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Medlive Technology Co., Ltd.

# 2024 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Incorporated in the Cayman Islands with limited liability  
Stock Code: 2192



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# About this Report

This is the fourth Environmental, Social and Governance ("ESG") Report (hereafter referred as "this Report") published by Medlive Technology Co., Ltd. (hereafter referred as "Medlive", "We/Us" or "the Company"). This Report includes specific initiatives, key practices, highlight cases and key indicators of Medlive's commitment to social responsibility and effective management of ESG risks and opportunities in 2024. We hope that by publishing this Report and responding to stakeholder concerns, we can strengthen communication with stakeholders, enhance their interest and their recognition of our value. Moreover, it helps us as we strive to continue to promote sustainable environmental and social development.



## Scope of this Report

Reporting entities: Medlive and its subsidiaries, including Kingyee (Beijing) Co., Ltd. and Beijing Yimaihutong Technology Co., Ltd., among others.

Reporting period: This Report primarily covers the period from January 1, 2024 to December 31, 2024 (the "Reporting Period"), with some information beyond this time period.



## Report References

This Report has been prepared in accordance with the GRI Standards issued by the GSSB, the United Nations Sustainable Development Goals (UN SDGs) and the requirements of the Environmental, Social and Governance Reporting Code as set out in Appendix C2 to the Listing Rules of The Stock Exchange of Hong Kong Limited (HKEX), and the disclosure of each of the indicators in this Report can be found in the "Appendix III - Content Index". This Report has also made reference to and responded to the concerns of MSCI and Sustainalytics ESG ratings, and has been compiled in light of the Company's current level of development and the actual ESG situation.



## We have adopted the basic reporting principles of ESG Reporting Code:

- **Materiality:** This Report uses materiality assessment to identify significant ESG issues for the Company during this Reporting Period and discloses the description of the significant stakeholders and the process and results of stakeholder engagement.
- **Quantitative:** This Report discloses the key performance of the Company in terms of environmental, social and governance, and as far as possible, the key performance is accompanied by explanation and purpose statement.
- **Balance:** The contents of this Report reflect objective facts and seek to report the Company's performance impartially.
- **Consistency:** This Report adopts a consistent disclosure method, and tries to use a uniform caliber for comparable indicators wherever possible, in order to provide more informative performance disclosure.



## Contents and Data

The contents and data disclosed in this Report are mainly obtained through the following sources.

- The Company's 2024 Annual Report
- Internal summaries and reports
- Qualitative and quantitative material provided by various departments of the Company

Unless otherwise specified, all monetary amounts in this Report are expressed in RMB.



## Report Accessibility

**Report version:** This Report is published in both traditional Chinese and English. In the event of any discrepancy in understanding the contents, the traditional Chinese version shall prevail.

**Access to this Report:** This Report is released in PDF format on the following websites.

- Hong Kong Exchanges and Clearing Limited information release web page ([www.hkexnews.hk](http://www.hkexnews.hk))
- Our IR website (<http://ir.medlive.cn>)



## Report Feedback

If you have any comments or suggestions on the contents of this Report or on our ESG performance, please feel free to contact us by email ([ir@kingyee.com.cn](mailto:ir@kingyee.com.cn)). Your comments and suggestions will help us to further improve this Report and our ESG performance.

# The Board's Statement on ESG Governance

## Board Responsibilities

Medlive is the leading online professional physician platform in China and a leader in digital marketing for China healthcare industry. The Board of Directors, as the highest responsible organization for the management and public disclosure of Medlive's ESG issues, is ultimately responsible for Medlive's ESG management policy, ESG strategy, ESG-related goal setting, goal progress review and ESG performance. The Company regularly evaluates the significance of ESG issues in light of the external economic and social environment and the Company's development strategy, and the Board of Directors deliberates and approves the Company's ESG development objectives, monitors and reviews the Company's ESG-related policies, management, performance, and progress in accomplishing the objectives, and deliberates and approves the Company's public disclosure of ESG-related matters.

## ESG Executive

Medlive has set up an ESG working group with the participation of key persons in charge of the Board of Directors' Office, Human Resources Department, Administration Department, Finance Department and Legal Department. The working group reports to the Board of Directors and the senior management and is responsible for assisting in the formulation and implementation of ESG strategies, objectives and management policies and carrying out the related work, incorporating the ESG elements into the daily operation, overseeing the achievement of the enterprise's strategic objectives and enhancing the enterprise's ESG performance.

## ESG Risk Management

Medlive always focuses on long-term value and firmly believes that sustainable development is an assurance for the Company's long-term stable progress and development. In order to effectively prevent and control various potential risks that may hinder the Company's sustainable development, the Board of Directors and the ESG working group monitor the Company's operational and financial performance through the formulation of strategies and regular supervision of the implementation of the strategies in its daily operation, and at the same time, ensure that the Company establishes a sound internal control and risk management system and the effective implementation of the sustainable development strategies.

## Important ESG Issues

In conjunction with its development strategy, Medlive maintains close communication with internal and external stakeholders on a daily basis to identify and assess significant ESG risk issues in order to formulate a sustainable development strategy. The Company discusses and approves the significant ESG issues identified at each level, formulates corresponding sustainability strategies, objectives and management policies, and regularly reviews and improves the relevant work in order to rationalize the allocation of the Company's resources in line with international sustainability trends and the performance of its peers. During the Reporting Period, the Company focused on strengthening the management of core issues such as privacy protection and data security, employee health and safety, content safety and quality, compliance governance and risk control, and response to climate change, etc., and enhanced the execution of ESG management by revising and improving relevant policies and systems.



# CHAPTER 01

## About Us

Medlive Technology Co., Ltd.  
Stock Code: 2192

## Company Profile

Medlive is the leading online professional physician platform and healthcare digital marketing service provider in China. Medlive is dedicated to helping physicians make better clinical decisions with technological innovations in medical information, and providing accurate and efficient digital marketing services to increase efficiency and reduce costs for pharmaceutical companies and medical device companies in their academic promotions.

Medlive was founded in 1996. With the philosophy of "professionalism, innovation, cooperation, and efficiency", Medlive has been cultivating the needs of users, with a firm footing on the medical profession, and precisely empowering physicians' learning, clinical and scientific research in multiple dimensions. With high quality professional medical content and rich medical tools, Medlive has attracted more and more physicians and other medical professionals to grow with us. After 29 years of development, as of December 31, 2024, Medlive has over 7 million registered users, of which more than 4 million are licensed physicians, accounting for 88% of the total number of licensed physicians in China, and Medlive has been widely recognized by physicians in China as the most trustworthy professional medical platform.

The *Medlive* platform not only meets the learning needs of physicians to enhance their clinical competence, but also provides decision-making support for physicians in clinical diagnosis and treatment. Our rich product matrix includes *Clinical Guides*, *Clinical Drug Reference*, *Disease Knowledge Base*, *Reference Aid for Medicine*, *E-Live Streaming*, *E-Messenger*, *Medical Search*, *E-Research*, and other software tools embedded in physicians' daily workflow. In terms of patient management, we launched intelligent management tools for chronic disease patients, such as *馨知行* and *Medsugar*, to help physicians manage their patients efficiently and digitally improve patients' compliance with treatment, so as to achieve the best therapeutic effect. With the rapid development of artificial intelligence ( "AI" ) technology, Medlive, relying on its profound industry accumulation and keen technological insight, has achieved remarkable progress in the field of intelligent medicine. Our self-developed large language model for medical vertical domain has been approved by and filed with the Cyberspace Administration of China ( "CAC" ) for deep synthesis service algorithm. During the training process, this large model has integrated hundreds of millions of medical literature and data, enabling it not only to deal with medical expertise but also to support traceable and evidence-based procedures to ensure the accuracy and reliability of the generated contents through multiple strategy mechanisms. In addition to its continuous efforts in the research and development of AI underlying technologies, we also attach great importance to the development and commercialization of application scenarios. The commercial applications of Medlive large model has been achieved in various scenarios, such as academic training for physicians, patient education, clinical ancillary diagnosis and treatment and professional medical content retrieval and generation.

Medlive has always been committed to empowering physicians' clinical decision-making with technological innovations, and has been working hard to improve the clinical diagnosis and treatment standards of Chinese physicians. Medlive has built an online ecosystem for healthcare participants to gather, learn, and communicate with each other by leveraging its strong brand awareness, leading industry position, and high level of physicians engagement. Based on its strong proprietary technology, professional medical content and rich insights into physicians, Medlive accurately and efficiently conveys valuable information to physicians, serving as an academic bridge between pharmaceutical companies and physicians, and continuously helping to promote the innovative development of China's healthcare industry.





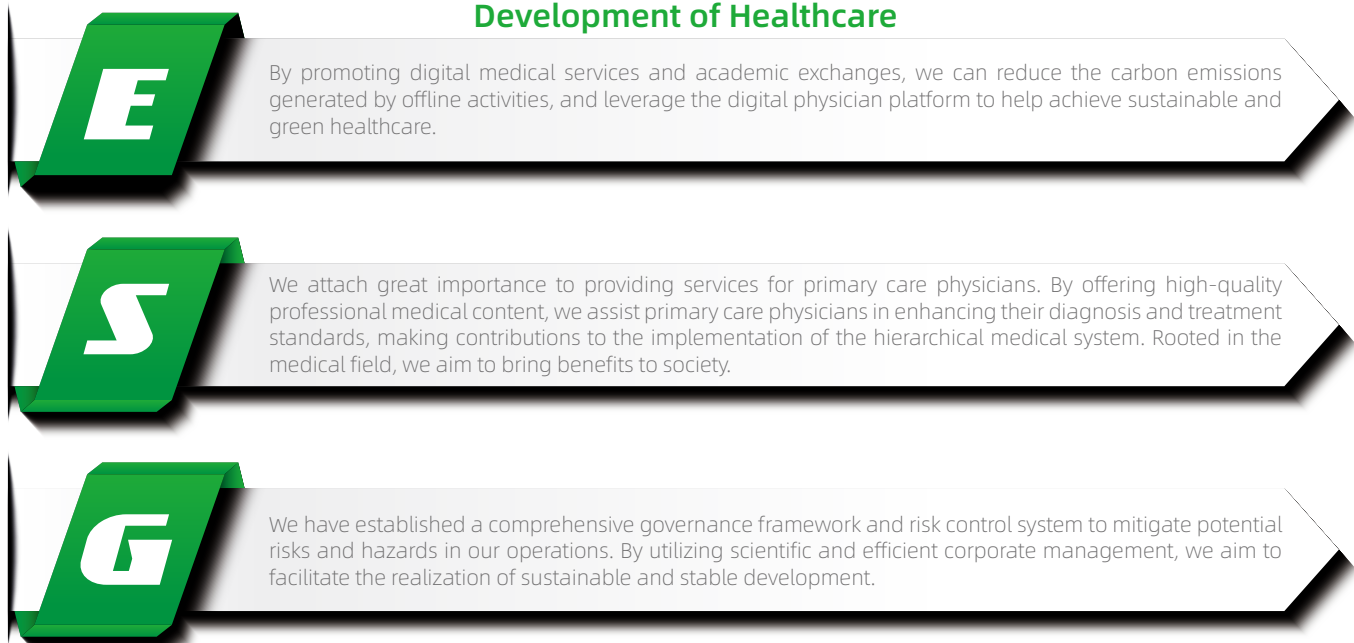
## Corporate Culture



## ESG Mission

Technology is the core driving force behind the advancement of the medical industry. Upholding the ESG mission of "Using Technology to Facilitate the Sustainable Development of Healthcare," Medlive helps physicians and pharmaceutical and medical device companies achieve sustainable medical services and innovation through technology, and promotes the digital transformation of the medical field. Medlive continues to invest in technology, providing physicians with authoritative and professional medical content, and offering precise digital academic marketing solutions for pharmaceutical and medical device companies clients, thus improving the overall service efficiency of the medical industry. In line with the United Nations' principles of sustainable development, Medlive has established an excellent corporate management system. Through innovative digital medical marketing services, it guides pharmaceutical and medical device companies to attach importance to the digital academic education of physicians, improves operational efficiency, reduces carbon and pollutant emissions, and creates environmental, social, and economic benefits.

### Using Technology to Facilitate the Sustainable Development of Healthcare



## Business Overview

As of December 31, 2024, Medlive had over 7 million registered users, including over 4 million licensed physicians, representing approximately 88% of all licensed physicians in China. In 2024, the average number of active users of our platform reach 2.65 million per month after de-duplication. Medlive has 228 clients for precision marketing and corporate solutions, covering 506 products.



Notes: 1. Data as of December 31, 2024; 2. Data for Q4,2024; 3. Data for the whole year of 2024

### Precision Marketing and Corporate Solutions

Relying on a large user base of physicians and strong capability of physician behavioral profile analysis, we help pharmaceutical companies and medical device companies to conduct accurate, efficient and low-cost physician education. We also provide professional services such as research, system development, EDC, DCT and real-world research ("RWS") for companies.

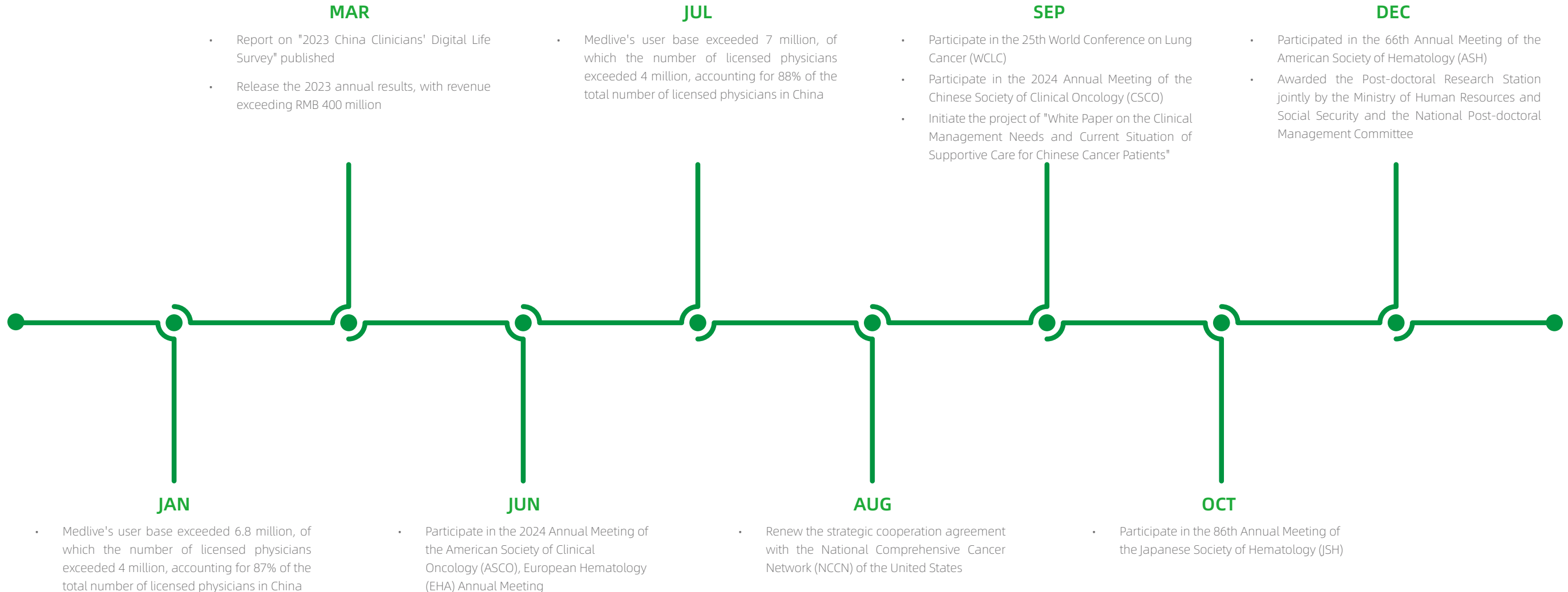
### Medical Knowledge Solutions

Relying on a team of medical, product and technical experts, we provide physicians with professional medical content and products such as *Clinical Guides*, *Clinical Drug Reference*, *Reference Aid for Medicine* and *Disease Knowledge Database*, to assist clinicians in efficient diagnosis and treatment.

### Intelligent Patient Management Solutions

Through an innovative disease management platform, we provide physicians with management tools and medical content to help clinicians diagnose and manage patients accurately and efficiently, and improve patients' follow-up rates and medication adherence. It also provides patients with online consultation and treatment, disease education and patient management services, ultimately enhancing the quality of patient survival and benefiting patients.

## 2024 Milestones



## ESG Key Performance in 2024

01



### Environmental performance

Per capita GHG emissions is **0.063** ton CO<sub>2</sub> e/person, a year-on-year reduction of **22.2%** Hazardous waste generation per capita is **0.041** kg, decreased by **19.6%** year-on-year Water consumption per capita is **1.741** tonnes, down **20.5%** year-on-year

02



### Social performance

Total number of staff is **747**, representing a year-on-year increase of **0.7%**  
Average training hours per employee is **13.38** hours, representing a year-on-year increase of **13.4%**

03



### Governance performance

The training rate for business ethics and anti-corruption is **100%**  
The occurrence frequency of major information security incidents and major privacy protection incidents is **0**  
The occurrence frequency of corruption and fraud incidents is **0**  
The follow-up rate of reported incidents is **100%**

04



### Financial performance

Audited revenue is RMB **558.5** million, representing a year-on-year increase of **35.5%**  
Net profit is RMB **326.6** million, representing a year-on-year increase of **29.8 %**



# CHAPTER 02

## ESG Strategy and Management

## ESG Strategy and Objectives

Medlive actively integrates ESG concepts into the Company's strategic objectives, organizational structure, business system and daily operations, and has formulated internal policies related to sustainable development, such as the "Guide for the Implementation of Environmental, Social and Corporate Governance Directives" and the "Social Responsibility Management System". In order to ensure the effective implementation of our ESG mission of "Using Technology to Facilitate the Sustainable Development of Healthcare", we focus on three major ESG areas, namely "Technology-Driven Low-Carbon Operations, Giving Back to Society for Win-Win Results, and Governance-Based Sustainable Development". Relying on our own capabilities and advantages, we conduct ESG integration practices from multiple dimensions. While achieving our own high-quality development, we continuously create value in the economic, social, and environmental fields.

In order to effectively promote and achieve the ESG strategic objectives, Medlive has identified the sustainable development goals in three key areas: the environment, society, and governance, based on the industry development trends and its own characteristics. Guided by the business development strategy of "horizontal expansion + vertical extension", we will, horizontally, carry out specialized construction and operation according to different departments, providing more precise and professional medical content and services for physicians in various departments to meet the specific needs of each specialized field. Meanwhile, vertically, we will extend from marketing to the upstream and downstream of the value chain along the drug lifecycle, deeply engaging in all aspects of the medical industry, offering full-process digital solutions for pharmaceutical and medical device companies, leveraging our technological advantages, and contributing to the sustainable development of the medical ecosystem. The performance of Medlive in 2024 regarding ESG-related objectives is as follows.

Scope	Aspects	ESG-related goals	Performance in 2024
Environmental	Waste Management	<ul style="list-style-type: none"><li>Reduce the production amount of hazardous waste</li><li>All hazardous waste should be treated in a harmless manner</li></ul>	<ul style="list-style-type: none"><li>The production volume of hazardous waste per capita decreased by 19.6% year-on-year</li><li>100% of waste is treated in a harmless way</li></ul>
	Use of Resources	<ul style="list-style-type: none"><li>Reduce water consumption density</li><li>Reduce the density of greenhouse gas emission</li></ul>	<ul style="list-style-type: none"><li>The water consumption per capita decreased by 20.5% year-on-year</li><li>The greenhouse gas emissions per capita decreased by 22.2% year-on-year</li></ul>
	Products & Services	<ul style="list-style-type: none"><li>The carbon emissions from offline transportation have been avoided by conducting online medical academic promotion, with the amount reaching 6,000 ton CO<sub>2</sub> e</li></ul>	<ul style="list-style-type: none"><li>Avoided carbon emissions of approximately 6,300 ton CO<sub>2</sub> e</li></ul>
Social	Employee	<ul style="list-style-type: none"><li>Zero work injury rate</li><li>Zero work-related fatal accidents</li><li>No major discrimination cases are allowed to occur</li><li>Forced labor and employment of child labor are not allowed</li></ul>	<ul style="list-style-type: none"><li>The work injury rate was zero this year</li><li>There were zero work-related fatal accidents this year</li><li>No discrimination cases occurred this year</li><li>No cases of forced labor or employment of child labor occurred this year</li></ul>
	Clients	<ul style="list-style-type: none"><li>Handle customer complaint cases in a timely manner</li><li>The customer satisfaction rate should reach at least 98%</li></ul>	<ul style="list-style-type: none"><li>100% of complaints have been handled and resolved</li><li>100% customer satisfaction</li></ul>
	Suppliers	<ul style="list-style-type: none"><li>All suppliers need to be evaluated</li><li>At least 80% of the suppliers need to be inspected on-site</li></ul>	<ul style="list-style-type: none"><li>100% of suppliers have been evaluated</li><li>87% of suppliers have been inspected on-site</li></ul>
Governance	Anti-corruption	<ul style="list-style-type: none"><li>All reported incidents need to be followed up</li><li>Zero tolerance for corruption incidents</li><li>All employees must undergo compliance and anti-corruption training</li></ul>	<ul style="list-style-type: none"><li>The follow-up rate of reported incidents is 100%</li><li>The number of corruption incidents is zero</li><li>The compliance and anti-corruption training rate for employees is 100%</li></ul>
	Information Security	<ul style="list-style-type: none"><li>No major information security incidents are allowed to occur</li><li>No personal privacy leakage incidents are allowed to occur</li><li>No leakage of any corporate confidential or secret information is allowed</li></ul>	<ul style="list-style-type: none"><li>There were no major information security incidents this year</li><li>There were no personal privacy leakage incidents this year</li><li>There were no incidents of corporate confidential or secret information leakage this year</li></ul>

# Stakeholder Engagement

The opinions of stakeholders are crucial for the sustainable development of an enterprise. Medlive maintains effective communication and builds trust relationships with various stakeholders in an open and transparent manner through regular and two-way communication channels. This enables us to understand their concerns, respond to their requirements and expectations, continuously improve and optimize our own sustainable development strategies and management approaches, earnestly fulfill our corporate social responsibilities, and create more value for stakeholders. We regularly communicate with various stakeholders and conduct materiality assessments. We have identified eight categories of stakeholders that are most important to our group. The following table presents the key issues of concern for each stakeholder group and the communication channels of our group.

Stakeholders	Physicians	Government and Regulators	Shareholders /Investors	Clients	Employees	Community/ The Public	Environment	Suppliers
Expectations	<ul style="list-style-type: none"><li>Professional medical content</li><li>Comprehensive medical tools</li></ul>	<ul style="list-style-type: none"><li>Integrity and compliance</li><li>Optimizing the governance structure</li><li>Paying taxes in accordance with the law</li><li>Contributing to the development of the medical industry</li></ul>	<ul style="list-style-type: none"><li>Steady growth in performance</li><li>Integrity and compliance</li><li>Corporate governance and risk management</li></ul>	<ul style="list-style-type: none"><li>Digital marketing innovations</li><li>Providing quality services</li><li>Safeguarding information</li><li>Integrity and compliance</li></ul>	<ul style="list-style-type: none"><li>Protecting employee rights</li><li>Caring for occupational health</li><li>Promoting career development</li><li>Compensation and benefits growth</li></ul>	<ul style="list-style-type: none"><li>Provide employment opportunities</li><li>Bringing about community development</li><li>Public service and volunteering</li></ul>	<ul style="list-style-type: none"><li>Deepening energy conservation and emission reduction</li><li>Resource recycling</li><li>Green office</li></ul>	<ul style="list-style-type: none"><li>Integrity and honesty in cooperation</li><li>Fair and equitable trading</li><li>Long-term stable operation</li></ul>
Communication Channels	<ul style="list-style-type: none"><li>Continuous online and offline communication</li><li>Online customer service during the working day</li><li>Questionnaire and feedback</li><li>Social media communication</li></ul>	<ul style="list-style-type: none"><li>Government communication meetings</li><li>Regulator exchange</li><li>Information disclosure and reporting</li><li>Regular visits</li></ul>	<ul style="list-style-type: none"><li>Annual Reports, Interim Reports and announcements</li><li>Annual General Meeting</li><li>Non-deal roadshows</li><li>Investor Research</li><li>Interactive platform for communication</li></ul>	<ul style="list-style-type: none"><li>Daily communication with professional staff to answer questions</li><li>Customer service hotline</li><li>Customer satisfaction survey</li><li>Regular visits</li></ul>	<ul style="list-style-type: none"><li>Employees meeting</li><li>Employee satisfaction survey</li><li>Complaint box</li><li>Cultural activities for employees</li><li>Employee training</li></ul>	<ul style="list-style-type: none"><li>Community visits</li><li>Volunteering activities</li><li>Popularizing medical knowledge</li></ul>	<ul style="list-style-type: none"><li>Environmental performance collection and disclosure</li><li>Promoting green ideas</li></ul>	<ul style="list-style-type: none"><li>Benchmarking assessment</li><li>Promoting green supply</li><li>Start daily communication</li></ul>

# Materiality Assessment

Medlive conducts the identification and analysis of material issues every year, and takes the analysis results as an important consideration factor for the Company to formulate its ESG strategy. In 2024, we distributed survey questionnaires to major internal and external stakeholders through various forms such as social platforms and emails, and carried out a comprehensive and systematic stakeholder survey. Based on a full understanding of the issues concerned by internal and external stakeholders and their views on the importance of these issues, and by combining with the relevant ESG trends and their potential risks and opportunities for the Company, a total of 25 key issues conducive to sustainable development were identified. According to the issues fed back by each major stakeholder and the results of the importance assessment, as well as the importance impact of each issue on the Company's sustainable development confirmed by the management of Medlive, we ranked the importance of ESG-related issues, determined the matrix of material issues, and the management of Medlive reviewed and confirmed the priority order of the material issues in combination with the Company's strategy and business principles.

## The process of analyzing material issues

### STEP 01



#### Identification

Based on international mainstream reporting standards such as the ESG Reporting Code of the HKEX, the Global Reporting Initiative (GRI) Sustainability Reporting Standards, and the Sustainability Accounting Standards Board (SASB) Standards, as well as industry benchmarking and the Company's own development status, the previous material issues were added to and integrated. This year, 25 material issues were identified and determined, among which 5 are environmental issues, 14 are social issues, and 6 are governance issues.

### STEP 02



#### Prioritization

Through daily communication with stakeholders and discussions in internal meetings, the material issues are scored and prioritized. According to the scores of the issues in previous years, the guidelines, the ESG ratings, and the degree of importance in the materiality spectrum, priority is given to those issues that may have a significant impact on the Company's operational capabilities and create sustainable ESG value. The issues will be sorted into three categories, namely highly material issues, moderately material issues, and generally material issues.

### STEP 03



#### Validation

Construct a materiality issue matrix from two dimensions, namely "Importance to Medlive" and "Importance to Stakeholders", and screen out the highly material issues according to the scores of each issue. The results will be submitted to the Company's management for discussion and review, and after approval, the ranking of the material issues will be finally confirmed.

### STEP 04



#### Review

Review the assessment process of material issues, identify areas for improvement and optimize them to enhance the relevance and authenticity of the materiality assessment.



#### Social

- 1 Recruitment
- 2 Employee communication and care
- 3 Occupational health and safety
- 4 Employee training and development
- 5 Equal opportunity and diversity
- 6 Responsible marketing
- 7 Technological innovation
- 8 Data security and privacy protection
- 9 Maintenance and protection of intellectual property rights
- 10 Promoting the development of the medical undertaking
- 11 Quality of products and services
- 12 Customer satisfaction and complaint handling
- 13 Sustainable supply chain
- 14 Public welfare



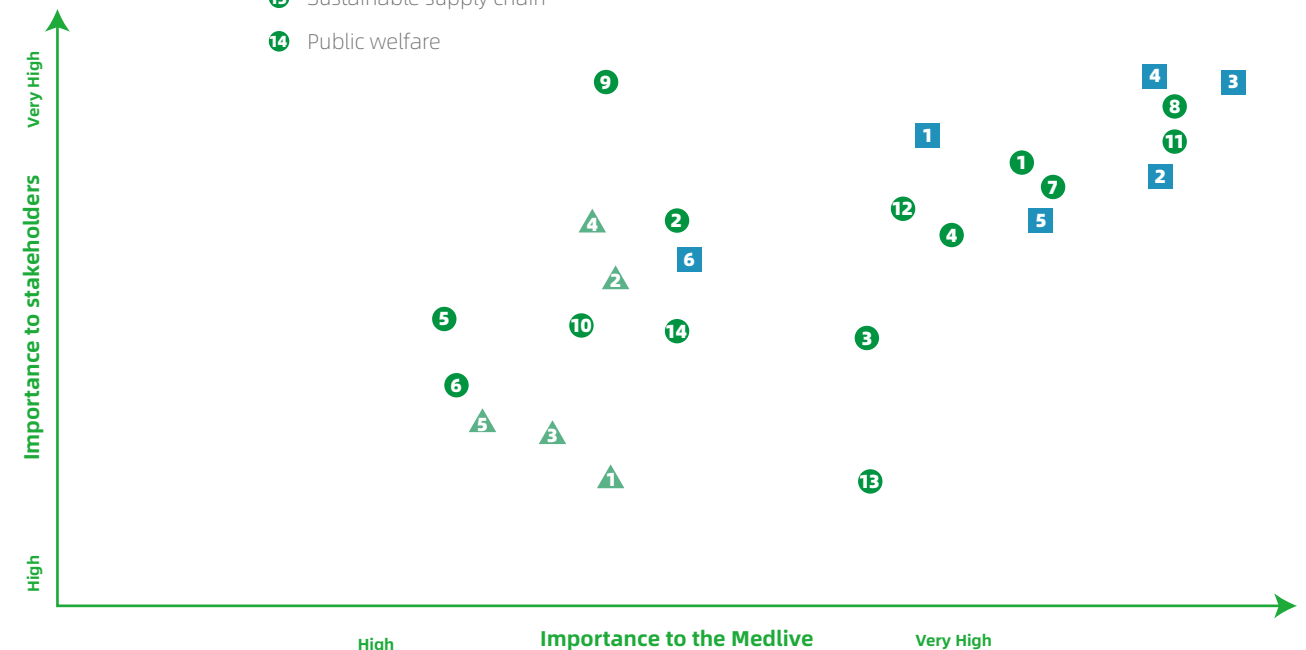
#### Environmental

- 1 Greenhouse gas and exhaust emission management
- 2 Energy and resource management
- 3 Waste management
- 4 Respond to climate change
- 5 Green office



#### Governance

- 1 Optimize the governance structure
- 2 Anti-corruption and integrity establishment
- 3 Compliance operation and management
- 4 Business ethics and conflicts of interest
- 5 Risk management
- 6 ESG management





## Promoting the United Nations Sustainable Development Goals

Medlive believes that taking specific actions and making firm commitments to achieve the United Nations Sustainable Development Goals is of vital importance. In the process of being dedicated to a number of sustainable development issues, Medlive has made active contributions, ensuring that our efforts are closely linked to the Company's core sustainable development goals, so as to make meaningful contributions to global sustainable development.



### Technology-Driven Low-Carbon Operations



- Responding to climate change
- Reducing resource and energy consumption
- Carrying out green medical services
- Advocating the concept of green office work
- Practicing the principles of green procurement



### Giving Back to Society for Win-Win Results



- Equal opportunities and diversity
- Talent attraction and retention
- Improving the employee training system
- Employee communication and participation
- Caring for employees' occupational health
- Multi-dimensional quality assurance mechanism
- Being enthusiastic about public welfare and volunteer services



### Governance-Based Sustainable Development



- Optimizing the level of corporate governance
- Strengthening comprehensive risk management
- Promoting the construction of integrity
- Data security and privacy protection
- Responsible marketing
- Strengthening the protection of intellectual property rights



### Empowering the Industry through Technological Innovation



- Delving deeply into the daily needs of physicians
- Exploring digital scenarios of medical marketing
- Empowering pharmaceutical and medical device companies to increase efficiency and reduce costs
- Enhancing the medical service experience of the public
- Ensuring the safety and reliability of digital healthcare

## ESG Governance

Medlive has established an ESG governance system jointly led by the Board of Directors, senior management, and the ESG working group to ensure the efficient advancement of ESG work. The Board of Directors, as the highest decision-making body of the Company's environmental, social, and governance management framework, is responsible for formulating the Company's strategic plans and institutional policies in the aspects of environment, society, and governance. It ensures the effective implementation of relevant policies and assumes full responsibility for related policies, systems, and information disclosure. Under the leadership of the Board of Directors, the senior management is responsible for the overall coordination of ESG work. It implements various resolutions and policies of the Board of Directors regarding ESG work, establishes and improves the Company's ESG management system, and supervises the specific implementation of ESG work. As the executive level, the ESG working group is composed of department managers. It integrates ESG work into the daily business management and operation of each department, conducts regular collection, reporting, and review of ESG information. This improves the statistical control efficiency of ESG-related information and the effectiveness of ESG work, and ensures the efficient development and implementation of ESG work.

### Decision-making Level

#### Board of Directors

The Board is the highest decision-making body for ESG governance in the Company. The Board is responsible for the strategic direction of the Company's ESG strategy and is ultimately accountable for ESG matters.



#### Senior Management



The Board delegates to the senior management the authority to oversee the implementation of the Company's ESG efforts and to report to the Board. The senior management is responsible for coordinating and guiding all functional departments to ensure effective implementation of the ESG management strategy, setting ESG-related objectives and promoting their achievement, and reporting regularly to the Board on the progress of its work.

### Management Level

### Implementation Level

#### ESG Working Group

Finance, Legal, Administration, Human Resources, Customer Operations, Investor Relations  
The ESG Working Group is responsible for coordinating with specific executives, ensuring the smooth implementation of ESG work, optimizing the ESG-related system, implementing specific ESG management strategies, and communicating and cooperating with stakeholders.





# CHAPTER 03

## Technology-Driven Low-Carbon Operations

On the journey of driving the enterprise towards excellence, Medlive has always taken the concept of green development as the core guideline, fully committed itself to the path of sustainable development, and actively assumed the green mission. The digital precision academic education solutions provided by Medlive for pharmaceutical and medical device companies represent a green innovation plan that combines forward-looking vision and practical implementation. This plan not only closely follows the national macro policies but also deeply integrates leading domestic and international experiences. In addition, Medlive attaches great importance to its own green transformation and actively promotes the implementation of the Company's green operation concept. By integrating the ESG concept into all aspects of the Company, Medlive ensures that while achieving its own high-quality development, it can continuously create value in the economic, social, and environmental fields.





# Green Management Framework

In recent years, China has been vigorously promoting the green, low-carbon and circular economy to support the green development of enterprises. With energy conservation and emission reduction becoming a global consensus, Medlive, in light of its actual situation, has established a sound environmental management system in accordance with the requirements of domestic and international laws and standards such as the ISO14001 Environmental Management System Certification, the *Environmental Protection Law of the People's Republic of China*, and the *Energy Conservation Law of the People's Republic of China*. It has carried out environmental risk management on a regular basis, and regularly organized all employees to participate in environmental protection training and activities to enhance their environmental awareness. The Company is committed to gradually reducing the negative impact of its operations on the environment. During the reporting period, the Company did not find any serious violations of environmental protection-related laws and regulations.



Medlive has obtained the ISO 14001 Environmental Management System Certification

In 2024, Medlive established a carbon emissions management system and a long-term energy-saving and carbon-reduction mechanism, which specifically includes links such as carbon inventory, carbon management plan formulation, and carbon emission recording. By monitoring the gases in the enterprise production process to calculate the carbon footprint, identifying high-carbon-emission links, formulating improvement measures and carbon management plans accordingly, recording and summarizing the management results, Medlive aims to reduce the environmental impact, take the initiative to take the responsibility of addressing climate change, achieve sustainable development, and adapt to the trend of low-carbon development. In terms of the overall emission reduction policy of the enterprise, a series of action measures have been developed from internal to external aspects to better support green development and address climate change:

01


**Management**

Identify the potential impacts of climate change on the Company and plan corresponding countermeasures

02


**Products**

Provide products that help the participants in the medical industry chain reduce their own carbon emissions

03


**Operations**

Support green office work, and adopt energy-saving designs and office equipment

04


**Research  
and  
Development**

Leverage AI technology to facilitate the development of green healthcare

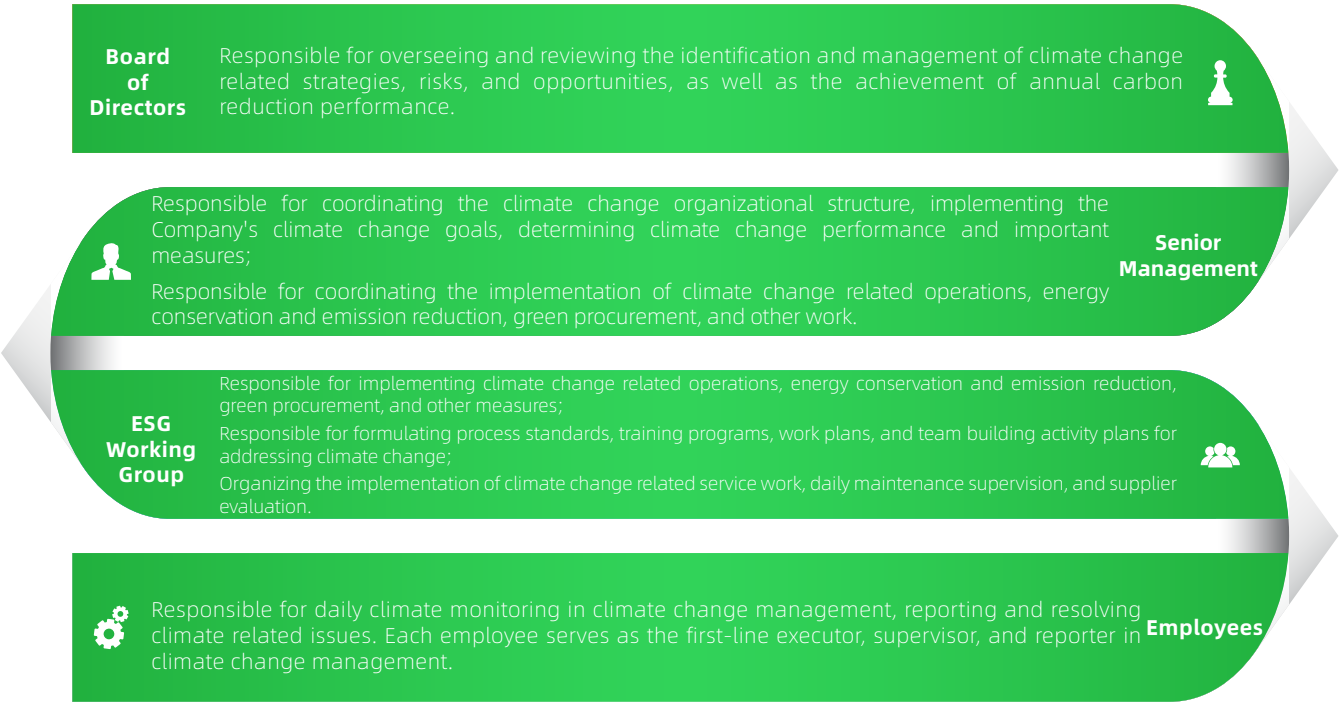
# Responding to Climate Change

Medlive attaches great importance to addressing climate change and has incorporated the governance of climate related issues into its overall ESG governance framework, providing strong support for the Company's climate change related risk and opportunity management. In 2024, the Company referred to the recommendations of the Task Force on Climate related Financial Disclosures (TCFD), actively identified and evaluated the potential impacts of climate change risks and opportunities on the Company's business, and evaluated the effectiveness of existing countermeasures every six months to further enhance the Company's ability to withstand climate risks.

## Governance

To effectively address the challenges posed by climate change, Medlive has integrated climate related responsibilities into its existing ESG system. By constructing a more complete climate change management system, the Company monitors and manages the enterprise's performance in climate related risks and opportunities from top to bottom, promoting the sustainable development of the enterprise.

Climate Change related Risk Governance Structure



## Strategy

Medlive analyzes climate related risks and opportunities, continuously adjusts, reviews, and updates its business development strategies, and establishes short-term (within 3 years), medium-term (3-6 years), and long-term (more than 6 years) management strategies and action plans to address climate change. This helps the Company better cope with the potential risks brought about by climate change.

Short-term	Medium-term	Long-term
Conduct risk assessments and financial forecasts, and plan the deployment of management strategies in the near future, including specific measures to address climate change in the short term	Develop medium-term plans to ensure that climate management strategies are in line with factors such as policy trends, market development, and user demands	Establish a long-term climate management strategy to clarify the significance of the Company's response to climate change and the direction of action

Medlive has also identified and managed the following climate-related risks and opportunities, and formulated the following countermeasures:

Risk/ Opportunity	Aspect	Description of Risk /Opportunity	Potential Financial Impact	Time Period	Our Actions
Physical Risk	Acute physical risk	The frequent occurrence of extreme weather events (such as typhoons, heavy rains, floods, etc.) may affect the safety of the Company's buildings and equipment, prolong the commuting time of employees, and have a certain impact on the safety of employees and the normal operation of the enterprise	Higher operating costs  Lower revenue  Higher costs of employee insurance and subsidies  Less net cash flow from operating activities	Medium to long term	To ensure the safety of employees in adverse weather conditions, Medlive regularly keeps an eye on the weather situation. On the eve of the arrival of severe weather, it will send a warm reminder to all employees, urging them to make relevant preparations and take protective measures. This includes reminding employees to pay attention to their own safety before going to and coming from work, to cut off all power sources in a timely manner before leaving work, and to close doors and windows properly
	Chronic physical risk	The continuous high-temperature weather caused by global warming may increase the energy consumption of the Company's refrigeration equipment such as air conditioners	Higher operating costs  Reduced net cash flow from operating activities	Long term	Improve operation processes and enhance energy utilization efficiency

Risk/ Opportunity	Aspect	Description of Risk /Opportunity	Potential Financial Impact	Time Period	Our Actions
Transition Risk	Policy and legal	The transformation of climate-related policies and regulatory requirements	Increased compliance costs  Reduced net cash flow generated from operating activities	Medium to long term	Regularly monitor the development trend of laws and regulations to ensure compliant operation
	Technology	The update and iteration of green technologies related to the medical and AI fields require the Company to invest more costs in research and development and professional talent cultivation	Higher research and development costs  Higher talent cultivation costs  Reduced net cash flow generated from operating activities	Short to medium term	Strengthen the cooperation among industry, academic and research institutions, provide practical opportunities for students, and open up the linkage path for talents from campus to the workplace  Increase the support and incentive measures related to patent research and development, and encourage employees to actively engage in technological innovation
Opportunity	Products	The Company's digital precision physician academic education helps pharmaceutical and medical device companies improve their operation efficiency, reduce carbon emissions, conforms to the general trend of industry development, and gains the attention of more customers	Higher revenue  Increased net cash flow generated from operating activities	Medium to long term	Continue to deeply explore the needs of pharmaceutical customers, increase the research, development and upgrading of digital solutions, and consolidate the leading position in the industry

• Risk Management

Medlive highly values the risks and opportunities brought about by climate change and has established a climate risk management and continuous assessment mechanism. The ESG working group takes the lead, and various climate related departments participate in the communication to complete the climate risk and opportunity list. Every six months, through the risk assessment process, we prioritize the impact levels of the identified climate related risks and opportunities and develop targeted countermeasures, forming a climate risk management process of "identification - assessment - response". In the future, we will continue to strengthen climate risk management and constantly explore innovative countermeasures.

• Metrics and Target

Medlive regularly calculates and discloses the carbon emissions from its operations every year and assesses its annual environmental performance, striving to continuously reduce its negative impact on the environment. At the beginning of 2024, we set the following resource consumption and carbon emission targets, and all of them have been achieved:

Aspect	Target	Performance in 2024
Resource consumption	Reduce water consumption density by 18%  The greenhouse gas emission density is reduced by 20%  The purchased electricity density is reduced by 8%	The water consumption per capita decreased by 20.5% year-on-year  The greenhouse gas emissions per capita decreased by 22.2% year-on-year  The consumption of purchased electricity per capita decreased by 9.1% year-on-year
Product service	Avoided carbon emissions from offline transportation through online medical academic promotion, reaching 6,000 ton CO <sub>2</sub> e	Avoided approximately 6,300 ton CO <sub>2</sub> e in carbon emissions

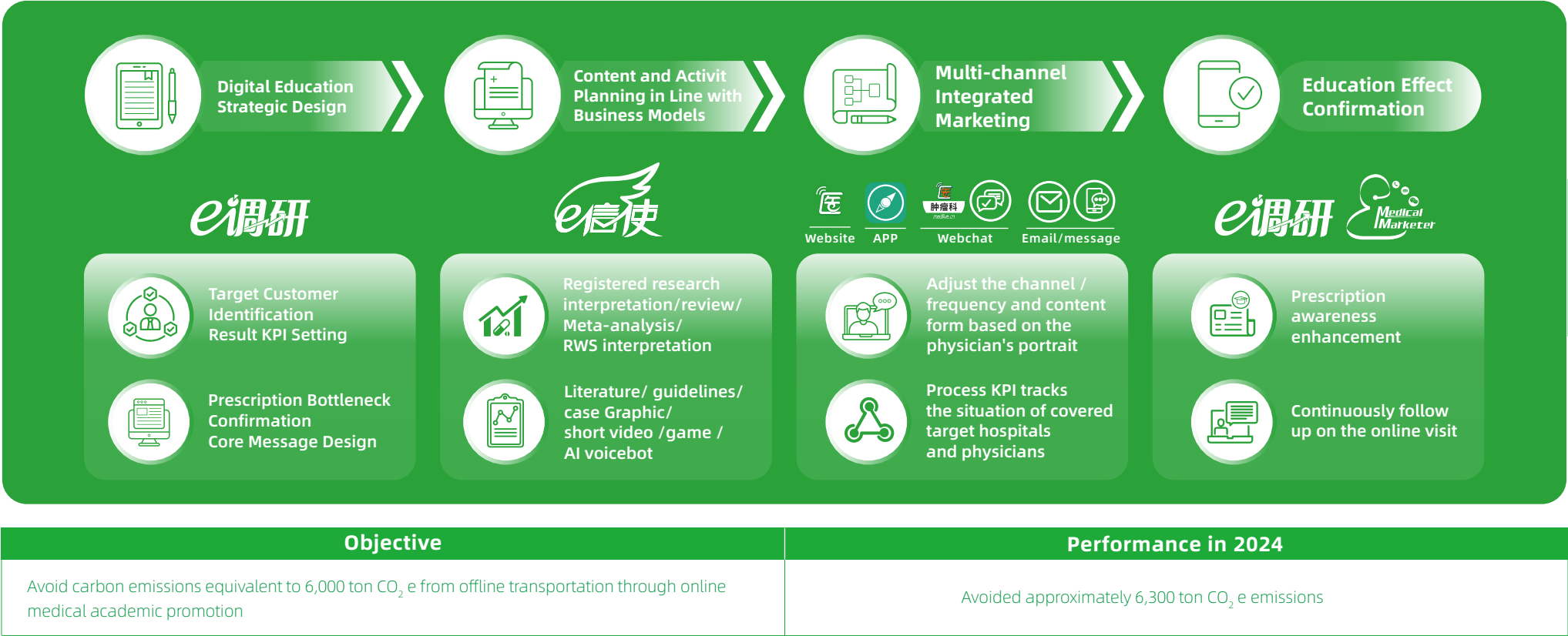
We calculate the greenhouse gas emissions using the operational control method. The calculation results include the data generated within the business scope of Medlive. The calculation standard is ISO 14064-1:2018, and the electricity emission factor is the latest national average grid emission factor in China, which is 0.5942 kgCO<sub>2</sub>/kWh.

# Green Services

The booming development of digital marketing represents a major trend in the marketing transformation of the pharmaceutical industry. Compared with traditional offline marketing models, digital marketing can accurately and efficiently reach target physicians, save unnecessary physical documents and business trips, achieve online and paperless operations, significantly reduce carbon emissions during this process, and achieve green and efficient marketing results.

Green Innovation Solution:  
—— *e-Messenger*

*e-Messenger* is a precise digital academic education solution for pharmaceutical and medical device companies. It can help these companies efficiently reach their target physicians and enhance the effectiveness of academic education and marketing. Taking full account of the academic characteristics and life cycles of pharmaceutical and medical device products, *e-Messenger* provides a one-stop service covering the entire process, from medical strategy research and formulation, physician learning profile analysis, and digital education content production to activity planning and execution, digital precise dissemination, and effect evaluation. Based on a comprehensive and in-depth understanding of physicians, *e-Messenger* uses AI technology to create an online learning analysis and content recommendation engine for physicians. It can help clients target physicians and then accurately push relevant content through the channels and at the times preferred by these physicians. Each online educational activity carried out by *e-Messenger* for physicians is similar to the offline visits of medical representatives to physicians. It greatly improves the efficiency of physicians' academic education through digital means and is a model of green innovation solutions.



## Green Office

As a non-manufacturing enterprise, Medlive does not use direct energy sources such as gasoline, diesel, or natural gas, so it has no direct (Scope 1) greenhouse gas emissions. The Company's main environmental impact comes from indirect (Scope 2 and Scope 3) greenhouse gas emissions generated during daily office operations and data center operations. Therefore, to achieve energy conservation and carbon reduction, Medlive continuously strengthens the construction of its internal environmental management system. It has developed and implemented the *Measures for Managing the Reduction of Energy Consumption and Greenhouse Gas Emissions* and the *Measures for Controlling the Conservation of Resources and Energy*. Starting from every link of the value chain, the Company has adopted targeted energy-saving and emission-reduction plans. By collaborating with leasing property service providers, the Company analyzes the energy consumption and emissions of its office premises in Beijing and other locations, and upgrades and renovates high energy consuming and low efficiency equipment.

### Our Environmental Commitment

- We promote the concept of green office and green living, and embed the excellent culture of energy saving, emission reduction and environmental friendliness in the daily life of our employees.
- We actively promote innovative practices to save energy and reduce emissions, create a green and healthy office environment, and ensure that all energy-saving and environmental processes and activities comply with regulatory requirements.
- In the procurement process, we follow the concept of green and low carbon, giving priority to green products with advantages in environmental protection, resource conservation, recycling and low carbon, and gradually phase out inefficient products.
- Reduce waste at source, prioritize the recycling of used products, and dispose of all types of waste properly to prevent pollution.
- We regularly analyze energy and environmental performance in terms of electricity and water consumption, and set scientific control targets to improve resource and energy conservation. Encourage environmental public welfare activities and contribute to the care of the natural environment through personal participation in environmental protection actions.

In line with the above effective internal regulations and management mechanisms, the Company implemented the following green office initiatives during this Reporting Period.

Energy saving and consumption reduction	<ul style="list-style-type: none"><li>The Company advocates turning off non-essential lighting during the lunch break every day.</li><li>The Company requires office equipment such as computers, printers, copiers and scanners to be switched off after hours.</li><li>Lighting and air conditioning in workplaces and meeting rooms should be activated appropriately for the season, temperature and lighting conditions.</li><li>Eliminate energy-intensive and inefficient office equipment in both procurement and use.</li><li>The Administration Department arranges regular inspections of electrical equipment, electrical wiring, sockets and lights, faucets and water pipes to prevent leakage of electricity and water causing personal injury and disconnection of electricity and water.</li><li>Encourage double-sided printing and recycle single-sided waste paper</li><li>The welfare staff quarters have implemented environmental policies such as standardizing the installation of energy-saving lights and encouraging staff to control the air-conditioning temperature in winter and summer.</li><li>Encourage staff to use public transport to commute to work and, where possible, advise customers and suppliers to travel low carbon</li></ul>
Paperless Office	<ul style="list-style-type: none"><li>The full use of the online office platform, the regular approval process online, non-essential use of paper documents as far as possible, not only achieve substantial savings in paper, but also simplify business processes and improve office efficiency.</li><li>Encourage the use of online video conferencing to reduce unnecessary travel and time costs, and reduce greenhouse gas emissions from travel traffic.</li></ul>
Rubbish classification	<ul style="list-style-type: none"><li>In accordance with the requirements of the <i>Beijing Regulations on the Management of Domestic Waste Separation</i>, the Company has set up special collection containers for food waste, recyclable waste and other waste on each floor of the office premises, combined with publicity and posters to guide staff to do a good job in waste separation and promote resource recycling.</li><li>Waste and used electronic products are managed and stored separately, and old computers that still have value are partially donated to charitable organizations after treatment or entrusted to professional disposal units for recycling.</li></ul>



## Green Procurement

### Green Data Centers

By the end of 2024, the Company had leased data centers in Beijing, Shijiazhuang and Yinchuan. The Company includes indicators such as security, stability and economy, as well as energy efficiency technologies and performance such as the type of energy used by the data centres and cooling technology, in the selection of data centre service providers, and regularly monitors indicators such as power usage efficiency (PUE) and carbon emission intensity of the data centres to promote the environmental responsibility of data centre service providers and enhance sustainable development.

### Green Renovation

- **Renovation Materials:** All materials meet the current national green product evaluation standards.
- **Water-using Appliances:** Sanitary appliances are products with green building material label certifications or green product certifications, and their water-use efficiency level reaches Grade 1.
- **Lighting Energy Conservation:** The lighting systems in public areas should adopt energy-saving controls such as zoning, timing, and sensing. The lighting control in daylight-lit areas is independent of that in other areas.
- **Strict Disposal of Emissions:** Noise, wastewater, waste gas, and solid waste generated during the renovation process are strictly regulated and managed in accordance with the requirements of the competent authorities and local environmental protection standards regarding their generation and treatment.

In 2024, Medlive extended its environmental and social responsibilities further into the supply chain. It conveyed the concept of adhering to business ethics and building a sustainable supply chain to suppliers, requiring suppliers to sign the *Social Responsibility Commitment Letter* and follow the principles of integrity and integrity in cooperation. We require that ESG-related requirements be reflected in the supplier selection and supplier management processes, including green procurement, prohibition of discrimination, child labor employment, and forced labor, and ensuring the health and safety of employees.

We actively promote green procurement. When evaluating suppliers and purchasing products, we give priority to suppliers with environmental management system certifications and products with green certifications or lower energy-efficiency ratings. We treat suppliers with significant negative environmental information with caution and cancel cooperation with them in a timely manner, driving supply chain enterprises to improve their environmental performance and jointly promoting friendly co-existence with the environment.



# CHAPTER 04

## Giving Back to Society for Win-Win Results

As a responsible corporate citizen, Medlive adheres to the people-centered concept and actively exerts its influence. In terms of employee training, it enhances employees' skills and qualities through various channels. In product quality management, it strictly controls every link to ensure the provision of high-quality medical information services. In supply chain management, it guides partners to follow the principles of sustainable development. Regarding community development, it takes the initiative to carry out public welfare activities, such as holding medical science popularization lectures and helping to improve the capabilities of primary-level physicians, striving to build a diverse and inclusive healthy society.





# Employees

- Diversity and Equal Opportunities

Medlive firmly believes that talent is an important resource for the Company's development, and must give priority to the development and management of talent resources, in order to form a sound talent system, reasonable talent position settings, and high-quality talent management model, and then to promote the talent strategy with the corporate strategy to achieve a win-win situation for both the Company and its employees.

## Employment Compliance

Medlive strictly complies with the requirements of the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China*, the *Social Insurance Law of the People's Republic of China*, the *Provisions on the Prohibition of Using Child Labour* and the *Minors Protection Law of the People's Republic of China*, as well as other employment-related laws and regulations and international practices applicable to the place of operation. At the same time, Medlive strictly complies with the *Law of the People's Republic of China on the Protection of Women's Rights and Interests* and the *Special Regulations on Labour Protection for Female Employees* to protect the legitimate rights and interests of female employees and safeguard the physical and mental health of female employees. We have established internal rules and regulations such as the *Staff Employment Management Regulations*, *Staff Departure Management Regulations* and *Staff Handbook* to regulate the management of staff employment, handling of disciplinary offences, equal opportunities, anti-discrimination and staff diversity. We avoid child labour and other employment irregularities by verifying employees' identity information, including age, at the time of recruitment and requiring employees with working experience to provide proof of leaving their last job. We take into account the wishes of our employees at all stages of employment and ensure that employees participate in work on a voluntary basis, avoiding forced labour.

Medlive strictly complies with the labour laws in the countries where we operate and continues to improve our employment management, define remedial measures to be implemented in the event of child labour and forced labour, and strive to avoid non-compliance. At the same time, we have formulated and implemented the *Overtime Management System for Employees* to strictly manage overtime work, and to grant employees leave to compensate overtime work in accordance with the regulations. In terms of employee privacy protection, our company adheres to the principle of minimum privilege. We only grant access to employees' basic information to the staff of the human resources department, and the external dissemination of employees' relevant information is prohibited, effectively safeguarding the privacy and security of employees. In 2024, the contract signing rate for employees of Medlive was 100%, and the social insurance coverage rate was also 100%. There were no incidents of child labor employment or forced labor.

## Equality and Diversity

In the recruitment process, Medlive fully complies with the *Staff Employment Management Regulations* and adheres to the principle of "fairness and impartiality", with the aim of creating an inclusive and diversified working environment. In the recruitment, joining, training, promotion and reward process, Medlive prohibits discrimination against employees on the basis of gender, appearance, physical and mental disabilities, age, marital and childbearing status, ethnicity, race, religious beliefs, sexual orientation, place of origin, household registration, nationality, party affiliation, educational background, accent, and so on.

According to the *Regulations Governing Employment of Employees*, the human resources department is responsible for the management of the recruitment pipeline of the entire Company, including internal referrals, external referrals, external online recruitment, headhunters and other channels to manage the Company's recruitment. The Human Resources Department communicates regularly with the business departments to formulate talent recruitment plans and set up unified school recruitment activities and social recruitment for functional positions to promote the excavation of excellent talents. During the recruitment and interview process, we focus on candidates' experience, professional ability, potential, overall quality, values and motivation to seek employment. We will also conduct graded tests for the positions for which the candidates are applying, and the professional and general abilities that are emphasized in different grades will be adjusted according to the nature of the positions. In addition, Medlive provides employment opportunities for persons with disabilities in accordance with the policies of the location, and pays attention to and supports the employment of persons with disabilities.

As of December 31, 2024, Medlive had a total of 747 full-time employees, of which 505, or 67.6%, were female; employed 7 people with disabilities; 6.6% were ethnic minority employees; and 88% had bachelor's degrees or higher from key institutions; 85% had master's degrees or higher in key positions.

• Talent Development

Medlive attaches great importance to the long-term growth prospects of its employees. Adhering to the business management principle of "putting people first", it strengthens talent cultivation in a systematic, diversified, and innovative way, enabling employees to give full play to their strengths at work and promoting the common development of the Company and employees as well as the sharing of achievements. In order to continuously enhance employees' skills and knowledge, we provide sufficient resources and diverse training opportunities, aiming to impart industry and professional knowledge to employees and improve their work skills. During the reporting period, our total training hours reached 9,995 hours, and the percentage of trained employees was 100%.

For different level of employees, Medlive conducts different forms and contents of training activities to improve the Company's talent cultivation and development system, and evaluates the effectiveness of training through various means such as post-training tests and training satisfaction surveys, so as to optimize the training contents and methods in a targeted manner and continuously improve the effectiveness of training.

Staff Categories	Training Methods	Training Content
New Staff	Written training materials Online video courses Off-line training sessions	Corporate culture and business Company systems and common workflows
Current Staff	Online video courses Off-line training sessions	Generic competency training Specialized business skills and knowledge training Data security, cybersecurity training Compliance and integrity training
Mid and senior management team	Off-line training sessions Capability enhancement activities	Innovative leadership training Strategic management training
Sales team	Online video courses On-site case studies	Customer service skills and business knowledge



In 2024, Medlive continued to provide job-related learning support to all employees, supporting them to continue their education and improvement in their professional fields. After obtaining job-related certificates, employees can apply for reimbursement of training, examination enrollment, certificate renewal and other related expenses, and obtain better career development in the Company.

• **Performance Appraisal and Incentives**

In order to ensure sustainable and stable development and to build a foundation for employees’ growth and development, we have established a reasonable and effective ranking system, assessment and remuneration system. We have established the *Internal Appraisal Policy*, the *Rank Promotion Management Regulations* and the *Remuneration and Welfare Management Regulations* to clearly regulate the duties of our staff, explore their potential, stimulate their motivation and promote their personal growth, and create a more open and fair workplace environment.

Staff appraisal is conducted every six months and consists of self-assessment, assessment by immediate supervisors and assessment by departmental leaders. Staff who are eligible for promotion are selected based on the assessment results. The promotion process allows employees at all levels to compete fairly through internal self-assessment and promotion debates to ensure fair promotion opportunities for employees at all levels. In the internal self-assessment process, staff are nominated by their supervisors and then assessed by departmental leaders at all levels to ensure that they meet the appropriate qualifications for promotion. In the promotion defense section, a panel of at least three members will be formed, and there are clear rules on the number and ranking of panel members.

Medlive retains a grievance channel for staff appraisal and promotion. The appraisee has the right to know the result of his/her appraisal and the appraiser has the obligation to inform and explain the result of the appraisal to the appraisee. The appraisee has the right to submit a written complaint to Human Resources within three working days of notification. Human Resources will, through investigation and co-ordination, make recommendations on the handling of the complaint within three working days and provide feedback to both parties involved in the complaint and the department, and monitor its implementation.

Medlive offers employees fair, reasonable, and market-competitive compensation, incentives, and benefits. The Company conducts salary surveys every year to ensure that employees' salaries remain competitive. We have established a compensation system that combines "cash compensation + benefits + long-term incentives". The reward level is determined based on organizational performance and individual performance appraisals, fully reflecting the real value contributions of teams and individual employees. Among them, in terms of cash compensation and long-term incentives, we have set up multi-dimensional compensation incentive measures based on employees' performance appraisal results to encourage employees to maximize their self-value.

Cash compensation	Long-term incentives
<p>The Company has established a cash compensation structure for all employees, which consists of fixed income and variable income. The variable income includes, but is not limited to, floating performance pay, various bonuses, etc. Depending on the differences in job categories within the Company, the proportions and forms of fixed and variable income vary.</p> <p>Fixed Income: It reflects the basic accumulation of employees' seniority and experience. It is determined comprehensively based on factors such as employees' positions, personal qualifications, development potential, and personal performance, and is paid regularly.</p> <p>Variable Income: It is closely linked to the Company's performance and the results of employees' personal performance evaluations. Different incentive and annual distribution plans are designed according to the characteristics of different positions. The types of floating bonuses include year-end bonuses, quarterly performance bonuses, etc., and the amount will be determined based on market conditions, the Company's performance, and the results of employees' personal performance evaluations.</p>	<p>The Company actively promotes the equity incentive mechanism, advocating that employees achieve long-term valuable accomplishments through long-term material incentives. The participants of this plan include employees and any other individuals determined by the Board of Directors. The scope of grantees, the number of incentives, performance targets, and the clawback mechanism will be determined by the Board of Directors after referring to the positions and performances of the participants.</p>

Medlive pays all social security contributions for its employees in accordance with the law and fully protects their leave rights. In 2024, the Company revised its Attendance System and Personal Leave System, and kept abreast of updates and revisions to the relevant leave policies of the countries in which it operates in order to ensure that the leave entitlements of its employees are enforced. Medlive provides its employees with a wide range of leave benefits, including breastfeeding leave and paternity leave.



## Employee Communication and Care

The Company's Human Resources, Administration and Finance Departments regularly collect employee satisfaction information through internal questionnaires, suggestion boxes and seminars to understand the needs and expectations of employees in terms of remuneration, work, production, daily activities, office conditions and personal development. Based on the results, the relevant team will consolidate and analyze the satisfaction results and formulate improvement suggestions based on the results to lay a good foundation for improving the job satisfaction of employees.

Medlive is committed to creating a gender-equitable, diverse and inclusive workplace environment and have a mother and baby room in the Company to protect the needs of female employees. In accordance with national regulations, we provide maternity leave for female employees, including maternity examination leave, maternity leave, paternity leave (for men), miscarriage (induced) leave and breastfeeding leave. We also provide a wide range of benefits to our staff, such as transport expenses, overtime meals, discounted medication, regular medical check-ups, festive gifts, breakfast and afternoon tea, etc., in order to continuously enhance their sense of well-being at work.

Medlive adheres to the "people-oriented" concept and deeply implements the idea of employee care. Through a series of warm and carefully planned activities, it has enhanced team cohesion and employees' job satisfaction. On International Women's Day, we specially prepared small gifts for female employees to show our recognition and respect for their hard work. During the Dragon Boat Festival, Mid-Autumn Festival, and Christmas, we carefully prepared gifts for all employees, allowing them to constantly feel the warmth of the Company's big family. We also organize monthly birthday parties for employees, enabling each of them to feel the special attention from the Company. In addition, we do not forget to care for employees in daily work. For example, we provide free breakfast to ensure that employees can start their day full of energy. At the same time, the Company also offers staff dormitories, providing convenience and a comfortable living environment for employees in need, and reducing their living pressure. These considerate measures undoubtedly make employees feel as warm as at home, and also inject more vitality and motivation into the Company's development. We firmly believe that employees' happiness is the cornerstone of the Company's success, and the Company will continue to strive to create more happy moments for employees.



Yoga Class



Team Building Activities


Happy Birthday  
Birthday Party

## Occupational Health and Safety

Medlive has always regarded the safety of its employees as the top priority and strictly complies with laws and regulations applicable to our business, such as the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, and the *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases*. The Company formulates a customized physical examination plan for employees every year and improves the emergency response plan in accordance with the *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases* to ensure the safety of the group's property and personnel. Medlive has prepared an *Accident and Disaster Emergency Plan* and conduct annual emergency response training for emergency responders. The Company regularly inspects the equipment of fire emergency facilities to ensure that the emergency equipment is adequately and properly equipped.

The Company obtained ISO 45001 Occupational Health and Safety Management System certification. In 2024, the number of working days lost due to work-related injuries was 0. There have been no work-related fatalities in the past and we are not aware of any material breaches of health and safety laws and regulations.



### CASE - Green Decoration to Ensure Employee Health

When renovating the new office area, Medlive has always implemented the environmental protection concept. Taking our new Beijing location as an example, it features a modern, simple, and environmentally-friendly design. The spacious and bright open space makes every employee feel comfortable and convenient.

In the selection of decoration materials, priority is given to those that are environmentally friendly, easily renewable, and recyclable. Natural light is fully utilized to reduce energy consumption. High-end environmentally-friendly furniture from top domestic office furniture brands is chosen. E0-level environmental protection boards are used, and steel cabinets are pollution-free. Full-size lockers that can accommodate all employees' clothes are set up to keep the office environment tidy. Custom-made high-grade ergonomic employee seats are provided to ensure everyone's health. Imported top-brand carpets are selected for their comfort and environmental friendliness.

In terms of equipment, energy-saving air-conditioning, refrigeration, heating, and other equipment are the first choice, effectively improving energy utilization efficiency. At the same time, through indoor greening arrangements, placing potted plants, and using natural-element decorative items such as environmentally-friendly wallpapers, the indoor air quality is continuously improved. All along, Medlive has been perseveringly striving to create an office environment that combines green technology and high - quality health for employees, fully demonstrating its care for employees.



# Suppliers

## • Supplier Management

Medlive regards suppliers as important partners of the Company, and through in-depth cooperation with them in terms of products, technology and data, Medlive has established a long-term trust, common growth and win-win cooperation relationship. At the same time, we are actively practicing the concept of green procurement and promoting responsible behavior to our suppliers to achieve mutual growth with them.

### *Procurement Management System*

In accordance with the relevant laws and regulations and the requirements of the relevant systems of the Company, Medlive has formulated the *Procurement Management Regulations* to regulate the responsible department, reporting process, supplier entry requirements, elimination mechanism and monitoring methods for procurement to ensure that the products or services procured are safe and reliable and to promote the standardized operation and healthy development of the Company's business. The Company strictly complies with the procurement management system, conducts due diligence on suppliers in accordance with the standards, attaches great importance to supplier compliance and encourages suppliers to actively fulfill their social responsibilities to ensure transparent and compliant procurement processes and sustainable procurement management.

There are clear provisions in the system requiring suppliers to

- Be an enterprise legal person established by law.
- Have the appropriate qualifications, licenses, authorizations to provide the corresponding products and services.
- The registered capital required to procure the product.
- If applicable, have relevant certifications issued by the State and relevant authorities for quality, safety, environmental protection, etc.
- Have a good business reputation and no illegal records in their business activities in the last three years.
- A sound quality assurance system, with no failures in national, industry and local government quality supervision inspections in the last three years.
- and other conditions as required by the Company.

The Company communicates with suppliers through various channels, including phone calls, emails, online meetings and site visits. In 2024, the Company had a total of 496 suppliers, with a 100% coverage rate of supplier due diligence. At the same time, we conducted on-site inspections for approximately 88% of these suppliers, looking specifically at suppliers' qualifications, size, reputation, and other sustainability indicators, such as whether they are environmentally friendly and whether they employ people with disabilities.

## • Sustainable Procurement

Medlive practices the "fair, just, and open" concept of sunshine procurement, formulates a supplier integrity management system, creates a transparent supply chain, and maintains a fair and clean market environment. We clearly require all suppliers to sign *the Anti-Commercial Bribery Agreement* and the *Anti-Corruption Commitment and Guarantee*. The commitment letter must indicate the suppliers' firm resistance to illegal acts such as soliciting bribes, offering bribes, and accepting bribes, ensuring the openness, transparency, and integrity of the procurement process. Once a supplier is found to have violated the relevant regulations on integrity and anti-corruption, we will take measures such as terminating the transaction, revoking the supplier's qualification, and even terminating the contract relationship. To ensure that suppliers abide by business ethics, we conduct supplier compliance training every year. In 2024, we organized key suppliers to participate in online compliance training on anti-corruption and anti-bribery, further strengthening the awareness of anti-corruption.

We also encourage suppliers to jointly promote environmental-friendliness and social responsibility practices. When evaluating suppliers, if they have obtained ISO 14001 Environmental Management System Certification, ISO 9001 Quality Management System Certification, and ISO 45001 Occupational Health and Safety Management System Certification, we will give them corresponding bonus points, which also indicates our recognition of a sustainable supply chain. When selecting suppliers and products, we will give priority to those with energy-saving labels or environmental protection certifications.



## Customers

Medlive regards the quality of its products and services as the cornerstone of its development. Upholding the concepts of professionalism and rigor, it makes every effort to present high-quality medical information services to platform users. We have obtained the ISO 9001 Quality Management System Certification, which indicates that in many aspects such as product research and development, service provision, and process management, we have met the high-quality and high-efficiency requirements set by the International Organization for Standardization.



### • Service Quality Assurance

The attractiveness of the our platform to pharmaceutical and medical device company clients is driven by the engagement of our physician users. The Company's continued increase in physician users engagement will result in an increase in the number of potential clicks on customized content by physician users. We provide physicians and other healthcare professionals with expert medical information and a wealth of medical tools, including the latest medical advances, clinical drug references, clinical guides and a knowledge base of diseases. We meet the needs of physicians for continuous medical education and clinical decision support by providing high quality, advanced and continuously enhanced medical knowledge content to attract and retain users and drive engagement.

The quality of all content is controlled by a dedicated review team, and we are constantly and strategically optimizing our content offerings based on the browsing data and feedback from platform users. In addition, we have established quality management rules for the platform, such as *the Management System for Publishing Articles on the Medlive Platform* and the *Management Rules for Reviewing Content Published on the Medlive Platform*, to ensure that the content on the our platform is professional, accurate and legally compliant.

#### CASE STUDY — *Clinical Drug Reference* Internal Entry and Review

The content entry in our *Clinical Drug Reference* is done in accordance with the entry procedures and standards set forth in the *Instructions for the Entry and Update of Medication Reference*. After the content is received, our reviewers will review the content accuracy and image clarity in accordance with the *Acceptance Standards for Drug Administration Reference Backstage Instructions*, and we also review the content in strict accordance with national laws and regulations. For example, in accordance with *the Regulations on the Administration of Internet Pharmaceutical Information Services*, we will screen the information of narcotic drugs, psychotropic drugs, medical toxic drugs and radiopharmaceuticals on our website. Only content that meets the above acceptance criteria can be published on the platform.

We regularly carry out activities such as internal training and external exchange and sharing to strengthen our quality management and develop high quality products and content. In 2024, we organized a number of quality experience sharing and training sessions covering a variety of topics such as quality communication, regulatory training, internal quality management innovation competitions and quality inspections.

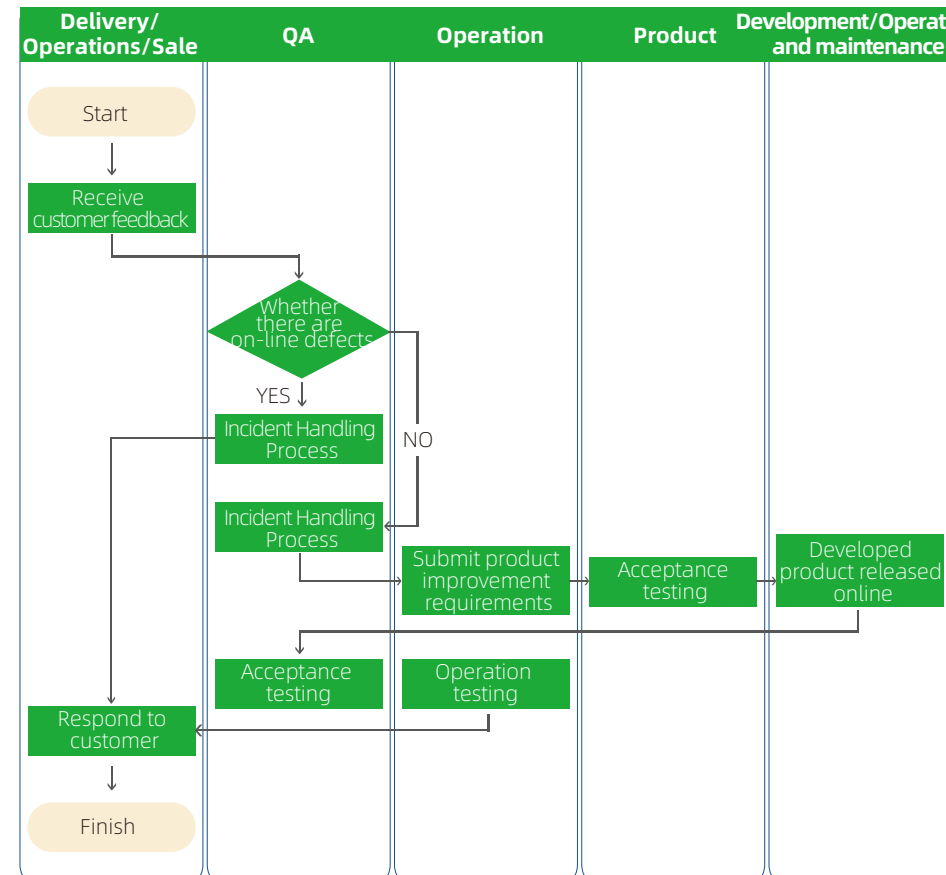
## • Customer Communication

Medlive is committed to the service tenet of "Customer First", providing efficient and quality services to customers and creating greater value for them. In order to achieve this, the Company has continued to pay attention to market development, incorporating customer feedback, continuously improving relevant systems and manuals, and providing professional training for customer service personnel to continuously enhance the customer service experience. At the system level, we have formulated and updated the *Management Measures for Handling Customer Complaints* in respect of customer services to further optimize the quality of our services.

In order to maintain long-term and effective communication with platform users, continuously optimize the service system and quality, and improve user engagement and satisfaction, the Company has established a number of communication channels.

Passive Communication	User feedback mechanism	Each product line has a user feedback function by default, allowing users to suggest changes and make personal requests to the platform via images or text descriptions.
	Customer Service Hotline	Users can contact the platform at any time via the customer service hotline to give feedback on issues and suggest product features.
Proactive Communication	Questionnaire	Questionnaires are sent to users from time to time to collect their feedback and suggestions on the use of the platform and their satisfaction with the service.
	Callback	We make regular phone calls to users to understand their needs and suggestions so that we can continuously improve our products.
Ongoing Interaction	WeChat group	WeChat groups on different medical topics have been created to facilitate interaction within the groups and to resolve product and service-related issues in a timely manner.

In addition, Medlive attaches great importance to customers' opinions and feedback, and has compiled and published a *Customer Feedback Handling Process* to follow up and handle customer feedback in collaboration with relevant departments according to the type of feedback, and to pinpoint customer needs and service content to be improved, so as to promote business optimization with customer feedback and improve customers' product experience.



In 2024, the Company conducted a survey of platform users and obtained a total of approximately 11,000 valid samples through active telephone interviews, distribution of survey questionnaires and collection of opinions from the APP, summarizing 7 user experience issues, which were fed back to various business departments for improvement. Two complaints were handled by the Company in 2024, with a 100% resolution rate and a 100% user satisfaction rate.

## Platform user complaints and feedback case

### Feedback Issue:

A user intended to purchase a membership for the Clinical Guidelines APP but mistakenly bought a platform joint membership instead, and then contacted the platform to request a refund.

### Product:

Clinical Guidelines APP (Android version)

### Feedback Channel:

The feedback function within the Clinical Guidelines APP

### Solution Process:

#### 1. Timely Response by Customer Service

- **Customer Service Receives Feedback:** When checking the feedback platform, the customer service received the user's feedback.
- **User Information Verification:** Based on the user ID, query the user's purchase records and other relevant information in the background to confirm that the user has obtained the joint membership benefits and has not used the membership functions of products other than the Clinical Guidelines APP.
- **User Telephone Follow-up:** The customer service staff called the user for a follow-up, apologized to the user, and had a detailed communication to clarify the user's demands. During the communication, it was learned that the user's wrong purchase operation process occurred on the membership benefits page. Due to the large number of membership types, the user made the payment directly without confirmation.
- **Customer Service Feedback Information:** Since it involves a refund and product usage optimization, the customer service feedback relevant information to the product operation staff, who will follow up and handle it.

#### 2. Daily Response by Operation Team

- **Operation Team Receives Feedback:** The operation staff received the feedback from the customer service, which included the user ID, the user's problem feedback and demand description, the user information verification record, and the description of the user's wrong operation process.
- **Product Research:** Use the product according to the user's operation path and carry out the purchase operation, and it was found that due to the large number of membership service types provided by the platform, there is a possibility that users may make wrong purchases.
- **User Refund:** Look up the user's payment record in the management background and carry out the refund operation for the user.
- **Subsequent Product Optimization:** According to the user's usage feedback and operation process, the product operation staff formulated a product optimization plan. Scheduled product optimizations were carried out in aspects such as optimizing the purchase process, adjusting the arrangement of membership benefits, streamlining membership types, and adding a secondary prompt for purchasing products. Currently, the upgraded version of the product has been launched.

#### 3. Subsequent Feedback Monitoring

- After the product function upgrade was launched, the problem was solved. According to the monitoring of user feedback, currently, no feedback regarding users making wrong purchases due to product usage has been received.



## Society

### Enhancement of the Competence of Primary Physicians

At present, the construction of domestic primary medical and health care personnel is relatively lagging behind, which to a certain extent restricts the primary medical institutions to improve their services and upgrade their level. Strengthening the education of primary physicians and upgrading their diagnosis and treatment level is the basic link to alleviate the public's difficulties in accessing medical services and the basic way to realize basic medical and healthcare services for all. Medlive has been actively fulfilling its social responsibility since its establishment, and integrating its business value and social value in an in-depth manner.

In order to improve the national cancer prevention and treatment service system and promote the balanced distribution of high-level cancer prevention and treatment organizations, Medlive, together with the National Health Commission Capacity Building and Continuing Education Center ( "CBCEC" ), continued to launch the Oncology Specialty Precision Capacity Enhancement Training Program for China's County Medical Institutions in 2024, with the aim of cultivating high-quality oncology specialists to satisfy the diagnosis and treatment of malignant neoplasms that frequently occur in the county residents and laying a solid foundation of human resources for the health protection of the county residents. This year's project has a rich schedule, including expert ward rounds, thematic lectures, case discussions, etc., providing high-quality learning and communication opportunities for physicians specializing in lung cancer in county regions. We have compiled a training textbook, held a national launching conference, more than 40 regional offline meetings, and conducted 8 online training sessions for primary physicians. The project has covered more than 600 experts, and the cumulative number of attending physicians has exceeded 50,000.

Project Launching Conference：

会议日程			
会议日期:7月5日 14:45-18:45		会议地点:广州方里希尔顿酒店2F 白云宴会厅3厅	
时长	环节	嘉宾	主持
14:45-14:50	开场致辞	主办方:国家卫生健康委能力建设和继续教育中心 继续教育部负责人:梁芳芳	
14:50-14:55	肿瘤专科精准能力提升项目 ——启动仪式(活动规划及教材展示)	项目组长 张 力 教授	
14:55-15:05	启动仪式(教材发布、专家赠书仪式)	全体项目组专家	
15:05-15:15	编委连线	刘国雄 教授 刘国雄 教授 任国祥 教授 王忠伟 教授 周建英 教授 朱正飞 教授	
15:15-15:45	后浪计划-小细胞肺癌规范化治疗	周清华 教授	
15:45-16:15	编委圆桌	林冬梅 教授 李国祥 教授 马金霞 教授	周清华 教授
16:15-16:45	广泛期小细胞肺癌规范化治疗	杨 萌 教授	
16:45-17:15	编委圆桌	吕得雄 教授 李国祥 教授 周建英 教授	韩宝惠 教授
17:15-17:45	免疫治疗不良反应及管理策略	崔耀鸣 教授	
17:45-18:15	编委圆桌	李国祥 教授 马金霞 教授	黄 歆 教授
18:15-18:45	全体讨论及大会总结	全体专家	
注:排名不分先后,按照拼音字母排序			

"The Rising Stars" Program  
- Case Competition:



Training Materials:

编著者名单	
主编: 张力	
副主编: 韩宝惠 周建英 周清华	
编委: 操乐杰 安徽省肿瘤医院	
唐可京 中山大学附属第一医院	
黄鼎智 天津市肿瘤医院	
刘晓晴 解放军 307 医院	
刘雨桃 中国医学科学院肿瘤医院	
王平 河北医科大学第四医院	
郭麟 湖南省肿瘤医院	
王启鸣 河南省肿瘤医院	
姚文秀 四川省肿瘤医院	
杨农 湖南省第二人民医院	
叶峰 厦门大学附属第一医院	
周国仁 江苏省肿瘤医院	
王琳琳 山东省肿瘤医院	
朱正飞 复旦大学附属肿瘤医院	
林冬梅 北京华都肿瘤医院	
刘宏旭 辽宁省肿瘤医院	

## Chronic Disease Management

As an industry pioneer with nearly 30 years of in-depth engagement in the medical field, Medlive, relying on its profound medical expertise and rich doctor resources, has been continuously forging ahead in the medical domain. We have always been driven by a lofty sense of mission and have been actively and diligently developing chronic disease management services. Aware of the significant impact of chronic diseases on patients' lives and social health, we are wholeheartedly committed to bringing benefits to chronic disease patients through our professional capabilities and unremitting efforts, helping to improve their quality of life and contributing to the overall healthy development of society.

### CASE - MedSugar



*MedSugar* is an innovative product independently developed by Medlive, focusing on the education and management of diabetes patients. Its core advantage lies in the deep integration of continuous glucose monitoring technology and professional medical resources. Based on rigorous clinical guidelines and consensus, a team of professional physicians carefully analyzes users' blood glucose fluctuation data, as well as records of daily diet, exercise and other living habits. In collaboration with health managers, a personalized blood glucose control plan is customized for each patient to ensure the scientificity and applicability of the plan.

- **Precise Medical Assessment:** After users complete registration and a comprehensive health assessment, the physician team will formulate precise management goals covering diet, exercise, medication, etc., providing a clear direction for patients on their journey to control blood sugar.
- **Strengthened Self-management:** The check-in function for blood sugar control tasks encourages patients to actively record daily information. This not only helps patients with self-supervision but also provides crucial data for subsequent analysis of the causes of blood sugar fluctuations and obtaining professional adjustment suggestions.
- **Intuitive Data Presentation:** The function of generating continuous glucose monitoring graphs enables users to clearly and intuitively grasp the blood sugar change trends at different times, so as to better understand their own health conditions.
- **Timely Emergency Response:** The blood sugar abnormality alarm and incident handling mechanism allows the physician and health management team to respond quickly in case of high/low blood sugar situations, providing effective improvement suggestions and emergency treatment plans to ensure the health and safety of patients.
- **Precise Knowledge Push:** The platform accurately pushes systematic diabetes knowledge according to the type and degree of patients' diabetes, helping patients to deeply understand their own diseases and improve their self-management ability.
- **Convenient Medical Support:** After completing the 14-day blood sugar control service, patients can enjoy online video consultation services with top-tier hospital physicians. The personal health records automatically generated by the APP also provide detailed medical history basis for medical treatment, greatly improving the continuity and accuracy of medical services.

## • Community Public Welfare

Medlive is highly concerned about social issues and insists on fulfilling its social responsibility, taking into full consideration of the social interests of the local communities where it operates, and provides financial and human support within its capacity to help the development of public welfare undertakings in the local communities, and contributes to the development of the community. Medlive continues to innovate its public welfare model to help solve social problems such as lack of medical resources and lack of medical education resources that may exist in its operating locations. By leveraging its own resource advantages in Internet medical platforms, Medlive has opened up online and offline resources and actively participated in activities such as popularization of medical science and donation of medical supplies to devote itself to public welfare undertakings and to contribute to the harmonious development of the society.

### Medlive Awarded the "Public Welfare Partner" Award at the Myasthenia Gravis Conference



At the 6th China Myasthenia Gravis Conference held in June 2024, Medlive received an important honor for its active involvement in the public welfare field. The conference gathered various forces from all over the country, including medical experts, sociologists, patients and their families, corporate representatives, media professionals, celebrities, etc. Its aim was to explore new medical and security solutions for patients with myasthenia gravis, and to enhance the accessibility of diagnosis, treatment, rehabilitation as well as the quality of life of patients.

Since its establishment, Medlive has always adhered to the concept of serving society and showing love, and actively fulfilled its social responsibilities, covering aspects such as social employment, public welfare and charity. During this conference, Medlive undertook the task of media support and fully devoted itself to public welfare activities, such as academic and patient media interviews, conference live broadcasts, and the writing and release of manuscripts. Due to its outstanding contributions, it was awarded the "Public Welfare Partner" award by the organizer. This award demonstrates Medlive's significant achievements and sense of responsibility in public welfare undertakings, and effectively promotes the development and progress in the field of myasthenia gravis.

### Medical Visualization 3D Videos: Freely Used in Junior High School Biology Teaching



In the field of medical knowledge popularization and education, Medlive has always actively practiced the concept of public welfare with a high sense of social responsibility. Teacher Li from the No. 5 School in Harbin New Area faced the challenge of how to help students deeply understand complex biomedical knowledge in biology teaching. Traditional teaching methods are often limited to textbooks and simple models, making it difficult for students to intuitively understand the pathogenesis of diseases and physiological principles. After learning about this situation, Medlive took the initiative to offer help and provided free authorization of relevant 3D videos to the school's biology teachers for teaching purposes.

These 3D videos present abstract disease knowledge in a vivid form through exquisite animations and intuitive demonstrations. Students can clearly observe the microscopic structure of organs, the metabolism of substances in the body, and the development process of diseases. This not only stimulates students' interest in learning but also significantly improves the teaching effect. According to the feedback from the school's biology teachers, after using the 3D videos for teaching, students' understanding and mastery of relevant knowledge have been significantly enhanced, and their classroom participation has also increased significantly.

Medlive's public welfare act this time demonstrates the enterprise's support for the education cause. It has opened up a new path for the popularization of medical knowledge among teenagers and effectively promoted the development of social medical science popularization education.



# CHAPTER 05

## Governance-Based Sustainable Development

Medlive always adheres to the values of "professionalism, innovation, cooperation, and efficiency", regarding sound corporate governance as the foundation for long-term development. We are fully committed to improving the corporate governance structure, creating a stable and diversified governance system, clarifying the powers and decision-making processes at all levels, ensuring that the management can effectively control business strategies, development directions, and implementation situations, and continuously enhancing corporate governance and risk management capabilities. We are constantly strengthening the construction of compliance systems, actively carrying out compliance and business ethics training and promotion, and integrating honest operation into the corporate culture. We have established and improved supervision and reporting channels as well as whistleblower protection mechanisms, encouraged supervision from all parties, comprehensively prevented and controlled compliance risks, and ensured the stable, orderly operation and sustainable development of the Company.

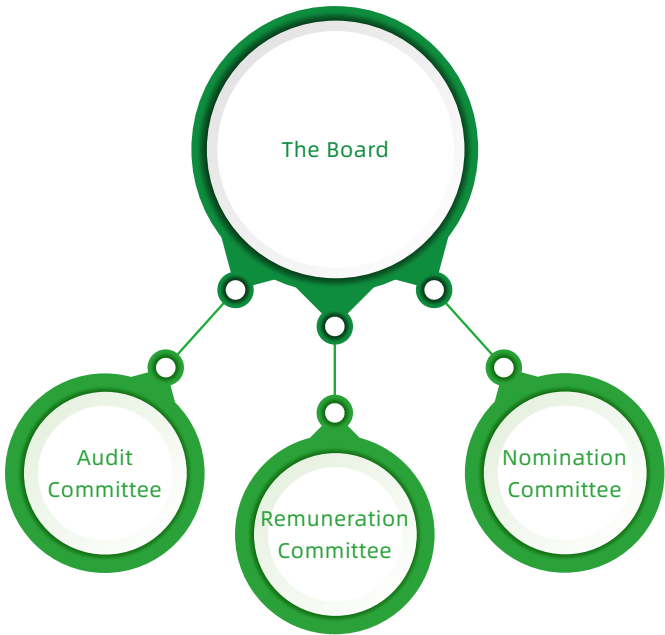




# Diversified Governance

Medlive complies with relevant laws, regulations and regulatory documents such as the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, and the *Corporate Governance Code of the Stock Exchange*. It has established a sound corporate governance structure and formed a management mechanism with clear rights and responsibilities and standardized operations. Relying on professionals with diverse backgrounds and rich industry experience, it has built a high-level and high-quality Board of Directors and management team. It actively integrates resources from various parties, steadily improves the level of corporate governance, and ensures the gradual enhancement of the Company's operation and management efficiency.

The Board is the highest decision-making body of the Company, with the Audit Committee, the Remuneration Committee and the Nomination Committee. The Board and its professional committees are responsible for determining the strategic direction and overall strategy of the Company, overseeing the work and business performance of the management, the operational and financial performance of the Company, and ensuring the long-term stability of effective risk management and internal control. In 2024, the Board of Directors held a total of four meetings, with an overall attendance rate of 97% for the Board.



Committee	Key Responsibilities	In Charge of ESG Issues
Audit Committee	<ul style="list-style-type: none"> <li>To Consider The Appointment Of External Auditor And Any Questions Of Resignation Or Dismissal Of The External Auditor.</li> <li>Discussing With The External Auditor The Nature And Scope Of The Audit.</li> <li>Review Of Interim And Annual Financial Statements, Etc., Before Submission To The Board.</li> </ul>	Responsible for major issues such as external auditors, internal control and connected transactions of the Company
Remuneration Committee	<ul style="list-style-type: none"> <li>To make recommendations to the Board on the Company's policy and structure for the remuneration of all Directors and senior management and on the establishment of a formal and transparent procedure for developing remuneration policy.</li> <li>To make recommendations to the Board on the remuneration packages of individual executive directors and senior management, including benefits in kind, pension rights and compensation payments, and to make recommendations to the Board on the remuneration of non-executive directors, etc.</li> </ul>	Develop competitive remuneration packages and share incentive plans for executives and core staff from a sustainable development perspective, benchmarked against the industry as a whole
Nomination Committee	<ul style="list-style-type: none"> <li>To review the structure, size and composition (including the skills, knowledge and experience) of the Board at least annually and to make recommendations on any proposed changes to the Board to complement the Company's corporate strategy.</li> <li>To identify persons suitably qualified to become members of the Board and to select or make recommendations to the Board on the selection of persons nominated for appointment as Directors, etc.</li> </ul>	Assessing the composition of the Board and identifying suitable candidates from various perspectives, including corporate governance and social impact

• Board Diversity

Medlive attaches importance to the diversified composition of the Board of Directors. A diversified Board composition is conducive to bringing in diversified perspectives and professional experience to the development of the Company, providing independent views and judgment on matters such as the Company's business strategies, risk prevention and control, etc., in order to safeguard the interests of the Company and the Shareholders. The Company has formulated a policy on board diversity. In nominating candidates, we pay attention to a number of diversity factors including but not limited to gender, age, cultural and educational background, industry experience, technical competence, professional qualifications and skills, etc. to ensure that members of the Board possess a balanced range of skills, experience and diverse perspectives required to meet business needs, thereby enhancing the effectiveness of the Board.

The Board of Medlive comprises nine Directors, including five Non-Executive Directors, three of whom are independent. There are three female directors on the Board, with the number of female directors accounting for 33.3% of the Board members. In terms of qualifications, the Board members have different professional backgrounds in computing, medicine and finance, as well as extensive professional experience in auditing, risk control and other industries such as the Internet and healthcare.

• Selection of Directors

Medlive has formulated a *Director Nomination Policy*, which sets out the nomination criteria and standards to ensure that the process for the election of all directors is fair, open and impartial and in compliance with the *Articles of Association* and relevant governance requirements. The nomination of the Board of Directors takes into account the business characteristics and future development strategies of the Company, the medium and long-term planning of the Board structure and diversification, and the detailed basic requirements for the selection of directors, their professional knowledge and skills and the overall competencies they should possess.

Director Selection Process

Nomination of Directors	List Review	Re-election at General Meeting	Performance and Evaluation
<ul style="list-style-type: none"> <li>Adopt a Candidate Nomination System</li> <li>Nominated by the Nomination Committee</li> </ul>	<ul style="list-style-type: none"> <li>The list was approved by the Board of Directors</li> <li>Meet diverse criteria such as gender, age, culture and nationality.</li> <li>Good reputation for integrity, professional qualifications and skills, relevant achievements and experience.</li> </ul>	<ul style="list-style-type: none"> <li>The Directors are appointed by the Board and re-elected at the first annual general meeting thereafter by a vote of the shareholders.</li> </ul>	<ul style="list-style-type: none"> <li>Preparation of the Board's workbook for Directors' reference.</li> <li>Regular board-specific training courses are arranged to enhance directors' ability to perform their duties.</li> </ul>

• Director Training

Medlive attaches great importance to the professional development of our Board of Directors and provide training and learning opportunities for our directors by means of on-site training, remote training and reading materials, taking into account the development and changes in regulatory policies, so as to enhance the directors' attention to corporate governance and ESG governance and to effectively perform their functions, and to continuously improve and maintain the effectiveness and standard of good corporate governance. By the end of 2024, the training coverage rate of serving directors reached 100%.

• Management Compensation Performance

The Board of Directors of the Company has established a Remuneration Committee with three independent non-executive directors as members. In addition to providing recommendations to the Board of Directors on remuneration policies and procedures for their formulation, the Remuneration Committee will regularly review the remuneration system and criteria for directors and senior management, taking into account the remuneration levels of comparable companies, the level of responsibilities and length of tenure, the Company's operating performance and future risks, and other relevant and reasonable factors, and will report to the Board of Directors for consideration.

The Company regulates the compensation management of directors, supervisors, and senior management in accordance with the Compensation Management Measures for Senior Management. The compensation of senior management is determined based on their performance contributions, ensuring that performance is matched with incentives. The Company has set up an equity incentive plan to fully motivate senior management.

# Identification of Risks and Opportunities

Medlive unrelentingly pursues an excellent level of corporate governance. We firmly believe that an effective risk management and internal control system can protect the Company from potential threats, ensure the stable operation of the business, and create long-term value for the Company. The Board of Directors directly and through the audit committee and senior management supervises the risk management and internal control functions. Medlive attaches great importance to the construction of the Company's risk management capability, and has formed the *Risk Management System*, *Internal Audit System* and other relevant institutional documents, which clearly define the organizational structure and division of responsibilities for risk management, the risk assessment process and risk response strategies, and continue to promote the construction of the Company's risk culture.

## • Risk Management Objectives

- Ensure that risks are controlled to a tolerable level that is appropriate to the Company's overall business development objectives, and promote the realization of the Company's strategic objectives;
- Ensure compliance with relevant laws and regulations and fulfillment of corresponding social responsibilities;
- Ensure that the Company realizes true, reliable and effective internal and external information communication;
- Ensure the effectiveness of operational management and improve the efficiency and effectiveness of operational activities;
- Ensure that the Company establishes a crisis management plan for each significant risk and protects the Company from significant losses due to catastrophic risks or human error.

## • Risk Management Framework

In 2024, Medlive continued to improve its three lines of defense risk management framework to identify, analyze, and deal with various types of risks in the course of the Company's operations, and ultimately formed an effective risk prevention and control mechanism to help the Company achieve long-term stable operations.

First line of defense	All staff	Responsible for the management and operation of the business. Responsibilities include establishing business operations mechanisms and processes, implementing day-to-day management and control of business risk implementation, and business risk related decision making
Second line of defense	Functional departments and Internal Control Departments	Responsible for the day-to-day control of business risks. The responsibilities include setting up risk management systems, establishing risk countermeasures, participating in the day-to-day risk judgement of the business, implementing controls over day-to-day business risks, and risk assessment and alerting to abnormal indicators
Third line of defense	Audit and Inspection Department	To check the results of the implementation of business risk controls, identify problems and promote their resolution in a timely manner. The Audit and Inspection Departments are highly independent and accountable to the Board of Directors and the Audit Committee. Their responsibilities include specialized audits, key position audits, information systems audits, fraud investigations, employee conflicts of interest management and communication to ensure a good risk control environment

At the same time, the internal control department, together with the relevant functional departments and business departments, regularly evaluates the existing control measures and carries out improvement and optimization accordingly. The Company has established corresponding measures to monitor the results of risk control on an ongoing basis to ensure the effectiveness of risk countermeasures and to understand and make reasonable adjustments to the trend of changes in risks in a timely manner.

Internal Control	Medlive has established a sound internal control and audit mechanism. We have set up an internal control review and internal audit team, which conducts internal audits regularly or irregularly. In addition, we have engaged Ernst & Young for external audit to ensure the comprehensiveness and accuracy of the audit. These audit works cover all business lines and middle and back-office management departments of the Company, and are carried out in accordance with management requirements and the requests of the Board of Directors and the audit committee. The internal audit team will submit the audit results to the audit committee.
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• Risk Management Process

Risk identification and classification	Risk Assessment	Risk Management	Risk monitoring and reporting
<p>Regularly review the risks in the Company's significant operations and key management and business processes to identify relevant risks that affect the achievement of objectives.</p> <p>The main risks faced by the Company fall into five broad categories.</p> <ul style="list-style-type: none"><li>Strategic risk</li><li>Financial risk</li><li>Market Risk</li><li>Operational Risk</li><li>Compliance Risk</li></ul> <p>Risk information is collected on a regular basis and compiled through classification and analysis to form a risk inventory.</p>	<p>The Legal Department organizes relevant departments to establish risk assessment work standards, procedures and methods, formulates the Company's risk assessment plan, and organizes, co-ordinates and guides various departments to carry out risk assessment work.</p> <p>A qualitative, quantitative or a combination of qualitative and quantitative methods are used to assess the likelihood of occurrence and the degree of impact of risks and to determine the significant risks faced by the Company.</p>	<p>According to the different attributes of risk classification, corresponding risk countermeasures will be adopted and the human and financial resources required for risk management will be reasonably allocated.</p> <ul style="list-style-type: none"><li>Risk avoidance</li><li>Risk reduction</li><li>Risk transfer</li><li>Risk taking</li></ul> <p>According to the implementation situation, inspect the implementation of major risk response measures of the relevant departments and units from time to time by means of on-site interviews, questionnaire surveys and random checks of certificates.</p>	<p>Organize all departments to carry out comprehensive risk management, systematically summarize the status and effectiveness of the Company's risk management, analyze the risk profile faced by the Company and put forward corresponding risk management proposals for review by the management of the Company.</p> <p>The Legal Department will promptly supervise the relevant departments to rectify the risk issues reported by each department, and the rectification plan will be confirmed by the management of the Company.</p>

• Risk Culture

The Company is committed to establishing a company culture with risk awareness, through the launch of various forms of training and publicity activities, to promote all employees to establish the important awareness and concepts of risks everywhere, risks at all times, risks and opportunities co-exist, post risk management responsibility, and effectively promote the level of risk management of the Company, and improve the quality of risk management of the staff, and ensure the realization of the Company's risk management objectives. At the same time, the Company has established a pre-employment risk management training system for managers and business operators of important management and business processes as well as risk control points, and has adopted various channels and methods to strengthen training on risk management concepts, knowledge, processes and methods, to cultivate risk management professionals and foster a risk management culture.

awareness In 2024, we organized more than 10 special training sessions on risk control and compliance, covering topics such as compliance promotion for related party transactions ,compliance identification of operational risks, introduction to the medical regulatory system, and standardized management of development and testing. These training sessions aimed to provide thematic guidance on risk management and internal control for all employees and specific positions, thereby further enhancing employees' reserve of compliance knowledge.



## Compliance in Information Disclosure

Medlive strictly adheres to the principles of fairness, impartiality, and openness in information disclosure. In accordance with relevant laws, regulations, and the Company's formulated information disclosure requirements, it truthfully, accurately, completely, and promptly discloses all information that may have a substantial impact on the decision-making of shareholders and other stakeholders. The Company releases information and interacts with investors on the stock exchange website, the Company's official website, mainstream financial media, and social media platforms to ensure that all shareholders have an equal opportunity to obtain information.

Our company attaches great importance to the rights and interests of various types of shareholders, and listens to opinions and suggestions through multiple channels such as the official website, official account, telephone hotline, and email. In 2024, the Company carried out more than 200 various types of communication activities and held 2 earnings conferences, firmly establishing the sense of responsibility of "respecting investors, revering investors, and protecting investors". In order to repay the support and trust of shareholders in the Company, the Board of Directors of Medlive has continuously distributed dividends after the listing. A total of approximately RMB316 million has been distributed cumulatively. At the same time, it is proposed to distribute the final dividend for the year 2024 in 2025, at 0.148 Hong Kong dollars per share, with the total payout amount reaching 1.08 million Hong Kong dollars.



## Business Ethics

Medlive firmly believes that good business values will bring more business opportunities. The Company has set up appropriate management systems and mechanisms and appointed specialized personnel to establish proper values, ensure operational compliance and practice good business ethics.

### Compliance Management Principles

Comprehensivene	Compliance management covers all businesses, departments and employees of the Company, and is carried out in all aspects of decision making, execution, supervision and feedback, etc. The requirements of compliance management are fully reflected in the decision-making mechanism, internal control and business processes.
Proactivity	All departments and staff of the Company shall take initiatives to seek compliance support, implement the compliance system, identify and control the compliance risks of their practices, and report to the person in charge of compliance in a timely manner if they discover illegal or non-compliant acts or potential compliance risks.
Independence	The responsible person for compliance and the compliance management department are independent and the shareholders, directors and senior management of the Company shall not give direct instructions or interfere with their work in violation of the prescribed duties and procedures; the Directors, senior management and various departments of the Company shall support and cooperate with the work of the responsible person for compliance and the compliance management department, and shall not restrict or obstruct the performance of their duties for any reason.
Effectiveness	The Board of Directors and the management of the Company shall strictly observe and promote the effective implementation of the Company's compliance management system among all staff members. The Company's Board and management shall strictly comply with and promote the effective implementation of the Company's compliance management system among all employees.

## • Anti-corruption and Anti-commercial Bribery

Medlive upholds high standards of professional ethics and business integrity in the course of its operations, and requires every Director, management and employee to set an example by practicing the principles of honesty, integrity and pragmatism. The Company adheres to the principle of honesty and integrity in business operation, strictly complies with the *Company Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China* and other laws and regulations, and is committed to creating a good working atmosphere of cleanliness and integrity, practicality and entrepreneurship, and compliance with the law. In order to prevent corruption, the Company has established an effective anti-corruption and anti-bribery management system and formulated the *Anti-corruption and Anti-bribery Implementation Rules* and *Business Ethics Clause and Key Business Ethics Principles* to adequately warn against "corruption and acceptance of bribes" as the first item of the Company's high-handed red line behaviors, and to explicitly prohibit the Company's employees, outsourcing staff, suppliers, customers, consultants and other partners from giving or accepting any Bribes that may be considered as bribes.

The Company clearly defines "conflict of interest" as an actual or potential conflict between the interests of Medlive and the personal interests of its employees. It also specifies the prohibited items in business activities with customers, suppliers, government agencies or government officials, and makes it clear that acceptable behaviors should be carried out within the scope permitted by laws and customs. In 2024, in order to standardize and clarify the code of conduct that employees should abide by, ensure that the behaviors of the Company's employees at work can safeguard the Company's legitimate interests, and prevent employees from taking advantage of their positions and powers to harm the interests of customers, the employee collective and the Company, Medlive formulated the *Code of Conduct for Employee Position Integrity*. It continuously strengthened the compliance mechanism, urged employees to be honest and trustworthy, guided employees to consciously resist negative and corrupt phenomena, and ensured the healthy development of the Company.

Through the compliance monitoring mechanism, the Company has formulated corresponding control strategies for key areas with potential risks of corruption and implemented them in its business activities and processes. At the same time, the Company actively conducts compliance audits and inspections that include anti-corruption and commercial bribery, and promptly investigates, reports and disposes of potential corruption risks in the form of semi-annual regular inspections or quarterly random inspections.

During the year 2024, the Company did not have any corruption cases. 3 anti-corruption trainings were held and the participation rate of employees in anti-corruption trainings was 100%.

## Anti-money laundering

Medlive is concerned about the impact of financial risks on the Company's business and has implemented strict risk control on business areas that may involve money laundering risks. We strictly comply with the *Anti-Money Laundering Law of the People's Republic of China* and have formulated regulations and systems such as the *Anti-Money Laundering Compliance Policy*, and have set up an Anti-Money Laundering Compliance Team consisting of the Legal Department and the Internal Control Department, to implement anti-money laundering controls in a practical manner.

The Anti-Money Laundering Compliance Team is responsible for establishing relevant anti-money laundering programs, conducting relationship screening of relevant counterparties, and conducting regular internal audits to ensure that Medlive implements anti-money laundering policies and systems. At the same time, the Company continuously pays attention to changes in anti-money laundering related laws and regulations, regulatory guidelines, etc., updates its internal policies in a timely manner, and conducts anti-money laundering training on a regular basis in order to strengthen anti-money laundering risk management and control.

We require all employees to report potentially suspicious activities identified through KYC (Know Your Customer) and due diligence programs, ongoing financial activity monitoring, or in the course of day-to-day business to the AML Compliance Team, which determines whether or not to report suspicious activities identified by employees to law enforcement.

## • Business Ethics and Anti-Corruption Training

To enhance the awareness of anti-corruption and anti-fraud, Medlive regularly conducts integrity training for employees at different levels and with different functions to boost their business ethics awareness. We utilize various channels, such as the employee handbook, company rules and regulations, and dedicated publicity activities, to effectively communicate and train employees. Through these trainings, we deepen employees' awareness of anti-fraud, standardize their daily business behaviors, and reduce the likelihood of illegal and unethical behaviors like fraud from the root.

We provide anti-corruption-related onboarding training for newly recruited employees. For current employees of the Company, we conduct annual anti-corruption and integrity compliance training. The training content includes the interest relationship system, code of professional ethics, gift acceptance system, reporting and investigation of violations of discipline, data security system, etc. Regarding key rules and regulations, we require all employees to master the relevant knowledge and pass the assessment. At the same time, we also offer training on professional ethics and compliance construction to the Board of Directors. The topics include Medlive's integrity compliance management strategy, the construction of professional ethics and compliance systems, as well as relevant laws, regulations and company systems related to professional ethics and integrity.

Medlive encourages employees to expose and report all kinds of corrupt behavior. Medlive has set up the "Integrity Team" composed of the Human Resources Department, the Legal Department and the Finance Department, which is responsible for handling the acceptance and investigation of reports of violation of the integrity and compliance system and exercising the right of investigation independently, and has the right to interview any employee, and no department or individual can intervene or restrict, or refuse or obstruct the investigation. Departments and individuals under investigation shall be responsible for the truthfulness of the materials provided. The "Integrity Team" will maintain strict confidentiality of all information providers and the information provided in the process of report acceptance and investigation, and will ultimately report the results of the investigation to the Board of Directors. In order to encourage employees to report irregularities and dishonest behavior, Medlive has set up an email reporting channel (email: jubao@kingyee.com.cn).

We require that case assessment and investigation procedures be initiated within 24 hours upon receipt of a report by the Integrity Team, and we exclude the participation of all interested persons who may affect the impartiality of the investigation of the case, in order to protect the privacy of the whistleblower. We respect every whistleblower and firmly protect the interests of the whistleblower, and any form of retaliation against those who report or assist in the investigation in good faith is strictly prohibited. Any retaliation against those who report or assist in the investigation in good faith may be reported to the Integrity Team, and the Company will immediately conduct a thorough investigation to properly handle retaliation, and any retaliation will be subject to disciplinary action, and in serious cases, dismissal. The Board of Directors shall also supervise and oversee such behavior, or else it will be held responsible for supervisory failure.

## • Whistleblowing Mechanism

### Whistleblower Protection Measures

- The whistleblowing materials are included in the management of confidential documents. For real-name whistleblowing, desensitization treatment should be carried out, and it is strictly prohibited to transfer the whistleblowing materials to the reported unit and the reported person.
- For anonymous whistleblowing materials, it is not allowed to check the handwriting for document examination without authorization or to trace the writer of the letter without permission.
- When accepting whistleblowing and verifying with the whistleblower, confidentiality work should be done well, and it should be carried out without revealing the identity of the whistleblower.
- No unit or individual shall retaliate against the whistleblower, their relatives or the intended whistleblower by any means or under any pretext.
- If there is any act in violation of the whistleblower protection regulations, the relevant responsible persons will be given serious disciplinary sanctions; if it constitutes an illegal crime, it will be transferred to the judicial organ for handling in accordance with the law.

## • Anti-Unfair Competition

Medlive scrupulously abides by the business code of conduct, adheres to fair competition, and strictly complies with laws and regulations such as the *Anti-Unfair Competition Law* and the *Anti-Monopoly Law*. It opposes any form of corruption, commercial bribery, money laundering, monopolistic behavior, and unfair competition. It also requires its business partners to comply with relevant laws, regulations, and policy provisions regarding anti-commercial bribery and anti-corruption, and makes efforts to create an honest, trustworthy operation environment and good cooperative relationships. In accordance with the *Anti-Unfair Competition Law*, the Company resolutely rejects any behavior that violates the principles of voluntariness, equality, fairness, and good faith, as well as laws and business ethics, disrupts the market competition order, and damages the legitimate rights and interests of business operators or consumers.

## Responsible Marketing

Marketing is one of the ways in which Medlive interacts with the outside world, presenting our brand image and service characteristics. Therefore, every message we communicate is carefully analyzed and evaluated. Our marketing strategy strictly adheres to the relevant legal requirements to ensure that customer communications are conducted with respect, ethics and integrity, that marketing activities are conducted with accountability, transparency and compliance, and that responsible marketing requirements are incorporated into all of our external communications and brand promotion materials.

Medlive strictly implements *the Company Law of the People's Republic of China*, *the Advertising Law of the People's Republic of China*, *the Drug Administration Law of the People's Republic of China* and other legal documents, and attaches importance to the copyright of the content and the compliance of the digital marketing content. In order to ensure the compliance of the brand publicity, and to avoid false publicity, we have formulated the "Medlive platform article release management rules" and other internal systems and regulations, which require that the content published meets the requirements of evidence-based medicine and passes through a multi-level review mechanism operated by a team of professional medical editors to ensure the authenticity.

With respect to the management of Medlive's WeChat public accounts, we have established a hierarchical control system and assessment standards for the operation of the platform, in order to properly guide and regulate the compliant operation of business-related self-media accounts. In terms of platform content, we have set up a strict internal audit mechanism and control process to ensure that the promotional content is truthful, accurate, legal and compliant, and that exaggerated, deceptive and false promotional content is strictly prohibited.

In order to standardize the compliance of marketing activities, Medlive has launched four regular marketing trainings in 2024, covering all business lines, so as to enhance employees' awareness of the concept of responsible marketing, and to practice responsible marketing in their daily activities to standardize the compliance of marketing activities and to safeguard the integrity and reputation of the Company.





# Data Security and Privacy Protection

As a technology enterprise focusing on the medical industry, Medlive attaches great importance to information security. It respects the personal privacy of users, employees, suppliers, customers, and other third parties with whom it has business dealings. It adopts appropriate and diligent methods to protect information security in accordance with the law, and prevents the illegal disclosure of customer data and personal information. We comply with the provisions of *Cybersecurity Law of the People's Republic of China*, *Data Security Law of the People's Republic of China*, *Personal Information Protection Law of the People's Republic of China*, *Regulations on the Administration of Mobile Internet Application Information Services* and *Regulations on the Scope of Personal Information Required for Common Types of Mobile Internet Applications*, etc. We continuously improve the information security governance framework, and constantly strengthen the construction of the security technology foundation, enhancing the information security operation capabilities. This provides strong support and guarantees for the protection of internal Company data security and customer privacy.

## • Data Security Management System

In order to improve the overall efficiency of information security decision-making, management, coordination and execution of the Company, and to ensure that the Company's information security policies, strategies and objectives are effectively implemented, we have established an Information Security and Data Security Committee. This committee is responsible for formulating privacy protection-related strategies and making decisions on data security matters. The committee is comprised of the Chairman, Chief Engineer, Legal Officer and various frontline officers, and includes a working group comprising the Legal Department, the Technology Development Centre and the Compliance Centre, which is responsible for formulating major risk management plans and coordinating with all parties to take them forward. At the same time, we have set up three lines of defense – business, legal and financial – to ensure that data security and privacy risks are continuously prevented before, during and after the incident by all relevant functional departments. We regularly carry out internal audit work related to information security and stipulate that an external independent audit should be conducted at least once a year to ensure the effectiveness of the information security policies, management systems and management frameworks.

In 2024, Medlive continued to attach great importance to data security and privacy protection and continuously strengthened related work. On the one hand, it continuously improved existing systems such as *the Data Security Management System* and the *Administrative Measures for Information Security and Data Compliance Organization*, and constantly updated data usage principles and optimized the data application process according to the latest industry trends and regulatory requirements. On the other hand, it deepened the construction of the data security and privacy compliance system, further sorted out the privacy compliance process of products, dynamically adjusted and refined the *Standard Operating Procedures for Medlive User Management*, and solidified the details of the user data management process. At the same time, it strengthened the supervision of system implementation, established a more complete response mechanism for the privacy protection management system, so as to efficiently and timely identify, respond to and resolve various data security and privacy protection risks, and effectively safeguard the data rights and interests of users and partners.

## Our Commitments:

- We manage and use data collected from our own users in accordance with applicable laws and regulations, and take reasonable steps to prevent theft, loss or disclosure of user data.
- Sensitive user data will not be disclosed to any third party without the approval of the user, except as required by law.
- For the acquisition of personal data, the Company strictly enforces assessment and approval procedures to prohibit improper and illegal use.
- We restrict any unnecessary acquisition of user information and keep records of data acquisition.
- We require all staff to comply with internal policies to ensure the security of user data and prohibit any unauthorized or improper collection or use of user data.

In all our solutions, we use a variety of technologies to protect the data we are authorized to use. For example, firewall systems and boundary networks are used to separate internal databases and operating systems from externally provided services and to block unauthorized access. The Company detects, encrypts or removes personal identifiers, including names, telephone numbers, identity card numbers and any other information that identifies the user, with the help of encryption technology in accordance with applicable laws and regulations. The Company also stores user data in encrypted format and uses sophisticated security protocols and algorithms to encrypt data transmissions, particularly the transmission of user data, to ensure data confidentiality. The Company uses an extensive defensive security system to protect its network and application systems, including network segmentation, strict access control and secure communication protocols between applications and servers.

## Management System Certification and Assurance

While continuously enhancing its own information security and privacy protection construction, Medlive actively conducts the audit and certification work of relevant systems for information security and privacy protection. The Company is certified to a number of relevant standards, including:

1. Medlive Platform Receives Level 3 Information Security Protection Assessment and Certification from the Ministry of Public Security (MPS)
2. Medlive Information Security Management System has been certified to ISO/IEC 27001 Information Security Management System.
3. Medlive's Privacy Information Management System has been certified by ISO/IEC 27701.
4. Medlive's quality management system has been certified by ISO9001.

In 2024, Medlive became a member unit of the "Zhuoxin Big Data Program" of the China Academy of Information and Communications Technology, which marks that the Company's capabilities in data security and privacy protection in the medical and health field have been authoritatively recognized. By participating in this program, Medlive will rely on national-level technical standards and industry norms to systematically enhance its data lifecycle management capabilities. This includes core aspects such as data encryption, classification and grading, access control, and risk monitoring. This move not only strengthens the platform's protection of users' privacy and sensitive medical information, but also sets a benchmark for the industry by establishing a complete data governance system.



In terms of data risk management, Medlive has formulated the *Measures for Data Security Risk Management*, which aims to identify and manage data leakage risks, and ensure that various information security incidents and security defects can be reported in a timely manner and effectively addressed.

## Data security risk management process

### Risk identification

By comprehensively reviewing Medlive's internal and external information systems, medical business processes, personnel, and technical equipment, potential data security risks are identified. Currently, data security risk reviews have been completed for processes including medical data storage architecture, data flow paths, and employee access rights

### Risk analysis

Based on the identified potential data security risks, conduct risk analysis using qualitative and quantitative methods to assess the likelihood and impact of the risks

### Risk assessment

By comprehensively considering the likelihood, impact, and controllability of risks, evaluate the level of each data security risk

### Risk response

According to the results of the risk assessment, conduct the classification and priority ranking of data security risks. In principle, prioritize the handling of the most serious and high-risk issues, and formulate corresponding response measures, objectives, and implementation plans

### Risk monitoring and reporting

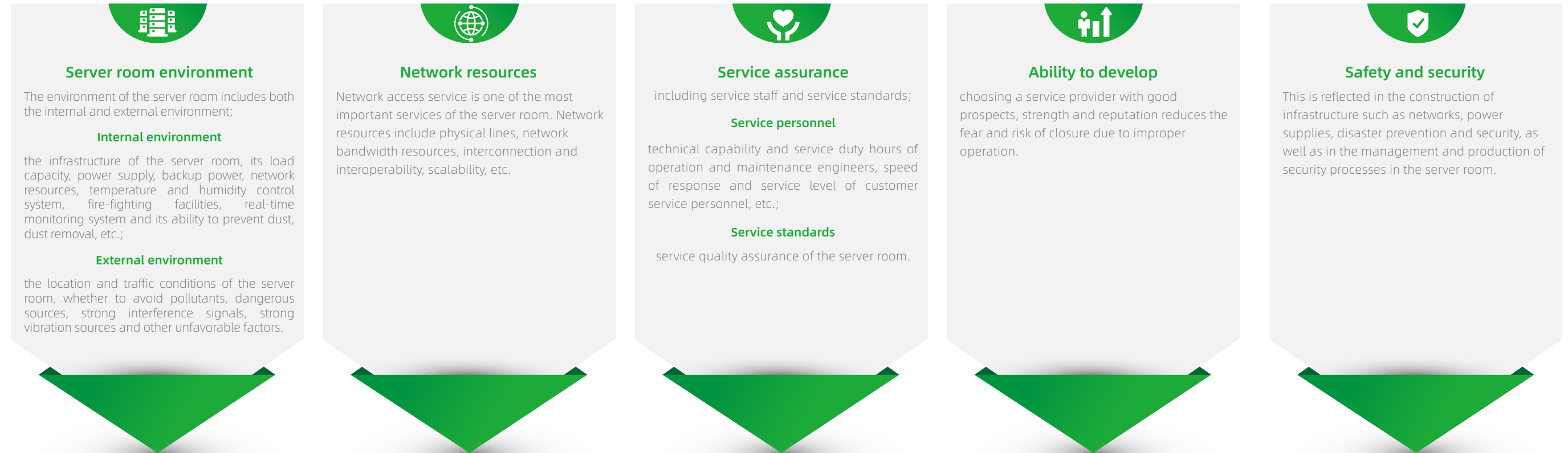
Establish a risk monitoring and reporting mechanism, including means such as regular internal audits, security incident log monitoring, and vulnerability scanning, and regularly check the status and changes of risks

Medlive attaches importance to data security and privacy protection capacity building, and promotes the cultivation of employees' awareness of data security protection and capacity building through three aspects: promotion, training and assessment. In 2024, Medlive organized four online training sessions on data security, with mandatory hours and credits, covering data security system, sensitive data protection, etc., in which all employees participated in the data security system training and more than 75% of the participants in the sensitive data protection training.



## • Data Centre

The Company has contracts with a number of Internet data centre providers in Mainland China to ensure stable business operations. Our system infrastructure is hosted in three data centres in Beijing, Shijiazhuang and Yinchuan. In selecting the data centres to host our system infrastructure, the Company takes into account the following factors.



The Company makes a data centre disaster recovery plan in place to fully back up all operational data on a daily basis at local and remote data centres to reduce the risk of data loss or leakage. We regularly review our backup system and conduct regular data recovery tests to ensure that the system is functioning and properly maintained. In addition, we engage a third-party cyber security company to conduct regular penetration tests to identify vulnerabilities and assess the security of the system. If problems are found, we will immediately carry out system upgrades to eliminate any potential problems that may affect the security of the system.

## Intellectual Property Protection

A sound intellectual property protection mechanism is the cornerstone of the Company's technological innovation. Medlive has always regarded independent innovation and intellectual property as the core of its enterprise development. We have strictly complied with the relevant laws and regulations, including but not limited to the *Trademark Law of the People's Republic of China*, the *Patent Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China* and the *Anti-Unfair Competition Law of the People's Republic of China*, etc. We have also formulated the *Measures for the Protection of Intellectual Property Rights*, including the *Patent Rights Management Policy*, *Trademark Rights Management Policy* and *Computer Software Copyright Management Policy*. The Company has also taken note of the relevant work involving intellectual property rights and determined the attribution of the results of intellectual property creation activities.

In addition, we have an in-house copyright protection team which is responsible for checking our intellectual property rights for infringement on various platforms from time to time. If an infringement is discovered, our legal team will promptly investigate the infringer to obtain evidence of the location and scale of the infringement, the infringer's income or the Company's loss, and then communicate with the infringer for compensation and, if necessary, take prosecution action to protect the Company's rights.

Our employees are required to protect the Company's intellectual property rights and to respect and value the intellectual property rights of others. We encourage this reporting of infringements of our intellectual property rights through the whistleblower complaint channel to better protect the legal rights of our intangible assets. In 2024, we coordinated internal and external training resources and carried out a series of targeted special intellectual property training activities for employees of various business lines. The training content covered the study of daily issues in intellectual property management and special cases. During the reporting period, the Company conducted a total of two employee trainings related to intellectual property.

In order to further encourage the innovative spirit of employees, the Company has established a series of incentive and reward measures for patent applications. Corresponding bonuses will be awarded to relevant personnel whose invention patents, utility model patents, and design patents are accepted and authorized, so as to encourage employees to actively apply for patents.





# CHAPTER 06

## Empowering the Industry through Technological Innovation

Since its establishment, Medlive has focused on exploring the field of technology applications. It has delved deep into cutting-edge technologies such as AI, big data, and cloud computing. It has always been committed to providing high-quality products and services, firmly practicing long-termism, implementing a digital and intelligent layout, and providing technological support for the digital transformation of pharmaceutical companies.



# Promoting the Digital and Intelligent Transformation of Healthcare

Medlive firmly advances the innovation process in the field of medical technology, focuses on cutting-edge technological trends, deeply explores unmet clinical needs, and spares no effort to create breakthrough digital medical solutions. The Company has made substantial investments in research and development. It has assembled an elite R&D team composed of talents from multiple disciplines such as medicine, information technology, and bioengineering. By leveraging cutting-edge technologies like big data analysis and AI, it deeply excavates the value of medical data, promoting the intelligent upgrade of diagnosis, treatment, rehabilitation, and other aspects. In terms of digital academic marketing, it has built an efficient academic exchange platform, integrated a vast amount of medical academic resources, and helped pharmaceutical and medical device companies more accurately convey product information and academic knowledge to professional groups such as physicians, thereby enhancing the marketing effect. In addition, Medlive actively constructs an open innovation ecosystem. It has established strategic cooperative relationships with well-known scientific research institutions and universities, integrating resources from all parties to jointly carry out the research and development of advanced medical technologies, clinical trials, and the transformation of research achievements, enabling cutting-edge medical technology achievements to benefit patients more quickly.

According to third-party industry research reports, currently the penetration rate of digital marketing in pharmaceutical and medical device marketing in China is still relatively low, accounting for only about 6-7% of the overall market. With the implementation of policies such as the two-invoice system, volume-based procurement, and medical insurance cost control, the domestic prescription drug market is gradually moving away from the high-gross-profit business model formed over the long term. Pharmaceutical companies generally face the challenge of refined operation. In the future, it is expected that the penetration rate of digital marketing will continue to increase. Medlive's precision marketing solutions for pharmaceutical companies precisely seize this opportunity, give full play to the core advantages of its physician platform, practice the concept of green services, and help increase efficiency and reduce costs.

## • E-Medical Science Liaison - eMSL

In response to the needs of pharmaceutical companies to promote new drugs, Medlive has specifically developed the "E-Medical Science Liaison - eMSL". This solution has three major highlights:

- Remote coverage of primary market: It reaches township-level medical institutions directly through the Internet, solving the problem that physicians in remote areas have difficulty accessing information about new drugs
- Real-time clinical support: It uses audio-visual, graphic, and text materials to explain the clinical data of drugs. When there are doubts about drug use, physicians can consult experts online at any time
- Physician capacity upgrade: It regularly pushes the latest treatment plans, subtly improving the medical standards at the primary level

This system not only accelerates the popularization of new drugs but also drives the digital transformation of the entire medical industry. By eliminating the transportation energy consumption of traditional offline promotion, it reduces thousands of tons of carbon emissions every year, achieving the dual goals of "smart healthcare" and "green healthcare". It is like an accelerator in the medical field, enabling good drugs and good technologies to benefit the whole population more quickly.

## • Digital Clinical Trial Platform

Based on Medlive's self-developed electronic data capture ( "EDC" ) system, patient recruitment and experience in providing a full range of clinical research services to experts and pharmaceutical companies, Medlive launched an integrated remote digital clinical trial (DCT) platform to bringing a more efficient research experience to researchers, research institutions, sponsors, CROs and subjects, while accelerating the trial process. The DCT platform includes remote recruitment, electronic informed consent, online access, remote monitoring and other functions. At the same time, the DCT can be deeply integrated with the EDC system of Medlive and can be quickly personalized for different clinical research projects, which can greatly shorten the development cycle, reduce R&D cost investment and improve research efficiency.

## Exploring Cutting-edge Technologies

In recent years, artificial intelligence ("AI") technology has been developing rapidly. Technological innovation has become an important driving force for the development of enterprises. In particular, the application of AI technology has shifted from theoretical research to practical operation, bringing far-reaching impacts on various industries. Medlive has always been at the forefront of technological innovation. Keeping up with the trend of AI technology, through continuous research and development and innovation, it is committed to achieving continuous optimization and upgrading of its products and solutions.

We are well aware that the core value of a product is not only reflected in its powerful functions but also in whether it can bring tangible convenience and benefits to customers. Therefore, our R&D team has devoted a great deal of effort to using the latest AI technology to build its own vertical large model and develop a series of intelligent service products. These products not only can improve work efficiency and reduce labor costs but also help enterprises make data-driven decisions, enhance service quality, and ultimately create more value for customers.

In 2024, the large language model in the medical vertical field independently developed by us has been filed with the Cyberspace Administration of China ("CAC") for algorithms of deep synthesis services. This marks that the technical strength of our group in the field of AI research and development, as well as the security and standardization of the algorithms, have been recognized by national-level authorities. The Medlive large model is a vertical large model focusing on the medical field, built based on the deep learning Transformer framework, combined with technologies such as natural language processing ("NLP"), computer vision ("CV") and multi-modal. Compared with general large models, the Medlive large model has incorporated billions of levels of medical data documents and data during the training process, including the medical professional knowledge base accumulated by the Company over the years, high-quality physician Q&A data, and authoritative medical databases around the world with which the Company has cooperated. Therefore, the Medlive large model not only has the ability to handle medical professional knowledge but also supports traceability and evidence-based verification, ensuring the accuracy and reliability of the generated content through multiple strategic mechanisms. While continuously exploring the research and development of the underlying AI technologies, we also attach great importance to the development of application scenarios and the commercial implementation. The Medlive large model has achieved commercial applications in multiple scenarios such as physicians' academic education, patient education, clinical auxiliary diagnosis and treatment, professional medical content retrieval and generation.

### • CASE – AI Assistant for Depression Diagnosis

Based on its self-developed large model, Medlive customized and developed an assistant for depression diagnosis for a Class III Grade A psychiatric specialized hospital in Beijing. The aim is to efficiently and accurately assist medical staff in diagnosing patients with depression.

#### The core functions include:

- **Integration of professional knowledge base:** Deeply integrate the DSM-5 diagnostic knowledge base for depression. Design comprehensive and systematic diagnosis questions according to authoritative standards, covering key symptoms in multiple aspects such as emotions, interests, physical and psychological conditions. Ensure the professionalism and accuracy of the diagnosis direction, and provide a solid theoretical framework for accurate diagnosis.
- **Intelligent reply judgment:** Based on the powerful natural language processing ability of the self-developed large model, quickly analyze the content of patients' replies. Precisely identify the clarity of the replies, efficiently screen out vague or incomplete information, and promptly initiate the next step of operation. Guarantee the smoothness and high efficiency of the diagnosis process, and avoid delays in information processing.
- **In-depth follow-up questioning mechanism:** For unclear replies from patients, intelligently generate targeted follow-up questions, focusing on key elements such as time and symptom details. Through continuous in-depth interaction, excavate implicit information, supplement and perfect the patient data required for diagnosis, improve the integrity and reliability of diagnosis, and reduce the risks of misdiagnosis and missed diagnosis.

# Appendix I: ESG Performance

- 2024 Environmental Performance

## Greenhouse Gas Emissions

Indicators	Unit	2024	2023	2022
Direct GHG emissions (Scope 1)	ton CO <sub>2</sub> e	0	0	0
Indirect GHG emissions (Scope 2)	ton CO <sub>2</sub> e	47.061	60.102	67.758
Indirect GHG emissions (Scope 3)	ton CO <sub>2</sub> e	706.722	768.176	/
Per capita GHG emissions (Scope 1& Scope 2)	ton CO <sub>2</sub> e/person	0.063	0.081	0.112

We calculate the greenhouse gas emissions using the operational control method, and the calculation results include the data generated within the business scope of Medlive. The calculation standard is ISO14064-1:2018.

## Waste Management

Indicators	Unit	2024	2023	2022
Total Amount of Hazardous Waste	Tonnes	0.031	0.038	0.041
Hazardous waste generation per capita	Kg/person	0.041	0.051	0.067
Waste batteries	Tonnes	0.017	0.019	0.018
Waste lamps	Tonnes	0.006	0.005	0.007
Waste ink cartridges	Tonnes	0.008	0.014	0.016



• 2024 Environmental Performance

Waste Management

Indicators	Unit	2024	2023	2022
Total non-hazardous waste	Tonnes	13.712	15.331	19.573
Non-hazardous waste generation per capita	Kg/person	18.36	20.66	32.35
Wastepaper	Tonnes	0.152	0.154	0.169
Household waste	Tonnes	13.560	15.177	19.404
Non-hazardous waste recycled	Tonnes	7.590	7.792	6.894
Wastepaper recycled	Tonnes	0.140	0.141	0.146
Household waste recycled	Tonnes	7.450	7.651	6.748

Energy Consumption

Indicators	Unit	2024	2023	2022
Purchased electricity consumption	MWh	111.300	121.500	129.480
Per capita consumption of purchased electricity	MWh/person	0.149	0.164	0.214

The calculation results include the data generated within the business scope of Medlive. The electricity emission coefficient is the latest national average power grid emission factor in China, which is 0.5942 kgCO<sub>2</sub>/kWh.

Water Consumption

Indicators	Unit	2024	2023	2022
Total water consumption	Tonnage	1,300.500	1,625.000	1,823.000
Water consumption per capita	Tonnes/person	1.741	2.190	3.013

## • 2024 Social Performance

### Human Resources Structure

Indicators	Unit	2024	2023	2022
Labour contract signing rate	%	100	100	100
Social Insurance Coverage	%	100	100	100
Total number of employees	Person	747	742	605
Number of employees in Mainland China	Person	746	741	604
Number of employees from Hong Kong, Macau, Taiwan and overseas	Person	1	1	1
Female employees	Person	505	492	380
Male employees	Person	242	250	225
Full-time employees	Person	747	742	605
Part-time employees	Person	0	0	0
Employees aged under 31	Person	423	418	341
Employees aged 31-50	Person	317	317	258
Employees aged over 50	Person	7	7	6
Number of employees at high-level	Person	39	38	16
Number of employees at mid-level	Person	53	52	42
Number of employees at basic-level	Person	655	652	547
Han nationality	Person	698	700	/
Minority nationality	Person	49	42	/
Total employees turnover rate	%	23	28	33
Female employees turnover rate	%	25	29	33
Male employees turnover rate	%	21	26	34
Turnover rate of employees aged under 31	%	27	30	33
Turnover rate of employees aged 31-50	%	21	26	34
Turnover rate of employees aged over 50	%	0	0	16.7
Employees turnover rate in Mainland China	%	23	28	33
Employees turnover rate in Hong Kong, Macau, Taiwan and overseas	%	0	0	0

### Employee Training

Indicators	Unit	2024	2023	2022
Total number of trained employees	Person	747	742	605
Percentage of trained employees	%	100	100	100
Number of female employees trained	Person	505	492	380
Number of male employees trained	Person	242	250	225
Number of trained employees at high-level	Person	39	39	16
Number of trained employees at mid-level	Person	53	52	42
Number of trained employees at basic-level	Person	655	652	547
Percentage of trained female employees	%	67.6	66.3	62.8
Percentage of trained male employees	%	32.4	33.7	37.2
Percentage of trained employees at high-level	%	5.2	5.1	2.6
Percentage of trained employees at mid-level	%	7.1	7.0	6.9
Percentage of trained employees at basic-level	%	87.7	87.9	90.4
Total training expenses	million	0.15	0.13	0.10
Average training expenses per employee	RMB	201	175	165
Total person-times of training on occupational safety and health	Person times	747	742	605
Total training hours of number of training on occupational safety and health	Hour	2,054	1,903	1,515
Length of training for all employees	Hour	9,995	8,751	5,757
Total training hours for female employees	Hour	6,742	5,865	3,629
Total training hours for male employees	Hour	3,253	2,886	2,128
Employees at high-level training hours	Hour	595	546	180
Employees at mid-level training hours	Hour	748	713	405
TEmployees at basic-level training hours	Hour	8,652	7,492	5,172
Average training hours for female employees	Hour	13.35	11.92	9.55
Average training hours for male employees	Hour	13.44	11.54	9.46
Length of training per person at high-level	Hour	15.26	14.37	11.25
Length of training per person at mid-level	Hour	14.11	13.71	9.64
Length of training per person at basic-level	Hour	13.21	11.49	9.46

• 2024 Social Performance

Employee Health and Safety

Indicators	Unit	2024	2023	2022
Health examination and health record coverage	%	100	100	100
Number of incidents of work-related injury	Case	0	0	0
Number of work-related deaths	Case	0	0	0
Rate of deaths at work	%	0	0	0
Lost working days due to work-related injury	Day	0	0	0

Supplier Management

Indicators	Unit	2024	2023	2022
Total number of suppliers	-	496	485	456
Number of suppliers in Mainland China	-	475	464	438
Number of suppliers from Hong Kong, Macau, Taiwan and overseas	-	21	21	18
Number of suppliers in Beijing (Rank1)	-	248	244	211
Number of suppliers in Shanghai (Rank2)	-	59	58	47
Number of suppliers in Guangzhou (Rank3)	-	17	17	14

Customer Service

Indicators	Unit	2024	2023	2022
Customer Satisfaction	Case	100	100	100
Number of customer complaints about the services provided	%	2	3	2
Completion rate of complaint handling	Minute	100	100	100
Average length of time to receive user complaints	RMB	20	18	20
Public Donation Amount	million	0.17	0.12	0.10
Total hours of employee volunteering	Hour	437	416	379

• 2024 Corporate Governance Performance

Board Diversity

Name	Gender	Age	Title
Tian Liping	Female	58	Executive Director
Tian Lixin	Male	56	Executive Director
Tian Lijun	Male	51	Executive Director
Zhou Xin	Female	44	Executive Director
Eiji Tsuchiya	Male	60	Non-Executive Director
Kazutaka Kanairo	Male	47	Non-Executive Director
Richard Yeh	Male	56	Independent Non-Executive Director
Ma Jun	Male	70	Independent Non-Executive Director
Wang Shan	Female	51	Independent Non-Executive Director

Indicators	Number	Percentage (%)
Number of Board Members	9	100
Number of Executive Directors	4	44.44
Number of non-executive directors	5	55.56
Number of independent non-executive directors	3	33.33
Number of male directors	6	66.67
Number of female directors	3	33.33
Number of directors aged 30-60	7	77.78
Number of directors aged 60 or over	2	22.22

Anti-corruption

Indicators	Unit	2024	2023	2022
Number of corruption litigation cases filed and concluded	Case	0	0	0
Number of incidents of employees being dismissed or disciplined for corruption	Case	0	0	0
Proportion of employees who have received anti-corruption training	%	100	100	100



## Appendix II: The List of Laws and Regulations

ESG Aspects	Laws and Regulations	Compliance Status
Environmental	<i>Environmental Protection Law of the People's Republic of China</i>	During the Reporting Period, there were no violations of laws and regulations relating to atmospheric and greenhouse gas emissions, discharges to water and land, waste generation and disposal that had a significant impact on the Company. There were no issues with access to applicable water sources.
	<i>Environmental Impact Assessment Law of the People's Republic of China</i>	
	<i>Environmental Protection Tax Law of the People's Republic of China</i>	
	<i>Implementing Regulations on the Environmental Protection Tax Law of the People's Republic of China</i>	
	<i>Atmospheric Pollution Prevention and Control Law of the People's Republic of China</i>	
	<i>Water Pollution Prevention and Control Law of the People's Republic of China</i>	
	<i>Solid Waste Prevention and Control Law of the People's Republic of China</i>	
Employment and Labour Standards	<i>Labour Law of the People's Republic of China</i>	During the Reporting Period, there were no violations of laws and regulations relating to employment, child labour and forced labour that had a material impact on the Company.
	<i>Labour Contract Law of the People's Republic of China</i>	
	<i>Social Insurance Law of the People's Republic of China</i>	
	<i>Minors Protection Law of the People's Republic of China</i>	
	<i>Provisions on the Prohibition of Using Child Labour</i>	
	<i>Regulation on the Provision of Social Insurance Services</i>	
Health and Safety	<i>Occupational Diseases Prevention and Treatment Law of the People's Republic of China</i>	During the Reporting Period, the Company did not receive any complaints relating to occupational health and safety that had a material impact on the Company.
	<i>Fire Control Law of the People's Republic of China</i>	

# The List of Laws and Regulations

ESG Aspects	Laws and Regulations	Compliance Status
Product Responsibility	<i>Civil Code of the People's Republic of China</i>	During the Reporting Period, the Company was not aware of any incidents of non-compliance with regulations and voluntary codes of conduct relating to the provision and use of the Company's products and services, which cover product and service information and labelling, marketing communications including advertising, promotion and sponsorship, and property rights including intellectual property rights that had a significant impact on the Company.
	<i>Advertising Law of the People's Republic of China</i>	
	<i>Personal Information Protection Law of the People's Republic of China</i>	
	<i>Cybersecurity Law of the People's Republic of China</i>	
	<i>Medicinal Product Law of the People's Republic of China</i>	
	<i>Regulation on the Supervision and Administration of Medical Devices</i>	
	<i>Regulation on the Protection of the Right to Communicate Works to the Public over Information Networks</i>	
	<i>Trademark Law of the People's Republic of China</i>	
	<i>Patent Law of the People's Republic of China</i>	
Anti-corruption	<i>Copyright Law of the People's Republic of China</i>	During the Reporting Period, there were no cases of bribery, extortion and money laundering involving internal employees of the Company.
	<i>Criminal Law of the People's Republic of China</i>	
	<i>Anti-Money Laundering Law of the People's Republic of China</i>	
	<i>Anti Unfair Competition Law of the People's Republic of China</i>	
	<i>Interim Provisions on Banning Commercial Bribery</i>	
	<i>Interpretation of the Supreme Court on How to Identify Joint Crimes in the Trial of Cases of Corruption and Employment Embezzlement</i>	
	<i>Compliance Guidelines for Pharmaceutical Enterprises to Prevent Risks of Commercial Bribery</i>	

# Appendix III: Content Index

- HKEX ESG Reporting Guide

Disclosure Requirements			Related Chapters
Mandatory Disclosure Requirements			
Governance Structure			The Board’s Statement on ESG Governance ESG Governance
Reporting Principles			About this Report
Reporting Boundary			About this Report
Provisions, Subject Areas, Aspects, General Disclosures and KPIs			
A: Environmental			
Aspect A1: Emissions	General Disclosure information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.		Technology-Driven Low-Carbon Operations
	KPI A1.1	Types of emissions and respective emissions data.	2024 Environmental Performance
	KPI A1.2	Direct (Scope 1) and energy indirect (Scope 2) greenhouse gas emissions (in tonnes) and, where appropriate, intensity (e.g. per unit of production volume, per facility).	2024 Environmental Performance
	KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g.per unit of production volume, per facility)	2024 Environmental Performance
	KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g.per unit of production volume, per facility)	2024 Environmental Performance
	KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	ESG Strategy and Objectives Technology-Driven Low-Carbon Operations
	KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	ESG Strategy and Objectives Technology-Driven Low-Carbon Operations
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.		Technology-Driven Low-Carbon Operations
	KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in ‘000s) and intensity (e.g. per unit of production volume, per facility).	2024 Environmental Performance
	KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	2024 Environmental Performance
	KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	ESG Strategy and Objectives Technology-Driven Low-Carbon Operations
	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	ESG Strategy and Objectives Technology-Driven Low-Carbon Operations
	KPIA2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced.	Not Applicable
Aspect A3: Environment and Natural Resources	General Disclosure: Policies on minimizing the issuer’s significant impacts on the environment and natural resources.		Technology-Driven Low-Carbon Operations
	KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Technology-Driven Low-Carbon Operations

B. Social

Employment and Labour Practices

Aspect 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.		Employees The List of Laws and Regulations
	KPI B1.1	Total workforce by gender, employment type (for example, full- or parttime), age group and geographical region.	2024 Social Performance
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	2024 Social Performance
Aspect 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.		Occupational Health and Safety The List of Laws and Regulations
	KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the Reporting Period.	2024 Social Performance Occupational Health and Safety
	KPI B2.2	Lost days due to work injury.	2024 Social Performance Occupational Health and Safety
Aspect B3: Development and Training	KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Occupational Health and Safety
	General Disclosure: Policies on improving employees’ knowledge and skills for discharging duties at work. Description of training activities.		Talent Development
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	2024 Social Performance
Aspect B4: Labour Standards	KPI B3.2	The average training hours completed per employee by gender and employee category	2024 Social Performance
	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 labour.		Diversity and Equal Opportunities The List of Laws and Regulations
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Diversity and Equal Opportunities
	KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Diversity and Equal Opportunities

Operating Practices

Aspect B5: Supply Chain Management	General disclosure: Policies on managing environmental and social risks of the supply chain.		Suppliers
	KPI B5.1	Number of suppliers by geographical region.	2024 Social Performance
	KPI 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.	Suppliers
	KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Suppliers
	KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Suppliers
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, labelling and privacy matters relating to products and services provided and methods of redress.		Customers Business Ethics
	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not Applicable
	KPI B6.2	Number of products and service related complaints received and how they are dealt with.	Customers
	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual Property Protection
	KPI B6.4	Description of quality assurance process and recall procedures.	Service Quality Assurance
	KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Data Security and Privacy Protection



B. Social

Operating Practices

Aspect 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.		Business Ethics    The List of Laws and Regulations
	KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	2024 Social Performance
	KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business Ethics
	KPI B7.3	Description of anti-corruption training provided to directors and staff.	Business Ethics
Aspect 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.		Society
	KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Society
	KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	2024 Social Performance

• GRI Content Index

Statement of use	Medlive has reported the information cited in this GRI content index for the period January 1, 2024 to December 1, 2024 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021		
2-1	Organizational details	About Us
2-2	Entities included in the organization's sustainability reporting	About this Report
2-3	Reporting Period, frequency and contact point	About this Report
2-4	Restatements of information	About this Report
2-5	External assurance	Not applicable
2-6	Activities, value chain and other business relationships	About Us
2-7	Employees	Employees
2-8	Workers who are not employees	Employees
2-9	Governance structure and composition	ESG Governance    Diversified Governance
2-10	Nomination and selection of the highest governance body	ESG Governance    Diversified Governance
2-11	Chair of the highest governance body	ESG Governance    Diversified Governance
2-12	Role of the highest governance body in overseeing the management of impacts	ESG Governance    Diversified Governance
2-13	Delegation of responsibility for managing impacts	ESG Governance    Diversified Governance
2-14	Role of the highest governance body in sustainability reporting	ESG Governance    Diversified Governance
2-15	Conflicts of interest	Business Ethics
2-16	Communication of critical concerns	Stakeholder Engagement
2-17	Collective knowledge of the highest governance body	ESG Governance    Diversified Governance
2-18	Evaluation of the performance of the highest governance body	ESG Governance    Diversified Governance
2-19	Remuneration policies	Performance Appraisal and Incentives
2-20	Process to determine remuneration	Performance Appraisal and Incentives
2-21	Annual total compensation ratio	Performance Appraisal and Incentives
2-22	Statement on sustainable development strategy	The Board's Statement on ESG Governance ESG Strategy and Management
2-23	Policy commitments	The Board's Statement on ESG Governance ESG Strategy and Management
2-24	Embedding policy commitments	The Board's Statement on ESG Governance ESG Strategy and Management
2-25	Processes to remediate negative impacts	Customer Communication
2-26	Mechanisms for seeking advice and raising concerns	Employee Communication and Care
2-27	Compliance with laws and regulations	The List of Laws and Regulations

GRI STANDARD	DISCLOSURE	LOCATION
2-28	Membership associations	ESG Governance    Diversified Governance
2-29	Approach to stakeholder engagement	Stakeholder Engagement
2-30	Collective bargaining agreements	Not applicable
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	Materiality Assessment
3-2	List of material topics	Materiality Assessment
3-3	Management of material topics	Materiality Assessment
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	Empowering the Industry through Technological Innovation
201-2	Financial implications and other risks and opportunities due to climate change	Responding to Climate Change
201-3	Defined benefit plan obligations and other retirement plans	Employee Communication and Care
201-4	Financial assistance received from government	Not applicable
GRI 202: Market Presence 2016		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Performance Appraisal and Incentives
202-2	Proportion of senior management hired from the local community	Diversity and Equal Opportunities
GRI 203: Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	Occupational Health and Safety
203-2	Significant indirect economic impacts	Occupational Health and Safety
GRI 204: Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	2024 Social Performance
GRI 205: Anti-corruption 2016		
205-1	Operations assessed for risks related to corruption	Business Ethics
205-2	Communication and training about anti-corruption policies and procedures	Business Ethics
205-3	Confirmed incidents of corruption and actions taken	Business Ethics
GRI 206: Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Anti-Unfair Competition
GRI 207: Tax 2019		
207-1	Approach to tax	Not applicable
207-2	Tax governance, control, and risk management	Not applicable
207-3	Stakeholder engagement and management of concerns related to tax	Not applicable
207-4	Country-by-country reporting	Not applicable

• GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
GRI 301: Materials 2016		
301-1	Materials used by weight or volume	Not applicable
301-2	Recycled input materials used	Not applicable
301-3	Reclaimed products and their packaging materials	Not applicable
GRI 302: Energy 2016		
302-1	Energy consumption within the organization	2024 Environmental Performance
302-2	Energy consumption outside of the organization	2024 Environmental Performance
302-3	Energy intensity	2024 Environmental Performance
302-4	Reduction of energy consumption	Technology-Driven Low-Carbon Operations
302-5	Reductions in energy requirements of products and services	Technology-Driven Low-Carbon Operations 2024 Environmental Performance
GRI 303: Water and Effluents 2018		
303-1	Interactions with water as a shared resource	Green Office
303-2	Management of water discharge-related impacts	Green Office
303-3	Water withdrawal	Green Office
303-4	Water discharge	Green Office
303-5	Water consumption	Green Office
GRI 304: Biodiversity 2016		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not applicable
304-2	Significant impacts of activities, products and services on biodiversity	Not applicable
304-3	Habitats protected or restored	Not applicable
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not applicable
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	2024 Environmental Performance
305-2	Energy indirect (Scope 2) GHG emissions	2024 Environmental Performance
305-3	Other indirect (Scope 3) GHG emissions	2024 Environmental Performance
305-4	GHG emissions intensity	2024 Environmental Performance
305-5	Reduction of GHG emissions	2024 Environmental Performance
305-6	Emissions of ozone-depleting substances (ODS)	Not applicable
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable

GRI STANDARD	DISCLOSURE	LOCATION
GRI 306: Waste 2020		
306-1	Waste generation and significant waste-related impacts	Green Office
306-2	Management of significant waste-related impacts	Green Office
306-3	Waste generated	Green Office
306-4	Waste diverted from disposal	Green Office
306-5	Waste directed to disposal	Green Office
GRI 308: Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	Suppliers
308-2	Negative environmental impacts in the supply chain and actions taken	Not applicable
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	2024 Social Performance
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Communication and Care
401-3	Parental leave	Employee Communication and Care
GRI 402: Labor/Management Relations 2016		
402-1	Minimum notice periods regarding operational changes	Diversity and Equal Opportunities
GRI 403: Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	Occupational Health and Safety
403-2	Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety
403-3	Occupational health services	Occupational Health and Safety
403-4	Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety
403-5	Worker training on occupational health and safety	Occupational Health and Safety
403-6	Promotion of worker health	Occupational Health and Safety
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety
403-8	Workers covered by an occupational health and safety management system	Occupational Health and Safety
403-9	Work-related injuries	Occupational Health and Safety
403-10	Work-related ill health	Occupational Health and Safety

• GRI Content Index

GRI STANDARD	DISCLOSURE	LOCATION
GRI 404: Training and Education 2016		
404-1	Average hours of training per year per employee	Talent Development
404-2	Programs for upgrading employee skills and transition assistance programs	Talent Development
404-3	Percentage of employees receiving regular performance and career development reviews	2024 Social Performance
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	Diversified Governance Diversity and Equal Opportunities
405-2	Ratio of basic salary and remuneration of women to men	Performance Appraisal and Incentives
GRI 406: Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	Diversity and Equal Opportunities
GRI 407: Freedom of Association and Collective Bargaining 2016		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Not applicable
GRI 408: Child Labor 2016		
408-1	Operations and suppliers at significant risk for incidents of child labor	Diversity and Equal Opportunities
GRI 409: Forced or Compulsory Labor 2016		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Diversity and Equal Opportunities
GRI 410: Security Practices 2016		
410-1	Security personnel trained in human rights policies or procedures	Diversity and Equal Opportunities
GRI 411: Rights of Indigenous Peoples 2016		
411-1	Incidents of violations involving rights of indigenous peoples	Not applicable

GRI STANDARD	DISCLOSURE	LOCATION
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	Society
413-2	Operations with significant actual and potential negative impacts on local communities	Not applicable
GRI 414: Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	Suppliers
414-2	Negative social impacts in the supply chain and actions taken	Not applicable
GRI 415: Public Policy 2016		
415-1	Political contributions	Not applicable
GRI 416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	Responsible Marketing
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable
GRI 417: Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	Responsible Marketing
417-2	Incidents of non-compliance concerning product and service information and labeling	Not applicable
417-3	Incidents of non-compliance concerning marketing communications	Not applicable
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Not applicable



## Appendix IV: Feedback

Dear reader:

Thank you very much for taking your precious time reading the Medlive 2024 Environmental, Social and Governance (ESG) Report. We look forward to your comments and suggestions on the report and our work. You can send us your feedback by post or by scanning and sending us an email with a completed questionnaire.

Thank you!

Address: Yimaitong Mansion, Huangqu East Road No. 5 Courtyard Building 4, Chaoyang District, Beijing PRC

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1. What type of stakeholder does your employer belong to:

- ☐ Internal Management ☐ Shareholders/ Investors ☐ Internal Employees ☐ Suppliers/Partners  
☐ Customers and Potential Customers ☐ Government and Regulatory Agencies ☐ Communities  
☐ Experts and Scholars ☐ Non-Governmental Organizations ☐ The Public ☐ Others (please specify)

2. Is the information you are concerned with fully presented in the report?

- ☐ Yes ☐ Partially ☐ No

3. Your overall comment on the 2024 ESG Report:

- Readability (presentation is easy to understand, aesthetically pleasing and engaging design, easy to find information needed)  
☐ 3 points (Excellent) ☐ 2 points (Average) ☐ 1 point (Bad)
- Credibility (reporting information is true and trustworthy)  
☐ 3 points (Excellent) ☐ 2 points (Average) ☐ 1 point (Bad)
- Information integrity (both positive and negative information and meeting your information needs)  
☐ 3 points (Excellent) ☐ 2 points (Average) ☐ 1 point (Bad)

4. Are you able to find the information you are interested in from the report with ease?

- ☐ Yes ☐ Partially ☐ No

5. What would you like to see in addition to what has been disclosed in the report?

医脉通  
*medlive.cn*

