance management framework, assessment standards, and performance incentive policies for key positions, ensuring that outstanding work is fully recognised. Based on performance assessment results and market standards, the Group adjusts the compensation for high-performing employees and provides coaching and empowerment for underperforming employees. This approach ensures that employees' performance remains aligned with established goals, while also helping employees enhance their work abilities.
Employee promotion and development	<ul style="list-style-type: none"> The Group has established systems such as the <i>Administrative Measures for the Reserve Cadre Training</i> and <i>Administrative Measures for the Employment of Middle-level Management Personnel of Subsidiaries</i>. The <i>Staff Career Development Promotion Management System</i> provides three career development paths for employees based on individual development: management, technical, and job rotation paths. Employees are selected for training based on their performance evaluations, daily work, and development potential, ensuring that their growth direction aligns with the Group's development goals. The Group adheres to a combined management principle of subsidiary recommendations and Group selection for staff selection, reserves, evaluation, appointment, and promotion processes.
Medium- and long-term employee incentives	<ul style="list-style-type: none"> The Group grants equity to the management team, key doctors, and long-term employees, allowing them to share in the fruits of their hard work and rewarding and motivating management teams, core employees, and key talents.



❖ Occupational Health and Safety

The Group has established a comprehensive occupational health and safety management structure, with independent management of its subsidiary hospitals. For example, at Hohhot No.2 Hospital, a work safety management committee is set up, with the hospital director serving as the chairperson, responsible for formulating safety control plans and labour protection measures. The committee includes members and safety officers responsible for conducting safety inspections, supervising medical safety control, and assessing the effectiveness of these controls to ensure the comprehensive implementation of the work safety management system.

To standardise occupational health management, the Group has developed the *Compilation of Work Safety Systems*, *Occupational Health Management System*, and *Occupational Safety Protection and Health Examination System*. After systematic identification, the main personnel in the Company's occupational disease risk positions mainly include radiation department staff, medical staff, and medical waste disposal personnel. The occupational disease hazard factors are ionizing radiation, infectious waste, and sharp instrument injury risks. In response to these risks, the Company took measures such as occupational hazard detection, occupational health notifications, provision of protective equipment, physical examination, and training, raising employees' awareness of occupational disease prevention and ensuring their occupational safety.

Occupational Health Management Measures

Occupational disease hazard monitoring	<ul style="list-style-type: none"> Regularly entrust qualified units to monitor and assess occupational disease hazards in the workplace.
Occupational health notification	<ul style="list-style-type: none"> Notify employees of the specific risks and occupational disease protection measures for positions with occupational health hazards before they start work.
Labour protection equipment	<ul style="list-style-type: none"> Provide employees exposed to occupational hazards with appropriate and effective personal protective equipment, such as lead aprons, lead collars, masks, and gloves, and ensure proper use. Maintain, repair, and upgrade occupational disease



	protection facilities.
Occupational health examinations	<ul style="list-style-type: none"> Provide health check-ups for employees in positions exposed to occupational hazards and establish occupational health records for tracking management. Major positions with occupational disease risks include radiology staff and medical waste disposal workers.
Occupational health training	<ul style="list-style-type: none"> Conduct training on topics such as occupational exposure prevention, medical waste disposal and safety protection, hand hygiene, and infectious disease prevention, to help employees fully grasp health protection knowledge and skills.
Occupational health emergency management	<ul style="list-style-type: none"> Develop specific emergency plans for occupational disease hazards. For example, in the case of needle-stick injuries in medical staff, measures include immediate treatment of the wound, timely reporting, preventive medical treatment, and record-keeping to effectively manage occupational exposure risks.

For occupational exposure, the Group has established systems such as the *Occupational Exposure Reporting and Management System*, *Occupational Exposure Protection System*, and *Sharp Injury Treatment Plan*. The Group requires each hospital to set up an infection management department, equip management personnel according to regulations, and standardise the preventive measures for occupational exposure as well as handling procedures in case of exposure.

The Group and its hospitals strictly implement safety operations to prevent and manage occupational exposure in daily work and provide personal protective measures for employees. Furthermore, the Group has developed comprehensive emergency procedures for dealing with occupational exposure to protect employee health and safety.



Emergency Treatment Procedures for Occupational Exposure

Emergency treatment	Inspection and reporting	Regular follow-up
<ul style="list-style-type: none"> ● In the event of occupational exposure, immediately wash the affected skin area with soap and running water, and rinse mucous membranes repeatedly with saline to treat the wound. 	<ul style="list-style-type: none"> ● The Infection Control Department guides exposed individuals to receive antiviral drugs for prophylactic treatment and conducts regular blood tests. ● Report incidents promptly, investigate the exposure source and severity, and guide the relevant department's medical staff to adopt necessary preventive measures. 	<ul style="list-style-type: none"> ● Monitor and record the physical condition of the exposed individual. ● Schedule follow-up examinations based on the nature of the disease involved.

To ensure production safety, the Group strictly complies with laws and regulations such as the *Work Safety Law of the People's Republic of China*, aiming for "zero accidents, zero injuries". The Group continually improves its safety management mechanisms to protect employees' health and safety. It has established the *Compilation of Work Safety Systems* and other management systems, regularly reviews the status of safety production, promptly rectifies identified problems, and ensures workplace safety.

Work Safety Management Measures

Safety risk control	<ul style="list-style-type: none"> ● According to the <i>Safety Risk Grading Control Work System</i>, identify and analyse hazards in business operations, products, and services; evaluate their risk levels; classify risks; and formulate corresponding safety control measures.
Emergency safety management	<ul style="list-style-type: none"> ● Develop emergency response plans covering production safety, security, fire safety, elevators, and pressure steam sterilisation equipment. Provide training and regularly organise drills to ensure plans are targeted and effective.



Risk investigation and governance	<ul style="list-style-type: none"> ● In accordance with the <i>Accident Risks Investigation and Governance System</i>, conduct regular inspections. Identified hazards must be rectified within a specified timeframe and are subject to review and performance assessment.
Safety training and education	<ul style="list-style-type: none"> ● Develop practical safety training materials based on the actual responsibilities of different positions. Conduct regular topic-specific training sessions on fire safety, public safety, occupational safety, and organise corresponding emergency drills.

During the Reporting Period, the Group did not receive any penalties for violating occupational health and safety laws or regulations and recorded no work-related fatalities.



6. Cherishing the Environment and Fostering Green Development

❖ Resource Management

Energy Management

The Group and its subsidiary hospitals primarily use electricity, petrol, and diesel. Electricity is mainly used in the Group's office premises and the routine operations of subsidiary hospitals, while petrol and diesel are used primarily to fuel company and hospital vehicles.

The Group strictly complies with laws and regulations such as the *Energy Conservation Law of the People's Republic of China* and the *Electric Power Law of the People's Republic of China*. It has formulated documents including the *Energy Management System* and the *Electricity Consumption Management System* to standardise energy management practices across the Group and its hospitals. Directional goals for energy conservation have been set to promote energy-saving and emissions-reduction measures, thereby fulfilling environmental protection responsibilities. The Group has set a directional goal for energy conservation: In accordance with the Group's energy conservation measures, actively implement their implementation and maintain or gradually reduce the energy consumption intensity under similar conditions of business operations.

Energy Management and Conservation Measures

Electricity saving measures	<ul style="list-style-type: none">• Lighting: Replace the decentralized offices with centralized offices. Use high-efficiency energy-saving lighting; turn off lights when not in use; install sensor-based lighting in infrequently used areas to improve lighting efficiency.• Air conditioning: Use split-type air conditioners with Tier 1 energy efficiency labels. Offices are divided into zones, each with individual switch controls. Clean air conditioner filters and fans regularly to reduce energy waste.• Electronic devices: Purchase devices with energy efficiency labels; shut down or place devices in standby
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	<p>mode when idle or during non-working hours to conserve electricity.</p> <ul style="list-style-type: none"> Promoting energy-saving awareness among employees: Post signs such as "Turn off the lights when you leave" near switches to promote energy-saving habits.
Fuel saving measures	<ul style="list-style-type: none"> Give priority to purchasing new energy vehicles. Conduct regular vehicle inspections and maintenance to ensure optimal performance and reduce fuel leaks or excessive consumption. Improve vehicle management systems, allocate usage based on need, prohibit personal use of company vehicles, and reduce vehicle dispatch frequency.

Water Resource Management

The Group's main water consumption for production and operations comes from municipal water supply, and there are no risks associated with obtaining applicable water sources. The Group strictly complies with the *Water Law of the People's Republic of China*, and has formulated the *Water Resource Management System* to strengthen water resource management and promote the conservation of water resources. The Company has also set a directional target for water use efficiency: In accordance with the Group's water conservation measures, actively implement their implementation and maintain or gradually reduce the water consumption intensity under similar conditions of business operations.

Water saving measures	<ul style="list-style-type: none"> Use of water-saving devices such as water-efficient taps and sensor-activated faucets. Displaying water conservation reminders near water-using equipment in prominent locations to encourage employees and patients to save water. Regular inspections of water-using equipment and pipelines for leakage, with immediate repair to prevent water waste.
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❖ Emissions Management

The Group strictly complies with laws and regulations including the *Atmospheric Pollution Prevention and Control Law of the People's Republic of China*, the *Water Pollution Prevention and Control Law of the People's Republic of China*, and the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution by Solid Waste*. We have established systems such as the *Medical Wastewater Management System* and the *Medical Waste Management System*, and rigorously control pollutants generated from our core business activities in accordance with national and industry emission standards. This ensures that pollutants are properly treated and discharged within compliant limits, preventing pollution of the atmosphere, water, and soil. During the Reporting Period, the Group complied with relevant laws and regulations that have a significant impact on the Group, and there were no incidents of pollutant emissions exceeding limits or in violation of regulations, nor were there any lawsuits arising from such matters.

The Group conducts monitoring of wastewater and air pollutant emissions as required. In addition, we have set a directional target for waste reduction: In accordance with the Group's resource conservation measures, actively implement their implementation and review the base year to maintain or gradually reduce the intensity of waste generation under similar conditions of business operations.

Types of Emissions and Management Measures

Type	Monitoring indicators	Management standards	Management measures
Wastewater	Medical and domestic wastewater; and the monitoring indicators include COD, BOD, and ammonia nitrogen (NH ₃ -N).	<ul style="list-style-type: none"> <i>Discharge Standard of Water Pollutants for Medical Organisations</i> (GB18466-2005) 	<ul style="list-style-type: none"> Adopt A/O + disinfection process for pre-treatment of wastewater, which is then discharged into the municipal sewage network. All hospitals under the Group monitor bacterial species and physicochemical



Type	Monitoring indicators	Management standards	Management measures
			indicators in wastewater as required. Monitoring results show that all hospitals' wastewater discharges are within standard limits and comply with discharge standards.
Exhaust gas	Odour generated during wastewater treatment, mainly hydrogen sulphide (H ₂ S) and ammonia (NH ₃)	<ul style="list-style-type: none"> ● <i>Discharge Standard of Water Pollutants for Medical Organisation</i> (GB18466-2005) – Maximum allowable concentrations of air pollutants around wastewater treatment facilities 	<ul style="list-style-type: none"> ● Install gas collection systems in wastewater treatment rooms. Collected exhaust gases are purified through activated carbon adsorption units, and the treated gases are discharged via rooftop ducts.
Non-hazardous waste	Domestic waste and packaging of disposable consumables	<ul style="list-style-type: none"> ● <i>Standards for Pollution Control on the Non-hazardous Industrial Solid Waste Storage and Landfill</i> (GB18599-2020) 	<ul style="list-style-type: none"> ● Centralised collection of non-hazardous waste, with categorisation before disposal into recyclable waste, non-recyclable waste, kitchen waste, and other waste. Recyclables are reused where possible.
Hazardous waste	Medical waste, mainly infectious and injurious waste, including	<ul style="list-style-type: none"> ● <i>Standard for Pollution Control on Hazardous Waste Storage</i> (GB18597-2001) ● <i>Regulations on the</i> 	<ul style="list-style-type: none"> ● Classification, packaging, sealing, and temporary storage of hazardous waste in accordance with



Type	Monitoring indicators	Management standards	Management measures
	medical and chemical waste, used ink cartridges, toner cartridges, batteries, and scrapped IT equipment	<i>Administration of Medical Waste</i> <ul style="list-style-type: none"> ● <i>Technical Specifications on Centralised Disposal of Medical Waste (Trial)</i> 	regulatory labelling. Medical hazardous waste is uniformly and safely disposed of by authorised third-party contractors.

❖ Climate Change Response

The Group keeps an eye on the trend of global climate change and the introduction of climate-related policies in China, practices the concept of sustainable low-carbon green development, and actively responds to support China's national strategy of peaking carbon emissions by 2030 and achieving carbon neutrality by 2060. We construct a comprehensive climate change management system, and identify risks and opportunities related to climate change, and integrate climate change mitigation and adaptation into its routine management.

Climate Change Management System

Governance	<ul style="list-style-type: none"> • Incorporate climate change issues into the material issues of corporate social responsibility; the Board of Directors will supervise and manage the Group's climate change issues; • Relevant functional departments and business departments incorporate climate change management into their daily work priorities.
Strategy	<ul style="list-style-type: none"> • Actively identify major sources of greenhouse gas emissions; • Identify the risks of climate change to company operations and plan to incorporate climate change risks and opportunities as part of overall operational risk management.
Risk management	<ul style="list-style-type: none"> • Carry out relevant management actions in resource conservation and emission reduction to reduce greenhouse



	<p>gas emissions caused by energy use;</p> <ul style="list-style-type: none"> Motivate employees to work in a green way to reduce greenhouse gas emissions.
Indicators and targets	<ul style="list-style-type: none"> Regularly count and disclose the amount and intensity of greenhouse gas emissions, and evaluate the Group's performance in addressing climate change management; The Company's directional goals for reducing GHG emission include: in accordance with the Group's energy conservation measures, actively implement their implementation and review the base year to maintain or gradually reduce the GHG emission intensity under similar conditions of business operations.

Following the *International Sustainability Standards Board (ISSB)*'s guidance on *IFRS S2 Climate-related Disclosures*, the Group identifies and prioritizes climate change risks and opportunities, managing climate change risks and opportunities and adopting specific measures to mitigate various risks.

Climate Change Risk Assessment and Response

Climate change risk identification		Potential impact	Responses
Physical risk	Acute risk	The frequency and severity of extreme weather events such as rainstorms, typhoons, and sandstorms increase. Should such events affect the Company's hospitals or optical centers, we might encounter operational halts due to power outages or flooding, complicating commutes for our staff, thereby potentially escalating operational costs and diminishing asset values.	Track climate change related issues and issue notices at the first time before the arrival of extreme weather events such as rainstorms, typhoons and sandstorms to protect the safety of employees, and establish emergency response protocols to bolster the



Climate change risk identification		Potential impact	Responses
			capacity for emergency management.
	Chronic risk	Increased electricity consumption and electricity safety risks due to extreme heat, likely leading to an increase in operational expenses.	When extreme heat occurs in summer, strengthen the inspection of electricity equipment and eliminate safety hazards in a timely manner.
Transition risk	Policy risk	The regulatory landscape concerning climate and environmental standards is tightening, with governments in areas where the Company operates continually enacting stricter laws, regulations, and policies related to energy usage and emissions. Failing to align with these evolving regulatory demands in climate change and energy management could subject the Company to legal	Pay attention to the development trend of climate policy in real time and take responsive measures in advance. Disclose information related to "Climate change response" through ESG reports and other channels.



7. Passing Love and Engaging in Charitable Actions

❖ Community and Public Welfare

The Group is dedicated to fostering the healthy development of communities by engaging in the community health service system. Leveraging its resources and expertise in ophthalmology, it offers services such as volunteer medical consultations, vision screening, and health knowledge dissemination, continuously protecting the eye health of community residents.

Community and Public Welfare Initiatives

Field	Specific actions	Examples of results
Volunteer medical consultation and vision screening	<ul style="list-style-type: none"> We persistently provide volunteer medical consultations and vision screenings to community residents, including those who are registered economically disadvantaged, disabled, or elderly, among other vulnerable groups. Patients who meet the assistance criteria are offered free cataract surgeries, ensuring the eye health of community residents and vulnerable populations. During the Reporting Period, the Group, in 	<ul style="list-style-type: none"> In 2024, the Bayannur City school vision screening project completed eye exams for 140,976 students. The "Great Love in the North, Brightening the Eyes of the Guardians of the North" project provided cataract surgeries to 410 disadvantaged patients in Wulate Front Banner and Wulate Hinter Banner, Bayannur City. "Great Love in the North, Dream of Health" public welfare action assisted 200 amblyopic children with vision function training. Extensive promotion of free eye consultations in Dalate Banner, completing 1,980 free consultation events and screening 54,483 individuals, identifying 4,970 with cataracts. The "Care for the Elderly, Poverty Alleviation and Bright Vision" project screened 56,060 elderly individuals (aged 65 +) in Hohhot



Field	Specific actions	Examples of results
	collaboration with its affiliated hospitals and non-profit organisations, has conducted "Bright Tour" public welfare initiatives, youth and children's eye care campaigns, and cataract surgery projects in partnership with the Disabled Persons' Federation, among other efforts..	<p>and completed 336 free cataract surgeries.</p> <ul style="list-style-type: none"> "Enlightenment Action" for eye diseases helped 981 patients with cataracts and pterygium, with a public welfare value exceeding RMB900,000. "Good Foundation - Zhonghe Vision Bright Action" provided 326 cataract surgeries for patients in Yutian County and 225 surgeries for patients in Luanzhou County.
Health knowledge dissemination	<ul style="list-style-type: none"> We actively work towards spreading health knowledge through platforms like social media, short videos, and offline events, helping patients and the general public understand their eye health status. By promoting good eye care habits and raising awareness about visual health, we aim to prevent the onset of eye diseases and safeguard the eye health of the wider community. 	<ul style="list-style-type: none"> 36th Patriotic Health Month thematic campaign. 34th National Day for Helping the Disabled activities. 29th National "Love Your Eyes Day" event: Chengde Hospital collaborated with the community and invited ophthalmic experts to give a lecture on eye health knowledge, focusing on common eye diseases in the elderly, their prevention, and treatment methods, thus raising self-care awareness among the elderly.



"Bright Tour" Public Welfare Initiative

Since the launch of the "Bright Tour" public welfare initiative in Inner Mongolia in 2023, Chaoju Eye Care has sent multiple experienced medical teams to seven different leagues and cities for cataract screenings and surgeries. Each patient has received professional treatment and care, and through precise surgeries and recovery training, patients have regained their vision, significantly enhancing their visual abilities and quality of life. This initiative truly embodies the public welfare effect of "restoring the sight of one person, bringing happiness to one family, and benefiting the entire community".



Chaoju Eye Care Medical Team conducted screening in villages, towns, and communities of Zhuozizi County, Wulanchabu City,



Chaoju Eye Care Medical Team conducted screening in in Chayou Front Banner, Wulanchabu City

"Golden Vision, Love in Double Ninth Festival" Themed Public Welfare Event

In 2024, during the Double Ninth Festival, Chaoju Eye Care partnered with several communities to host the "Golden Vision, Love in Double Ninth Festival" public welfare event. The hospitals under Chaoju Eye Care actively carried out health education for middle-aged and elderly people through the "outreach and invite in" approach, offering eye health lectures and free ophthalmic clinics. These activities helped raise awareness about eye health, improve middle-aged and elderly individuals' self-care capabilities, and spread vision care knowledge throughout the community.





Chengde Hospital held an eye health lecture during the Double Ninth Festival



Hulunbuir Hospital held a free eye health clinic during the Double Ninth Festival

❖ Enhancing the Capabilities in Ophthalmic Diagnosis and Treatment

The Group actively promotes accessibility to ophthalmic healthcare. While expanding the diagnostic and treatment network, it fully leverages its resources and strengths in ophthalmology to provide professional ophthalmic training in underdeveloped countries or regions. This aims to enhance the skills of ophthalmologists and related professionals, allowing more patients to access convenient and high-quality medical services.

"Belt and Road" Phase II Mongolian Optometry Doctors Training Course

In June 2024, the Belt and Road Mongolian Optometry Doctors Training Course was jointly hosted by the Inner Mongolia Red Cross, the Mongolian Red Cross, Chaoju Eye Care, and Wenzhou Medical University. The training consisted of two phases, in Hohhot and Wenzhou, lasting four weeks, and was aimed at providing optometry training for ten ophthalmologists from various medical institutions in Mongolia. This course covered the latest developments in optometry, combining theoretical learning, clinical practice, and case analysis. It helped participants better understand basic optometric theories and skills, while also introducing the latest clinical and research developments in optometry in China. The training was instrumental in improving the development level of optometry in Mongolia, promoting bilateral cooperation in the field of optometry between China and Mongolia, and building a bridge of friendship between the two nations.





Annex I: Quantitative ESG Data Table

Economic Performance

Performance Indicators	Unit	2022	2023	2024
Operating revenue	RMB 1,000	990,044	1,369,505	1,405,454
Charitable donation amount	RMB 10,000	617.80	1,613.40	410.00

Governance Performance

Performance Indicators	Unit	2022	2023	2024
Business Ethics				
Percentage of board of directors' members covered by anti-corruption training ¹	%	100	100	100
Number of corruption lawsuits filed against and resolved for the issuer or its employees during the reporting period	pcs	0	0	0
Number of illegal or non-compliant incidents in market promotion (including advertising, sales, and sponsorship)	pcs	/	/	0

Note 1: Calculation formula: Percentage of Board of directors' members covered by anti-corruption training = Number of board members receiving anti-corruption training / Total number of board members × 100%.

Environmental Performance¹

Performance Indicators	Unit	2023	2024
Environmental Management			
Number of incidents penalized for violating environmental protection laws and regulations	pcs	0	0
Resource Management			



Performance Indicators	Unit	2023	2024
Energy consumption			
Purchased electricity consumption	MWh	10,218.23	8,703.84
Intensity of purchased electricity consumption	MWh/RMB 10,000	0.075	0.520
Total natural gas consumption	m ³	45,275.80	30,825.00
Natural gas consumption per RMB 10,000 of revenue	m ³ /RMB 10,000	0.33	0.22
Gasoline consumption	Liters	227,073.16	219,430.69
Diesel consumption	Liters	99,869.84	97,460.78
Water resource consumption			
Total water consumption	m ³	119,373.30	120,643.60
Water consumption intensity	m ³ /RMB 10,000	0.87	0.86
Packaging material consumption			
Usage of packaging materials for finished products ²	tons	22.23	22.00
Usage of packaging materials for finished products per RMB 10,000 of revenue	tons/RMB 10,000	0.00016	0.0002
Emissions Management			
Emissions			
Medical wastewater discharge	m ³	26,000.33	21,925.40
Domestic wastewater discharge	m ³	76,684.65	76,253.53
Emissions of nitrogen oxides (NO _x) in waste gas	kg	9.26	10.04
Emissions of sulfur oxides (SO _x) in waste gas	kg	2,245.32	2,183.06
Emissions of particulate matter (PM) in waste gas	kg	1,752.45	3,478.05
Waste			
Non-hazardous waste generation	tons	577.40	540.35
Non-hazardous waste generation intensity	tons/RMB 10,000	0.0042	0.0038
Hazardous waste generation	tons	159.21	134.92



Performance Indicators	Unit	2023	2024
Hazardous waste generation intensity	tons/RMB 10,000	0.0012	0.0010
GHG emissions			
Scope 1 GHG emissions ³	tons CO ₂ e	866.54	811.78
Scope 2 GHG emissions ⁴	tons CO ₂ e	5,827.46	4,670.48
Total amount of GHG emissions (Scope 1 and Scope 2) ⁵	tons CO ₂ e	6,694.00	5,482.25
GHG emissions intensity (Scope 1 and Scope 2)	tons CO ₂ e/RMB 10,000	0.049	0.039

Note 1: In 2024, the coverage of environmental performance increased from 26 eye hospitals last year to 30 eye hospitals.

Note 2: Only Baotou Hospital is involved in drug production, so the total amount of usage of packaging materials for finished products mainly covers Baotou Hospital.

Note 3: Scope 1 Greenhouse Gas Emission calculation of natural gas, gasoline, and diesel consumed in hospital operations. For the calculation method, refer to SEHK's *ESG Reporting Guide Appendix II Guidelines for Reporting Environmental Key Performance Indicators* (March 2022) and calculate by the emission factor method. The types of greenhouse gases include CO₂, CH₄, and N₂O, and the greenhouse gas equivalent is calculated by the century-old average value (GWP 100) of IPCC AR6 GWP.

Note 4: Scope 2 greenhouse gas emissions include indirect greenhouse gas emissions caused by purchased electricity consumption. The calculation method refers to SEHK's *ESG Reporting Guide Appendix II Guidelines for Reporting Environmental Key Performance Indicators* (March 2022) and is calculated by the emission factor method. Among them, the greenhouse gas emission factor of purchased power is selected from the average emission factor of China's national power grid, which comes from the *Notice of the Ministry of Ecology and Environment of China on the Release of 2022 Power CO₂ Emission Factors*.

Note 5: There are minor differences in decimal places between the sum of Scope 1 and Scope 2 greenhouse gas emissions and the total emissions, which is a normal statistical result.

Social Performance

Performance Indicators		Unit	2022	2023	2024
Employee employment and rights and interests					
Total number of employees		Person	2,162	2,597	2,608
By gender	Female	Person	1,633	1,947	1,973
	Male	Person	529	650	635
By rank	Grassroots employees	Person	1,830	2,254	2,261
	Mid-level management employees	Person	328	338	342



Performance Indicators		Unit	2022	2023	2024
	Senior management employees	Person	4	5	5
By form of employment	Full-time contract employees	Person	2,132	2,501	2,543
	Full-time dispatched employees	Person	88	17	6
	Part-time employees	Person	22	59	59
By age group	Under 30 years old	Person	650	864	825
	30-50 years old	Person	1,309	1,474	1,550
	Over 50 years old	Person	203	259	233
By region	Mainland China	Person	2,160	2,592	2,603
	Hong Kong, Macau, Taiwan, and Overseas Regions	Person	2	5	5
Employee turnover rate		%	10.05	8.51	10.70
By gender ¹	Female	%	9.68	6.15	12.28
	Male	%	11.15	9.30	10.19
By age group	Under 30 years old	%	15.69	15.05	14.30
	30-50 years old	%	5.88	5.36	8.45
	Over 50 years old	%	18.72	4.63	12.88
By region	Mainland China Employees	%	10.05	8.53	10.72
	Hong Kong, Macau, Taiwan, and Overseas	%	0.00	0.00	0.00
Human capital development					
Coverage of employees receiving training		%	100	100	100
By gender ²	Female	%	100	100	100
	Male	%	100	100	100



Performance Indicators		Unit	2022	2023	2024
By rank ²	Grassroots employees	%	100	100	100
	Mid-level management employees	%	100	100	100
	Senior management employees	%	100	100	100
Training hours per employee		Hours	42.75	43.33	66.64
By gender ³	Female	Hours	33.11	43.18	67.33
	Male	Hours	34.07	39.88	64.50
By rank ³	Grassroots employees	Hours	30.15	46.84	63.23
	Mid-level management employees	Hours	38.11	12.46	88.64
	Senior management employees	Hours	60.00	72.00	104.00
Occupational health and safety					
Number of work-related fatalities		Person	0	0	0
Percentage of work-related fatalities		%	0	0	0
Number of workdays lost due to work-related injuries		Days	0	0	90
Number of penalties imposed for violations of employee employment and labor laws and regulations		pcs	0	0	0
Medical service management					
Number of complaints received about products and services		pcs	53	85	92
Complaint handling rate		%	100	100	100
Supplier management					
Total number of suppliers		Number	255	296	1,035



Performance Indicators		Unit	2022	2023	2024
		of Suppliers			
By geography	Mainland China	Number of Suppliers	255	286	1,030
	Hong Kong, Macau, Taiwan, and Overseas	Number of Suppliers	0	10	5

Note 1: Calculation formula: Employee Turnover Rate of a particular category = Number of employees lost in this category / Number of employees in this category × 100%.

Note 2: Calculation formula: Coverage of employees trained of a particular category = Number of employees trained in this category / Number of employees in this category × 100%.

Note 3: Calculation formula: Average training hours of employees of a particular category = Total training hours of employees in this category / Number of employees in this category. In 2024, the hospital conducted leadership enhancement training programs for mid-level and senior management, significantly increasing the average training hours per employee.



Annex II: Index Table of The Hong Kong Stock Exchange's *ESG Reporting Guidelines*

Part B: Mandatory Disclosure Requirements		
Mandatory disclosure		Section
Governance Structure	<p>A statement from the board containing the following elements:</p> <ul style="list-style-type: none"> (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, prioritise 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. 	ESG Management
Reporting Principles	<p>A description of, or an explanation on, the application of the following Reporting Principles in the preparation of the ESG report:</p> <p>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.</p> <p>Quantitative: Information on the standards, methodologies, assumptions</p>	Report Preparation Notes



	<p>and/or calculation tools used, and source of conversion factors used, for the reporting of emissions/energy consumption (where applicable) should be disclosed.</p> <p>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.</p>	
Reporting Boundary	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.	Report Preparation Notes
Part C: "Comply or explain" Provisions		
Aspects, General Disclosures and KPIs		Section
A. Environmental		
Aspect A1: Emissions		
General Disclosure A1	<p>Information on:</p> <p>(a) the policies; and</p> <p>(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.</p>	<p>Emissions Management</p> <p>Climate Change Response</p>
KPI A1.1	The types of emissions and respective emissions data.	Annex I: Quantitative ESG data table



KPI A1.2	Greenhouse gas emissions in total (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Annex I: Quantitative ESG data table
KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Annex I: Quantitative ESG data table
KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Annex I: Quantitative ESG data table
KPI A1.5	Description of measures to mitigate emissions and results achieved.	Emissions Management
KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved.	Emissions Management
Aspect A2: Use of Resources		
General Disclosure A2	Policies on the efficient use of resources, including energy, water and other raw materials.	Resource Management
KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).	Annex I: Quantitative ESG data table
KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Annex I: Quantitative ESG data table
KPI A2.3	Description of energy use efficiency initiatives and results achieved.	Resource Management



KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved.	Resource Management
KPI A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Annex I: Quantitative ESG data table
Aspect A3: The Environment and Natural Resources		
General Disclosure A3	Policies on minimising the issuer's significant impact on the environment and natural resources.	Resource Management Emissions Management
KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Resource Management Emissions Management
Aspect A4: Climate Change		
General Disclosure A4	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Climate Change Response
KPI 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.	Climate Change Response
B. Social:		
Employment and Labour Practices		
Aspect B1: Employment		



General Disclosure B1	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.	Employee Rights and Benefits
KPI B1.1	Total workforce by gender, employment type, age group and geographical region.	Annex I: Quantitative ESG data table
KPI B1.2	Employee turnover rate by gender, age group and geographical region.	Annex I: Quantitative ESG data table
Aspect B2: Health and Safety		
General Disclosure B2	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.	Occupational Health and Safety
KPI B2.1	Number and rate of work-related fatalities.	Annex I: Quantitative ESG data table
KPI B2.2	Lost days due to work injury.	Annex I: Quantitative ESG data table
KPI B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored.	Occupational Health and Safety
Aspect B3: Development and Training		



General Disclosure B3	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	Human Capital Development
KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Annex I: Quantitative ESG data table
KPI B3.2	The average training hours completed per employee by gender and employee category.	Annex I: Quantitative ESG data table
Aspect B4: Labour Standards		
General Disclosure B4	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Employee Rights and Benefits
KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Employee Rights and Benefits
KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Employee Rights and Benefits
Operating Practices		
Aspect B5: Supply Chain Management		
General Disclosure B5	Policies on managing environmental and social risks of the supply chain.	Supply Chain Management
KPI B5.1	Number of suppliers by geographical region.	Annex I: Quantitative ESG data table
KPI B5.2	Description of practices relating to engaging suppliers, number of	Supply Chain Management



	suppliers where the practices are being implemented, how they are implemented and monitored.	
KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management
KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Supply Chain Management
Aspect B6: Product Responsibility		
General Disclosure B6	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.	Medical Quality Management System Pharmaceutical Quality Management Responsible Marketing
KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Pharmaceutical Quality Management
KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Medical Service Management
KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Research and Innovation



KPI B6.4	Description of quality assurance process and recall procedures.	Pharmaceutical Quality Management
KPI B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored.	Information Security and Privacy Protection
Aspect B7: Anti-corruption		
General Disclosure B7	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Business Ethics
KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	Business Ethics
KPI B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored.	Business Ethics
KPI B7.3	Description of anti-corruption training provided to directors and staff.	Business Ethics Annex I: Quantitative ESG data table
Aspect B8: Community Investment		
General Disclosure B8	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.	Community and Public Welfare



KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Community and Public Welfare
KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	Annex I: Quantitative ESG data table





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