



DINGDANG HEALTH TECHNOLOGY GROUP LTD. 叮噹健康科技集團有限公司

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 09886



2025

ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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About This Report

This is the fourth environmental, social and governance (ESG) report issued by Dingdang Health Technology Group Ltd. It focuses on the disclosure of the management measures, key practices and results of the Company and its subsidiaries across the three dimensions of environment, society, and governance during the Reporting Period.

TIME SCOPE

This report is an annual report covering the period from January 1, 2025 to December 31, 2025, and some contents are beyond the above scope.

REPORTING BOUNDARY

This report is based on Dingdang Health Technology Group Ltd. as the reporting entity, encompassing all its subsidiaries and consolidated affiliated entities.

PREPARATION BASIS

This report has been prepared with reference to the United Nations Sustainable Development Goals (SDGs), the *GRI Sustainability Reporting Standards (GRI Standards)* issued by the Global Sustainability Standards Board (GSSB) and the *Environmental, Social and Governance Reporting Code* as set out in Appendix C2 to the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited*. The four principles of materiality, quantitative, balance and consistency are taken into account for information disclosure.

SOURCE OF INFORMATION

The information and data in this report are mainly derived from the Company's internal official documents, internal statistics and relevant public information. Unless otherwise specified, the currency amount involved in this report is denominated in RMB.

REPRESENTATION

For ease of reference, "Dingdang Health", "the Company" and "we" as mentioned in this report all refer to "Dingdang Health Technology Group Ltd."

ACCESS TO THE REPORT

This report is published in electronic version. Available for browsing and downloading through the following channels:

- Dingdang Health's official website: <https://www.ddjkt.com>
- Website of the Hong Kong Stock Exchange: www.hkex.com.hk

CONTACT US

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As the highest supervisory and decision-making body for the Company's ESG matters, the Board of Directors of Dingdang Health is responsible for fully integrating ESG factors into the Company's strategy, operations, and decision-making processes. It continuously strengthens the oversight and engagement in related matters in accordance with the Hong Kong Stock Exchange's *Environmental, Social, and Governance (ESG) Reporting Code*.

Regarding ESG management policies and strategies, the Board of Directors is responsible for reviewing and establishing the Company's ESG objectives, strategies, and management framework. The management of the Company proactively identifies and assesses ESG and climate change-related risks and opportunities in light of macro policies, regulatory requirements, and industry priorities, analyzing their actual and potential impacts on the Company's business development and strategic planning in the short, medium, and long term. Based on this, the management conducts materiality assessments and prioritization of significant ESG topics, formulates corresponding management measures, and reports to the Board for supervision and guidance to ensure that ESG priorities are closely aligned with business operations.

The Board of Directors regularly convenes meetings to review the annual analysis results of material ESG issues and ESG progress reports, continuously monitors the implementation progress of the company's ESG objectives, and evaluates their relevance and effectiveness in relation to business development. Board members also actively participate in ESG-related training to continuously enhance their capabilities in fulfilling ESG oversight responsibilities.

This report details the progress and performance of Dingdang Health in the field of ESG during the 2025 fiscal year and has been submitted to and approved by the Board of Directors. Looking ahead, the Board of Directors will continue to deepen ESG integration efforts to promote the Company's sustainable and high-quality development.

1 Corporate Governance

1.1 COMPLIANCE AND RISK CONTROL

The Company strictly complies with laws and regulations, including the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, and the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited*. It continuously improves and optimizes the management systems and risk management mechanisms, such as the *Management Regulations on Contract Review*. To ensure the effective implementation and continuous improvement of these systems, the Company has established key internal regulations such as the *Internal Audit Penalty Management Regulations* and the *Audit Inspection Report Application Regulations*, establishing an effective, independent, and objective supervision and evaluation mechanism. This mechanism enables the systematic identification, assessment, and management of various risks based on industry development trends and business realities, providing a solid foundation for the Company's strategic decision-making and daily operations.

During the establishment of the system, the Company is committed to fostering a deeply ingrained compliance culture. In 2025, the Legal and Rights Protection Department systematically organized a series of training sessions on contract risk management for the headquarters and all subordinate companies. Among these, in-depth explanations of the general course *Contract Risk Management* were provided to the headquarters and four key subordinate companies, comprehensively enhancing the practical compliance capabilities and risk prevention awareness of each business unit.

1.2 BUSINESS ETHICS AND ANTI-CORRUPTION

The Company firmly prohibits any form of bribery, fraud, extortion and other unethical business conduct, strictly complies with relevant laws and regulations such as the *Anti-Monopoly Law of the People's Republic of China* and the *Anti-Unfair Competition Law of the People's Republic of China*, and has established internal policies including the *Complaints and Whistleblowing Management Regulations* and the *Supervision and Complaint Whistleblowing Reward Management Measures*, thereby building a comprehensive compliance governance system covering risk prevention, process supervision, and whistleblowing response. In 2025, the Company had no corruption lawsuits.

In 2025, to continuously strengthen the internal compliance culture and management standards, the Company revised and issued an updated version of the *Employee Code of Conduct Management Regulations*. This further clarifies the standards and boundaries for employees in key areas such as professional ethics, avoidance of conflicts of interest, information security, integrity and self-discipline, and social responsibility. It also fully integrates compliance requirements into daily business operations and decision-making processes.

Simultaneously, the Company specially invited professional lawyers to conduct integrity training and specialized lectures on preventing duty-related crimes for management personnel. Participants included heads of various centers, subsidiaries, and business segments across the Group, as well as key position managers in areas such as procurement and operations. In terms of cultivating commercial ethics and an anti-corruption culture, the Company regularly publishes interpretations of laws and regulations and case warnings through its internal official account, systematically incorporates professional ethics topics into various business and management training programs, and integrates embedded integrity advocacy into daily audit and supervision work in specific business scenarios. This continuously enhances the compliance awareness and behavioral consciousness of all employees. Furthermore, the Company organizes specialized training sessions on “Strengthening Legal Awareness and Upholding Integrity in Professional Conduct”, systematically analyzing common scenarios, causes, and harms of occupational crimes to reinforce the legal awareness and professional ethics of all employees.

The Company established internal regulations such as the *Complaint and Reporting Management Regulations* and the *Supervision and Complaint Reporting Reward Management Measures*. By setting up dedicated public channels, including email and telephone, and implementing a reward-based reporting mechanism, employees and partners are encouraged to actively participate in integrity supervision.

The Company places high importance on and effectively protects the legitimate rights and interests of whistleblowers. It strictly safeguards the personal information and related materials of whistleblowers and strictly prohibits any form of retaliation. For received whistleblowing information, the Company will establish an investigation team in accordance with internal policies to promptly conduct investigations. Based on the validity of the whistleblowing leads, the nature of the case, and the severity of the situation, the Company will provide corresponding rewards to the whistleblower. For malicious or false whistleblowing activities, the Company will take appropriate measures based on the severity of the circumstances. Cases of significant severity will be referred to judicial authorities for handling in accordance with the law.

Indicator	2025	Unit
Number of corruption litigation cases concluded	0	Case
Total number of participants in anti-corruption training	197	Participant
Total training hours of participants in anti-corruption training	1,576	Hour
Number of management participants in anti-corruption training	15	Participant
Total training hours of management participation in anti-corruption training	20	Hour
Number of employee participants in anti-corruption training	177	Participant
Total training hours of employees participation in anti-corruption training	1,416	Hour

1 Corporate Governance

1.3 ESG MANAGEMENT

Dingdang Health continues to refine its ESG governance framework, consistently enhancing the effectiveness of ESG management. The Company deeply integrates the concept of sustainable development into all aspects of its operations, actively responding to the expectations and concerns of stakeholders.

1.3.1 ESG Governance Structure

Dingdang Health is committed to continuously improving its ESG governance framework. By clearly defining the responsibilities and roles of the Board of Directors, management, and various functional departments, the Company ensures the systematic advancement and effective implementation of ESG initiatives. The Board of Directors, as the highest supervisory and decision-making body for ESG matters, is responsible for reviewing and formulating the Company's ESG strategy, objectives, and management policies, as well as approving the annual ESG report. Management is responsible for assisting in coordinating and promoting the specific implementation of ESG-related work. A clear cross-departmental collaboration mechanism has been established within the company, in which all business and functional units actively cooperate in implementing ESG-related arrangements, regularly reporting on progress and outcomes, thereby forming a closed-loop management system from strategy formulation to execution feedback.

1.3.2 Communication with Stakeholders

In actively addressing the concerns of various parties, the Company is committed to establishing an efficient and diversified communication mechanism. By broadening interaction channels and enriching communication formats, the Company precisely aligns with the expectations and demands of all stakeholders.

Stakeholders	Expectations and demands	Communication and response methods
Government/regulatory authorities	• Compliance operations • Responsible governance • Public welfare and charity • Inclusive healthcare • Addressing climate change	• Government department visits • Regular reporting and communication • Visits and investigation • Cooperation with regulatory supervision • Public welfare and charity activities
Shareholders/investors	• Risk management • Compliance operations • Business ethics and anti-corruption • Sustainable and stable economic returns	• Convening general meetings • Holding investor communication meetings • Disclosure of operating information in accordance with the requirements of the <i>Listing Rules</i> • Company visits
Consumers	• Product quality and safety • Enhancing customer service quality • Responsible marketing and promotion • Customer privacy and information security • Inclusive healthcare	• 7 × 24-hour customer service • Telephone, online communication platforms, official WeChat accounts, and email • Customer satisfaction survey • Dingdang Drug Express App • Dingdang Health mini program
Employees	• Compliant employment • Equality and diversity • Employee remuneration and benefits • Employee training and development • Occupational health and safety	• Management seminars • Employee mailbox • Dingdang Group Complaints and Reporting Platform • Online and offline surveys • Employee training activities

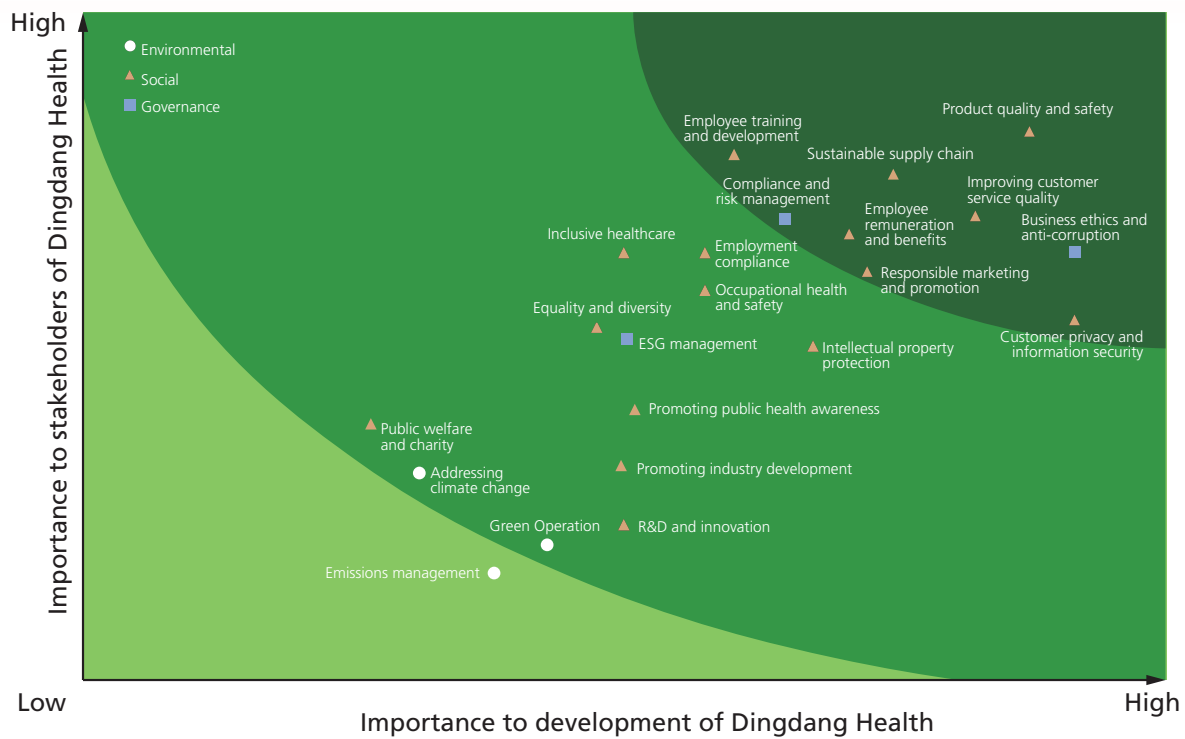
1 Corporate Governance

Stakeholders	Expectations and demands	Communication and response methods
Community welfare	- Promoting public health awareness - Public welfare and charity - Use of resources - Addressing climate change - Emissions management	- Official website - Social media - Public welfare and charity activities - Volunteer activities
Suppliers/partners	- Promoting industry development - Supply chain management - R&D and innovation - Product quality and safety	- Daily procurement and evaluation - Online and offline exchange and sharing - Regular visits and communication
Industry associations	- Promoting industry development - R&D and innovation	Industry forums and events

1.3.3 Identification of Material Issues

Dingdang Health carried out a systematic industry benchmarking analysis in accordance with the *Hong Kong Stock Exchange's Environmental, Social and Governance Reporting Code*, the national policy trends, industry development trends, and the focus of ESG rating in the capital market. Based on this, the Company updated its list of material ESG issues on an annual basis, taking into account its own business realities and strategic direction. By extensively soliciting opinions and suggestions from both internal and external stakeholders, the Company analyzed and prioritized each topic from two dimensions: "Importance to development of Dingdang Health" and "Importance to stakeholders of Dingdang Health", ultimately constructing the 2025 ESG Issues Materiality Assessment Matrix.

Dingdang Health 2025 ESG Issues Materiality Assessment Matrix



1.3.4 Honors and Awards

- Chairman of Dingdang Health was selected as one of the “Top 10 Innovators in China’s Future Health Industry 2025 (2025中國未來健康產業創新者TOP10)” in the 2025 World Innovation Awards (WIA2025).
- Dingdang Health’s “Intelligent Little Dingdang (智能小叮嚀)” was selected as a National “AI+” Action Innovation Case
- Dingdang Health was awarded the titles of “Top 100 Hong Kong Stocks – Most Promising Growth Company of the Year (港股100強– 年度最具成長潛力公司)”.
- Dingdang Health was honored with the title of “Regional Business Enabling Enterprise (區域商業賦能企業)” at the Second Fengtai District Business Development Conference in Beijing.
- Dingdang Drug Express received the 2025 CPEO Gold Award for its “A-LL Dual-Wheel Drive (A-LL雙輪驅動)” growth model and multifunctional smart pharmacy system.

1 Corporate Governance



2.1 PRODUCT SAFETY AND COMPLIANCE ADVOCACY

2.1.1 Product Quality and Safety

- *Product Quality Management*

To ensure the quality and safety of its pharmaceuticals, medical devices, cosmetics, and food products, Dingdang Health strictly complies with relevant laws and regulations, including the *Law of the People's Republic of China on Product Quality*, the *Drug Administration Law of the People's Republic of China*, the *Food Safety Law of the People's Republic of China*, the *Good Supply Practice*, the *Quality Management Specifications for Online Sales of Medical Devices*, and the *Regulations on the Supervision and Administration of Cosmetics*. In accordance with internal systems and standards such as the *Drug Quality and Safety Management System on Online Platforms*, the *Quality and Safety Monitoring Provisions for Medical Devices*, the *Third-Party Platform Cosmetics Inspection Management Standards*, and the *Food Safety Self-Inspection Management Standards*, the Company has established a quality and safety management organization and developed a comprehensive, end-to-end product quality management system. Dingdang Drug Express has obtained ISO 9001 Quality Management System Certification.



Photo: Dingdang Drug Express's ISO 9001 Quality Management System Certificate

2 Health Protection

In accordance with the *Guidance for the Inspection of Third-party Platforms for Online Drug Sales (Trial)*, the Company has established and improved a comprehensive quality management system for online drug transactions and a traceable quality control system. This system covers all stages, including procurement, warehousing, storage, outbound, delivery, and recall, with quality inspection procedures implemented at key nodes to ensure full-process control over product quality.

Dingdang Health Full-process Drug Management

- **Drug procurement:** According to *Review Management System for Entrusted Distribution Enterprise, New Cooperative Enterprise and Newly Introduced Products, and Initial Products* established by the Company, the Company strictly reviews the qualifications and quality management levels of cooperative enterprises, signs the *Quality Assurance Agreement*, and achieves comprehensive review coverage. For newly introduced products, the Company establishes quality files and conduct follow-up inspections; these products may only be converted to qualified operating drugs upon expiration without quality issues. For distribution enterprises, the Company conducts on-site evaluations to ensure their quality risks are controllable. In 2025, the Company implemented electronic management of first introduced qualifications for multiple categories of goods.
- **Drug warehousing:** The Company allocates business premises and warehouses that match the scope and scale of drug operations, entrusts qualified enterprises for drug distribution, conducts acceptance inspections according to prescribed procedures, and prevents unqualified drugs from entering the warehouse.
- **Drug storage:** The Company regularly calibrates measuring instruments, monitors temperature and humidity detection equipment, and stores and maintains drugs reasonably based on their characteristics and schedule.
- **Drug outbound:** The Company enhances compliance control during the outbound re-inspection process to ensure the quality of outbound drugs through stringent supervision.
- **Drug transportation:** The Company strictly implements distribution operating procedures. For temperature-sensitive special drugs (such as Inaticabtagene Autoleucel Injection), the Company implements “dedicated personnel and dedicated vehicles” for professional distribution, with licensed pharmacists providing full-process supervision. Relying on intelligent temperature control and real-time positioning systems, the Company ensures absolute stability and full-process traceability of drugs during transportation, achieving a safe connection from the warehouse to the patient's bedside.
- **After-sales drug recall:** The Company timely retrieves sold pharmaceuticals with quality issues and reports to drug regulatory authorities in accordance with the *Drug Recall Management System*, assists pharmaceutical manufacturers in recalling drugs with safety hazards, and establishes complete recall records.
- **Unqualified drugs disposal:** The Company implements the *Management System for the Treatment of Unqualified Drugs*, uniformly organizes the destruction of unqualified drugs and maintains records; analyzes the causes of drug non-conformity through quality analysis meetings, and implements corrective and preventive actions.

- ***Standardized Management of Platform Merchants***

Dingdang Health strictly regulates quality management of platform merchants. For the four types of products – drugs, medical devices, cosmetics, and food – the Company establishes internal management systems and standards including the *Management Standards for Verification and Registration of Merchants on the Platform*, the *Quality Safety Information Announcement Regulations*, the *Third-party Platform Cosmetics Adverse Reaction Reporting Management Standards*, and the *Food Safety Self-Inspection Management Standards*. The Company clearly requires platform merchants to implement verification and registration, disclosure of quality safety information, quality safety inspections, and adverse reaction reporting.

Through special inspections, routine patrols, and systematic quality tracking, the Company implements dynamic monitoring and automatic reminders for merchant qualification information, continuously improving the product quality supervision mechanism. In 2025, Dingdang Health organized multiple product quality training sessions, inviting internal and external experts to interpret regulatory requirements for employees and merchants, ensuring that business activities comply with national and the Company's quality standards.

- ***Standardized Management of Doctors and Pharmacists***

Dingdang Health has established a professional team comprising full-time, part-time, and external doctors and pharmacists across multiple specialties. This team provides users with online health consultations and medication guidance services covering various conditions, including dermatological, respiratory, gastrointestinal, and chronic diseases. The services aim to help users understand potential side effects of medications, ensure rational drug use, and guarantee medication safety.

The Company strictly enforces admission and service quality assessment systems for doctors and pharmacists. Internal regulations, such as the *Prescription Drug Sales Management Policy on Online Platforms* and the *Customer Service Management Policy on Online Platforms*, clearly define the job responsibilities and requirements for doctors and pharmacists. New doctors and pharmacists must undergo training in service awareness, medical professional knowledge, and system operations, as well as passing quality control and performance assessments. At the same time, the Company requires all doctors and pharmacists to complete continual education annually to stay updated on pharmaceutical knowledge, grasp relevant policies and regulations, and ensure learning outcomes through assessments. In daily service work, the quality inspection team conducts random checks and assessments of doctors and pharmacists on a daily basis. For any issues identified, timely performance constraints and retraining measures are implemented to consistently uphold the professionalism and service quality of the team.

2 Health Protection

• Product Recall and Disposal

In order to ensure drug use safety of the public, Dingdang Health has performed its *Management System for Drug Recalls* in accordance with the *Management Measures for Drug Recalls* of the National Medical Products Administration, to clarify the drug recall process. According to the seriousness of the potential drug safety hazards, drug recalls are categorized into Class I, Class II and Class III, and are handled in strict accordance with the recall procedures to ensure that the recalls are carried out effectively. In 2025, there was no product recall due to safety and health issues.

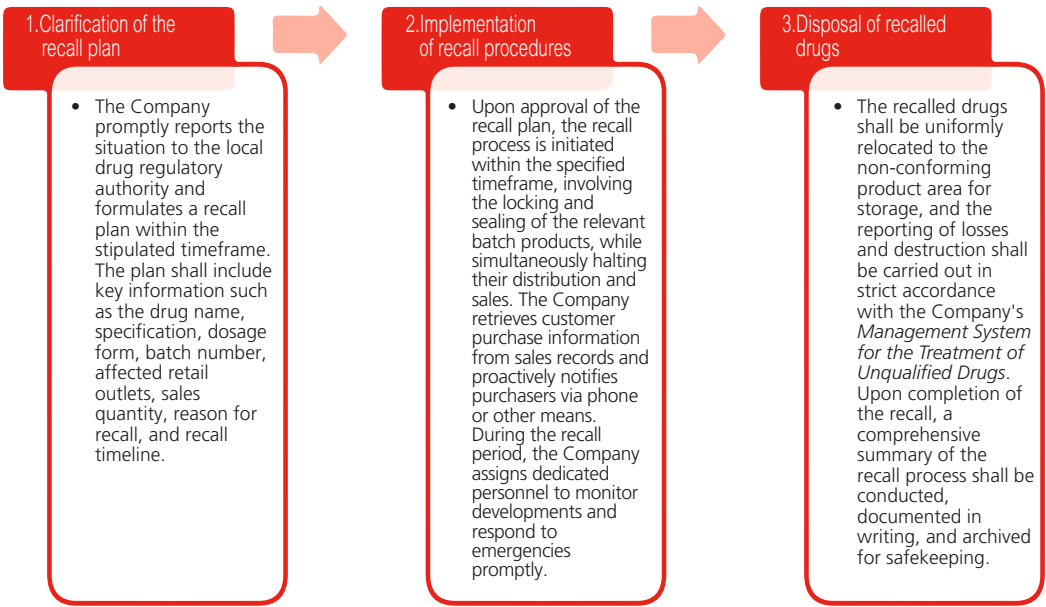


Diagram: Drug Recall Procedure

• Quality Emergency Management

Dingdang Health has established a systematic quality emergency management mechanism, formulated and implemented the *Quality Accident and Quality Complaint Management System*, which clearly defines the investigation and handling procedures for quality incidents. At the same time, the Company has developed the *Public Health Emergency Management Plan* to enhance response capabilities and ensure the continuity of quality management during public health emergencies, further strengthening the end-to-end risk prevention and control system.

2.1.2 Responsible Marketing and Promotion

Dingdang Health strictly adheres to laws and regulations, including the *Advertising Law of the People's Republic of China*, the *Measures for Supervision and Administration of Online Drug Sales*, the *Measures for the Administration of Drug Information Service over the Internet*, and the *Interim Measures for the Review and Administration of Advertisements for Drugs, Medical Devices, Health Foods, and Foods for Special Medical Purposes*. The Company has established the *Drug Information Display and Management System on Online Platforms* and the *Advertising Review and Compliance Guidelines* to ensure the legality and authenticity of drug information displayed on the platform.

To ensure the accuracy and compliance of information, the Company has established a review mechanism to compare and verify the drug information and images submitted by merchants against the drug packaging, labels, and instructions. The platform has explicitly required the separate display of prescription drugs and over-the-counter drugs, prominently marking various drug risk warnings, and ensuring that consumers are fully informed of the relevant risks before purchasing prescription drugs. Furthermore, the Company continuously conducted inspections of drug information to eliminate false and misleading advertisements.

In 2025, the Company organized multiple online sales compliance training sessions covering drugs, medical devices, cosmetics, and food. For example, following the release of *Quality Management Specifications for Online Sales of Medical Devices* by NMPA, the Company promptly organized employee training and assessments to ensure that relevant teams promptly understood and implemented the latest regulatory requirements.

2.2 SERVICE EXPERIENCE AND USER COMMUNICATION

2.2.1 Enhancing Customer Service Quality

Dingdang Health is committed to providing medical products and services that are convenient, fast, and professional with easy access and reasonable prices to address all kinds of unmet health demands. The Company has deeply cultivated the "Internet medicine + medical field" sector, adopting an innovative online-to-offline integrated operation model of "pharmaceutical direct supply, online ordering and delivery." It has established a comprehensive life-cycle health management platform that integrates online health consultations, medication guidance, follow-up prescriptions, home delivery of medicines, preventive healthcare, and post-diagnosis health management. As of the end of 2025, Dingdang Health's proprietary platform had 50.785 million registered users.

2 Health Protection

Core Business System

- **Drug Express service:** The Company has provided real-time, 7 × 24-hour, 28-minute medicine delivery to home in core areas. The product range primarily covers prescription drugs, over-the-counter drugs, medical devices, and health and wellness products.
 - **Online diagnosis and treatment services:** Relying on the professional medical team, the Company has offered 7 × 24-hour free online consultations, expert advice, psychological counseling, and online appointment booking services. In 2025, the scope of services was further expanded, with the addition of specialized modules such as traditional Chinese medicine consultations and pet health consultations. Efficiency was enhanced through AI-powered pre-consultation, achieving an average first response time of 13 seconds and a response time of 20 seconds throughout the year. Services were provided to over 2 million person-times, with user satisfaction exceeding 99%.
 - **Chronic disease and health management:** The Company has provided one-stop, end-to-end services for patients with chronic conditions such as cancer, cardiovascular and cerebrovascular diseases, and diabetes, including medication guidance, prescription renewal, health status feedback, and AI medication reminders, ensuring continuous medication safety and health monitoring.
-

The Company has actively extended its services to more scenarios and populations, enhancing the accessibility and inclusivity of healthcare services.

- **Community and special group care:** The Company has collaborated with communities in Beijing Xicheng District to offer elderly users “one-touch phone” order services. Certain specialized pharmacies also offered personalized services such as medication follow-ups and home guidance for patients with special needs, including post-transplant and oncology patients, as well as elderly individuals living alone in the community.
- **Digital inclusive service network:** The Company has established a multi-channel medical insurance payment network, including proprietary apps, mini-programs, and mainstream third-party platforms, with services covering eight cities such as Beijing, Shanghai, and Guangzhou. In Shenzhen, the proprietary platform has pioneered the implementation of the medical insurance family payment feature and has fully listed pediatric medical insurance medications. In the future, the Company will continue to expand the scope of “online medical insurance + instant retail” services, enabling more insured individuals to enjoy integrated and convenient services such as online consultations, medical insurance payments, and immediate home delivery of medications.
- **Public health education:** Extensive health education was conducted through social media platforms such as TikTok, Kuaishou, and rednote, as well as live broadcasts on Meituan stores, to enhance public health awareness.

[Case] Dingdang Drug Express launched the “Professional Cold Chain Home Delivery” service, addressing the challenges of medication safety and convenience for patients with chronic disease.

To address temperature control gaps and quality risks during the patients’ “hospital-to-home” journey for medications requiring refrigeration, such as insulin, Dingdang Drug Express has piloted a “Ship-from-Store (網訂店送) + 28-Minute Professional Cold Chain Home Delivery” service in Shanghai’s Jing’an District. The Company has equipped delivery personnel with smart temperature-controlled medicine boxes to enable real-time temperature and humidity monitoring throughout the entire delivery process. Additionally, the delivery personnel were required to proactively remind users to check the full-journey temperature and humidity data and medication storage instructions upon delivery, ensuring verifiable safety in last-mile distribution. Services provided by the Company have enabled groups such as diabetes patients to conveniently and securely obtain the medications they need without the need for frequent trips to the hospital. Currently, this service has been extended to multiple regions including Beijing, Shanghai, and Shenzhen, with plans for nationwide expansion, aiming to enhance medication accessibility and user service experience.

2 Health Protection

[Case] Dingdang Smart Medicine Vending Machines were Introduced into University Campuses, Extending Campus Health Services to the “Last Meter”

Addressing practical issues such as insufficient coverage of on-campus pharmacies and inconvenient access to medication at night for university faculty and students, Dingdang Health has pioneered the deployment of the first licensed 24-hour smart pharmacy self-service medicine vending machine in Fengtai District, Beijing, which has been introduced at the Fengtai campus of Minzu University of China. The machine covers common campus medication needs, including antipyretic analgesics, remedies for bruises and sprains, and gastrointestinal medications. It supports real-time online consultations with pharmacists and is integrated with the smart pharmacy system to ensure timely medication supply. Teachers and students can purchase medicines via self-service at any time and receive professional medication guidance. In the future, the Company plans to promote such smart terminals to more campuses, transportation hubs, and technology parks, continuously expanding the accessibility and convenience of healthcare services.



2.2.2 Customer Feedback and Communication

Dingdang Health is committed to establishing efficient customer feedback and communication mechanisms, continuously enhancing customer satisfaction. The Company provides 24/7 customer service, integrating multiple channels such as telephone, online instant messaging, social media, and the Industrial and Commercial ODR (Online Dispute Resolution) to ensure accessible and timely responses to user inquiries and complaints.

To continuously improve service, the Company conducts satisfaction surveys, collecting user feedback through questionnaires, telephone interviews, and other methods, with a focus on analyzing service improvement points and reasons for member attrition, and communicates the results to relevant departments for implementation and optimization.

The Company formulated the *Customer Complaint Handling Guidelines* and the *Major Customer Complaint Handling Guidelines*, establishing a tiered and categorized complaint handling mechanism: general complaints are addressed promptly according to procedures, while major complaints require immediate reporting and dedicated follow-up. In return and exchange scenarios, the Company provides door-to-door pickup services and coordinates with nearby pharmacies if the issue is caused by the platform to expedite refunds, thereby enhancing customer experience.

In 2025, the complaint rate for Dingdang Health's products and services was 0.083%, with a complaint resolution rate within 24 hours reaching 98.6% and a complaint handling satisfaction rate of 97.4%.

2.3 TECHNOLOGICAL INNOVATION AND INFORMATION SECURITY

2.3.1 Digital Technology Innovation

Dingdang Health actively drives digital transformation through technological innovation, continuously empowering the upgrade of pharmaceutical and health services and enhancing industrial efficiency through the deep application of technologies such as AI, big data, and the Internet of Things. Focusing on enhancing new quality productivity, the Company independently develops and continuously iterates smart systems covering electronic fences, intelligent route planning, capacity scheduling, and the "Dingdang Sand Table (叮當沙盤)", extending the service radius of a single store to several kilometers and significantly improving store operational efficiency.

In terms of service digitization, the Company has established a full-lifecycle health management system covering online consultations, medication guidance, instant delivery, and safe medication management. By continuously upgrading the AI systems, health knowledge graphs, and medical encyclopedia knowledge base, the Company enhances the precision of user health record management and consultation services; optimizes its intelligent service matrix, including AI Doctor Assistant, AI Pharmacist, AI Nutritionist Assistant, and AI Health Assistant "Intelligent Little Dingdang (智能小叮當)", to empower professional services; and systematically improves the service loop and user experience through applications such as intelligent temperature-controlled medicine boxes and AI medication reminders.

2 Health Protection

In 2025, the Company introduced the “A-LL Dual-Wheel Drive Growth Model”, marking the entry of digital innovation into a new phase of systematic strategy. Centered on AI technology, this model comprehensively upgrades the “Dingdang Xingyuan System (叮當星垣系統)”, which integrates “Tianyan Smart Address (天眼智選), Smart Path (智達路徑), Intelligent Warehouse (智能倉), Smart Supply Chain (智慧供應鏈), Intelligent Cold Chain (智能冷鏈), and Qianxun Sorting (千尋分揀)”. It aims to connect the “Industry-Platform-Pharmacy” ecosystem, establishing a dual-wheel drive model that drives both “full lifecycle health management” and “comprehensive management of loyal users across the entire disease process”.

As a key initiative in implementing the strategy, the Company launched the “Intelligent Multi-Source Supply and Dynamic Fulfillment System”. The system dynamically integrates regional inventory and delivery capacity through algorithms, enabling intelligent scheduling from single-store supply to network-wide collaboration. It supports multi-store combined fulfillment, effectively reducing order losses due to stockouts and enhancing inventory turnover and the overall efficiency of the delivery network.

Looking ahead, Dingdang Health will continue to deepen the development of intelligent and information-based capabilities, continuously upgrade its underlying technological capabilities, and explore the deep integration of technology and health services. It aims to drive service accessibility and the sustainable development of the industry through innovation.

[Case] Dingdang Health’s “Intelligent Little Dingdang” was Selected as a National “AI+” Action Innovation Case

Leveraging Tencent's Hunyuan Large Model, Dingdang Health has launched the AI Health Assistant “Intelligent Little Dingdang”, integrating multi-modal interaction, natural language processing, and indication mapping technologies. Intelligent Little Dingdang can analyze symptoms of over 300 diseases, offering users comprehensive health management services ranging from symptom analysis and medication recommendations to medication guidance. It addresses more than 80% of common medical consultation needs, effectively alleviating the lack of professional knowledge faced by the public in self-medication. By providing 7 × 24-hour online precise health consultations, the Company is committed to enhancing the accessibility, accuracy, and inclusivity of its services through technological innovation, thereby contributing to the optimization of healthcare resource allocation. In April 2025, Dingdang Health was successfully selected for the 2025 Top 100 National Enterprise ‘AI+’ Action Innovation Cases (2025全國企業“人工智能+”行動創新案例TOP100) with its “AI Health Assistant Intelligent Little Dingdang Assisting Users in Health Management and Self-Medication.”

[Case] Intelligent Drug Picking Device Enhances Drug Sorting Efficiency and Operational Compliance

Dingdang Health has deployed intelligent drug picking and scanning equipment in its smart pharmacies. This intelligent device, based on machine vision and cloud computing technologies, enables automatic drug sorting and simultaneous scanning of traceability codes. Each order is processed in just over ten seconds with an accuracy rate of 100%. The intelligent drug-picking and scanning devices have increased picking efficiency to ten times that of traditional manual methods, reducing manpower requirements for nighttime services. At the same time, the device completes the collection of the “traceability code” necessary for medical insurance settlement during the sorting process, ensuring operational compliance from the source.



2.3.2 Intellectual Property Protection

Dingdang Health strictly adheres to laws and regulations such as the *Patent Law of the People's Republic of China* and the *Trademark Law of the People's Republic of China*. It has also established internal systems, including the *Intellectual Property Management Measures*, to clarify the registration, use, and protection standards for intellectual property. The Company handles platform-related complaints and disputes in accordance with the law, effectively safeguarding the legitimate rights and interests of intellectual property rights holders and consumers.

The Company continuously improves its intellectual property management system, incorporates intellectual property commitment clauses into merchant entry agreements, and systematically manages trademarks, patents, copyrights, domain names, and other related aspects. To enhance internal awareness of intellectual property protection, the Company conducts multiple specialized training sessions on trade secret protection annually. As of the end of 2025, Dingdang Health held a total of 700 intellectual property rights, including 27 authorized patents.

2 Health Protection

2.3.3 Customer Privacy and Information Security

The Company strictly adheres to laws and regulations such as the *Cybersecurity Law of the People's Republic of China*, the *Regulations on Internet Security Protection Technology Measures*, and the *General Data Protection Regulation (GDPR)*. It has established a comprehensive system of policies, including the *Cybersecurity Management System*, *Security Incident Management System*, *Anti-Virus Security Management System*, and *System Security Management System*. These policies clearly define information security principles and strategies, continuously enhancing the Company's protective mechanisms while mitigating security risks. The Company has established an Information Security Leadership Group and appointed dedicated administrators for security, network, and database management to fully implement information security responsibilities.

In terms of personnel management, the Company has required all employees to sign a confidentiality agreement upon joining and to undergo pre-job information security training; in-service employees must complete at least one information security awareness training session annually. In 2025, the Company organized specialized training on personal privacy information protection to enhance the awareness and capabilities of all employees regarding information security and privacy protection.

The Company formulated the *Emergency Management Standard for Data Security Incidents* and corresponding contingency plans, clarified the procedures for handling security incidents, and regularly organized emergency drills to strengthen emergency response capabilities. Meanwhile, the Company periodically conducted internal and external information security assessments and audits to continuously enhance its overall information security protection level. In 2025, the Company engaged a third-party professional institution to conduct a cybersecurity level protection assessment for the Dingdang Drug Express system, which met the third-level security requirements with no significant risk hazards identified.

Regarding user privacy and data protection, the Company has formulated and continuously updates relevant regulations such as the *Dingdang Drug Express User Personal Information Protection System*, *Dingdang Drug Express Privacy Policy*, and *Dingdang Drug Express Registration Agreement*. The Company has strictly adhered to the principle of minimal necessity when collecting information, encrypted the storage of important data, promptly updated privacy agreements in accordance with laws and regulations, and established clear prompts and confirmation mechanisms for key user rights and interests. The Company has established a dedicated privacy complaint hotline and a specialized process for personal information inquiry and replication, ensuring the compliance and security of data processing while safeguarding users' right to know and authorization in accordance with the law.

3 Talent Development

Dingdang Health consistently regards employees as its most valuable asset and the core driving force for the Company's growth. The Company is committed to fully safeguarding the legitimate rights and interests of its employees, continuously building a diversified talent development platform, actively fostering a safe, healthy, and inclusive working environment, and growing together with all employees to create value.

3.1 EMPLOYMENT AND DIVERSITY & INCLUSION

The Company strictly adheres to laws and regulations such as the *Labor Law of the People's Republic of China* and the *Labor Contract Law of the People's Republic of China*, and has formulated and implemented management systems including the *Employee Onboarding Management Measures*, *Labor Contract Management Measures*, *Employee Departure Management Measures*, *Employee Probation Period Management Regulations*, and *Employee Transfer Management Measures*. The Company explicitly prohibits the employment of child labor and any form of forced labor. In the event that child labor is identified, the Company will immediately take proactive and effective remedial actions to safeguard the rights and interests of children. In 2025, no related violations occurred within the Company.

The Company adheres to the principles of equal employment and talent diversity. It strictly prohibits discrimination based on gender, age, race, religion, disability, or other factors during recruitment, hiring, and career development, and is committed to building a diverse and inclusive work environment. The Company regards campus recruitment as a significant part of fulfilling its social responsibilities, upholding the core principles of "compliant employment, equality and diversity, and empowering youth". In 2025, the Company deepened its "order-based cultivation" collaboration with academic institutions, achieving a 95% improvement in both job matching accuracy and talent retention rate.

In recruitment practices, the Company adheres to the principles of "health for all, compliant foundation, and shared responsibility in nurturing (健康普惠、合规筑基、责任共育)" with particular emphasis on providing employment opportunities to students from remote areas and students with disabilities. Simultaneously, the Company has implemented diversified assessment methods and a "dual-mentor" coaching mechanism to ensure fairness and impartiality throughout the entire process. In 2025, 233 interns were recruited, 89% of whom specializing in pharmaceutical disciplines, with 60% securing employment upon completion of their internships.

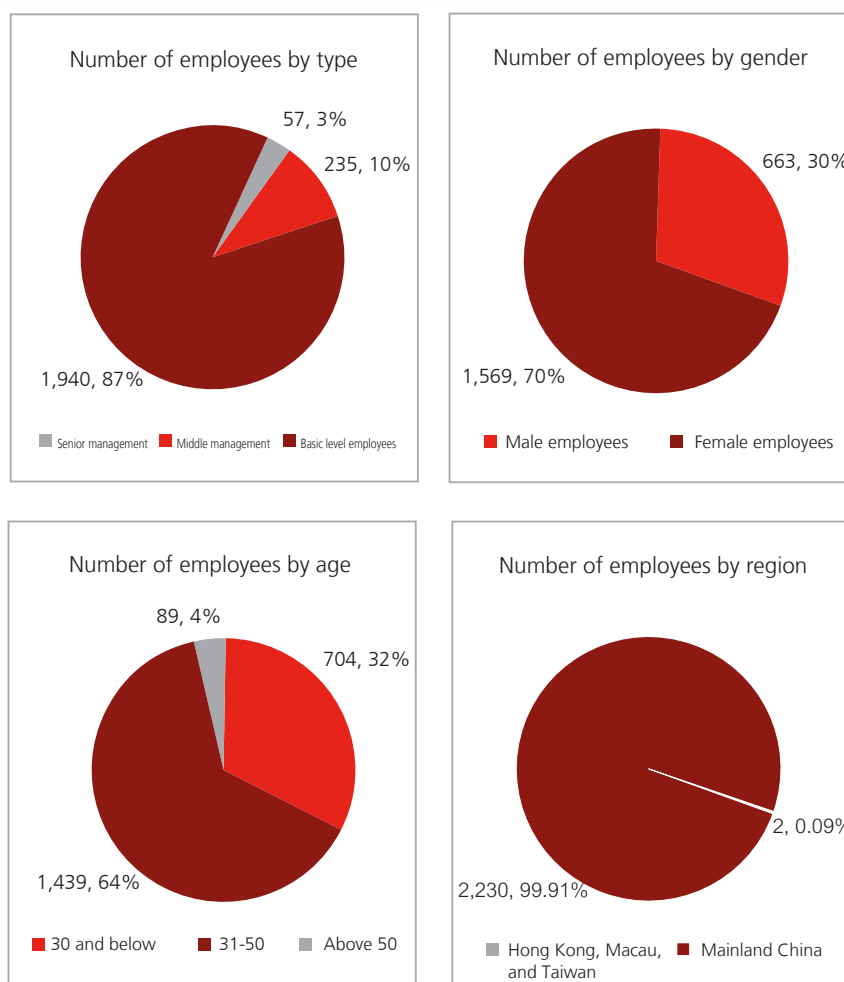
As of December 31, 2025, Dingdang Health had a total of 2,232 employees, including 11 employees with disabilities, with female employees accounting for 70% of the total workforce.

3 Talent Development



Photo: Campus Recruitment (On-site Recruiting) of Dingdang Health in 2025

Employment Data of Employees



Indicator		2025	Unit
Employee turnover rate		22.5	%
Employee turnover rate by gender	Male employees	23.1	%
	Female employees	22.2	%
Employee turnover rate by age	30 and below	30.8	%
	31-50	17.6	%
	Above 50	22.6	%
Employee turnover rate by region	Mainland China	22.5	%
	Overseas	0	%
	Hong Kong, Macau, and Taiwan	0	%

3 Talent Development

3.2 EMPLOYEE REMUNERATION AND BENEFITS

The Company complies with laws and regulations such as the *Labor Law of the People's Republic of China* and the *Social Insurance Law of the People's Republic of China*, continuously optimizes its compensation management system, and strives to provide employees with industry-competitive compensation and comprehensive welfare benefits, ensuring the fairness, compliance, and sustainability of the compensation system.

In 2025, the Company formulated and issued the *Dingdang Group 2025 Assessment and Incentive Plan*, establishing a compensation and performance management system centered on job value, individual capability, and performance contribution, ensuring the fairness and incentivizing nature of compensation distribution. Furthermore, the Company incorporated ESG-related indicators, such as product safety and quality control, into the performance evaluation framework for relevant positions, reinforcing employees' sense of responsibility toward ESG objectives during operational processes. The entire performance evaluation process is maintained with transparency and openness, supported by a well-established performance appeal mechanism to ensure unimpeded channels for employee feedback and to guarantee fair and reasonable assessment outcomes.

In terms of employee welfare and protection, the Company fully and legally contributes to social insurance, including pension, medical, unemployment, work-related injury, and maternity insurance for all employees. The Company provides maternity leave and parental leave, and offers multiple benefits such as supplementary medical insurance, health check-ups, and employee internal purchase programs. The Company places emphasis on humanistic care and corporate culture development. It regularly organizes themed cultural activities such as Mid-Autumn Festival, Programmers' Day, and Minor Year celebrations, and conveys warmth through holiday gifts, continuously enhancing employees' sense of belonging and well-being. For female employees, the Company has established dedicated nursing rooms and conducts special care activities during occasions such as International Women's Day, actively fostering an inclusive and equitable work environment.

The Company promotes an open and transparent communication culture, encouraging employees to actively participate in management. By establishing diverse feedback channels such as anonymous mailboxes and implementing standardized acceptance and investigation mechanisms, the Company ensures that every suggestion or complaint is addressed in a timely and fair manner, thereby continuously enhancing employees' trust and organizational cohesion.



Photo: 10th Anniversary Event of Dingdang Drug Express



Photo: Employee Birthday Party

3 Talent Development



Photo: Programmers' Day Activity



Photo: Little New Year Activity



Photo: 1024 Programmers' Day

3.3 OCCUPATIONAL HEALTH AND SAFETY

The Company complies with relevant laws and regulations, including the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases* and the *Work Safety Law of the People's Republic of China*, and continuously improves employee occupational health and safety management to provide employees with a healthy and safe work environment.

In terms of health promotion, the Company regularly disseminates health knowledge and popularizes disease prevention awareness through internal platforms such as the corporate WeChat official account and video channels, effectively enhancing the health awareness and self-management capabilities of all employees. Meanwhile, the Company invites professional TCM (traditional Chinese medicine) practitioners to conduct regular free shoulder and neck massage services, helping employees alleviate work fatigue and relieve physical and mental stress. Furthermore, the Company organizes specialized activities such as mental health seminars and stress management training, systematically addressing and supporting the psychological well-being of its employees.

The Company regularly conducts fire safety training and emergency drills to enhance employees' fire safety awareness and emergency response capabilities, further strengthening workplace safety defenses. Over the past three years, the company has recorded no work-related fatalities. In 2025, the number of workdays lost due to work injuries was zero.

3.4 EMPLOYEE TRAINING AND DEVELOPMENT

Dingdang Health is committed to building a systematic talent development system. By continuously optimizing employee promotion mechanisms and career development pathways, the Company provides clear and equitable growth trajectories for various talents, fully unleashing their potential and supporting them in achieving career advancement and self-improvement.

For different groups such as new employees, key business personnel, and management staff, the Company has leveraged diversified platforms including the "Dingdang Academy" and "Dingdang Stars" to conduct training programs covering multiple dimensions such as innovative thinking, professional skills, and management capabilities, in order to meet the personalized learning needs of employees at various career stages. Additionally, the Company has introduced specialized incentive policies to encourage professional staff to continuously enhance their expertise, improve service levels, and strengthen technical capabilities.

3 Talent Development

[Case] Dingdang Academy Organizes 2025 Special Finance Training Program

In November 2025, the Company conducted training on “Financial Informatization and Business Analysis” focusing on the integration of business and finance as well as value enhancement. The training course specifically covers the systematic construction of financial frameworks, multi-dimensional operational analysis, and the enhancement of internal risk controls. The company has achieved end-to-end automation from procurement to sales by integrating systems such as Supply Chain Management (SCM) and J. D. Edwards (JDE). Simultaneously, it has clarified the transformation of the finance function towards “service + supervision,” driving finance personnel to engage deeply with front-line business operations, enhancing their analytical, communication, and decision support capabilities, thereby empowering the implementation of the company’s strategy.



Indicator		2025	Unit
Percentage of employees trained by gender	Male employees	100	%
	Female employees	100	%
Percentage of employees trained by type	Senior management	100	%
	Middle management	100	%
	Basic level employees	100	%
Average training hours per employee by gender	Male employees	58	Hour
	Female employees	58	Hour
Average training hours per employee by type	Senior management	58	Hour
	Middle management	58	Hour
	Basic level employees	58	Hour

4 Green Development

Dingdang Health actively practices the concept of green and low-carbon development, proactively addresses the challenges of climate change, continuously strengthens emission control, comprehensively enhances the efficiency of energy and resource utilization, reduces the environmental impact of operations through practical and feasible measures, and is committed to achieving harmonious coexistence between humans and nature.

4.1 ADDRESSING CLIMATE CHANGE

Dingdang Health actively responds to the national carbon peak and carbon neutrality goals, systematically identifying and assessing climate-related risks and opportunities, and formulating scientifically effective response strategies. The Company collaborates with various stakeholders to deepen synergy and cooperation, actively promoting the green and low-carbon transition, and contributing to the sustainable development of the economy and society.

4.1.1 Climate Governance

Dingdang Health has incorporated climate change topic for discussion into the Company's overall ESG governance framework, achieving systematic and institutionalized management. The Board of Directors, as the highest decision-making body for ESG governance, is fully responsible for reviewing and approving strategic directions and major decisions related to climate change. Management has placed high importance on identifying, assessing, and addressing climate-related risks and opportunities, actively promoting the implementation of climate strategies. By refining objectives, clarifying responsibilities, and optimizing processes, the Company continuously enhanced the transparency and effectiveness of climate governance, striving to build a long-term sustainable development model.

4 Green Development

4.1.2 Climate Strategy

Based on the specific nature of the industry and the Company's business operations, Dingdang Health identifies climate-related physical and transition risks, explores potential opportunities arising from climate change. Accordingly, the Company formulates and implements differentiated response measures covering strategy, operations, and the supply chain, promotes climate adaptation capacity building, optimizes resource utilization efficiency, comprehensively enhances climate resilience, and contributes to sustainable development.

Risk or opportunity type		Time scope ¹	Risk or opportunity description	Countermeasures
Physical risk	Acute risk	Short term	Due to natural disasters such as floods, typhoons, and extreme weather events, the Company's employees' commutes and product deliveries face greater safety risks. The supply of materials from suppliers may be affected, which could negatively impact the Company's business operations.	- Formulate the <i>Safety Management Regulations on Response to Extreme Weather</i> to closely monitor extreme weather conditions across different regions. This will enable the Company to quickly adjust activity arrangements and take effective safety precautions in the event of severe weather, such as extreme summer heat, heavy rainfall, thunderstorms, and typhoons. The goal is to ensure employee safety while protecting company facilities and assets from damage. - Optimize pharmaceutical storage methods and innovate by developing the Dingdang Smart Temperature-Controlled Medicine Box for medication delivery.
	Chronic risk	Medium to long term	Chronic risks caused by climate change, such as rising sea levels, changes in precipitation, and increased extreme heat events, may impact the Company's upstream pharmaceutical production and the storage environment of pharmaceuticals. These factors may lead to decreased work efficiency due to employee physical discomfort, resulting in economic losses for the Company.	

¹ The time dimension is divided into three phases: short-term (0 to 3 years), medium-term (3 to 5 years), and long-term (over 5 years).

4 Green Development

Risk or opportunity type	Time scope ¹	Risk or opportunity description	Countermeasures
			• Develop an emergency drug list, sign emergency replenishment agreements with multiple suppliers, and implement specialized transportation and storage solutions for cold-chain drugs to ensure a stable drug supply. • Closely monitor employees' health and implement flexible working arrangements. • Procure property insurance covering natural disasters such as typhoons, heavy rain, and floods for all stores to ensure swift claims settlement and recovery post-disaster. • Store core business data in the cloud, equipped with mobile terminals or temporary systems to ensure basic operations are not interrupted during power outages or network disconnections.

4 Green Development

Risk or opportunity type		Time scope ¹	Risk or opportunity description	Countermeasures
Transition risks	Policy and regulatory risk	Medium to long term	The Company faces increasingly stringent carbon emission-related laws and regulations, as well as challenges such as carbon inventory, carbon taxes, and carbon trading, which may increase the Company's operational costs.	- Continuously track developments in carbon emission-related laws and regulations and formulate countermeasures in a timely manner. - Adopt electric vehicles in delivery services to significantly reduce fossil energy consumption and lower delivery-related carbon emissions.
	Technological risk	Medium to long term	The Company needs to invest human resources and capital in low-carbon technology transformation in a timely manner, which could lead to increased operational costs.	Continuously improve the Dingdang Smart Dispatch System through technological innovation, increasing investment in green packaging research and development, and providing technological support for low-carbon and environmentally friendly operations.
	Reputation risk	Medium to long term	The public is paying more attention to the Company's actions in addressing climate change. If the Company makes insufficient efforts in carbon reduction or if negative information arises, it could damage the Company's brand reputation.	- Actively communicate with stakeholders, including the public and customers, through multiple channels to share the Company's green, low-carbon initiatives and digital technology innovations and their outcomes. - Strengthen environmental risk management within the supply chain to prevent negative incidents.

Risk or opportunity type		Time scope ¹	Risk or opportunity description	Countermeasures
Opportunity	Product and service opportunities	Short term	Extreme weather may make it difficult for customers to travel, increasing demand for home medical and health services.	Optimize products and services by enabling online medical insurance payments, reducing online free consultation response times, and expanding online service channels to continuously improve customer experience.
		Medium to long term	Climate change could increase the likelihood of chronic diseases, thus driving greater demand for chronic disease and health management services.	
	Market opportunities	Medium to long term	With the public's increasing awareness of low-carbon environmental protection, the Company's online services, which have low-carbon and environmentally friendly attributes,	- Leverage various media platforms to enhance the promotion of the Company's online services, emphasizing their low-carbon and environmentally friendly attributes. - Closely monitor market trends to understand consumer needs and industry developments, enabling timely adjustments to business strategies.
			will be more favored by consumers.	

4.1.3 Climate Risk Management

Dingdang Health has incorporated the identification, assessment, response, and monitoring of climate-related risks and opportunities into the Company's ESG risk management process. This includes identifying climate-related risks and opportunities, assessing their impact on the Company's business operations, formulating relevant countermeasures, and monitoring their implementation. The aim is to effectively control climate-related risks, seize climate-related opportunities, and promote the Company's low-carbon development.

4 Green Development

➤ *Management Process for Climate Risks and Opportunities*

Step 1: Identification	Under the overall leadership of the Board of Directors, the management takes the lead in identifying climate-related risks and opportunities. Each business unit systematically identifies physical risks and transition risks based on industry characteristics and actual operations, and accordingly compiles a dynamically updated climate risk inventory, providing robust support for the assessment of risk and opportunity impacts.
Step 2: Impact assessment	The Company systematically gathers internal and external information centered on Dingdang Health's sustainable development strategy. By integrating industry characteristics and the value chain, the Company conducts a qualitative assessment from financial, operational, and compliance dimensions based on the likelihood and impact of climate-related risks and opportunities.
Step 3: Response	In response to material climate risks and opportunities, Dingdang Health formulates differentiated response strategies, strengthening risk prevention and control while seizing transformation opportunities, thereby promoting energy conservation, innovation, and green upgrades. Climate initiatives are integrated into strategy, systems, and operational processes, with cross-departmental collaboration implemented and pilot programs conducted for broader promotion, effectively supporting sustainable development.
Step 4: Supervision	The Board of Directors performs the highest supervision function, regularly reviewing the effectiveness of the climate change risk management and internal control systems, conducting an overall assessment of the management of climate-related risks and opportunities, and ensuring that all response measures align with the Company's overall strategic direction.

4.1.4 Climate Metrics and Targets

Dingdang Health continuously seeks a positive cycle between business efficiency and low-carbon attributes. Through energy-saving management and promotion, digital empowerment, and technological applications, the Company actively explores carbon reduction measures in areas such as employee travel, delivery rider logistics, and green services. The Company strives to reduce greenhouse gas emissions and contribute to the national goal of achieving carbon peak and carbon neutrality.

In 2025, Dingdang Health comprehensively reduced operational carbon emissions and promoted sustainable development by implementing fully electrified delivery, optimizing routes through intelligent dispatch systems, strictly controlling fuel consumption of official vehicles, encouraging employees to adopt low-carbon travel, and providing green online medical and pharmaceutical services.

Indicator	2025	Unit
Direct (Scope 1) greenhouse gas emissions	48.28	tCO ₂ e
Intensity of direct (Scope 1) greenhouse gas emissions	0.02	tCO ₂ e/person
Indirect (Scope 2) greenhouse gas emissions	4,290.83	tCO ₂ e
Intensity of indirect (Scope 2) greenhouse gas emissions	1.92	tCO ₂ e/person

4 Green Development

4.2 EMISSIONS MANAGEMENT

The Company strictly complies with laws and regulations, including the *Environmental Protection Law of the People's Republic of China* and the *Solid Waste Pollution Prevention and Control Law of the People's Republic of China*, to standardize the collection, storage, and disposal of pharmaceutical and general waste, strengthen whole-process control, and effectively reduce environmental impact.

4.2.1 Pharmaceutical Waste Management

In strict compliance with the Company's systems such as the Management System for the Treatment of Unqualified Drugs, the *Management System for Drug Recalls*, and the *Pharmacy Hazardous Waste Management System*, Dingdang Health collected expired, invalid, deteriorated, or otherwise substandard drugs in a designated non-conforming drug area (marked in red) with clear signage. These drugs were then handed over to professional companies holding hazardous waste operation licenses for destruction, with dedicated personnel responsible for maintaining detailed records. For drugs nearing their expiration dates, they were returned to suppliers or third-party merchants to ensure proper handling, thereby preventing harm to human health and the environment.

Dingdang Drug Express collaborated with pharmaceutical companies and community neighborhoods to launch the "Household Expired Pharmaceutical Collection (舊藥回家)" public welfare action, establishing a regular recycling mechanism. Delivery personnel are scheduled monthly to collect expired drugs from households, effectively reducing safety risks and potential environmental pollution from home medicine cabinets. The team of licensed pharmacists actively promotes the concept of "Purchasing Drugs As Needed", guiding residents to buy and store medications scientifically and in compliance with standards. This approach reduces the generation of expired drugs at the source, contributing to the development of a green, environmentally friendly, and sustainably healthy community medication ecosystem.

Dingdang Drug Express has set up expired medicine collection boxes in its smart pharmacies. Expired medicines submitted by surrounding residents are strictly registered and managed, regularly summarized, and reported to the local drug regulatory authorities, which then organize unified collection and environmentally safe disposal. This ensures that the collection process is standardized and traceable, further strengthening the closed-loop management of drug safety.

4.2.2 Household Waste Management

Dingdang Health has adopted a “Five-Stage” waste management strategy, focusing on source reduction, classified disposal, centralized storage, compliant transportation, and resource utilization. In accordance with the requirements of the *Administrative Provisions of Beijing Municipality on Domestic Waste*, the Company has formulated the *Administrative Regulations on Domestic Waste Classification*, requiring employees to classify and dispose of waste from their offices and daily activities into recyclables, hazardous waste, wet waste, and dry waste. The Company advocates for employees to jointly create a safe, hygienic, and civilized office environment.

Hazardous waste produced by the Company includes printer toner cartridges, waste light bulbs, and used batteries. The Company has updated the *Pharmacy Hazardous Waste Management System*, which specifies management requirements for the classification, storage, transportation, and disposal of hazardous waste. The Company has also developed emergency plans for hazardous waste leaks and regularly organizes employee training and emergency drills to prevent environmental pollution from hazardous waste and ensure employee health and safety.

Non-hazardous waste produced by the Company includes paper, plastic bottles, and kitchen waste. The Company has formulated *Key Measures for Non-Hazardous Waste Reduction and Recycling Disposal*, adopting the “Reduce-Recycle-Reuse” principle as the core concept, with the long-term goal of achieving a continuous reduction in per capita non-hazardous waste emissions.

Both hazardous and non-hazardous waste collected by the Company have been entrusted to third-party professional institutions for treatment, ensuring safe and harmless waste disposal.

Indicator	2025	Unit
Total of hazardous waste	3.142	Ton
Intensity of hazardous waste	0.0014	Ton/person
Total of non-hazardous waste	3,262.02	Ton
Intensity of non-hazardous waste	1.46	Ton/person

4 Green Development

4.3 GREEN OPERATION

4.3.1 Green Packaging

Dingdang Health actively responds to the green development trend of environmentally friendly packaging, aiming to reduce the environmental impact in its operations and delivery processes. Dingdang Drug Express uses biodegradable packaging bags or paper bags for all orders, continuously optimizing the quality of the packaging bags to improve their utilization. The Company promotes the recycling of packaging by fully implementing reusable, environmentally-friendly plastic transit boxes in its warehouses across South China, North China, and East China, replacing disposable cardboard boxes to extend the lifespan of packaging materials. Supplier delivery cartons are reused for store shipments after warehouse receipt, while stores centrally store used cartons for regular collection by professional recycling personnel, achieving the dual objectives of efficient resource utilization and waste reduction.

The Company vigorously promotes the concept of a green and low-carbon lifestyle. The Company uses Dingdang Drug Express’s delivery warning platform, the Dingdang Drug Express rider delivery app, and other official apps for online environmental protection campaigns. The Company also collaborates closely with offline stores and delivery personnel to conduct offline promotional activities. Delivery personnel are encouraged to be “low-carbon and energy-saving” ambassadors. Green environmental protection posters are posted on vehicles and delivery boxes and low-carbon energy-saving flyers are distributed to customers. These efforts strengthen public awareness of environmental protection and promote the formation of a new social trend of green civilization.

Indicator	2025	Unit
Packaging boxes consumption	3,248.53	Ton
Total amount of packaging materials used for finished products	Dingdang Health’s business does not involve directly providing packaging materials for finished products, so this indicator is not applicable.	

4.3.2 Green Office

Dingdang Health has formulated and implemented internal management systems such as the *Energy and Resource Conservation Management System*, *Regulations on the Management of Water and Electricity Conservation*, and *Logistics Management Regulations*. These systems clearly designate the primary responsible persons for energy conservation and water and electricity management in each department, and standardize the usage behaviors for water, electricity, and other resources in office premises. Concurrently, an energy and resource consumption ledger has been established to conduct monthly statistics and analysis of water and electricity usage, achieving data-driven management. The Company's administrative and logistics departments conduct daily inspections, promptly record and report violations, and strengthen supervision through the group's internal notification and criticism mechanism, thereby promoting the normalization and institutionalization of energy conservation management.

The Company systematically advances energy conservation management. Regarding lighting, it fully utilizes natural light, promotes the use of LED energy-saving lamps, employs sound-activated or motion-sensor lighting in public areas, eliminates lights being left on unnecessarily, and turns off non-essential light sources after work hours. During air conditioning usage, the Company strictly adheres to the temperature standards of no lower than 26℃ in summer and no higher than 20℃ in winter, closes doors and windows, and regularly cleans filters to enhance energy efficiency. Air conditioning is turned off during non-working hours (except in special areas). Office equipment is set to automatic sleep mode, and power is cut off and chargers are unplugged after work hours to reduce standby energy consumption. Additionally, the Company prioritizes the procurement of equipment and products with energy-saving certifications to enhance energy use efficiency from the source, comprehensively reduces energy consumption, and strives to achieve the goal of continuously decreasing per capita electricity consumption in office areas.

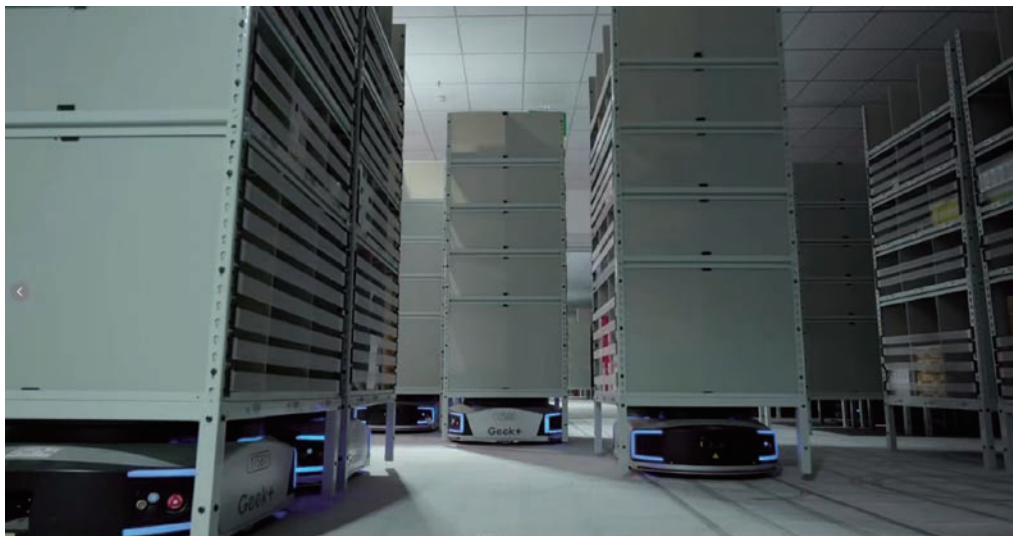
4 Green Development

The Company primarily uses municipal water supply and has not yet encountered any issues with water scarcity. To achieve the goal of continuously reducing per capita water consumption in office areas, the Company is committed to enhancing water use efficiency. This includes establishing a routine water usage inspection mechanism to promptly identify and repair potential leakage hazards, comprehensively promoting water-saving equipment, and strengthening the maintenance and management of water facilities. Simultaneously, the Company has posted water-saving reminders in office areas to reinforce employees' awareness of water conservation, advocate against wasteful practices such as "long-running water (長流水)", promote the formation of good water-saving habits, and continuously improve the efficiency of water resource utilization.

The Company promotes green office practices by developing the *Implementation Plan for Paperless Office* to advocate for paperless work. Document approval, report submissions and communication, labor contract signing, issuance of resignation certificates, and other processes are all completed online, reducing the use of office paper. The Company's headquarters has established an electronic document management system, converting previously paper-based documents into electronic files. Furthermore, the Company encourages employees to use reusable stationery, reducing the consumption of disposable items. By implementing a shared office supplies mechanism, the Company prioritizes the procurement of environmentally friendly and recyclable products to advance sustainable development. Regarding business travel, the Company advocates replacing non-essential trips with video conferences, encourages employees to use public transportation, implements a priority policy for electric vehicles, and provides charging facilities around office areas to reduce resource consumption and environmental impact, promoting the creation of a greener, more environmentally friendly, and efficient workplace environment.

Case: Renhetang E-commerce Warehouse Robot Picking Operations

Dingdang Health applies electric robots in smart warehousing to achieve “Goods-to-Person” and intelligent order consolidation, enhancing efficiency while promoting green transformation. Electric equipment achieves zero exhaust emissions in warehouses, improving air quality; intelligent algorithms increase picking accuracy, reducing mis-shipment returns and lowering logistics carbon emissions; the system automatically matches optimal packaging sizes, reducing material usage, improving loading rates, and lowering carbon footprint per shipment. By promoting the replacement of cardboard boxes with reusable transit containers, packaging waste is further reduced. This model integrates automation, digitalization, and sustainability, serving as a key practice for the Company’s ESG initiatives within the supply chain, achieving a win-win outcome in both efficiency and environmental protection.



4 Green Development

Indicator	2025	Unit
Comprehensive energy consumption	1,017.11	Ton of standard coal
Comprehensive energy consumption per capita	0.46	Ton of standard coal/person
Gasoline consumption	21,640.31	Liter
Electricity consumption	8,086,747.77	kWh
Electricity intensity	3,623.09	kWh/person
Water consumption	26,876.37	Ton
Water consumption intensity	12.04	Ton/person

5 Win-Win Cooperation with Partners

5.1 SUSTAINABLE SUPPLY CHAIN

Dingdang Health is committed to continuously improving the supplier management system. By formulating and implementing internal regulations such as the *Supplier Management System* and *Supplier Management Specification*, the Company systematically standardizes the supplier qualification, evaluation, and management processes to ensure the stability and security of the supply chain. At the same time, the Company actively promotes the integration of ESG factors into supplier management processes. It comprehensively adopts reusable containers for warehousing and distribution, achieving the green recycling of packaging materials and encouraging suppliers to pursue sustainable development. As of 31 December 2025, the Company had established cooperative relationships with over 7,000 pharmaceutical production and distribution enterprises, all of which are registered entities in Mainland China.

- **Strict Admission Standards**

The Company has established a rigorous supplier access mechanism, systematically selecting high-quality partners based on multiple dimensions such as qualifications, market reputation, historical cooperation records, supply stability, and cost competitiveness. Prior to formal contract signing with suppliers, the Company conducts comprehensive due diligence on their legal status and product compliance, covering documents such as business licenses, production and operation permits, and relevant product certifications. This mechanism not only facilitates continuous monitoring of supplier performance but also provides a robust safeguard for effectively mitigating supply chain risks. Furthermore, during the supplier admission process, the Company actively promotes the practice of prioritizing environmentally-friendly products and services, systematically monitors the implementation of this practice, and continuously drives the green transformation of the supply chain.

- **Regular Evaluation and Assessment**

In accordance with the *Supplier Control and Evaluation Guidelines*, the Company conducts regular multi-dimensional comprehensive evaluations of its cooperative suppliers. These evaluations cover various aspects, including quality and supply assurance, performance contribution, agreement compliance, resource support, and market collaboration. In addition, the Company organizes professional teams to conduct on-site inspections, performing field evaluations of their production scale, technological R&D capabilities, quality control systems, and contract fulfillment levels. Based on the evaluation results, the Company provides targeted improvement feedback to suppliers. For suppliers that fail to meet the standards, the Company will promptly communicate and require rectification, and, if necessary, take measures such as adjusting the scope of cooperation or replacing suppliers, continuously optimizing the supply chain system and ensuring the quality and stability of cooperation.

5 Win-Win Cooperation with Partners

- **Supplier Quality Management**

The Company has established a multi-layered mechanism combining contractual constraints, internal controls, and external supervision to mitigate supplier quality risks. All cooperative suppliers are required to sign the *Quality Assurance Agreement* and undergo a comprehensive assessment of their product qualifications, production capabilities, and warehousing and transportation conditions during the procurement process. At the goods receipt stage, the Company strictly implements quality sampling inspections and immediately returns products that do not meet standards. Furthermore, in accordance with the *Review Management System for Entrusted Distribution Enterprise, New Cooperative Enterprise and Newly Introduced Products*, the Company implements specialized quality reviews for first-time cooperating pharmaceutical manufacturers or distributors, entrusted distribution enterprises, and first-time procured drug varieties, further strengthening quality control at the front end of the supply chain to ensure product safety and compliance.

- **Supplier Anti-Corruption**

The Company places high importance on the integrity governance of the supply chain and has explicitly incorporated anti-commercial bribery requirements into the supplier qualification and evaluation system. All procurement contracts entered into with suppliers include integrity agreement clauses, which regulate the commercial conduct of both parties in contractual form to jointly prevent the risks of fraud and corruption. In addition, the Company has established a public anti-commercial bribery reporting email to proactively accept internal and external supervision, ensuring a fair and transparent cooperation environment.

- **Supplier Communication and Engagement**

The Company places great emphasis on collaborative development with suppliers, continuously deepening partnerships through various forms such as daily communication, contract signing, and specialized exchanges. To further enhance the effectiveness of cooperation, the Company has established a monthly regular follow-up mechanism to monitor and evaluate suppliers' performance against various indicators under the cooperation agreements. It works jointly with suppliers to analyze and implement improvements, driving continuous enhancement in quality, efficiency, and services for mutual benefit and win-win development. In 2025, the Company organized a series of specialized training sessions on new products for core suppliers, actively promoted their participation in high-end industry exchanges, and successfully hosted the Tenth Anniversary Ecological Win-Win Conference and the Signing Ceremony for the Original Drug Supply Guarantee Alliance. These initiatives systematically strengthen the synergy of the supply chain and the framework of ecological cooperation.

[Case] Novo Nordisk Supplier Training

In 2025, the Company organized a joint training session with Novo Nordisk suppliers in Shenzhen. The training was targeted at the Company's pharmacists and relevant business personnel, aiming to enhance communication and consensus between both parties in areas such as drug regulations, supply coordination, and quality and safety, thereby jointly elevating the professional service capabilities and compliance operation standards of the pharmaceutical supply chain.



5.2 PROMOTING INDUSTRY DEVELOPMENT

The Company actively establishes and deepens strategic partnerships with local governments, leading enterprises in the industry, and various medical institutions. Through continuous multi-level and multi-form exchanges and collaborations, it promotes resource integration and complementary advantages, jointly advancing the enhancement of medical service capabilities and the coordinated development of the health industry.

[Case] Dingdang Drug Express Established "Pet Pharmacy"

Dingdang Drug Express, under the guidance of relevant departments in Fengtai District, Beijing, has established the first officially approved "Pet Pharmacy". The store offers a wide range of products covering pet medications, nutrition, and care, and supports 24-hour response with 28-minute home delivery service. In government-enterprise collaboration, the Fengtai District Agriculture and Rural Affairs Bureau proactively provided pre-emptive guidance and customized services, promoted the development of the new model of "online consultation + instant delivery", and offered a "Fengtai model" for innovation in the pharmaceutical retail industry.

5 Win-Win Cooperation with Partners

[Case] Dingdang Drug Express Collaborates with Meituan Healthcare

At the 5th China International Import Expo, Dingdang Drug Express and Meituan Healthcare entered into a strategic collaboration to jointly advance the upgrade of instant pharmaceutical retail services. Both parties collaborated to build a standardized pharmaceutical cold chain delivery system, addressing the “last-mile” delivery challenges for temperature-sensitive medications, and enhancing industry service standards and user experience.



[Case] Dingdang Drug Express’s 10th Anniversary Strategy Release Conference

At the 10th anniversary conference, Dingdang Drug Express unveiled its “A-LL Dual-Wheel Drive” strategy, which aims to upgrade the Xingyuan System and Smart Pharmacy through AI, establishing the “full lifecycle health management” and “comprehensive management of loyal users across the entire disease process” dual models to drive the company’s transformation from an instant drug delivery platform to a comprehensive health management platform. Simultaneously, the Company introduced the “Upgrade System for Five Major Supply Capabilities,” enhancing the timeliness, professionalism, and inclusivity of health services across five dimensions: time, region, products, services, and innovative models.

5.3 PROMOTING COMMUNITY WELL-BEING

The Company consistently upholds its corporate mission of “Serving Public Health” by actively engaging in public welfare initiatives and giving back to society through concrete actions. The Company is committed to long-term health-related public welfare projects, continuously fulfills its corporate social responsibilities, and consistently expands the coverage and influence of its public welfare services.

The Company actively practices social responsibility by launching innovative public health campaigns, such as the “Anti-diarrhea and Gut Health Simida” charity run and establishing community science volunteer teams, to promote health knowledge. In addition, the Company has hosted industry events like the “Health Gratitude Season” to deepen collaboration with pharmaceutical companies and institutions, continuously advancing the integration of health education and professional services, thereby contributing to the enhancement of public health literacy. In 2025, the Company further deepened its public welfare practices, organizing and participating in multiple public welfare activities focused on key areas such as health education and community care.

Furthermore, Dingdang Health continued to strengthen positive interactions with the communities near its operational locations, integrating community engagement into its daily operations. Each regional pharmacy appointed community liaisons to regularly communicate with local street offices and neighborhood committees, gaining a deeper understanding of residents’ health needs. At the same time, the Company has embedded “Health Huts (健康小屋)” into communities nationwide to provide convenient services, organized pharmacist teams to conduct regular health lectures in communities, and encouraged delivery staff to serve as community observers and promoters in their daily work, actively fulfilling corporate social responsibility.

5 Win-Win Cooperation with Partners

[Case] Big City, Small Love: Illuminating the Path to Medical Care

In February 2025, Dingdang Health, in collaboration with China Resources Sanjiu, launched the “Big City, Small Love: Illuminating Your Path to Medical Care” public welfare initiative. The program organized volunteers to visit the “Little White Spring Love Kitchen” at Beijing Boren Hospital, delivering daily necessities to families of children with leukemia. During the event, volunteers joined the children’s families in making lanterns, writing blessings, and cooking tangyuan (sweet rice balls), spreading warmth during the Lantern Festival. This activity provided material support and emotional companionship to the families of the young patients, effectively alleviating practical difficulties faced by the children during their treatment.



[Case] Volunteer Action for AIDS Prevention and Publicity

In November 2025, Dingdang Health employee volunteers collaborated with the Center for Disease Control and Prevention to conduct a World AIDS Day publicity activity. They set up booths on-site, guided citizens in participating in interactive Q&A sessions, distributed promotional materials, and provided explanations on HIV prevention knowledge. The initiative cumulatively served over 2,000 individuals and distributed nearly 5,000 pieces of promotional materials, effectively raising public awareness of HIV prevention. At the same time, leveraging the platform’s strengths in privacy protection and instant delivery, the Company offered a 28-minute home delivery service for professional medical supplies such as HIV testing kits and post-exposure prophylaxis medications.

[Case] Rider Mutual Protection Program

In July 2025, Dingdang Drug Express transformed hundreds of its pharmacies into Health Hubs, providing outdoor workers with six key services including complimentary medication, drinking water, rest areas, health monitoring, and pharmacist consultations. This initiative has been rolled out across over ten key cities, including Beijing and Shanghai.

[Case] “Household Expired Pharmaceutical Collection” Special Public Welfare Action

In June 2025, Dingdang Smart Pharmacy, in collaboration with the Yuqiao Subdistrict in Beijing’s Tongzhou District, launched the “Household Expired Pharmaceutical Collection” public welfare action for the recycling of expired drugs. This action pioneered the “door-to-door collection agent” model, where 15 professionally trained delivery personnel collected expired medications directly from households. The collected drugs were then uniformly handed over to professional institutions for environmentally safe disposal. Simultaneously, the pharmacist team regularly conducted public welfare lectures in communities to promote safe medication knowledge, effectively enhancing community health awareness.

[Case] Teacher Care Action

In September 2025, during Teachers' Day, Dingdang Drug Express and Dingdang Health conducted a Teacher Care public welfare action at Beijing University of Chinese Medicine. Addressing the throat health issues among teachers caused by long-term voice use and dust irritation, the company donated throat-soothing health supplies to educators during the event. It also called on society to jointly pay attention to occupational diseases among teachers, honoring educators with practical actions.

[Case] “Mobile Outreach Station” for Financial Consumer Protection

In September 2025, Dingdang Drug Express launched the “Mobile Outreach Station” public welfare action for financial consumer protection in the Shenzhen area, utilizing its rider delivery network to bring anti-fraud knowledge into communities. By transforming Dingdang delivery personnel, delivery vehicles, and medicine box stickers into mobile publicity vehicles, the initiative effectively disseminated financial anti-fraud knowledge to the elderly and individual business operators, significantly enhancing residents’ risk awareness and covering multiple communities across Shenzhen.

5 Win-Win Cooperation with Partners

[Case] Smart Pharmacy Ensures Affordable Medical Care During Flu Season

During the flu season, when demand for medication surged, Dingdang Drug Express's Smart Pharmacy leveraged its intelligent big data system to proactively forecast demand and optimize inventory. It also collaborated with the supply chain to establish a “green channel,” ensuring an adequate and stable supply of core antiviral drugs from the source. This enabled ordinary citizens to access essential medicines fairly and conveniently. Furthermore, through services such as “online medical insurance payment” and “7×24-hour instant delivery,” the Company ensures that high-quality medical resources are efficiently and equitably accessible to the public, enhancing both payment convenience and timely access.



APPENDIX 1 KEY PERFORMANCE TABLE

Environmental Performance

Indicator		2025	Unit
Air ²	NO _x emissions	82.4	kg
	SO _x emissions	0.3	kg
	PM emissions	7.6	kg
Waste	Total of hazardous waste ³	3.142	Ton
	Intensity of hazardous waste	0.0014	Ton/person
	Total of non-hazardous waste ⁴	3,262.02	Ton
	Intensity of non-hazardous waste	1.46	Ton/person
Greenhouse gas ⁵	Greenhouse gas emissions (Scope 1 + Scope 2)	4,339.11	tCO ₂ e
	Intensity of greenhouse gas emissions (Scope 1 + Scope 2)	1.94	tCO ₂ e/person
	Direct (Scope 1) greenhouse gas emissions ⁴	48.28	tCO ₂ e
	Intensity of direct (Scope 1) greenhouse gas emissions	0.02	tCO ₂ e/person
	Indirect (Scope 2) greenhouse gas emissions	4,290.83	tCO ₂ e
	Intensity of indirect (Scope 2) greenhouse gas emissions	1.92	tCO ₂ e/person
Use of resources	Comprehensive energy consumption ⁶	1,017.11	Ton of standard coal
	Comprehensive energy consumption per capita	0.46	Ton of standard coal/ person
	Water consumption	26,876.37	Ton
	Water consumption intensity	12.04	Ton/person
	Electricity consumption	8,086,747.77	kWh
	Electricity intensity	3,623.09	kWh/person
	Gasoline consumption	21,640.31	Liter
	Packaging boxes consumption	3,248.53	Ton

² Dingdang Health's air emissions are calculated based on the use of official vehicles, with the calculation method referring to the Hong Kong Stock Exchange's *Reporting Guidance on Environmental KPIs*.

³ Dingdang Health's hazardous waste statistics include the quantities of used toner cartridges, used light bulbs and lamps, used dry batteries, and discarded electronic products.

⁴ Dingdang Health's non-hazardous waste statistics include the quantities of office paper and packaging cartons.

⁵ In 2025, the Company's greenhouse gas emissions for Scope 1 came from the daily use of official vehicles, while Scope 2 emissions came from purchased electricity use. The relevant data refers to the Hong Kong Stock Exchange's *Reporting Guidance on Environmental KPIs*, with the greenhouse gas emission factor for purchased electricity referring to the 2023 national average carbon dioxide emission factor for electricity.

⁶ Dingdang Health's comprehensive energy consumption is mainly derived from gasoline consumption and the energy consumed from purchased electricity use. The energy consumption coefficient refers to the *General Rules for Calculation of the Comprehensive Energy Consumption* (GB/T 2589-2020).

Social Performance

Indicator			2025	Unit
Employment	Total number of employees		2,232	Person
	Number of employees by gender	Male employees	663	Person
		Female employees	1,569	Person
	Number of employees by age	30 and below	704	Person
		31-50	1,439	Person
		Above 50	89	Person
	Number of employees by type	Senior management	57	Person
		Middle management	235	Person
		Basic level employees	1,940	Person
	Number of employees by region	Mainland China	2,230	Person
		Hong Kong, Macau, and Taiwan	2	Person
		Overseas	0	Person
	Number of disabled employees		11	Person
	Number of new employees		516	Person
	Employee turnover rate		22.5	%
	Employee turnover rate by gender	Male employees	23.1	%
		Female employees	22.2	%
	Employee turnover rate by age	30 and below	30.8	%
		31-50	17.6	%
		Above 50	22.6	%
	Employee turnover rate by region	Mainland China	22.5	%
		Hong Kong, Macau, and Taiwan	0	%
		Overseas	0	%
Health and safety	Number of directors		9	Person
	Number of female directors		1	Person
	Number of independent directors		3	Person
	Number of non-independent directors		6	Person
	Number of work-related fatalities in the past three years		0	Person
	Lost days due to work injury		0	Day

Indicator		2025	Unit
Development and training	Total training hours of employees	129,510	Hour
	Percentage of employees trained		
	by gender	Male employees	100 %
		Female employees	100 %
	Percentage of employees trained	Senior management	100 %
	by type	Middle management	100 %
		Basic level employees	100 %
	Average training hours per employee by gender	Male employees	58 Hour
		Female employees	58 Hour
	Average training hours per employee by type	Senior management	58 Hour
Product responsibility		Middle management	58 Hour
		Basic level employees	58 Hour
	Product recalls due to safety or health reasons	0	Case
	Product and service complaint rate	0.083	%
	Complaint handling rate	100	%
Supply chain management	Number of intellectual property rights	700	Item
	Number of patents granted	27	Item
Anti-corruption	Number of pharmaceutical enterprises and distributors in cooperation	7,859	Company
Anti-corruption	Number of corruption litigation cases concluded	0	Case
	Total number of participants in anti-corruption training	197	Participant
	Total training hours of participants in anti-corruption training	1,576	Hour
	Number of management participants in anti-corruption training	15	Participant
	Total training hours of management participation in anti-corruption training	20	Hour
	Number of employee participants in anti-corruption training	177	Participant
	Total training hours of employees participation in anti-corruption training	1,416	Hour

APPENDIX 2 HKEX ESG REPORTING CODE INDEX TABLE

Environmental, Social and Governance Aspects, General Disclosures, and Key Performance Indicators (KPIs)			Location (Section)
Environment			
A1: Emissions	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	4.2 Emissions Management
	A1.1	The types of emissions and respective emissions data.	Appendix 1 Key Performance Table
	A1.3	Total hazardous waste produced and intensity.	4.2 Emissions Management Appendix 1 Key Performance Table
	A1.4	Total non-hazardous waste produced and intensity.	4.2 Emissions Management Appendix 1 Key Performance Table
	A1.5	Description of emission target(s) set and steps taken to achieve them.	4.2 Emissions Management
	A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	4.2 Emissions Management
A2: Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials.	4.3 Green Operation
	A2.1	Direct and/or indirect energy consumption by type in total and intensity.	4.3 Green Operation Appendix 1 Key Performance Table
	A2.2	Water consumption in total and intensity.	4.3 Green Operation Appendix 1 Key Performance Table
	A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	4.3 Green Operation
	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.	4.3 Green Operation
	A2.5	Total packaging material used for finished products and with reference to per unit produced.	4.3 Green Operation Appendix 1 Key Performance Table

Environmental, Social and Governance Aspects, General Disclosures, and Key Performance Indicators (KPIs)			Location (Section)
A3: The Environment and Natural Resources	General Disclosure	Policies on minimizing the issuer's significant impacts on the environment and natural resources.	4.3 Green Operation
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	4.3 Green Operation
Social			
B1: Employment	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.	3.1 Employment and Diversity & Inclusion
	B1.1	Total workforce by gender, employment type, age group and geographical region.	3.1 Employment and Diversity & Inclusion Appendix 1 Key Performance Table
	B1.2	Employee turnover rate by gender, age group and geographical region.	3.1 Employment and Diversity & Inclusion Appendix 1 Key Performance Table
B2: Health and Safety	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.	3.3 Occupational Health and Safety
	B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the reporting year.	3.3 Occupational Health and Safety Appendix 1 Key Performance Table
	B2.2	Lost days due to work injury.	3.3 Occupational Health and Safety Appendix 1 Key Performance Table
	B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	3.3 Occupational Health and Safety

Environmental, Social and Governance Aspects, General Disclosures, and Key Performance Indicators (KPIs)			Location (Section)
B3: Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.	3.4 Employee Training and Development
	B3.1	The percentage of employees trained by gender and employee category.	3.4 Employee Training and Development Appendix 1 Key Performance Table
	B3.2	The average training hours completed per employee by gender and employee category.	3.4 Employee Training and Development Appendix 1 Key Performance Table
B4: Labor Standards	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labor.	3.1 Employment and Diversity & Inclusion
	B4.1	Description of measures to review employment practices to avoid child and forced labor.	3.1 Employment and Diversity & Inclusion
	B4.2	Description of steps taken to eliminate such practices when discovered.	3.1 Employment and Diversity & Inclusion
B5: Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	5.1 Sustainable Supply Chain
	B5.1	Number of suppliers by geographical region.	5.1 Sustainable Supply Chain
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	5.1 Sustainable Supply Chain
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	5.1 Sustainable Supply Chain
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	5.1 Sustainable Supply Chain

Environmental, Social and Governance Aspects, General Disclosures, and Key Performance Indicators (KPIs)			Location (Section)
Aspect B6: Product Responsibility	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labeling and privacy matters relating to products and services provided and methods of redress.	2.1 Product Safety and Compliance Awareness 2.3 Technological Innovation and Information Security
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Appendix 1 Key Performance Table
	B6.2	Number of products and service related complaints received and how they are dealt with.	2.2 Service Experience and User Communication
	B6.3	Description of practices relating to observing and protecting intellectual property rights.	2.3 Technological Innovation and Information Security
	B6.4	Description of quality assurance process and recall procedures.	2.1 Product Safety and Compliance Awareness
	B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	2.3 Technological Innovation and Information Security
B7: Anti-corruption	General Disclosure	Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.	1.2 Business Ethics and Anti-corruption
	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.	1.2 Business Ethics and Anti-Corruption Appendix 1 Key Performance Table
	B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	1.2 Business Ethics and Anti-Corruption
	B7.3	Description of anti-corruption training provided to directors and staff.	1.2 Business Ethics and Anti-Corruption
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.	5.3 Promoting Community Well-Being
	B8.1	Focus areas of contribution.	5.3 Promoting Community Well-Being
	B8.2	Resources contributed to the focus area.	5.3 Promoting Community Well-Being

Climate-related disclosure indicators		Location (Section)
Governance	Disclosure of information on governance body(s) or individual(s) responsible for overseeing climate-related risks and opportunities, including how competence is determined, the manner and frequency of staying informed about risks and opportunities, how they are considered in decision-making, the oversight of target setting and progress towards achieving targets, as well as the role of management in related processes and integration with internal functions	4.1.1 Climate Governance
Strategy – Business Model and Value Chain	Description of the current and anticipated impacts of climate-related risks and opportunities on the business model and value chain; identification of areas for concentration	4.1.2 Climate Strategy
Strategy – Strategy and Decision-making	Disclosure of strategies and plans to address risks and opportunities, including changes to the business model, adaptation or mitigation efforts, transition plans, methods for achieving climate targets, as well as resource allocation plans for actions and progress on previous plans	4.1.2 Climate Strategy
Strategy – Financial Position, Financial Performance, and Cash Flows	Disclosure of the current and anticipated financial impacts of climate-related risks and opportunities on the issuer's financial position, financial performance, and cash flows during the Reporting Period	4.1.2 Climate Strategy
Strategy – Climate Resilience	Disclosure of the Company's assessment of its climate resilience and the implementation of climate-related scenario analysis	4.1.2 Climate Strategy
Risk Management	Disclosure of processes and related policies used to identify, assess, prioritize, and monitor climate-related risks and opportunities, as well as the integration of climate-related risks and opportunities into the company's overall risk management processes	4.1.3 Climate Risk Management
Metrics and Targets – Greenhouse Gas Emissions	Disclosure of absolute total emissions of Scope 1, Scope 2, and Scope 3 greenhouse gases during the Reporting Period; description of measurement methodology, input data, assumptions, and reasons for any changes; and disclosure of emissions in Scope 2 by region and the categories included in Scope 3	4.1.4 Climate Metrics and Targets Appendix 1 Key Performance Table
Metrics and Targets – Climate-related Targets	Disclosure of climate-related qualitative and quantitative goals, including setting indicators, objectives, scope of application, period, baseline period, phased targets, target types, and linkage with international agreements; disclose methods for setting and reviewing targets, indicators for monitoring progress toward achievement, and analysis of target performance and trends; description of covered gases, emission scopes, gross or net targets, etc. for greenhouse gas emission goals	4.1.4 Climate Metrics and Targets