Honliv Healthcare Management Group Company Limited
宏力醫療管理集團有限公司
(Incorporated in the Cayman Islands with limited liability)
Stock Code : 9906

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT
2024

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT 2024

｜ ABOUT THE REPORT

This is the Environmental, Social and Governance Report 2024 (the "ESG Report") prepared and published by Honliv Healthcare Management Group Limited (hereinafter referred to as "Honliv Healthcare", "the Company" or "we") to provide a true and fair view of the Company's overall ESG performance, and readers are advised to read the Report in conjunction with the "Corporate Governance Report" section of the Annual Report.

Scope of the Report

Unless otherwise stated, the Report covers the environmental, social and governance performance of the Company and its subsidiaries in the PRC from 1 January to 31 December 2024. To ensure continuity and comparability of information, certain content will be extended as necessary.

Description of the information

The information in the Report is obtained from internal statistical reports, company documents, stakeholder surveys and interviews of Honliv Healthcare. The emission and energy use indicators are measured and calculated in accordance with national regulations or international standards.

Report language

The Report is published in both Chinese and English. In case of discrepancies in the content, the Chinese version shall prevail.

Preparation basis

The Report has been prepared in accordance with Appendix C2 of "Environmental, Social and Governance Report Code" (the "ESG Report Code") of the "Main Board Listing Rules" issued by Hong Kong Stock Exchange. It is based on the principles of materiality, quantification, balance and consistency of reporting, and reports on the content and data relating to the ESG issues in compliance with the "comply or explain" provisions set out in the "ESG Report Code".

"Materiality" principle: key stakeholders and their ESG concerns have been identified in the preparation of the Report and targeted disclosures have been made in the Report based on the relative importance of their issues of concern.

"Quantitative" principle: the Report uses the way of quantitative data to present environmental and social KPIs. The measurement criteria, methods, assumptions and/or calculation tools, and the sources of conversion factors used for the KPIs in The Report are described where applicable. Unless otherwise stated, the currency in the Report is denominated in RMB.

"Balance" principle: the Report follows the balance principle and presents an objective picture of the Company's ESG performance and management status.

"Consistency" principle: unless otherwise stated, the Report uses the same statistical methodology as the Company's "2023 Environmental, Social and Governance Report".

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II SUSTAINABLE DEVELOPMENT GOVERNANCE

1. Board of Directors' statement

The Company's Board of Directors, as the highest responsible and decision-making body for ESG issues, attaches great importance to ESG governance. It takes full responsibility for relevant strategies and reports, and is committed to promoting the harmonious development between the enterprise, society and nature.

Review of the ESG Report: The Board of Directors incorporates ESG issues into the Company's governance system, participates in ESG governance and information disclosure throughout the process, and continuously strengthens the supervision efforts. On 28 March 2025, the Board of Directors completed the review of the ESG report for 2024, and carried out a review and evaluation of the work completion status in the previous year.

ESG management policy and strategy: The Company integrates ESG governance requirements into its daily management system. Through internal reviews, policy analysis, and communication with stakeholders, it determines the priorities of ESG issues and reports them to the Board of Directors. It clarifies the key points of governance and strategies, and continuously promotes the optimization of ESG work. For relevant content, please refer to the section on "ESG Management System".

ESG Plan: In 2024, the management reported to the Board of Directors on the Company's future ESG development directions, including environmental protection and energy conservation goals, opportunities and challenges posed by climate change, and corresponding countermeasures. During the reporting period, the Company has set environmental goals related to its business operations and reviewed the completion of the previous year's goals. For relevant content, please refer to the section on "Environmental Target Management".

The Board of Directors of the Company has reviewed and approved the Report on 28 March 2025.

Honliv Healthcare Management Group Company Limited
The Board of Directors
28 March 2025

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2. ESG Management System

The Company adheres to the development concept of "benefiting the local community and contributing to society". Based in northern Henan and facing the whole country, it is committed to providing high-quality medical services and promoting the development of China's health undertakings. Meanwhile, the Company continuously improves its ESG management system, enhances its sustainable development capabilities, and while safeguarding the interests of shareholders and investors, it actively fulfills its social responsibilities.

We integrate the ESG concept into our corporate operations, actively implement relevant laws and regulations. While achieving our business goals, we strive to reduce environmental impacts, strengthen the management foundation, build a high-quality talent team, establish and maintain trust-based relationships with suppliers, and actively participate in social welfare activities, so as to create sustainable development value together with all parties.

We have established a top-down multi-level and cross-departmental ESG management system to achieve efficient management. The Board of Directors is responsible for the Company's ESG work and information disclosure. The ESG working group, composed of the heads of relevant departments, is responsible for executing specific tasks. We comply with the "ESG Report Code" of The Stock Exchange of Hong Kong and, in combination with our business development strategies, continuously improve our ESG management level and optimize our management organizational structure.

3. Stakeholder communication

The Company integrates stakeholder communication into its daily management. Based on the characteristics of its business, it identifies the main stakeholders and actively communicates and exchanges with them through various channels. It understands their demands and expectations regarding ESG issues, and takes their suggestions as important references for the Company's ESG work.

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The key ESG issues of concern to the Company's major stakeholders and the main communication and feedback channels are as follows:

Key Stakeholders	ESG Issues of Concern	Main Communication and Feedback Channels
Employees	Employment Employee development and training Employee health and safety Anti-corruption	Employee opinion survey Employee internal communication meetings Internal announcements Labour union
Patients and consumers	Quality of healthcare and service Community investment Environment and natural resources	Patient satisfaction survey Daily operation/communication Return visits to discharged inpatients Service complaint and response mechanism channels
Governments and regulatory authorities	Anti-corruption Quality of healthcare and service Employment Labour standards	Information disclosure Correspondences Field trips Relevant meetings
Academic and research Institutions	Cooperation on clinical research Quality of healthcare and service	Academic exchange Industry development meetings
Shareholders and investors	Climate change Intellectual property management Employee development and training Anti-corruption	Shareholders' general meetings Annual and interim reports Results announcements Corporate SEHK announcements Special page for investor relations
Suppliers and partners	Supply chain management Product and service responsibilities Anti-corruption	Supplier management system Relevant meetings
Public and community	Emissions Use of resources Environment and natural resources Labour standards Anti-corruption	Community activities Public welfare activities Daily operation Questionnaires

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4. Analysis of materiality issues

In light of our business characteristics, we actively engage in communication and exchanges with various stakeholders to understand their perspectives on ESG issues. On this basis, we identify and evaluate the key concerns of stakeholders, and use them as crucial criteria for determining the scope and extent of information disclosure, so as to ensure a more accurate and comprehensive response to stakeholders' concerns.
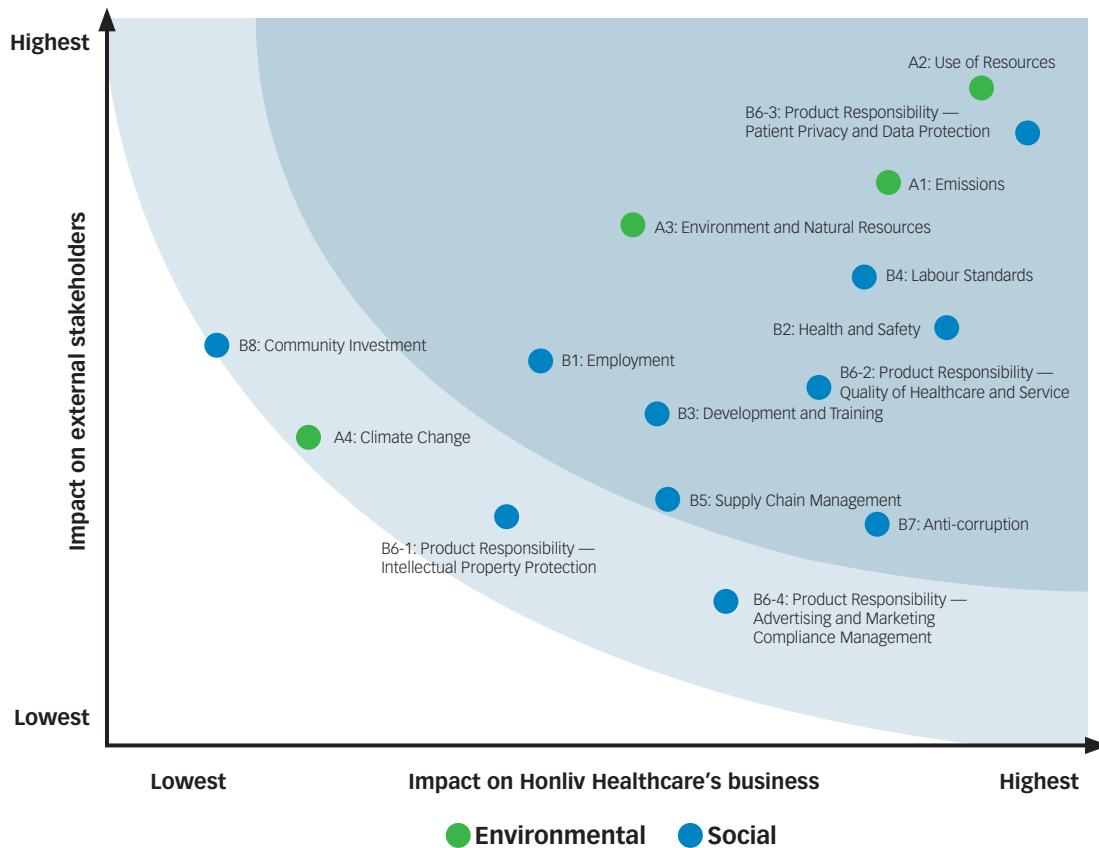
The Company identified issues of high importance, i.e. "A2 Use of Resources", "B6-3 Product Responsibility — Patient Privacy and Data Protection", "A1 Emissions", "B4 Labour Standards", "A3 Environment and Natural Resources", "B2 Health and Safety", "B6-2 Product Responsibility — Quality of Healthcare and Service"; Issues of medium importance include "B1 Employment", "B7 Anti-corruption", "B8 Community Investment", "B6-1 Product Responsibility — Intellectual Property Protection", "B3 Development and Training", "B6-4 Product Responsibility — Advertising and Marketing Compliance Management", "A4 Climate Change"; Related issues include "B5 Supply Chain Management". We will elaborate on the above-mentioned issues respectively in each chapter of the Report.

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III EMPOWER WITH PROFESSIONALISM, SERVE THE PEOPLE WITH SINCERITY

The Company adheres to the high-quality service concept of "Sincerity, Fraternity, Meticulousness and Warmth", and continuously improves the quality of medical services and the patient consultation experience. We actively collect patients' feedback, smooth the channels for their opinions, and ensure that problems are solved in a timely manner. Meanwhile, through refined and digital management, we protect patients' privacy and effectively safeguard the legitimate rights and interests of both doctors and patients.

1. Enhance healthcare quality

The Company complies with laws, regulations and industry standards such as the "Law of the People's Republic of China on Basic Medical and Health Care and the Promotion of Health", the "Medical Practitioners Law of the People's Republic of China", the "Drug Administration Law of the People's Republic of China", the "Regulations on the Administration of Medical Institutions", the "Regulations for the Implementation of the Drug Administration Law", and the "Measures for the Administration of Medical Quality". On the basis of compliance, it continuously optimizes the management systems for medical quality, drug safety and nursing services, fully safeguards public health, and is committed to providing high-quality and humanized medical services to the general public.

Quality of medical services

The Company adheres to the original aspiration of "striving for excellence and returning to the essence of medical care", implements the management concept of "quality, safety and standardization", and improves the three-level management and supervision system of "decision-making by the Quality and Safety Management Committee, control by the Quality and Safety Department and various functional departments, and implementation by the quality and safety management teams of each department". It strictly enforces the core systems for medical quality and safety, adheres to a data-driven approach, uses advanced management tools, comprehensively supervises the Company's operations, and ensures the quality and safety of medical services.

To implement the requirements of the "Interim Provisions on the Quality Management of Outpatient Services in Medical Institutions" and the "Plan for the Theme Activity of Improving the Medical Experience and Enhancing Patient Experience (2023–2025)" issued by the National Health Commission, the Company has continuously optimized the diagnosis and treatment process, deepened the multi-disciplinary collaborative diagnosis and treatment (MDT) model, formulated the optimal treatment plan based on the patient's condition, and improved the diagnosis and treatment efficiency. In 2024, the Company's medical treatment efficiency was significantly improved, with the within-30-minutes consultation rate reaching 69% and the appointment waiting time being shortened to 16 minutes.

In order to improve service efficiency, the Company has implemented the "One Bed for the Whole Hospital" model and flexibly allocated medical staff resources. The Company has deployed intelligent services across the entire chain, covering key service links such as intelligent medical insurance audit, instant in-clinic payment, prescription inquiry, and drug mailing. This has reduced the payment time to 7 minutes and the time for getting medicine to 8 minutes. In addition, the Company has established a one-stop prenatal examination management platform, integrating outpatient, inpatient, and postpartum rehabilitation data, and launched an online service for renewing prescriptions for chronic diseases. In 2024, the Company completed 930 home visits, significantly improving service efficiency and the patient experience.

The Company utilizes information technology to integrate risk management into doctors' diagnosis and treatment processes as well as medical records. It establishes a risk early warning mechanism for key diagnostic information and medical orders, enabling the early identification and response to potential risks. This ensures the provision of accurate and efficient medical services to patients and further optimizes the medical treatment experience.

The Company has an air ambulance special team with more than ten years of experience. Relying on helicopters equipped with professional rescue equipment, the team can quickly rescue critically ill patients such as those severely injured in car accidents and suffering from intracranial hemorrhage. This helps to gain precious treatment time for the patients and significantly improves the treatment efficiency for patients in remote areas.

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Safe management of medicines

The Company attaches great importance to the management of drug safety. It scrupulously abides by laws and regulations such as the "Drug Administration Law of the People's Republic of China" and the "Regulations on Pharmacy Administration of Medical Institutions", and has formulated the "Drug Quality Management System" to supervise the supply and clinical use of drugs.

- Supervision of Drug Supply Safety:

  The Company strictly examines the qualifications of drug suppliers, connects with the data of manufacturing enterprises, and comprehensively manages drug information (such as name, production date, specification model, etc.). During the inbound inspection and acceptance, the Company carries out a meticulous inspection of the outer packaging and transportation status of drugs, and stores them in different areas and categories. Meanwhile, we regularly check the quality of drugs in stock, and promptly return or exchange drugs with a remaining validity period of less than six months to ensure the quality, safety and traceability of drug supply.

- Supervision of Clinical Medication Safety:

  The medical staff of the Company monitors the patients' reactions to medications in real time. In case of any abnormal situation, we will immediately stop the administration of the drug, seal up the problematic drug, carry out an investigation and analysis, and report it to the drug regulatory authorities. For drugs with identified safety issues, we will also promptly recall and safely destroy them to ensure the safety and effectiveness of patients' medications. During the year, there has been no recall of drugs due to health and safety issues in the Company.

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[Case: Standardize Processes to Reduce Risks in Drug Preparation]

In 2024, the Company established a preparation center. By standardizing the drug preparation process and optimizing human resources, it addressed high-risk issues such as contamination in traditional intravenous drug preparation. The Company's preparation center provides the preparation of intravenous drugs, parenteral nutrition solutions, and hazardous drugs for six major departments, with an average daily processing capacity of approximately 1,000 bags. Meanwhile, the center has introduced a negative-pressure working environment to prevent the diffusion of harmful gases, ensuring the safety of patients' medications and the working environment for medical staff.

The Preparation Center

Quality of nursing services

Based on the "Action Plan for Further Improving Nursing Services (2023–2025)" issued by the National Health Commission, the Company has established a nursing quality management system with patient health at its core. It has formulated the "Implementation Plan for Implementing the Action Plan for Further Improving Nursing Services (2023–2025)" and the "Implementation Plan for High-Quality Nursing Services", and established a Nursing Quality and Safety Management Committee and a High-Quality Nursing Services Management Committee. A three-dimensional management mechanism featuring a "three-level organizational structure + 1 + 6 quality control model" has been formed to promote the in-depth integration of nursing services with clinical and social health needs.

1. Establish a Quality Control System

Based on the "structure — process — outcome" quality management framework, the Company has improved nursing quality indicators and assessment criteria, compiled the "Nursing Quality Indicator Manual" and the "Specialized Nursing Quality Indicator Manual", and established a closed-loop for dynamic monitoring and improvement. During the year, the coverage rate of joint supervision by multiple departments reached 100%, and the problem improvement completion rate exceeded 95%. The establishment and continuous promotion of the multi-department joint supervision mechanism have broken down departmental barriers, constructed a cross-departmental collaborative network, and enhanced the level of quality supervision. This has not only achieved a spiral improvement in nursing quality but also promoted the overall improvement of the hospital's nursing management efficiency.

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2.   Explore and Innovate Service Model

The Company innovates service models and continuously optimizes the quality of nursing services to enhance patients' medical experience and the level of health services.

Service Model	Practical Achievements
Responsibility — based Holistic Nursing	In all the inpatient wards of the hospital, the revision of high-quality nursing service plans has been completed with a 100% coverage. A patient-need-oriented personalized nursing approach has been implemented.
Extended nursing service	The scope of nursing services has been expanded. Home-based care, health education, and free medical consultations in rural areas have been carried out. More than 5,000 people have been served throughout the year, enhancing the accessibility of healthcare at the grassroots level.
Management of key populations	Quality control over high-risk aspects such as the peri-operative period and blood purification has been strengthened. The implementation rate of pressure injury management for inpatients reached 97.44%, and the implementation rate of intra-operative acquired pressure injury management reached 92.31%, both of which are higher than the average levels in Henan Province. For patients with key diseases, a full-course nursing service model has been developed. In 2024, the satisfaction rate of inpatients reached 99.8%, an increase of 2.1% compared with 2023. The number of dissatisfied incidents regarding nursing services in telephone follow-ups of discharged patients decreased by 46.2%.

3.   Promote the Collection of Nursing Quality Data

Relying on information technology, the Company monitors nursing quality data in real time and carries out in-depth root cause analysis. In 2024, the incidence rate of pressure injuries in the whole hospital dropped to 0.015%, achieving a continuous decline for three years. In addition, the Company publishes the "Nursing Quality Bulletin" every quarter to promote self-monitoring and correction. By continuously improving the quality of nursing services, the Company enhances patients' sense of gain and security during medical treatment.

2.   Optimize the patient experience

With the core of improving patient satisfaction, the Company has established a service quality assessment system covering the entire process. Through regularly carrying out department evaluations, dynamically rectifying problems, and exploring service innovation points, we continuously optimize the quality of medical services. We have set up clear medical guidance signs within the hospital, encouraged employees to form a volunteer guide team to provide patients with efficient and convenient medical treatment paths. Meanwhile, we have improved the patient communication and complaint mechanism, regularly discussed cases of doctor-patient disputes, summarized experiences and lessons, and promoted the sound development of doctor-patient relationships.

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Patient communication and complaints

The Company continuously optimizes the doctor-patient communication mechanism from two aspects of institutional construction and daily management, improves the ability of medical staff to handle disputes, and safeguards the rights and interests of both doctors and patients.

In terms of system construction, in accordance with laws and regulations such as the "Regulations on the Administration of Medical Institutions", the "Regulations on the Handling of Medical Accidents", and the "Measures for Letters and Visits in the Health Care", the Company has established the "first inquiry responsibility" and "hierarchical handling" mechanisms to ensure that patients' feedback and related issues are addressed promptly and properly. In 2024, the Company received customer complaints through the channels of letters and visits and hotlines, achieving a 100% complaint response rate and case closure rate.

In terms of daily management, in view of the risks of doctor-patient disputes and medical incidents, the Company has specifically formulated relevant systems such as the "Medical Damage Disposal Plan" and the "Medical Risk Early Alert System". Regular seminars on dispute cases, clinical operation training, and special training on communication skills are carried out to comprehensively strengthen the ability of medical staff in dispute prevention and emergency handling. This effectively prevents and handles medical disputes and safeguards the legitimate rights and interests of both doctors and patients.

Patient return visit and survey

The Company has established the Discharged Patient Return Visit Office, which is specifically responsible for patient satisfaction surveys and post-discharge return visit. Patient opinions are systematically collected through monthly and annual return visit reports, and a closed-loop management mechanism composed of three links, namely problem feedback, rectification implementation, and effect verification, is formed to ensure that service improvements meet patient needs. We carry out satisfaction surveys for outpatients and inpatients every month. In 2024, the satisfaction rates of both outpatients and inpatients reached 98%.

3. Protect patient privacy

The Company complies with laws and regulations such as the "Medical Practitioners Law of the People's Republic of China", the "Cybersecurity Law of the People's Republic of China", the "Regulations on the Management of Medical Records of Medical Institutions", the "Management Specification for the Application of Electronic Medical Records (for Trial Implementation)" and the "Nursing Regulations". It has formulated rules and regulations such as the "Information Security Management System" and the "Information System Permission Management System". Starting from three aspects of system security, the diagnostic process, and file management, the Company carries out privacy protection work in an all-round way, strengthening network security protection and the protection of patients' privacy.

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Ensure information security

The Company has strengthened the control of operation authorities in the information system, providing a strong guarantee for the protection of patients' privacy and information security. To uniformly manage data backup and enhance system security, the Company has carried out a series of safeguard measures:

Ensure the core business system	The five core systems — the Hospital Information System, the Laboratory Testing System, the Picture Archiving and Communication System, the Electronic Medical Record Archiving System, and the Internet Hospital — have all passed the Level-3 Certification for Information System Security Classification Protection.
Set up a database operation and maintenance position	It is mainly responsible for the unified backup of all data in the hospital.
Classify data in a meticulous way	Data is refined according to business characteristics, and different processing methods are adopted for different types of data.
Strengthen daily inspections	Increase the frequency and depth of network inspections, promptly detect problems and address potential security risks.
Expand the scope of prevention and control	Install anti-virus software on all computer devices in the hospital.

The Company has been continuously implementing the above measures to comprehensively ensure the stable operation of the systems. Meanwhile, the Company has been continuously optimizing backup resources and improving backup efficiency, reducing the average daily backup time by 3 hours, and achieving the dual development of system efficiency and information security.

Diagnostic privacy protection

The Company is committed to implementing strict privacy protection strategies to ensure the security of patients' privacy. The Company has installed partition facilities in the outpatient examination area and treatment rooms to effectively prevent the leakage of patients' privacy. In terms of ward management, the Company effectively enforces the "one room, one doctor, one patient, one companion" system, controls the entry and exit of personnel and visiting hours, and comprehensively safeguards the privacy rights and interests of inpatients. The Company clearly stipulates that without the explicit permission of the patient or their legal family member, any form of patient image shooting and dissemination is strictly prohibited. In the face of special circumstances that are not suitable for direct explanation to the patient, the Company adheres to the principles of prudence and responsibility, gives priority to communicating with the patient's legal representative, and only proceeds with subsequent work after ensuring their full knowledge and consent.

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Optimize file management

The Company continuously optimizes the patient file management process to ensure that sensitive examination data is specially stored and a strict access control mechanism is implemented. When medical staff of the Company need to access medical records containing patient privacy for business purposes, they must obtain approval through the formal review process of the medical department. In addition, the Company focuses on improving the professional ethics of all employees, continuously strengthens the education and supervision of professional behavior norms, and ensures that each employee strictly adheres to the principle of confidentiality when handling patient information. The Company will take severe measures to punish any behavior that violates the confidentiality regulations.

4.   Manage intellectual property rights

The Company attaches great importance to the protection of intellectual property rights and always complies with the requirements of relevant laws and regulations such as the "Patent Law of the People's Republic of China". The Company applies for software copyrights and signs research and development confidentiality agreements with partners. In this way, while safeguarding its own intellectual property rights and interests, it also respects the intellectual property rights of others.

In terms of trademark use, in accordance with the relevant requirements of the "Trademark Law of the People's Republic of China", the Company has formulated the "Trademark Formulation and Use Specifications" and the "Trademark File Management System", and requires relevant staff to study and master the latest laws and regulations in a timely manner to ensure the implementation of various regulations on trademark use and management.

5.   Regulate advertising

The Company strictly abides by laws and regulations such as the "Advertising Law of the People's Republic of China" and the "Administrative Measures for Medical Advertising", as well as follows the regulations in the "Notice of the Ministry of Health on Further Strengthening the Management of Medical Advertising". During the year, the Company has not released any medical commercial advertisements. The official platforms such as the official WeChat account mainly push health science popularization content, which is reviewed by professionals and internally to ensure the scientificity and authenticity of the content, and firmly eliminates any false information in commercial promotions.

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6. Drive intelligent transformation

The Company accumulates experience continuously through its daily operations, steadily improves its service capabilities, and supplements these efforts with intelligent systems to ensure high-quality outpatient services and medical standards.

During the year, with the continuous promotion of scientific and technological innovation and the construction of the Internet medical system by the National Health Commission, the Company has introduced an intelligent medical record quality control system developed based on cutting-edge artificial intelligence technologies such as natural language processing. This system implements refined management and helps the Company with its intelligent and digital transformation.

- Improve outpatient services: Physicians can quickly capture key medical record information through the system's automatic medical record recognition function, enhancing the quality and efficiency of outpatient services.

- Enhance the quality of diagnosis and treatment: Physicians can verify and improve the accuracy of their medical judgments by analyzing and summarizing patients' medical histories and examination results through the system, and provide patients with more appropriate treatments.

- Keep up with cutting-edge developments: The Company regularly collects the latest information in the medical field, continuously improves the medical database, and enhances the medical service level.

IV ADD A TOUCH OF GREEN TO THE OPERATION AND JOINTLY BUILD OUR HOMELAND

The Company attaches great importance to environmental protection. It always complies with the requirements of relevant national environmental protection laws and regulations. During the daily operation of the enterprise, it thoroughly implements the concepts of low-carbon environmental protection and sustainable development, and actively identifies and responds to the challenges brought about by climate change.

1. Respond to climate change

The Company pays full attention to the long-term impact of climate change on the medical industry, incorporates the issue of climate change into the key work scope of the Company, follows the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), and systematically identifies climate risks and transformation opportunities. By establishing a dynamic assessment mechanism for climate risks, the Company gradually integrates it into the Company's comprehensive risk management system to enhance operational resilience. In order to improve the transparency of climate actions, the Company has disclosed greenhouse gas emission data in its ESG reports for consecutive years, and based on this, optimizes the emission reduction path to promote low-carbon operations and the construction of climate adaptation capabilities.

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Climate change related transition risks

Source of impact	Description of impact	Responses
Policy and regulatory risks	Compliance costs increase due to stricter regulatory requirements. If the Company fails to meet regulatory requirements in environmental management, it will face risks such as litigation and punishment, resulting in increased operating costs.	• Identifying sources of carbon emissions during its operation; • Making climate change mitigation and technical response one of the priorities of all relevant business units; • Identifying and managing climate change risks and opportunities with reference to the TCFD framework.
Technical risks	If policies and regulations require the installation or use of clean energy, the adoption or deployment of new operations and processes may result in increased operating costs.	
Market risks	Higher market prices for raw materials (e.g. energy, water) and tighter emission requirements (e.g. waste disposal requirements) have led to higher operating costs for the company.	• The use of energy-saving lamps, sensor faucets and so forth improves energy efficiency.
Reputational risks	With the transition to a low-carbon economy, stakeholders expect the Company to take proactive management actions and enhance transparency in information disclosure in response to climate change. If the Company fails to respond well to these demands, it will have an impact on its reputation.	• Accelerate the Company's low-carbon transition; • It actively formulates and discloses emission reduction targets and corresponding emission reduction measures.

Climate change related physical risks

Source of impact	Description of impact	Responses
Acute risks	Extreme weather events such as floods, rainstorms, snowstorms and typhoons may lead to abnormal electricity and water supply. It is necessary to ensure the smooth progress of diagnosis and treatment activities, minimize casualties and health hazards caused by natural disasters, prevent the occurrence and spread of infectious diseases after natural disasters, and safeguard the health and safety of the people.	• The Company has established an Emergency Leading Team for Natural Disaster-related Health Incidents, which is responsible for handling natural disaster-related health incidents and ensuring the smooth implementation of various emergency measures; • Pay close attention to forecasts of extreme weather events provided by the meteorological administration; • It arranges backup power, establishes an emergency plan.
Chronic risk	An increase in average temperatures will have a potential negative impact on the Company's operations and maintenance, such as increased electricity consumption for hospital operations.	

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Climate change related opportunities

Source of impact	Description of impact	Responses
Resource efficiency	The reduction in energy use will reduce the Company's operating costs.	• Energy and water conservation measures have been taken to increase resource efficiency and cut operating and management costs.
Products and services	Climate change may lead to an increase in the incidence of certain diseases.	• The Company actively improves medical technology to enhance its competitive position.
Energy structure	With the trend of global warming and the increase in the cost of fossil energy, the Company has transformed its energy structure.	• Low-emission energy/clean energy is used to reduce the Company's greenhouse gas emission level.
Climate resilience	Climate change requires the Company to gradually increase its resilience to climate change.	• Take measures to improve energy efficiency, select environmentally friendly suppliers, enhance the Company's resilience to climate change, and reduce operating costs.

2. Strengthen emissions management

The Company strictly complies with laws and regulations such as the "Environmental Protection Law of the People's Republic of China", the "Discharge Standard of Water Pollutants for Medical Institutions", and the "Regulations on the Management of Medical Waste". It has also formulated internal management systems including the "Environmental Emergency Resource Investigation Report", the "Risk Assessment Report on Sudden Environmental Incidents", and the "Medical Waste Management System". The Company continuously monitors environmental risks, assigns dedicated personnel to supervise the medical waste treatment work in waste-generating departments, and ensures that all links are carried out in strict accordance with the operation specifications.

The Company has established specialized treatment processes for four main types of emissions and wastes, namely medical waste, medical wastewater, exhaust gas, and domestic waste. It has strengthened the management of emission standards to reduce the impact of its operations on the ecological environment. In 2024, the Company did not receive any administrative penalties or become involved in any litigation related to environmental pollution.

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Disposal of waste

Due to the characteristics of medical waste, such as infectivity, injurability, pathogenicity, pharmacology, and chemical properties, the Company has specially established a Waste Management Leading Team, which is fully responsible for supervising and guiding the disposal process of medical waste to ensure that all processes comply with the established specifications. We carry out handover, safe transportation, and temporary storage through dedicated collection routes, and finally transport the medical waste to a third-party treatment institution with professional qualifications, so as to achieve the safe removal and compliant treatment of the waste.

In order to further enhance the emergency response capability and daily management efficiency, the Company carries out emergency drills for unexpected medical waste incidents every year to strengthen employees' crisis awareness and response skills and promote the continuous optimization of the management system. By carrying out annual emergency drills, the Company ensures that in case of emergencies, the medical waste can still be safely and orderly disposed of in accordance with the established procedures, minimizing potential risks.

The Company continues to promote the construction of the "Smart Medical Waste" system, aiming to achieve the whole-process, intelligent, standardized and traceable management of medical waste. By comprehensively collecting and intelligently analyzing the data throughout the entire process of medical waste generation, collection, temporary storage, handover and disposal, the Company drives the standardization and digital upgrading of the medical waste management process.

Management of waste water discharge

The medical wastewater generated by the Company mainly comes from the water used by outpatients and inpatients in the hospital. To strengthen the management of wastewater discharge, the Company has built its own sewage treatment station to ensure that the wastewater meets the standards after treatment before being discharged into the municipal sewer network. Additionally, data such as the wastewater flow rate and pollutant emissions are uploaded in real-time to the online system of the Henan Provincial Department of Ecology and Environment and included in the scope of daily supervision. Meanwhile, the Company actively organizes training on the knowledge of professional equipment and continuously carries out equipment maintenance work to ensure the stable operation of the sewage treatment system.

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Exhaust gas emissions management

The Company strengthens the management of waste gas emissions, adopts multiple measures to reduce the environmental impact of waste gas, and ensures the sustainability of its operations. The Company has installed professional waste gas treatment devices and assigned dedicated personnel for management. It centrally collects and treats the generated waste gas to ensure that the emissions meet the standards. Meanwhile, in order to reduce vehicle exhaust emissions, the Company encourages employees to choose public transportation for commuting, and is equipped with electric vehicles and shuttle battery cars to promote the use of clean energy. In addition, the Company regularly hires third-party institutions for testing to ensure that the waste gas emissions comply with national and industry standards.

Domestic waste disposal

To ensure the timely and effective treatment of domestic waste, the Company urges the property management to clean up domestic waste every day and transfer the collected waste to the municipal sanitation department for centralized transportation and treatment. Meanwhile, starting from source reduction and green operation, the Company actively promotes paperless digital office work and green diagnosis and treatment processes, advocates employees to save paper, and effectively reduces waste.

3. Optimize the use of resources

The Company is well aware of the severity of the global resource shortage situation. It strictly complies with relevant laws and regulations such as the "Energy Conservation Law of the People's Republic of China", the "Regulations on Urban Water Supply", and the "Regulations on the Supply and Use of Electricity". In addition, it has established and improved internal management systems such as the "Water Conservation Management System" and the "Electricity Conservation Management System".

The Company actively optimizes resource allocation and is committed to improving the utilization efficiency of electricity, heat, water and office consumables, creating an atmosphere of energy conservation and consumption reduction. We have installed energy-saving lamps and sensor faucets in public areas, and scientifically adjusted the temperature of the air conditioning and heating systems to effectively reduce energy waste. Meanwhile, the Company emphasizes the recycling of resources, rationally uses recycled wastewater for greening irrigation and road surface cleaning, and improves the utilization rate of water resources. In addition, we publicize the concepts of saving water, electricity and paper through display boards, banners and other forms to enhance employees' awareness of conservation.

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4. Environmental performance[1]

Emissions and discharges

Indicators	2024	2023
Total GHG[2] emissions (Scope 1 and Scope 2) (tonnes)	**11,258.69**	**10,441.88**
GHG emissions per unit area (tonnes/square metre)	**0.06**	**0.06**
GHG emissions per capita (tonnes/person)	**5.98**	**5.42**
Direct emissions (Scope 1) (tonnes)	**3,131.66**	**2,772.96**
Fuel consumed by vehicles	16.28	13.51
Natural gas	3,115.38	2,759.45
Indirect emissions (Scope 2) (tonnes)	**8,127.03**	**7,668.92**
Purchased electricity	8,127.03	7,668.92
Hazardous waste[3] (tonnes)	**282.20**	**259.40**
Hazardous waste generated per capita (tonnes/person)	**0.15**	**0.13**
Hazardous waste per unit area (tonnes/square metre)	**0.002**	**0.001**
Non-hazardous waste[4] (tonnes)	**330.00**	**350.00**
Non-hazardous generated per capita (tonnes/person)	**0.18**	**0.18**
Non-hazardous waste per unit area (tonnes/square metre)	**0.002**	**0.002**
Ammonia content (kg)	1.8	0.064
Hydrogen sulfide content (kg)	0.066	0.062
Total water discharge ('0,000 cubic metres)	**27.00**	**27.30**
COD content (tonnes)	6.01	4.92
Ammonia nitrogen content (tonnes)[5]	0.06	0.50

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[1] The scope of the data covers the Henan Hongli Hospital, which includes the Surgical Building that was put into use in 2022.

[2] The greenhouse gas inventory includes carbon dioxide, methane and nitrous oxide, which mainly originate from purchased electricity, natural gas and fuels. The greenhouse gas accounting is presented in terms of carbon dioxide equivalent and is calculated in accordance with the "Announcement on the Release of the Carbon Dioxide Emission Factor of Electricity in 2022" issued by the Ministry of Ecology and Environment of the People's Republic of China and the "2019 Revised Edition of the IPCC 2006 Guidelines for National Greenhouse Gas Inventories" issued by the Intergovernmental Panel on Climate Change (IPCC).

[3] The types of hazardous waste involved in the Company's operations are mainly medical waste, i.e. infectious, injurious, pathological and chemical waste generated in the course of medical treatment.

[4] The types of non-hazardous waste involved in the Company's operations consist primarily of domestic waste. Domestic waste is handled centrally by a third party and the data is sourced from a third party waste disposal company.

[5] During the year, the ammonia nitrogen content has increased compared with that of last year. The main reason is that the insufficient aeration in the sewage treatment system has hindered the nitrification reaction, thus causing the increase of the ammonia nitrogen content in the treated sewage. Nevertheless, the ammonia nitrogen content of the Company still meets the relevant national standards. In the future, we will continue to monitor and optimize the sewage treatment system to ensure a further reduction in the ammonia nitrogen content.

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Energy and resource consumption

Indicators	2024	2023
Total combined energy consumption[6] (MWh)	**30,534.63**	**28,319.78**
Energy consumption per square metre of floor space (MWh/square metre)	**0.17**	**0.16**
Energy consumption per capita (MWh/person)	**16.22**	**14.70**
Direct energy consumption (MWh)	**15,470.63**	**13,699.78**
Natural gas	15,410.57	13,649.93
Fuel consumption by vehicles	60.07	49.85
Indirect energy consumption (MWh)	**15,064.00**	**14,620.00**
Purchased electricity	15,064.00	14,620.00
Water consumption (tonnes)	**280,000.00**	**300,000.00**
Water consumption per capita (tonnes/person)	**148.70**	**155.76**
Water consumption per unit area (tonnes/square metre)	**1.55**	**1.66**
Amount of packaging[7] (tonnes)	**4.92**	**5.25**

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[6]   Integrated energy consumption is calculated based on electricity and gasoline consumption and the conversion factors in the national standard "General Principles for Calculating Integrated Energy Consumption" (GB/T 2589–2020).

[7]   The packaging used is mainly plastic bags provided to patients in the hospital.

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5. Environmental target management

The Company actively implements the national goals of achieving "carbon peak before 2030 and carbon neutrality before 2060". It is committed to resource conservation, energy conservation and emission reduction, and strives to reduce emission pollution and resource consumption during its operation. We have formulated a series of environmental performance targets, and based on the actual operation situation in 2024, we actively review the progress of achieving the environmental targets set in 2022, promoting the Company's green and sustainable development level in a quantifiable manner.

Types	Targets and commitments	Progress
GHG emissions	By 2030, the Company will maintain a 10% reduction in the greenhouse gas emissions per unit area generated from purchased electricity each year, taking 2022 as the base year.	During the year, GHG emissions per unit area from purchased electricity decreased by 8% as compared with the base year 2022.
Energy use	A 5% reduction in the Company's electricity consumption per unit area in 2030, using 2022 as the base year.	During the year, electricity consumption per unit area decreased by 0.4% as compared with the base year 2022.
Use of water resources	A 3% reduction in the Company's tap water use per unit area in 2026, using 2022 as a baseline.	During the year, the water consumption per unit area of tap water has increased by 34% compared with the base year of 2022, mainly due to the full operation of the surgical building since 2023. During the year, the water consumption per unit area of tap water has decreased by 7% compared with 2023. In the future, we will continue to increase our efforts in water conservation and strive to achieve the water consumption target in 2026.
	The installation rate of sensor faucets in all operating places of the Company will reach 100% by 2028.	During the year, the installation rate of sensor faucets in all operating places of the Company reaches 94%.
Energy use	The installation rate of intelligent lighting or LED lamps in all operating places of the Company will reach 100% by 2026.	During the year, the installation rate of intelligent lighting or LED lamps in all operating places of the Company has reached 94%.
Waste management	Since 2022, the Company has ensured that 100% of the hazardous waste generated during its annual operations is disposed of in compliance with relevant regulations.	During the year, the Company achieved 100% compliant disposal of hazardous waste generated from its operations.
	The Company will comprehensively achieve the classification and recycling of garbage, and use 100% biodegradable garbage bags to replace plastic ones by 2025.	In 2024, the Company has a 22% usage rate of biodegradable waste bags.

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V PUT EMPLOYEES FIRST, PRIORITIZE HUMANITY

The Company pays attention to the legitimate rights and interests of its employees. Adhering to the management philosophy of "putting people first and providing a broad space for development; being inclusive and achieving a glorious chapter in life", it is committed to creating an equal and diverse, healthy and safe working environment. It also continuously improves employees' welfare benefits and promotes the common development of employees and the Company.

1. Maintain the rights and interests of employees

The Company complies with laws and regulations such as the "Labor Law of the People's Republic of China", the "Labor Contract Law of the People's Republic of China", the "Employment Promotion Law of the People's Republic of China", the "Law of the People's Republic of China on the Prevention and Control of Occupational Diseases", the "Law of the People's Republic of China on the Protection of Minors", the "Measures for the Implementation of Paid Annual Leave for Employees of Enterprises", and the "Regulations on the Labor Protection of Female Employees". It formulates and implements relevant rules and regulations such as the "Human Resources Management System" and the "Leave and Vacation System", standardizes the employee recruitment process, and improves the salary and welfare system.

The Company is committed to building an equal and diverse workplace environment. We ensure the provision of fair, transparent, and open employment and promotion opportunities, and firmly oppose and eliminate any form of discriminatory behavior, including but not limited to unfair treatment based on factors such as ethnic background, nationality, religious belief, skin color, age, gender, sexual orientation, marital status, disability, or pregnancy.

Employment

In the recruitment process, the Company firmly opposes any form of child labor and forced labor, and carefully verifies the information of job applicants to prevent such phenomena from occurring. In order to attract high-quality talents, we regularly recruit outstanding individuals through various recruitment channels. We determine their positions and assignments based on their professional skills and personal qualities to ensure a proper match between people and positions, thus maintaining the stability of the Company's talent resource structure. Meanwhile, the Company signs formal labor contracts with each employee to ensure legal employment.

In the dismissal process, the Company has established a sound and perfect dismissal management system. It implements dismissal compensation in accordance with the relevant clauses specified in the labor contract, effectively safeguarding the legitimate rights and interests of employees.

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Compensation and holidays

Based on its own business characteristics, the Company has established a comprehensive performance appraisal mechanism to objectively evaluate employees' work performance and implement a fair and reasonable salary and bonus distribution system. Meanwhile, the Company implements a standard working hour system and a compensatory leave system, and arranges professional personnel to be responsible for shift scheduling management. It scientifically plans employees' working hours to achieve a balance between work and life.

Welfare and care

The Company pays the "five social insurances and one housing fund" for employees in accordance with legal regulations, and provides a large-amount supplementary medical insurance and free health check-up services. Meanwhile, through the Artistic Life Academy, the Company launches activities such as yoga practice sessions and baking workshops to enrich employees' leisure lives and ensure their physical and mental health.

The "Artistic Life" Interest Mini-class

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Employment-related KPIs[8]

Indicator Category	Secondary Classification	Indicator Name	Unit	2024
Total number of employees	Total number of employees		Persons	1,955
	Total number of employees by gender	Male	Persons	613
		Female	Persons	1,342
	Total number of employees by age group	Employees aged 30 and below	Persons	812
		Employees aged 31 to 50	Persons	960
		Employees aged over 50	Persons	183
	Total number of employees by geographical region	Employees in Henan	Persons	1,841
		Employees outside Henan	Persons	114
	Total number of employees by employment type	Full-time	Persons	1,955
		Interns/part-time	Persons	0
	Total number of employees by employee category	Doctors	Persons	313
		Pharmacists	Persons	51
		Nurses	Persons	820
		Medical technicians	Persons	216
		Administrative and back office staff	Persons	555
Employee turnover rate	Total employee turnover rate		%	9.73
	Employee turnover rate by gender	Male	%	12.69
		Female	%	8.4
	Employee turnover rate by age group	Employees aged 30 and below	%	11.25
		Employees aged 31 to 50	%	5.99
		Employees aged over 50	%	22.46
	Employee turnover rate by geographical region	Employees in Henan	%	9.47
		Employees outside Henan	%	14.05

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[8]   Employee turnover data covers only actively departing employees and the turnover rate is calculated as: Total number of employees lost in 2024/(Total number of employees at the end of 2024 + Total number of employees lost in 2024).

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2.   Ensure the health of employees

The Company always gives top priority to the personal safety and health of its employees. It earnestly implements relevant laws and regulations such as the "Law of the People's Republic of China on the Prevention and Control of Occupational Diseases", the "Law of the People's Republic of China on Work Safety", the "Fire Control Law of the People's Republic of China", and the "Regulations on Work-related Injury Insurance". Moreover, it has formulated a number of rules and regulations, including the "Security Management System", the "Emergency Plan for Handling Medical Disputes", and the "Emergency Plan for Flood Control and Emergency Rescue of Henan Hongli Hospital", so as to create a safe and healthy working environment.

Safety management

In order to protect the personal safety of employees, the Company has established a work-related injury handling mechanism to ensure a rapid response and effective handling in the event of accidental injury incidents, providing timely and professional rescue and compensation services for injured employees. The Company has also specially set up two core departments, namely the Security Inspection Department and the Public Order Department, which are responsible for establishing and continuously optimizing the safety management system to safeguard the personal safety of employees and the stable operation of the Company.

Comprehensive Health Plan	The Company has established an Employee Health Management Committee to publicize knowledge about mental health and the prevention of occupational diseases, so as to enhance employees' awareness of self-care.
Establish health records	Based on the age groups and health conditions of employees, the Company organizes special physical examination activities every year to ensure that the health status of each employee can be monitored in a timely manner.
Risk assessment of occupational diseases	The Company implements special health assessment measures for employees working in high-risk operation environments to prevent occupational diseases.
Fire safety training	In 2024, the Company carried out 43 fire safety knowledge trainings, 5 practical fire extinguisher drills, 2 special trainings on the practical operation skills of fire hydrants, and 7 emergency evacuation drills, covering a total of 2,870 participants of employees.

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Prevention and control of infectious diseases

The Company formulates and improves the infectious disease prevention and control system based on the requirements of documents such as the "Measures for the Management of Nosocomial Infections", the "Technical Specifications for Disinfection in Medical Institutions", the "Technical Standards for Isolation in Hospitals", the "Management Specifications for Air Purification in Hospitals", and the "Specifications for the Prevention and Control of Nosocomial Infections Caused by Air-borne Diseases", and combines with its own actual situation.

The Company clarifies the responsibilities of each department and personnel, and establishes an infection prevention and control supervision team. This team regularly inspects the implementation of prevention and control measures in each department and provides comprehensive guidance on the implementation of these measures.

- Prevention and Control Lecture and Training: The Company organizes training on the knowledge and skills of infectious disease prevention and control, which covers all medical staff, logistics staff and cleaning staff in the hospital. A total of 7,817 participants participated in the training throughout the hospital, and the passing rate of the assessment was 99%. Through continuous training and education at multiple levels, in multiple dimensions and in various forms, the prevention and control awareness and self-protection ability of medical staff have been enhanced.

- Standardize the Use of Protective Supplies: The Company takes corresponding isolation measures according to the transmission routes of infectious diseases. It equips medical staff with appropriate protective supplies, such as N95 masks, protective suits, goggles, etc. Additionally, it guides medical staff on the correct selection and use of these protective supplies to prevent occupational exposure.

- Strengthen Epidemic Prevention Guidance: The Company provides guidance on environmental disinfection in the hospital, patient isolation, and medical waste disposal. It standardizes the disinfection methods and frequencies to prevent the spread of pathogens. Meanwhile, we maintain close communication with each department to promptly understand the problems and needs in the prevention and control of infectious diseases, and coordinate to solve the difficulties.

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KPIs related to work-related injury and work-related fatality

Indicator Category	Indicator Name	Data	Unit
Number of work-related fatalities each year in the past three years	Number of work-related fatalities in 2022	0	Persons
	Number of work-related fatalities in 2023	0	Persons
	Number of work-related fatalities in 2024	0	Persons
Rate of work-related fatalities each year in the past three years	Rate of work-related fatalities in 2022	0	%
	Rate of work-related fatalities in 2023	0	%
	Rate of work-related fatalities in 2024	0	%
Lost days due to work injury	Lost days due to work injury in 2022	340	Days
	Lost days due to work injury in 2023	164	Days
	Lost days due to work injury in 2024	133	Days

3. **Facilitate the development of employees**

In order to continuously enhance the Company's core competitiveness, we pay great attention to the development of employees in terms of professional knowledge and practical skills. We formulate and improve systems such as the "Human Resources Management System" and the "Regulations on Outgoing Further Studies Management". We actively organize vocational training and recreational activities for both new and old employees, creating a comprehensive platform for employees to improve their skills. Meanwhile, we have established a democratic and transparent talent selection and promotion mechanism, providing employees with diversified growth platforms and opportunities, enabling all kinds of outstanding talents to give full play to their own advantages and contribute to the development of the Company.

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Career development training

The Company attaches great importance to the career development of employees and empowers the growth of talents in all aspects through a complete dual-track training system.

For new employees, the Company implements the "Pre-job Training + Quality Development" program, deeply integrating courses on professional norms and team collaboration into it. This alleviates the adaptation pressure of new employees in the early stage of their employment and helps them quickly integrate into the team and their positions. Meanwhile, the Company actively carries out a series of training for cross-departmental mentors, building a broader development platform for new employees, enabling them to quickly adapt to the job requirements and embark on a new journey of career development.

For in-service employees, the Company implements a hierarchical cultivation model of job competency. According to different sequences such as clinical, nursing, medical technology, and management, professional skill and management ability improvement plans are customized. Additionally, a mentor guidance system and a continuing education credit system are provided to comprehensively assist employees in achieving step-by-step development, continuously injecting strong impetus into their career development.

Special nursing training

The Company regards nursing work as an important business link and steadily promotes the systematic construction of nursing work. We have formulated regulations such as the "System for Continuing Education and Assessment of Nurses", the "Hierarchical Training System for Nurses", and the "Training System for Nurses in Specialized Nursing Fields". Guided by job requirements and aiming to improve job competency, we are making great efforts to promote the construction of a high-quality nursing team.

To enhance the core qualities of nursing staff, the Company has launched diverse and rich nursing talent programs, promoting nursing training through methods such as specialized nursing training courses, lectures by external experts, and comprehensive assessments of specialized nurses. In 2024, the Company established 12 specialized training courses, trained 269 in-hospital specialized nurses, covering 4,621 participants, and provided pre-job and on-the-job training for 53 newly-recruited nurses. Taking diabetes nursing as an example, the Company has set up stations for assessment, practice, emergency response, and skill operation to improve nurses' professional skills in the field of diabetes nursing.

Special training for physicians

The Company continuously pays attention to the training of physicians and has established and improved a series of rules and regulations, such as the "Business Learning System", the "Three Basics Training and Assessment Management System", the "Standardized Training Management System for Inpatient Physicians", and the "Management System for Physicians' Outgoing Further Studies". We encourage professionals with technical expertise to pursue further medical studies and participate in academic exchanges. Every year, we select and send key physicians to professional further studies at Class III Grade A hospitals in China for 3 to 6 months. To motivate high-tech talents, the Company regularly organizes various types of training and skills competitions, creating a good atmosphere for all medical staff in the hospital to strive for progress and improvement. During the year, the Company has carried out 9 first aid trainings and 10 medical business trainings, aiming to enhance the emergency response capabilities and professional skills of medical staff in handling emergencies such as cardiac arrest. This has further improved the first aid level and medical service capabilities of the medical staff.

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Employees training-related KPIs

Indicator Category	Secondary Classification	Indicator Name	Unit	2024
Number and percentage of employees trained	Total number of employees trained		Persons	1,883
	Number and percentage of employees trained by gender	Number of male employees trained	Persons	564
		Number of female employees trained	Persons	1,319
		Percentage of male employees trained	%	100
		Percentage of female employees trained	%	100
	Number of employees trained by employee category	Number of trained doctors	Persons	310
		Number of pharmacists trained	Persons	51
		Number of nurses trained	Persons	790
		Number of medical technicians trained	Persons	216
		Number of administrative and back office staff trained	Persons	516
	Percentage of employees trained by employee category	Percentage of doctors trained	%	100
		Percentage of pharmacists trained	%	100
		Percentage of nurses trained	%	100
		Percentage of medical technicians trained	%	100
		Percentage of administrative and back office staff trained	%	100

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Indicator Category	Secondary Classification	Indicator Name	Unit	2024
Average training hours		Average training hours completed per employee	Hours	17.5
	Average training hours completed per employee by gender	Average training hours completed per male employee	Hours	14
		Average training hours completed per female employee	Hours	19.2
	Average training hours completed per employee by employee category	Average training hours completed per doctor	Hours	18.8
		Average training hours completed per pharmacist	Hours	18.5
		Average training hours completed per nurse	Hours	23.8
		Average training hours completed per medical technician	Hours	16
		Average training hours completed per administrative and back office staffer	Hours	8

VI PRACTICE MEDICINE WITH INTEGRITY AND SERVE THE PEOPLE WITH GOOD FAITH

The Company strictly complies with laws and regulations such as the "Anti-Unfair Competition Law of the People's Republic of China" and the "Interim Provisions on Prohibiting Commercial Bribery Behaviors", and fully implements industry regulations such as the "Code of Conduct for Practitioners in Medical Institutions", the "Notice on Issuing the "Nine Norms" for Strengthening the Construction of the Work Style in the Medical and Health Field", the "Implementation Opinions of the Ministry of Health and the State Administration of Traditional Chinese Medicine on Carrying out the Special Work of Governing Commercial Bribery in the Field of Medicine Purchase and Sale", and the "Regulations on Establishing the Unfavorable Records of Commercial Bribery in the Field of Medicine Purchase and Sale". Under the supervision of the management and the audit committee, the Company formulates anti-corruption policies such as the "Anti-Fraud Management System", adheres to the four principles of "strict requirements, strict education, strict management, and strict supervision", and firmly combats fraud with a "zero tolerance" attitude.

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The Company continuously promotes the construction of medical ethics and work style, standardizes the professional behaviors of medical staff. With reference to laws and regulations such as the "Medical Practitioners Law of the People's Republic of China", the "Regulations of the Communist Party of China on Disciplinary Sanctions", and the "Law on Sanctions Against Public Employees", it resolutely puts an end to improper behaviors such as accepting bribes, striving to fulfill the original aspiration and mission of " integrity and honesty, striving for excellence, and returning to the essence of medicine". The specific construction measures are set out below:

- Strengthen the publicity of integrity: Publicize policies, regulations and typical cases through multiple channels such as electronic screens, internal systems, and medical ethics and work style conferences to enhance the awareness of integrity.

- Standardize the investigation system: Standardize the process forms and records of handling reports. Have a zero-tolerance attitude towards behaviors such as embezzlement and bribery, and accepting "red envelopes". Once verified, the employees involved will be dismissed immediately.

- Publicize the reporting channels: Open multiple reporting hotlines and email boxes to accept both named and anonymous reports, protect the privacy of whistleblowers, and safeguard the supervision rights of employees.

- Carry out integrity training: Incorporate anti-fraud content into the onboarding training for new employees. In 2024, the Company carried out 2 anti-corruption trainings for all employees, and conducted special training for members of the board of directors and hospital leaders.

In 2024, the Company had no complaints or litigation cases related to corruption, bribery or fraud.

Ⅶ JOIN HANDS AND MAKE PROGRESS TOGETHER TO CREATE A WIN-WIN SITUATION

1. Collaborate with Partners for Mutual Progress

The Company is well aware of the importance of supply chain management. With "responsible procurement" as the core, it has established a full-life cycle management system for suppliers, integrating compliance, sustainability and business ethics into supply chain governance, and promoting the coordinated development of the industrial chain.

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Supplier full life cycle management

The Company complies with laws and regulations such as the "Drug Administration Law of the People's Republic of China", the "Good Supply Practice for Pharmaceutical Products", and the "Bidding Law of the People's Republic of China". It formulates and implements internal management systems such as the "Supplier Selection and Evaluation System" and the "Supplier Regular Evaluation and Management System", and continuously strengthens the control of environmental and social risks in all aspects of the supply chain.

- Access Stage: The Company conducts strict audits of suppliers' qualifications, divides and evaluates their technical levels, market reputations, and service qualities according to product categories, and gives priority to selecting suppliers with environmental friendliness and a strong sense of social responsibility as long-term partners.

- Cooperation Stage: The Company continuously monitors the product qualification rate and compliance of suppliers, carries out comprehensive evaluations at the end of each year, and regularly organizes on-site inspections. In 2024, the Company evaluated 186 suppliers, covering the fields of pharmaceuticals, medical care, medical devices, and consumables.

- Exit Stage: The Company has a zero-tolerance attitude towards suppliers' behaviors such as violating environmental and social laws and regulations and implementing commercial bribery. The contract clearly requires suppliers to abide by laws and regulations and put an end to corruption. Once any violations are discovered, the company will immediately terminate the cooperation to ensure the health and integrity of the supply chain.

Supplier-related KPIs

Indicators	2024
Total number of suppliers (number)	**227**
Number of suppliers in Henan (number)	187
Number of suppliers outside Henan (number)	40

Note: The region of the supplier shall be subject to the registered location of its business license.

2. Achieve Win-Win Results Hand in Hand with the Industry

The Company actively responds to the national call for scientific and technological innovation, deepens industry cooperation, actively explores cutting-edge fields, and continuously promotes academic exchanges and cooperation. This further broadens the academic horizons of the medical and nursing team, enhancing their scientific research capabilities and clinical service abilities.

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Participate in Scientific Research Exploration

The Company actively organizes scientific research personnel to participate in scientific research projects at the national, provincial, and municipal levels, aiming to enhance scientific research innovation capabilities and the professional qualities of medical staff. During the year, the Company has carried out 6 projects at the provincial level and above and published 79 academic papers.

At the business and scientific research level, the Company has participated in the Henan Provincial Medical Science and Technology Research Plan (Joint Construction) project, and independently developed and promoted the CCC fully intelligent nursing information system. This system combines clinical evidence, the experience of medical staff, and the wishes of patients, providing a scientific basis for clinical decision-making and promoting the implementation of the overall responsibility nursing. Meanwhile, the Company has achieved a breakthrough in the field of knee osteoarthritis treatment. Through clinical verification, it has been found that the combination of platelet-rich plasma (PRP) and ultrashort wave treatment can effectively relieve pain and improve knee joint function, with mild adverse reactions. The relevant research results have been published in the journal Henan Medical Research, promoting the research on cutting-edge topics in this field.

At the social scientific research level, the Company's nursing team has collaborated with the team led by Professor Jian Weiyan from the School of Public Health, Peking University. They have carried out research on the continuing care needs of discharged patients in rural China and the influencing factors. The research findings have been published in the journal "BMC Health Services Research", laying the foundation for the establishment of a continuing care supply system in rural areas.

Promote Industry Exchanges

The Company actively carries out global industry academic exchanges and cooperates with experts both at home and abroad, being committed to improving academic standards and professional qualities.

The Company invites both domestic and foreign experts for guidance, and carries out in-depth exchanges and training in multiple fields such as scientific research thinking, the cultivation of specialized nurses, chronic disease management, and palliative care. By learning from the international advanced management concepts and nursing models, it effectively improves the academic level and professional quality of the medical and nursing team.

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The Company actively undertakes national and provincial continuing education projects, attracting more than 600 industry professionals nationwide to communicate and learn. The Company provides high-quality continuing medical education for nursing staff, improves their information literacy and digital capabilities, and promotes the progress of nursing informatics.

National Training Course on the Construction and Development of Smart Nursing in the New Era

Provincial Training Course on Improving the Ability of Scientific Nursing Quality Management

Ⅷ SHOW CARE FOR SOCIETY AND BRING BENEFITS TO ALL PEOPLE

Adhering to the concept of "benefiting the local community and contributing to the society " and taking "caring for the society and truly serving the people " as its purpose, the Company bravely shoulders its social responsibilities and actively participates in social welfare undertakings. Guided by internal norms such as the "Health Education Work Plan", the "Health Promotion Work Plan", and the "Health Promotion Organization Structure and Responsibilities", the Company continuously promotes health education work. By carrying out community activities such as free health clinics, first aid training, and public welfare lectures, the Company provides high-quality resources for grassroots people and truly gives back to society.

1. Launch Loving Free Medical Clinics

Upholding the medical concept of "prevention first", the Company incorporates health education and disease prevention into the core practices of its social responsibilities. Through a diversified matrix of health services, it improves the accessibility of primary medical care and helps enhance the health literacy of the whole population.

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Build a Health Service Network

The Company regularly carries out public welfare activities of health education and medical consultations in the community to enhance the public's health awareness. According to the characteristics of different groups of people, we customize health education courses and disease prevention lectures in categories to achieve precise reach. Meanwhile, we establish close connections with the community to provide comprehensive health services for residents. In 2024, the Company carried out a total of 117 public welfare free clinic activities, distributed more than 34,400 pieces of promotional materials, and covered more than 19,450 participants of residents.

Special Screening for Key Diseases

The Company has formed a respiratory specialty team to go deep into grassroots areas, providing free pulmonary nodule screening and respiratory disease consultation services. This helps grassroots people eliminate health risks and enhance their health awareness. In 2024, we completed free screening work in a total of 552 villages and towns, safeguarding the health of more grassroots people.

Lung nodule screening work

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2.   Carry out First Aid Training

In order to enhance the public's emergency rescue capabilities, the Company actively carried out the "First Aid Skills Training" activity for schools and fire brigades, popularizing first aid knowledge. In 2024, the Company organized a total of 31 first aid trainings, benefiting 3,145 participants.

Popularize knowledge and provide training to improve students' first — aid capabilities

The Company has launched a public welfare first aid science popularization training class during the summer vacation. By teaching courses such as the "Treatment of Drowning" and the "Heimlich Maneuver", it aims to cultivate the professional first aid skills of teenagers, enhance their health awareness, and continuously promote the popularization of first aid knowledge and practical skills to the public.

Emergency Ambulance Training

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3. Hold Public Welfare Lectures

To enhance the public's awareness of healthcare, the Company actively carries out health knowledge lectures for all sectors of society. It invites experts, scholars, and medical staff to popularize health common sense and medical knowledge for participants. For high-risk and key groups, we also offer special health education courses, effectively improving the public's level of health knowledge.

Meanwhile, the Company organizes its Chronic Disease Management Center to hold the "Chronic Disease Health Lecture Hall" activity. This activity popularizes prevention and treatment knowledge of chronic diseases to patients and their families, and scientifically guides patients' dietary habits and lifestyles, thus enhancing patients' understanding of scientific prevention and treatment. Taking the prevention and treatment of chronic respiratory diseases as an example, the Company invites personnel from key departments. Through science popularization live broadcasts, free health clinic activities, distribution of promotional materials, and holding lectures, the public's understanding of chronic obstructive pulmonary disease (COPD) is deepened, and social attention to COPD is increased.

The Scene of the Health Science Popularization Activity for Chronic Obstructive Pulmonary Disease

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IX APPENDIX

STOCK EXCHANGE ESG INDICATOR INDEX TABLE

Scope	Issue	Disclosure Requirement	Corresponding Chapter
Governance Structure	–	A statement from the board containing the following elements: (1) a disclosure of the board's oversight of ESG issues; (2) the board's ESG management approach and strategy, including the process used to evaluate, prioritize and manage material ESG-related issues (including risks to the issuer's businesses); and (3) how the board reviews progress made against ESG-related targets with an explanation of how they relate to the issuer's businesses.	Sustainable Development Governance — Board of Directors' statement
Reporting Principles	–	Describe or explain how the following reporting principles have been applied in the preparation of ESG reports: (1) Materiality: The ESG report should disclose (i) the process for identifying material ESG factors and the criteria for their selection; and (ii) if the issuer carried out stakeholder engagement, a description of the material stakeholders identified and the process and results of the issuer's stakeholder engagement. (2) Quantification: Data on the standards, methods, assumptions and/or calculation tools used for reporting emissions/energy consumption (where applicable) and the source of conversion factors used should be disclosed. (3) Consistency: Issuers should disclose in the ESG report changes in statistical methodology or KPIs, if any, or any other relevant factor affecting meaningful comparisons.	About the Report
Scope of the Report	–	A narrative explaining the reporting boundaries of the ESG report and describing the process used to identify which entities or operations are included in the ESG report. If there is a change in the scope, the issuer should explain the difference and reason for the change.	About the Report

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Scope	Issue	Disclosure Requirement	Corresponding Chapter
Environmental	A1 Emissions	General Disclosure: information on: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the issuer relating to exhaust gas and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Add a Touch of Green to the Operation and Jointly Build our Homeland — Strengthen emission control
		A1.1 The types of emissions and respective emissions data.	Add a Touch of Green to the Operation and Jointly Build our Homeland — Environmental performance
		A1.2 Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Add a Touch of Green to the Operation and Jointly Build our Homeland — Environmental performance
		A1.3 Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Add a Touch of Green to the Operation and Jointly Build our Homeland — Environmental performance
		A1.4 Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	Add a Touch of Green to the Operation and Jointly Build our Homeland — Environmental performance
		A1.5 Description of emission target(s) set and steps taken to achieve them.	Add a Touch of Green to the Operation and Jointly Build our Homeland — Environmental target management, Strengthen emissions management
		A1.6 Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Add a Touch of Green to the Operation and Jointly Build our Homeland — Environmental target management, Strengthen emissions management

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Scope	Issue	Disclosure Requirement		Corresponding Chapter
Environmental	A2 Use of Resources	General Disclosure: policies on the efficient use of resources, including energy, water and other raw materials.		Add a Touch of Green to the Operation and Jointly Build our Homeland — Optimize the use of resources
		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).	Add a Touch of Green to the Operation and Jointly Build our Homeland — Environmental performance
		A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	Add a Touch of Green to the Operation and Jointly Build our Homeland — Environmental performance
		A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Add a Touch of Green to the Operation and Jointly Build our Homeland — Environmental target management, Optimize the use of resources
		A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Add a Touch of Green to the Operation and Jointly Build our Homeland — Environmental target management, Optimize the use of resources
		A2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Add a Touch of Green to the Operation and Jointly Build our Homeland — Environmental performance

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Scope	Issue	Disclosure Requirement	Corresponding Chapter
Environmental	A3 Environment and natural resources	General Disclosure: policies on minimizing the issuer's significant impacts on the environment and natural resources.	Add a Touch of Green to the Operation and Jointly Build our Homeland
		A3.1 Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Add a Touch of Green to the Operation and Jointly Build our Homeland
	A4 Climate Change	General Disclosure: policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	Add a Touch of Green to the Operation and Jointly Build our Homeland — Respond to climate change
		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.	Add a Touch of Green to the Operation and Jointly Build our Homeland — Respond to climate change
Social	B1 Employment	General Disclosure: information on: (1) the policies; and (2) 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.	Put Employees First, Prioritize Humanity — Maintain the rights and interests of employees
		B1.1 Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.	Put Employees First, Prioritize Humanity — Maintain the rights and interests of employees
		B1.2 Employee turnover rate by gender, age group and geographical region.	Put Employees First, Prioritize Humanity — Maintain the rights and interests of employees

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Scope	Issue	Disclosure Requirement	Corresponding Chapter
Social	B2 Health and Safety	General Disclosure: information on: (1) the policies; and (2) 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.	Put Employees First, Prioritize Humanity — Ensure the health of employees
		B2.1 Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	Put Employees First, Prioritize Humanity — Ensure the health of employees
		B2.2 Lost days due to work injury.	Put Employees First, Prioritize Humanity — Ensure the health of employees
		B2.3 Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Put Employees First, Prioritize Humanity — Ensure the health of employees
	B3 Development and Training	General Disclosure: policies on improving Employees' knowledge and skills for discharging duties at work. Description of training activities.	Put Employees First, Prioritize Humanity — Facilitate the development of employees
		B3.1 The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	Put Employees First, Prioritize Humanity — Facilitate the development of employees
		B3.2 The average training hours completed per employee by gender and employee category.	Put Employees First, Prioritize Humanity — Facilitate the development of employees

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Scope	Issue	Disclosure Requirement	Corresponding Chapter
Social	B4 Labour Standards	General Disclosure: information on: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.	Put Employees First, Prioritize Humanity — Maintain the rights and interests of employees
		B4.1 Description of measures to review employment practices to avoid child and forced labour.	Put Employees First, Prioritize Humanity — Maintain the rights and interests of employees
		B4.2 Description of steps taken to eliminate such practices when discovered.	Put Employees First, Prioritize Humanity — Maintain the rights and interests of employees
	B5 Supply Chain Management	General Disclosure: policies on managing environmental and social risks of the supply chain.	Join Hands and Make Progress Together to Create a Win-Win Situation
		B5.1 Number of suppliers by geographical region.	Join Hands and Make Progress Together to Create a Win-Win Situation
		B5.2 Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Join Hands and Make Progress Together to Create a Win-Win Situation
		B5.3 Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Join Hands and Make Progress Together to Create a Win-Win Situation
		B5.4 Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Join Hands and Make Progress Together to Create a Win-Win Situation

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Scope	Issue	Disclosure Requirement	Corresponding Chapter
Social	B6 Product Responsibility	General Disclosure: information on: (1) the policies; and (2) 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.	Empower with Professionalism, Serve the People with Sincerity
		B6.1 Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Empower with Professionalism, Serve the People with Sincerity — Enhance healthcare quality
		B6.2 Number of products and service related complaints received and how they are dealt with.	Empower with Professionalism, Serve the People with Sincerity — Optimize the patient experience
		B6.3 Description of practices relating to observing and protecting intellectual property rights.	Empower with Professionalism, Serve the People with Sincerity — Protect patient privacy
		B6.4 Description of quality assurance process and recall procedures.	Empower with Professionalism, Serve the People with Sincerity — Enhance healthcare quality
		B6.5 Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Empower with Professionalism, Serve the People with Sincerity — Protect patient privacy

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Scope	Issue	Disclosure Requirement	Corresponding Chapter
Social	B7 Anti-corruption	General Disclosure: information on: (1) the policies; and (2) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	Practice Medicine with Integrity and Serve the People with Good Faith
		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.	Practice Medicine with Integrity and Serve the People with Good Faith
		B7.2 Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Practice Medicine with Integrity and Serve the People with Good Faith
		B7.3 Description of anti-corruption training provided to directors and staff.	Practice Medicine with Integrity and Serve the People with Good Faith
	B8 Community Investment	General Disclosure: policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.	Show Care for Society and Bring Benefits to All People
		B8.1 Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Show Care for Society and Bring Benefits to All People
		B8.2 Resources contributed (e.g. money or time) to the focus area.	Show Care for Society and Bring Benefits to All People

Honliv Healthcare Management Group Company Limited
宏力醫療管理集團有限公司