

# 2025

## Environmental, Social and Governance (ESG) Report



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

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

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

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# About This Report



## Report Introduction

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

## Reporting Scope

The information and data disclosed in this report cover JD Health. The reporting boundary of this report is based on the listed entity of JD Health on the Stock Exchange of Hong Kong Limited ("HKEX") and is consistent with the scope of the Company's consolidated financial statements. Unless otherwise specified, the time period covered is from January 1, 2025 to December 31, 2025 (hereinafter referred to as the "Reporting Period," "this year," and "2025").

## Basis of Preparation

This report is compiled in accordance with the *Environmental, Social and Governance (ESG) Reporting Guide* (the "HKEX ESG Guide") in Appendix C2 of the Main Board Listing Rules (the "Listing Rules") of The Stock Exchange of Hong Kong Limited ("HKEX" or "Hong Kong Stock Exchange") and the principles and requirements regarding "Materiality," "Quantitative," "Balance," and "Consistency" outlined therein. In addition, this report is structured in accordance with the core framework of the *Sustainability Reporting Standards* (GRI Standards) published by the Global Reporting Initiative (GRI<sup>2</sup>). This report is also prepared with reference to MSCI<sup>3</sup>, S&P DJSI<sup>4</sup> and other mainstream ESG indices, and is aligned with the Sustainable Development Goals (SDGs<sup>5</sup>) and the *International Financial Reporting Standards S2 Climate-related Disclosures* (IFRS S2<sup>6</sup>).

## Source of Information

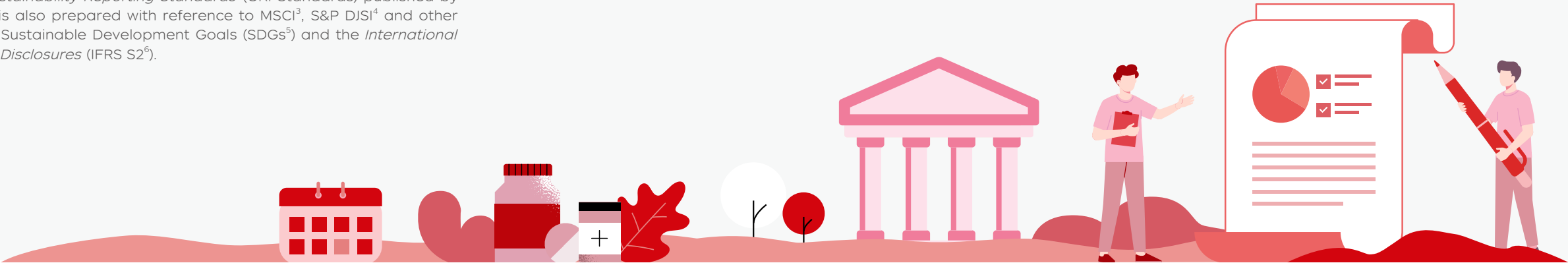
All materials and data referred to in this report are sourced from our official documents, statistical reports and financial reports, which have been collected, summarized and reviewed by relevant departments. Unless otherwise stated, the reporting currency herein is Renminbi (RMB).

## Report Approval and Access

This report has been reviewed and approved by the Board of Directors on March 5, 2026, which is available on the website of HKEX ([www.hkexnews.hk](http://www.hkexnews.hk)) and the website of the Company (<https://www.jdh.com>) in Simplified Chinese, Traditional Chinese and English.

## Disclaimer

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



<sup>1</sup> ESG: Environmental, Social and Governance.

<sup>2</sup> GRI: Global Reporting Initiative.

<sup>3</sup> MSCI: Morgan Stanley Capital International.

<sup>4</sup> S&P DJSI refers to the S&P Dow Jones Sustainability Indices.

<sup>5</sup> SDGs, short for Sustainable Development Goals, refer to the 17 global development goals established by the United Nations to guide global development efforts from 2015 to 2030.

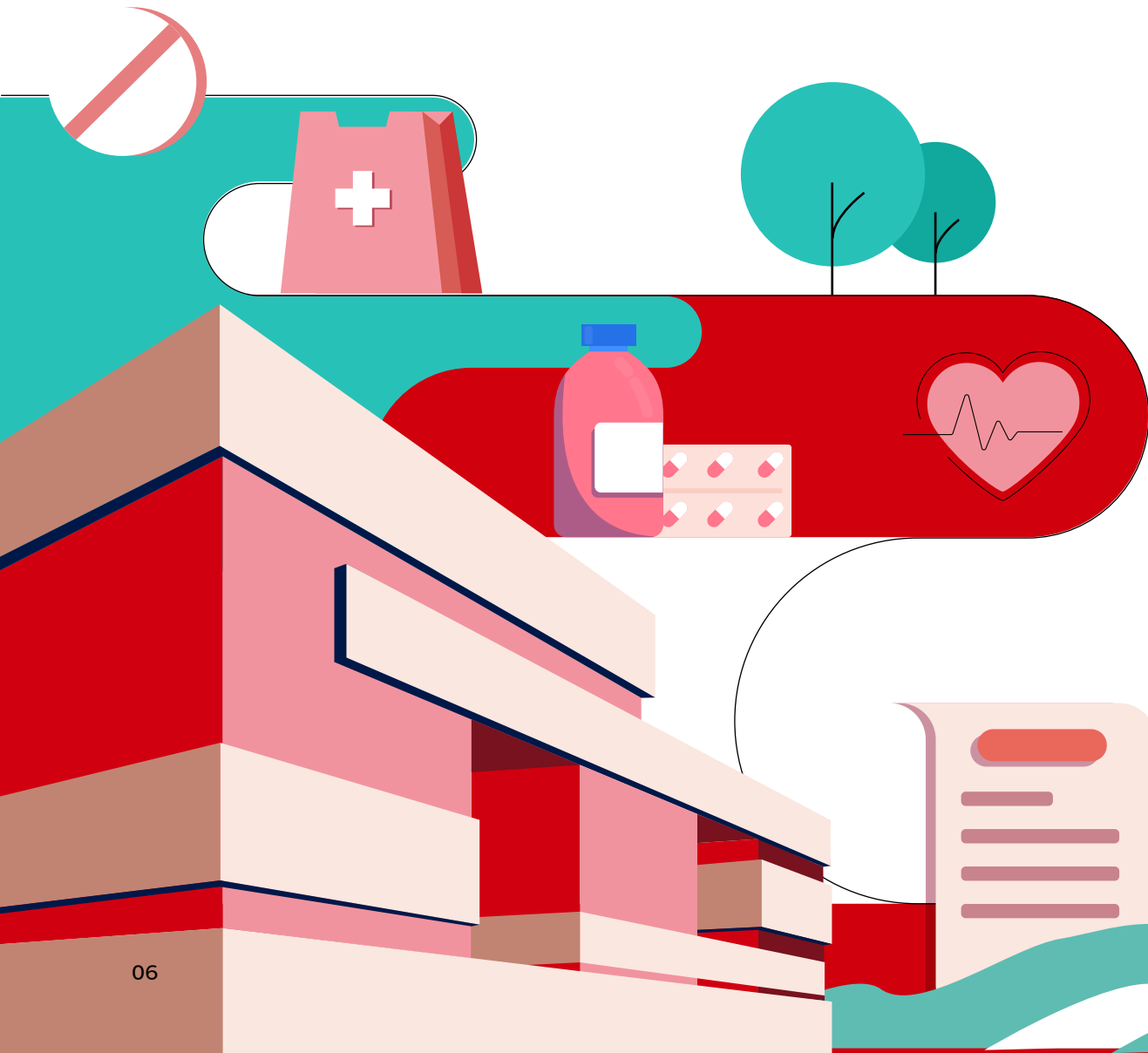
<sup>6</sup> IFRS S2, the *International Financial Reporting Standards S2 Climate-related Disclosures*, requires entities to disclose information on climate-related risks and opportunities.

# Company Profile

JD Health is a subsidiary group of JD.com focused on the healthcare sector. It has consistently upheld the business philosophy of "trust-based value creation centered on customer's health" and takes "becoming the go-to health management platform for everyone in China" as its mission, striving to provide users with comprehensive, convenient, and trustworthy health products and services through the innovative "Internet + Healthcare" model.

The Company has built an integrated online-to-offline health services ecosystem, with operations spanning pharmaceutical and healthcare retail, internet healthcare, health management, smart healthcare solutions, and other areas. Leveraging JD.com's strong supply chain and technological capabilities, JD Health integrates high-quality medical resources and has created a closed-loop, full-cycle health services model covering disease prevention, online consultation services, medication purchases and delivery, chronic disease management, and rehabilitation care, continuously advancing the inclusiveness and accessibility of healthcare services and striving to safeguard the health of every family and individual.

In response to the call of the "Healthy China Initiative," JD Health has consistently put customers' health at the center, fully integrating the Company's resources and leveraging its strengths and capabilities to provide more accessible, convenient, high-quality, and affordable medical and healthcare services, promote innovative development in the healthcare sector, contributing to the accelerated realization of inclusive healthcare, and help people enjoy a healthier and better quality of life.



## For consumers

- **Pharmaceutical and healthcare retail:** In the pharmaceutical and healthcare retail sector, the Company has established full-category supply and, through convenient, professional, and inclusive one-stop services, has become the pharmaceutical and healthcare retail channel with the largest revenue scale in China. In 2025, JD Health continued to expand the scale of its "Online Medicine Purchase with Individual Medical Insurance Account Payment" service, which has now been connected to multiple medical insurance-designated pharmacies nationwide.
- **Healthcare services:** In the area of healthcare services, the Company provides users with professional and reliable integrated online and offline medical services, enabling users to access medical consultation conveniently anytime and anywhere. JD Internet Hospital, a subsidiary of the Company, is among the first batch of licensed platform-based internet hospitals in China. While connecting resources from Grade-A tertiary hospitals nationwide, it has also built an in-house team of full-time doctors, remaining online 24 hours a day with an average patient reception time of 30 seconds, and providing professional online consultations anytime and anywhere.

## For medical institutions

- **Smart healthcare:** The Company focuses on scenarios such as smart hospitals and regional health informatization. Through internet-based products, systems, and solutions, it enhances efficiency in the healthcare industry and improves the patient experience.
- **Medical devices procurement:** The Company provides medical institutions and business clients with one-stop procurement services featuring a wide range of categories, high efficiency, short supply chains, and excellent after-sales service. In 2025, the Company focused on cooperation with 200 brands, reaching more than 20 leading brands across various medical device segments and launching 25 products for the first time.
- **Research commercialization:** Leveraging its self-developed RWD (real-world data) platform, the Company provides research institutions with real-world data solutions to support the generation of clinical evidence and medical research. To date, it has filed more than 30 invention patent applications covering dermatology, sleep, mental health, diabetes, and other fields.

## For enterprises

- **Employee health management services for enterprises:** The Company provides enterprises with fully customized and digitalized employee health solutions across online and offline scenarios, promoting the coordinated development of enterprise and employee health.
- **Health services for enterprise users:** The Company integrates pharmaceutical supply chain and healthcare services capabilities to provide enterprise user groups with efficient and convenient health products and online medical services.
- **Innovative health insurance services:** The Company provides insurance customers with insurance marketing solutions, product innovation, health TPA services, membership benefits, and other offerings, contributing to customer acquisition and operational innovation in the insurance industry.
- **Digital marketing:** Leveraging its integrated online and offline pharmaceutical distribution and marketing system, the Company provides industrial enterprises with full-dimensional digital marketing services and has become a partner of pharmaceutical and healthcare brands throughout the entire lifecycle.

# Message from CEO

In 2025, the digital and intelligent transformation of the healthcare industry further advanced, and the value of inclusive healthcare continued to emerge. Anchored in its vision of becoming the most trustworthy health management enterprise, JD Health responded to the requirements of the Healthy China initiative and, with the TRUST sustainable development strategy at the core, strengthened its digital and intelligent healthcare ecosystem and improved full-cycle, whole-population, and full-scenario health services through the deep integration of "AI + supply chain." Leveraging the technological breakthroughs of Jingyi Qianxun 2.0, a medical large model, the Company unleashed new momentum for digital and intelligent development, built a multi-tiered and multidimensional AI product matrix covering professional doctors, consumers, and medical institutions, promoted service upgrades toward greater precision and convenience, and contributed to making quality medical resources inclusively accessible.

**We refined our governance to reinforce the foundation for development.** JD Health continued to improve its ESG governance framework, strengthened board diversity and the effectiveness of professional decision-making, upgraded full-process compliance and risk control, enhanced the depth and transparency of information disclosure, and deepened value-based connections in investor relations. The Company fully integrated the TRUST strategy into operational decision-making, improved more detailed ESG management and cross-departmental collaboration, and strengthened compliance management and control over emerging risks such as AI, thereby safeguarding long-term development with high-standard governance.

**We care for people's livelihood and safeguard public well-being.** With employee growth as its core driving force, JD Health improved its remuneration incentives and career development system, strengthened occupational health and mental health support, and stimulated organizational and individual vitality. Focusing on the health needs of key groups such as the elderly, people with disabilities, and outdoor workers, the Company enriched the supply of inclusive healthcare services, connected the closed loop of "medical consultation, testing, diagnosis, medicine, and care," launched innovative services such as at-home testing, in-home medical and nursing care, and cloud-based assisted medical consultation services, and expanded the coverage of in-home health services. At the same time, it continued to deepen efforts in areas such as mental health and rural healthcare, carried out health education and public welfare initiatives, and enhanced the health experience of the public.

**We advance green development and demonstrate corporate responsibility.** JD Health actively implemented the "dual carbon" strategy and the disclosure requirements of IFRS S2 and established a full-chain climate risk management system. Through green warehousing, logistics, packaging, and energy structure optimization, it reduced the carbon footprint of products and lessened the environmental impact of operations. Leveraging its leading role as a platform, the Company worked with the industrial chain to build a green supply chain, mobilized industry partners, suppliers, and the public to participate in low-carbon actions, contributed to the circular economy, and added healthcare strength to carbon neutrality.

Looking ahead, JD Health will remain committed to its original aspiration and mission of becoming the go-to health management platform for everyone in China, continue to respond to the call of the Healthy China Initiative, and drive progress through both technological innovation and user experience, making medical resources readily accessible. The Company will actively join hands with partners across the industrial chain to build a digital and intelligent healthcare ecosystem and, guided by social welfare, demonstrate responsibility through concrete actions and write a new chapter of high-quality and sustainable development in the healthcare industry.



# Statement of the Board

JD Health deeply embeds environmental, social, and governance (ESG) principles across its strategy, operations, and decision-making processes. By continuously enhancing its ESG management framework, we strengthen the foundation for sustainable development and strive to achieve mutually beneficial outcomes for the Company, society, and the environment.

As the highest decision-making and supervisory body for ESG, the board of directors places ESG governance in a prominent position, regularly reviews strategic planning and implementation priorities, and oversees the execution effectiveness of the TRUST sustainable development strategy throughout the process. Members of the board of directors continue to participate in ESG-related professional training to enhance their governance capabilities and effectively fulfill their oversight and leadership responsibilities. The Company has established a multi-level ESG governance framework, strengthened the coordinating and execution functions of a leadership group and project teams, and, under the leadership of the CEO, regularly evaluates progress to promote more detailed implementation and closed-loop management.

JD Health has established diversified and open stakeholder engagement mechanisms, actively listens to the views of consumers, employees, partners, investors, and other parties, and incorporates their concerns into business decision-making. The board of directors regularly reviews the effectiveness of such engagement to ensure that corporate actions balance the interests of all parties and promote value sharing.

This report systematically discloses JD Health's strategic practices, operating results, and key performance in the ESG field in 2025, and was reviewed and approved by the board of directors on March 5, 2026. Looking ahead, JD Health will continue to deepen ESG development, enhance its sustainable development management capabilities, drive the Company's long-term development through high-standard practices, and better fulfill its social responsibility.



Key Performance

Building user trust

Compliant governance

Proportion of independent directors

71%

Female directors accounted for

29%

The proportion of female members in each specialized committee reached or exceeded

one-third

Systematic risk diagnosis was conducted for

122

business procedures

The training coverage rate for employees on risk management reached

100%

Quality assurance

We have obtained ISO 9001 or ISO 13485 quality management system certification across the major business segments: the food business, the veterinary drug circulation, the medical device wholesale and retail, the pharmaceutical business, and Internet Hospital, with the certified scope covering more than of the Company's business

80%

We have completed a cumulative total of

158

external quality audits

290

internal quality audits, and all identified issues have been closed through rectification

We have precisely identified the top 30 common and frequently occurring conditions by consultation volume, and added 52 standardized diagnosis and treatment pathways for diseases during the year, covering 18 departments including internal medicine, surgery, pediatrics, obstetrics & gynecology, dermatology, traditional Chinese medicine, and psychiatry.

We have conducted regular quality training covering all regular employees on a periodic basis (92 sessions in total), with cumulative participants reaching 12,212 and an employee participation rate of 100%

Business ethics

Anti-corruption and business ethics training sessions

89

Participants in anti-corruption and business ethics training reached

12,283

Coverage of anti-corruption and business ethics training

100%

Total duration of anti-corruption and business ethics training

6,052 hours

Information security and privacy protection

The certification scope of the ISO 27001, ISO 27701, and ISO 27799 certificate has covered more than of the Company's principal businesses

80%

The first enterprise in the internet healthcare industry to obtain the

"Data Security Management Certification"

The management target of

zero

data security incidents over the past three years has been achieved

Internal and external assessments of data security management were conducted

4

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

100%

Optimizing resource use

Addressing climate change

Through scenario analysis, climate risks

11

climate opportunities were identified

3

Scope 3 greenhouse gas emissions

272,951.37 tCO<sub>2</sub>e

Emission control

Increase the number of new energy vehicles

reduce waste gas emissions

Harmless disposal

of waste water

Harmless disposal

of waste

compliant treatment

of medical waste

Biodiversity conservation

None of the Company's operating

sites involved

biodiversity-sensitive areas

Energy and resource management

Green warehousing:

multiple key warehouses obtained the

"China Green Warehouse Certification"

the proportion of green warehousing area increased to

45%

Green logistics:

new energy vehicles traveled a cumulative

714,200 kilometers

corresponding to an approximately reduction in carbon emission

142.8 tonnes

Green packaging materials:

through the use of lightweight paper bags and reusable turnover boxes, approximately of disposable carton consumption were saved, throughout the year

1,432 tonnes



Gaining market insights

Responsible supply chain

During the peak influenza season, a multi-source early warning system was established by integrating epidemic data from disease control authorities, real-time inventory at **286** stocking locations nationwide, and in-transit logistics information, with high-frequency monitoring conducted **three times daily**

For all direct-sales suppliers and all direct and indirect business partners under contract, **5** specialized training sessions on quality were regularly conducted, registering **100%** coverage of all direct-sales suppliers and POP merchants

Customer service

The customer experience committee conducted **11** in-depth end-to-end review sessions, comprehensively covering **six major business segments**: physical goods e-commerce, instant retail, internet healthcare, at-home services, physical examination centers, and medical aesthetics centers

NPS increased to **73.8** points in 2025, with data covering **100%** of users, representing a year-on-year increase of **2.5%**

Responsible marketing

Responsible marketing training covered **100%** of all employees, including sales and in marketing staff, and non-sales and non-marketing staff

Throughout the year, articles related to responsible marketing were distributed to merchants

**10**

with approximately **4,303** views

**12**

live broadcast training sessions were provided for merchants

with approximately **7,843** online and replay viewers

Across key online and offline touchpoints, a total of **140** experience issues were identified, and all of them were resolved

A total of **9,428** product and service complaints were received, and a **100%** complaint handling rate was achieved

Promoting digital and intelligent empowerment

Innovative development

JD Health's "AI Jingyi" recorded more **than 100 million** service uses

JD Health's enterprise health cabin services cover multiple industries, including consumer goods, energy, public security, and finance, providing systematic health support to more **than one million** employees and their families

By cooperating with more than **20** leading hospitals, JD Health enhanced the accessibility of medical resources

Intellectual property management

As of the end of 2025, JD Health had applied for patents

**1,122**

Received patent grants

**252**

A total of intellectual property training sessions were conducted

**4**

covering **130** participants

with total training of **102** hours

Contributing to social development

Talent growth

Total employees reached **5,263**

Foreign employees **2**

Including employees with disabilities

**68**

New hires this year totaled

**3,065**

Employees from ethnic minority groups

**288**

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

**100%**

The internal transfer rate was

**22.1%**

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

**100%**

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

**0**

In 2025, employees in JD Health received the training of

**100%**

Total investment in training and development for its employees reached

**RMB 402,953**

With an average learning duration of

**47.31** hours

Public health

Cloud-based health accompanied checkups services have cumulatively covered more than participants

**100,000**

with user satisfaction as high as

**99.5%**

The online medical insurance payment business covers **30** cities in **10** provinces (autonomous regions and municipalities) nationwide. Compared with 2024, **12** new cities were added in 2025

The "Rare Disease Care Project" has cumulatively provided assistance to over **800** patient participants. The "Medical Care Station" medical social work charity project, jointly launched with non-profit organizations, has cumulatively supported over 23,000 patient visits to date for more than **37,000** participants of patients with rare diseases

More than **30** public welfare activities were carried out

with the total value of jointly donated supplies exceeding **RMB 10 million**



Honors and Awards

Ifeng Action Initiative Alliance  
Special Contribution Award

Ifeng Action Initiative Alliance

2025 Healthy China  
Innovation Practice Case

People's Health

2025 Top 20 leading service providers  
in China's big health industry

EqualOcean

2025 Biopharmaceutical sustainable  
value leadership award

E-Pharma Manager

2025 Corporate social  
responsibility innovation practice

Legal Daily

Smart empowerment for  
primary healthcare award

Southcn.com

Certificate of appreciation  
for medical social work public  
welfare project

Department of Social Work,  
Peking Union Medical College  
Hospital

Selected for inclusion in  
*Sustainability Yearbook  
(China Edition) 2025*

Sustainability Yearbook  
(China Edition) 2025

2025 Social psychological  
service innovation case

China Times

2025 (5th) Huaxia Philanthropy  
Forum "Huaxia Philanthropy ·  
Changemakers (Project Category)"

China Times



ESG Strategy and SDGs Target Response

JD Health has consistently placed users' health first. Leveraging its solid pharmaceutical and healthcare supply chain foundation and comprehensive medical service system, it deeply integrates cutting-edge technologies such as artificial intelligence to provide users with smart health management services covering the entire lifecycle. By integrating diversified medical resources and innovative service models, the Company is committed to breaking down barriers caused by the uneven distribution of medical resources, promoting greater accessibility and trust in quality medical services, and continuously advancing public health and well-being.

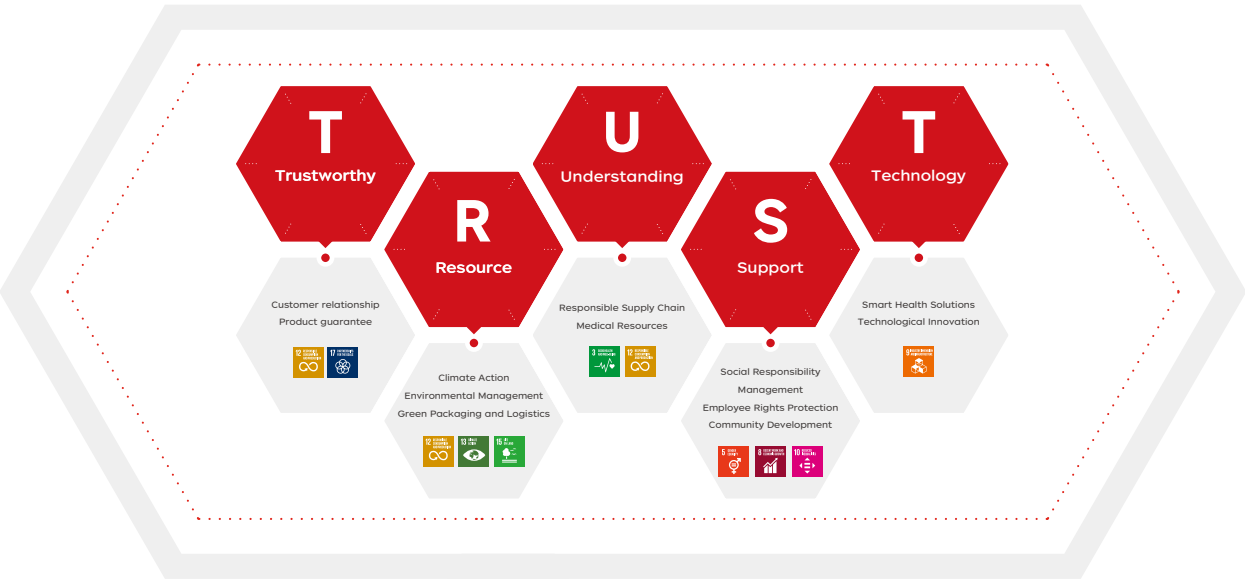
At present, JD Health has established a multi-tiered business portfolio covering pharmaceutical and healthcare retail, healthcare services, smart healthcare, medical devices procurement, and enterprises' employee health management, primarily serving three categories of customers: consumers, medical institutions, and enterprises. This diversified business structure has injected momentum into the Company's ongoing development, while also placing higher demands on its governance capabilities and sustainable development.

In 2025, centered on the vision of "becoming the most trustworthy health management enterprise," JD Health continued to deepen and implement the TRUST sustainable development strategy. This strategy actively responds to *Transforming our world: the 2030 Agenda for Sustainable Development (SDGs)*, and systematically

sets out the Company's implementation pathway for sustainable development through five pillars: "Building user trust (Trustworthy)", "Optimizing resource use (Resource)", "Gaining market insight (Understanding)", "Empowering social development (Support)" and "Driving digital & intelligent empowerment (Technology)". The Company actively collaborates with enterprises and institutions across the upstream and downstream of the industry chain to jointly build a sound, comprehensive healthcare ecosystem, create a "more, faster, better, and more cost-effective" consumption experience of healthcare products for users, actively explore the deep integration and innovative application of AI technology in areas such as diagnosis and treatment assistance, medication consultation, health risk assessment, and supply chain management, implement the philosophy of green operations, continuously reduce environmental impact, and work with industry chain partners to advance health equity and community well-being, striving to become a trusted leader in health management among the public and to join hands with the industry in creating a sustainable future for internet healthcare.

In addition, in response to the *United Nations 2030 Sustainable Development Goals (SDGs)*, JD Health promotes inclusive healthcare through innovative technologies, advocates green operations, reduces environmental impact, and advances community well-being. We are committed to taking concrete actions to contribute to the realization of global health and sustainable development goals.

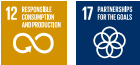
Health with Trust, Empowering Lives



Building user trust  
rustworthy

JD Health earns user trust through superior quality and aims to deliver safe and reliable healthcare services and premium healthcare products to a broader user base with a pragmatic and responsible attitude.

- Establish sound ESG governance and corporate governance systems to enhance corporate governance effectiveness and sustainable development capabilities.
- Advance board diversity in the composition of the board of directors while ensuring the objectivity and fairness of the performance of duties by directors.
- Establish a compliance control system combining the three lines of defense and the five-dimensional approach, and continuously strengthen compliance management capabilities and risk control effectiveness.
- By improving the governance framework, deepening integrity controls, fostering a compliance culture, and establishing whistleblowing protection mechanisms, the Company has comprehensively reinforced its business ethics defenses.
- Fully implement the "quality traceability" labelling system and optimize warehouse management so that the source, circulation, and service pathway of every health product are clearly visible through digital, transparent, and intelligent practices.
- Build a quality risk management system to safeguard the quality and safety of pharmaceuticals and non-pharmaceutical products, provide standardized and professional healthcare services, and comprehensively manage quality risks.
- Continuously improve the information security and privacy protection management system to comprehensively safeguard the privacy and security of stakeholders.



Optimizing resource use  
resource

JD Health pursues ecological governance, optimizes environmental management, and adopts green packaging and logistics solutions. We collaborate with upstream and downstream partners to build eco-friendly industrial models and actively address climate change by reducing the carbon footprint of our products.

- Improve the management structure for addressing climate change and clarify the audit committee's oversight responsibilities in the management of addressing climate change.
- Actively practice green development and effectively reduce the carbon footprint of products through measures such as green office practices, green warehousing, green logistics, and green packaging materials.
- Strictly comply with national emission standards and reasonably manage waste gas, waste water, and waste in a compliant manner.
- We solemnly commit to protecting biodiversity and encourage partners to comply jointly.



Gaining market insights  
nderstanding

With deep insight into healthcare, JD Health conducts in-depth market research and builds a transparent and reliable supply chain. We aim to make medical resources and health awareness more accessible to the public.

- It has established normalized engagement mechanisms, responds regularly to stakeholder expectations, and advances information collaboration and joint value creation.
- By building a responsible supply chain and implementing responsible marketing, the Company systematically creates transparent, trustworthy, and sustainable value chain links, contributing to the long-term development of the health ecosystem.
- Through the closed-loop response mechanism, it efficiently handles user demands and continuously promotes service optimization and experience upgrades.



Empowering social development  
upport

JD Health supports win-win progress. In addition to pursuing stable development, JD Health proactively fulfills its social responsibilities, cares for the growth of its employees, and contributes to the harmonious progress of society.

- Adhering to the principles of diversity and equity, the Company is committed to providing all employees with fair and reasonable job opportunities and an employee compensation system that is competitive within the industry and geographical region.
- It improves a comprehensive protection system covering statutory benefits and distinctive internal benefits, thereby enhancing employee satisfaction.
- It provides employees with diversified career development pathways and establishes a learning system and training programs that combine an internal training and external instruction plan.
- It provides inclusive health services and leverages the platform to integrate medical resources, effectively narrowing the gap in urban-rural medical resources.
- It actively participates in various public welfare activities, provides material support to disaster-stricken areas, and proactively fulfills social responsibility.



Driving digital & intelligent empowerment  
echnology

JD Health is committed to technological innovation. We empower online healthcare products with advanced digital and intelligent technologies, encourage innovation and development through standardized intellectual property management, as well as facilitate the intelligent and customized development of healthcare service solutions.

- It upgrades the research and development of the "Jingyi Qianxun" medical large model, promoting the intelligent development of a medical service ecosystem.
- It collaborates with leading hospitals to develop disease-specific models and remote medical centers, exploring new service models for "Internet + Healthcare."
- It improves the intellectual property management system to safeguard the compliance and sustainable development of digital and intelligent healthcare.



Topic 1

# Deepening AI Ecosystem Applications and Building a Comprehensive Service System



At a new stage in which AI technology is accelerating its integration with the real economy, smart healthcare has progressed from breakthroughs in isolated tools to the development of a comprehensive ecosystem. In 2025, JD Health leveraged technology to advance inclusive people's livelihood, enabling professional health services to reach a broader range of people and institutions, promoting the formation of a complete and sustainable virtuous cycle for technological innovation across application scenarios, and thereby transforming AI capabilities into a service network with broader coverage and closer collaboration.

By deeply advancing the technology of the "Jingyi Qianxun" large model, JD Health has built a multi-tiered, multidimensional AI product matrix covering professional doctors, consumers, and medical institutions, with the aim of systematically narrowing inequalities in medical resources and access to services, so that trusted professional health protection can reach every node with precision.

In February 2025

Jingyi Qianxun ranked first among healthcare models on the MedBench evaluation platform<sup>7</sup>, demonstrating its outstanding performance in the healthcare field.

AI Jingyi

## Building an "AI health manager" for hundreds of millions of users across general and specialized practice

"AI Jingyi" is an anthropomorphic cluster of AI agents for broad consumers. By integrating multiple professional roles, including AI doctor, AI nutritionist, AI pharmacist, AI pet doctor, and AI psychological counselors, it provides immediate health guidance across all scenarios 24/7, marking a new stage in the application of AI health services.

Innovative Application Scenarios of Jingyi Qianxun Large Model

AI Jingyi

Application Scenarios: Patients

Powered by the "Jingyi Qianxun" large model-based anthropomorphic intelligent agent cluster, AI Jingyi provides one-stop health steward services covering both general practice and specialty care.

- Within six months of launch, cumulative users served exceeded 50 million, marking its entry into a new stage of large-scale application;
- It has evolved from a single-function tool into an "all-round partner," covering AI doctor, AI nutritionist, AI pharmacist, AI pet doctor, and AI psychological counselors, effectively improving user satisfaction.



JD Joy Doc

Application Scenarios: Hospitals

JD Joy Doc has built all-scenario smart "AI + supply chain" solutions for medical institutions based on its core "Joy Doc Intelligence Brain" system.

- Released version 2.0, upgrading from reshaping procedures to building "new digital and intelligent infrastructure for healthcare";
- It has already been implemented in many Grade-A tertiary hospitals nationwide, cumulatively serving more than 5 million patient participants;
- For patients, "Personal Medical Manager" enables "services to find people" through AI-powered full-process medical escorting, making medical consultation more reassuring and reducing unnecessary travel;
- For doctors, "Digital Doctor Twin" improves medical record writing efficiency by 120%, provides 24/7 intelligent responses, and contributes to reducing burdens and improving efficiency;
- For hospitals, "Future Digital Hospital" breaks down information barriers, optimizes resource allocation, and promotes the effective operation of internet hospital services.

JD Zhiyi

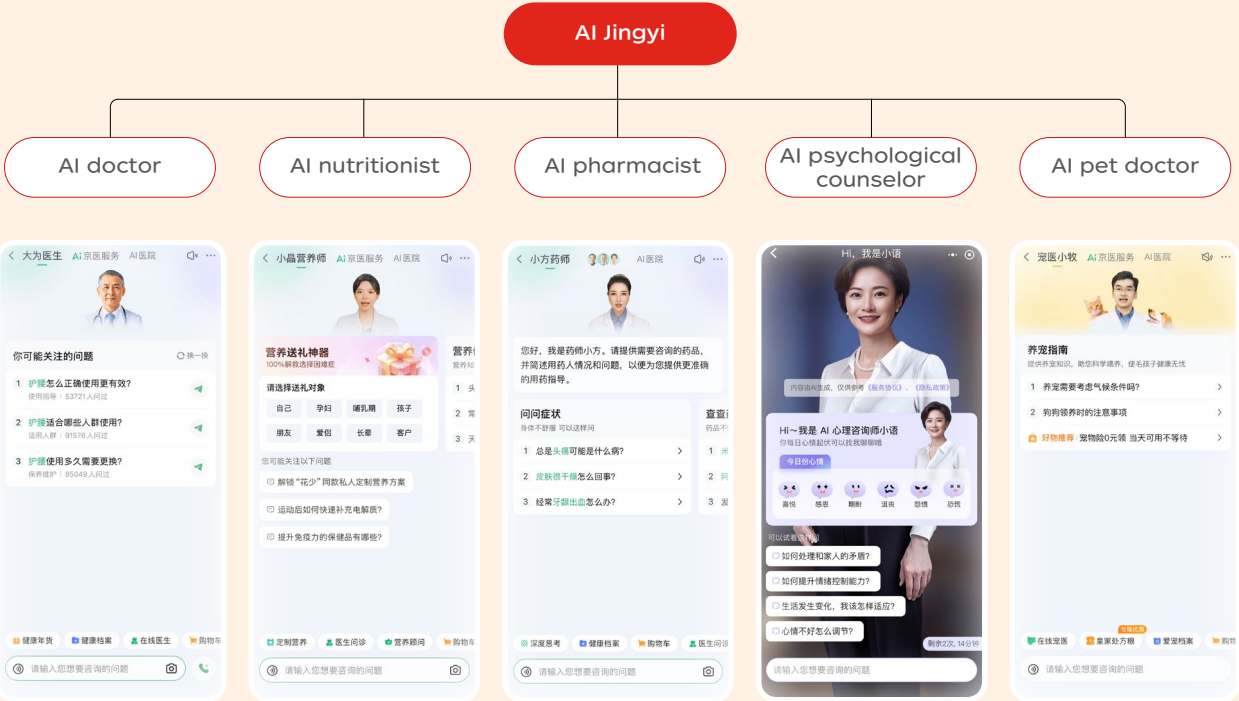
Application Scenarios: Doctors

Leveraging a vast authoritative medical knowledge base, JD Zhiyi has developed a professional evidence-based AI tool that serves doctors in clinical practice and research and supports making decisions about these activities.

- In tests conducted by doctors, its precision of evidence-based support, literature coverage, and timeliness received professional recognition.



"AI Jingyi" Expert Team



JD Health always places user needs at the core of product design. We not only continue to enrich our service ecosystem, but also seamlessly connect core scenarios such as health consultations, medication purchases, and chronic disease management through intelligent upgrades, striving to provide users with integrated health services of higher quality and better experience and to set a value benchmark for AI health assistant.

<sup>7</sup>The MedBench Evaluation Platform is a Chinese medical large model evaluation system and open platform launched by Shanghai AI Laboratory and Shanghai Digital Medicine Innovation Center.

Topic 1

# Deepening AI Ecosystem Applications and Building a Comprehensive Service System



JD Joy Doc

## New "AI + supply chain" infrastructure reshaping hospital growth models

"JD Joy Doc" is the industry's first full-scenario medical large model product to achieve in-hospital deployment. In 2025, the JD Joy Doc product completed its strategic upgrade from a "process optimization tool" to a "core growth engine for hospitals," marking a new stage of in-depth operations in healthcare digitalization advanced by JD Health.

"JD Joy Doc" leveraging the technical foundation of the "Joy Doc Intelligent Brain" and JD.com's "super pharmaceutical supply chain" capabilities, has built a systematic solutions framework composed of three intelligent agents.

Application Scenarios "Personal Medical Manager" for patient experiences

**Solutions:** Through AI digital humans, it provides full-process medical escorting services ranging from intelligent triage and process guidance to report interpretation and medication consultation, transforming the traditional model of "people looking for services" into one in which "services find people," and striving to become patients' "strongest support for Medical Consultation."



"JD Joy Doc" Personal Medical Manager

Application Scenarios "Digital Doctor Twin" for clinical efficiency

**Solutions:** This AI assistant, tailored for doctors, has increased medical record writing efficiency by 120% and can handle patients' fragmented consultations 24/7, enabling doctors to focus on core diagnosis and treatment and making decisions about diagnosis and treatment, thereby reducing burdens and improving efficiency.



"JD Joy Doc" Digital Doctor Twin

Application Scenarios "Future Digital Hospital" for management decision-making

**Solutions:** By breaking down information barriers within hospitals and connecting the service loop between online and offline services, this system functions as a hospital's "super brain," helping managers optimize resource allocation, improve operational efficiency, and promote the effective operation of the Internet Hospital.



"JD Joy Doc" Future Digital Hospital

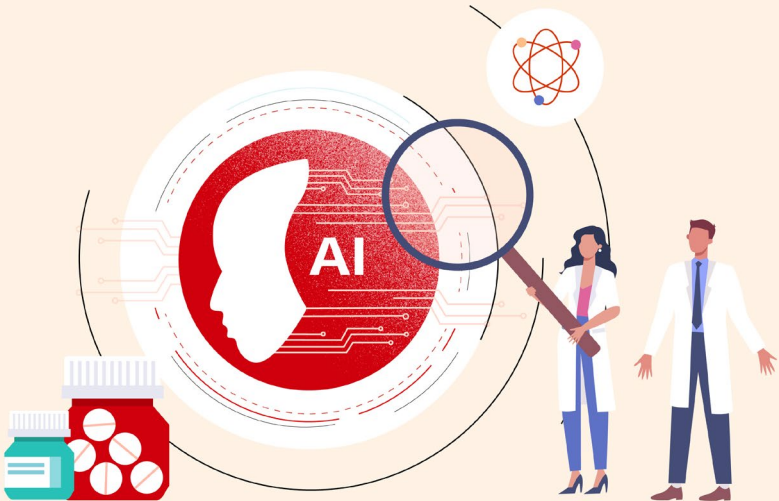
JD Zhiyi

## Becoming Doctors' Evidence-Based Medicine "Second Brain"

As a professional AI tool created specifically for doctors, "JD Zhiyi" is precisely positioned as a collaborator in clinical decision-making and scientific research. Based on a vast repository of authoritative medical knowledge, it has built a powerful "AI clinical decision-making firewall," aiming to become doctors' readily available "second brain."

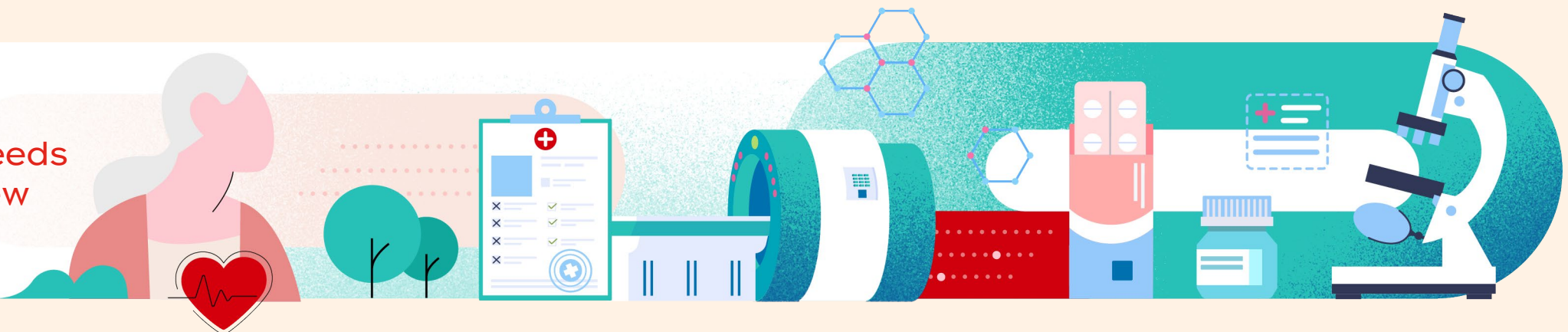
The core strengths of "JD Zhiyi" lie in its powerful data resources and precise decision-support capabilities. By building an "AI clinical decision-making firewall," it integrates more than 40 million medical papers, 40,000 diagnosis and treatment guidelines, and more than 30,000 pharmaceutical package inserts, forming a vast and authoritative knowledge foundation. Results from tests conducted by hundreds of doctors show that, compared with other AI tools, it performs exceptionally well in response accuracy, literature coverage, and timeliness, and can provide immediate and reliable evidence-based support for diagnosis and treatment solutions.

The launch of "JD Zhiyi" marks JD Health's comprehensive streamlining and coordination of its technology products for doctors. Going forward, doctor-facing AI tool applications under JD Health will also be progressively upgraded based on "Zhiyi." This move will further promote greater scientific rigor and standardization in medical practice, ultimately benefiting patients.



Topic 2

Focusing on the Essential Health Needs of All Populations and Improving New Practices in Inclusive Healthcare



JD Health upholds the mission of "becoming the go-to health management platform for everyone in China" and continues to explore new practices in inclusive healthcare. By disaggregating, reorganizing, and delivering professional medical resources to homes, communities, and even streets and alleyways, JD Health is committed to addressing challenges in health service accessibility in specific scenarios.

Whether it is enabling the general public to conveniently access hospital-grade testing, strengthening community-based support for integrated medical and elderly care for older adults, building a technology-enabled disability assistance system of "products + services + AI" for people with disabilities, or extending brand-backed care to outdoor workers, the Company consistently goes beyond mere commercial services to ensure that medical and healthcare services truly reach every individual in need, exemplifying the inclusive healthcare philosophy of equity, accessibility, affordability, and efficiency.

From Hospitals to Homes: Bringing "Home Visits for Rapid Testing" to the Public

In response to the prominent pain points of difficulty in obtaining medical consultation and long waits during peak influenza seasons, JD Health innovatively launched the "Hospital Testing Service" in 2025, directly extending the professional capabilities of public hospital laboratory departments into home-based scenarios and enabling seamless integration between "nurse home sampling" and "hospital laboratory testing."

Through online appointments, users can obtain, without leaving home, test reports that carry the same validity as those issued by offline public hospitals and have the formal effect of medical documents. At present, the service has been launched in 16 core cities, with the first batch of partner institutions registering nearly 30 Class III and above public hospitals, including Shanghai Children's Medical Center and AVIC General Hospital of China Medical University. This practice has brought into the home and online professional testing procedures that previously had to be completed in hospitals, representing a major breakthrough for "Internet + Healthcare" in the diagnosis process and enabling high-quality medical resources to overcome barriers of geography and service format, thereby truly benefiting the general public through inclusive healthcare.

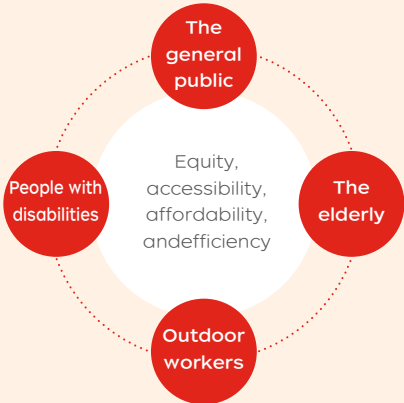


"Hospital Testing Service" Interface



Nurse Home Sampling Service

JD Health's Inclusive Healthcare Ecosystem



From Online to Community: Helping the Elderly Feel Secure in Old Age

To address the aging population and tackle the challenge of professional care in the "last mile" of at-home eldercare, JD Health innovatively launched the country's first "JD Nurse-at-Home Care Station" in Tianjin in December 2025. This is not only an offline extension of service scenarios, but also a key piece of infrastructure for building a new integrated ecosystem of medical and eldercare services for at-home eldercare.

Integrating three major functions—convenient health services, a local base for professionals, and service dispatch support—the care station enables certified caregivers, rehabilitation therapists, and nursing aides to put down roots in the community. We have upgraded formerly fragmented, appointment-based home visit services into community health stations with a physical service hub, immediate response capabilities, and the ability to provide continuous care. This model marks a key step for JD Health in advancing the standardization, systematization, and accessibility of at-home eldercare services, representing a key move from online services into the community and injecting new momentum into the development of a multi-tiered eldercare service system.

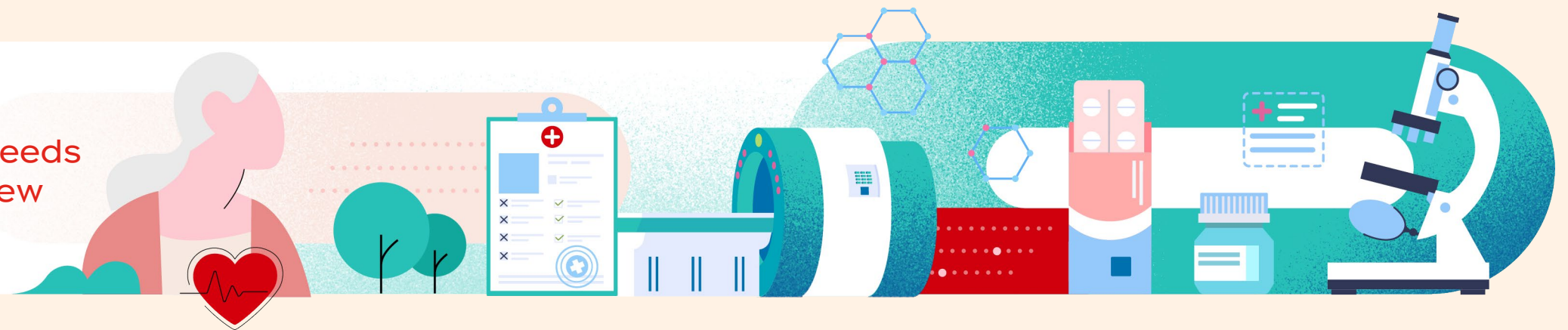


The Country's First JD Nurse-At-Home Care Station



## Topic 2

### Focusing on the Essential Health Needs of All Populations and Improving New Practices in Inclusive Healthcare



#### From Products to Solutions: Enabling People with Disabilities to Live Without Barriers

In response to the growing and increasingly diverse needs of people with disabilities for rehabilitation assistive devices, as well as the core pain points of "not knowing what to buy" and "not knowing how to use what they bought," JD Health systematically proposed and put into practice in 2025 a technology-enabled disability support development strategy centered on a trinity model of "products + services + AI."

The strategy was officially launched in full at the Sub-forum on Technology-Assisted Disability Support of the 17th Healthy China Forum, aiming to build a new comprehensive industry infrastructure covering the supply of high-quality products, the matching of professional services, and the empowerment of

intelligent technologies. Specific measures include launching the "JD Disability Support Zone" to integrate supply resources, leveraging the "medical-examination-diagnosis-medicine-nursing" service system to address delivery and usage challenges, and actively exploring the in-depth application of AI in scenarios such as assistive device adaptation and rehabilitation training.

JD Health is committed to integrating fragmented resources into systematic solutions, effectively lowering the barriers for people with disabilities to access high-quality rehabilitation resources, contributing to meaningful improvements in their quality of life, and bringing the inclusive value of technology for good into reality.



Roundtable Forum on "Integrated Practices in Technology-Assisted Disability Support"

#### From the Streets to the Heart: Providing Protection for Outdoor Workers Through Wind and Rain

In the summer of 2025, JD Health launched the long-term public welfare IP "JD Red · Guardian Program." The first phase of the initiative focused on the pain point of heatstroke prevention and cooling for outdoor workers in high temperatures, and in collaboration with industry partners, made "red first-aid kits" containing heat-relief pharmaceuticals available to deliverymen, sanitation workers, and other groups across the industry. Breaking away from the traditional one-way donation model, the initiative transformed the brand's visual asset of "JD Red" into tangible protective action through a combined strategy of "targeted offline care + science-based online education + full-domain brand resonance." At multiple offline pharmacy outlets in Beijing, the initiative directly distributed "red first-aid kits" containing sun protection supplies and emergency pharmaceuticals to workers.

This practice successfully reshaped commercial brand touchpoints into nodes of social care, upgraded pharmacies into "care stations," and made "JD Red" a recognizable color of protection in the minds of outdoor workers. It not only meets the rigid health needs of specific groups, but also achieves a two-way resonance between brand warmth and social responsibility, becoming an inclusive model of mutual success for commercial value and social value.



"Red First-Aid Kit" for Outdoor Workers

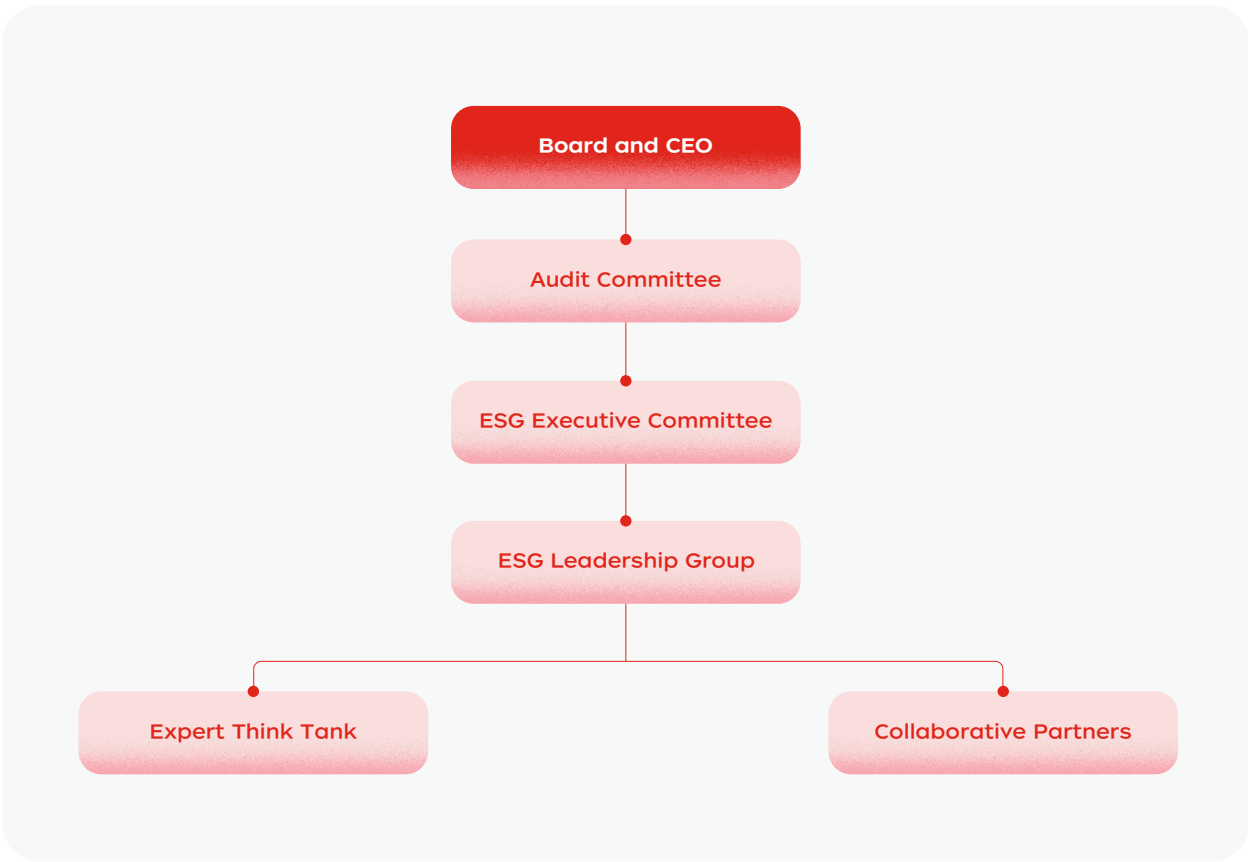
# Sustainable Development Management

JD Health drives sustainable development through responsible governance practices and integrates the ESG principles into every aspect of corporate governance and operations. The Company has established an ESG governance framework with clearly defined responsibilities, continuously deepens collaborative engagement mechanisms with stakeholders, and improves the identification and management of material topics, striving to achieve an organic integration of environmental, social, and governance values.

## ESG Governance

Based on the requirements of the Stock Exchange of Hong Kong Limited's the *Environmental, Social and Governance Reporting Code*, JD Health has established a top-down ESG governance framework. The board and CEO are responsible for top-level decision-making and oversight, the audit committee is responsible for supervising ESG matters related to risk management, internal control and compliance, and employee management, the ESG leadership group coordinates various departments, business lines, and internal communication, and the ESG core project team undertakes routine management, thereby forming a scientific, efficient, and closed-loop management system. The Company links senior management remuneration to ESG KPIs, covering core topics such as data privacy protection, employees' health and safety, and product quality and safety, to strengthen the implementation of sustainable development responsibilities. Meanwhile, the Company leverages an expert think tank and partners to continuously track industry best practices and emerging trends, enhancing the scientific basis and forward-looking nature of ESG governance.

### The Framework of the ESG Governance System

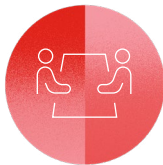
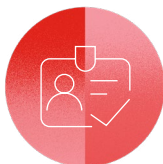
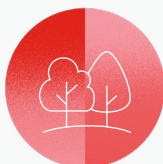


# Stakeholder Engagement

JD Health has established normalized engagement mechanisms covering diverse stakeholders. Focusing on material issues related to sustainable development, it has set up dedicated channels to regularly respond to stakeholder expectations, promote information synergy and value co-creation, and continuously enhance governance transparency and social trust.

## Stakeholder Engagement

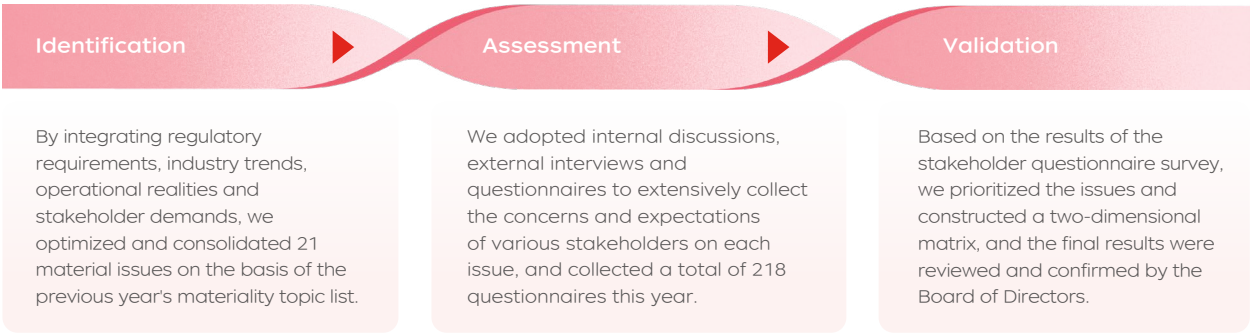
| Stakeholders                                               | Material Issues                                                                                                                                                                                                                                                                                                                                                                                        | Means of Communication                                                                                                                                                                                                                        |
|------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div>Consumers</div> <div></div>                           | <ul style="list-style-type: none"><li>• Product and service quality</li><li>• User experience improvement</li><li>• Inclusive healthcare</li><li>• Data security and privacy protection</li><li>• Responsible marketing</li></ul>                                                                                                                                                                      | <ul style="list-style-type: none"><li>• Online and offline communication</li><li>• Online consultations</li><li>• Customer service hotline</li><li>• Questionnaire survey</li><li>• Media publicity and communications</li></ul>              |
| <div>Business clients</div> <div></div>                    | <ul style="list-style-type: none"><li>• Product and service quality</li><li>• User experience improvement</li><li>• AI-driven technological innovation</li><li>• Intellectual property rights protection</li><li>• Supply chain management</li><li>• Compliant operations</li></ul>                                                                                                                    | <ul style="list-style-type: none"><li>• Work meetings</li><li>• Business dialogues</li><li>• Video conferences</li><li>• On-site inspections</li><li>• Strategic agreement</li><li>• Business coordination</li></ul>                          |
| <div>Governments and regulatory agencies</div> <div></div> | <ul style="list-style-type: none"><li>• Product and service quality</li><li>• AI-driven technological innovation</li><li>• Inclusive healthcare</li><li>• Public health incident response</li><li>• Public health awareness improvement</li><li>• Compliant operations</li><li>• Comprehensive risk management</li><li>• Business ethics and anti-corruption</li><li>• Responsible marketing</li></ul> | <ul style="list-style-type: none"><li>• Work reporting</li><li>• Policy suggestions</li><li>• Strategic cooperation</li><li>• Industrial forums</li><li>• Field research</li><li>• Department visits</li><li>• Regulatory inquiries</li></ul> |

| Stakeholders                                                                                                                          | Material Issues                                                                                                                                                                                                                                                                                                                                                           | Means of Communication                                                                                                                                                                                                               |
|---------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <div>Shareholders and investors</div> <div></div>    | <ul style="list-style-type: none"><li>Product and service quality</li><li>Data security and privacy protection</li><li>Intellectual property rights protection</li><li>Employee employment and rights protection</li><li>Compliant operations</li><li>Comprehensive risk management</li><li>Business ethics and anti-corruption</li><li>Supply chain management</li></ul> | <ul style="list-style-type: none"><li>Telephone conferences</li><li>Company visits</li><li>Annual report</li><li>Interim report</li><li>Non-deal roadshows</li><li>ESG disclosure</li><li>General meetings of shareholders</li></ul> |
| <div>Value chain partnerships</div> <div></div>     | <ul style="list-style-type: none"><li>AI-driven technological innovation</li><li>Supply chain management</li><li>Business ethics and anti-corruption</li></ul>                                                                                                                                                                                                            | <ul style="list-style-type: none"><li>Regular purchasing</li><li>Training and evaluation</li><li>Regular communication</li><li>Exchange and sharing</li><li>Industry forums</li><li>Supplier conferences</li></ul>                   |
| <div>Employees</div> <div></div>                   | <ul style="list-style-type: none"><li>Employee employment and rights protection</li><li>Employees' health and safety</li><li>Staff training and development</li></ul>                                                                                                                                                                                                     | <ul style="list-style-type: none"><li>Email notifications</li><li>Communication meetings</li><li>Staff forums</li><li>Staff congresses</li><li>Training activities</li><li>Appeal mechanism</li><li>Research and feedback</li></ul>  |
| <div>Communities and environment</div> <div></div> | <ul style="list-style-type: none"><li>Carbon footprint of products</li><li>Addressing climate change</li><li>Green operations</li><li>Waste management</li><li>Public health emergency response</li><li>Public health awareness improvement</li></ul>                                                                                                                     | <ul style="list-style-type: none"><li>Public welfare project</li><li>Media publicity and communications</li><li>Public welfare forum</li><li>Volunteer activities</li></ul>                                                          |

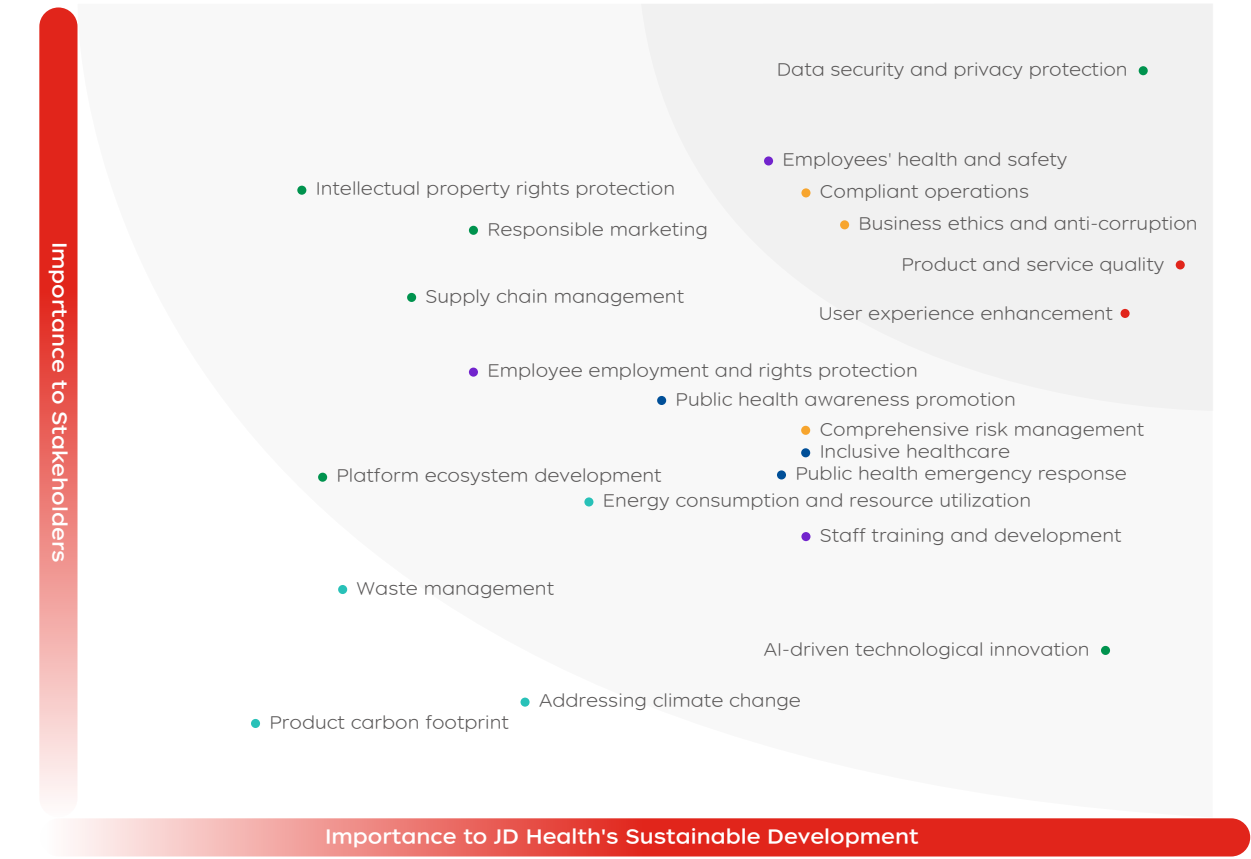
Materiality Determination

JD Health has established a scientific process for the identification, assessment, and determination of material issues, and regularly reviews and evaluates key issues across environmental, social, and governance dimensions each year to provide a scientific basis for strategic decisions.

JD Health Material Issues Identification and Determination Process



JD Health 2025 ESG Materiality Matrix

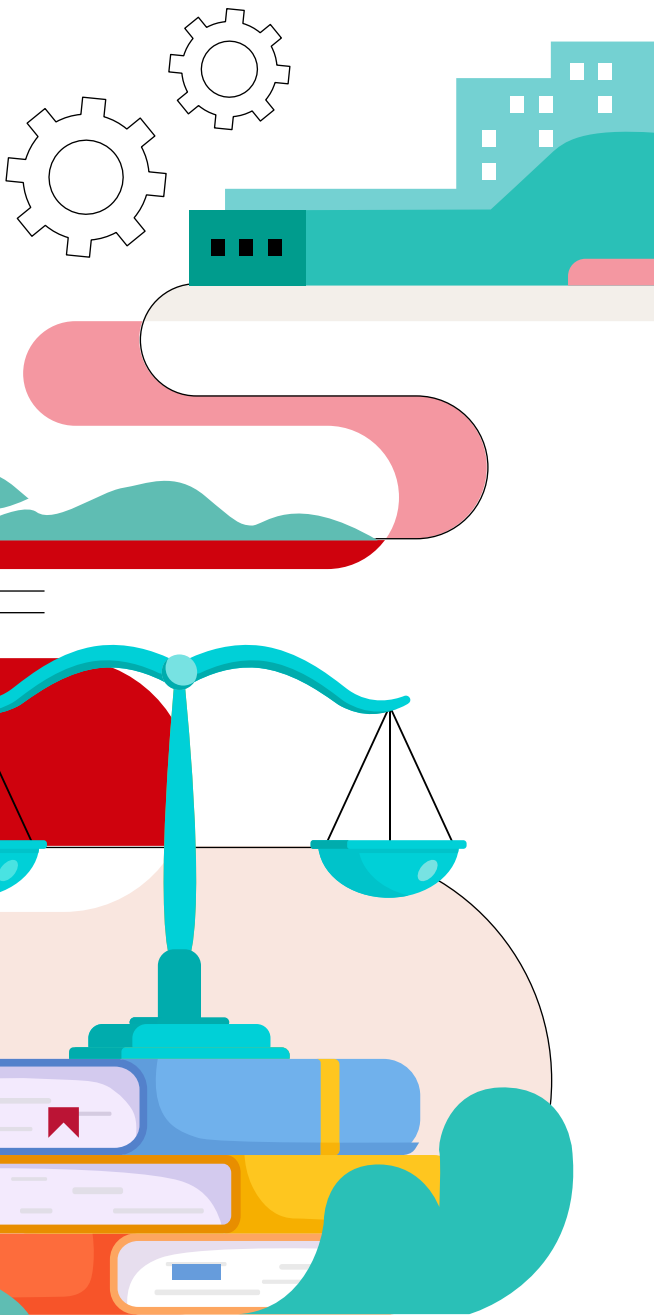


In addition, the Company has deeply integrated the assessment of material issues into the overall risk management process, establishing mapping relationships between issues and major risks to ensure focused identification and control of key ESG issues. Taking the newly added "AI-driven Technological Innovation" this year as an example, the Company has designated it as a key risk area, conducted comprehensive scanning and identification of AI-related technology ethics, data security, and compliance risks, and formulated response strategies for each item. For specific management measures, please refer to Section Emerging Risk Management.

# 01

## Building User Trust

JD Health takes excellent governance as its cornerstone, business ethics as its bottom line, quality assurance as its foundation, and information security as its safeguard, building a comprehensive sustainable development system, continuously leading the industry's high-quality development, and demonstrating responsibility and commitment in the digital health era.



## Compliance Governance

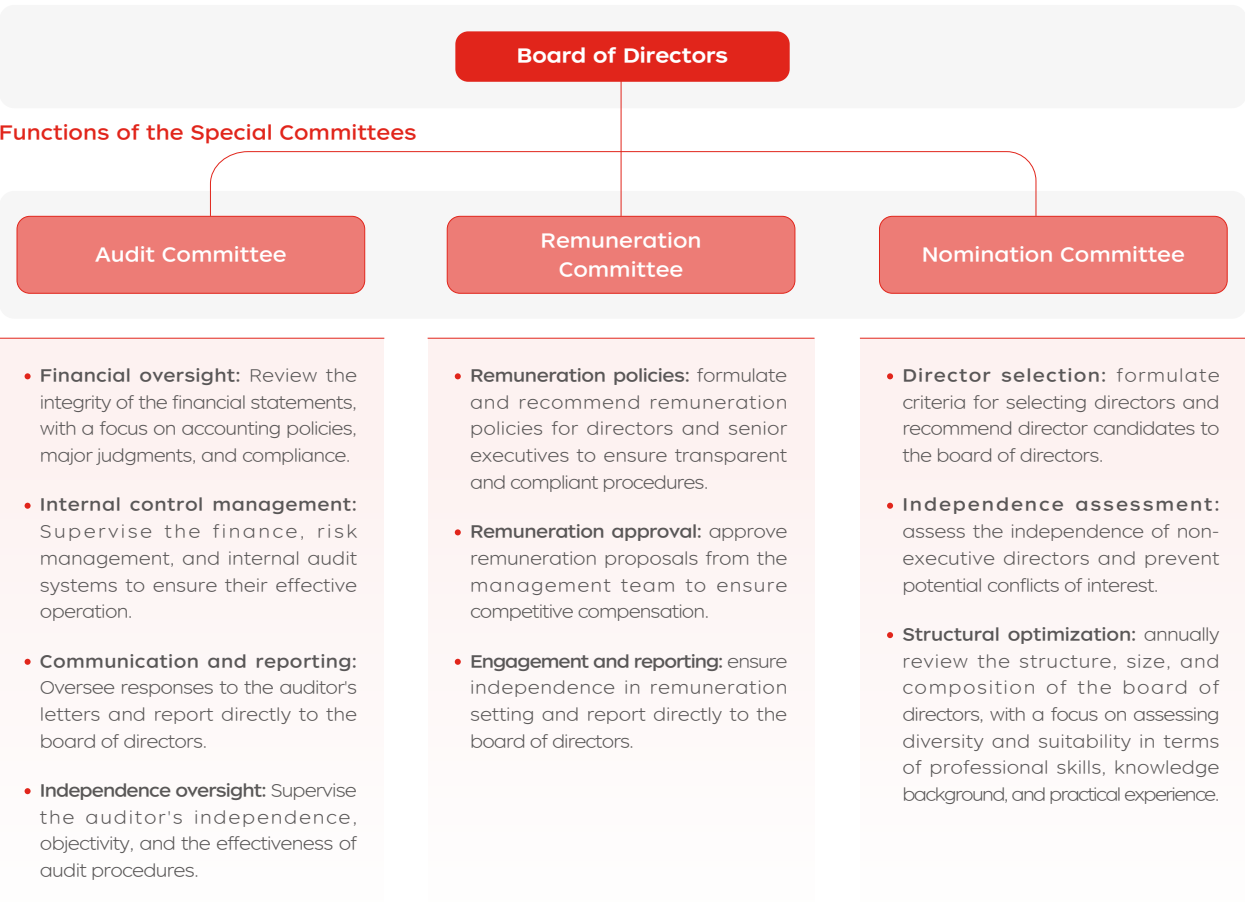
JD Health promotes high-quality development through excellent governance. Through a sound governance framework, efficient management by the board of directors, a systematic compliance and risk control system, and forward-looking risk management mechanisms, it comprehensively builds a transparent, robust, and sustainable business operating ecosystem to safeguard users' health and social trust.

### Corporate Governance Framework

The Company strictly complies with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Code of Corporate Governance for Listed Companies*, the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited*, the *Corporate Governance Code*, and other laws and regulations and normative documents. It has also established a sound comprehensive compliance governance system. Through high-standard corporate governance practices, it protects the rights and interests of all stakeholders and lays a solid foundation for the long-term stable development of the Company.

JD Health has established a scientific and well-developed governance framework to ensure transparent decision-making, effective checks and balances, and clear accountability. As the highest governance level, the board of directors takes overall responsibility for the Company's strategic planning, major decision-making, risk management, and operational oversight, and effectively safeguards shareholders' interests. The board of directors has established the audit committee, remuneration committee, and nomination committee, with each committee performing its respective duties and working in coordination to enhance corporate governance effectiveness and sustainable development capabilities.

#### Governance Framework of JD Health



Board Effectiveness

JD Health has established a board governance framework that is effectively balanced, inclusive, and collaborative, comprehensively reinforcing the foundation of corporate governance and continuously enhancing the independence, professionalism, and credibility of decision-making.

Board Independence

In accordance with the *Independence Standards for Independent Directors*, JD Health has formulated and implemented the *Board Independence Policy*, clarifying independence requirements at the institutional level to ensure objectivity and fairness in the performance of duties by directors.

In terms of organizational structure, the Company's board of directors comprises 7 members, of whom 5 are independent non-executive directors, representing 71%, thereby forming an effective checks-and-balances oversight structure. Members of each special committee of the board of directors meet the independence requirements, ensuring the objectivity and scientific rigor of the board of directors' decision-making.

In terms of performance of duties mechanisms, the Company's independent directors may independently express professional opinions on key matters such as strategic direction, risk control, and conflicts of interest, and enjoy voting rights equal to those of all directors, thereby ensuring their substantive influence on key matters. At the same time, the Company conducts an annual independence assessment of directors and requires independent directors to sign letters of confirmation, strengthening independence management and preventing potential conflicts of interest.

Board Diversity

In response to the *JD.com's Policy on Board Diversity*, JD Health has formulated and implemented the *Board Diversity Policy* and the *Nomination Policy* to systematically advance board diversity in the composition of the board of directors and strengthen the inclusiveness of governance.

The selection of directors comprehensively evaluates multidimensional factors such as candidates' gender, professional experience, professional capabilities, industrial experience, and conflicts of interest to ensure that the selection process is fair, comprehensive, and sound, and to continuously consolidate the foundation of diversified governance.

In 2025, the board of directors had a total of 7 members, of whom 2 were female directors, accounting for 29%, and the proportion of female members in each committee reached or exceeded one-third. The backgrounds of board members cover multiple fields, including medicine, finance, law, technology, and strategic investment, with complementary professional composition that effectively supports the Company's strategic decisions.

Background Information of Board Members

| Name                  | Gender | Title                                                                                                    | Involved Committee(s)                                                       | Industrial Experience | Experience in Finance | Risk Control |
|-----------------------|--------|----------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------|-----------------------|-----------------------|--------------|
| Richard Qiangdong Liu | Male   | Non-Executive Director and Chairman of the Board                                                         | Chairperson of the Nomination Committee                                     | ✓                     | ✓                     | ✓            |
| Dong Cao              | Male   | Executive Director and CEO                                                                               | /                                                                           | ✓                     | ✓                     | ✓            |
| Xingyao Chen          | Male   | Independent Non-Executive Director and Chairperson of the Audit Committee                                | Chairperson of the Audit Committee and Member of the Remuneration Committee | ✓                     | ✓                     | ✓            |
| Ling Li               | Female | Independent Non-Executive Director and Chairperson of the Remuneration Committee                         | Chairperson of the Remuneration Committee, Member of the Audit Committee    | ✓                     | ✓                     | ✓            |
| Jiyu Zhang            | Female | Independent Non-Executive Director and Member of the Audit Committee and the Nomination Committee        | Member of the Audit Committee, Member of the Nomination Committee           | ×                     | ✓                     | ✓            |
| Ying Wu               | Male   | Independent Non-Executive Director and Member of the Remuneration Committee and the Nomination Committee | Member of the Nomination Committee and the Remuneration Committee           | ✓                     | ×                     | ✓            |
| George Lau            | Male   | Independent Non-Executive Director                                                                       | /                                                                           | ✓                     | ×                     | ×            |

Internal Control and Compliance Management

JD Health has established a three-dimensional compliance management system based on the "three lines of defense" as its organizational foundation and the "five-dimensional" approach as its control priorities, and continuously strengthens its compliance management capabilities and risk control effectiveness through improved systems, systematic audit, and cultural development.

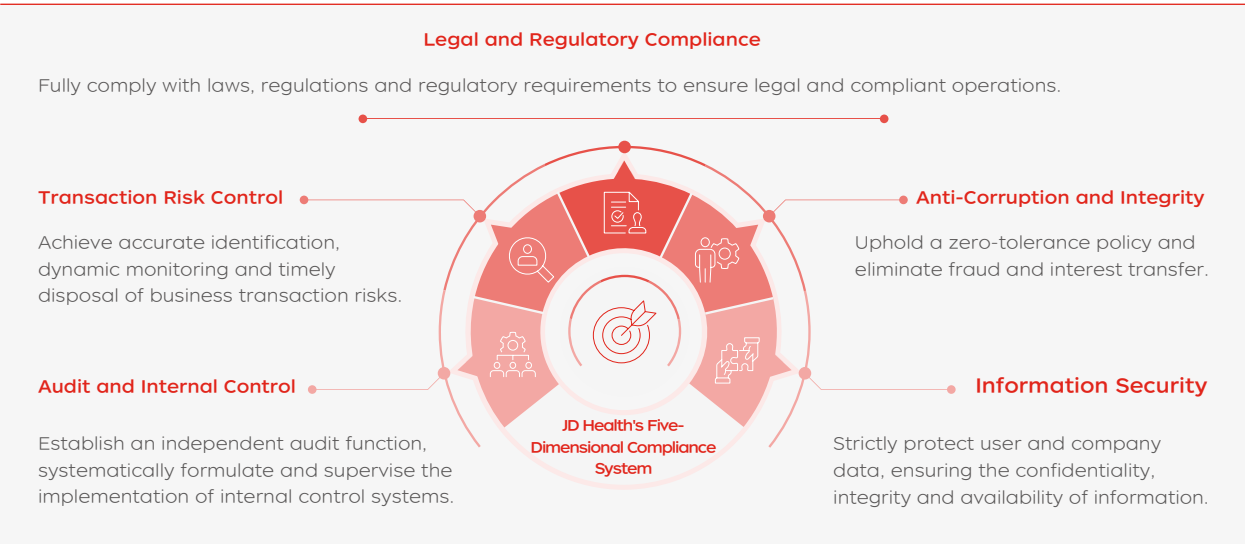
Compliance Management

With "being trustworthy and putting customers' health in the center" as its core philosophy, JD Health has established a compliance control system that combines the "three lines of defense" and the "five-dimensional" approach. This system is built on the three lines of defense formed by all employees, professional risk control teams, and independent audit teams, and focuses on five dimensions: law and regulation, anti-corruption and integrity, information security, audit and internal control, and transaction risk control, thereby creating a three-dimensional, full-process control network that comprehensively ensures legal and regulatory compliance in operations and provides solid support for the ongoing development of the business.

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



JD Health's Five-Dimensional Compliance System

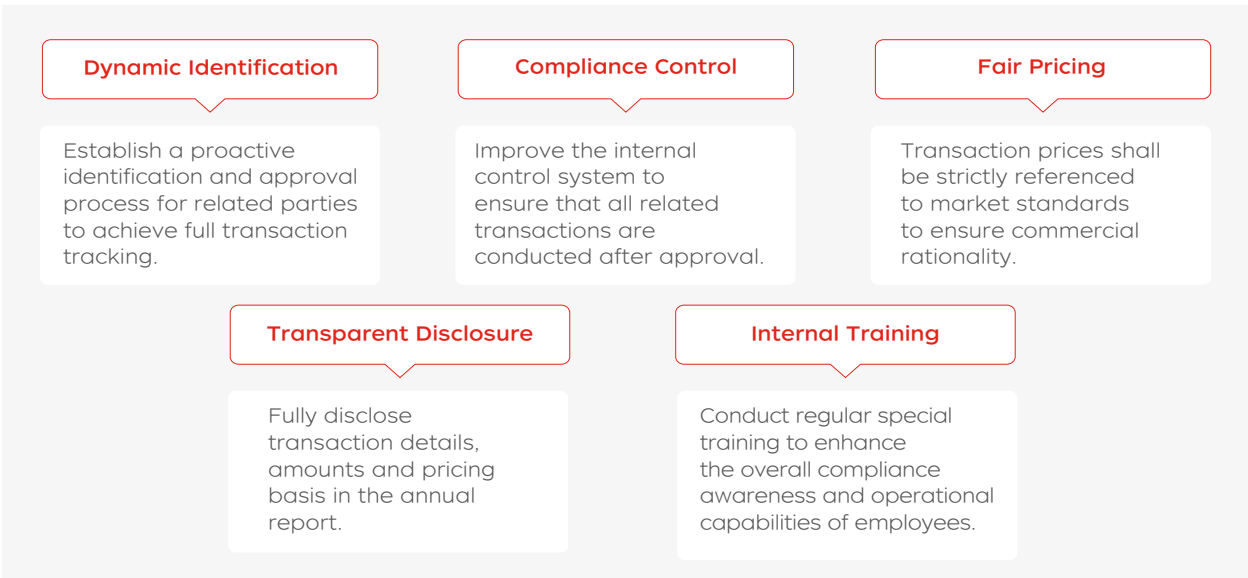


JD Health is committed to building a systematic compliance management system and has formulated institutional documents such as the *Code of Conduct for the Use of Medical Insurance Fund of JD Health* and the *JD Health Service Provider Recommendation Management Specifications* to clarify requirements for the use of the medical insurance fund and the management of service providers, standardize business procedures, effectively control operational risks, and provide institutional support for the sustainable development of enterprises. The Company has established a dual audit system covering key areas such as compliance, anti-corruption, and pharmaceuticals management. Through systematic audit processes, the Company effectively carries out the identification and rectification of potential quality and compliance risks, ensuring the legality and standardization of business operations.

Transactions of Related-Parties

JD Health adheres to the principles of fairness, openness, and legality in related-party transactions and adopts multiple measures to prevent improper transfer of benefits. In 2025, the Company had no compliance disputes related to related-party transactions.

Related-Party Transaction Management Measures



Compliance Culture

JD Health continuously strengthens Company-wide compliance awareness by systematically participating in the Group's compliance training and independently carrying out special educational activities, promoting the deep integration of compliance requirements into daily business operations and decision-making procedures.

Case JD Health Carries Out Special Compliance Training



2025 JD Health Compliance Training

In 2025, JD Health carried out Company-wide integrity and compliance training and enhanced compliance awareness and risk prevention capabilities for all health employees through offline publicity and online courses on compliance and risks.



Risk Management System

JD Health continues to optimize its risk management system and, through institutional improvement, procedure enhancement, technological empowerment, and cultural cultivation, has built a comprehensive control system covering both traditional and emerging risks to ensure the steady operation of its business.

Risk Management Structure

JD Health has established a risk governance framework centered on the risk management committee, with professional committees in areas such as data security, pharmaceutical affairs management, medical devices, and health experts working in coordination. The risk management committee is directly led by the CEO and is supported by a dedicated person in charge of risk, with a rapid reporting and decision-making mechanism directly reaching the CEO to comprehensively improve the effectiveness of risk management.

JD Health's Risk Management Structure



JD Health's Risk Management Responsibilities

|                                     |                                                                                                                                                                                                                                                                        |
|-------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Risk management committee           | As the top-level decision-making body for the Company's risk governance, it coordinates the formulation of the strategic direction of risk management and continuously evaluates and oversees the effectiveness of the implementation of major risk response measures. |
| Dedicated risk management personnel | As a dedicated position reporting directly to the CEO, it comprehensively coordinates the development and operation of the Company's risk management system and implements full-chain, full-cycle risk monitoring and intervention.                                    |
| Coordinating committees             | Divided by professional functions, a coordination mechanism composed of experts from various fields is established to focus on specific risk types, implement closed-loop management, and promote cross-departmental collaborative governance and targeted measures.   |

Case Participation in the 2025 Group-Wide Compliance Training for All Employees of JD.com



2025 Group-Wide Compliance Training for All Employees of JD.com

In 2025, JD.com launched the "group-wide compliance training for all employees of JD.com" for all companies and employees across the group, using the model of "online learning and exams" to ensure that every employee could develop a deep understanding of the importance of compliance governance. The training covered key areas including "Integrity and Compliance," "Information Security," and "Legal Compliance and Trade Secrets," and further enhanced employees' compliance awareness and risk prevention capabilities through practical case analysis and interactive discussions.

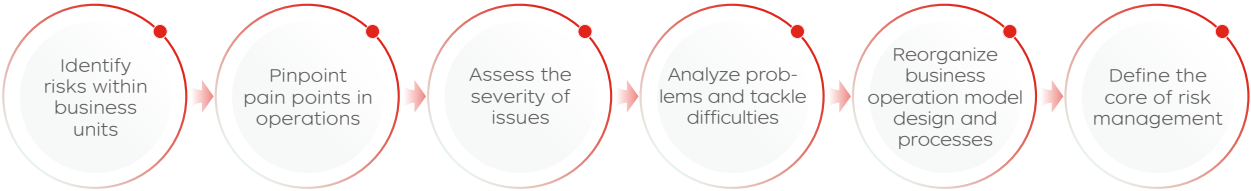
JD Health complies with JD.com's risk management rewards and penalties framework, implements the deduction of credits for safety accountability incidents, and deeply integrates the annual self-assessment results of risk internal control into the performance indicators for business unit leaders. In response to business risks, the Company has established mechanisms that link performance with accountability and apply graded accountability, strictly controlling risks related to suspected fictitious transactions and losses arising from manual pricing. By building a rigorous evaluation mechanism, the Company has advanced risk management toward greater refinement, strengthened accountability at all levels, and significantly enhanced risk prevention and control awareness and response effectiveness across the organization.

In 2025, JD Health improved its risk management system and, through the *Management Standards for Audit of Offline Property Leasing*, established a risk control framework covering the entire leasing cycle, reinforcing the principles of compliance, authenticity, transparency, and minimization, clarifying the division of responsibilities and periodic audit mechanisms, and comprehensively preventing leasing risks.

Risk Management Process

JD Health continuously optimizes its risk management process and, leveraging intelligent monitoring models and digital risk control platforms, achieves systematic identification, quantitative assessment, and real-time response for various risks. By strengthening dynamic early warning and cross-departmental coordination, the Company has significantly improved the timeliness and precision of risk response, providing solid support for the enterprise's steady operations and the safety of user services.

Risk Management Process of JD Health



For day-to-day operations, the Company has established a multi-layered prevention and control network covering pre-event assessment, in-process monitoring, and post-event auditing. In 2025, by carrying out audits of online rebates, marketing campaigns, and all offline stores, the Company achieved year-on-year improvements in key risk indicators for orders, marketing, and other areas. Meanwhile, the Company established a monthly mechanism for the release of risk information and engagement, regularly reporting major risks directly to the CEO and the board of directors to ensure the timely communication of risk information and the effective implementation of rectification measures.

Case

Application of AI Semantic Recognition Technology in False Store Risk Prevention and Control

To address the issue of some merchants opening fake stores that affect the consumer experience, the Company introduced AI semantic recognition technology and, by building semantic models, achieved precise identification and rapid screening of fake store activities, significantly improving the level of automation in risk identification and response efficiency.

For the development of new products and services, the Company implements a two-tier management mechanism at both the Company and business levels and, through early-stage intervention and in-process tracking, provides solid support for the compliance, safety, and risk control of new businesses.

Risk Management Mechanism for JD Health's New Products and Services Development



In 2025, the Company engaged an independent third party to optimize the risk management process. Focusing on core modules such as procurement, supply chain, merchandise management, and store expansion, it conducted systematic risk diagnosis of 122 business procedures and, drawing on industry best practices, proposed root cause analysis and rectification solutions, comprehensively enhancing the governance level of its offline business.

Risk Management Audit

JD Health strictly complies with the *Corporate Governance Code* of HKEX and the audit charter and, under the authorization of the board of directors, continuously conducts evaluations of the design and operational effectiveness of the financial reporting internal control system and reports directly to the audit committee on a regular basis. In 2025, the Company coordinated and carried out three rounds of external audits, efficiently supporting document provision, process clarification, and progress tracking, while comprehensively supervising the development and implementation of internal controls across JD Health and its subsidiaries to ensure financial reporting compliance.

In 2025

the Company coordinated and carried out of external audits

3 rounds



Emerging Risk Management

Leveraging a sound management systems framework and combining analysis of industry trends with actual business conditions, JD Health continues to deepen the identification of emerging risks and continuously improve its response strategy, ensuring that the Company maintains stable operations in a complex and rapidly changing market environment.

Emerging Risks and Response Strategy of JD Health

| Categories                                                  | Potential Impacts                                                                                                                                                                   | Response Strategy                                                                                                                                                                                                               |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Bias and discrimination risks from AI algorithms            | AI models may lead to unfair diagnosis or recommendations for specific patient groups due to bias in training samples.                                                              | Optimize the diversity and quality of data collection to ensure sample representativeness, and conduct regular testing and calibration for model bias.                                                                          |
| Data security risks of AI systems                           | AI models involve the processing of vast amounts of patient data, which may lead to privacy breaches or unauthorized access.                                                        | Strengthen encryption technologies and access control management to safeguard the security of storage and transmission; conduct security audits and vulnerability scans on a regular basis.                                     |
| Insufficient interpretability of AI decisions               | The "black box" nature of AI models makes the decision logic difficult to trace, reducing the trust of medical staff.                                                               | Develop interpretable tools to visually present the basis for decision-making; strengthen human-machine interaction engagement and clarify the boundaries of application for AI tools.                                          |
| Reliability of AI technology                                | Technical defects or data anomalies may lead to misdiagnosis or incorrect treatment recommendations, threatening patients' health.                                                  | Strictly verify model performance indicators to ensure accuracy and stability across multiple scenarios; establish a real-time monitoring system to make timely corrections.                                                    |
| Medical ethics and ambiguous definition of responsibilities | Unclear decision-making entities blur the boundaries of obligations between doctors and AI, making the attribution of responsibilities difficult.                                   | Clarify the positioning of AI assistance and the allocation of responsibilities, establish the leading role of medical personnel in key decision-making, and strengthen ethical review and compliance management.               |
| Impact of AI on healthcare employment structure             | The application of AI technologies may replace certain job positions, such as imaging and medical record management, resulting in employment structure adjustments in the industry. | Provide employees with skills transformation and retraining programs, contributing to their adaptation to AI collaboration models; promote the optimization and transformation of the talent structure in the medical industry. |
| Performance degradation risk of AI system                   | Over time or as data distribution changes, the effectiveness of AI models may decline, affecting the accuracy of outputs.                                                           | Establish mechanisms for periodic performance evaluation and model updates to ensure continued adaptation to the latest clinical data and medical standards.                                                                    |

Risk Management Culture

JD Health attaches great importance to the development of a risk culture and is committed to enhancing awareness of risk prevention and control among all staff. In 2025, the Company conducted a total of 36 training sessions covering integrity, risk control, cross-border transaction compliance, and other topics. The training targeted all directors, senior management, and employees, including independent directors, with 8,500 participants and a staff coverage rate of 100%, thereby strengthening the defense line for organization-wide risk control.



Risk Prevention and Control Training of JD Health

In 2025

with

8,500 participants

a staff coverage rate of

100%

Business Ethics

JD Health is committed to building a clean and transparent business ecosystem by improving the top-level governance framework, deepening full-process integrity control, fostering a Company-wide compliance culture, and establishing robust whistleblower protection mechanisms, thereby comprehensively strengthening the defense line for business ethics.

Business Ethics Management

JD Health consistently upholds compliant operations and business ethics construction. By establishing a sound institutional system, a scientific governance framework, and full-process control measures, it systematically advances clean operations and lays a solid foundation for the Company's steady and sustainable development.

Institutional System

JD Health complies with the *Anti-Unfair Competition Law of the People's Republic of China*, the *Interim Provisions on Banning Commercial Bribery*, and other laws and regulations; implements internal standards such as the *JD Group Business Conduct and Ethics Code* and the *JD Group Anti-Corruption Regulations*; and has established a systematic business ethics management system.

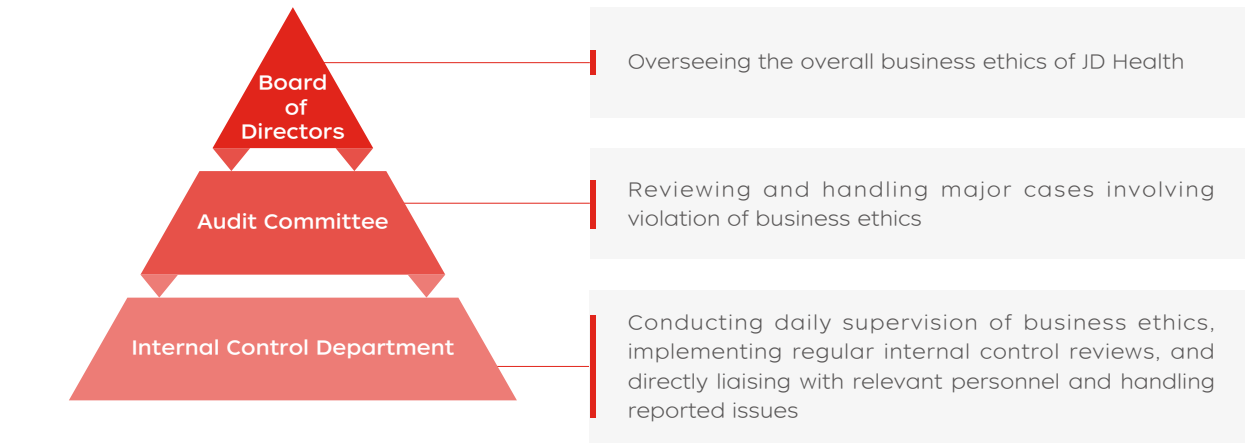
Based on actual business operating scenarios, the Company has further formulated specialized management systems such as the *JD Health Anti-Corruption Policy*<sup>8</sup>, the *Detailed Rules for Anti-Commercial Bribery Management of Internet Hospitals*, the *Business Reception Management Standards*, and the *Supplier Recommendation and Evaluation Mechanism*, achieving compliance coverage across the full business process, ensuring that compliance requirements are deeply embedded in every business link, and reinforcing the ethical defense line.

To ensure the effective implementation of policies related to business ethics and the effectiveness of the management systems, JD Health conducts regular annual reviews of the implementation, execution, and compliance status of its anti-corruption and business ethics policies, covering all operating businesses and premises. The Company reviews the compliance and soundness of relevant policies, while also verifying the effectiveness of the monitoring system and the response mechanisms for handling related incidents.

Governance Structure

The Company has established a three-tier business ethics governance structure comprising the board of directors, the audit committee, and the internal control department. Each level has clearly defined powers and responsibilities and performs its respective duties to jointly ensure the effective implementation of systems and policies related to business ethics.

Business Ethics Management Structure of JD Health



<sup>8</sup> JD Health Anti-Corruption Policy.

Management Measures

Through measures such as full-process control, culture building, and stakeholder management, JD Health has established an anti-corruption line of defense covering internal employees and external partners, comprehensively enhancing its integrity management standards.

Anti-Corruption Measures of JD Health

|                                           |                                                                                                                                                                                 |
|-------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Improvement of Integrity System           | Continuously optimize compliance systems and supporting mechanisms, and integrate anti-corruption management into employee performance appraisal.                               |
| Signing of Full-Commitment Pledges        | All employees sign anti-corruption commitment letters, covering full-time employees and service personnel, with a 100% signing rate in 2025.                                    |
| Regular Self-Inspection and Rectification | Organize key business departments to conduct regular self-inspections, and proactively identify and prevent integrity risks.                                                    |
| Comprehensive Internal Control Review     | The internal control department conducts full-cycle inspections of all businesses, assesses the effectiveness of system implementation, and rectifies potential hidden dangers. |
| Severe Punishment for Violations          | Terminate employment and blacklist employees who violate regulations, and transfer those suspected of crimes to judicial authorities.                                           |
| In-depth Case Review                      | Conduct in-depth review and analysis of key corruption cases, and formulate targeted rectification measures.                                                                    |
| Improvement of Reporting Mechanism        | Expand reporting channels, improve reporter protection and reward systems, and encourage internal employees and partners to supervise and report violations.                    |
| Hierarchical Integrity Training           | Conduct multi-level integrity training covering all employees, including managers, key positions, and key departments.                                                          |
| Integrity Management for Partners         | Require all suppliers and partners to sign the <i>Anti-Commercial Bribery Agreement</i> .                                                                                       |

In 2025, JD Health did **not** record any of the following incidents:

Concluded corruption lawsuits

Relevant corruption lawsuits and penalties in which JD Health was the plaintiff or defendant

Incidents involving conflicts of interest, money laundering, and insider trading

Construction of Integrity Culture

JD Health integrates education on business ethics standards into its onboarding training and career development system for employees, and provides systematic training for all personnel, including part-time employees, contracted workers, and contractors, covering laws and policies such as anti-corruption and anti-money laundering, as well as communication on reporting channels.

The Company designs differentiated and scenario-based integrity education courses for employees at different levels and across business lines, and delivers targeted training through an integrated online and offline model. Meanwhile, the Company regularly distributes topical briefing the *Anti-Business Information* to all staff, continuously strengthening Company-wide compliance awareness and ethical self-discipline, and fostering a clean and upright organizational culture.

In 2025, the Company carried out training on anti-corruption, integrity, and compliance for all staff in a comprehensive manner, with a total of 89 sessions and 12,283 participants, achieving 100% coverage of directors, senior management, and ordinary employees.

Business Ethics Training Performance Data

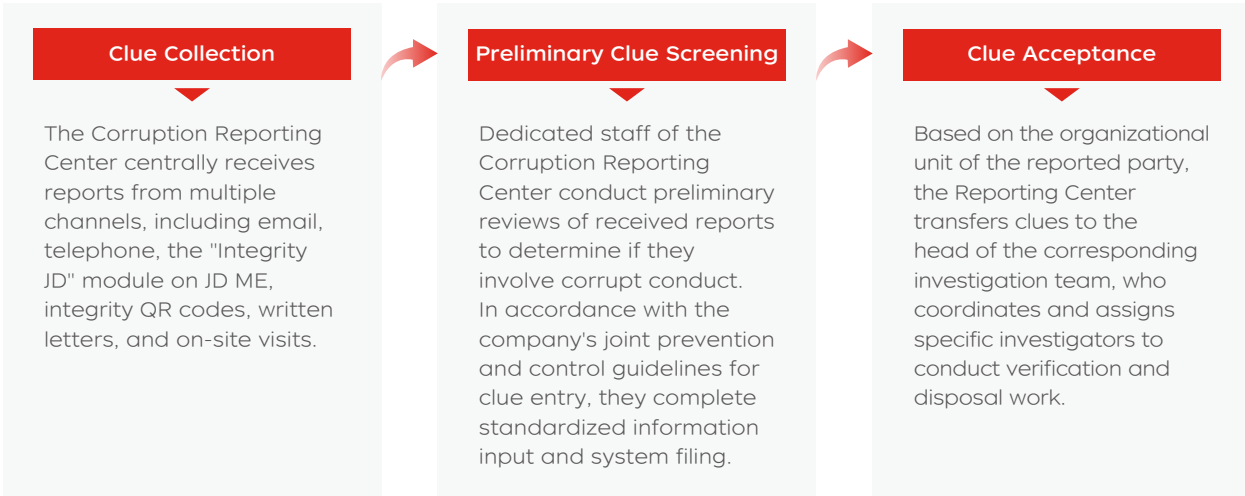


Whistleblower Protection

JD Health strictly implements the *JD Group Whistleblower Protection and Reward System*, and has established a dedicated corruption reporting center as the only authorized investigation body, thereby ensuring the independence and objectivity of case acceptance and verification at the organizational structure level. The Company encourages customers, suppliers, other partners, and internal employees to actively report corrupt practices, job-related crimes, and other violations, so that all parties can jointly uphold an honest and transparent business environment.

The Company provides diversified reporting channels and adopts measures such as the "Special Protection List" and anonymous reporting to protect whistleblowers' privacy, while strictly prohibiting retaliation in any form. The Company grants rewards to individuals who provide valid leads and imposes severe penalties on those responsible for disclosing confidential information; in serious cases, such matters are transferred to judicial authorities for criminal prosecution.

Report Handling Process



Corruption reporting channels



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



Email: jiancha@jd.com



Jingdong Mobile Enterprise<sup>9</sup>: Integrity JD



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



QR code



<sup>9</sup> An instant messaging software for e-commerce launched by JD.com, mainly serving its vendors and internal employees.

# Quality Assurance

JD Health continues to deepen its mission of becoming "the nation's chief health steward," focusing on real user scenarios and advancing quality control from "process compliance" to "trusted experience." The Company has fully implemented a "quality traceability" labeling system and optimized warehouse management, redefining quality standards in the pharmaceutical and healthcare field through data-driven, transparent, and intelligent practices, so that the source, distribution, and service pathway of every health product are clearly visible.

## Quality Management System

Safe and reliable products such as pharmaceuticals and medical devices can provide consumers with strong health support, enhance public confidence in the healthcare sector and JD Health, and improve overall social well-being. The Company has established a closed-loop quality management system covering the entire process, including pre-delivery defect prevention mechanisms, in-process handling and internal quality audits procedures, as well as external independent assurance conducted in accordance with authoritative standards such as ISO 9001, thereby forming a management loop of "prevention-control-improvement" to ensure that the quality of products is controllable, traceable, and trustworthy throughout the process.

In terms of system certification, on the basis of obtaining ISO 9001 certification, the Company successfully obtained ISO 13485 certification, an internationally authoritative certification in the field of medical devices. By the end of the reporting period, the Company had obtained ISO 9001 or ISO 13485 quality management system certification across the major business segments: the food business, the veterinary drug circulation, the medical device wholesale and retail, the pharmaceutical business, and Internet Hospital, with more than 80% of the Company's owned facilities are certified to these widely accepted standards.

In terms of organizational capability building, the Company completed internal auditor training for all staff in the compliance department, achieving a 100% pass rate and ensuring that all staff are certified, effectively enhancing the team's professional competence and the effectiveness of system implementation.

## Quality Management System of Pharmaceutical Products

JD Health strictly complies with the *Provisions for Supervision and Administration of Online Drug Sales* and the Beijing implementing rules, and systematically upgraded its quality management system of pharmaceutical products, expanding its core systems from 51 items, including the *Drug Quality and Safety Management System*, the *Drug Recall Management System*, and the *Drug Information Presentation Management System*, to 52 items. In 2025, the Company revised 11 key systems to achieve a quality closed-loop along the full chain.

### External Laws, Regulations, and Norms

*Drug Administration Law of the People's Republic of China*  
*Good Supply Practice for Drugs (GSP)*  
*Regulations for the Implementation of the Drug Administration Law of the People's Republic of China*  
*Pharmacopoeia of the People's Republic of China*  
*Regulations of the People's Republic of China on Traditional Chinese Medicine*  
*Regulations on Protection of Traditional Chinese Medicines*  
*Measures for the Supervision and Administration of Drug Quality in Operation and Usage*  
*Provisions for Supervision and Administration of Online Drug Sales*  
*Good Pharmacovigilance Practice*  
*Prohibited List of Online Drug Sales*

*Notice on Regulating the Information Presentation of Prescription Drugs for Online Sales*  
*Implementation Rules for the Provisions on Supervision and Administration of Online Drug Sales in Beijing*  
*Notice of the General Office of NMPA on Printing and Issuing the Guidelines for Inspection of Third-Party Platforms for Online Drug Transactions (Trial)*  
*Measures for the Administration of Internet Hospitals (Trial)*  
*Specifications for the Administration of Remote Medical Services (Trial)*  
*Measures for the Administration of Internet Diagnosis and Treatment (Trial)*  
*Provisions for Administration of Internet Drug Information Service, etc.*

Internal Quality Control Systems and Procedures

Internal Policies and Systems

Regulations on Verification, Registration and Management of Enterprises Settling on the Platform

Drug Information Release Management System

Drug Information Presentation Management System

Drug Quality and Safety Management System

Drug Distribution Management System

Management System for Reporting of Adverse Drug Reactions

Management System for Handling Complaints and Reports

Management System for Inspection and Monitoring of Online Drug Sales Activities

Data Management System

Management System for Cybersecurity Assurance

Management System for Retention of Transaction Records

Management System for Information Security and Confidentiality

Management System for User Information Security

Drug Recall Management System

List of Internal Management Procedures

Operating Procedures for the Management of Quality Management System Documents

Operating Procedures for Internal Audit of the Quality Management System

Drug Recall Operating Procedures

Management Regulations for Quality Information Announcement

Risk Management Procedures for Pharmaceutical Quality Issues

Operating Procedures for Reviewing the Qualifications of Enterprises Admitted to the Platform

Drug Distribution Management Procedures

Operating Procedures for the Inspection, Monitoring and Administration of Online Drug Sales Activities, etc.

Management System for On-the-Job Training

Management System for the Protection of Consumer Rights and Interests

Management System for Customer Service

Management System for Online Pharmaceutical Services

Management System for Prescription Review and Supervision

Management System for Real-Name Purchase of Prescription Drugs

Management System for Emergency Response Plans for Public Health Emergencies

Management System for Quality Management System Documents

Management System for Entrusted Service Providers

Quality and Safety Management System for Self-Operated Stores

Internal Audit Management System

Platform Operator Information Reporting System

Data Backup Management System

Data Access Management System, etc.

Pharmaceutical Shelf-Life Control

To comprehensively safeguard medication safety and consumer rights, JD Health has continued to upgrade its drug safety control system and establish end-to-end control mechanisms, with the aim of reinforcing the bottom line for pharmaceutical safety.

Drug Safety Control Process



2025 Shelf-Life Control Mechanisms

Shelf-life control for POP products

- Mandatory alerts for products with a shelf life of less than 180 days remaining:** for pharmaceuticals with less than 180 days of shelf life remaining, after merchants fill in the "expiration date," the system automatically embeds such information in the product title or main image for prominent alerts, so as to ensure consumers' right to know. Those who fail to provide such alerts in violation of the rules will be penalized by RMB 100–1,000 per item, and consumers may also apply for reasonable compensation, return, or refunds.
- Zero tolerance for products with less than 30 days of shelf life remaining:** products with less than 30 days of shelf life remaining are strictly prohibited from being listed for sale. Through its intelligent inspection system, the platform identifies such products in real time and automatically delists them. Those listed in violation of the rules will be penalized by RMB 500–3,000 per item, depending on the severity of the case.
- The sale of expired products is strictly prohibited:** any expired pharmaceuticals are categorically barred from being listed online. Once discovered, they will be penalized by RMB 6,000–40,000 per item according to the severity of the case, thereby creating a strict red line and firmly upholding fundamental safety standards.

Shelf-life control for self-operated products

- Stringent control over warehousing standards:** products may be warehoused only if they satisfy both conditions of "more than 1/2 of the total shelf life remaining" and "more than 180 days," thereby preventing high-risk inventory from entering the system at the source.
- Hierarchical management mechanism for outbound shipments:**
  - Products with remaining shelf life of less than 1/4 of the total shelf life and fewer than 90 days are prohibited from leaving the warehouse;
  - For products whose remaining shelf life falls within the period of "1/4 of the total shelf life + 20 days" (and not less than 6 months), a warning mechanism is activated, and the system generates a weekly list of products approaching expiration to drive proactive returns to suppliers and inventory optimization;
  - Relevant information such as "near expiration date" is clearly labeled in the medication guidance section on the front end or in the product title, so as to fully protect consumers' right to know and ensure medication safety.

Merchant Control

To improve the authenticity and validity of merchant qualifications at the source, the Company has innovatively connected to the data center of the National Medical Products Administration and, on this basis, established a dedicated intelligent verification system for merchant qualifications. After all admitted merchants submit their qualifications, the Company's system compares them in real time with the data of the drug administration authority and automatically intercepts merchants with unqualified or non-compliant qualifications, ensuring that they are unable to activate pharmaceutical categories or publish pharmaceuticals, thereby achieving "admission means compliance."

The Company's system has established a full-cycle warning mechanism. Starting 30 days before the expiration of merchant qualifications, reminders are pushed on a rolling daily basis to urge merchants to make timely updates. Once qualifications expire, the system immediately triggers a mandatory shutdown mechanism, automatically delists all pharmaceuticals, and suspends access to pharmaceutical categories, thereby ensuring that business operations always remain in legal and regulatory compliance.

Non-Pharmaceutical Product Quality Management System

JD Health continued to advance the optimization of management systems in non-pharmaceutical product fields such as medical devices, food and health food, pet health, health checkups, and medical aesthetics, with a focus on upgrading warehouse management and ensuring the safety of medical devices, comprehensively strengthening registration and filing management, quality control of business operations, and compliance with online sales, so as to enhance the level of compliance across all fields.

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

| Non-Pharmaceutical Product Field | External Laws and Regulations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Internal Policies and Systems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Medical devices                  | <i>Regulations on Supervision and Administration of Medical Devices</i><br><i>Rules for Quality Control in Business Activities Involving Medical Devices</i><br><i>Measures for the Quality Supervision and Administration of Medical Devices in Use</i><br><i>Measures for the Supervision and Administration of Online Sales of Medical Devices</i><br><i>Measures for the Random Inspections of Medical Device Quality</i><br><i>Measures for the Supervision and Administration of Medical Device Distribution</i><br><i>Good Supply Practice for Online Sales of Medical Devices</i><br><i>Provisions for Administration of Medical Device Recall</i><br><i>Classification Rules for in Vitro Diagnostic Reagents, etc.</i> | <i>Responsibilities of the Quality Management Organization or Quality Management Personnel</i><br><i>Job Descriptions for Key Quality and Safety Positions</i><br><i>Management System for the Review and Approval of Quality Documents</i><br><i>Quality Records Management System</i><br><i>Quality Management Self-Inspection System</i><br><i>System for Reviewing the Qualifications of Medical Device Suppliers and Products</i><br><i>Medical Device Procurement Management System</i><br><i>Period of Validity Management System of Medical Devices</i><br><i>Sales and After-Sales Service Management System</i><br><i>Sales Record System</i><br><i>Management System for Reviewing the Qualifications of Medical Device Purchasers</i><br><i>Management System of Non-conforming Medical Devices</i><br><i>Medical Device Return Management System</i><br><i>Management System for Medical Device Adverse Event Detection and Reporting</i><br><i>Medical Device Recall Management System</i><br><i>Medical Device Traceability Management System</i><br><i>System for Reporting Medical Device Quality Complaints, Accident Investigation, and Handling</i><br><i>Environmental Sanitation and Personnel Health Management System</i><br><i>Quality Management Training and Assessment System</i><br><i>Management System for Consultation on Medical Device Quality and Safety Risks</i><br><i>Entrusted Medical Device Management System</i><br><i>Online Sales Management System, etc.</i> |
| Food and health food             | <i>Food Safety Law of the People's Republic of China</i><br><i>Guideline for Health Food Filing Application (Trial)</i> <i>Guideline for Health Food Filing Application (Trial)</i><br><i>Administrative Measures for Registration of Formula Foods for Special Medical Purposes, etc.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                       | <i>Food Safety Self-Inspection and Reporting System</i><br><i>Food Purchase Inspection and Record System</i><br><i>Food Sales Management System</i><br><i>Food Recall Management System</i><br><i>Employee Training Management System</i><br><i>Food Storage Management System, etc.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| Pet health                       | <i>Measures for the Administration of Animal Diagnosis and Treatment Institutions</i><br><i>Animal Epidemic Prevention Law of the People's Republic of China</i><br><i>Measures for the Administration of Licensed Veterinarians and Rural Veterinarians</i><br><i>Regulations on Administration of Veterinary Drugs</i><br><i>Good Supply Practice for Veterinary Drugs</i><br><i>Measures for the Administration of Prescription and Non-Prescription Veterinary Drugs, etc.</i>                                                                                                                                                                                                                                               | <i>Code of Conduct for Pet Diagnosis and Treatment of Dongguan JD Pet Health Co., Ltd.</i><br><i>Drug Management and Distribution System of Dongguan JD Pet Health Co., Ltd.</i><br><i>Outpatient Department Medical Management System of Dongguan JD Pet Health Co., Ltd.</i><br><i>Sterilization and Disinfection Operating Procedures of Dongguan JD Pet Health Co., Ltd.</i><br><i>Management System for the Harmless Disposal of Medical Waste of Dongguan JD Pet Health Co., Ltd.</i><br><i>Measures for the Management of Medical Dispute Resolution of Dongguan JD Pet Health Co., Ltd.</i><br><i>Veterinary Prescription Management System of Dongguan JD Pet Health Co., Ltd.</i><br><i>Medical Records Management System of Dongguan JD Pet Health Co., Ltd.</i><br><i>System for Assessing the Quality of Suppliers and Purchased Veterinary Drugs</i><br><i>Veterinary Drug Procurement Management System</i><br><i>Veterinary Drug Sales Management System</i><br><i>Management System for Nonconforming Veterinary Drugs, etc.</i>                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

Warehouse Management Optimization

In 2025, JD Health continued to advance upgrades to its warehouse management system, focusing on key inbound and in-storage stages in warehouses and optimizing management systems and implementation mechanisms. Using monthly audits as a key measure, the Company ensured comprehensive inspection of core warehouses each quarter and comprehensively enhanced security assurance.

Warehouse Safety Process Management

Inbound stage

- Based on historical issue data and hotspots in customer complaints, the Company dynamically generates "special inspection checklists" and carries out targeted screening;
- For products found to have abnormalities, the Company simultaneously initiates extended inspection of products in the same category to effectively prevent the spread of potential risks;
- For all issues, rectification must be completed within 14 days, enabling efficient end-to-end operations across issue identification, handling, and assurance, and significantly improving the standardization and response speed of warehouse operations.

In-storage stage

- The Company implements stringent receiving and maintenance standards and has introduced a warehouse KPI audit mechanism to review acceptance implementation on a monthly basis;
- For key categories, the Company implements monthly special maintenance. For example, the Company conducts targeted sampling inspections of Chinese herbal slices with high complaint rates and has established a "Chinese medicine expert panel" to conduct professional assessment and traceability determination for slices with suspected quality issues;
- During periods of extreme high temperatures or severe cold weather, the Company strengthened daily monitoring of warehouse temperature and humidity. Throughout the year, it conducted enhanced monitoring for a cumulative total of 154 days, covering 7 months of the year. Temperature and humidity data from 54 warehouses nationwide remained stably within a controllable range, with no impact on the quality of goods in storage, effectively ensuring that inventory goods remained sufficient, effective, and safe.

Upgrading Medical Services

The Company continues to build and improve a full-process medical service quality management framework. In areas such as health checkups and medical aesthetics services, the Company has established a closed-loop management system to ensure that every service complies with national regulations and high industry standards, providing users with safe, standardized, and reliable professional healthcare services.



List of Laws and Regulations and Internal Policies and Systems for Medical Services

| Medical Services | External Laws and Regulations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Internal Policies and Systems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Health Checkups  | <i>Interim Provisions on the Administration of Health Checkups</i><br><i>Basic Standards for Health Examination Centers (Trial)</i><br><i>Recommended Guidelines for Adult Health Checkup Items (2025 Edition)</i><br><i>Beijing Municipality Measures for the Administration of Health Checkups</i><br><i>Quality Management and Control Indicators for Health Checkups in Medical Institutions of Beijing Municipality</i><br><i>Several Opinions on Promoting the Development of the Health Service Industry</i><br><i>Service Specification for Health Checkups</i><br><i>Guidelines for Quality Control of Health Checkups</i><br><i>Expert Consensus on the Management of Important Abnormal Results in Health Checkups (Trial)</i> , etc. | <i>Management Inspection Standards for JD Health Consumer Healthcare Examination Centers</i><br><i>Standard Operating Procedures for Medical and Technical Services at JD Health Consumer Healthcare Examination Centers</i><br><i>Nursing Standard Operating Procedures for JD Health Consumer Healthcare Examination Centers</i><br><i>Ultrasound Work Manual for JD Health Consumer Healthcare Examination Centers</i><br><i>Ultrasound Examination Standards for JD Health Consumer Healthcare Examination Centers</i><br><i>Radiological Examination Operating Standards for JD Health Consumer Healthcare Examination Centers</i> , etc. |
|                  | <i>Measures for the Administration of Medical Aesthetic Services</i><br><i>Basic Standards for Medical Aesthetic Institutions and Medical Aesthetic Departments (Sections)</i><br><i>Catalog for the Graded Administration of Medical Aesthetic Procedures</i><br><i>Practice Standard for Medical Aesthetic Practitioners</i><br><i>Special Compliance Guidelines for Medical Aesthetic Services</i> , etc.                                                                                                                                                                                                                                                                                                                                     | <i>Medical Aesthetics Management Inspection Standards of JD Health Consumer Healthcare</i><br><i>Medical Aesthetics Standard Operating Procedures of JD Health Consumer Healthcare</i> , etc.                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

In 2025, the Company formulated the *Measures for the Management of Medical Adverse Events*, established a hierarchical management system for medical adverse events, clarified response processes and accountability mechanisms, and introduced supporting preventive measures such as emergency drills, optimization of standard operating procedures, and device assistance to safeguard diagnosis and treatment safety throughout the entire process. At the same time, the Company continued to strengthen doctor qualification review and the quality control system, advancing the quality of medical services toward greater professionalism and trustworthiness.

Case

### JD Health Continues to Optimize Standardized Diagnosis and Treatment Pathways for Internet Healthcare, Incorporating Internet Hospital Experience Into Industry Consensus

Based on in-depth analysis of historical online consultation data by specialty and combined with professional assessments by specialty doctors, the Company accurately identified the top 30 common and frequently occurring conditions by consultation volume, and added 52 new standardized diagnosis and treatment pathways for diseases during the year, covering 18 departments including internal medicine, surgery, pediatrics, obstetrics & gynecology, dermatology, traditional Chinese medicine, and psychiatry, significantly improving the standardization of online diagnosis and treatment services. To continuously ensure the quality of medical services, we innovatively established a physician empowerment mechanism combining full-time and part-time employees. In response to common issues and service shortcomings identified through quality control, full-time physicians conducted weekly live broadcast training sessions, effectively enhancing the professional capabilities and service standards of part-time physicians through a combination of focused knowledge instruction and commentary on real cases. At the same time, the Company advanced iterative upgrades to the quality control system by issuing the sixth edition of quality inspection standards, comprehensively covering dimensions such as diagnosis and treatment logic, diagnostic accuracy, service standards, and compliance, enhanced automated quality inspection capabilities, increased the sampling rate for consultation quality control inspections from 10% to 30%, thereby achieving more refined and normalized service quality management.



Release Event for the *Expert Consensus on Elements of Medical Quality Management for Internet Hospitals (2025 Edition)*

The Company proactively assumed responsibility for industry leadership by joining hands with the China Hospital Association to launch the two-year major research project *Research on the Quality Management and Evaluation System for Internet Healthcare*, and by deeply participating in the drafting of the *Expert Consensus on Elements of Medical Quality Management for Internet Hospitals (2025 Edition)*, initiated by the China Hospital Association. In November 2025, the *Consensus* was officially released at the China Hospital Quality Conference in Xiamen, contributing to the high-quality development of the medical services industry.

Quality Risk Management

JD Health has established a quality risk management system covering quality audits, risk monitoring, merchant management, and emergency response to safeguard the quality and safety of pharmaceuticals and non-pharmaceutical products, provide standardized and professional healthcare services, and exercise comprehensive control over quality risks.

Quality Audit

The Company conducts comprehensive audits across the entire chain, covering product manufacturing, warehouse management, and logistics distribution, to systematically carry out inspection of quality compliance risks. The Company continues to optimize its digital model for the quality compliance index, applies quantitative analysis and dynamic monitoring to audit data, accurately identifies risk points associated with low compliance rates, and promotes targeted rectification and optimization to continuously improve the effectiveness of quality management. In 2025, the Company completed a total of 158 external quality audits and 290 internal quality audits, and all issues identified had been closed through rectification.

Risk Monitoring

The Company systematically reviewed 104 key sources of information on pharmaceutical quality, covering authoritative channels such as the National Medical Products Administration and provincial drug administrations, the government's official websites, National Health Commission platforms, and mainstream pharmaceutical WeChat public accounts, to ensure comprehensive and authoritative information coverage. Meanwhile, the Company established a monitoring database of 84 core keywords, including key risk signals such as "substandard pharmaceutical sampling inspections," "recall," "deregistration," "package insert revision," and "prescription drugs/over-the-counter drugs," to continuously monitor developments related to pharmaceutical quality, enable precise information capture and rapid response, and reinforce the safety barrier for pharmaceuticals.

In 2025

| The Company systematically reviewed sources of information on quality of key pharmaceuticals

104

| the Company established core keywords monitoring databases

84

Emergency Response Plans

JD Health has formulated and implemented the *Quality Incident Management System* and the *Recall Management System*, establishing a full-process emergency mechanism covering pre-incident prevention, in-process response, and post-incident review. The Company applies hierarchical management to quality incidents, clarifies reporting procedures, time limit requirements, and handling measures, and ensures efficient information transmission and timely response. Meanwhile, the Company conducts in-depth analysis of the causes of incidents and the chain of responsibility, assigns accountability to specific persons, and strengthens accountability and closed-loop rectification.

The Company conducts regular quality emergency management drills every year. By simulating various emergency scenarios, it tests the feasibility of contingency plans in advance, strengthens team coordination and response capabilities, and ensures that real emergencies can be handled rapidly, orderly, and efficiently.

In 2025, due to the cancellation of its pharmaceutical registration certificates, the Company initiated a voluntary recall of Compound Dyphylline and Hydroxyzine Hydrochloride Capsules and completed the full-process handling procedures, including notifying merchants, removing all minimum stock keeping units (SKUs) available for sale, and informing consumers. During the year, the product underwent one recall, constituting 100% of the inventory.

Quality Risk Management Actions

To effectively safeguard public health needs, the Company carried out customized quality risk management actions based on the characteristics of each business segment. In the routine business management of nutrition and health supplements, the Company reinforced the bottom line of quality and safety through frequent, multi-dimensional quality sampling inspections and a rigorous disposal mechanism, achieving a closed-loop of quality management.

Case

### JD Health Carries Out Full-Chain Quality Sampling Inspections in Its Nutrition and Health Supplement Business

In 2025, the Company continued to optimize its product quality management rules and drove quarter-over-quarter and year-over-year improvement in QCR for the health supplement category by combining in-warehouse inspections with "mystery purchase" sampling inspections. During the year, the Company conducted seven special sampling inspection programs, including spot checks on physical goods versus detailed promotional claims, foreign object detection, mold and spoilage detection, weight verification, ingredient content analysis, illegal additive detection, and heavy metal exceedance detection. The issues identified were concentrated in safety red lines, such as illegal additions of sennosides and aloe emodin to enzyme products and mold and spoilage; efficacy-related misrepresentation, such as insufficient active ingredients in pet nutrition products; labelling defects, including inconsistent names, incomplete ingredient declarations, and missing entrusted-party information; and inconsistencies between product details and actual products, such as *Fritillaria cirrhosa* being substituted with *Fritillaria ussuriensis* and pitted hawthorn containing pits.

For non-compliant products, the Company immediately removed them from sale and imposed penalties including fines, traffic demotion, and the deduction of credits for stores. For products that failed sampling inspections twice consecutively, the Company permanently canceled their labeling eligibility and included them on a publicly disclosed "blacklist."

Quality Training

The Company actively advanced the development of quality and compliance capabilities. Topic-based quality and compliance training covered six core modules: compliant project management (35 sessions), compliance computer systems (9 sessions), compliance rule governance and customer complaints (5 sessions), experience classes (3 sessions), professional skills enhancement (31 sessions), and interpersonal communication (9 sessions), comprehensively covering compliance practices and the development of soft skills.

In 2025, the Company regularly conducted quality training covering all regular employees (92 sessions in total), with cumulative participants reaching 12,212 and an employee participation rate of 100%, laying a solid foundation for the ongoing improvement of professional quality and service standards.

2025 Quality Training

#### Quality and compliance training covered six core modules

compliant project management

35sessions

experience classes

3sessions

compliance computer systems

9sessions

professional skills enhancement

31sessions

compliance rule governance and customer complaints

5sessions

interpersonal communication

9sessions

the Company regularly conducted quality training covering all regular employees

92sessions in total

with cumulative participants reaching

12,212

employee participation rate of

100%

Information Security and Privacy Protection

Information security management and personal privacy protection are important yardsticks for the Company to fulfill its social responsibility and achieve sustainable development; without them, it would lose the trust of customers and the supply chain. Supported by robust management systems, JD Health comprehensively safeguards the information security of all stakeholders and reinforces the foundation of enterprise digital trust through forward-looking risk prevention, in-depth cultivation of awareness and culture, and rigorous privacy protection mechanisms.

Information Security Management

On the basis of strict compliance with national laws and regulations such as the *Data Security Law of the People's Republic of China*, the *Cybersecurity Law of the People's Republic of China*, and the *Personal Information Protection Law of the People's Republic of China*, JD Health has formulated and continuously improved a series of internal rules and regulations, including the *Data Management System*, with reference to industry standards such as *GB/T 41479-2022 Information Security Technology - Network Data Processing Security Requirements*, so as to comprehensively regulate all business segments and the conduct of all employees.

The Company has systematically embedded compliance requirements into the daily operations of each business segment, clarified management rules such as data security standards and data deletion and destruction processes, and built a solid and reliable security barrier for the sustainable development of its business.

Information Security Management System

JD Health has established a three-level information security and privacy protection governance structure featuring coordinated linkage across the decision-making level, management level, and execution level, thereby creating a data security management mechanism with clear responsibilities and implementation at every level. The board of directors and audit committee serve as the highest leadership body, responsible for reviewing the overall strategy and core policies for information security, while the management level, composed of the CEO and heads of various business units, is responsible for overall coordination and advancement. The execution level is jointly undertaken by all employees, who actively implement the relevant requirements to ensure that information security and privacy protection requirements are effectively integrated into daily business operations and job responsibilities.

Information Security and Privacy Protection Governance Structure

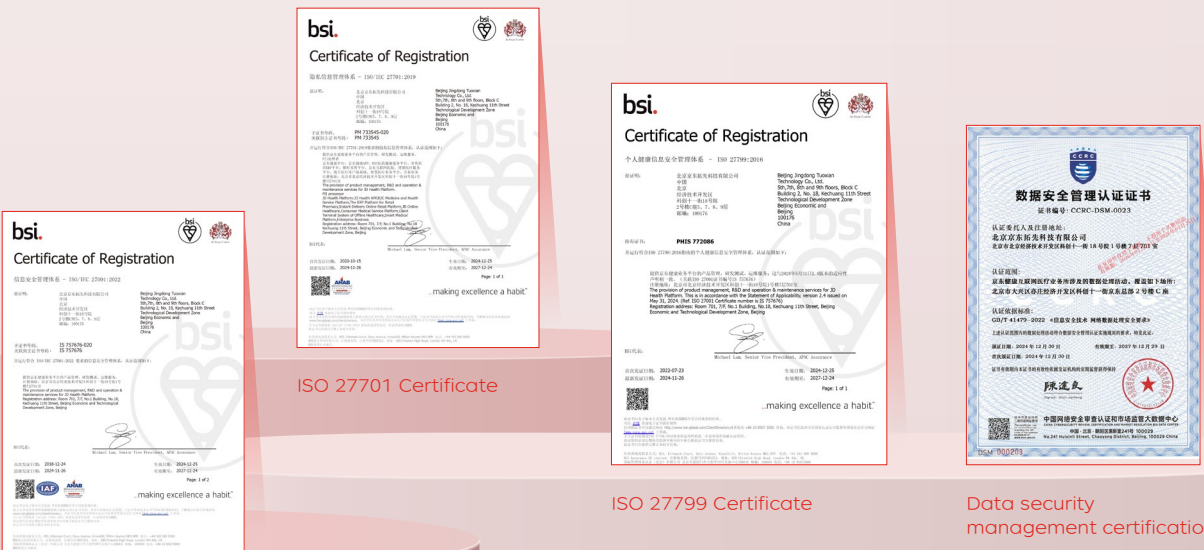
| Hierarchical Structure | Organizational Members                                                                                                                     | Responsibilities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|------------------------|--------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Decision-Making Level  | Board of Directors and Audit Committee                                                                                                     | The highest leadership and decision-making body for the Company's privacy and information security;<br>Responsible for reviewing the Company's overall privacy and information security strategy, core policies, and management objectives;<br>Responsible for coordinating, making decisions about, and supervising major information security incidents in the Company.                                                                                                                                                                                                      |
| Management Level       | CEO                                                                                                                                        | The highest person responsible for the management and execution of the Company's privacy and information security;<br>Lead and coordinate the establishment, implementation, and continuous improvement of the Company's privacy and information security governance system;<br>Ensure the full implementation and effective execution of the Company's information security policies, measures, and resource allocation;<br>Regularly report directly to the board of directors on the overall status of information security, major risks, and improvement measures.         |
|                        | Compliance managers of functional lines, experience managers, information security managers, and employees in charge of privacy compliance | Responsible for organizing and advancing routine risk inspection, security governance, and special improvement work within their respective areas, and for implementing technical prevention and control measures and compliance requirements;<br>Through mechanisms such as regular meetings and business analysis meetings, report directly to the management level on post-incident reviews of risk events, rectification progress, and system operation, ensuring management requirements are implemented horizontally across functions and vertically through all levels. |
| Execution Level        | All employees                                                                                                                              | Strictly comply with and implement the Company's information security systems and operating standards, earnestly fulfill security responsibilities for their job positions, participate in risk assessment and improvement activities, and jointly strengthen the Company's foundational line of defense for information security.                                                                                                                                                                                                                                             |

50

51

In 2025, JD Health continued to advance the development of its information security system and achieved important progress in industry certifications. The Company successfully obtained the "Data Security Management Certification" from the China Cybersecurity Review, Certification and Market Regulation Big Data Center, becoming the first enterprise in China's online healthcare sector to receive this certification. By the end of the reporting period, JD Health had obtained the ISO 27001 Certificate, ISO 27701 Certificate, ISO 27799 Certificate, and Data Security Management Certificate. The relevant certification scope covered more than 80% of the Company's core businesses, providing systematic assurance for business compliance and users' data security.

JD Health Receives Information Security Management System Certifications



ISO 27001 Certificate

ISO 27701 Certificate

ISO 27799 Certificate

Data security  
management certification

By continuously improving its information security management mechanisms, the Company has systematically strengthened the closed-loop operation and continuous improvement of its information security management system, and reinforced a comprehensive line of defense for information security with policies at the core, technology as the support, and management as the safeguard. JD Health has set "zero information security incidents and zero issues identified in internal and external information security audits" as its measurement targets. In 2025, the Company recorded no data security incidents, achieving its management target of zero data security incidents over the past three years.

Information Security Management Measures

To continuously strengthen information security and privacy protection capabilities, JD Health has established a full-cycle management process featuring "proactive prevention, defense in depth, ongoing governance, and closed-loop response", so as to ensure the compliance of business operations and the reliability of data processing. By combining proactive preventive mechanisms with passive response mechanisms, we have systematically built a multi-dimensional line of defense covering management, technology, and personnel, achieving closed-loop management from risk alerts and incident response to system optimization, and continuously enhancing the Company's overall security resilience.

Proactive Preventive Measures

Vulnerability Management  
and Security Monitoring

- Through host monitoring, application log analysis, network traffic monitoring, and other means, JD Health continuously monitor network operating status and security incidents, while establishing supporting threat intelligence mechanisms, incident response processes, and classification and accountability systems. Relying on the security management platform, we conduct procedural reviews of security incidents, continuously analyze root causes, and drive governance improvements.

Emergency Drills and  
Attack-Defense Testing

- Leveraging the Group's unified security testing and drill mechanisms, JD Health regularly conducts multi-level validation of attack and defense capabilities. In 2025, throughout the year, it completed 215,000 white-box tests and 53.8 million black-box scans through automated security tools; it also carried out 977,000 special tests on logical authorization bypass through manually enhanced methods; And participated in a total of 5 emergency drills organized by the Group. No major security risks were identified in any of these tests or drills, indicating that the Company's information security protection system has sustained and effective threat identification and response capabilities.

Access Control and  
Data Governance

- JD Health has established stringent full-process control mechanisms for sensitive data. In the external data transmission process, all sensitive data must be encrypted, and the hierarchical approval procedures may be initiated only after multiple departments, including risk control, compliance, and legal, conduct a joint assessment of the reasonableness and compliance of data use. For internal data use, the Company has also established standardized data access approval mechanisms to ensure the secure use of data within the scope of authorization.
- In 2025, to further strengthen the protection of business privacy, the Company upgraded its network access control strategy by restricting employees from using personal computers to access the Company's internal network and download internal data to local devices, effectively preventing the risk of data leakage caused by the loss of control over endpoint devices and continuously strengthening its boundary management capabilities for data security.

Security Audits  
and Assessments

- JD Health have established regular, multi-level audit and assessment mechanisms throughout the year, conducting one comprehensive information security risk assessment every six months and conducting at least one internal audit covering data security and information systems and one external audit performed by an independent third party each year.
- In 2025, the Company conducted one internal self-assessment for data security management certification and underwent three external audits by a third-party related to data security and management, and privacy protection, with all audit results showing no major findings. Meanwhile, through multiple rounds of internal and external audits, the Company successfully maintained its international certifications including ISO 27001, ISO 27701, ISO 27799, and data security management certification.

Accountability Mechanism  
for Violations

- JD Health fully embeds responsibilities for information security and privacy protection into the performance evaluation system for employees, strengthening security awareness and codes of conduct for all staff through institutional constraints. For behaviors that violate relevant regulations, the Company follows clear disciplinary procedures and adopts graded accountability measures based on the severity of the violations, including email reminders, warnings, demerits, and dismissal, so as to ensure effective discipline enforcement and risk prevention and control.
- In response to potential sudden data security incidents, the Company has established a 7x24-hour security reporting mechanism to promptly conduct investigations and implement controls. It maintains "zero tolerance" for violations and reserves the right to pursue accountability, thereby effectively protecting the security of users' private data.

Supplier Security  
Management

- JD Health extends information security and privacy protection across the supply chain and promotes compliance and consistency in information security and privacy protection throughout the supply chain by establishing mechanisms for supplier admission, evaluation, supervision, and accountability, thereby enhancing response capabilities for major supplier risks. In accordance with the Group's policies, the Company implements measures for suppliers such as qualification reviews and regular security audits, monitors their data security status multiple times each year, urges them to complete rectification, and continuously tracks the fulfillment of their security responsibilities.

Passive Response Mechanism

Graded Response Mechanism

- Based on the scope of impact and severity of security incidents, JD Health **classifies and grades** incidents to establish a scientific and efficient emergency response mechanism for security incidents, ensuring rapid response and effective handling and achieving closed-loop management of security emergency incidents.

Security Management Platform and Emergency Response Platform

- At the same time, the Company relies on the security management platform to conduct institutionalized **post-incident review** and analysis of security incidents that have occurred, trace root causes, and continuously improve security strategies and protection systems. In addition, we rely on the Group's **security emergency response center**<sup>10</sup> to work with internal and external security forces to continuously carry out vulnerability monitoring and threat intelligence collection, enabling proactive identification and rapid remediation of potential security risks.

Construction of Information Security Culture

JD Health has established a sound training system for information security and privacy protection, covering all employees (including part-time employees and interns) as well as partners such as contractors, suppliers, and POP merchants. Through regular, multi-level training and assessments, the Company systematically enhances risk awareness and protection capabilities across all personnel and strengthens the ideological foundation for enterprise security governance. Our information security training covers onboarding of outsourced employees, onboarding of new employees, JAVA security development, permission application for big data healthcare platforms, and regular security training for JD Health's business departments. In 2025, we added training on trade secret modules to continuously improve the construction of information security culture.

Performance of Training and Assessment on Information Security and Privacy

| Indicators                                                                 | Unit        | Performance in 2025 |
|----------------------------------------------------------------------------|-------------|---------------------|
| Number of training sessions                                                | sessions    | 17                  |
| Total training hours                                                       | hours       | >5,400              |
| Total enrollments                                                          | enrollments | >4,700              |
| Participation rate of information security related training and assessment | %           | 100                 |
| Pass rate of information security related training and assessment          | %           | 100                 |

JD Health actively carries out exchanges and cooperation in information security and privacy protection. In 2025, by participating in industry exchange conferences and collaborating with academic institutions on research and development, we enhanced engagement and exchanges with industry partners and shared security technologies and practical experience.

Personal Information and Privacy Protection

JD Health strictly complies with the *Personal Information Protection Law of the People's Republic of China* and other laws and regulations. In 2025, we revised and improved the *JD Health Privacy Policy*<sup>11</sup>, which covers all products and business scopes, to clarify that individuals have full control over the data they provide, including the rights to access, modify, and delete personal data and deactivate their accounts; optimize and improve the principle of users' proactive consent; enhance access control for privileged users and remote-access users; and comprehensively safeguard the privacy and security of stakeholders.

JD Health has established a privacy protection mechanism covering the entire lifecycle of information collection, storage, deletion, and third-party data collaboration, with overall coordination by the data security committee and collaborative implementation by all functional lines. While ensuring the continuity and stability of business operations, we have strengthened the data security defense line by advancing privacy protection technologies, thereby protecting users' personal information and privacy rights and interests at the source.

<sup>10</sup> JD Security Incident Response Center (<http://security.jd.com>).

<sup>11</sup> *JD Health Privacy Policy*.

JD Health's Privacy Protection Mechanism

Collection

The Company's collection of personal information is based on the principles of minimum necessity and informed consent, and only necessary information is collected in the course of providing products and services, with users clearly informed of the nature and purpose of such information.

In 2025, in the course of providing cross-platform services, personalized recommendations, health management, and other businesses, we strictly followed the "separate consent" mechanism in handling the sharing of sensitive personal health information, thereby fully safeguarding users' rights and interests.

Storage

In response to the high sensitivity of medical and healthcare data, the Company has established storage mechanisms covering data classification and grading, refined access control, full-process log audit, and data minimization and de-identification processing, so as to ensure the security and compliance of personal privacy and clinical data throughout the entire lifecycle.

For sensitive data, we apply standardized encrypted storage across systems and standardized masking for front-end display. All pages involving access to sensitive information require approval, front-end downloading and exporting are prohibited, and dynamic watermark protection is also applied.

Complete audit logs are maintained for all relevant business operations, and privacy virtual numbers are uniformly adopted for outbound call scenarios to ensure the secure use of data on a compliance and controllable basis.

Deletion

The Company strictly complies with laws and regulations such as the *E-commerce Law of the People's Republic of China* and the *Measures for the Administration of Internet Diagnosis and Treatment*, sets the retention period of user information, and, upon expiration of the retention period, deletes or anonymizes personal information in accordance with the law.

Retention period: the retention period of user information shall be no less than 3 years from the date of transaction completion; the retention period of medical records of Internet diagnosis and treatment shall be no less than 15 years; and the retention period of process records such as the graphic dialogue, and the audio and video data during diagnosis and treatment shall be no less than 3 years.

Data management of third parties

Except where necessary for contract performance and service provision, JD Health does not share users' personal information with any third party.

The Company signs data protection agreements with partners to specify the purposes and scope of data use and the responsibilities of both parties, requires them to conduct at least one security audit each year, and reserves the right to review their compliance implementation at any time.

To effectively safeguard user privacy and data security, JD Health continues to improve its privacy protection mechanisms in supply chain and partner collaboration scenarios, and promotes the joint development of a trusted and healthy digital ecosystem across the industry with higher security standards.

Encryption of Special Information Categories

The Company integrates data protection measures into product and service development procedures and implements full-process information encryption for sensitive product categories, strengthening physical privacy protection by adding outer packaging and concealing users' real contact information. In the fulfillment system, the Company displays only first level categories to hide product details, and implements a "No Inspection" policy in the reverse return process, with all returned items sent to the spare parts warehouse for handling, thereby protecting user privacy.

Desensitized Processing in Special Scenarios

In key business scenarios involving suppliers' fulfillment (such as logistics delivery), the Company has fully enabled privacy number services to anonymize users' mobile phone numbers and facilitate communication through virtual numbers, effectively reducing the risk of information leakage. It also integrates data protection measures into product and service development.

Unified Platform Management:

JD Health requires all partners to connect to the JD Yunding platform under unified management, and provides them with a range of security products and services, including host security, web application firewalls, threat scanning, and a security operations center.

02

# Optimizing Resource Use

JD Health is fully aware that the environmental management practices of enterprises are closely tied to the future of sustainable development. We actively respond to the national strategy for “carbon peaking and carbon neutrality”, and are committed to systematically reducing our environmental footprint in operations through scientific target setting, efficient resource utilization, rigorous pollution prevention and control, and proactive ecological protection, while working with stakeholders to advance the green transition and move together toward a low-carbon, resilient, and nature-positive future.



# Addressing Climate Change

Following the framework and recommendations of *IFRS S2 Climate-related Disclosures* issued by the International Sustainability Standards Board (ISSB), JD Health has established a climate management system covering four dimensions: governance, strategy, risk management, and metrics and targets, contributing corporate strength to the global carbon neutrality process.

## Governance

JD Health has established a climate change governance system composed of the "board of directors, audit committee, ESG Core Project Team, and ESG Leadership Group", fully integrating climate change management into its corporate governance structure, continuously strengthening relevant personnel's response capabilities for addressing climate change, and proactively capturing opportunities arising from the low-carbon transition.

As the highest decision-making and supervisory body, the Company's board of directors comprehensively oversees and leads climate change matters, with all levels forming a closed-loop management ranging from making decisions about and coordinating to providing professional support, thereby systematically advancing the oversight, planning, and execution of climate-related matters.

### Climate Change Governance System



## Strategy

JD Health regards the low-carbon transition as an important strategic opportunity, actively explores business innovation and sustainable development pathways, and promotes the growth of long-term enterprise value. We systematically identify and assess climate-related risks and opportunities, focusing on the two key dimensions of physical risks and transition risks, and develop response strategies based on the assessment results to continuously enhance climate resilience and business resilience.

The Company has introduced scenario analysis to enhance the forward-looking nature and scientific rigor of assessments. In physical risk assessment, it adopts the IPCC RCP 2.6 (low-carbon transition) and RCP 8.5 (high-emissions) scenarios; in transition risk assessment, it references the IEA's established policy scenario (STEPS), announced pledges scenario (APS), and the net-zero emissions scenario in 2050 to support the formulation of climate-related strategies and risk management decisions. The scenario analysis covers the short term (2030), medium term (2040), and long term (2050), and the assessment scope covers all of JD Health's businesses.

Identification Results of Climate-Related Risks and Response Measures

| Risk Categories  |                        | Risk Name                                                                               | Risk Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Response Measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Impact Cycle                 |
|------------------|------------------------|-----------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------|
| Transition risks |                        | Climate policies and disclosure requirements continue to become more stringent          | <ul style="list-style-type: none"><li>• To meet the climate disclosures requirements implemented by the HKEX from 2025 onward, the Company needs to continuously improve its climate information disclosure system and may face challenges such as greater disclosure complexity and higher compliance costs.</li></ul>                                                                                                                                                                                                                            | <ul style="list-style-type: none"><li>• JD Health will invest more manpower and financial resources to conduct climate impact assessments, systematically improve information disclosure mechanisms, and enhance the transparency and management of environmental information.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Short, medium, and long term |
|                  | Policy and legal risks | Implementation of the carbon pricing mechanism and continued increases in carbon prices | <ul style="list-style-type: none"><li>• As the state continues to advance the development of national and local carbon emissions trading markets and regulatory policies become more stringent, the pressure on the Company's carbon emissions management and fulfillment is gradually increasing;</li><li>• In response to low-carbon development, the Company will continue to assess and implement emission reduction measures such as low-carbon technologies and clean energy, which may lead to higher short-term operating costs.</li></ul> | <ul style="list-style-type: none"><li>• Proactively track policy developments, strengthen internal carbon data monitoring and management, actively participate in carbon market mechanisms, and ensure compliance with laws and regulations;</li><li>• Steadily advance low-carbon technology upgrades and clean energy substitution, optimize operational energy efficiency, and control long-term costs while fulfilling environmental responsibilities.</li></ul>                                                                                                                                                                                                                                                                                           | Long term                    |
|                  |                        | Increasing risks of climate litigation and                                              | <ul style="list-style-type: none"><li>• As global action on addressing climate change accelerates, the Company may face more stringent compliance and regulatory risks in areas such as the fulfillment of its environmental responsibilities.</li></ul>                                                                                                                                                                                                                                                                                           | <ul style="list-style-type: none"><li>• Incorporate climate-related risks into the Company's comprehensive risk management system, conduct regular compliance assessments and contingency plan updates, and strengthen policy adaptability and strategic resilience.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Long term                    |
|                  | Market risks           | Increasing low-carbon demand from customers and consumers                               | <ul style="list-style-type: none"><li>• As the national strategy related to carbon peaking and carbon neutrality is implemented and public awareness of environmental protection rises, if JD Health fails to pay sufficient attention to customers' growing demand for green medical services, low-carbon transportation and delivery, and green packaging, it may lead to customer attrition.</li></ul>                                                                                                                                          | <ul style="list-style-type: none"><li>• Systematically advance the optimization of key links such as green medical services, low-carbon transportation and delivery, and eco-packaging, and improve resource efficiency and environmental friendliness throughout the service process;</li><li>• Through research, feedback channels, and data analysis, continuously track changes in customers' expectations for green and low-carbon services, incorporate relevant needs into product design, operational optimization, and service innovation, and enhance service sustainability and customer satisfaction;</li><li>• Build a stable and sustainable green supply chain and sales system to strengthen resilience against market fluctuations.</li></ul> | Medium and long term         |
|                  | Reputation risks       | Increased stakeholder attention or negative feedback                                    | <ul style="list-style-type: none"><li>• Consumers are becoming more environmentally aware and are paying greater attention to the environmental impacts of business operations;</li><li>• Stakeholders such as investors have rising expectations for enterprises' climate initiatives and business climate resilience.</li></ul>                                                                                                                                                                                                                  | <ul style="list-style-type: none"><li>• Give priority to procuring low-carbon certified products and promote green consumption choices;</li><li>• Strengthen responsible marketing and advocate sustainable lifestyles;</li><li>• Regularly disclose environmental performance and progress in climate initiatives, continuously enhance transparency in operations and carbon data, and reinforce the enterprise's green image.</li></ul>                                                                                                                                                                                                                                                                                                                     | Medium and long term         |

| Risk Categories  |                 | Risk Name                                                                  | Risk Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                                                                                                                                                                                            | Response Measures                                                                                                                                                                                                                                                                                                                                                                                                                                             | Impact Cycle                                                                                                                                                                                                                                                                                                                                                                                                                     |
|------------------|-----------------|----------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Transition risks | Technical risks | Acceleration of investment in and application of low-carbon technology R&D | <ul style="list-style-type: none"><li>Increased investment in technologies such as green packaging and low-carbon logistics adds short-term cost pressure;</li><li>If technological or model innovation falls short of expectations, it may affect operational efficiency and carbon performance.</li></ul>                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"><li>Work with industry chain partners to advance the research and development and application of green technologies;</li><li>Leverage digital platforms to optimize logistics routes and increase the proportion and energy efficiency of green delivery.</li></ul>                                                                                                                                                         | Medium and long term                                                                                                                                                                                                                                                                                                                                                                                                             |
|                  |                 | Escalating risks of rainstorms and flood disasters                         | <ul style="list-style-type: none"><li>Extreme weather may cause property losses at offline stores, including damage to doors and windows and rainwater backflow, resulting in moisture damage to pharmaceutical products, inventory impairment, and damage to medical and office equipment, thereby incurring additional repair costs;</li><li>Severe weather may force offline stores such as pharmacies, physical examination centers, and hospitals to suspend operations, resulting in revenue interruption and declines in offline sales.</li></ul> |                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"><li>Establish extreme weather early warning mechanisms to promptly obtain meteorological information and communicate it to each store;</li><li>Regularly update emergency plans, organize emergency drills, and enhance the emergency response capabilities of all employees;</li><li>Stockpile necessary emergency supplies, such as sandbags, generators, and first aid kits, and maintain equipment regularly.</li></ul> | Short, medium, and long term                                                                                                                                                                                                                                                                                                                                                                                                     |
| Physical risks   | Acute risk      | Increasing intensity and frequency of typhoons                             | <ul style="list-style-type: none"><li>Typhoons may disrupt the delivery network for online orders, causing package delays or damage, which in turn may lead to a higher return rate and lower satisfaction among customers, affecting brand reputation and business operations.</li></ul>                                                                                                                                                                                                                                                                |                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"><li>Lock doors and windows in advance, avoid staying near doors and windows, suspend warehouse operations in affected areas, and relocate key supplies;</li><li>Optimize warehouse layout and delivery routes, and pre-position inventory in safe areas before typhoon season; cooperate with multiple logistics service providers to diversify transportation risks.</li></ul>                                             | Short, medium, and long term                                                                                                                                                                                                                                                                                                                                                                                                     |
|                  |                 | Frequent occurrence of extreme high-temperature events                     | <ul style="list-style-type: none"><li>As extreme high-temperature weather occurs frequently, to safeguard the physical and mental health and safety of employees, the Company needs to provide additional cooling supplies and heat allowances, which may lead to increased operating costs.</li></ul>                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"><li>Provide employees working outdoors and in high-temperature environments with the necessary heatstroke prevention and cooling supplies, and reasonably adjust outdoor working hours to avoid periods of extreme heat.</li></ul>                                                                                                                                                                                          | Short, medium, and long term                                                                                                                                                                                                                                                                                                                                                                                                     |
|                  |                 | Periodic outbreaks of extreme low temperatures and blizzards               | <ul style="list-style-type: none"><li>Extreme low temperatures and blizzard conditions may affect the operational efficiency of offline stores and may also lead to delays in the delivery of certain online orders, increasing operating costs and the risk of customer complaints.</li></ul>                                                                                                                                                                                                                                                           |                                                                                                                                                                                                                                                                            | <ul style="list-style-type: none"><li>Promptly clear snow accumulated around stores and install anti-slip facilities to ensure normal store operations and the safe entry and exit of customers;</li><li>After a blizzard warning is issued, promptly adjust the estimated delivery time for affected geographical regions and communicate with customers;</li><li>Provide delivery personnel with cold-weather gear to ensure operational safety.</li></ul>  | Short and medium term                                                                                                                                                                                                                                                                                                                                                                                                            |
|                  |                 | Chronic risk                                                               | The global average temperature continues to rise                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | <ul style="list-style-type: none"><li>Rising global temperatures affect public health and lifestyles, which may increase demand for healthcare services and pose ongoing challenges to enterprises in terms of service response efficiency and operational load.</li></ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                               | <ul style="list-style-type: none"><li>Regularly review weak links in operations, optimize service procedures, and improve overall operational efficiency;</li><li>Strengthen health service capability building and develop health products and services that meet climate change needs;</li><li>Promote the application of digital tools to enhance service response speed and the efficiency of resource allocation.</li></ul> |

Climate Change Opportunity Identification at JD Health

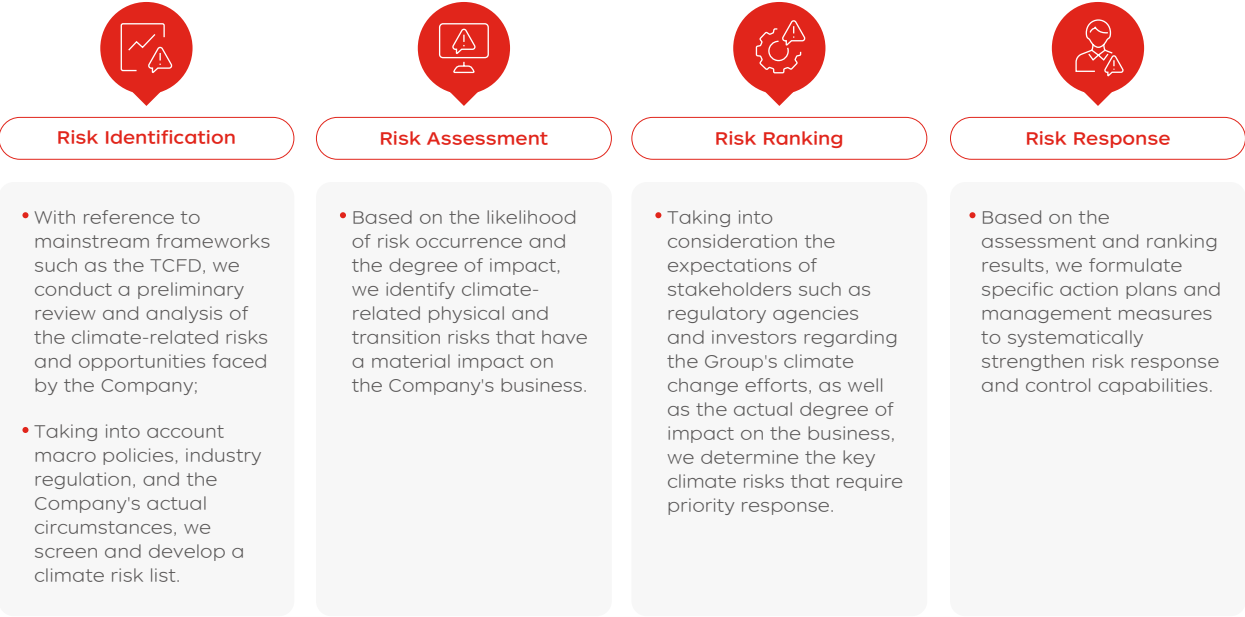
| Opportunity Classification | Opportunity Description                                                                                                                                                                                                                                                                                                                                                                     | Response Measures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Products and services      | <ul style="list-style-type: none"><li>As public health awareness and environmental awareness both continue to rise, market demand for green and sustainable health-related products and services has grown significantly. If JD Health responds to this trend ahead of others, it can open up new growth avenues and further strengthen its market-leading position.</li></ul>              | <ul style="list-style-type: none"><li>Collaborate with high-quality suppliers and POP merchants to establish and promote standards for green packaging and low-carbon logistics for health-related products, reduce excessive packaging, and advance the recycling and circular utilization of resources for packaging;</li><li>Promote low-carbon services such as electronic prescriptions, online doctor visits, and pharmaceutical recycling, and guide users in developing green and healthy consumption habits.</li></ul>                                                                                            |
| Resource efficiency        | <ul style="list-style-type: none"><li>Driven by both policy and market forces, resource conservation and energy efficiency improvement within enterprises have become essential needs. By optimizing the use of resources, companies can directly reduce operating costs and build operational resilience for sustainable development.</li></ul>                                            | <ul style="list-style-type: none"><li>Systematically implement energy-saving and water-saving upgrades as well as initiatives for refined waste sorting and recycling across scenarios such as offices, warehouses, and data centers;</li><li>Use the Internet of Things and big data technologies to conduct real-time monitoring and intelligent dispatch of energy and resource consumption, and continuously improve asset utilization efficiency;</li><li>Foster among all employees awareness and behavioral habits related to energy conservation and consumption reduction through internal initiatives.</li></ul> |
| Energy mix                 | <ul style="list-style-type: none"><li>Under the carbon peaking and carbon neutrality goals, related policies continue to deepen, providing clear policy guidance and market opportunities for enterprises to transition toward a cleaner energy mix. The adoption of green energy is a key pathway for reducing long-term costs and enhancing enterprises' green competitiveness.</li></ul> | <ul style="list-style-type: none"><li>Deploy photovoltaic power generation systems on the rooftops of eligible facilities such as logistics parks and warehouses to increase the proportion of self-generated clean energy;</li><li>Gradually replace fuel-powered transport vehicles and shuttle bus service vehicles with new energy vehicles, while supporting this transition with the construction of charging facilities.</li></ul>                                                                                                                                                                                  |

To effectively address the challenges of climate change and capture the opportunities arising from low-carbon transformation, JD Health has deeply integrated its carbon reduction strategy into the entire value chain, from raw material procurement, warehouses, and logistics transportation to terminal sales. By implementing energy conservation and emissions reduction measures and advancing green logistics, it promotes carbon reduction across the entire lifecycle of products. For specific measures, please refer to the green operations section of this chapter. At the same time, as an important component of its transition plan, we have clearly defined the short-, medium-, and long-term time horizons, implemented actions in phases, confirmed decision-making priorities, ensured the focused allocation of resources, and promoted the efficient achievement of carbon reduction targets.

Risk Management

JD Health attaches great importance to the systemic impact of climate change on the healthcare industry and has fully incorporated the identification and management of climate-related risks into the Company's ESG governance framework. We have established a complete risk management process covering identification, assessment, ranking, and response, scientifically assessing the likelihood and potential impacts of various climate risks and, on this basis, formulating targeted risk mitigation measures and business adaptation strategies to continuously enhance the Company's operational resilience and sustainable development capabilities in the context of climate change.

Climate Change Risk Management Process



# Green Operations

JD Health regards building an environmentally friendly enterprise as its mission, systematically integrating green, low-carbon, and circular principles throughout the entire operational chain and promoting continuous optimization across all links from office operations, warehouses, and delivery to services. We are committed to providing a higher-quality service experience with fewer resource and environmental costs, leading the industry's green transformation through concrete actions and jointly creating a sustainable future.

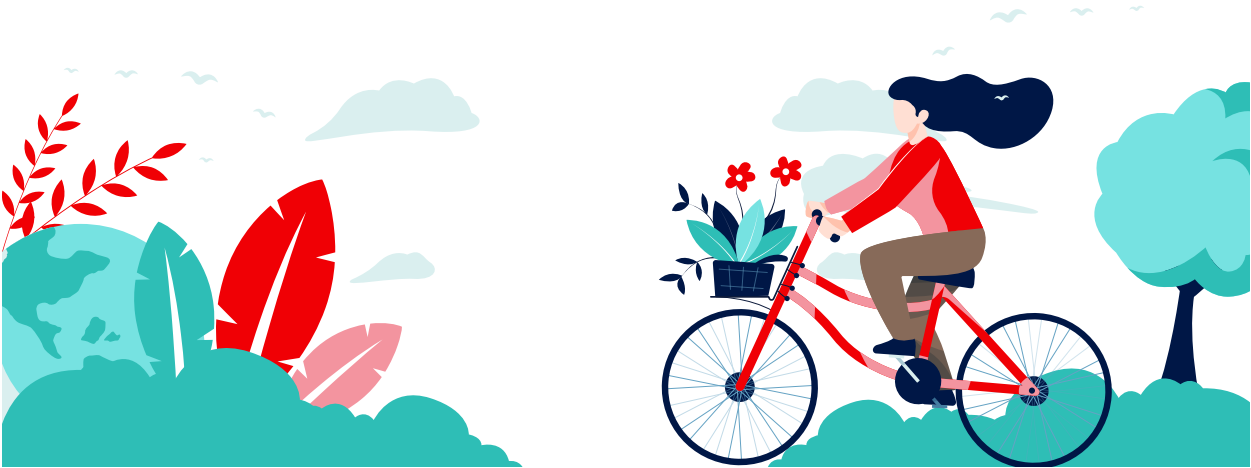
## Carbon Footprint of Products

JD Health follows the internationally recognized life cycle assessment (LCA) methodology and extends the carbon footprint management to upstream procurement, its own operations, and downstream logistics and service processes, thereby establishing a carbon footprint control system covering "products-operations-services." We focus on key links that have a significant impact on the overall carbon footprint, deepen the full process management of their identification, assessment, and improvement, and drive the achievement of emissions reduction targets.

### JD Health's Full-Chain Carbon Footprint Links



The Company aims to reduce carbon emissions across the entire chain, translates its emissions reduction commitments into concrete actions, drives product and service innovation through diversified measures, and systematically integrates these efforts into every link of the value chain, including procurement, logistics, warehouses, and operations.



### Highlights of JD Health's 2025 Work to Reduce the Carbon Footprint of Products



## Energy Management

JD Health strictly complies with the *Energy Conservation Law of the People's Republic of China* and other relevant laws, regulations, policies, and management requirements, continuously improves its energy management systems, deepens refined control measures, and continuously enhances. The Company has established a green electricity usage target, expecting that the volume of green electricity consumed in 2026 shall not be less than 4,500 kWh. In the current year, the Company systematically advanced energy conservation and emissions reduction through a series of measures such as promoting digital office practices, advocating green and low-carbon travel, and developing green warehousing management, thereby reducing waste of energy and resources and contributing to the Company's low-carbon sustainable development.

Green Office Practices

JD Health deeply integrates green development into its daily operations and management practices and, while continuously ensuring high-quality services and operational efficiency, significantly reduces energy consumption and the carbon footprint, and steadily advances its comprehensive transformation toward a green and low-carbon operating model.

Energy-Saving Measures in 2025

|                                              |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
|----------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Energy Conservation for Operating Facilities | <ul style="list-style-type: none"><li>• <b>Optimization of the air conditioning system:</b> technical upgrades and optimized configuration were carried out for the air conditioning system, and a centralized intelligent control system was installed to enable remote monitoring, unified dispatch, and temperature limit management, significantly improving cooling and heating efficiency and eliminating ineffective operation.</li><li>• <b>Intelligent lighting for the lighting system:</b> intelligent lighting systems have been comprehensively promoted in office areas, using technologies such as sensor-based controls and circuit-based regulation to substantially reduce lighting time and effectively save electricity consumption.</li><li>• <b>Efficiency improvement through automated warehousing:</b> the commissioning of the "Zhilang" automated warehouse saved 2,000 square meters of warehouse space and reduced annual average energy consumption by 273,750 kWh.</li></ul> |
| Green Commuting                              | <ul style="list-style-type: none"><li>• <b>New energy commuting:</b> electric vehicles were fully deployed as employees' shuttle bus service, achieving green commuting.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| Paperless Operations                         | <ul style="list-style-type: none"><li>• <b>Paperless office:</b> electronic office practices are fully advocated to reduce document printing.</li><li>• <b>Paperless operations:</b> comprehensively advancing the digitization of documents in the sales process by replacing paper sales receipts with electronic receipts and paper documents accompanying goods with electronic versions, such as quality inspection reports. By the end of the reporting period, the Company had achieved a 90% electronic rate for sales receipts and a 30% electronic rate for documents accompanying goods, with an estimated annual paper savings of approximately 100,000 sheets.</li></ul>                                                                                                                                                                                                                                                                                                                       |
| Energy Conservation Advocacy                 | <ul style="list-style-type: none"><li>• <b>Advocating energy-saving behaviors:</b> posting energy-saving reminders at switches and equipment in office premises to continuously cultivate employees' energy-saving habits.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

Case Suyu Community Hospital Energy-Saving Practices

In 2025, Suyu Community Hospital implemented comprehensive measures combining behavioral interventions and technology empowerment to advance energy conservation.

- Energy-saving labels were posted at equipment switches in office areas to foster employees' habit of saving energy through simple daily actions in an intuitive manner;
- An air-conditioning centralized control APP was deployed to enable real-time monitoring and remote regulation of air-conditioning operating status, improving control precision and response efficiency;
- Safety training was conducted on a regular basis, covering topics on electricity conservation to reinforce all employees' awareness of energy saving and translate the concept of green office practices into conscious daily action.



Suyu Community Hospital Energy-Saving Signage



Suyu Community Hospital Air-Conditioning Centralized Control APP



Suyu Community Hospital Safety and Energy-Saving Training

Green Warehousing

JD Health deeply integrates green principles into the full process of warehouse construction and operations, and is committed to building an environmentally friendly, resource-conserving, intelligent, and efficient modern pharmaceutical warehousing system through technological innovation and facility upgrades, so as to ensure the safe storage of pharmaceuticals and reduce the carbon footprint of operations.

Highlights of Green Warehousing Development in 2025

|                                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|-------------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Warehouse and Distribution Network Optimization | <p>JD Health comprehensively applies big data analysis and AI modeling technologies to intelligently optimize the layout of its warehouse network, improving warehouse resource utilization efficiency and logistics distribution efficiency.</p> <ul style="list-style-type: none"><li>• <b>Intelligent warehouse network planning:</b> we optimize the nationwide warehouse network layout through big data and AI algorithms to achieve efficient collaboration between the warehouse network and transport capacity.</li><li>• <b>AI space planning:</b> within warehouses, AI intelligently allocates storage space to increase storage intensity, and dynamically plans handling and sorting routes to reduce empty travel and energy consumption.</li><li>• <b>Intelligent scheduling system:</b> the AI-based intelligent scheduling system forecasts orders and inventory to enable the dynamic allocation of personnel and equipment, thereby comprehensively improving operational efficiency and responsiveness.</li></ul> |
| Application of Intelligent Equipment            | <ul style="list-style-type: none"><li>• JD Health has extensively introduced the innovative "Wolf Pack" series of intelligent equipment from JD Logistics, including "Zhilang" for automated picking, "Mulang" for automated handling, and "Qunlang" for the coordinated scheduling of multiple robots, jointly completing automated operations across the full process from storage and picking to handling, and substantially improving warehouse efficiency.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Intelligent Networked Temperature Control       | <p>To strictly ensure the quality of pharmaceuticals storage and practice energy conservation and consumption reduction, JD Health has fully deployed an intelligent networked temperature control system in pharmaceutical warehousing, achieving a year-on-year reduction of more than 10% in energy consumption.</p> <ul style="list-style-type: none"><li>• <b>Intelligent temperature control system:</b> through IoT sensors, the system monitors temperature and humidity in real time and automatically coordinates adjustments to air conditioning and other equipment, dynamically managing equipment operations based on real-time data while ensuring compliance with GSP requirements.</li><li>• <b>Data visualization and early warning platform:</b> the platform displays temperature and humidity trends in real time, ensuring that management personnel can quickly identify and remotely resolve issues, thereby enabling forward-looking management.</li></ul>                                                    |

Major Achievements in Low-Carbon Warehousing in 2025

|                                                      |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Application of Green Parks and Low-Carbon Warehouses | <ul style="list-style-type: none"><li>• The Company prioritizes the siting and development of green parks, and some leading warehouses have achieved the <b>operational goal of "zero-carbon warehouses."</b> By the end of the Reporting Period, multiple key leased warehouses of the Company had obtained the <b>"China Green Warehouse Certification"</b>; the Beijing Green Warehousing Center had obtained <b>"Zero-Carbon Warehouse"</b> certification; and the Guangzhou low-carbon warehouse had passed the <b>"LEED Green Building"</b> certification.</li><li>• In 2025, the proportion of JD Health's leased green warehousing area increased to <b>45%</b>, with the target of having more than <b>50%</b> of leased warehouses obtain <b>green certification</b> by the end of 2026.</li></ul> |
| Widespread Adoption of Distributed Photovoltaics     | <ul style="list-style-type: none"><li>• The Company has made substantial investments in the use of clean energy. More than <b>30%</b> of warehouse area nationwide has installed distributed photovoltaic power generation systems, effectively replacing traditional grid power supply.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| Digital Management Platform Development              | <ul style="list-style-type: none"><li>• In 2025, by integrating intelligent lighting systems, precise temperature control systems, and smart energy management platforms, the warehousing segment achieved <b>a reduction in carbon emissions intensity</b>.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |

Case JD Health Uses Low-Carbon Warehouses to Reduce the Carbon Footprint of Products

The JD.com Beijing Asia No. 1 Green Warehousing Center used by JD Health has fully integrated a clean energy system combining "Distributed Photovoltaics + smart energy storage," reducing carbon emissions by approximately 2,000 tonnes of carbon dioxide in 2025. Meanwhile, the Guangzhou Asia No. 1 low-carbon warehouse used by the Company has established an operating system featuring "intelligent temperature control system + efficient logistics scheduling." Based on the characteristics of pharmaceuticals, real-time inventory status, and operational workload, it dynamically adjusts temperature and humidity by zone and by time period, successfully reducing annual comprehensive energy consumption per unit of warehouse area by 20%.

Green Logistics

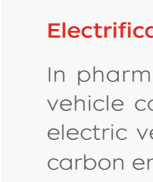
JD Health has implemented a series of key measures in green logistics. Through the comprehensive electrification of transport vehicles, significant improvement in fulfillment efficiency, and the promotion of paperless procedures, it has effectively reduced carbon emissions and operating energy consumption in the logistics process.

Green Logistics Development Measures in 2025



Electrification of Transport Vehicles

In the city distribution segment of the Instant Retail business, Electric Vehicles were deployed at scale. In 2025, Electric Vehicles traveled 714,200 kilometers, correspondingly reducing carbon emissions by approximately 142.8 tonnes.



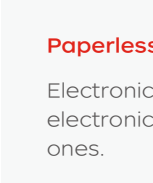
Electrification of Terminal Delivery

In pharmaceuticals instant retail (O2O) and front-end warehouse distribution, electric vehicle capacity from Dada, a platform under JD.com, is fully utilized. Deliverymen use electric vehicles throughout the entire process to complete "last-mile" delivery, reducing carbon emissions in terminal transportation.



Improvement in Fulfillment Efficiency

Through process optimization, the order fulfillment time for instant retail was significantly shortened to 0.5 hours, representing a 96.15% improvement in efficiency and indirectly reducing average energy consumption per delivery order.



Paperless Procedures

Electronic documents in logistics and transportation were comprehensively promoted, and electronic waybills were introduced in pilot cities, substantially reducing the use of paper ones.

JD Health's Energy Use Performance in 2025

| Indicators                  | Unit                | 2025 Data     |
|-----------------------------|---------------------|---------------|
| Natural gas                 | m <sup>3</sup>      | 1,843.00      |
| Diesel                      | liter               | 19,332.10     |
| Gasoline                    | liter               | 28,266.94     |
| Direct energy consumption   | kg of standard coal | 56,126.32     |
| Purchased power             | kWh                 | 10,719,264.33 |
| Purchased heat              | GJ                  | 2,719.89      |
| Indirect energy consumption | kg of standard coal | 1,410,200.13  |
| Total energy consumption    | kg of standard coal | 1,466,326.45  |

Resource Management

JD Health regards resource conservation and circular utilization of resources as the core of green operations. Through technological innovation and refined energy management, it continuously reduces the impact of its operations on the natural environment and improves resource utilization efficiency.

Green Packaging Materials

JD Health upholds the principles of "greenization, reduction, and reuse" and systematically promotes green and low- carbon packaging to comprehensively improve packaging utilization efficiency and reduce material consumption. On the basis of ensuring product safety and quality, we work with upstream and downstream partners across the supply chain to jointly advocate simplified packaging, give priority to renewable and recyclable environmentally friendly materials, and effectively reduce resource consumption and the carbon footprint during transportation.



Management Measures for Green Packaging Materials in 2025



**Packaging Simplification and Reduction**

In the local on-demand delivery process for stores, packaging solutions using lightweight thin paper bags instead of traditional cartons were promoted. In 2025, we cumulatively reduced the use of cartons by approximately 7.785 million, achieving a total packaging reduction of approximately 480 tonnes.

**In 2025**

achieving a total packaging reduction of approximately

**480tonnes**



**Application of Reusable Packaging**

In close collaboration with JD Logistics, we scaled up the application of green logistics materials such as "lightweight paper bags," "recyclable turnover boxes," and "cold-chain reusable boxes."

- **Lightweight paper bags:** Replacing traditional express cartons and saving approximately 1,251 tonnes of disposable carton consumption throughout the year.
- **Recyclable turnover boxes:** With an average service life of more than 3 years. In 2025, the annual number of uses of recyclable turnover boxes in the warehouse process reached 366,000 sessions, replacing approximately 366,000 disposable cartons and saving approximately 181 tonnes of carton consumption throughout the year.
- **Cold-chain reusable boxes:** Reusable for more than 3 years and used more than 100,000 times cumulatively by the end of the reporting period, effectively replacing disposable insulated boxes.

Key Performance Indicators of Packaging Materials of JD Health in 2025<sup>12</sup>

| Indicators                                 | Unit   | 2025 Data |
|--------------------------------------------|--------|-----------|
| Total packaging used for finished products | tonnes | 20,976.00 |

Water Management

JD Health attaches great importance to water management, follows the principle of water conservation, actively responds to the China's *Water Pollution Prevention and Control Action Plan*, improves its water management system, and systematically enhances water use efficiency and reduces resource consumption.

Due to a change in statistical methodology, the Company has established a new water conservation target for the current year, with 2025 as the base year and a year-over-year reduction in water consumption density of no less than 3%. We continue to advance the regular maintenance and optimization upgrades of water supply facilities and water consumption equipment to reduce "leakage, overflow, dripping, and seepage" at the source and lower ineffective water resource consumption. Meanwhile, we have built a sewage treatment station in the office park to convert treated wastewater meeting discharge standards into reclaimed water for non-potable scenarios such as landscaping and cleaning, effectively replacing the use of fresh tap water and improving the internal circular utilization rate of water resources.

<sup>12</sup> Statistics on JD Health packaging materials are calculated based on the proportion of JD Health orders in total JD Logistics orders.

Resource Consumption of JD Health in 2025

| Indicators                            | Unit   | 2025 Data |
|---------------------------------------|--------|-----------|
| Total water consumption <sup>13</sup> | tonnes | 73,904.39 |

Emissions Management

JD Health strictly complies with laws and regulations including the *Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution*, the *Integrated Emission Standard of Air Pollutants*, the *Law of the People's Republic of China on the Prevention and Control of Water Pollution*, and the Good Supply Practice for Drugs (GSP), actively responds to the *14th Five-Year Development Plan for Urban Domestic Waste Classification and Treatment Facilities*. The Company implements the concept of green operations across all business operations, and carries out systematic and standardized management of waste gas, waste water, and waste, with a commitment to continuously reducing the impact of its operations on the environment.

Air Emissions

The gaseous emissions generated during the Company's operations mainly arise from sulfides, particulate matter, and nitrogen oxides produced in the use of diesel and gasoline. To reduce harmful waste gas emissions at the source, we have continuously advanced the replacement of oil-powered shuttle buses with new-energy vehicles, while strictly implementing environmental protection measures for all waste gas to ensure compliance with regulatory requirements.

Wastewater Discharge

The waste water generated by JD Health's operations mainly consists of domestic sewage from office operations. We strictly comply with the relevant requirements of the *Integrated Wastewater Discharge Standard* to ensure that all waste water is discharged into the municipal sewage pipeline network in the region where we operate only after meeting national and local discharge standards, thereby being discharged in line with the discharge standard.

Waste Discharge

The Company adheres to the principles of reducing the generation of solid waste, reusing solid waste, and reducing damage caused by solid waste, and classifies and manages the waste generated during operations. Such waste mainly includes non-hazardous waste, such as general office and domestic garbage, and hazardous waste, such as medical waste.



<sup>13</sup> Due to the adjustment of statistical caliber, there has been a significant increase compared to 2024. The original calculation method was based on the proportion of personnel at the headquarters. In 2025, with the increase of offline business formats, the calculation method of water fee conversion was adopted, which is more in line with the actual situation.

JD Health Waste Management

|                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Non-Hazardous Waste | <ul style="list-style-type: none"><li>Actively explore the reuse of waste such as cartons to reduce waste generation at the source;</li><li>Standardize the temporary stacking and storage standards for waste to prevent environmental pollution;</li><li>Entrust qualified third parties to recycle the waste as a resource.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| Hazardous Waste     | <p>The Company strictly complies with the <i>Regulations on the Administration of Medical Waste</i> and other applicable regulations, has established procedures for medical waste disposal, carries out classified waste treatment, and implements closed-loop management throughout the entire process. At the same time, we have formulated and implemented systematic measures for reducing the generation of solid waste to ensure that medical waste is handled safely, in compliance with regulations, and in an environmentally sound manner.</p> <ul style="list-style-type: none"><li><b>Strict source-based classification to eliminate mixed disposal:</b> by continuously strengthening training for medical staff, we ensure that medical waste and household waste are strictly and accurately sorted and disposed of separately, preventing non-medical waste from being mixed in.</li><li><b>Optimize supply chain and inventory management:</b> during procurement, procurement plans for disposable medical supplies are developed based on actual demand to avoid item expiration caused by excess inventory; products in small-package specifications are prioritized to reduce waste resulting from unused portions after opening.</li><li><b>Strengthen supervision and continuous improvement:</b> through regular training, on-site supervision and examination, as well as spot checks on the quality of garbage classification, we ensure that measures for reducing the generation of solid waste are implemented in every department and at every stage.</li></ul> |

JD Health's Performance of Emissions in 2025

| Emission Type             | Indicators                                 | Unit   | 2025 Data |
|---------------------------|--------------------------------------------|--------|-----------|
| Waste gas <sup>14</sup>   | Nitrogen oxides (NO <sub>x</sub> )         | kg     | 1,039.68  |
|                           | Sulfur oxides (SO <sub>x</sub> )           | kg     | 0.73      |
|                           | Particulate matter (PM)                    | kg     | 80.15     |
| Waste water <sup>15</sup> | Waste water discharge                      | tonnes | 59,123.51 |
|                           | Total non-hazardous waste                  | tonnes | 128.50    |
|                           | Non-hazardous waste landfilled volume      | tonnes | 23.35     |
| Non-hazardous waste       | Non-hazardous waste incinerated volume     | tonnes | 16.71     |
|                           | Non-hazardous waste recycled volume        | tonnes | 84.86     |
|                           | Non-hazardous waste composted volume       | tonnes | 0.96      |
|                           | Non-hazardous waste other treatment volume | tonnes | 2.62      |
| Hazardous waste           | Total hazardous waste                      | tonnes | 27.45     |
|                           | Hazardous waste incinerated volume         | tonnes | 4.62      |
|                           | Hazardous waste recycled volume            | tonnes | 22.83     |

<sup>14</sup> Optimize the exhaust gas calculation method in 2025 and revise the 2024 data based on this, which is more in line with the actual situation.

<sup>15</sup> Due to the adjustment of statistical caliber, there has been a significant increase compared to 2024. In 2025, with the increase of offline business formats, the system has optimized the calculation method of wastewater and adopted the method of converting total water consumption, which is more in line with the actual situation.

Biodiversity Conservation

JD Health fully recognizes that healthy ecosystems are the cornerstone of human health and well-being. We follow the guidance of the United Nations Sustainable Development Goals (UN SDGs) and the *Kunming-Montreal Global Biodiversity Framework* of the Convention on Biological Diversity (CBD), strictly comply with national laws and regulations such as the *Land Administration Law of the People's Republic of China*, the *Wild Animal Conservation Law of the People's Republic of China*, and the *Regulation of the People's Republic of China on the Protection of Terrestrial Wild Animals*, and actively respond to the *Prohibited Goods and Information Management Specifications for JD Open Platforms*. In our business operations and development, we give priority to biodiversity conservation, are committed to reducing the negative impacts of our operations on the natural ecology, and work with partners to protect the community of life on Earth.

To further strengthen biodiversity conservation, we have made important conservation commitments and encourage suppliers and other partners to comply jointly.

JD Health's Commitments to Biodiversity Conservation

- Prohibition of illegal trade:** strictly comply with national laws and regulations and platform rules, comprehensively prohibit all illegal trade in wildlife and wildlife products on the platform, and firmly oppose acts that damage biodiversity.
- Protecting forest resources:** commit to prohibiting, across all business scopes, activities that lead to the logging of primary forests or high conservation value forests, and actively safeguard the health of forest ecosystems.
- Implement sustainable procurement:** in supply chain management, give priority to natural resources and raw materials from sustainable sources, and encourage partners to adopt the same standards.
- Minimizing operational impact:** by improving resource utilization efficiency and reducing pollutant emissions, strive to minimize the potential impact of the Company's operations on the surrounding natural environment and biological habitats.

We place particular focus on land development and translate the concept of biodiversity conservation into concrete actions. When constructing, expanding, or renovating facilities such as warehouse centers, hospitals, and physical examination centers, we strictly comply with the requirements of the *Land Administration Law of the People's Republic of China*, the *Law of the People's Republic of China on Environmental Impact Assessment*, and other regulations, and implement rigorous ecological protection assessment procedures.

JD Health's 2025 Biodiversity Conservation Measures

- Ecological due diligence**

At the early stage of project planning, carry out comprehensive ecological due diligence and environmental assessments to fully examine the current ecological conditions of the project site and identify potential impacts on surrounding animal and plant habitats and ecological conservation red line areas.
- Sustainable site selection and design**

Give priority to development in areas with low ecological sensitivity, and incorporate concepts such as ecological avoidance and ecological mitigation into project design. By the end of the reporting period, none of the Company's operating sites involved biodiversity-sensitive areas such as nature reserves or scenic and historic interest areas.

03

Gaining Market Insights

JD Health has always deeply integrated its commitment fulfillment into its development strategy and responded to market needs and the requirements of the times with a forward-looking vision. Through building a responsible supply chain, advancing responsible marketing, and deepening customer relationship management, we systematically build transparent, trustworthy, and sustainable value chain links, contributing to the long-term development of the health ecosystem.



Responsible Supply Chain

JD Health integrates quality management throughout the entire supply chain and continues to collaborate with direct-sales suppliers and POP merchants to enhance the quality of pharmaceuticals and services through shared standards, joint process management, and shared risk responsibility, to fully safeguard users' health rights and interests, and build a trusted, high-quality health services experience.

Supply Chain Quality Management

In strict accordance with national laws and regulations such as the *Drug Administration Law of the People's Republic of China*, the *Good Supply Practice for Drugs (GSP)*, and the *Regulations on Supervision and Administration of Medical Devices*, and in conjunction with internal management requirements such as the *Quality Sampling Inspection Standards for Health Products on JD Open Platforms*, the *Announcement on Special Governance of Negative Quality Experiences on JD Health*, and the *Detailed Rules for Non-conforming Product Quality on JD Open Platforms*, JD Health implements classified, graded, and differentiated compliance control mechanisms for direct-sales suppliers and POP merchants.

In 2025, the Company carried out systematic optimization and revision of its supply chain management system framework, with a comprehensive focus on enhancing compliance, safety, and operational efficiency, and updated a total of 21 management systems and operating procedures covering multiple business models. We prioritized improving pharmaceutical procurement management, admission audit of supplying entities and product varieties, and control of pharmaceutical validity periods and other core processes, further standardizing the dual-dimensional review procedures for merchants and products to effectively safeguard medication safety and patients' rights and interests.

List of Core Supplier Management Systems

Core Management Systems of Direct-Sales Suppliers

- Review and Management System for First-Time Business Partners and Salespersons*
- Review and Management System for Newly Introduced Products*
- Pharmaceutical Purchase Management System*
- Supplier Audit Management System*
- Registration Qualification Standards for Direct-Sales Suppliers*
- Management Rules for Contract Performance of JD Direct-Sales Supply Chain*
- Principles for Removal of Disqualified Suppliers*
- Regulations on Prohibiting Reselling Returned Pharmaceuticals*
- Management System for Reviewing the Qualifications of Medical Device Suppliers and Products*

Core Management Systems of POP Merchants

- Management Rules for Merchant Recruitment on JD Open Platforms*
- Management Rules for Qualification Deregistration on JD Open Platforms*
- Detailed Rules for Managing the Qualification Verification of JD Health's Merchants' Pharmaceuticals and Medical Devices on JD Open Platforms*
- Detailed Rules for Improper Posting of Health-Related Products or Information on JD Open Platforms*
- Management Rules for Decoctions of Chinese Herbal Slices on JD Open Platforms*
- Management Rules for Cold Chain Pharmaceuticals on JD Open Platforms*
- Management Rules for Illegal Buy-And-Gift Practices of Pharmaceuticals on JD Open Platforms*
- Management Rules for Prescription Audit on JD Open Platforms*
- Management Rules for Review on JD Open Platforms*
- Management Rules for Merchant Fulfillment Services in the Health Category of JD Instant Delivery*
- Management Rules for Non-Compliance by Merchants in the Health Category of JD Instant Delivery*
- Management Rules for Products with Shelf Life of JD Instant Delivery*
- Management Rules for Qualification Verification of Pharmaceuticals and Medical Devices of Merchants in the Health Category of JD Instant Delivery*
- Online Store Management Rules for Consumer Healthcare Merchants on JD Open Platform*
- Management Rules for Violations of Consumer Healthcare Merchants on JD Open Platform*

Number of Direct-Sales Suppliers of the Company in 2025

| Type                                                                     | Unit | Data  |
|--------------------------------------------------------------------------|------|-------|
| Total number of suppliers                                                | /    | 5,704 |
| Number of suppliers in Chinese mainland                                  | /    | 5,089 |
| Number of suppliers in Hong Kong, Macao, and Taiwan regions and overseas | /    | 615   |

Suppliers' Full-Process Management

The Company continuously improves the suppliers' full-process management system, strengthens governance at the source, and establishes a management system covering the entire lifecycle from admission audit and dynamic management to exit mechanisms, thereby standardizing and refining supplier management and ensuring source quality and compliance across the supply chain.

Suppliers' Full-Process Management System

Admission  
audit

- Before supplier admission, their lawful business qualifications, authorization documents, quality reputation records, and quality assurance capabilities are strictly reviewed, and site inspections are conducted for key suppliers;
- By strengthening authenticity assurance through measures such as information verification with regulatory authorities, the Company ensures that all admitted suppliers possessed lawful, complete, and valid qualifications, achieving a 100% qualification compliance rate.

Routine  
manage-  
ment

- Barcode scanning management for the inbound and outbound movement of pharmaceuticals by business entities:** the Company completed the upgrade from traditional one-dimensional barcode scanning devices to smart devices compatible with both one-dimensional barcodes and QR codes, achieving barcode scanning coverage across the inbound and outbound pharmaceutical procedures of all business entities nationwide. All traceability code data are stored locally for no less than 5 years, providing a complete, searchable, and traceable data foundation for suppliers' pharmaceutical quality traceability;
- End-to-end traceability code verification capabilities:** by establishing four core databases—the identifier code database, traceability code database, packaging database, and collection rules database—the Company achieved linked matching of traceability codes and automatic retrieval of product information, with key verification functions such as duplicate scan identification and batch number comparison, effectively safeguarding the authenticity and uniqueness of pharmaceutical information. Meanwhile, the system can automatically associate traceability codes with product order information, enabling intelligent autofill of information such as batch number, expiration date, and manufacturing date during goods receipt, significantly improving supplier management efficiency and data accuracy;
- Implementation of the electronic delivery note function:** electronic delivery notes have been fully enabled for self-operated pharmaceuticals, allowing consumers to conveniently view electronic receipts on the order details page and obtain detailed information about the purchased pharmaceuticals, including the name and address of the shipping entity, thereby making the source of self-operated pharmaceuticals traceable and their destination trackable;
- On-site audits:** in 2025, the Company focused on suppliers of health food and Chinese herbal slices, systematically advancing on-site audits of production processes, and completed factory audits for more than 100 suppliers during the year. Among them, 12% of suppliers engaged independent audits conducted by third-party professional audit institutions to ensure the objectivity and professionalism of the evaluations.

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- The Company conducted comprehensive verification and audits of suppliers across three dimensions—production sites, documentation systems, and qualification compliance. For suppliers that failed the audit, a "one-strike rejection" policy was uniformly applied, and cooperation was prohibited;
- Based on factory inspection results, suppliers are classified into tiers A, B, and C. For suppliers rated as tier C in factory inspections (20 in total in 2025), the Company formally issues unqualified factory inspection results and places them on a prohibited admission list, and no subsequent cooperation may be conducted.

In 2025, building on the management systems for all merchants (including direct-sales suppliers and POP merchants), the Company implemented further differentiated qualification reviews for POP merchants, achieving coordinated progress in compliance management and merchant growth.

Differentiated Governance of Merchant Compliance Review

All Merchants

(including direct-sales suppliers and POP merchants)

- A dual-review process combining systematic automatic screening and manual review is conducted every six months for all merchants' qualifications.
- For merchants whose key qualifications, such as pharmaceutical distribution licenses, have expired, the system automatically triggers a delisting mechanism to prohibit the continued sale of goods.
- For merchants whose qualification information has changed but has not been updated in a timely manner, the system proactively sends reminders and urges correction within a prescribed time limit.
- For those who still fail to complete the update after reminders, actions such as product delisting are taken to ensure zero tolerance for qualification compliance.

POP Merchants

- Daily data monitoring and risk identification are implemented, and for substantiated material quality issues, merchants are issued rectification notices at the earliest opportunity to drive closed-loop resolution.
- For the smallest stock keeping units (SKUs) with broad impact and high risk levels, disposal measures such as simultaneous blocking and traffic demotion are implemented to prevent the spread of risks.
- The quality rules system is continuously optimized by transforming complex rules into clear, easy-to-understand standardized guidance and by regularly communicating them to merchants through forms such as topic live broadcast sessions and training courses, helping them understand the rules and improve their compliance capabilities.



Supply Chain Risk Management

The Company has established a comprehensive and systematic risk mitigation process and implemented multiple supporting measures, including supply chain risk measurement, product prioritization management, agility strategy formulation, and contingency plan execution, to ensure that products remain in stock, reliable, and safe. In 2025, JD Health focused on supply disruption risks in the supply chain and built a prevention and control mechanism that places equal emphasis on forward-looking early warning and rapid response, effectively enhancing the stability and adaptability of the supply system.

Supply Chain Risk Management Process

Risk identification

- Targeted screening is conducted for high-risk suppliers, and those meeting the standards are included in the list of partners and the scope of annual audits through on-site factory inspection assessments, thereby enabling ongoing risk identification at the admission stage.
- By combining random inspections conducted by industry platforms with third-party testing of high-risk categories and benchmarking against industry data, the Company drives procurement and sales teams to prioritize the introduction of higher-quality products and strengthen risk control at the source.

Risk assessment

- In accordance with the *Pharmaceutical Procurement Management System*, the *Supplier Audit Management System*, and other applicable rules, the Company implements graded and categorized management of suppliers and conducts regular risk measurement and dynamic monitoring to comprehensively measure their quality assurance capabilities and credit risk levels.

Risk monitoring

- Relying on the *Review and Management System for First-time Business Partners and Salespersons* and the *Supplier Audit Management System*, the Company conducts routine quality compliance audits and strengthens full-cycle risk control over suppliers.
- By monitoring the quality complaint rate of health-related categories on a weekly basis, the Company accurately identifies products with high levels of customer complaints and conducts in-depth traceability analysis, promptly taking actions such as delisting or blocking to respond rapidly to risks.
- The Company carries out quarterly Group-level audits, monthly warehouse KPI assessments, and ad hoc special audits for new warehouses.

Risk control

- Suppliers are required to establish and improve after-sales service mechanisms to ensure that consumers can enjoy timely and efficient services after purchase, including returns and exchanges, handling of quality issues, and responses to customer complaints.
- In response to quality risks identified during risk monitoring, the platform implements an issue-tracking mechanism to ensure full closed-loop rectification.

In 2025, for key categories such as Chinese herbal slices, medical devices, health food, and traditional tonics, the Company selected leading-brand suppliers to conduct in-depth factory audits, proactively going deep into frontline production operations to carry out systematic assessments around key dimensions including food safety management systems, supply capabilities, and responsiveness to customer needs, and produced specialized assessment reports such as the *Factory Audit Checklist for Health Food*, the *Factory Audit Checklist for Primary Agricultural Products*, the *Factory Audit Checklist for Chinese Herbal Slices*, and the *Factory Audit Checklist for Medical Devices*, thereby achieving full coverage of factory audits across pharmaceuticals, medical devices, health food, and tonic categories.

Based on strengthening front-end risk interception, the Company brought order issues reflected in real user feedback into factories and conducted face-to-face engagement with production teams to drive process optimization and quality improvement through a model of joint building and co-governance. Using the wheelchair category as a pilot, we went deep into suppliers' factories and, together with production teams, analyzed high-frequency customer complaints, proposed practical improvement solutions, and ensured 100% closed-loop rectification of issues.

During public health emergencies, the Company relies on dynamic, multi-source early warning and response mechanisms to ensure the accessibility and stability of key pharmaceuticals.

Case

JD Health's Emergency Mechanism for the "Green Channel" for Urgent Demand for Core Anti-Influenza Pharmaceuticals

During the peak 2025 influenza season, the Company launched the emergency mechanism for the "Green Channel" for urgent demand for core anti-influenza pharmaceuticals, including Baloxavir Marboxil Tablets, Kewei, and Tamiflu. Upholding the principle of "early identification, rapid response, and assured supply," the Company established a multi-source early warning system, integrating epidemic data from disease control authorities, real-time inventory across 286 nationwide stocking locations, and in-transit logistics information, and implemented high-frequency monitoring three times a day. Through a three-dimensional assessment model of "epidemic intensity × number of days inventory can support × coverage of key regions," the Company achieved precise risk identification and response.

At the execution level, the Company coordinated procurement and sales teams and supplier resources across the four major regions of North China, East China, Central China, and South China, implemented localized replenishment through distributed warehouses and a flexible reservation mechanism, achieved rapid response and precise allocation, effectively ensured timely medication access for patients in key regions, and significantly enhanced supply chain resilience and public health emergency response capabilities.

Supply Chain ESG Management

The Company follows the *JD Group Supplier Code of Conduct* and requires suppliers to fulfill their responsibilities in areas such as human rights and labor, environment, and business ethics. We require suppliers to formulate and implement ESG programs, and the implementation of such programs is supervised and reviewed by the board of directors as the highest decision-making body. At the same time, the Company continuously conducts dynamic reviews of suppliers' procurement practices to ensure ongoing compliance with the requirements of the Code and alignment with the Company's ESG objectives.

During the supplier admission stage, the Company systematically identifies important suppliers, comprehensively considers environmental, social, governance, and business relevance, and, in conjunction with risks related to specific countries/geographical regions, industries, and products, carries out scientific assessment and screening.

Each year, the Company regularly conducts comprehensive annual reviews of direct-sales suppliers, carrying out a multidimensional evaluation covering initial operating qualifications, procurement fulfillment, delivery stability, level of cooperation, integrity records, and social reputation (including ESG performance), and prepares the *Annual Supplier Review Form*. Based on this, it updates the information dynamically in the *List of Qualified Suppliers* to ensure that suppliers possess sustainable compliance and responsibility capabilities. The Company gives priority to partners with outstanding ESG performance and ensures through systematic training that relevant business personnel effectively fulfill their responsibilities in suppliers' ESG programs.



Supplier Empowerment and Training

The Company continues to optimize the supplier evaluation and development system and has introduced independent and authoritative institutions to conduct third-party on-site audits. The assessment process is based on commonly used industry standards and the stakeholder initiative methodology and closed-loop corrective measures are developed for identified issues. Meanwhile, through ESG policy training, benchmarking against industry standards, the provision of remote and on-site support, and specialized technical empowerment, the Company systematically enhances suppliers' sustainable development capabilities and advances green and compliance development across the entire chain.

In 2025, JD Health conducted 5 specialized quality training sessions on a regular basis for all direct-sales suppliers and all contracted direct and indirect business partners, achieving 100% coverage of all direct-sales suppliers and POP merchants. The training systematically communicated key content focusing on control requirements for returned pharmaceuticals, management standards for cold chain pharmaceuticals, control rules for the inbound and outbound warehousing of self-operated pharmaceuticals, operating standards for valid upstream enterprise scanning of pharmaceutical traceability codes, and response measures and solutions for exceptional circumstances in suppliers' initial business qualification review, ensuring that all suppliers accurately understand policy requirements and operating standards and comprehensively enhancing supply chain compliance and pharmaceuticals quality and safety control capabilities.

Quality Training for Direct-Sales Suppliers and POP Merchants



Responsible Marketing

JD Health strictly complies with the *Advertising Law of the People's Republic of China*, the *E-commerce Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, the *Consumer Rights and Interests Protection Law of the People's Republic of China*, the *Internet Advertising Management Measures*, and other laws and regulations, and fully implements the *JD Open Platform Marketing Activity Rules*. In 2025, the Company formulated the *JD Health Responsible Marketing Policy*<sup>16</sup> to further regulate online marketing behaviors and requires all employees of JD Health, cooperating merchants, direct-sales suppliers, and all parties related to marketing activities across all of its business segments to comply with the policy, thereby effectively safeguarding consumers' legitimate rights and interests and maintaining a sound market environment.

Responsible Marketing Audit

The Company has established a responsible marketing management system covering pre-advertising review, inter-advertising inspection, and post-advertising punishment, and regularly conducts systematic audits and risk inspections to ensure that marketing activities achieve legal and regulatory compliance and remain transparent and trustworthy, striving to create a safe, trustworthy, and reliable health consumption environment for users.

The Full-Process Responsible Management System



<sup>16</sup> JD Health Responsible Marketing Policy.

## Responsible Marketing Actions

The Company continued to carry out responsible marketing initiatives to foster a safe, transparent, and trustworthy environment for health consumption. In the field of pharmaceuticals marketing, the Company firmly prohibits off-label promotion to ensure medication safety; in the communication of product information, the Company safeguards users' right to know and convenience in medication use through expiration date disclosure and age-friendly upgrades; in the medical aesthetics consumption ecosystem, the Company adheres to strict selection of pharmaceuticals and medical devices and price transparency, while advocating a scientific approach to beauty.

### Case Governance of Off-Label Promotion, Strengthening Users' Safety Awareness

The Company strictly regulates off-label medication use and marketing practices and has established a standardized management process featuring three-tier approval and joint expert review. In 2025, the Company fully implemented closed-loop control across the entire process of off-label promotion, supported by risk monitoring, efficacy feedback, and special governance mechanisms, to resolutely eliminate false and misleading statements. Taking specially controlled pharmaceuticals such as narcotic, psychotropic, medical toxic, and radioactive drugs as examples, the Company proactively disclosed risks, contraindications, and regulatory requirements through dedicated educational pages, and implemented responsible marketing through a transparent and institutionalized compliance system to safeguard medication safety and the bottom line of compliance.

### Case Precise Disclosure of Product Expiration Dates to Achieve Transparent Information Delivery

In 2025, the Company advanced its responsible marketing philosophy through the dual drivers of "POP expiration date label disclosure" and "self-operated expiration date label disclosure." In POP scenarios, the system proactively highlighted sales rules and labelling requirements related to expiration dates at key stages of product listing and maintenance, ensuring that merchants could clearly understand and conveniently follow them. Relying on the Jingang system, the Company regularly pushed rule updates and achieved full coverage of both new and existing merchants through live broadcast explanations and online Q&A, thereby strengthening compliance awareness. In self-operated scenarios, the front-end medication guidance clearly displayed information related to the "expiration date," while each specific product title was also labelled with the validity period, ensuring end-to-end and multi-touchpoint disclosure of expiration date information.



### Case

### Age-Friendly Upgrades to Product Detail Pages, Contributing to Medication Safety for Elderly Users

In response to issues raised by some elderly people, such as the small font size and difficult-to-understand content of pharmaceutical instructions, the Company advanced age-friendly upgrades on product detail pages. In the medication guidance module, the Company added intelligent font enlargement and reduction functions and enabled full-text voice playback, improving information readability and convenience of access. At the same time, the Company introduced pharmacists' medication guidance videos in locations such as the main product image, review sections, and post-purchase must-read sections, using plain language and intuitive visuals to explain in detail pharmaceutical functions and indications, usage and dosage, and precautions, thereby helping elderly users understand clearly and use medications safely. Through a design that enables users to "see clearly, understand easily, and learn effectively," the Company has put the concept of responsible marketing into practice and made health services warmer and more thoughtful.



Examples of Reduced Font Size, Enlarged Font Size, and Pharmacists' Guidance Videos on Product Detail Pages (Not Original Images)

### Case

### JD Health Continues to Build a Trustworthy Medical Aesthetics Consumption Ecosystem

In 2025, the Company's medical aesthetics business segment established a sustainable marketing system built on three pillars: "strict selection of medicines and medical devices, price transparency, and multi-role review." Before launch, all the Company's marketing activities must undergo joint review by multiple roles, including medicine, legal, compliance, and operations, to ensure content authenticity, clear procedures, and controllable risks across the three dimensions of professionalism, compliance, and user experience.

- **Comprehensively implement price transparency:** clearly indicate market prices, promotional prices, and service details to eliminate hidden charges and misleading sales language;
- **Strictly avoid exaggerated publicity:** ensure that promoted initiatives such as photonic therapy, picosecond treatments, and hyaluronic acid are all based on safe products and technologies that are authentic and traceable, and do not make promises or exaggerations in efficacy claims;
- **Effectively strengthen users' understanding:** through formats such as expert live broadcast sessions and authentic records from experience officers, communicate product background, applicable groups, and risk alerts to enhance users' understanding; through science-based content such as the *Pre-Spring Festival Medical Aesthetics Scheduling Guide*, help users understand initiative cycles and arrange their time reasonably, advocate rational consumption and long-termism, truly safeguard consumer rights, and continue to build a trustworthy medical aesthetics consumption ecosystem.

## Responsible Marketing Training

The Company systematically advances the development of responsible marketing capabilities, focusing on the application of advertising tools and compliance in advertising, and conducts multi-level, targeted training covering laws and regulations such as the *Advertising Law of the People's Republic of China*, the *E-commerce Law of the People's Republic of China*, and the *Internet Advertising Management Measures*, as well as the specific implementation details of the *JD Open Platform Marketing Activity Rules* and the *JD Health Responsible Marketing Policy*.

Through the "Jingzhuntong" learning platform and other channels, the Company ensures that all employees receive relevant training. At the same time, we make courses on the *JD Platform Advertising Review Rules* and the *Jingzhuntong Advertising Placement Conduct Management Standards* available to all merchants and, together with training on industry standards for health categories, content compliance, marketing standards, and norms for the use of graphic symbols, further strengthen the compliance foundation for advertising and marketing activities and effectively safeguard consumer rights and the public interest.

### Case

#### Comprehensively Enhancing the Transparency of Product Information Around Core Themes Such as Product Procurement and Product Promotion

In 2025, the Company's nutrition and health business departments organized internal training for all nutrition and health employees, focusing on core themes such as product procurement and product promotion, comprehensively enhancing the ability of the procurement and sales teams to effectively communicate product information and effectively safeguarding consumer rights.

At the same time, the department implemented localized merchant recruitment training externally and held POP special merchant recruitment sessions in cities including Beijing, Changsha, Guangzhou, Zhengzhou, Hangzhou, and Nanjing, with each session attracting an average of one hundred merchants. These sessions provided comprehensive communication on industry trends, JD.com platform product capabilities, benchmark brand cases, and advertising incentive policies, effectively enhancing merchants' understanding of responsible marketing and compliance in advertising.



Merchant Training Site

In 2025, the Company ensured that 100% of all employees participated in responsible marketing training (including marketing job positions and non-marketing job positions). At the same time, the Company distributed 10 articles on responsible marketing-related content to merchants throughout the year, with approximately 4,303 reads; 12 sessions of merchant live broadcast training were conducted, with approximately 7,843 people attending online or via replay. The training effectively made the Company's marketing activities more professional, more compliant, and more sustainable, laying a solid foundation for building a healthy and transparent marketing ecosystem.

### In 2025

the Company distributed

10

articles on responsible marketing-related content to merchants throughout the year

approximately

4,303

reads

Merchant live broadcast training

12

sessions

approximately

7,843

people attending online or via replay

## Customer Service

JD Health continuously optimizes its customer service management mechanisms, accelerates the development of a smart healthcare network integrating "online consultation services + offline services," efficiently addresses user demands through a closed-loop response mechanism, effectively serving as "the advocate for users' voices, the resolver of negative experiences, and the leader in delivering exceptional experiences," and continuously drives service optimization and experience upgrades.

## User Experience Governance

JD Health comprehensively upgraded the organizational mechanisms of the user experience committee (hereinafter referred to as the "Committee"), built a collaborative governance system, and created a user-centered hub for experience management.

The Committee is chaired by the CEO in person, ensuring that user experience work receives the highest strategic priority and resource support. The Committee has established six experience subcommittees, corresponding to the six core elements of user experience: product quality, price, medical services, product services, technology products, and brand and campaigns. The head of each subcommittee is served on a rotating basis by the C1-level leader of each business line, who is fully accountable for experience outcomes in the respective area. Each subcommittee focuses on common cross-business-line challenges, advancing issue follow-up through monthly regular meetings, conducting quarterly reviews and reporting progress directly to the senior management, and compiling the *User Experience White Paper* annually to summarize its work, thereby forming an insight-collaboration-closed-loop end-to-end management mechanism. The Committee adheres to the approach of "identifying and defusing risks early, exploring hidden experience issues, and jointly creating topics," goes deep into online and offline scenarios, proactively identifies users' pain points and drives solutions, and has built a more forward-looking and responsive proactive governance system.

## User Experience Improvement

The Company continued to advance the systematic upgrade of user experience, achieving innovative breakthroughs across multiple dimensions, including governance reviews<sup>17</sup>, service procedures, and model optimization, while continuously building a health services ecosystem that is "safer, smarter, and more caring."

In 2025, the User Experience Committee carried out 11 in-depth end-to-end governance reviews, comprehensively covering six major business segments: physical goods e-commerce, Instant Retail, Internet Healthcare, on-demand home services, physical examination centers, and medical aesthetics centers. Focusing on key touchpoints across online and offline services, it identified a total of 140 experience issues and drove the resolution of all of them. Through methods such as mystery shoppers and market research, the Committee conducted an in-depth examination of issues in service procedures and effectively promoted cross-departmental collaboration to address them.

At the same time, the Company engaged early in the review of new requirements and new products, assessing potential user experience risks from the users' perspective. Throughout the year, it participated in 106 review sessions, covering 455 requirements, with a participation rate of 94%. This enabled an upgraded approach to user experience governance from "post-event remedy" to "pre-event prevention," continuously elevating user experience to a new level.

### In 2025

we participated in

106

review sessions

covering

455

requirements

with a participation rate of

94%

<sup>17</sup> Results of the Company's Governance Reviews in 2025.

Results of the Company's Governance Reviews in 2025

- Online  
governance  
reviews

5sessions

  - Focusing on the core journeys of physical goods e-commerce and digital services, 51 issues were identified, 42 optimization measures were completed, and the remaining 9 were closed by the end of January 2026;
  - Key improvements were made to information presentation on product detail pages, the efficiency of the "one-click medication purchases" process, and the user experience of core products such as the JD Health app and AI doctor services, significantly enhancing user satisfaction;
  - The Company advanced benchmarking analysis of the industry's medical processes in online healthcare, further strengthening service competitiveness.
- Offline  
governance  
reviews

6sessions

  - Across key scenarios including end-to-end service procedures at physical examination centers, privacy protection and standardized service development at medical aesthetics centers, and benchmarking of service experiences at offline pharmacies, a total of 89 issues were identified, 75 have completed rectification, and 14 are being advanced as planned;
  - Through immersive experiences and analysis of industry conditions, the Company effectively improved the standardization and professionalism of offline services, as well as users' in-store experiences.

Case

Innovating the "Pharmacist Follow-Up Calls + Enterprise WeChat Community Support + Offline Guidance Services" Model to Effectively Improve Patient Experiences

To improve medication adherence and treatment safety for patients with chronic conditions, the Company established dedicated pharmacist service groups for patients with complex diseases such as adrenocortical carcinoma, implementing periodic follow-up and dynamic monitoring of blood drug concentrations. Once abnormalities are detected, the team immediately issues alerts and coordinates adjustments to treatment plans, thereby strengthening the safeguards for medication safety. To address low adherence and cognitive bias in patient medication among patients with dermatology-related diseases, the Company launched medication knowledge check-in activities through Enterprise WeChat communities to strengthen patient understanding through science-based interactions and guide them in developing regular medication habits, significantly improving treatment adherence and efficacy. This model deeply integrates professional guidance with service experience, creating a trusted and sustainable model of caring companionship.

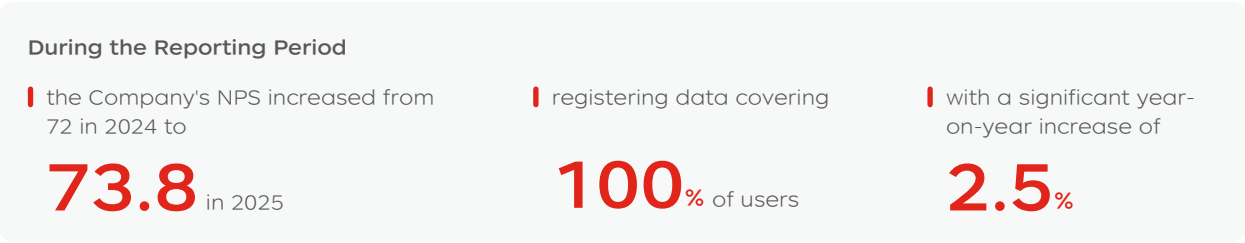


Enterprise WeChat Community Guidance for Patients with Chronic Conditions

Offline Pharmacist Consultation Activity

Satisfaction Management

The Company optimized customer experience across core business scenarios, with all business lines working in concert to achieve significant improvements in overall and detailed NPS scores, thereby comprehensively enhancing user satisfaction. During the Reporting Period, the Company's NPS increased from 72 in 2024 to 73.8 in 2025, registering data coverage of 100% of users and a significant year-on-year increase of 2.5%.



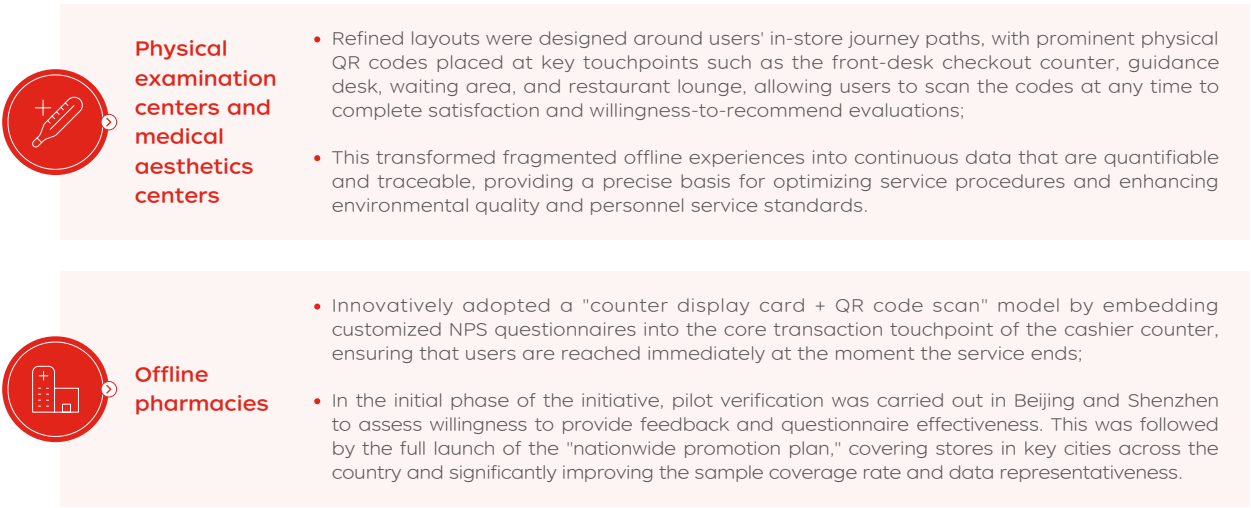
Improvement in Detailed NPS Scores in 2025

| Business Segments       | Improvement Actions in 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Physical goods business | <ul style="list-style-type: none"><li>Strengthened governance over POP efficacy and quality rules on the Jingxi platform, and enhanced the identification and control of violations such as keyword stuffing, inconsistent production dates between inner and outer packaging, and missing instructions;</li><li>Advanced the "fewer wrong items" special initiative by optimizing the door-to-door pickup procedures and fee mechanisms;</li><li>Expanded the scope of the "replacement only, no repair" service for medical devices, and advanced door-to-door repair services for the wheelchairs category, significantly improving the after-sales experience.</li></ul>                                             |
| Internet healthcare     | <ul style="list-style-type: none"><li>Established an empowerment mechanism integrating "full-time mentoring for part-time employees," implemented strict delisting management for low-quality doctors, and improved the professionalism of diagnosis and treatment across departments as well as the effectiveness of solutions;</li><li>Focused on optimizing the clarity of the follow-up consultation entry point in the WeChat mini program to improve user experience.</li></ul>                                                                                                                                                                                                                                    |
| Instant retail          | <ul style="list-style-type: none"><li>Through measures such as ETA<sup>18</sup> algorithm optimization and after-sales service efficiency improvement, ensured that products are delivered to users safely, on time, and intact, significantly improving the delivery experience;</li><li>Established an offline NPS sample collection mechanism and data dashboard to create a closed-loop online-offline experience governance system and drive services that are quantifiable and traceable.</li></ul>                                                                                                                                                                                                                |
| In-home services        | <ul style="list-style-type: none"><li>Established incentive mechanisms for nurses and partner laboratories to strengthen service quality;</li><li>Enhanced delivery stability by supplementing medical staff and testing site resources, optimizing dispatch algorithms, and switching to in-house deliverymen;</li><li>Launched a feature to improve transparency in testing procedures and optimized customer service compensation solutions, effectively enhancing user trust and optimizing user experience.</li></ul>                                                                                                                                                                                               |
| Consumer healthcare     | <ul style="list-style-type: none"><li>Customer service was centralized under the Suqian team to ensure response efficiency;</li><li>Established store work order and customer complaint escalation mechanisms to accelerate issue resolution;</li><li>Physical examination centers refined SOPs across the entire process, including appointment scheduling, arrival, testing, and post-examination services, through store inspections, while strengthening VIP reception and privacy protection;</li><li>Medical aesthetics centers added dedicated service hotlines and satisfaction monitoring mechanisms, achieving comprehensive improvements from service standards to response closed-loop management.</li></ul> |

<sup>18</sup> It refers to the user's arrival time.

To address the challenge of digitizing offline experience data, the Company deeply extended the NPS survey system into physical service scenarios and implemented customized deployment across different business scenarios, including physical examination centers, medical aesthetics centers, and offline pharmacies, thereby building a multidimensional user experience perception network that spans the entire service value chain and links online and offline channels.

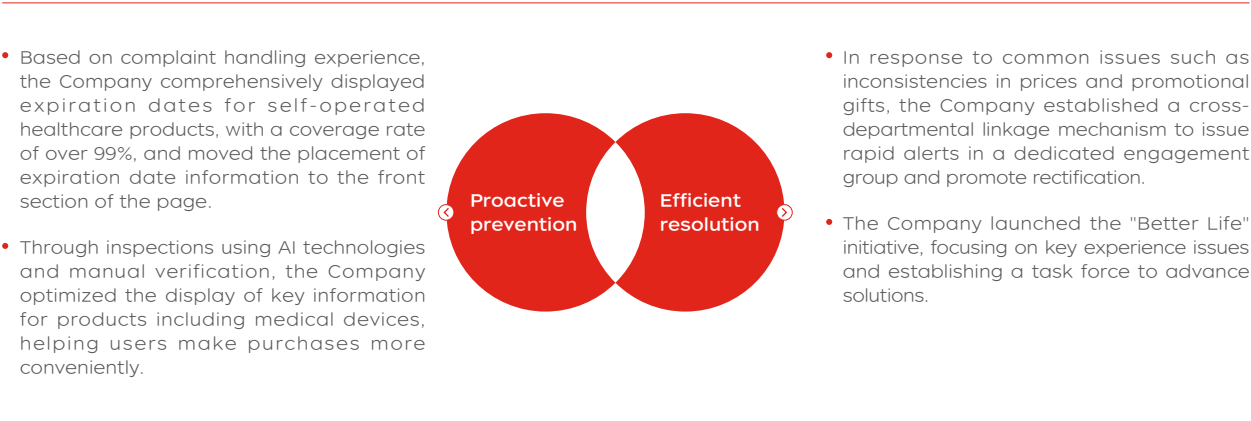
Optimization of NPS Data Management by Scenario



Product Complaint Management

JD Health continuously improves its customer complaint management mechanism, enhances the professionalism of complaint handling, and safeguards customer rights and interests. In 2025, the Company formulated and issued the *JD Health Management Standards for Accountability in Experience Issues*, which clarified accountability and handling procedures for specific violation scenarios. Since its implementation, a total of 4 accountability cases have been handled. At the same time, the Company optimized its product complaint management mechanism by focusing on both proactive prevention and efficient resolution.

Optimization Actions for the Product Complaint Management Mechanism



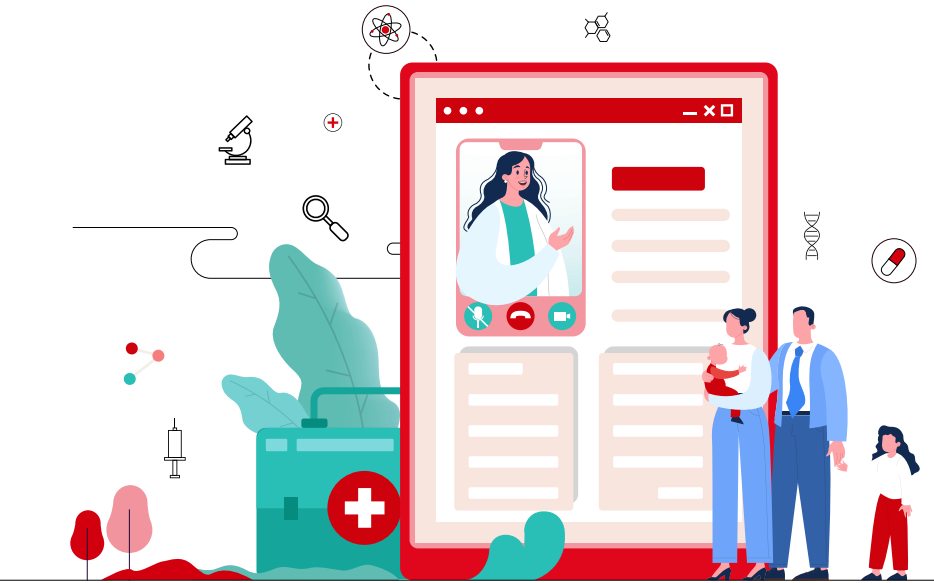
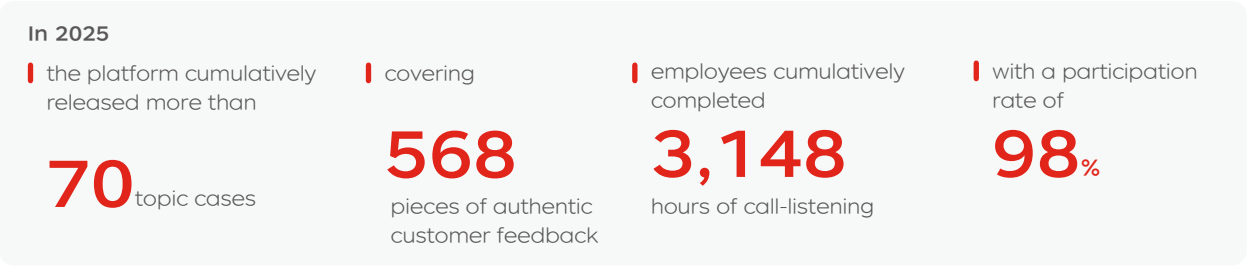
In 2025, the Company received a total of 9,428 product and service complaints and achieved a 100% complaint handling rate, demonstrating efficient customer service responsiveness and closed-loop management capabilities.

Service Capability Building

The Company has comprehensively advanced service capability building for all employees. Through the deep integration of the "Yunting Platform" and the "call-listening initiative", it has broken down barriers to cross-department collaboration and made user experience issues impossible to hide. In 2025, the Company's customer satisfaction improved significantly, while employees' experience awareness and its empathy were comprehensively enhanced.

For the online platform, the Company developed the "Yunting Platform," which breaks down authentic customer call recordings by topic into a case library that can be listened to, learned from, and acted upon. In a three-in-one format of "original voice presentation + pain point labelling + solutions recommendations," the platform enables the visualized and scenario-based delivery of the customer voice. In 2025, the platform cumulatively released more than 70 topic cases, covering 568 pieces of authentic customer feedback and spanning core experience touchpoints such as product quality, price disputes, purchasing procedures, delivery timeliness, and after-sales service. This significantly enhanced the relevance between cases and business scenarios and drove issues from being "heard" to being "resolved."

For offline practice, the Company planned and implemented the "customer service experience seat," organizing all employees to enter frontline customer service job positions and immersively listen to authentic customer conversations. In 2025, employees cumulatively completed 3,148 hours of call-listening, with a participation rate of 98%, truly achieving the goal of "viewing issues from the customer's perspective." At the same time, the Company organized "VOC special sessions"<sup>19</sup> focused on key experience challenges. Each session adopted a model of "centralized call-listening + on-site discussion" to drive in-depth issue analysis and the implementation of strategy. In 2025, the Company held a total of 7 "VOC special sessions," covering multiple business lines such as products, fulfillment, customer service, and technology, and shared 7 typical experience-theme case-based analysis pathways.



<sup>19</sup> Specifically, it's a "Voice of the Customer" special session.

# 04

## Contributing to Social Development

JD Health adheres to the development philosophy of "people-oriented and serving society," continuously optimizes its employee management and care system, and improves its talent development mechanisms. At the same time, it is committed to advancing inclusive healthcare, promoting public health, and actively fulfilling social responsibility. Through various public welfare initiatives, it gives back to society and achieves collaborative development between enterprises and society.



## Talent Growth

JD Health always regards employees as a core asset, strengthens the philosophy of employment compliance, optimizes remuneration and performance management, safeguards the benefits, personal safety, and mental health to which employees are entitled, and is committed to fostering a safe, healthy, and harmonious working environment.

### Employee Employment

JD Health adheres to employment compliance in accordance with the law, deeply integrating standardized employment practices with humanistic care, establishing a sound employment management system, safeguarding the legitimate rights and interests of employees, and laying a solid foundation for building harmonious and stable labor relations.

### Compliance Management

JD Health strictly complies with the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, and other laws and regulations, and continues to improve internal management systems such as the *Employee Handbook*. Employment contracts explicitly stipulate the prohibition of child labor and any form of forced labor. As of the end of 2025, JD Health had no incidents involving child labor or forced labor.

The Company has always upheld the principles of diversity and equity and is committed to providing fair and reasonable work opportunities for all employees. Throughout the entire human resources process, including recruitment, employment, compensation and benefits, promotion, and training, the Company strictly bases making decisions about personnel on individuals' work capabilities and actual business needs to ensure equal opportunity. We explicitly prohibit differential treatment based on gender, ethnicity, race, nationality, disability, and other characteristics protected by law, and foster an inclusive and respectful working environment.

In 2025, JD Health had a total of 5,263 employees, including 68 disabled people, 288 employees from ethnic minority groups, and 2 foreign employees. New hires this year totaled 3,065.



2025 JD Health Employee Headcount and Breakdown

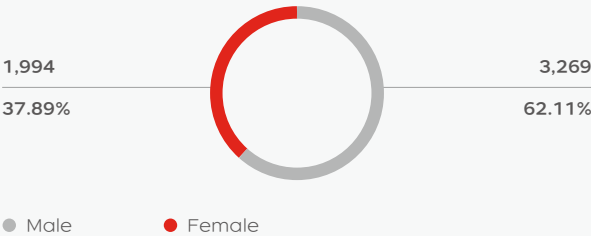
Total employees  
**5,263**

Total part-time employees  
**0**

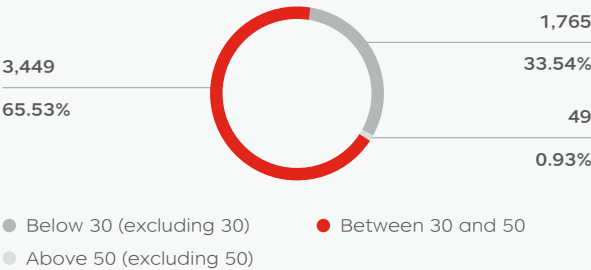
Total new employees  
**3,065**

Employees with disability  
**68**

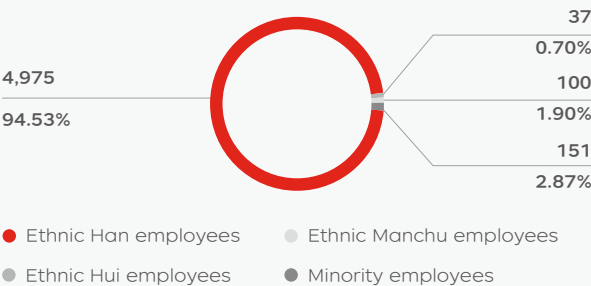
Employees by gender



Employees by age



Employees by ethnicity



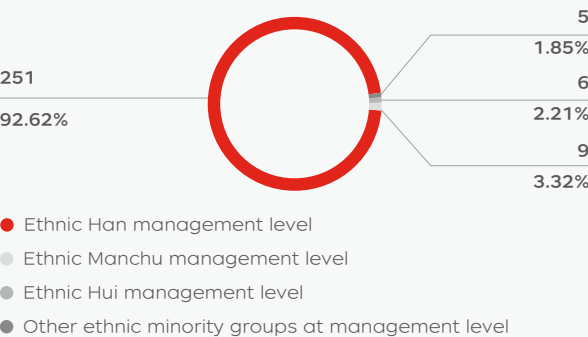
Employees by rank



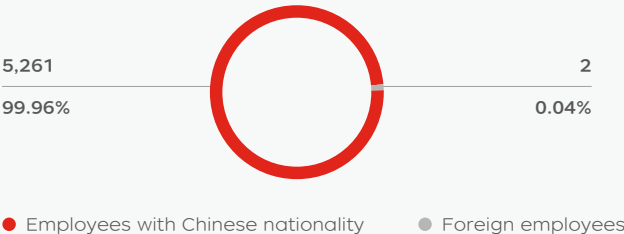
Employees by geographical region



Management level by ethnicity



Employees by nationality



Proportion of Female Employees

Proportion of women in management positions  
(including junior, middle, and senior management)

**48.71%**

Proportion of women in junior  
management positions

**44.44%**

Proportion of women  
in senior management  
positions

**53.33%**

Proportion of women in  
management positions with  
revenue-generating functions

**52.75%**

Proportion of women  
in STEM-related  
positions

**64.44%**

JD Health Employee Turnover in 2025

| Indicators                               |                               | 2025  |
|------------------------------------------|-------------------------------|-------|
| Turnover                                 | Voluntary turnover            | 6.60% |
| Employee turnover by gender              | Male                          | 5.90% |
|                                          | Female                        | 7.10% |
| Employee turnover by rank                | Managers                      | 2.80% |
|                                          | General employees             | 6.80% |
| Employee turnover by age                 | Below 30 (excluding 30)       | 8.10% |
|                                          | Between 30 and 50             | 5.60% |
|                                          | Above 50 (excluding 50)       | 7.50% |
| Employee turnover by geographical region | Employees in Chinese mainland | 6.60% |
|                                          | Employees in other regions    | /     |

Human Rights Protection

The Company follows international principles such as the *Universal Declaration of Human Rights* and the *International Labor Organization Conventions*, and has formulated the *JD Health Human Rights Policy* to continuously advance the implementation of human rights protection. By accurately identifying and assessing human rights risks in the value chain and developing mitigation and remedy strategies for high-risk points, we are committed to minimizing potential human rights impact, preventing negative impacts, and continuously enhancing the effectiveness of human rights protection. In 2025, the Company did not experience any human rights-related negative impact incidents.

In accordance with the *Code of Conduct against Sexual Harassment and Discrimination*, the *JD.com Management System for Disqualification from Positions*, and other relevant rules, the Company regularly organizes topic training on non-discrimination and anti-harassment for all employees to enhance equality awareness and workplace conduct standards for all staff, and is committed to

building an equitable, safe, and respectful working environment. We have established complete procedures for handling complaints, reports, and investigations. Employees who engage in illegal conduct will be subject to disciplinary action in accordance with the rules, and those in serious cases will have their labor relationship terminated and be held legally liable. This year, the Company did not receive any workplace complaints related to sexual harassment in the workplace or discrimination.

In addition, the Company respects employees' rights to organize and participate in clubs and trade unions in accordance with the law, continuously improves democratic management mechanisms, and actively offers suggestions and proposals by selecting employee representatives to participate in the collective bargaining meetings of JD.com. The Company participates every year in the collective bargaining meetings held by JD.com. In 2025, the signing rate of the *Collective Contract of JD.com* reached 100%.

Remuneration System

JD Health has established a remuneration and performance management system oriented toward value contribution, upholding the principles of equity, transparency, and incentives, and aligning employees' growth with the development of enterprises. Through a well-structured remuneration framework and dynamic performance management, we continuously stimulate organizational vitality and unlock talent potential.

Performance Management

The Company remains committed to optimizing performance and promotion systems, with a focus on building a fair, transparent, and efficient evaluation framework to unlock employees' potential and achieve the common development of individuals and the organization.

We implement an assessment cycle that combines quarterly, monthly, and annual evaluations, with corresponding assessment arrangements established for different groups. This year, the Company has further linked organizational performance to the remuneration of employees and managers, and has applied more stringent assessment standards to managers. At present, remuneration is linked to performance for all employees.

Employees' Remuneration and Performance Assessment Mechanisms for Each Job Position

| Job Position Type                                           | Assessment Mechanisms                                                                                                                                                                                                                                                                                                               |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Business groups and other front-office business departments | <ul style="list-style-type: none"><li>Assessment is conducted using the year-on-year growth rate, and variable pay is distributed based on monthly performance results.</li></ul>                                                                                                                                                   |
| Front-line employees                                        | <ul style="list-style-type: none"><li>Variable pay is adjusted based on monthly performance assessment results, with 10 different assessment solutions adapted according to the stage of business development and job position requirements.</li></ul>                                                                              |
| Non-front-line employees                                    | <ul style="list-style-type: none"><li>At the initial stage of the assessment, employees are required to communicate with their immediate supervisors to determine assessment goals in accordance with organizational requirements, which are then confirmed by the immediate supervisors, indirect supervisors, and HRBP.</li></ul> |
| Support departments in the middle and back offices          | <ul style="list-style-type: none"><li>Implement quarterly assessments, with variable pay calculated based on the performance coefficients set by managers.</li></ul>                                                                                                                                                                |

On the basis of the close linkage between "Performance" and "Remuneration", the Company has established a diversified performance appraisal system covering multiple forms, including management by objectives, 360-degree feedback, team performance appraisals, and agile dialogues, thereby building a multidimensional comprehensive assessment mechanism.

Performance Evaluation Mechanisms

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>Performance appraisal system</b></p> <ul style="list-style-type: none"><li>The Company has comprehensively implemented the multidimensional "AB+HR back-to-back" assessment mechanism, under which multiple managers and HR conduct independent evaluations followed by joint deliberation to reduce blind spots in assessments. By further refining the original performance ratings, such as B+ and B-, and monitoring their distribution by job grade, the Company has improved differentiation and fairness in assessments and ensured development space for employees at the junior and mid-levels.</li></ul>                                                                      | <p><b>Talent development and incentives</b></p> <ul style="list-style-type: none"><li>The Company follows the "70% and 80%" promotion principle, under which employees become eligible for promotion opportunities once their capabilities reach 70% of the requirements of the next job grade, and ensures that the proportion of promoting internally qualified employees is no less than 80%, thereby promoting internal talent mobility. At the same time, the Company implements differentiated assessment and remuneration mechanisms so that incentives are better aligned with job positions and business realities, driving performance improvement.</li></ul>                                                                                                                             |
| <p><b>Internal mobility mechanisms</b></p> <ul style="list-style-type: none"><li>In accordance with the Group's policies, the Company updated the <i>JD.com Employee Mobility Management Measures</i>, streamlined the procedures for job transfers, and removed the approval step by the transferring-out department, thereby promoting the orderly flow of talent. In 2025, the transfer rate reached 22.1%, covering cross-unit and departmental adjustments and optimizing human resource allocation.</li></ul>                                                                                                                                                                           | <p><b>Performance improvement and placement</b></p> <ul style="list-style-type: none"><li>For employees whose performance is temporarily unsatisfactory, the Company provides a buffer period and arranges dedicated coaching to help them improve their job competence. If they are still unable to adapt, the Company will provide internal job transfer opportunities to fully unlock their potential.</li><li>If job positions are eliminated due to organizational restructuring, the Company will prioritize placing employees through internal job transfers to retain and redeploy talent.</li><li>The Company works with internal business departments and external partners to provide flexible employment opportunities and help employees achieve a smooth career transition.</li></ul> |
| <p><b>Organizational performance management</b></p> <ul style="list-style-type: none"><li>Starting from 2025, the Company has introduced organizational performance evaluation into its annual performance appraisal. The evaluation results directly affect the individual performance ratings of managers. The evaluation is conducted through a back-to-back tripartite approach involving "immediate supervisors + indirect supervisors + HRBP", and disputed results are calibrated through a review committee. The mechanism covers all managers in the M/P sequence, with a coverage rate of 69.53% (representing the proportion of assessed employees in the M/P sequence).</li></ul> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

Employees' Remuneration

JD Health attaches great importance to building its employee compensation system, strictly complies with relevant national laws and regulations, and has established a systematic and comprehensive remuneration management system based on internal systems such as the *JD.com Compensation Management System* and the *JD.com Salary Management Regulations*, thereby fully safeguarding employees' rights and interests.

| The Company is committed to advancing the following labor management practice commitments:                                                                                                                                                                                                                                                                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>Provide an employee compensation system with competitiveness across the industry and geographical region</li><li>Scientifically plan work arrangements to safeguard employees' work-life balance</li><li>Establish reasonable standards for managing working hours and minimize overtime as much as possible</li></ul> | <ul style="list-style-type: none"><li>Adhere to the principle of equity in remuneration distribution, with broadly consistent remuneration competitiveness between male and female employees</li><li>Safeguard employees' lawful rights to rest and leave in accordance with the law</li><li>When major changes occur in the organizational and personnel structure, establish and implement the necessary internal communication and consultation procedures</li></ul> |

The Company has formulated a labor practice supervision plan and continuously monitors and ensures the implementation of these commitments through regular remuneration research, employee satisfaction surveys, and regular employee communication mechanisms. Through systematic tracking of working hours and benefits implementation, it ensures compliance with the law.

In terms of performance incentives, JD.com implements special incentive plans for teams with outstanding business performance. This year, on this basis, all employees of JD Health additionally received special performance incentives equivalent to two months' salary. In addition, based on employees' rank and job characteristics, the Company implements an equity incentive plan covering senior managers, medical experts, business leaders, and personnel at manager level and above. This year, on top of its existing long-term incentives, the Company introduced an "annual long-term contribution bonus" paid in cash, aiming to enhance the certainty and stability of employees' income and encourage long-term contributions and value creation.

JD Health's Employee Equity Incentive Plan

| Category            | Incentive Plan in 2025                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                     | Encompassing 100% of the senior management.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| Categorized by rank | The equity incentive plan, excluding the senior management, covers all management levels with a reach of about 90%.                                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
| Categorized by post | <p>Medical experts: As the core group for JD Health to build up professional capabilities and establish key business procedures, JD Health invested specific equity resources in 2025 for the long-term retention and incentivization of medical experts, with coverage exceeding 90%.</p> <p>Business unit leaders: As the key role in achieving business objectives and driving business development, JD Health also allocated specific equity resources in 2025 to incentivize them to lead their teams in achieving sustainable business growth, with a coverage rate of 100%.</p> |

Benefits and Care

JD Health continues to actively build an employee benefits system and, through all-round care and in-depth engagement, continuously enhances organizational warmth and employee satisfaction.

Employee Benefits

On the basis of strictly complying with national laws and regulations, JD Health has continuously established and refined a comprehensive protection system covering both statutory benefits and distinctive internal benefits. The benefits cover all employees of the Company, with the aim of enhancing their sense of belonging, fulfillment, and well-being. The Company manages benefits in strict accordance with a series of internal systems, including *the JD.com Subsidy Management Regulations*, to ensure the effective implementation of all measures.

Employee Benefits Plan

| Benefits Category              | Specific Details                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
|--------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Basic living support           | <ul style="list-style-type: none"><li>Statutory benefits protection: in accordance with the law, the Company makes contributions to the social insurances and housing provident fund for employees and strictly implements policies on public holidays and paid annual leave, among others. In addition, a flexible working system is implemented for employees above certain job grades.</li><li>Housing and accommodation support: a "settlement plan" is implemented, and welfare housing subsidies are provided for interns to ease employees' housing pressure.</li><li>Commuting convenience services: shuttle bus service covering all of Beijing is provided, and cooperation with mainstream ride-hailing services is carried out to facilitate employees' commuting.</li></ul>                                                                                                           |
| Employee health protection     | <ul style="list-style-type: none"><li>Multi-tier health security: on top of the social insurances and housing provident fund, a supplementary medical plan and annual physical examination are provided, and a love relief fund has been established.</li><li>All-round insurance coverage: multiple forms of protection are provided for employees, including accidental injury insurance and accidental medical insurance.</li><li>Healthy diet management: together with professional institutions, the Company has created a healthy and nutritious food stall offering more than 200 customized healthy meal options and implements high-standard food safety certification (SGS-HM) for catering suppliers.</li><li>Workplace health protection: during periods of high temperatures, frontline employees are provided with heat-relief supplies and medication delivery benefits.</li></ul> |
| Working environment support    | <ul style="list-style-type: none"><li>Barrier-free environment development: barrier-free elevators, restrooms, and passageways are provided to foster the inclusiveness of the workplace.</li><li>Family care facilities: childcare centers, nursing rooms, and parking spots for working mothers have been established to address employees' family needs.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| Employee care and incentives   | <ul style="list-style-type: none"><li>Festival greetings and activities: during traditional festivals such as the Spring Festival and Mid-Autumn Festival, JD Gifts are distributed to all employees, and cultural activities such as dumpling-making and lantern-riddle guessing are organized.</li><li>Business milestone incentives: during major promotional events such as "6.18" and the "Double Eleven" shopping festivals, the Company organizes motivational packages, well-wishing events, and celebration dinners, and grants incentive bonuses in recognition of employees' contributions.</li></ul>                                                                                                                                                                                                                                                                                   |
| Cultural and sports activities | <ul style="list-style-type: none"><li>Regular exercise support: multiple health clubs, such as basketball, soccer, and hiking clubs, have been established, with venues and funding support provided on a weekly basis.</li><li>Annual tournaments and sports meet: the Company regularly organizes a series of "Sports Season" events covering a range of athletic competitions.</li><li>Fitness facilities: fitness rooms are set up to meet employees' daily workout needs.</li></ul>                                                                                                                                                                                                                                                                                                                                                                                                           |

Case Organizing Employee Sports Meets

In 2025, following the "6.18" and "Double Eleven" shopping festivals, the Company organized sports meets for all employees, covering multiple sporting events and enriching employees' leisure life.



Employee Sports Meet Site

Employee Communication

JD Health regards the enhancement of employee satisfaction and the improvement of communication channels as key elements of organizational development and takes multiple measures to continuously optimize the internal atmosphere.

The Company regularly conducts an employee satisfaction survey every year and, in conjunction with JD.com's unified daily "Employee Satisfaction and Employee Morale" questionnaire, continuously listens to employees' voices. This year, the coverage rate of the Company's employee satisfaction survey reached 100%, and the employee satisfaction score was 4.76, representing a marked increase compared with 2024.

In following up on employee satisfaction results, the Company conducts department-level analysis each quarter of scores from the "One Question a Day" organizational health questionnaire. For low-scoring items, managers formulate improvement plans and incorporate them into quarterly meeting assessments, forming a closed loop for continuously tracking progress. The Company also carries out in-depth interviews around low-scoring issues and advances a mentoring mechanism across organizational and cultural dimensions to strengthen managers' guidance and feedback on employees' career development. At the same time, the Company is committed to building a smooth communication environment by establishing channels such as the CEO mailbox, the "Big Ears" mailbox, and Company-wide communication groups, encouraging employees to voice their views directly, ensuring that opinions and suggestions are collected and responded to in a timely manner, and continuously enhancing employee satisfaction and well-being.

In 2025

the Company's employee satisfaction survey reached

100%

the employee satisfaction score was

4.76

Training and Development

JD Health continues to improve its diversified and multi-level internal training system, fully supporting employees in expanding their career development prospects, while also actively empowering external partners and enhancing the comprehensive capabilities of merchants to jointly achieve more excellent health services standards.

Job Grade System

JD Health is committed to building a scientific and transparent talent development system, providing employees with diversified career development pathways. The Company encourages employees to deepen their expertise in their professional domain while opening up multiple promotion paths across management, technology, and business, with the aim of cultivating versatile talent with core competitiveness and achieving a win-win outcome between their long-term personal and professional goals and organizational development.

JD Health Job Grade System

| Sequence   | Job Grade Range | Main Job Position Types                                     | Core Positioning                                                                                              |
|------------|-----------------|-------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------|
| P sequence | P1-P12          | Technology, product, operations, functional, and management | Core professional/management positions, covering the full career development path from specialist to director |
| O sequence | O1-O6           | Pharmacists, physicians, etc.                               | Frontline operational positions, with a focus on operational proficiency and service efficiency               |
| M sequence | M4+             | Group vice president and above                              | Executive management level, retaining the original management sequence                                        |

Training System

Leveraging JD.com's training systems and resources, JD Health has established a learning system and training programs that combine internal training with external instruction for all employees (including part-time employees and outsourced employees), in compliance with the *Internal Training Management System for Employees*, the *Employee Education Funding Management System*, the *Internal Lecturer Management System*, the *Supplier Training Management System*, and other relevant regulations. The content covers multiple categories, including professional skills training, leadership enhancement, and new employee onboarding training, while also providing empowerment training for external partners.

The Company has continued to deepen the "I am Attending the University in JD.com" initiative, covering regular employees, interns, part-time employees, suppliers, and employees' families, and has opened a channel for all employees to improve their academic qualifications for all relevant groups. In addition, the Company provides all employees with opportunities for degree and certification funding support, including discretionary reductions or exemptions of tuition, and offers specialized loans to employees pursuing MBA/MEM programs while on the job, so as to effectively help employees achieve the dual goals of academic advancement and career development.

In 2025, 100% of JD Health employees received the training, with the average annual learning duration per employee reaching 47.31 hours, and the total investment in training and development for its employees amounting to RMB 402,953.

Skills Training

In 2025, the Company provided professional knowledge and skills training for all employees. The training programs focused on strengthening core business capabilities and enhancing job competence and practical innovation capabilities. Taking procurement and sales teams as an example, a total of 17 specialized training sessions on professional capabilities were conducted throughout the year, featuring systematic content and diversified formats to comprehensively improve the professional capabilities of procurement and sales personnel.

| Training Participants                                       | Training Content                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Advanced procurement and sales (P6 and above)               | <ul style="list-style-type: none"><li>Focusing on key skills for senior procurement and sales teams, such as category planning, exclusive distribution, and pricing, the program innovatively adopts an integrated training-and-practice model, using workshops and project-based learning as the primary methods, and emphasizing the application of learning in real business scenarios through the integration of training and practice.</li></ul> |
| Junior and intermediate procurement and sales teams (P3-P5) | <ul style="list-style-type: none"><li>General skills training is provided covering foundational understanding of the full job position procedures, operational capabilities, and data analysis, including courses such as <i>Understanding the Procurement and Sales Role</i>, <i>Basic Product Operations</i>, <i>Product Cost Analysis</i>, <i>Product Pricing Strategy</i>, <i>User Operations</i>, and <i>Event Operations</i>.</li></ul>         |

Leadership Training

By establishing a multi-tiered and systematic succession and development plan covering all employees, the Company continuously cultivates future leaders, creates a clear and solid career growth path for every employee, and fully supports the implementation of the Company's sustainable development and talent strategy.

We implement a tiered and full-cycle leadership development system for the Company's managers, achieving targeted development through clearly defined division of responsibilities and tiered course design.

| Tiered Training Responsibilities                                                                                                                                                                                                                                                                                | Graded Course Design                                                                                                                                                                                                                                                                                                                                                                                                          | Distinctive Teaching and Implementation                                                                                                                                                                                                                                                                                                                             |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"><li>Level C-1<sup>20</sup> is centrally operated by the Group.</li><li>Levels C-2/3/4 are mainly managed by JD Health, among which P9 and above are coordinated by the Group Growth Center. The Company focuses primarily on levels P5-P8, achieving 100% coverage.</li></ul> | <ul style="list-style-type: none"><li>For manager-level employees at P5-P6, a "Foundation Class" is established, focusing on basic management skills such as managers' role awareness and performance management.</li><li>For manager-level employees at P7-P8, an "Advanced Class" is established, with a focus on advanced management skills such as cultural inheritance, team development, and business acumen.</li></ul> | <ul style="list-style-type: none"><li>A total of 5 classes were delivered throughout the year, including 2 specialized health-focused classes that integrated real business cases from JD Health and adopted case-based teaching and co-creation workshops to promote the simultaneous enhancement of management capabilities and business understanding.</li></ul> |

<sup>20</sup> Level C: Typically refers to a Business Unit or Line of Business, which is an internal hierarchical division of core business segments within JD Health.

New Hire Orientation

JD Health has established a three-in-one new employee onboarding system integrating "centralized training + cultural integration + long-term development," aiming to help new hires quickly integrate into their teams and achieve career growth.

The seven-day centralized training in Suqian

- All new employees, including those of JD Health, were organized to travel to Suqian to participate in centralized training. Through intensive offline courses and team activities, the program deeply conveyed JD.com's corporate culture and business philosophy, strengthened new employees' sense of belonging and identification with the Company, and enabled their transformation from "new hires" into "JD.com employees."

"Hello Health" onboarding training

- All new employees were organized to participate in online training courses comprehensively covering JD Health's business scope and organizational structure, with a particular emphasis on red-line knowledge such as data security and compliance with anti-corruption regulations, ensuring that while new employees gain an understanding of the Company, they also build strong awareness of professional boundaries.

JDS Growth Night School

- A four-month integration and development plan was tailored for new graduates, providing career guidance and unlocking potential through the welcome ceremony, face-to-face sessions with managers, general capability courses, and refined operations PK competitions, thereby helping new graduates quickly adapt to the workplace and deliver performance.

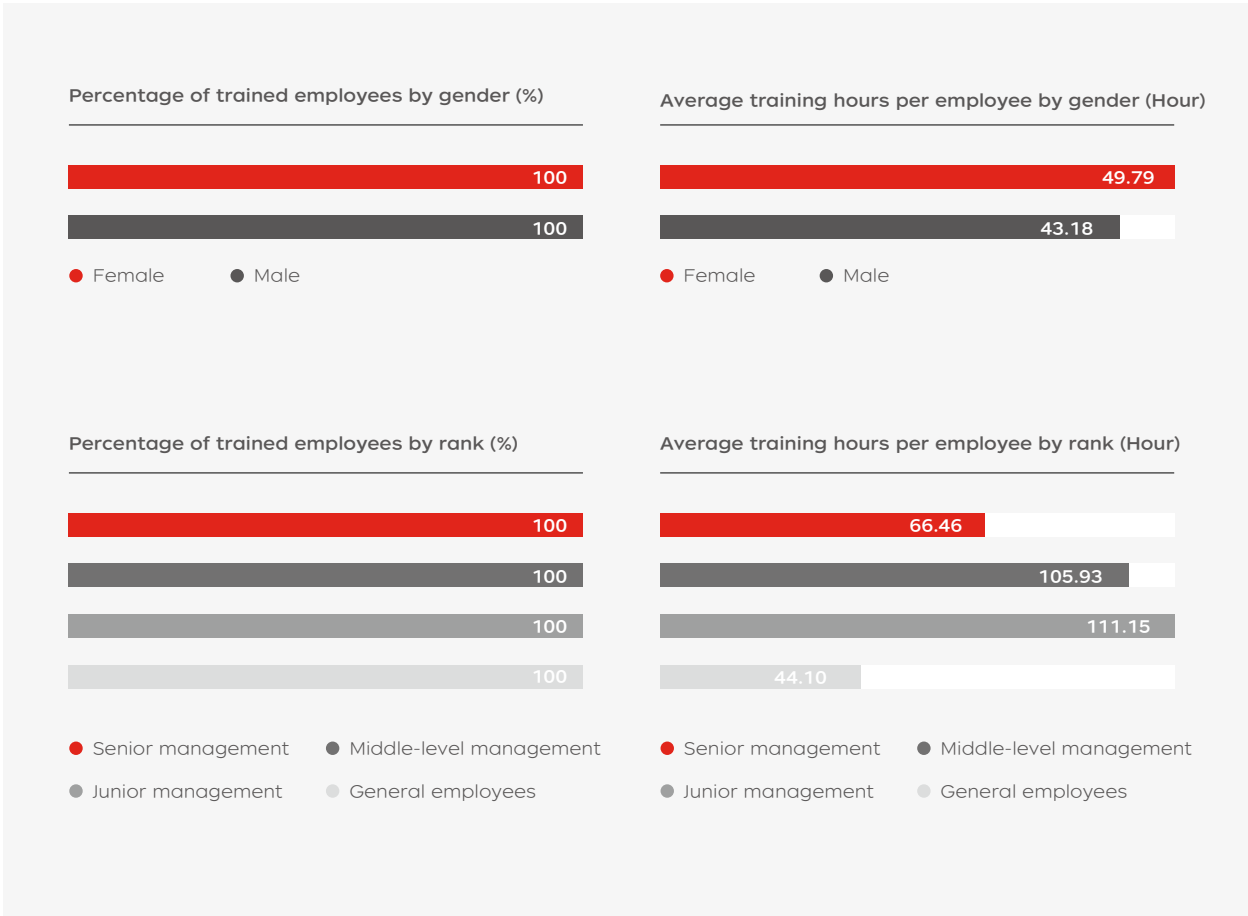
Cultural training for new health employees

- Training for new employees in the P Sequence was led by the Group Growth Center, while the O Sequence (frontline employees) are trained by JD Health. The content focused on *Growing with JD*, *Becoming a JD Employee*, and *Pharmacy Service SOP*, among others. A total of 36 sessions were delivered throughout the year to ensure that cultural values and job skills were implemented in parallel.



New Employee Onboarding Session

JD Health Training Data for 2025



Partner Empowerment

JD Health places great importance on the growth of external partners and actively supports their ongoing development. To this end, it has established a series of management systems and standards, including the *JD Health Business School Category Expert Management System*, the *JD Health Business School Video Course Recording and Course Information Reporting Specifications*, the *JD Health Business School Course Review Specifications*, and the *JD Health Business School Online Live Training SOP*, so as to promote standardized and normalized training operations.

Relying on the Business School, the Company actively offers various training courses and provides precise and practical training content for new merchants, regular merchants, and part-time doctors. At the same time, the Company organizes systematic and comprehensive training activities for all suppliers on a regular annual basis, assisting suppliers in improving their quality management system and continuously enhancing their operational capabilities. We also attach importance to the professional growth of pharmacists and doctors and carry out a range of targeted training initiatives, including organizing pharmacists to participate in training in complex case discussions to improve their pharmacotherapy planning skills, and hosting online lectures on the latest medical technologies for doctors to help them promptly update their knowledge.

Occupational Health

The Company always places employees' health and safety first, strictly complies with the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*, the *Work Safety Law of the People's Republic of China*, and other relevant laws and regulations, and has formulated the *JD Health Occupational Health and Safety Management Policy* to systematically advance the development and implementation of the occupational health and safety management system and build a safe and reliable working environment.

In accordance with JD.com's unified requirements, JD Health carries out occupational health and safety management by taking the occupational health and safety committee (OHS Committee) established by the Group as the highest management body in this field. The committee is chaired by the Group's chief human resources officer (CHO), with the heads of each BG BU<sup>21</sup> serving as committee representatives and jointly making decisions about the strategic direction of occupational health and safety. To ensure implementation, the committee has established an occupational health and safety working group and set up task forces across each business segment, thereby forming a multi-tiered and comprehensive management execution system.

To continuously enhance all employees' occupational health and safety awareness and sense of responsibility, the Company has incorporated the effectiveness of safety environment development into the performance evaluation of managers at all levels, effectively improving safeguards for Company property and employee safety and promoting the effective implementation of various safety preventive measures.

Occupational Health and Safety Management Measures

Confirm priorities

Risk and hazard inspection

Emergency rescue plan

Increase employee participation

Employee health and care

Safety facilities in office areas

- Establish priorities for occupational health and safety work and formulate detailed action plans.
- Regularly organize and conduct systematic inspection covering product materials, workplace hazards, labor protection, occupational hazard facilities, and hazard sources, and implement closed-loop supervision and governance to prevent safety hazards at the source.
- Establish a professional emergency rescue team and formulate standardized response procedures and post-incident review mechanisms to continuously improve response capabilities for emergencies through ongoing summarization and improvement.
- Incorporate consultation and participation by employees (or employee representatives) into key procedures to ensure that occupational health policies meet actual needs, enhance employees' sense of identification and execution, and jointly foster a safety culture.
- Provide more targeted annual health check-ups based on the characteristics of employees in different job positions, contributing to helping employees promptly identify and address potential health risks.
- Optimize the employee assistance program for psychological health by providing long-term and systematic psychological support for employees through offline consultations, telephone advice, online video sessions, and other channels, helping them better cope with challenges in work and life.
- Organize more employees to participate in first aid training and obtain first aid certificates, providing solid support for building a safe and healthy working environment.
- Continue to ensure the routine maintenance of AED emergency medical equipment and widely provide first aid training on cardiopulmonary resuscitation (CPR) and how to use AED among all employees to help them become proficient in emergency response procedures.

The Company regularly conducts systematic occupational health and safety training for all employees, covering areas such as workplace safety protocols, occupational disease prevention, first aid skills, and mental health. These initiatives aim to continuously enhance employees' safety awareness and self-protection capabilities, ensure the effective implementation of safety policies, and foster a safe and healthy working environment.

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

| Indicators              |                                                            | Unit                      | 2025  | 2024  | 2023  |
|-------------------------|------------------------------------------------------------|---------------------------|-------|-------|-------|
| Work-related fatalities | Number of work-related fatalities                          | person                    | 0     | 0     | 0     |
|                         | Rate of work-related fatalities                            | %                         | 0     | 0     | 0     |
| Work-related injuries   | Working days lost due to work injury                       | day                       | 856   | 65    | 84    |
| LTIFR                   | LTIFR of employees per million working hours <sup>22</sup> | per million working hours | 0.862 | 0.563 | 0.805 |



<sup>21</sup> BG BU is a general term used by JD.com for its various business segments or business groups, typically including Group, Retail, Technology, Logistics, etc. It is a concept in JD.com's organizational structure used to distinguish and manage different business units.

<sup>22</sup> Formula: LTIFR = (Number of lost-time injuries / Total working hours of employees) × 1,000,000

# Public Health

JD Health upholds the philosophy of "health-centeredness" and leverages its leading internet technology advantages and platform capabilities to advance the inclusiveness and accessibility of medical resources. We continue to expand the scope and substance of healthcare services, and through digital and intelligent means, continuously improve the efficiency and quality of public health services. In doing so, we actively respond to the Healthy China initiative and contribute to improving the health and well-being of all people.

## Promoting Inclusive Healthcare

JD Health places great importance on inclusive healthcare. Through public-convenience and benefiting services such as online medical insurance payment and nurse-at-home, it continues to expand the boundaries of healthcare services. We actively carry out health education and national health action, and are committed to removing temporal and spatial barriers to medical resources and building an inclusive health service system that is comprehensive and covers the full life cycle.

### Public-Convenience and Benefiting Services

JD Health continues to deepen its integrated online and offline public-convenience and benefiting services. While consolidating its leading scale advantages in rapid at-home testing and nurse-at-home services, it has further expanded into the "doctor-nurse collaboration" home device installation model and the online "Cloud Accompanied Examination" service. We have extended Grade-A tertiary hospital-level professional services into household scenarios, effectively enhancing the accessibility of healthcare services related to people's livelihood.

Case

#### Pioneering the "Medical Staff Home Visit" Device Installation Service to Create New Scenarios for the Treatment of Respiratory Diseases

Starting in November 2025, JD Health, together with respiratory specialists from Beijing Chaoyang Hospital, innovatively launched a new in-home installation service for non-invasive ventilators featuring a model of "doctors' online prescriptions + nurses' offline execution." During the pilot period across 9 provinces and municipalities, this initiative achieved "zero" for both the complaint rate and the return rate. Addressing complex people's livelihood needs such as advanced age and severe illness, the service effectively resolved key pain points including difficulty of operation for patients and high medical risks through the model of "online follow-up + offline installation." This service not only realized a leap from retail to services, but also enabled patients with different conditions to enjoy specialized services through differentiated grading diagnosis and treatment mechanisms.

Case

#### Integrating Continuous Glucose Monitors with AI Technologies to Make Chronic Disease Management Part of Daily Life

In 2025, JD Health worked with a medical device brand to launch an innovative application combining continuous glucose monitors with medical AI technologies. Through real-time analysis of blood glucose data, it provides users with immediate guidance on diet and lifestyle. This service integrates professional medical monitoring capabilities into patients' daily lives, making complex chronic disease management simple and easy.

Case

#### "Cloud-Based Examination Companionship" Reshapes the Management Chain and Digitally Drives Health Services

JD Health launched the "Cloud-Based Examination Companionship" initiative through end-to-end digital transformation, achieving a model shift from "one-time examination" to "full-process cloud-based management." Leveraging a "doctors + AI" model, the initiative provides precise pre-examination solutions, supplemented by "private doctors' cloud-based examination companionship" during the examination process and proactive follow-up visits within 24 hours after the examination, thereby establishing a complete health management closed loop. "Cloud-Based Examination Companionship" has enabled more users to access health checkup resources more conveniently and efficiently. During the reporting period, it cumulatively reached more than 100,000 participants, with user satisfaction as high as 99.5%.

##### Online Private Doctors' Full-Process Cloud-Based Examination Companionship - Service Procedures Diagram



### Online Medical Insurance Payment

JD Health has continued to promote the adoption of online medical insurance payment. Building on the 2024 pilot program in Beijing, the Company accelerated its nationwide deployment in 2025. Through technology empowerment, we connected the online medical insurance payment chain, significantly improving the flexibility and convenience of medication purchases for insured citizens and effectively transforming the benefits of digital medical insurance into safeguards for public health and people's livelihood.

#### Key Performance

|                                                                                   |               |                                                       |
|-----------------------------------------------------------------------------------|---------------|-------------------------------------------------------|
| The business covered provinces (autonomous regions and municipalities) nationwide | cities across | representing an increase of cities compared with 2024 |
| 10                                                                                | 30            | 12                                                    |

Health Education

JD Health leverages innovative approaches to break down the professional barriers surrounding medical knowledge. Working together with academicians and authoritative Grade-A tertiary hospitals, it has built a comprehensive, multidimensional public health education network. We empower people's livelihood with scientific and authoritative content and enhance public health literacy through initiatives such as live streams featuring renowned doctors and public welfare actions for specific diseases.

Standardized  
knowledge  
platform

- In 2025, JD Health continued to deliver high-quality health science content through its live streams featuring renowned doctors platform, covering multiple critical illness and chronic disease fields such as traditional Chinese medicine, psychiatry, and oncology, reaching a cumulative audience of **500,000**.

Top-tier  
authoritative  
science  
popularization

- At the end of 2025, JD Health partnered with Academician Fan Daiming, chairman of the China Anti-Cancer Association, to launch the annual public welfare health education campaign Academics' Lectures, promoting the concept of "integrated medicine" and translating the national anti-cancer strategy into accessible and practical action guidance, with total online reach **exceeding 5.1 million**.

Large-scale  
themed  
public  
welfare  
activities

- JD Health partnered with The Paper to launch the public welfare campaign "Confess to the World." Through creative online health education and targeted offline outreach at Grade-A tertiary hospitals, it guided society to eliminate prejudice against people with vitiligo, generating cumulative exposure of **more than 50 million** and opening green-channel medical consultation access at **10** renowned hospitals nationwide for patients.

Seasonal  
health  
protection

- JD Health partnered with Shanghai Pulmonary Hospital, Renmin Hospital of Wuhan University, and other hospitals to deliver comprehensive health education on respiratory diseases that occur frequently in winter. The Warm Winter Protection Plan served **more than 3 million** participants.
- JD Health partnered with Union Hospital, Tongji Medical College, Huazhong University of Science and Technology to hold a winter public welfare campaign on cardiovascular and cerebrovascular health. Through health education and screening, the initiative helped build a health defense line, generating a total of **1.6 million** impressions.

Specialized  
health  
management

- JD Health partnered with Shanghai Renji Hospital, Nanfang Hospital, and others to launch the "Bone Dance Health" public welfare initiative, providing free clinics and complimentary testing, with full-cycle services reaching **3.9 million** individuals.
- JD Health partnered with The First Affiliated Hospital of Sun Yat-sen University, Shanghai Renji Hospital, and four Grade-A tertiary hospitals to carry out the "Scientific Blood Glucose Control" themed campaign, reaching **1.2 million** individuals through multi-channel health education.
- JD Health partnered with Zhongshan Ophthalmic Center of Sun Yat-sen University to hold the "EYE Protecting Bright Vision" campaign. Through online expert talks, free consultations, and engaging knowledge competitions, it guided the public to protect eye health scientifically.

Case

Launching a Special Influenza-Season Health Education Campaign to Practice Responsible Marketing and Medication Guidance

During the peak influenza season from October 2025 to January 2026, relevant knowledge was disseminated to the public through a combination of online platforms and offline channels. Online, easy-to-understand prevention and treatment information was delivered through the JD Instant Medicine Delivery Service platform and social media platforms, while offline efforts extended into communities and shopping malls through on-the-ground outreach, educational campaigns, and DM flyer distribution, guiding the public toward rational medication purchases and appropriate medication use based on individual conditions. This campaign not only provided early warnings based on disease trends, but also effectively reduced the risks of antibiotic abuse and medication misuse, achieving a behavioral shift from "passive treatment" to "proactive prevention" and effectively improving public health literacy.



Science Popularization Campaign Carried Out Through a Combination of Online Platforms and Offline Channels

National Health Action

JD Health actively responds to the national Healthy China initiative by launching a national health action covering all age groups and all scenarios through innovative incentive mechanisms.

Case

Launching the "Happy Weight Loss" Campaign to Drive the Transformation Toward Healthy Lifestyles for All

From April to June 2025, in response to the national call for the "Weight Management Year," JD Health launched the "Happy Weight Loss" public welfare activities and introduced an innovative incentive mechanism of "RMB 100 in cash for every pound lost." By integrating online platforms with offline physical stores, it provided weight loss solutions across all scenarios. The campaign attracted **more than one million** participants online, with nearly **40,000** actual offline participants, and ultimately distributed weight loss bonuses totaling **more than RMB 10 million**. This initiative not only effectively stimulated public enthusiasm for participation in weight management, but also successfully encouraged hundreds of thousands of people to embark on a scientific fitness lifestyle through a "social incentive" model, making it a health communication event with strong social demonstration and driving effects during the year.



On-Site Footage and Media Materials From the "Happy Weight Loss" Campaign

# Comprehensive Health Protection

JD Health consistently focuses on the differentiated health needs of diverse social groups and continues to expand the boundaries of health protection by building a multi-tiered service and support system. We have cultivated deep expertise in areas including mental health, rare disease care, disability support initiatives, child development, and elderly health, leveraging the platform to enable precise outreach and professional care for key populations. Through the deep integration of medical resources and public welfare forces, every group can benefit from professional and compassionate health protection.

## Nurturing Mental Health

JD Health has built a multi-dimensional mental health support network. Relying on the professional resources of the psychiatric and psychological center of JD Internet Hospital, it continuously enhances the professionalism and accessibility of mental health services through AI assessment, art therapy, and various other approaches. We focus not only on clinical diagnosis and treatment, but also on eliminating social prejudice through innovative science popularization formats, thereby safeguarding the inner world of the public, especially adolescents.

### Case

#### Partnering with West China Hospital to Launch a Mental Health Art Month and Build a Youth Mental Health Support Network

From April to May 2025, during the National Student Mental Health Awareness and Education Month, JD Health joined hands with the "Colorful Snail Joint Action Group" of West China Hospital, Sichuan University, along with multiple social partners, to jointly launch a public welfare mental health art month initiative. The initiative focused on adolescents in difficult circumstances and successfully established a three-in-one support network linking schools, communities, and hospitals through featured programs such as the "dedicated service section for students," the "summer camp for adolescents out of school," and "community art workshops." Backed by the professional capabilities of the psychiatric and psychological center of JD Internet Hospital, the initiative not only improved the professionalism of mental health services, but also explored a new pathway for community rehabilitation for patients with mental disorders through cross-sector collaboration.



Promotional Poster for the "Public Welfare Mental Health Art Month"

### Case

#### Two "Hearts" in One Exhibition: The "Heart Maze Art Exhibition" Empowers the Physical and Mental Health of the Public Through Cross-Sector Integration

In the fall of 2025, JD Health innovatively launched the "Heart and Mind Art Exhibition" in Wuhan. Cleverly integrating the themes of World Heart Day and World Mental Health Day, the event combined public education on heart health and mental health through a cross-disciplinary curatorial approach, delivering a health promotion campaign for the public "from the heart to the mind."

At the heart health level, during World Heart Day in late September, JD Health joined hands with Union Hospital, Tongji Medical College, Huazhong University of Science and Technology to create a giant heart-themed art installation covering more than 300 square meters. Through four major interactive exhibition zones, including "Opening and Closing" and "Joyful Motion," the exhibition transformed the hospital's world-leading achievements, such as cellularized valves and the magnetic levitation ventricular assist device "D-minicor," weighing only 45 g, into experiences accessible to the public. During the exhibition, it attracted many local residents to visit and share their experiences. During the same period, the two parties also deepened their cooperation, and their jointly established remote medical center has served **more than 10,000 patients across 29 provinces nationwide**, while its public education content reached **more than 300,000 participants**.



Giant Heart Health Education Installation

At the mental health level, shortly afterward during World Mental Health Day in October, JD Health collaborated with Renmin Hospital of Wuhan University and Wuhan Mental Health Center (WMHC). Centered on emotionally focused therapy, the event artistically presented professional psychological knowledge through four immersive experiences and interactive installations such as "Emotion Geometry." The event also exhibited artworks created by adolescents from the "CAFF Garden" and "Colorful Snail" public welfare projects. The Mental Health Center of JD Health Internet Hospital has integrated resources from **more than 6,000 psychiatrists and over 2,000 psychological counselors nationwide**.



Adolescent Artworks at the "Heart and Mind Art Exhibition"

Through the deep integration of art, technology, and medicine, the entire "Heart and Mind Art Exhibition" series deepened public awareness of heart health and mental health, representing an innovative practice in support of the Healthy China initiative.

Caring for Groups with Rare Diseases

JD Health fully leverages the pivotal role of its internet healthcare platform by working with the government, Grade-A tertiary hospitals, non-profit organizations, and pharmaceutical enterprises to continuously provide public welfare support for patients. Through diverse public welfare practices and ecosystem collaboration, we are committed to ensuring that every "rare" condition is seen by society and safeguarded by professional care.

As of the end of 2025, JD Health's rare disease care project had provided cumulative assistance to over 800 patient visits. The "Medical Care Station" medical social work public welfare project initiated by United Public Welfare Institutions has cumulatively provided consultation support to over 37,000 patient visits of rare disease patients.

As of the end of 2025

JD Health's rare disease care project had provided cumulative assistance to over

800

patient visits to date for more than 37,000 patient visits

37,000

Case

Launching the "Guarding Hearts with Care, Running for Love" Public Welfare Run to Raise Social Awareness

In February 2025, JD Health joined hands with the Beijing Xingguang Public Welfare Development Center, the Rare Disease Medicine Center of Peking University First Hospital, and many other institutions to hold the "Guarding Hearts with Care, Running for Love" themed event in Beijing. More than 100 volunteers and medical professionals gathered together to promote and popularize knowledge related to rare diseases among the public through a combination of exercise and public welfare advocacy. The event successfully transformed professional medical resources into a public welfare force with broad public participation and, through offline advocacy and outreach, called on society to pay greater attention to rare disease patient families and improve their quality of life.



On-Site at the "Guarding Hearts with Care, Running for Love" Public Welfare Run

Case

Organizing a Rare Disease Public Welfare Art Touring Exhibition to Convey Warm Humanistic Care

During the 18th International Rare Disease Day, JD Health hosted the "Hello, shining children" rare disease children's painting and photography exhibition at Peking Union Medical College Hospital, Beijing HUIJU, and other venues in Beijing. By displaying paintings created by children with rare diseases and photographic works documenting their real lives, the exhibition gave tangible expression to the resilience and radiance of patients. During the event, JD Health volunteers and medical social workers provided on-site explanations and distributed brochures to raise public awareness of rare diseases, while building an emotional bridge among doctors and patients, family members, and society, and advocating social inclusion and compassionate care through the power of art.



"Hello, Shining Children" Charitable Exhibition Site

Case

Hosting the Rare Disease Service Ecosystem Forum to Jointly Build an Industry Support System

In February 2025, the "Fourth Rare Disease Service Ecosystem Forum," hosted by JD Health with support from People's Daily Health, was held in Beijing. The forum brought together representatives from multiple parties to discuss core topics including rare disease diagnosis and treatment, medication, rehabilitation, and social support. At the forum, JD Health joined with public welfare foundations to launch the joint "Light of rare diseases, united in care" initiative, aiming to integrate industry resources, build a comprehensive and multi-level service ecosystem for patients with rare diseases, and drive meaningful improvements in patients' quality of life.



"Fourth Rare Disease Service Ecosystem Forum" Site

Caring for People with Disabilities

JD Health cares for the health of people with disabilities and has built a full-scenario disability assistance service system through its trinity model of "Products + Services + AI." We have cultivated deep expertise in areas including home-based rehabilitation for people with disabilities, early screening and warning, and the supply of assistive devices. By combining technological innovation with charitable donations, we are bridging the "last mile" of disability assistance services and contributing to enabling people with disabilities to achieve a life of greater dignity and higher quality.

Case

Launching the "Disability Assistance Zone" and Initiating Support for People with Hearing Impairments to Build a New Technology-Enabled Disability Assistance Ecosystem

In May 2025, JD Health officially launched the "Disability Support Zone," covering 30,000 brands and thousands of subcategories to comprehensively meet needs across scenarios such as hearing assistance, mobility assistance, and assisted sleeping. Meanwhile, the Company joined hands with brand partners to launch the "Hearing Disability-Friendly Initiative," donating hearing assistance devices worth millions of yuan to frontline hearing-impaired employees in logistics, food delivery, and other sectors. Through AI health guidance provided by the "Jingyi Qianxun" medical large model, as well as "medical-testing-diagnosis-medicine" closed-loop services, JD Health is serving major people's livelihood needs through localized services, contributing to enabling people with disabilities to work and live with greater ease.



JD APP "Technology-Assisted Disability Support" Zone

Caring for the Elderly

JD Health attaches great importance to the elderly and is committed to building a digital and intelligent elderly care service system integrating medical care, elderly care, rehabilitation, and nursing. In response to pain points such as difficulties in medical consultation, difficulties in nursing care, and an insufficient degree of age-friendly adaptation for older persons, we provide higher-quality and more compassionate health protection for the elderly by expanding access to medical resources, innovating home care models, and advancing policy implementation.

Case Caring for Rural Elderly Influenza Protection, Pharmaceutical Donations Contributing to Grassroots Health

In November 2025, during "World Flu Day," JD Health, together with the China Social Assistance Foundation, launched a charitable donations campaign for the influenza season. In response to the relative shortage of medical resources in rural areas and the insufficient awareness of protection among the elderly, the Company donated commonly used influenza pharmaceuticals and health medicine kits to 50 village clinics in Henan Province, benefiting more than 20,000 rural elderly persons. The campaign not only provided timely material support, but also effectively enhanced influenza prevention and control capabilities among susceptible rural populations of advanced age through scientific medication guidance from professional pharmacists.

Case "Nurse-At-Home" Enters the Community to Create a "Neighborhood Care" Public Welfare Closed Loop for Assisting the Elderly

In November 2025, JD Health Nurse-at-Home, together with the Tianjin Hebei District Elderly Association, carried out 14 community public welfare initiatives for assisting the elderly under the theme "Neighborhood care, health companionship" across 5 subdistricts and 8 communities. The initiatives cumulatively served more than 5,000 of elderly residents. By providing professional services such as free health monitoring, traditional Chinese medicine physiotherapy experiences, and consultation on long-term care insurance policies, they delivered high-quality nursing resources to the doorsteps of the elderly, effectively alleviating home care challenges faced by elderly people of advanced age and disabled elderly people and enhancing the well-being of the elderly.

Community public welfare initiatives for assisting the elderly under the theme "Neighborhood care, health companionship" across

14

The initiatives cumulatively served more than

5,000



Free Health Monitoring Event Site for "Neighborhood Care, Health Companionship"

Case Launching a Special Initiative to Improve Hearing Aid Service Quality and Effectively Optimize the User Experience of People with Hearing Impairments

In 2025, in response to pain points reported by users in hearing aid selection and use, such as "not knowing how to choose," "not knowing how to adjust," and "noise when wearing," JD Health introduced five innovative measures to comprehensively safeguard the safe use of hearing aids by people with hearing impairments:

- Front-loaded intelligent hearing tests** In collaboration with brands, JD Health launched hearing assessment and fitting plug-ins and mini programs to help users preliminarily evaluate the degree of hearing loss (mild/moderate/severe) and achieve scientific product selection;
- Precise matching recommendations** A new "maximum full-on gain" indicator was added to product pages to intelligently match users' level of hearing loss and improve purchase accuracy;
- Algorithm optimization to ensure user experience** The Company worked with brands to upgrade hearing aid algorithms and add a "restore factory settings" function, effectively alleviating algorithm imbalance caused by frequent adjustments;
- Professional companion-style services** A professional customer service team was established to conduct multiple rounds of follow-up phone calls on days 1, 3, 5, 7, 15, and 30 after purchase, provide remote adjustment guidance, and avoid discomfort caused by improper operations;
- Worry-free trial commitment** In collaboration with brands, JD Health launched the "4-week real-ear plan," under which users dissatisfied within 4 weeks may return or exchange products free of charge, thereby lowering the threshold for making decisions.

Case Donating Home Testing Products to Contribute to Disease Prevention for Persons with Disabilities

In May 2025, when the 35th National Day for Helping Persons with Disabilities, JD Health donated 3,000 home testing products (including Helicobacter pylori, HPV, and trace element tests) to the Beijing Disabled Persons' Welfare Foundation, with a total value of approximately RMB 520,000. Relying on the home testing model, this initiative enabled persons with disabilities to access professional medical-grade screening without leaving home, effectively addressing the pain points of "difficulty going out" and "fatiguing examinations" faced by this group, and significantly reducing their burden of medical consultation and time costs through precise prevention.



Donation Ceremony for "JD Public Welfare Caring Assistance for Persons with Disabilities Application for JD Health Home Testing Services"

Case

Deep Participation in the China International Silver Industry Exhibition, Promoting the Renewal of Age-Friendly Renovation and the Implementation of National Subsidies

During the 11th China International Silver Industry Exhibition (SIC), JD Health actively promoted the wider adoption of age-friendly services through the deep integration of an "online venue + offline experience" model. We set up age-friendly experience zones covering all scenarios, including hearing assistance, mobility assistance, and bathing assistance, and helped the elderly in Guangzhou efficiently obtain age-friendly consumption subsidies of up to **30%** under the national subsidy program. At present, JD Health's age-friendly offerings have registered coverage of **30,000** brands and **thousands of** subcategories, contributing to age-friendly upgrades in the living environments of more elderly households.



China International Silver Industry Exhibition Site

Caring for Women's Health

JD Health has consistently integrated care for women's welfare into its corporate social responsibility practices, providing tangible support for women's physical and mental health through care initiatives and conveying warmth and strength.

Case

Launching the "Women's Health Care Initiative" to Safeguard the Health of Women at the Grassroots Level

In October 2025, JD Health, together with the Beijing Yuanmeng Public Welfare Foundation, launched the "Women's Health Care Initiative," providing in its first phase menopause symptom research and professional medication support for **50** female sanitation workers in Beijing. Relying on an integrated one-stop service chain of "science popularization + consultation + medication," the Company invited experts from Peking Union Medical College Hospital to carry out in-depth educational outreach, guiding menopausal women to respond to health challenges in a scientific manner.



Event Site of the "Women's Health Care Initiative"

Engaging in Social Welfare

JD Health actively engages in public welfare and provides comprehensive support in areas such as community services, disaster relief donations, and rural revitalization. We transform our professional capabilities into social warmth through efficient resource coordination and precise delivery of care, and fulfill our social responsibility through concrete actions. In 2025, JD Health carried out more than 30 public welfare activities in total and jointly donated supplies with a total value of more than RMB 10 million.

In 2025

JD Health carried out

more than **30**

Public welfare activities in total and jointly donated supplies with a total value of more than **more than RMB 10 million**

Expanding the Reach of Community Welfare

JD Health deeply integrates the efficiency of instant retail with the warmth of community welfare, leveraging the synergies between its online platform and self-operated stores to break away from the impersonal nature of traditional medical services. We accurately identify the subtle pain points the public experiences in special scenarios such as respiratory diseases, allergy seasons, and periods of high temperatures in summer, and reshape the role of community health stations through differentiated and caring services, bringing professional services into everyday life and making health protection readily accessible.

Case

Launching a Winter Warm Water Delivery Service with Each Order to Build Instant Health Services with Warmth

During the peak winter flu season in 2025, the JD Instant Medicine Delivery Service platform launched the "Warm Winter Complimentary Warm Water with Each Order" service to address the pain point of patients receiving their medicine without warm water to take it with and cumulatively delivered **1.86 million** bottles of customized warm water. This initiative not only addressed the urgent need for immediate medication intake but also attracted widespread public attention through uplifting stories such as "JD.com deliverymen delivering warm water to fellow delivery workers." By directly addressing the subtle needs arising in illness-related scenarios, the initiative successfully conveyed a corporate social responsibility image of "bringing greater warmth to service" in the cold winter.

Case

Launching the "Red Nose Rescue Plan" During Allergy Season to Address Subtle Health Pain Points Through Empathetic Care

In response to the problem of nasal damage caused by frequent wiping during the spring and autumn allergy seasons and periods of high influenza incidence, the JD Instant Medicine Delivery Service platform, together with brand partners, launched the "Red Nose Rescue Initiative." Consumers who made medication purchases received complimentary dedicated moisturizing cream tissues with their orders, creating a seamless end-to-end connection between the convenience of online delivery and tangible offline care. Focusing on often-overlooked health details, the initiative received proactive coverage from more than 100 media outlets, including *Beijing News*, and not only provided physical relief to people with allergies, but also demonstrated the enterprise's underlying commitment to keeping user experience at the core while pursuing the highest efficiency.



"Red Nose Rescue Initiative" Promotional Materials

Case **Implementing the Summer Complimentary Mosquito-Repellent Patch Initiative with Each Order to Explore a New Path for "Proactive Prevention"**

In response to the heightened risk of mosquito-borne infectious diseases in summer, the JD Instant Medicine Delivery Service platform carried out a nationwide campaign to provide complimentary mosquito-repellent patches with each order, distributing **more than 80,000** sets in total. Through its exceptional efficiency of delivery in as fast as 9 minutes, the initiative enabled the integrated delivery of preventive supplies and therapeutic pharmaceuticals, establishing an immediate barrier from "online early warning" to "offline protection." This was not only a commercial service experience that exceeded expectations, but also a positive response to calls from disease control authorities for prevention and control, reflecting JD Health's sense of social responsibility in guiding the public from "passive treatment" toward "proactive prevention."

Case **Launching the "Autumn Health Care Action" to Create a New Health Management Model for "Scientific Seasonal Transition"**

In response to the high incidence of dermatology and respiratory issues in autumn, JD Health joined hands with multiple top Grade-A tertiary hospitals and well-known health brands in September 2025 to launch the "Autumn Health Care Action." By integrating online free clinics, pharmacists' consultations, science popularization interactions, and health products, the initiative provided children and sensitive groups with one-stop solutions spanning "medical consultation, testing, diagnosis, and medication." This effort accurately advanced professional health management services to the key seasonal transition period, reflecting JD Health's responsibility and innovation in remaining user-centered and integrating ecosystem capabilities to promote proactive health management.



On-Site Event of the "Autumn Health Care Campaign"

**Disaster Relief Donations**

JD Health actively responded to the national call for emergency rescue and, immediately after sudden disasters such as earthquakes and floods, activated a rapid response mechanism and worked with partner brands to donate **more than 380,000** urgently needed pharmaceuticals and health supplies to disaster-affected areas, making every effort to protect the lives and health of affected residents and frontline rescue personnel.

Case **Activating Emergency Mechanisms to Respond to the Major Earthquake in Tibet and Precisely Donate Cold-Weather Protection Supplies**

In January 2025, after a magnitude 6.8 earthquake struck Shigatse, Tibet, JD Health immediately launched its disaster relief contingency plan. In response to pain points such as the harsh climate in high-altitude disaster areas and the difficulty of resettlement, it joined hands with partners including Disibao, Yunnan Baiyao Taibang, and Qizheng Tibetan Medicine to carry out targeted assistance. The Company successively donated **more than 170,000** heat patches and urgently needed Tibetan medicines to severely affected areas including Lhaze County, precisely addressing the cold-weather protection needs of elderly people, children, and outdoor rescue personnel in the disaster areas, and contributed to post-disaster reconstruction through efficient supplies deployment.



JD Health Earthquake Relief Donation in Tibet

Case **Joining Multiple Partners to Support Areas in the Beijing-Tianjin-Hebei Region Affected by Heavy Rainfall and Strengthen the Post-Flood Epidemic Prevention Barrier**

In August 2025, the Beijing-Tianjin-Hebei region was hit by heavy rainfall, causing flood disasters in many places. JD Health's public welfare team, together with partner brands including Hynaut, Cofee, Winner, Zhende, and Hengyujia, as well as non-profit organizations such as the China Women's Development Foundation, the Beijing JD.com Foundation, and the Beijing Yuanmeng Public Welfare Foundation, launched a 24-hour emergency plan. The Company urgently mobilized **more than 100,000** medical supplies of various kinds and delivered them overnight to the front lines of the disaster areas. Through technology-enabled supply chain capabilities, JD Health achieved precise delivery and efficient allocation of relief supplies, effectively supporting disaster relief efforts and preventing the risk of post-disaster disease transmission.



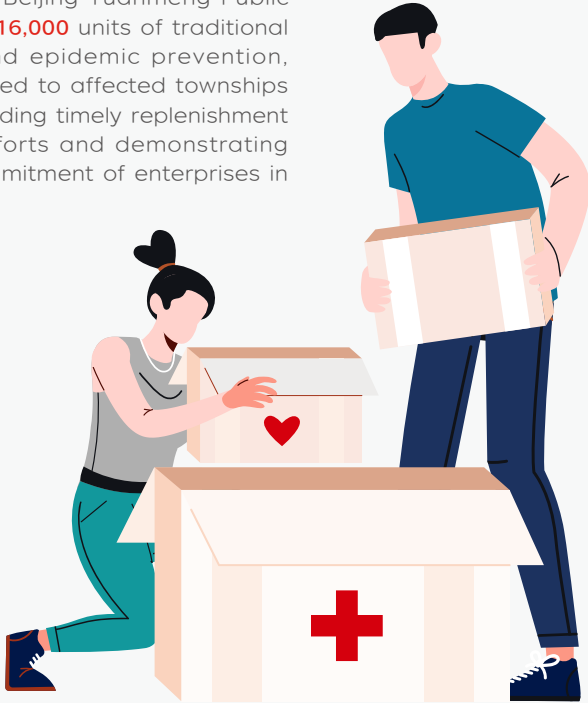
JD Health Miyun Flood Relief Donation

Case **Collaborating with Yuanmeng Public Welfare to Support Mountain Flood-Affected Areas in Gansu and Safeguard the Health of Affected People After the Disaster**

In August 2025, Yuzhong County, Lanzhou, Gansu, was struck by heavy rainfall that triggered mountain flood disasters, blocking roads in many places. After the disaster occurred, JD Health joined forces with Chongqing Jiubing Pharmaceutical and took swift action through the Beijing Yuanmeng Public Welfare Foundation, precisely donating **more than 16,000** units of traditional Chinese medicines for heatstroke prevention and epidemic prevention, including "Rendan." The supplies were safely delivered to affected townships by professional refrigerated transport vehicles, providing timely replenishment support for post-disaster epidemic prevention efforts and demonstrating through concrete actions the responsibility and commitment of enterprises in public health emergencies.



JD Health Lanzhou Mountain Flood Relief Donation



05

# Promoting Digital and Intelligent Empowerment

JD Health advances the digital and intelligent empowerment of healthcare by deeply integrating healthcare with artificial intelligence and leading industry progress through its technological strengths. At the same time, the Company strengthens intellectual property protection and, through its patent system and innovation mechanisms, safeguards the efficient, compliant, and sustainable development of digital healthcare.



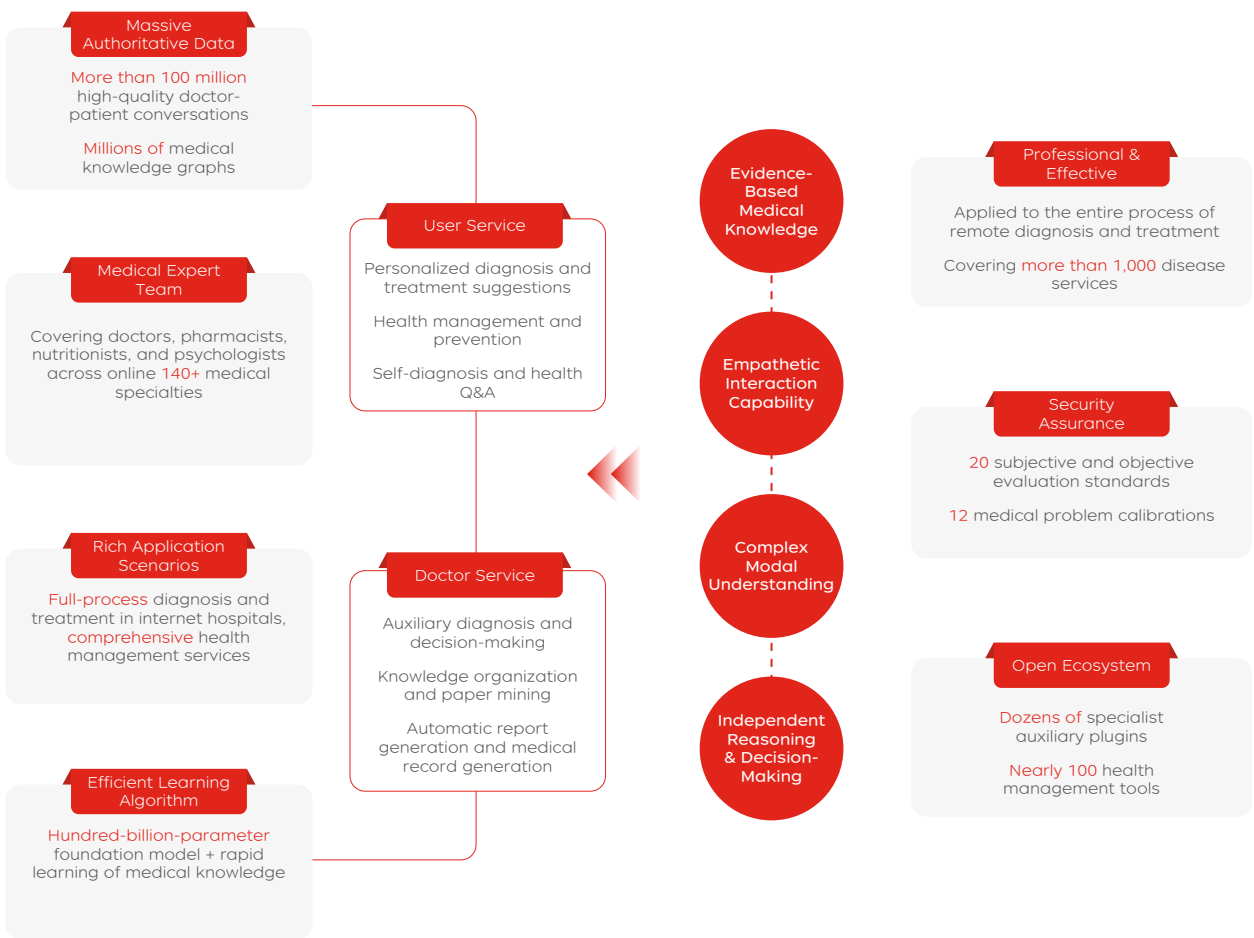
## Innovative Development

JD Health has always pursued innovation-driven growth, leveraging cutting-edge technologies to comprehensively enhance the quality of basic healthcare services and the standard of corporate health management. By continuously strengthening its capacity for the integration of diagnostic and treatment resources and deepening collaboration with authoritative disciplines, we are committed to breaking down industry barriers and advancing high-quality development in the healthcare industry through digital and intelligent transformation.

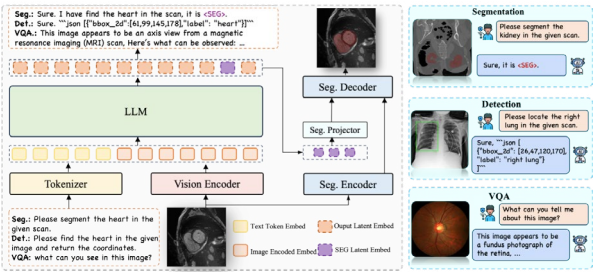
### Empowering Basic Healthcare

Since its launch, the "Jingyi Qianxun" large model has continuously optimized its industry-specific attributes and generalization capabilities by persistently conducting data cleaning and synthesizing millions of high-quality medical data points, significantly improving its performance in handling tasks in the medical field. At present, the model is able to rapidly complete the integration of AI into products and solutions across the board, gradually building a medical service ecosystem featuring precise information, efficient service, and intelligent user experience, and has become the core engine of JD Health's technological innovation.

#### Jingyi Qianxun" Large Model



In 2025, the "Jingyi Qianxun" large model achieved comprehensive breakthroughs in technological capabilities, product ecosystem, and social applications. In terms of technological capabilities, the newly upgraded "Jingyi Qianxun 2.0" delivered outstanding performance across five core capabilities, including medical visual question answering, image detection, and segmentation, ranking first in all 21 subcategories<sup>23</sup> during the reporting period and outperforming general-purpose models such as GPT-5. Meanwhile, Citrus<sup>24</sup>, the Company's open-source evidence-based reasoning model, reached a leading level among models of the same scale in multiple medical evaluations including MedBench.



"Jingyi Qianxun" 2.0 Large Model

In terms of product ecosystem and social applications, through its three core products—"AI Jingyi", JD Joy Doc, and "JD Zhiyi"—JD Health has built an ecosystem serving patients, hospitals, and doctors, driving health services into a new stage of being more inclusive and precise.

Case

AI Jingyi Brings Support to Primary Healthcare and Addresses Health Challenges for Rural Users

In 2025, JD Health's AI Jingyi recorded over 100 million service interactions, of which nearly 70% of consultation demand came from tier-three cities and below, making it a key force in bridging the urban-rural gap in medical resources. By providing professional, free health consultations 24 hours a day, 7 days a week, the service has effectively addressed the core pain points faced by residents in primary-level areas, including long travel distances for medical treatment, difficulty obtaining consultations, and challenges in understanding medical information. The following user stories best illustrate this value:

A 70-year-old rural resident used AI for consultation on medication for coronary heart disease, relieving anxiety caused by limited mobility and difficulty interpreting test results; a rural user with a chronic disease, with AI guidance, gained a clear understanding of how to use multiple medications and precautions for follow-up examinations; another primary-level patient used AI to clarify a treatment plan for gastric acid issues, avoiding frequent trips caused by unnecessary worry. Users generally reported that the AI service was "very convenient" and "explained things clearly," helping them move from confusion to confidence and truly bringing convenient and trustworthy health protection right to their doorsteps.



<sup>23</sup> Including benchmark datasets such as VQA-RAD and SLAKE.

<sup>24</sup> Citrus: A model under JD Health's "Jingyi Qianxun" large model, dedicated to evidence-based reasoning.

Promoting Corporate Health

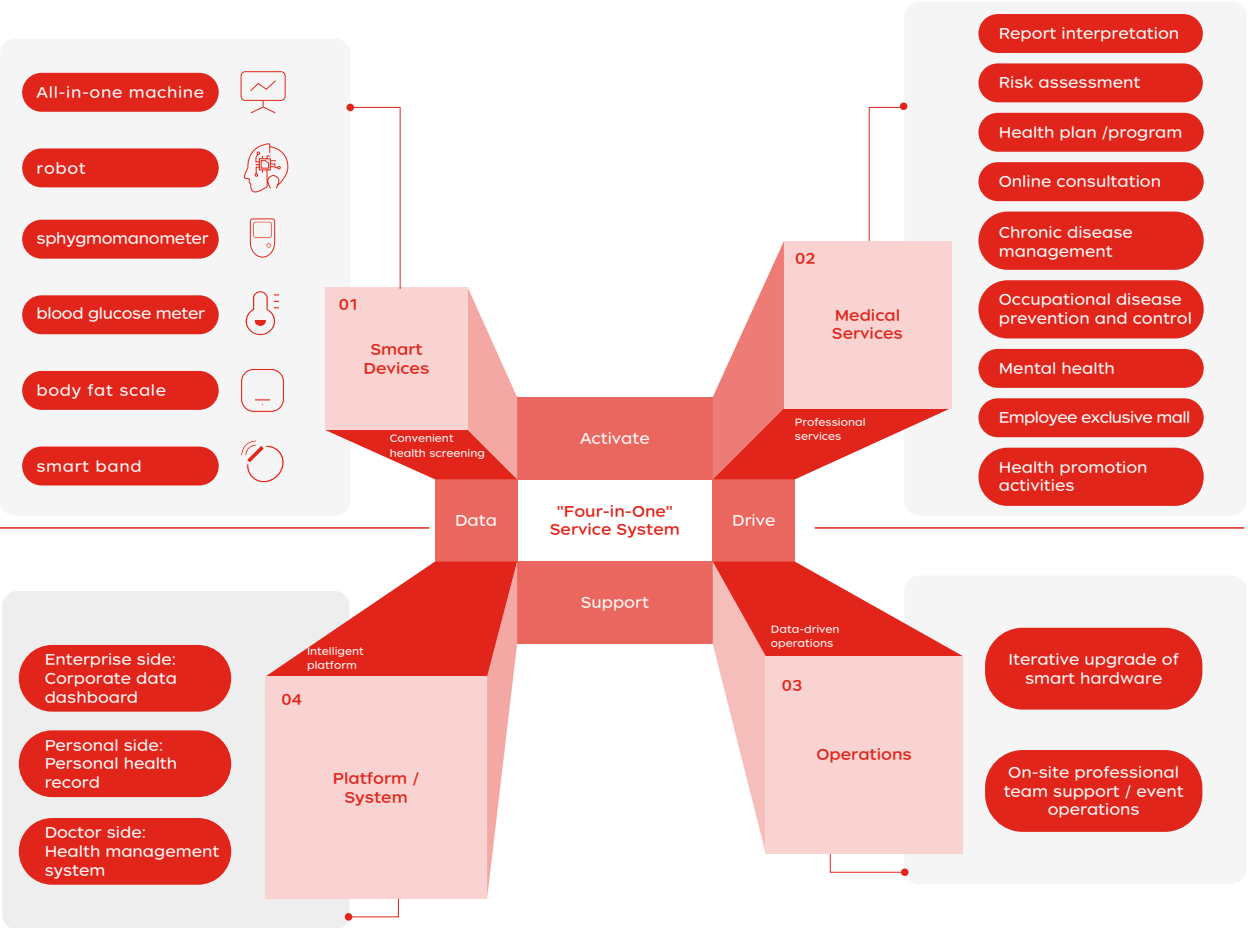
JD Health has established enterprise health cabins to address issues such as the generally worrying health conditions of employees and weak health awareness, providing all-round health management services ranging from health monitoring and risk assessment to rehabilitation therapy and mental health care. Through a four-in-one solution integrating smart hardware solutions, health management systems, professional medical services, and ongoing operations, the Company enables a digitalized, scenario-based, and personalized closed loop for corporate health management.

The enterprise health cabin is equipped with multifunctional zones for health conditioning, mental health, emergency first aid, and exercise rehabilitation, integrating devices such as health kiosks, intelligent preliminary screening robots, AED defibrillators, and psychological counseling systems. It supports employees in independently completing multiple health indicator tests and, by leveraging JD Health's online healthcare service resources and capabilities, provides supporting medical services such as remote consultations, green-channel medical consultation services, and online medication purchases. At the same time, the system platform provides health data dashboards, personal health records, and health management tools for the enterprise side, employee side, and doctor side, helping enterprises formulate health benefits plans scientifically and improve employee health levels and organizational effectiveness.

This service has already covered multiple industries, including consumer goods, energy, public security, and finance, providing systematic health support to **more than one million** employees and their families, and is committed to fostering a positive and healthy corporate culture to achieve sustainable development for both employees and enterprises.

Corporate Health Cabin – Enabling Digital & Intelligent Corporate Health Management

JD Health Enterprise Health Cabin Four-In-One Service System



Driving Industry Innovation

JD Health remains committed to driving industry transformation through technological innovation. By deeply integrating cutting-edge AI technologies into clinical practice, partnering with authoritative institutions across multiple disciplines to jointly advance academic development, and collaborating with leading hospitals to establish remote medical centers, JD Health is leading internet healthcare into a new stage that is more scientific, standardized, and systematic.

In the field of digital and intelligent research and development innovation, JD Health fully launched AI doctor services in June 2025 and established them as a core service entry point, enabling efficient distribution of and response to medical resources. Leveraging the "Jingyi Qianxun" medical large model, JD Health has entered into cooperation on disease-specific AI big models with multiple leading medical institutions, with a focus on advancing precision diagnosis and treatment for gastrointestinal tumors, respiratory diseases, and urinary system tumors. It also partnered with the Affiliated Brain Hospital of Guangzhou Medical University to launch research on digital biomarkers for crisis in patients with mood disorders. At the same time, the Company has actively built high-standard academic platforms. By hosting the Conference on New Advances in Cancer Prevention and Treatment and the Conference on Interdisciplinary Integration in Mental Health, jointly launching the "Tumor Integrated Prevention and Treatment Engineering" with the China Anti-Cancer Association, and leading the formulation of the *Clinical Application Guidelines for Digital Therapeutics in Mental Health*, the Company continues to build an innovation hub that deeply integrates academia and technology.

In 2025

1 leading hospitals in 2025 to enhance the accessibility of medical resources

20

Case of Innovation in JD Health's Hospital Cooperation Model

| Partner Hospitals                                                                     | Cooperation Period | Areas of Cooperation                                                                                                                        |
|---------------------------------------------------------------------------------------|--------------------|---------------------------------------------------------------------------------------------------------------------------------------------|
| Union Hospital, Tongji Medical College, Huazhong University of Science and Technology | September 2025     | Smart outpatient consultations, health education, remote medical center development                                                         |
| Shandong Mental Health Center                                                         | October 2025       | Development of the mental health service system, advancement of key disciplines, and extension of medical resources to the grassroots level |
| Zengcheng Campus, Nanfang Hospital, Southern Medical University                       | November 2025      | Health education, remote medical center development                                                                                         |
| Renmin Hospital of Wuhan University                                                   | December 2025      | Health education, rapid home testing, remote medical center development                                                                     |



Intellectual Property Management

JD Health strictly complies with the *Patent Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, and other laws and regulations, and, in conjunction with internal management measures of JD.com such as the *JD.com Patent Management Regulations*, the *JD.com Trademark Management Regulations*, the *JD.com Copyright Management Regulations* the *JD.com Domain Name Management Regulations*, and the *JD.com Trade Secret Management Regulations (Trial)*, has established a comprehensive compliance system for intellectual property development, protection, and application.

In 2025, JD Health deeply integrated intellectual property protection into the Company's operations and innovation culture. The Company regularly conducted competitive scenario assessments and risk monitoring, and actively upheld fair competition in the industry through legal means. At the same time, we continued to enhance Company-wide awareness of intellectual property protection through irregular specialized training sessions, embedding protection principles into every aspect of daily work and effectively safeguarding our innovations and brand rights.

JD Health Intellectual Property Protection Measures



Patent management and compliance communication

- Continue to conduct training on invention and design patent applications to enhance employees' patent management capabilities;
- Embed intellectual property concepts into onboarding training for new employees and Company-wide compliance training, achieving full employee coverage in 2025.



Business collaboration and technology mining

- Closely aligned with core initiatives such as smart healthcare, health apps, and pharmaceutical retail, we carried out dozens of in-depth patent mining throughout the year in innovative scenarios such as AI agent interaction and cloud-based medicine dispensing machines, ensuring the intellectual property security of technology applications.



Risk warning and rights protection

- For high-frequency scenarios such as online consultation services and medication purchases, we regularly conduct analyses of major competitors' patent risks;
- We rigorously combat malicious trademark preemptive registrations and completed registered copyrights for products such as the smart Internet Hospital and digital human avatars.

In 2025

1 JD Health conducted a total of intellectual property training sessions

4

1 covering participants

130

1 with total training hours of

102 hours



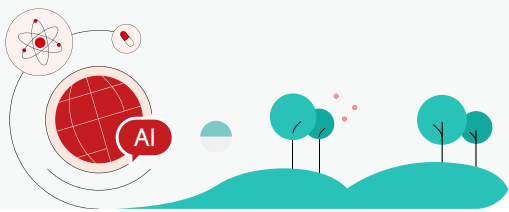
At the end of 2025

1 JD Health had filed patent applications

1,122

1 received patent grants

252



## Appendix

## Independent Assurance Statement



# Bureau Veritas Certification

## INDEPENDENT ASSURANCE STATEMENT

### Objectives of Work

Bureau Veritas Certification (Beijing) Co., Ltd. ("Bureau Veritas") has been engaged by JD Health International Inc. (hereafter referred to as "JD Health") to conduct an independent assurance of its 2025 Environmental, Social and Governance Report (the "Report"). This assurance statement applies to the related information included within the scope of work described below.

This information and its presentation in the report are the sole responsibility of the management of JD Health. Our sole responsibility was to provide independent assurance on the accuracy and reliability of information included, and on the underlying systems and processes used to collect, analyse and review it.

### Scope of work

JD Health requested Bureau Veritas to verify the accuracy and reliability of the following:

- Data and information included in the report for the January 1, 2025 to December 31, 2025.

Excluded from the scope of our work is any assurance of information relating to:

- Activities outside the defined assurance period;
- Positional statements (expressions of opinion, belief, aim or future intention by JD Health and statements of future commitment;
- Financial data and information that has been audited by a third party.

**Level of assurance:** reasonable assurance level

### Assurance standard

1. International Standard for Assurance Engagements Other than Audits or Reviews of Historical Financial Information ("ISAE 3000 (Revised)"), developed by the International Auditing and Assurance Standards Board;
2. The Global Commission on Sustainability Standards (GSSB) GRI standards
3. Environmental, Social and Governance ("ESG") Reporting Guide (the "ESG Guide") under Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited (the "Listing Rules").

## Methodology

As part of its independent assurance, Bureau Veritas undertook the following activities:

1. Interviews with relevant personnel of JD Health
2. Review of documentary evidence produced by JD Health
3. Evaluation of information against global reporting initiative (GRI) principles of materiality, accuracy, completeness, balance, clarity and comparability.
4. Review of performance data, tracing and checking the sample data according to the sampling principle
5. Review of JD Health data and information systems for collection, aggregation and analysis

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No.1 East Chang' an Street, Dongcheng District, Beijing, China. 100738  
Further clarifications regarding the verification scope of this statement may be obtained by consulting the organization.  
To check this statement validity please call: +86 10 59683663

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# Bureau Veritas Certification

Our work was conducted against Bureau Veritas' standard procedures and guidelines for external assurance of non-financial reports, based on current best practice in independent assurance. The work was planned, carried out and concluded based on reasonable, rather than absolute assurance, as determined by Bureau Veritas.

### Assurance Conclusion

On the basis of our methodology and the activities described above, it is our opinion that:

- The information and data included in the scope of our assurance are accurate, reliable and free from material mistake or misstatement.
- The information is presented in a clear, understandable and accessible manner.
- The information of the report provides a fair and balanced representation of related sustainability management activities during the reporting period.
- JD Health has established appropriate systems for the collection, aggregation and analysis of relevant information. The performance data for 2025 has been disclosed and be with Comparability.

### Accuracy

The information and data disclosed in the report are objective and reliable. JD Health has established appropriate systems for the collection and disposal of quantitative data on organizational governance, environmental and social management. Through on-site assurance, the evidence provided by JD Health is relatively reliable, and the report is of objectivity.

## Materiality

JD Health identified and disclosed material ESG issues and related information in accordance with GRI Sustainability Reporting Standard, Environmental, Social and Governance ("ESG") Reporting Guide (the "ESG Guide") under Appendix C2 to the Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited, and recommendations issued by the Task Force on Climate-Related Financial Disclosure (TCFD).

### Completeness

The report of JD Health focuses on the aspects of " Topic 1: Deepening AI Ecosystem Applications and Building a Comprehensive Service System and Topic 2: Focusing on the Essential Health Needs of All Populations and Improving New Practices in Inclusive Healthcare", "Sustainable Development Management", "Building User Trust", "Optimizing Resource Use" "Gaining Market Insights", "Contributing to Social Development" and "Promoting Digital and Intelligent Empowerment". The report discloses data and information related to product responsibility, social responsibility, environmental responsibility, and employee responsibility, which are of concern to the stakeholders of JD Health. The disclosed is of relative Completeness.

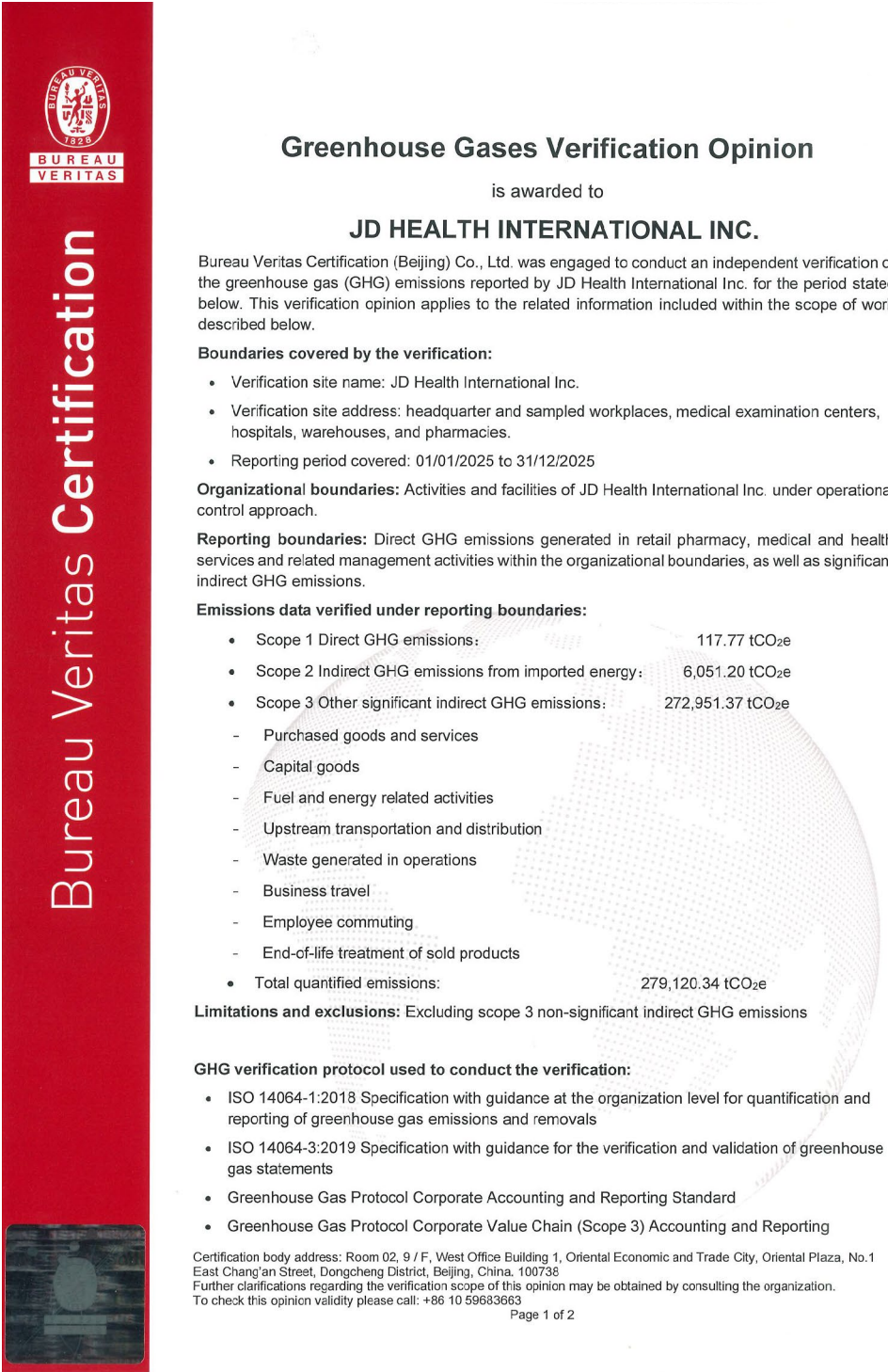
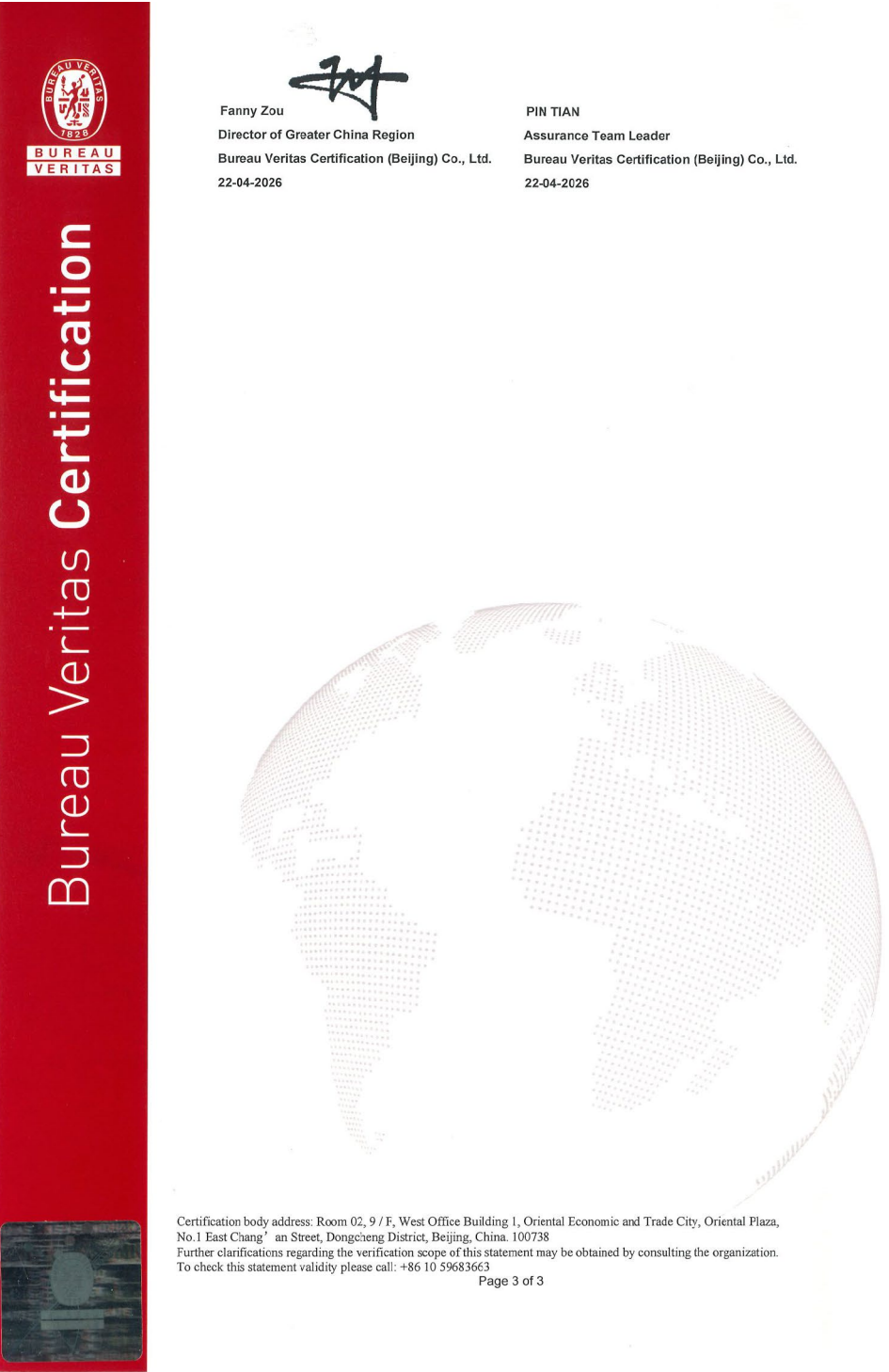
### Statement of independence, impartiality and competence

Bureau Veritas is an independent professional services company that specialises in quality, environmental and occupational Health and safety, social responsibility with more than 190 years history in providing independent assurance services. Members of the assurance team have no interests or conflicts of relationship with JD Health We have conducted this assurance independently and impartially. Bureau Veritas has implemented a code of ethics across the business to maintain high ethical standards among staff in their day-to-day business activities.

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Greenhouse Gases Verification





Bureau Veritas Certification

Standard

Level of assurance:

- Reasonable assurance

GHG verification methodology:

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

Verification conclusion:

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

Statement of independence, impartiality and competence:

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

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

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

Lead verifier: Pin Tian

Statement No.: EMICN100849A

Version No.: No.2

Verification date: 25/03/2026

Issue date: 03/04/2026

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

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Bureau Veritas Certification

## Greenhouse Gases Verification Opinion (Appendix)

| Appendix: GHG Emissions Data Detail Sheet           |                          |                                      |
|-----------------------------------------------------|--------------------------|--------------------------------------|
| Scope & Category                                    | Unit: tCO <sub>2</sub> e | GHG reporting/ verification protocol |
| Total quantified emissions                          | 279,120.34               |                                      |
| Scope 1 Direct GHG emissions                        | 117.77                   |                                      |
| Scope 2 Indirect GHG emissions from imported energy | 6,051.20                 |                                      |
| Scope 3-1 Purchased goods and services              | 137,067.45               |                                      |
| Scope 3-2 Capital goods                             | 5,772.16                 |                                      |
| Scope 3-3 Fuel and energy related activities        | 1,284.48                 |                                      |
| Scope 3-4 Upstream transportation and distribution  | 119,548.57               |                                      |
| Scope 3-5 Waste generated in operations             | 18.68                    |                                      |
| Scope 3-6 Business travel                           | 3,462.13                 |                                      |
| Scope 3-7 Employee commuting                        | 186.19                   |                                      |
| Scope 3-12 End-of-life treatment of sold products   | 5,611.71                 |                                      |

Note: Scope 3-1 Purchased goods and services do not include self-operated commodities.



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Key Performance Indicators

| Indicators                        |                                       | Unit                                            | 2024 Data | 2025 Data |
|-----------------------------------|---------------------------------------|-------------------------------------------------|-----------|-----------|
| Environment                       |                                       |                                                 |           |           |
| Emissions of air pollutants       | Nitrogen oxides (NO <sub>x</sub> )    | kg                                              | 661.95    | 1,039.68  |
|                                   | Sulfur oxides (SO <sub>x</sub> )      | kg                                              | 0.45      | 0.73      |
|                                   | Particulate matter (PM)               | kg                                              | 51.03     | 80.15     |
| GHG emissions and intensity       | CO <sub>2</sub> emission intensity    | tCO <sub>2</sub> e/revenue (RMB ten thousand)   | 0.001     | 0.001     |
| Waste                             | hazardous waste intensity             | g/revenue (RMB ten thousand)                    | 2.22      | 3.74      |
|                                   | Non-hazardous waste intensity         | tonnes/ revenue (RMB ten thousand)              | 0.00006   | 0.00002   |
| Use of direct energy              | Direct energy consumption intensity   | kg of standard coal/ revenue (RMB ten thousand) | 0.0056    | 0.0076    |
| Use of indirect energy            | Indirect energy consumption intensity | kg of standard coal/ revenue (RMB ten thousand) | 0.15      | 0.19      |
| Total energy consumption          | Energy consumption intensity          | kg of standard coal/ revenue (RMB ten thousand) | 0.16      | 0.20      |
| Water Consumption                 | Water consumption intensity           | tonnes/revenue (RMB ten thousand)               | 0.006     | 0.010     |
| packaging products                | Packaging density                     | kg/revenue (RMB ten thousand)                   | 6.54      | 2.86      |
| Social                            |                                       |                                                 |           |           |
| Number and Breakdown of Employees |                                       |                                                 |           |           |
| Total full-time employees         |                                       | persons                                         | 3,564     | 5,263     |
| Total part-time employees         |                                       | persons                                         | 283       | 0         |
| Full-time employees by gender     | Male                                  | persons                                         | 1,451     | 1,994     |
|                                   | Female                                | persons                                         | 2,113     | 3,269     |
| Full-time employees by rank       | Percentage of female senior managers  | %                                               | 46.7      | 53.33     |
|                                   | Managers                              | persons                                         | 238       | 271       |
|                                   | General employees                     | persons                                         | 3,326     | 4,992     |
| Full-time employees by age group  | Below 30 (exclusive) years            | persons                                         | 1,125     | 1,765     |
|                                   | Between 30 and 50 years               | persons                                         | 2,392     | 3,449     |
|                                   | Above 50 (exclusive) years            | persons                                         | 47        | 49        |

| Indicators                                 |                                                                                      | Unit       | 2024 Data | 2025 Data |
|--------------------------------------------|--------------------------------------------------------------------------------------|------------|-----------|-----------|
| Full-time employees by geographical region | Employees in Chinese mainland                                                        | persons    | 3,559     | 5,250     |
|                                            | Percentage of employees in Chinese mainland                                          | %          | 99.86     | 99.75     |
|                                            | Employees in other regions                                                           | persons    | 5         | 13        |
|                                            | Percentage of employees in other regions                                             | %          | 0.14      | 0.25      |
| Full-time employees by nationality         | Employees with Chinese nationality                                                   | persons    | 3,562     | 5,261     |
|                                            | Foreign employees                                                                    | persons    | 2         | 2         |
| Full-time employees by ethnicity           | Ethnic Han employees                                                                 | persons    | 3,348     | 4,975     |
|                                            | Ethnic Manchu employees                                                              | persons    | 96        | 100       |
|                                            | Ethnic Hui employees                                                                 | persons    | 30        | 37        |
|                                            | Minority employees                                                                   | persons    | 88        | 151       |
| Special employees                          | Total employees with disabilities                                                    | persons    | 58        | 68        |
| New Employees and Breakdown                |                                                                                      |            |           |           |
| Employment                                 | Total new employees                                                                  | persons    | 1,437     | 3,065     |
|                                            | New male employees                                                                   | persons    | 556       | 1,020     |
|                                            | New female employees                                                                 | persons    | 881       | 1,906     |
|                                            | New employees under 30 (exclusive) years                                             | persons    | 605       | 1,550     |
|                                            | New employees aged 30–50 years                                                       | persons    | 829       | 1,374     |
| Employment                                 | New employees over 50 (exclusive) years                                              | persons    | 3         | 2         |
|                                            | Male employees filling vacant positions as internal candidates                       | persons    | 138       | 47        |
|                                            | Female employees filling vacant positions as internal candidates                     | persons    | 212       | 2,879     |
|                                            | Employees under 30 (exclusive) years filling vacant positions as internal candidates | persons    | 115       | 197       |
|                                            | Employees aged 30–50 years filling vacant positions as internal candidates           | persons    | 233       | 364       |
|                                            | Employees over 50 (exclusive) years filling vacant positions as internal candidates  | persons    | 2         | 201       |
|                                            | Average recruitment cost                                                             | RMB/person | 2,086     | 3,415     |

| Indicators                                    |                                                                              | Unit                      | 2024 Data | 2025 Data |
|-----------------------------------------------|------------------------------------------------------------------------------|---------------------------|-----------|-----------|
| Internal hires                                | Percentage of vacancies filled by internal candidates (internal recruitment) | %                         | 19.6      | 22.1      |
| Employee Turnover and Breakdown               |                                                                              |                           |           |           |
| Employee turnover ratio <sup>25</sup>         |                                                                              | %                         | 6.51      | 6.60      |
| Turnover rate by gender                       | Turnover rate of male employees                                              | %                         | 6.09      | 5.90      |
|                                               | Turnover rate of female employees                                            | %                         | 6.79      | 7.10      |
| Turnover rate by age group                    | Below 30 (exclusive) years                                                   | %                         | 8.83      | 8.10      |
|                                               | Between 30 and 50 years                                                      | %                         | 5.39      | 5.60      |
|                                               | Above 50 (exclusive) years                                                   | %                         | 6.98      | 7.50      |
| Turnover rate by geographical region          | Turnover rate of employees in Chinese mainland                               | %                         | 6.52      | 6.60      |
|                                               | Turnover rate of employees in other regions                                  | %                         | 0         | 0         |
| Employee Development and Training             |                                                                              |                           |           |           |
| Percentage of trained employees by gender     | Male employees                                                               | %                         | 100       | 100       |
|                                               | Female employees                                                             | %                         | 100       | 100       |
| Percentage of trained employees by rank       | Senior managers                                                              | %                         | 100       | 100       |
|                                               | Middle managers                                                              | %                         | 100       | 100       |
|                                               | Junior managers                                                              | %                         | 100       | 100       |
|                                               | General employees                                                            | %                         | 100       | 100       |
| Average training hours per employee by gender | Male employees                                                               | hours                     | 24.52     | 43.18     |
|                                               | Female employees                                                             | hours                     | 28.42     | 49.79     |
| Average training hours per employee by rank   | Senior managers                                                              | hours                     | 29.63     | 66.46     |
|                                               | Middle managers                                                              | hours                     | 75.41     | 105.93    |
|                                               | Junior managers                                                              | hours                     | 51.31     | 111.15    |
|                                               | General employees                                                            | hours                     | 28.87     | 44.10     |
| Employee Health and Safety                    |                                                                              |                           |           |           |
| Work-related injuries                         | Working days lost due to work injury                                         | days                      | 65        | 856       |
|                                               | LTIFR of employees per million working hours                                 | Per million working hours | 0.563     | 0.862     |
|                                               | Number of work-related fatalities                                            | persons                   | 0         | 0         |
|                                               | Rate of work-related fatalities                                              | %                         | 0         | 0         |

<sup>25</sup> Employee turnover ratio= the number of full-time employees who leave the organization voluntarily/ (the number of full-time employees who leave the organization during the year + the number of full-time employees in service at the end of the year).

| Indicators                                             |                                                                                              | Unit     | 2024 Data | 2025 Data |
|--------------------------------------------------------|----------------------------------------------------------------------------------------------|----------|-----------|-----------|
| Supply Chain Management                                |                                                                                              |          |           |           |
| Number of suppliers (based on region)                  | Total number of suppliers                                                                    | /        | 4,439     | 5,704     |
|                                                        | Number of suppliers in Chinese mainland                                                      | /        | 3,876     | 5,089     |
|                                                        | Number of suppliers in Hong Kong, Macao and Taiwan regions and overseas                      | /        | 563       | 615       |
| Suppliers screened by environmental or social criteria | Number of suppliers identified as having significant negative environmental or social impact | /        | 0         | 0         |
| Product Quality and Safety                             |                                                                                              |          |           |           |
| Product quality audits                                 | Number of internal audits                                                                    | /        | 499       | 290       |
|                                                        | Number of external audits                                                                    | /        | 144       | 158       |
| Number of major regulatory penalties for products      |                                                                                              | /        | 0         | 0         |
| Intellectual Property Protection                       |                                                                                              |          |           |           |
| Patents                                                | Total applications                                                                           | /        | 1,029     | 1,122     |
|                                                        | Authorized applications                                                                      | /        | 166       | 252       |
|                                                        | New submissions                                                                              | /        | 162       | 93        |
| Trademarks                                             | Total applications                                                                           | /        | 764       | 942       |
|                                                        | Approved registrations                                                                       | /        | 531       | 727       |
|                                                        | New submissions                                                                              | /        | 272       | 260       |
| Copyrights                                             | Total applications                                                                           | /        | 176       | 238       |
|                                                        | Registered applications                                                                      | /        | 175       | 237       |
|                                                        | New submissions                                                                              | /        | 62        | 78        |
| Domain names                                           | Total holdings                                                                               | /        | 334       | 340       |
|                                                        | New submissions                                                                              | /        | 9         | 2         |
| Intellectual property training                         | Training sessions                                                                            | sessions | 5         | 4         |
|                                                        | Coverage                                                                                     | persons  | 200       | 130       |
|                                                        | Total training hours                                                                         | hours    | 1,000     | 102       |
| Information Security Management                        |                                                                                              |          |           |           |
| Number of training sessions on information security    |                                                                                              | sessions | 6         | 17        |
| Coverage of training on information security           |                                                                                              | %        | 100       | 100       |
| Number of information and data leakage incidents       |                                                                                              | /        | 0         | 0         |
| Number of complaints about privacy infringement        |                                                                                              | /        | 0         | 0         |

| Indicators                                       |                                                                                                 | Unit         | 2024 Data | 2025 Data |
|--------------------------------------------------|-------------------------------------------------------------------------------------------------|--------------|-----------|-----------|
| Product and Customer Services                    |                                                                                                 |              |           |           |
| Customer satisfaction                            | NPS                                                                                             | points       | 72.0      | 73.8      |
| product and service complaints                   | Total number of complaints about products and services                                          | /            | 7,200     | 9,428     |
|                                                  | Resolution rate of complaints about products and services                                       | %            | 100       | 100       |
| Governance                                       |                                                                                                 |              |           |           |
| Anti-Corruption                                  |                                                                                                 |              |           |           |
| Integrity training                               | Total hours of integrity training                                                               | hours        | 7,537     | 6,052     |
|                                                  | Number of employee training sessions on anti-corruption and business ethics throughout the year | participants | 10,852    | 12,283    |
|                                                  | Integrity training coverage rate                                                                | %            | 100       | 100       |
| Number of concluded corruption lawsuits          |                                                                                                 | /            | 0         | 0         |
| Board Independence and Diversity                 |                                                                                                 |              |           |           |
| Total number of people in the board of directors |                                                                                                 | persons      | 8         | 7         |
| Board diversity                                  | Number of male board members                                                                    | persons      | 6         | 5         |
|                                                  | Number of female board members                                                                  | persons      | 2         | 2         |
|                                                  | Rate of female board members                                                                    | %            | 25        | 29        |
| Board independence                               | Number of independent directors                                                                 | persons      | 5         | 5         |
|                                                  | Number of non-independent directors                                                             | persons      | 3         | 2         |

List of Policies

| Category                           | Secondary Title                                                                                                        | Laws and Regulations                                                                                       | Internal Systems                                                                                        |
|------------------------------------|------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Topic                              | Topic 1: Deepening AI Ecosystem Applications and Building a Comprehensive Service System                               | /                                                                                                          | /                                                                                                       |
|                                    | Topic 2: Focusing on the Essential Health Needs of All Populations and Improving New Practices in Inclusive Healthcare | /                                                                                                          | /                                                                                                       |
| Sustainable development management | ESG governance                                                                                                         | HKEX <i>Environmental, Social and Governance Reporting Code</i>                                            | /                                                                                                       |
|                                    | Stakeholder engagement                                                                                                 | HKEX <i>Environmental, Social and Governance Reporting Guide</i>                                           | /                                                                                                       |
|                                    | Materiality determination                                                                                              | HKEX <i>Environmental, Social and Governance Reporting Guide</i>                                           | /                                                                                                       |
| Building user trust                | Compliance governance                                                                                                  | <i>Company Law of the People's Republic of China</i>                                                       | <i>Independence Standards for Independent Directors</i>                                                 |
|                                    |                                                                                                                        | <i>Securities Law of the People's Republic of China</i>                                                    | <i>Board Independence Policy</i>                                                                        |
|                                    |                                                                                                                        | <i>Code of Corporate Governance for Listed Companies</i>                                                   | <i>JD.com's Policy on Board Diversity</i>                                                               |
| Building user trust                | Business ethics                                                                                                        | <i>Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited</i>                | <i>Board Diversity Policy</i>                                                                           |
|                                    |                                                                                                                        | <i>Corporate Governance Code</i>                                                                           | <i>Nomination Policy</i>                                                                                |
|                                    |                                                                                                                        |                                                                                                            | <i>Code of Conduct for the Use of Medical Insurance Fund of JD Health</i>                               |
| Building user trust                | Quality assurance                                                                                                      |                                                                                                            | <i>JD Health Service Provider Recommendation Management Specifications</i>                              |
|                                    |                                                                                                                        |                                                                                                            | <i>JD Group Business Conduct and Ethics Code</i>                                                        |
|                                    |                                                                                                                        |                                                                                                            | <i>JD Group Anti-Corruption Regulations</i>                                                             |
| Building user trust                | Quality assurance                                                                                                      |                                                                                                            | <i>JD Health Service Provider Recommendation Management Specification</i>                               |
|                                    |                                                                                                                        |                                                                                                            | <i>JD Group Whistleblower Protection and Reward System</i>                                              |
|                                    |                                                                                                                        |                                                                                                            | <i>JD Health Anti-Corruption Policy</i>                                                                 |
| Building user trust                | Quality assurance                                                                                                      |                                                                                                            | <i>Detailed Rules for Anti-Commercial Bribery Management of Internet Hospitals</i>                      |
|                                    |                                                                                                                        |                                                                                                            | <i>Business Reception Management Standards</i>                                                          |
|                                    |                                                                                                                        |                                                                                                            | <i>Supplier Recommendation and Evaluation Mechanism</i>                                                 |
| Building user trust                | Quality assurance                                                                                                      | <i>Drug Administration Law of the People's Republic of China</i>                                           | <i>Regulations on Verification, Registration and Management of Enterprises Settling on the Platform</i> |
|                                    |                                                                                                                        | <i>Good Supply Practice for Drugs (GSP)</i>                                                                | <i>Drug Information Release Management System</i>                                                       |
|                                    |                                                                                                                        | <i>Regulations for the Implementation of the Drug Administration Law of the People's Republic of China</i> | <i>Drug Information Presentation Management System</i>                                                  |
| Building user trust                | Quality assurance                                                                                                      | <i>Pharmacopoeia of the People's Republic of China</i>                                                     | <i>Drug Quality and Safety Management System</i>                                                        |
|                                    |                                                                                                                        | <i>Regulations of the People's Republic of China on Traditional Chinese Medicine</i>                       | <i>Drug Distribution Management System</i>                                                              |
|                                    |                                                                                                                        | <i>Regulations on Protection of Traditional Chinese Medicines</i>                                          | <i>Management System for Reporting of Adverse Drug Reactions</i>                                        |
| Building user trust                | Quality assurance                                                                                                      | <i>Measures for the Supervision and Administration of Drug Quality in Operation and Usage</i>              | <i>Management System for Handling Complaints and Reports</i>                                            |
|                                    |                                                                                                                        |                                                                                                            | <i>Management System for Inspection and Monitoring of Online Drug Sales Activities</i>                  |
|                                    |                                                                                                                        |                                                                                                            |                                                                                                         |

| Category            | Secondary Title   | Laws and Regulations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Internal Systems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
|---------------------|-------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Building user trust | Quality assurance | <p>Provisions for Supervision and Administration of Online Drug Sales</p> <p>Good Pharmacovigilance Practice</p> <p>Prohibited List of Online Drug Sales</p> <p>Notice on Regulating the Information Presentation of Prescription Drugs for Online Sales</p> <p>Implementation Rules for the Provisions on Supervision and Administration of Online Drug Sales in Beijing</p> <p>Notice of the General Office of NMPA on Printing and Issuing the Guidelines for Inspection of Third-Party Platforms for Online Drug Transactions (Trial)</p> <p>Measures for the Administration of Internet Hospitals (Trial)</p> <p>Specifications for the Administration of Remote Medical Services (Trial)</p> <p>Measures for the Administration of Internet Diagnosis and Treatment (Trial)</p> <p>Provisions for Administration of Internet Drug Information Service</p> <p>Notice of the General Office of NMPA on Printing and Issuing the Guidelines for Inspection of Third-Party Platforms for Online Drug Transactions (Trial)</p> <p>Regulations on Supervision and Administration of Medical Devices</p> <p>Rules for Quality Control in Business Activities Involving Medical Devices</p> <p>Measures for the Quality Supervision and Administration of Medical Devices in Use</p> <p>Measures for the Supervision and Administration of Online Sales of Medical Devices</p> <p>Measures for the Random Inspections of Medical Device Quality</p> <p>Measures for the Supervision and Administration of Medical Device Distribution</p> <p>Good Supply Practice for Online Sales of Medical Devices</p> <p>Good Supply Practice for Online Sales of Medical Devices</p> <p>Classification Rules for in Vitro Diagnostic Reagents</p> <p>Food Safety Law of the People's Republic of China</p> <p>Guideline for Health Food Filing Application (Trial)</p> <p>Administrative Measures for Registration of Formula Foods for Special Medical Purposes</p> <p>Measures for the Administration of Animal Diagnosis and Treatment Institutions</p> <p>Animal Epidemic Prevention Law of the People's Republic of China</p> | <p>Data Management System</p> <p>Management System for Cybersecurity Assurance</p> <p>Management System for Retention of Transaction Records</p> <p>Management System for Information Security and Confidentiality</p> <p>Management System for User Information Security</p> <p>Drug Recall Management System</p> <p>Management System for On-The-Job Training</p> <p>Management System for the Protection of Consumer Rights and Interests</p> <p>Management System for Customer Service</p> <p>Management System for Online Pharmaceutical Services</p> <p>Management System for Prescription Review and Supervision</p> <p>Management System for Real-Name Purchase of Prescription Drugs</p> <p>Management System for Emergency Response Plans for Public Health Emergencies</p> <p>Management System for Quality Management System Documents</p> <p>Management System for Entrusted Service Providers</p> <p>Quality and Safety Management System for Self- Operated Stores</p> <p>Internal Audit Management System</p> <p>Platform Operator Information Reporting System</p> <p>Data Backup Management System</p> <p>Data Access Management System</p> <p>Responsibilities of the Quality Management Organization or Quality Management Personnel</p> <p>Job Descriptions for Key Quality and Safety Positions</p> <p>Management System for the Review and Approval of Quality Documents</p> <p>Quality Records Management System</p> <p>Quality Management Self-Inspection System</p> <p>System for Reviewing the Qualifications of Medical Device Suppliers and Products</p> <p>Medical Device Procurement Management System</p> <p>Period of Validity Management System of Medical Devices</p> <p>Sales and After-Sales Service Management System</p> <p>Sales Record System</p> <p>Management System for Reviewing the Qualifications of Medical Device Purchasers</p> |
|                     |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |

| Category            | Secondary Title   | Laws and Regulations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Internal Systems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Building user trust | Quality assurance | <p>Measures for the Administration of Licensed Veterinarians and Rural Veterinarians</p> <p>Regulations on Administration of Veterinary Drugs</p> <p>Good Supply Practice for Veterinary Drugs</p> <p>Measures for the Administration of Prescription and Non-Prescription Veterinary Drugs</p> <p>Interim Provisions on the Administration of Health Checkups</p> <p>Basic Standards for Health Examination Centers (Trial)</p> <p>Recommended Guidelines for Adult Health Checkup Items (2025 Edition)</p> <p>Beijing Municipality Measures for the Administration of Health Checkups</p> <p>Quality Management and Control Indicators for Health Checkups in Medical Institutions of Beijing Municipality</p> <p>Several Opinions on Promoting the Development of the Health Service Industry</p> <p>Service Specification for Health Checkups</p> <p>Guidelines for Quality Control of Health Checkups</p> <p>Expert Consensus on the Management of Important Abnormal Results in Health Checkups (Trial Version)</p> <p>Measures for the Administration of Medical Aesthetic Services</p> <p>Basic standards for medical aesthetic institutions and medical aesthetic departments (Sections)</p> <p>Catalog for the Graded Administration of Medical Aesthetic Procedures</p> <p>Practice Standard for Medical Aesthetic Practitioners</p> <p>Special Compliance Guidelines for Medical Aesthetic Services</p> | <p>Management System for Non-conforming Medical Devices</p> <p>Medical Device Return Management System</p> <p>Management System for Medical Device Adverse Event Detection and Reporting</p> <p>Medical Device Recall Management System</p> <p>Medical Device Traceability Management System</p> <p>System for Reporting Medical Device Quality Complaints, Accident Investigation, and Handling</p> <p>Environmental Sanitation and Personnel Health Management System</p> <p>Quality Management Training and Assessment System</p> <p>Management System for Consultation on Medical Device Quality and Safety Risks</p> <p>Entrusted Medical Device Management System</p> <p>Online Sales Management System</p> <p>Food Safety Self-Inspection and Reporting System</p> <p>Food Purchase Inspection and Record System</p> <p>Food Sales Management System</p> <p>Food Recall Management System</p> <p>Employee Training Management System</p> <p>Food Storage Management System</p> <p>Code of Conduct for Pet Diagnosis and Treatment of Dongguan JD Pet Health Co., Ltd. Drug</p> <p>Management and Distribution System of Dongguan JD Pet Health Co., Ltd.</p> <p>Outpatient Department Medical Management System of Dongguan JD Pet Health Co., Ltd.</p> <p>Sterilization and Disinfection Operating Procedures of Dongguan JD Pet Health Co., Ltd.</p> <p>Management System for the Harmless Disposal of Medical Waste of Dongguan JD Pet Health Co., Ltd.</p> <p>Measures for the Management of Medical Dispute Resolution of Dongguan JD Pet Health Co., Ltd.</p> <p>Veterinary Prescription Management System of Dongguan JD Pet Health Co., Ltd.</p> <p>Medical Records Management System of Dongguan JD Pet Health Co., Ltd.</p> <p>System for Assessing the Quality of Suppliers and Purchased Veterinary Drugs</p> <p>Veterinary Drug Procurement Management System</p> <p>Veterinary Drug Sales Management System</p> <p>Management System for Nonconforming Veterinary Drugs</p> |
|                     |                   |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

| Category                | Secondary Title                             | Laws and Regulations                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | Internal Systems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|-------------------------|---------------------------------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Building user trust     | Quality assurance                           |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Management Inspection Standards for JD Health Consumer Healthcare Examination Centers<br>Standard Operating Procedures for Medical and Technical Services at JD Health Consumer Healthcare Examination Centers<br>Nursing Standard Operating Procedures for JD Health Consumer Healthcare Examination Centers<br>Ultrasound Work Manual for JD Health Consumer Healthcare Examination Centers<br>Ultrasound Examination Standards for JD Health Consumer Healthcare Examination Centers<br>Radiological Examination Operating Standards for JD Health Consumer Healthcare Examination Centers<br>Medical Aesthetics Management Inspection Standards of JD Health Consumer Healthcare<br>Medical Aesthetics Standard Operating Procedures of JD Health Consumer Healthcare |
|                         | Information security and privacy protection | Data Security Law of the People's Republic of China<br>Cybersecurity Law of the People's Republic of China<br>The Personal Information Protection Law of the People's Republic of China<br>GB/T41479-2022 Information Security Technology - Network Data Processing Security Requirements<br>The E-Commerce Law of the People's Republic of China<br>Measures for the Administration of Internet-based diagnosis and treatment                                                                                                                                                                                                   | Data Management System<br>JD Health Privacy Policy                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
|                         | Optimizing resource use                     | International Financial Reporting Standards S2 Climate-Related Disclosures                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | /                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Optimizing resource use | Green operations                            | The Energy Conservation Law of the People's Republic of China<br>Water Pollution Prevention and Control Action Plan<br>The Law of the People's Republic of China on the Prevention and Control of Atmospheric Pollution<br>Integrated Emission Standard of Air Pollutants<br>The Law of the People's Republic of China on the Prevention and Control of Water Pollution<br>Good Supply Practice for Drugs (GSP)<br>14th Five-Year Plan for the Development of Urban Domestic Waste Classification and Treatment Facilities<br>The Integrated Wastewater Discharge Standard<br>Regulations on the Administration of Medical Waste | /                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

| Category                | Secondary Title           | Laws and Regulations                                                                                                                                                                                                                                                                                                                                             | Internal Systems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-------------------------|---------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Optimizing resource use | Biodiversity conservation | Kunming-Montreal Global Biodiversity Framework<br>The Land Administration Law of the People's Republic of China<br>The Wild Animal Conservation Law of the People's Republic of China<br>The Regulation of the People's Republic of China on the Protection of Terrestrial Wild Animals<br>Environmental Impact Assessment Law of the People's Republic of China | Prohibited Goods and Information Management Specifications for JD Open Platforms                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Gaining market insights | Responsible supply chain  | Drug Administration Law of the People's Republic of China<br>Good Supply Practice for Drugs (GSP)<br>Regulations on Supervision and Administration of Medical Devices                                                                                                                                                                                            | JD Group Supplier Code of Conduct<br>Quality Sampling Inspection Standards for Health Products on JD Open Platforms<br>Announcement on Special Governance of Negative Quality Experiences on JD Health<br>Detailed Rules for Non-conforming Product Quality on JD Open Platform<br>Review and Management System for First-Time Business Partners and Salespersons<br>Review and Management System for Newly Introduced Products<br>Pharmaceutical Purchase Management System<br>Supplier Audit Management System<br>Registration Qualification Standards for Direct-Sales Suppliers<br>Management Rules for Contract Performance of JD Direct-Sales Supply Chain<br>Principles for Removal of Disqualified Suppliers<br>Regulations on Prohibiting Reselling Returned Pharmaceuticals<br>Management System for Reviewing the Qualifications of Medical Device Suppliers and Products<br>Management Rules for Merchant Recruitment on JD Open Platform<br>Management Rules for Qualification Deregistration on JD Open Platform<br>Detailed Rules for Managing the Qualification Verification of JD Health's Merchants' Pharmaceuticals and Medical Devices on JD Open Platform |

| Category                | Secondary Title          | Laws and Regulations                                                                                                                                                                                                                                                                                                                                                                                | Internal Systems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-------------------------|--------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Gaining market insights | Responsible supply chain |                                                                                                                                                                                                                                                                                                                                                                                                     | <div>Detailed Rules for Improper Posting of Health-Related Products or Information on JD Open Platform</div> <div>Management Rules for Decoctions of Chinese Herbal Slices on JD Open Platform</div> <div>Management Rules for Cold Chain Pharmaceuticals on JD Open Platform</div> <div>Management Rules for Illegal Buy-and-Gift Practices of Pharmaceuticals on JD Open Platform</div> <div>Management Rules for Prescription Audit on JD Open Platform</div> <div>Management Rules for Review on JD Open Platform</div> <div>Management Rules for Merchant Fulfillment Services in the Health Category of JD Instant Delivery</div> <div>Management Rules for Non-Compliance by Merchants in the Health Category of JD Instant Delivery</div> <div>Management Rules for Products with Shelf Life of JD Instant Delivery</div> <div>Management Rules for Qualification Verification of Pharmaceuticals and Medical Devices of Merchants in the Health Category of JD Instant Delivery</div> <div>Online Store Management Rules for Consumer Healthcare Merchants on JD Open Platform</div> <div>Management Rules for Violations of Consumer Healthcare Merchants on JD Open Platform</div> |
|                         | Responsible marketing    | <div>Advertising Law of the People's Republic of China</div> <div>E-Commerce Law of the People's Republic of China</div> <div>Internet Advertising Management Measures</div> <div>Anti-Unfair Competition Law of the People's Republic of China</div> <div>Consumer Rights and Interests Protection Law of the People's Republic of China</div> <div>Internet Advertising Management Measures</div> | <div>JD Open Platform Marketing Activity Rules</div> <div>JD Health Responsible Marketing Policy</div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |

| Category                           | Secondary Title                  | Laws and Regulations                                                                                                                                                                                                                                                                                                                                                                                 | Internal Systems                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|------------------------------------|----------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Contributing to social development | Talent development               | <div>Labor Law of the People's Republic of China</div> <div>Labor Contract Law of the People's Republic of China</div> <div>Universal Declaration of Human Rights</div> <div>International Labor Organization Conventions</div> <div>Law of the People's Republic of China on the Prevention and Control of Occupational Diseases</div> <div>Work Safety Law of the People's Republic of China</div> | <div>Employee Handbook</div> <div>JD Health Human Rights Policy</div> <div>JD Health Human Rights Due Diligence Framework</div> <div>Anti-Sexual Harassment and Anti-Discrimination Code of Conduct</div> <div>JD Group Position Avoidance Management System</div> <div>JD.com Employee Mobility Management Measures</div> <div>JD.com Compensation Management System</div> <div>JD.com Salary Management Regulations</div> <div>JD.com Subsidy Management Regulationss</div> <div>Internal Training Management System for Employees</div> <div>Employee Education Funding Management System</div> <div>Internal Lecturer Management System</div> <div>JD Health Business School Category Expert Management System</div> <div>Supplier Training Management System</div> <div>JD Health Business School Video Course Recording and Course Information Reporting Specifications</div> <div>JD Health Business School Course Review Specifications</div> <div>JD Health Business School Online Live Training SOP</div> <div>JD Health Occupational Health and Safety Management Policy</div> |
|                                    | Intellectual property management | <div>Patent Law of the People's Republic of China</div> <div>Trademark Law of the People's Republic of China</div>                                                                                                                                                                                                                                                                                   | <div>JD.com Patent Management Regulations</div> <div>JD.com Trademark Management Regulations</div> <div>JD.com Copyright Management Regulations</div> <div>JD.com Domain Name Management Regulations</div> <div>JD.com Trade Secret Management Regulations (Trial)</div>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

HKEX ESG Index

| Aspects, General Disclosure and KPIs  | Descriptions                                                                                                                                                                                                                                               | Location                                      |
|---------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| A: Environmental                      |                                                                                                                                                                                                                                                            |                                               |
| A1: Emissions                         |                                                                                                                                                                                                                                                            |                                               |
| General Disclosure                    | Information on:<br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste. | Green Operations<br>Addressing Climate Change |
| KPI A1.1                              | The types of emissions and respective emissions data.                                                                                                                                                                                                      | Green Operations                              |
| KPI A1.2                              | (Repealed 1 January 2025)                                                                                                                                                                                                                                  |                                               |
| KPI A1.3                              | Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).                                                                                                                           | Green Operations                              |
| KPI A1.4                              | Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).                                                                                                                       | Green Operations                              |
| KPI A1.5                              | Description of emission target(s) set and steps taken to achieve them.                                                                                                                                                                                     | Green Operations                              |
| KPI A1.6                              | Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.                                                                                                           | Green Operations                              |
| A2: Use of Resources                  |                                                                                                                                                                                                                                                            |                                               |
| General Disclosure                    | Policies on the efficient use of resources, including energy, water and other raw materials.                                                                                                                                                               | Green Operations                              |
| KPI A2.1                              | Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility).                                                                                 | Green Operations<br>Addressing Climate Change |
| KPI A2.2                              | Water consumption in total and intensity (e.g. per unit of production volume, per facility).                                                                                                                                                               | Green Operations                              |
| KPI A2.3                              | Description of energy use efficiency target(s) set and steps taken to achieve them.                                                                                                                                                                        | Green Operations                              |
| KPI A2.4                              | Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.                                                                                                       | Green Operations                              |
| KPI A2.5                              | Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.                                                                                                                                   | Green Operations                              |
| A3: Environment and Natural Resources |                                                                                                                                                                                                                                                            |                                               |
| General Disclosure                    | Policies on minimizing the issuer's significant impacts on the environment and natural resources.                                                                                                                                                          | Green Operations<br>Addressing Climate Change |
| KPI A3.1                              | Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.                                                                                                                        | Green Operations<br>Addressing Climate Change |
| A4: Climate Change                    |                                                                                                                                                                                                                                                            |                                               |
| General disclosure                    | (Repealed 1 January 2025)                                                                                                                                                                                                                                  | /                                             |
| KPI A4.1                              | (Repealed 1 January 2025 Repealed 1 January 2025)                                                                                                                                                                                                          | /                                             |

| Aspects, General Disclosure and KPIs | Descriptions                                                                                                                                                                                                                                                                                                                  | Location                 |
|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------|
| B: Social                            |                                                                                                                                                                                                                                                                                                                               |                          |
| Employment and Labor Practices       |                                                                                                                                                                                                                                                                                                                               |                          |
| B1: Employment                       |                                                                                                                                                                                                                                                                                                                               |                          |
| General Disclosure                   | Information on:<br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare. | Talent Growth            |
| KPI B1.1                             | Total workforce by gender, employment type (for example, full- or part-time), age group and geographical region.                                                                                                                                                                                                              | Talent Growth            |
| KPI B1.2                             | Employee turnover rate by gender, age group and geographical region.                                                                                                                                                                                                                                                          | Talent Growth            |
| B2: Health and Safety                |                                                                                                                                                                                                                                                                                                                               |                          |
| General Disclosure                   | Information on:<br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.                                                                               | Talent Growth            |
| KPI B2.1                             | Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.                                                                                                                                                                                                             | Talent Growth            |
| KPI B2.2                             | Lost days due to work injury.                                                                                                                                                                                                                                                                                                 | Talent Growth            |
| KPI B2.3                             | Description of occupational health and safety measures adopted, and how they are implemented and monitored.                                                                                                                                                                                                                   | Talent Growth            |
| B3: Development and Training         |                                                                                                                                                                                                                                                                                                                               |                          |
| General Disclosure                   | Policies on improving employees' knowledge and skills for discharging duties at work. Descriptions of training activities.                                                                                                                                                                                                    | Talent Growth            |
| KPI B3.1                             | The percentage of employees trained by gender and employee category (e.g. senior management, middle management).                                                                                                                                                                                                              | Talent Growth            |
| KPI B3.2                             | The average training hours completed per employee by gender and employee category.                                                                                                                                                                                                                                            | Talent Growth            |
| B4: Labor Standards                  |                                                                                                                                                                                                                                                                                                                               |                          |
| General Disclosure                   | Information on:<br>(a) the policies; and<br>(b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.                                                                                                                                    | Talent Growth            |
| KPI B4.1                             | Description of measures to review employment practices to avoid child labor and forced labour.                                                                                                                                                                                                                                | Talent Growth            |
| KPI B4.2                             | Description of steps taken to eliminate such practices when discovered.                                                                                                                                                                                                                                                       | Talent Growth            |
| Operating practices                  |                                                                                                                                                                                                                                                                                                                               |                          |
| B5: Supply chain management          |                                                                                                                                                                                                                                                                                                                               |                          |
| General disclosure                   | Policies on managing environmental and social risks of the supply chain.                                                                                                                                                                                                                                                      | Responsible Supply Chain |
| KPI B5.1                             | Number of suppliers by geographical region.                                                                                                                                                                                                                                                                                   | Responsible Supply Chain |
| KPI B5.2                             | Describe the practices relating to engaging suppliers, the number of suppliers where the practices are being implemented, and how they are implemented and monitored.                                                                                                                                                         | Responsible Supply Chain |
| KPI B5.3                             | Describe the practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored..                                                                                                                                                                                   | Responsible Supply Chain |

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

Climate Disclosures

|                     |                     |                                                                    |                                               |
|---------------------|---------------------|--------------------------------------------------------------------|-----------------------------------------------|
| Climate disclosures | Governance          | Governance                                                         | Green Operations<br>Addressing Climate Change |
|                     | Strategy            | Climate-related risks and opportunities                            | Addressing Climate Change                     |
|                     |                     | Business model and value chain                                     | Addressing Climate Change                     |
|                     |                     | Strategy and decision-making                                       | Addressing Climate Change                     |
|                     |                     | Financial condition, financial performance, and cash flow          | /                                             |
|                     |                     | Climate resilience                                                 | Addressing Climate Change                     |
|                     | Risk Management     | Financial impacts of climate-related risks and opportunities       | /                                             |
|                     |                     | Risk management                                                    | Addressing Climate Change                     |
|                     |                     | greenhouse gas emissions                                           | Addressing Climate Change                     |
|                     |                     | Climate-related transition risks                                   | Addressing Climate Change                     |
|                     |                     | Climate-related physical risks                                     | Addressing Climate Change                     |
|                     | Metrics and Targets | Climate-related opportunities                                      | Addressing Climate Change                     |
|                     |                     | Capital deployment                                                 | /                                             |
|                     |                     | Internal carbon pricing                                            | /                                             |
|                     |                     | Remuneration                                                       | /                                             |
|                     |                     | Industry-based metrics                                             | /                                             |
|                     |                     | Climate-related targets                                            | Addressing Climate Change                     |
|                     |                     | Applicability of cross-industry metrics and industry-based metrics | /                                             |

GRI Content Index

|                  |                                                                                                      |
|------------------|------------------------------------------------------------------------------------------------------|
| Statement of use | JD Health has reported in accordance with the GRI Standards for the period2025 to December 31, 2025. |
| GRI 1 used       | GRI 1: Foundation 2021                                                                               |

| Disclosure Issues/Items                      | Disclosure                                                                                      | Section                               |
|----------------------------------------------|-------------------------------------------------------------------------------------------------|---------------------------------------|
| GRI 2: General Disclosure 2021               |                                                                                                 |                                       |
| The organization and its reporting practices |                                                                                                 |                                       |
| 2-1                                          | Organizational details                                                                          | Company Profile                       |
| 2-2                                          | Entities included in the organization's sustainability reporting                                | About This Report                     |
| 2-3                                          | Reporting period, frequency and contact point                                                   | About This Report                     |
| 2-4                                          | Restatements of information                                                                     | About This Report                     |
| 2-5                                          | External assurance                                                                              | Independent Assurance Statement       |
| Activities and workers                       |                                                                                                 |                                       |
| 2-6                                          | Activities, value chain and other business relationships                                        | Responsible Supply Chain              |
| 2-7                                          | Employees                                                                                       | Talent Growth                         |
| 2-8                                          | Workers who are not employees                                                                   | Talent Growth                         |
| Governance                                   |                                                                                                 |                                       |
| 2-9                                          | Governance structure and composition                                                            | Compliant Governance                  |
| 2-10                                         | Nomination and selection of the highest governance body                                         | Compliant Governance                  |
| 2-11                                         | Chair of the highest governance body.                                                           | Compliant Governance                  |
| 2-12                                         | Role of the highest role of the highest governance body in overseeing the management of impacts | Compliant Governance                  |
| 2-13                                         | Delegation of responsibility for managing impacts                                               | Compliant Governance                  |
| 2-14                                         | Role of the highest governance body in sustainability reporting                                 | ESG Governance                        |
| 2-15                                         | Conflicts of interest                                                                           | Stakeholder Engagement                |
| 2-16                                         | Communication of critical concerns                                                              | Materiality Determination             |
| 2-17                                         | Collective knowledge of the highest governance body                                             | Compliant Governance                  |
| 2-18                                         | Evaluation of the performance of the highest governance body                                    | Compliant Governance                  |
| 2-19                                         | Remuneration policies                                                                           | Talent Growth                         |
| 2-20                                         | Process to determine remuneration                                                               | Talent Growth                         |
| 2-21                                         | Annual total compensation ratio                                                                 | Not applicable                        |
| Strategy, policies and practices             |                                                                                                 |                                       |
| 2-22                                         | Statement on sustainable development strategy                                                   | Statement of the Board                |
| 2-23                                         | Policy commitments                                                                              | ESG Strategy and SDGs Target Response |

| Disclosure Issues/Items            | Disclosure                                                                      | Section                                    |
|------------------------------------|---------------------------------------------------------------------------------|--------------------------------------------|
| 2-24                               | Embedding policy commitments                                                    | ESG Strategy and SDGs Target Response      |
| 2-25                               | Processes to remediate negative impacts                                         | ESG Strategy and SDGs TargetResponse       |
| 2-26                               | Mechanisms for seeking advice and raising concerns                              | Stakeholder Engagement                     |
| 2-27                               | Compliance with laws and regulations                                            | ESG Governance                             |
| 2-28                               | Membership associations                                                         | Compliant Governance                       |
| Stakeholder engagement             |                                                                                 |                                            |
| 2-29                               | Approach to stakeholder engagement                                              | Stakeholder Engagement                     |
| 2-30                               | Collective bargaining agreements                                                | Stakeholder Engagement                     |
| GRI 3: Material Topics 2021        |                                                                                 |                                            |
| 3-1                                | Process to determine material topics                                            | Materiality Determination                  |
| 3-2                                | List of material topics                                                         | Materiality Determination                  |
| Economic                           |                                                                                 |                                            |
| GRI 201: Economic Performance      |                                                                                 |                                            |
| 3-3                                | Management of material topics                                                   | Materiality Determination                  |
| 201-2                              | Financial implications and other risks and opportunities due to climate change  | /                                          |
| 201-3                              | Defined benefit plan obligations and other retirement plans                     | Talent Growth                              |
| GRI 204: Procurement Practices     |                                                                                 |                                            |
| 3-3                                | Management of material topics                                                   | Quality Assurance Responsible Supply Chain |
| GRI 205: Anti-corruption           |                                                                                 |                                            |
| 3-3                                | Management of material topics                                                   | Business Ethics                            |
| 205-1                              | Operating assessed assessed for risks related to corruption                     | Business Ethics                            |
| 205-2                              | Communication and training about anti-corruption policies and procedures        | Business Ethics                            |
| 205-3                              | Confirmed incidents of corruption and actions taken                             | Business Ethics                            |
| GRI 206: Anti-competitive Behavior |                                                                                 |                                            |
| 3-3                                | Management of material topics                                                   | Business Ethics                            |
| 206-1                              | Legal actions for anti-competitive behavior, anti-trust, and monopoly practices | Business Ethics                            |
| Environmental                      |                                                                                 |                                            |
| GRI 302: Energy                    |                                                                                 |                                            |
| 3-3                                | Management of material topics                                                   | Green Operations                           |
| 302-1                              | Energy consumption within the organization                                      | Green Operations                           |
| 302-3                              | Energy intensity                                                                | Green Operations                           |
| 302-4                              | Reduction of energy consumption                                                 | Green Operations                           |
| 302-5                              | Reductions in energy requirements of products and services                      | Green Operations                           |

| Disclosure Issues/Items                    | Disclosure                                                                                                 | Section                                       |
|--------------------------------------------|------------------------------------------------------------------------------------------------------------|-----------------------------------------------|
| GRI 303: Water                             |                                                                                                            |                                               |
| 3-3                                        | Management of material topics                                                                              | Green Operations                              |
| 303-1                                      | Water withdrawal by source                                                                                 | /                                             |
| 303-2                                      | Water sources significantly affected by withdrawal of water                                                | /                                             |
| 303-3                                      | Water recycled and reused                                                                                  | Green Operations                              |
| GRI 305: Emissions                         |                                                                                                            |                                               |
| 3-3                                        | Management of material topics                                                                              | Green Operations<br>Addressing Climate Change |
| 305-1                                      | Direct (Scope 1) GHG emissions                                                                             | Addressing Climate Change                     |
| 305-2                                      | Energy indirect (Scope 2) GHG emissions                                                                    | Addressing Climate Change                     |
| 305-4                                      | GHG emissions intensity                                                                                    | Addressing climate change                     |
| 305-5                                      | Reduction of GHG emissions                                                                                 | Addressing Climate Change                     |
| 305-7                                      | Nitrogen oxides (NO <sub>x</sub> ), sulfur oxides (SO <sub>x</sub> ), and other significant air emissions. | Green Operations                              |
| GRI 306: Effluents and Waste               |                                                                                                            |                                               |
| 3-3                                        | Management of material topics                                                                              | Green Operations                              |
| 306-1                                      | Water discharge by quality and destination                                                                 | /                                             |
| 306-2                                      | Waste by type and disposal method                                                                          | Green Operations                              |
| 306-3                                      | Significant spills                                                                                         | /                                             |
| 306-4                                      | Transportation of hazardous waste                                                                          | Green Operations                              |
| 306-5                                      | Water bodies affected by water discharges and/or runoff                                                    | /                                             |
| GRI 308: Supplier Environmental Assessment |                                                                                                            |                                               |
| 3-3                                        | Management of material topics                                                                              | Responsible Supply Chain                      |
| 308-1                                      | New suppliers that were screened using environmental criteria                                              | Responsible Supply Chain                      |
| 308-2                                      | Negative environmental impacts in the supply chain and actions taken                                       | Responsible Supply Chain                      |
| Social                                     |                                                                                                            |                                               |
| GRI 401: Employment                        |                                                                                                            |                                               |
| 3-3                                        | Management of material topics                                                                              | Talent Growth                                 |
| 401-1                                      | Turnover                                                                                                   | Talent Growth                                 |
| 401-2                                      | Benefits provided to full-time employees that are not provided to temporary or parttime employees          | Talent Growth                                 |
| 401-3                                      | Parental leave                                                                                             | Talent Growth                                 |
| GRI 402: Labor/Management Relations        |                                                                                                            |                                               |
| 3-3                                        | Management of material topics                                                                              | Talent Growth                                 |
| GRI 403: Occupational Health and Safety    |                                                                                                            |                                               |
| 3-3                                        | Management of material topics                                                                              | Talent Growth                                 |
| 403-1                                      | Occupational health and safety management system                                                           | Talent Growth                                 |
| 403-2                                      | Hazard identification, risk assessment, and incident investigation                                         | Talent Growth                                 |

| Disclosure Issues/Items                  | Disclosure                                                                                      | Section                                     |
|------------------------------------------|-------------------------------------------------------------------------------------------------|---------------------------------------------|
| 403-3                                    | Occupational health services                                                                    | Talent Growth                               |
| 403-4                                    | Worker participation, consultation, and communication on occupational health and safety         | Talent Growth                               |
| GRI 404: Training and Education          |                                                                                                 |                                             |
| 3-3                                      | Management of material topics                                                                   | Talent Growth                               |
| 404-1                                    | Average hours of training per year per employee                                                 | Talent Growth                               |
| 404-2                                    | Programs for upgrading employee skills and transition assistance programs                       | Talent Growth                               |
| 404-3                                    | Percentage of employees receiving regular performance and career development reviews            | Talent Growth                               |
| GRI 405: Diversity and Equal Opportunity |                                                                                                 |                                             |
| 3-3                                      | Management of material topics                                                                   | Talent Growth                               |
| 405-1                                    | Diversity of governance bodies and employee                                                     | Talent Growth                               |
| GRI 406: Non-discrimination              |                                                                                                 |                                             |
| 3-3                                      | Management of material topics                                                                   | Talent Growth                               |
| 406-1                                    | Incidents of discrimination and corrective actions taken                                        | Talent Growth                               |
| GRI 408: Child labor                     |                                                                                                 |                                             |
| 3-3                                      | Management of material topics                                                                   | Talent Growth                               |
| GRI 409: Forced or compulsory labor 2016 |                                                                                                 |                                             |
| 3-3                                      | Management of material topics                                                                   | Talent Growth                               |
| GRI 413: Local communities               |                                                                                                 |                                             |
| 3-3                                      | Management of material topics                                                                   | Public Health                               |
| 413-1                                    | Operational sites with local community engagement, impact assessments, and development programs | Public Health                               |
| GRI 414: Supplier social assessment      |                                                                                                 |                                             |
| 3-3                                      | Management of material topics                                                                   | Responsible Supply Chain                    |
| 414-1                                    | New suppliers that were screened using social criteria                                          | Responsible Supply Chain                    |
| 414-2                                    | Negative social impacts in the supply chain and actions taken                                   | Responsible Supply Chain                    |
| GRI 418: Customer Privacy                |                                                                                                 |                                             |
| 3-3                                      | Management of material topics                                                                   | Information Security and Privacy Protection |
| 418-1                                    | Substantiated complaints concerning breaches of customer privacy and losses of customer data    | Information Security and Privacy Protection |

# Feedback

Dear stakeholders:

Thank you for reading our 2025 Environmental, Social and Governance Report. This questionnaire is designated to better understand your expectations and demands for JD Health's ESG governance and information disclosures and facilitate ongoing improvements on our ESG performance. To this end, we sincerely invite you to participate in this questionnaire. Your real feedback is vital to our continuous improvement and is highly appreciated by us!

1. Relative to JD Health, your identity is:

- ☐ Employees
- ☐ Consumers
- ☐ Partner in value chain
- ☐ Governments and regulatory
- ☐ Shareholders and investors
- ☐ Community representative
- ☐ NPO/NGO
- ☐ Others

2. What is your overall impression of this year's report?

- ☐ Good
- ☐ Poor
- ☐ Average

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

- ☐ Yes
- ☐ No
- ☐ Average

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

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

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

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

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