



天安卓健有限公司

TIAN AN MEDICARE LIMITED

*(Incorporated in Bermuda with limited liability)*

(Stock Code: 383)

**2025**

Environmental, Social and  
Governance Report

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## CONTENTS

|   |    |
|---|----|
| Board Statement                                     | 2  |
| Reporting Boundary                                  | 3  |
| Reporting Standards                                 | 3  |
| Reporting Principles                                | 3  |
| Sustainability Governance                           | 4  |
| Stakeholder Engagement                              | 4  |
| Materiality Assessment                              | 5  |
| Environmental Issues                                | 6  |
| • Emissions (Aspect A1)                             | 6  |
| • Use of Resources (Aspect A2)                      | 9  |
| • The Environment and Natural Resources (Aspect A3) | 11 |
| • Climate Change (Aspect A4)                        | 11 |
| Social Issues                                       | 12 |
| • Employment (Aspect B1)                            | 12 |
| • Health and Safety (Aspect B2)                     | 14 |
| • Development and Training (Aspect B3)              | 16 |
| • Labour Standards (Aspect B4)                      | 17 |
| • Supply Chain Management (Aspect B5)               | 18 |
| • Product Responsibility (Aspect B6)                | 21 |
| • Anti-corruption (Aspect B7)                       | 24 |
| • Community Investment (Aspect B8)                  | 26 |

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

The board of directors (the “Board”) of Tian An Medicare Limited (the “Company”) presents the report (the “Report”) of Environmental, Social and Governance (“ESG”) of the Company (together with its subsidiaries, the “Group”) for the year ended 31 December 2025 (the “Year”). The content of this Report focuses on the Group’s commitment, practice and performance in regards to ESG for the Year.

## BOARD STATEMENT

The Group has been continuously developing into a leading investor and operator of integrated healthcare and eldercare services. This draws more responsibility and attention for us to contribute to the society in both environmental and social development.

Adhering to the mission of “To be the regional leader in China and Asia providing fully-integrated healthcare and eldercare services that are safe, comfortable, convenient, and affordable”, the Group has firmly fulfilled its corporate social responsibility, put social and public welfare at the first place, continued to improve its sustainable development strategy, and moved forward boldly in the dimensions of service quality, community contribution, caring for employees and caring for the environment. All these actions helped us step into a new milestone of sustainable development and fulfill the core values of:

|                 |  |
|-----------------|--|
| <b>SAFETY</b>   | for our customers, our community, and our colleagues                           |
| <b>QUALITY</b>  | in our medical services, equipment, medications, and environment               |
| <b>RESPECT</b>  | for our customers, our colleagues, and our community                           |
| <b>ETHICAL</b>  | standards with no tolerance for unethical behavior and corruption              |
| <b>SERVICE</b>  | for our customers, and also for our community and our colleagues               |
| <b>FINANCE</b>  | that achieves good financial results to fulfill the above values               |
| <b>STRATEGY</b> | that is aligned with the Company’s vision and mission                          |
| <b>GROWTH</b>   | that aims to achieve an ever-increasing customer base through the above values |

The Group believes that talents are the core competitive edge of the business and services. The Group emphasises the training on the doctors, nurses and technical staff in both healthcare and eldercare segments and regularly reviews the incentive and performance evaluation mechanism to strengthen a platform that encourages the staff to show their talents and strengthens their sense of belonging to the Group. The Group is committed to build a corruption-free culture while promoting a positive, professional and healthy work style.

The Group has also launched various public welfare projects to share the economic results with those in need. With the strong expertise in medical and healthcare, the Group carried out multiple public welfare health checks and community services to popularise basic medical and health knowledge. Realising that children with congenital heart disease, pneumoconiosis, or spine malformation were facing with poverty problems, the Group resolutely launched public welfare assistance together with several foundations by proactively implementing free surgeries and fund raising.

The Group has faith that it will achieve sustainable and quality development with high quality and become a lasting enterprise. The Group will continue to work with all staff, patients, customers, and citizens by encouraging each other to reach new heights and get involved in the cities and the world.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

During the Year, the Company commissioned an independent third-party consulting firm to assist in identifying ESG matters and providing suggestions for the performance of the Group. The consulting firm assisted in collecting and analysing the comments on ESG matters from the Group's stakeholders and conducting materiality assessment. The Board has reviewed the assessment results and confirmed the material ESG matters of the Group to be reported. The Board is also responsible for regularly reviewing the channels for stakeholder communication to ensure that the Company maintains effective communication with its stakeholders.

## REPORTING BOUNDARY

This report covers major businesses in investment in and management and operations of healthcare hospital business, eldercare business, trading of medical equipment and related supplies and property investment and development in the People's Republic of China, except Hong Kong (the "PRC"). Unless otherwise indicated, the disclosure of key performance indicators ("KPIs") is in line with the ESG report of the last year. The Year is from 1 January 2025 to 31 December 2025.

## REPORTING STANDARDS

This Report is prepared in accordance with the ESG Reporting Code as set out in Appendix C2 to the Main Board Listing Rules on The Stock Exchange of Hong Kong Limited (the "Listing Rules").

## REPORTING PRINCIPLES

The Group prepared this Report in line with four principles of materiality, quantitative, balance and consistency according to the ESG Reporting Code, and disclosed the risk and control measures adopted by the Group in ESG aspects.

### Materiality

In determining the ESG issues to be reported, the Group has taken into account on how they are being affected by or their impact to the operations of the Group.

### Quantitative

The Group measured KPIs with reference to the ESG Reporting Code as set out in Appendix C2 of the Listing Rules, including collecting environmental and social data from various departments, checking files, and calculating and disclosing data. For all standards, methods and assumptions adopted for calculating performance data (if applicable), please refer to the relevant sections in this Report.

### Balance

The Group described and disclosed its relevant data and content in an objective and fair manner and without biasing the content of this Report due to any factors.

### Consistency

The Group adopted the consistent data statistics and conversion methods as the previous year. The relevant data of the previous year have been disclosed in this Report, enabling its stakeholders to clearly understand and compare the ESG performance of the Group.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## SUSTAINABILITY GOVERNANCE

The Group has established a concrete governance structure for sustainable development, which consists of a tripartite combination of the Board, ESG Committee and departmental management. The Board, as the chief decision maker, sets the direction for sustainable development and takes full responsibility for the Group's ESG matters. The Board gains knowledge about ESG-related risks and opportunities faced by the Group through the annual risk assessment and internal controls assessment. The Group takes every challenge as an opportunity to review and improve its current management system. In addition to this, the Group regularly evaluates the effectiveness of its evaluation mechanism and reviews the sustainability of the Group's performance to ensure that the evaluation mechanism will be carried out effectively.

ESG Committee is responsible for approving and monitoring the ESG-related issue of the Group.

As a management role, the departmental management formulates relevant ESG policies and procedures in line with the development direction, objectives and priorities set by the Board, and promotes and implements control measures. This Report and related performance data have been reviewed by the senior management and approved by the Board.

The Group has engaged the management and employees across all functions to understand the Group's stakeholders' concerns and identify relevant ESG issues for the Group's businesses.

## STAKEHOLDER ENGAGEMENT

The Group's management personnel have been closely in touch with different key stakeholders including regulators, patients, customers, suppliers, etc. in daily operations, so that the Group is well aware of its stakeholders' views and concerns. From time to time, the Group reviews and explores different forms of communication channels to interact with and collect feedback from different stakeholders.

The key stakeholders of the Group and the respective communication channels are summarised as follows:

| Stakeholders                      | Requirement and Expectation   | Communication and Response   |
|-----------------------------------|---|--|
| <b>Shareholders and investors</b> | <ul style="list-style-type: none"> <li>• Corporate governance</li> <li>• Diversity and inclusion bodies</li> <li>• Enhancement in company core value</li> <li>• Financial and investment stability</li> <li>• Information transparency and effective communication</li> <li>• Compliant operation</li> <li>• Ethical business operations</li> </ul> | <ul style="list-style-type: none"> <li>• Annual and interim reports</li> <li>• General meetings</li> <li>• Public notices and announcements</li> <li>• Company websites</li> <li>• Social media</li> </ul> |
| <b>Suppliers and Partners</b>     | <ul style="list-style-type: none"> <li>• Operations with integrity</li> <li>• Fair competition</li> <li>• Fair supplier selection process</li> <li>• Performance of contracts</li> <li>• Mutual benefits and win-win cooperation</li> <li>• Stable and qualified products and services</li> </ul>   | <ul style="list-style-type: none"> <li>• Tendering conferences</li> <li>• Institutional visits</li> <li>• Performance feedback</li> <li>• Industry conferences</li> <li>• Company website</li> </ul>       |

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## STAKEHOLDER ENGAGEMENT (CONTINUED)

| Stakeholders  | Requirement and Expectation   | Communication and Response  |
|---|---|---|
| <b>Customers</b>                                    | <ul style="list-style-type: none"> <li>• Services quality</li> <li>• Protection of privacy</li> <li>• Health and safety</li> <li>• Operations with integrity</li> <li>• Performance of contracts</li> </ul>   | <ul style="list-style-type: none"> <li>• Customer services consultations</li> <li>• Communications with frontlines</li> </ul>   |
| <b>Employees</b>                                    | <ul style="list-style-type: none"> <li>• Training opportunities and career development</li> <li>• Protection of employee's information and privacy</li> <li>• Health and safety working environment</li> <li>• Rights, compensation and benefits</li> </ul> | <ul style="list-style-type: none"> <li>• Training events and seminars</li> <li>• Meetings and briefings</li> <li>• Performance appraisal evaluation</li> <li>• Employee activities</li> </ul>                                       |
| <b>Regulatory bodies and government authorities</b> | <ul style="list-style-type: none"> <li>• Compliance with national policies, laws and regulations</li> <li>• Supporting local economic growth</li> <li>• Driving local employment</li> <li>• Environmental impact and carbon footprint</li> </ul>            | <ul style="list-style-type: none"> <li>• Mandatory local and regional reporting requirements</li> <li>• Examinations and inspections</li> <li>• Site visits and meetings</li> <li>• Regular filings</li> <li>• Seminars</li> </ul>  |
| <b>Communities</b>                                  | <ul style="list-style-type: none"> <li>• Social engagement and development</li> <li>• Environmental protection</li> <li>• Open and transparent information</li> </ul>   | <ul style="list-style-type: none"> <li>• ESG reports</li> <li>• Social interactions</li> <li>• Community voluntary events</li> <li>• Company website</li> <li>• Public notices and announcements</li> <li>• Social media</li> </ul> |

## MATERIALITY ASSESSMENT

Amongst various environmental and social issues based on the ESG Reporting Code within the scope of sustainability, the issues listed below are considered to be material and relevant to the Group. The priorities are set based on the management's view as well as conclusions from stakeholders' engagement. We regularly engage key stakeholders in daily operations through meetings, events, and other communications and feedback channels. Based on the management's assessment, the Group identified a number of material topics as stated below which are disclosed in details in this Report.

### Material and relevant issues

Emissions (Aspect A1)

Product responsibility (Aspect B6)

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## Other relevant issues

Use of resources (Aspect A2)  
The environment and natural resources (Aspect A3)  
Climate change (Aspect A4)  
Employment (Aspect B1)  
Health and safety (Aspect B2)  
Development and training (Aspect B3)  
Labour standards (Aspect B4)  
Supply chain management (Aspect B5)  
Anti-corruption (Aspect B7)  
Community investment (Aspect B8)

The Group will make detailed disclosure of various issues in this Report, taking the materiality assessment results in previous years as reference and continuously enhance its ESG governance and performance in response to the stakeholders' expectations on the Group.

## A. ENVIRONMENTAL ISSUES

### A1 Emissions

The Group adheres to minimising the negative impact of its business operations on the natural environment. The Group recognises the importance of integrating green concepts into its daily business activities, aiming at conducting its businesses in an environmentally-friendly manner and helping the community to achieve sustainable development.

To facilitate a better environmental management, the Group continues to dedicate its best effort to comply with relevant environmental laws, regulations, and standards, including but not limited to the Law of the PRC on the Prevention and Control of Environmental Pollution by Solid Wastes 《中華人民共和國固體廢物污染環境防治法》, Regulations on the Administration of Medical Wastes 《醫療廢物管理條例》 and Administrative Measures for the Licensing of Discharge of Urban Sewage into the Drainage Network 《城鎮污水排入排水管網許可管理辦法》. The Group also supports newly launched environmental initiatives by local government, such as the Work Plan for Sorting and Collection of Household Waste 《生活垃圾強制分類實施方案》. The Group did not note any material non-compliance against environmental laws and regulations during the Year.

### *Sewage Treatment*

The hospitals follow three major principles in sewage treatment:

- Onsite treatment: Onsite treatment of sewage to prevent pollution during transportation process;
- Integration of compliance and risk management: Compliance with hospital sewage discharge standards, while enhancing risk management awareness through monitoring systems to improve crisis management ability; and

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

- Ecological safety: Effective filtering of harmful substances from sewage, reduction of hazardous substances from sterilisation and control of residual chlorine to protect the environment.

### ***Nanjing Tongren Hospital of the Healthcare Business (“NJH”)***

According to the above principles, NJH has been equipped with highly efficient sewage treatment systems. All of the medical sewage and patients’ excrements have been properly treated according to the Level 3 Standard of the Integrated Wastewater Discharge Standard (GB8978–1996) of the PRC 《中華人民共和國污水綜合排放標準(GB8978–1996)三級標準》 and Discharge Standard of Water Pollutants for Medical Organization (GB18466–2005) 《醫療機構水污染物排放標準(GB18466–2005)》 to discharged into designated municipal drainage systems, thereby reducing health risk in the community from sewage discharge.

Furthermore, real-time monitoring equipment had been installed to oversee the operating effectiveness of the sewage system, and it is linked to the local environmental authorities in accordance with the regulatory requirement. Regular testing and maintenance works have been performed to ensure proper functioning of such systems. In addition, the sewage treatment equipment in the hospitals have been tested and accredited by relevant government authorities before deployment.

### ***Kunming Tongren Hospital of the Healthcare Business (“KMH”)***

KMH strictly controls the whole process of sewage treatment. A professional sewage treatment company has been engaged to operate and maintain the sewage station. Specialised personnel are responsible for sewage treatment. For this purpose, a sewage treatment station is specially designed and built with a high-efficiency sewage disinfection and filtration treatment system to ensure that the medical sewage and domestic sewage is treated in accordance with regulatory standards, and then discharged to the urban drainage network to reduce the health risks caused by the sewage. The data of the sewage discharge and the PH value has been uploaded to the key pollution source monitoring center in Yunnan Province in real time. The sewage samples are sent to the sewage institution weekly and monthly to ensure the discharge is following the sewage discharge requirements. Transport and disposal is done properly by the qualified vendor.

### ***Shanghai Tide Health Campus of the Eldercare Business (“STHC”)***

As for eldercare business, a sewage treatment plant has been established in the eldercare nursing hospital. In addition to primary sedimentation treatment, secondary biochemical sterilisation on sewage has been performed for meeting the national standards, including the Discharge Standard of Water Pollutants for Medical Organisation (GB18466–2005) 《醫療機構水污染物排放標準(GB18466–2005)》 and Wastewater Quality Standards for Discharge to Municipal Sewers 《污水排入城鎮下水道水質標準》. Furthermore, a monthly sewage inspection is performed by professional consultants in order to ensure the sewage meets the relevant standards.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### **Medical Wastes Treatment**

The hospitals of the Group generate certain biological and chemical wastes which are regarded as hazardous and require special handling to reduce risks to the public health and the environment.

The total amount of medical wastes, hazardous waste (sewage sludge) and biological waste generated in 2025 was 91,952 tonnes (2024: 132,073 tonnes). This year, the accounting methodology was optimized to consolidate medical waste, domestic sewage sludge, and medical wastewater. As a result, medical wastewater is included in the medical waste data.

In 2025, no health accident caused by medical wastes (2024: nil) was noted by the Group.

### **General Wastes Management**

Besides medical waste, another major type of waste generated by the Group was paper. The amount of waste paper generated was 28.94 tonnes (2024: 24.84 tonnes). The Group has begun including thermal paper (receipt paper) used throughout the entire patient consultation process in the waste paper data. As a result, the reported data has increased compared to 2024.

The Group strives to minimise the usage of office consumables by leveraging information technology to reduce waste paper and encourage recycling in the daily operations. The Group has implemented electronic filing systems to replace traditional paper records as appropriate and increased the use of e-communication channels to reduce paper correspondences.

### **Greenhouse Gas ("GHG") Emissions**

The Group started to include the air emissions of owned vehicles (including ambulances) in the Year. Air emissions generated directly by the Group related to vehicles are as follows:

|                     | <b>2025</b>    | 2024      |
|---------------------|----------------|-----------|
|                     | <b>gram</b>    | gram      |
| Particulate matters | <b>32,809</b>  | 88,940    |
| SOx emission        | <b>438</b>     | 674       |
| NOx emission        | <b>707,496</b> | 1,036,941 |

The GHG emission (scope 1) generated directly from operations that are owned or controlled by the Group recorded for approximately 71 tCO<sub>2</sub>e with intensity of 0.0001 per patient (2024: approximately 229 tCO<sub>2</sub>e). The significant decrease in Scope 1 emissions during the year was mainly attributable to the closure of the Shenzhen office, which reduced energy consumption and on-site fuel use, as well as a reduction in the number of vehicles owned by the Group, leading to lower direct emissions from fuel combustion.

The GHG emission (scope 2) generated indirectly by the Group which related to the purchased electricity was approximately 12,024 tCO<sub>2</sub>e with intensity of 0.0076 per patient (2024: approximately 11,963 tCO<sub>2</sub>e). The use of electricity resources will be further explained in the section headed "A2 Use of Resources".

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

The Hong Kong Special Administrative Region Government proposed that it will strive to achieve carbon neutrality by 2050 and the Group will respond positively to this goal.

## A2 Use of Resources

The Group continues to improve efficiency of resource usage in the business operations by adopting different measures and technologies. An advanced environmental management system had been implemented in order to reduce the use of energy and water. Regular evaluation has been performed to assess the effectiveness of the resources management mechanism and remedial actions have been performed timely as needed.

### *Electricity and Energy Consumption*

The major types of energy directly consumed and controlled by the Group during the Year are summarised as below:

During the Year, the Group's total electricity consumption including property leasing business was approximately 19,708,000 kWh (2024: approximately 20,560,000 kWh). The electricity consumption intensity was approximately 12.59 kWh per patient (2024: approximately 12.42 kWh per patient).

During the Year, the Group implemented the following measures to help reduce the energy consumption, the hospital used LED energy-saving lamps and installed solar-powered street lamps on the roads within the hospital area, saving 10% of electricity and energy consumption as compared to the pre-implementation.

#### *Healthcare and Eldercare Business*

- Installation of energy efficient lighting systems which use LED lights and voice controlled switches. In the meanwhile, some of the traditional viewing lights were converted to energy efficient LED viewing lights. For example, the traditional surgical lights in the operating theatres were phased out and replaced with energy-efficient LED lights
- Use of notices and signs to advocate energy saving and reduce electricity and energy consumption by idle electrical appliances
- Setting air-conditioners to 26 degree Celsius
- Green design to utilise natural light and facilitate air ventilation
- Turning off non-essential lights during lunch breaks
- Replacement of light bulbs with LED lights and utilise natural sunlight as feasible

#### *Healthcare Business*

- Replacement of old medical equipment with high energy efficiency ones
- Installation of solar powered water heater for hot water supply
- Deployment of smart water heating and air-conditioning systems which can adjust its output corresponding to the environment to reduce energy wastage

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### *Eldercare Business*

- Lighting, telecommunication, water and electricity systems are installed in public pipelines for repair and maintenance's convenience, which in turn reduce energy use
- Special design of grounding network which reduces electricity loss
- Use of heat insulating materials and designs on roof tops and walls to reduce energy usage for air-conditioning
- Use of smart lighting system at car park which can adjust lights operation based on car distribution
- Installation of light sensor switches for street lights which can adjust operating time and intensity automatically based on actual light intensity

### **Water Consumption**

During the Year, 290,305 m<sup>3</sup> (2024: 325,717 m<sup>3</sup>) of water was consumed for business operations in the healthcare and eldercare businesses with intensity of 0.08 m<sup>3</sup> per patient (2024: 0.20 m<sup>3</sup> per patient).

The Group has formulated various water conservation initiatives to reduce the use of water across the operations. These initiatives are summarised as follows:

### *Healthcare and Eldercare Businesses*

- Regular check for leakage of water pipes
- Use of notices and signs to advocate water saving and reduce idle running by unused water faucets

### *Healthcare Business*

- Use of electronic water valves to improve water efficiency
- Installation of electronic water taps to prevent excessive water use
- Reuse condensed water from steam

### *Eldercare Business*

- Use of water efficient faucets
- Implementation of high-efficiency sprinkler irrigation
- Use of river water for irrigation and cleaning instead of municipal water

Based on all the achievements mentioned above, the Group is confident to move forward to the goals of 2030. The Group targets to maintain the intensity of sewage emission, hazardous and non-hazardous wastes generated, GHG emissions, energy and water usage within the range of increase or decrease by 10% at 2030 with the base year of 2022. The Group will actively use creative thinking and innovative measures to realise these targets:

### *Sewage Treatment:*

- Strict control and separation of domestic wastewater and wastewater from the wards shall be carried out at the source of sewage emission
- Effectively remove toxic and harmful substances in sewage and reduce the generation of disinfection by-products in the treatment process

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## *Wastes Treatment:*

- Formulate strict usage quota of office supplies for employees and apply on demands
- Set recycling boxes in the office, promote and encourage employees to put used paper in the recycling boxes for secondary utilization
- Recycle and apply harmless treatment to the waste drugs to avoid environmental pollution

## *Electricity and Energy Management:*

- Patrol the office area and turn off unnecessary power equipment timely to reduce waste of electricity
- Convert all meeting rooms into video conference rooms to promote online meetings and reduce unnecessary travel
- Encourage low-carbon travel and provide shuttle bus services for employees
- Cooperate with the high-voltage testing and maintenance unit to overhaul and commission the high-voltage equipment in the substation of the hospitals and the elderly residence to improve the quality of power supply

## *Water Management:*

- Advocate water conservation and reduce waste of water through awareness publicity and slogan tips
- After the cleaning towels and mops were washed centrally and recycled the wastewater, water consumption dropped by approximately 10% compared to before the measures were implemented

### **A3 The Environment and Natural Resources**

The Group takes an active role in managing the impact of its businesses on the environment and natural resources. Apart from the measures described above, the Group incorporates the concept of environmental protection into its daily operations to raise the awareness of the staff and encourage them to go green at work and in their daily lives. The Group also assesses the potential impacts on the environment regularly and formulates corresponding mitigating measures promptly.

### **A4 Climate Change**

In order to carry out timely and efficiently emergency treatment measures in case of extreme weathers, such as heatwave, rainstorm, fire and heavy snow, and ensure the safety of patients and staff as well as normal medical treatment order within the hospitals, the Group has established an extreme weather emergency treatment leading team (the “leading team”) to be fully responsible for the organisation and leadership of various emergency treatment work caused by extreme weather in the hospitals. The leading team consisted of three sub-teams, which are responsible for different aspects of emergency handling:

- Communication support sub-team:  
After receiving the extreme weather emergency alert, the communication support team would immediately notify each sub-team leader to enter the extreme weather emergency plan procedure, as well as dispatch and coordinate each sub-team at any time according to the site situations.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

- **Material supply sub-team:**  
Responsible for the procurement, storage and recycling of all materials used for emergencies, and immediately distribute the rescue materials to the rescue sub-team.
- **Rescue sub-team:**  
Immediately summon the cleaning company and logistics personnel to enter the extreme weather emergency plan procedure, clean up every primary area in the hospitals, and ensure the smoothness and safety of the main passages of the hospitals.

While carrying out the emergency process, the Group also needs to ensure that various guarantee measures are carried out:

- **Personnel guarantee:**  
All team members and employees should strengthen their vigilance in the disaster prone seasons. Once signs of extreme weather are noticed, every member should provide early alerts in time and make emergency preparations in advance.
- **Material support guarantee:**  
The drug and equipment procurement and supply department as well as the logistics service center should continuously ensure enough storage of emergency treatment materials for any short-time notices and needs.
- **Policy guarantee:**  
In case of any omission in the emergency preparation and dealing procedures, the leaders of the leading team shall conduct regular inspections and correct any pitfalls immediately.

### B. SOCIAL ISSUES

#### B1 Employment

##### *Employment Practices and Relations*

The Group believes the employees play vital roles in its business growth and customer experience. The Group aims to offer competitive salary and other benefits in order to retain and motivate its talents. The remuneration scheme is reviewed annually with reference to the market practices as well as experience and performance of the staff. The working hours, leaves and other statutory requirements such as social insurance are all in compliance with the applicable laws and regulations.

To facilitate a better working environment, the Group continues to dedicate its best effort to comply with relevant employment laws, regulations, and standards, including but not limited to The Labour Law of the PRC 《中華人民共和國勞動法》, The Law on the Protection of Women's Rights and Interests of the PRC 《中華人民共和國婦女權益保障法》, and The Trade Union Law of the PRC 《中華人民共和國工會法》.

The Group did not note any material non-compliance cases (2024: nil) against labour laws and regulations during the Year.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

The Group is committed to providing a discrimination-free working environment to staff. Such principle covers all human resources aspects including recruitment, transfer, promotion, training, salary and welfare, to ensure all staff or job applicants are treated equally. The Group does not depend on race, class, nationality, origin, religion, age, disability, gender, marital status, pregnancy, sexual orientation, or community orientation in recruitment, subsidies, training, promotion, and termination of contract, retirement or other employment-related aspects.

When recruiting employees, the human resources department only uses information related to work ability, such as the qualifications, work experience, and work skills, as the employment criteria. The human resources department treats job descriptions carefully and avoids discriminatory content. When determining employee job promotion, salary, benefits, contract renewal and retirement, only work-related information such as work ability and performance, and the value created for the Group are used as determining factors, while other personal information of employees is not used as a reference.

The Group does not allow the management to violate the basic human rights and dignity of employees under any circumstances, and does not allow coercive, threatening, abusive or exploitative sexual assaults (such as sexual harassment), including gestures, language, and physical contact.

Moreover, the Group encourages open communication and value feedbacks from employees. The Group conducts employee surveys regularly and make improvement continuously based on the results and employees' suggestions. To maintain a harmonious culture, the Group organises various types of social activities, such as monthly birthday gatherings, health seminars, sports day and annual dinner. The Group also supports the staff in forming recreational clubs on various hobbies, in order to help them to achieve work-life balance.

### Employment Type and Amount

| Type               | Category    | FY2025<br>Employment<br>Amount | FY2025<br>By Ratio | FY2024<br>Employment<br>Amount | FY2024<br>By Ratio |
|--------------------|-------------|--------------------------------|--------------------|--------------------------------|--------------------|
| Gender             | Male        | 743                            | 28%                | 692                            | 28%                |
|                    | Female      | 1,880                          | 72%                | 1,785                          | 72%                |
| Type of employment | Full time   | 2,583                          | 98%                | 2,443                          | 99%                |
|                    | Part time   | 40                             | 2%                 | 34                             | 1%                 |
| Age                | 51 or above | 255                            | 10%                | 254                            | 10%                |
|                    | 41-50       | 497                            | 19%                | 449                            | 18%                |
|                    | 31-40       | 1,063                          | 40%                | 1,011                          | 41%                |
|                    | 30 or below | 808                            | 31%                | 763                            | 31%                |
| Region             | Hong Kong   | 12                             | 0%                 | 11                             | 0%                 |
|                    | The PRC     | 2,611                          | 100%               | 2,466                          | 100%               |

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## Employment Turnover Rate

| Type   | Category    | FY2025<br>Turnover Rate | FY2024<br>Turnover Rate <sup>1</sup> |
|--------|-------------|-------------------------|--------------------------------------|
| Gender | Male        | 9%                      | 7%                                   |
|        | Female      | 8%                      | 8%                                   |
| Age    | 51 or above | 23%                     | 11%                                  |
|        | 41-50       | 4%                      | 5%                                   |
|        | 31-40       | 5%                      | 6%                                   |
|        | 30 or below | 10%                     | 9%                                   |
| Region | Hong Kong   | 8%                      | 27%                                  |
|        | The PRC     | 8%                      | 7%                                   |

## B2 Health and Safety

### *Workplace Health and Safety*

The Group did not note any material non-compliance against labour laws and regulations during the Year. The Group considers health and safety to be of the utmost importance, especially for the frontline staff who serves the patients and residents. Thus, the management has performed regular occupational safety and health risk assessments for all departments to identify high risk areas, and developed operation manuals to provide guidelines for staff to follow to ensure the activities are conducted properly to reduce the risks. Notices, posters and memos have been displayed at the offices and the properties to remind staff of safety issues. Also, various safety measures have been implemented to protect the staff and patients. For example, nursing staff have been required to wear protective coat and non-penetrable doors have been installed at CT-scanning rooms and MRI scanning rooms. For a better monitoring purpose, safety audits are performed regularly at hospitals to assess whether frontline staff are working in compliance with the Group's requirements.

The Group requires new employees to provide a health report when they join the company, and organises health talks and annual medical check-ups every year, while setting up rest areas for employees to rest and adjust to ensure their physical and mental health. In the event of adverse events, the Group requires that they are to be reported in accordance with the internal policy requirements. When injuries or material damage occur at work, the Group requires that they are to be reported at each level and dealt with in a timely manner.

<sup>1</sup> Due to FY2025's calculation method referencing the HKEX "How to Prepare Environmental, Social and Governance Reports – Appendix III: Social Key Performance Indicator Reporting Guidelines," the data for FY2024 has been changed.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Safety policies have been established based on relevant laws and regulations for specific positions, such as radiotherapists, and the Group requires all the frontline nursing staff to be equipped with sufficient knowledge and qualifications. Annual training, including trainees, on radiation safety and protection for personnel working in radiology is provided. On-boarding training and regular courses have been provided to raise their safety awareness. Through various kinds of training, the Group emphasises the significance of the safety of employees. New joiners are mandatory to work alongside with experienced employees. The Group covers the industrial injury insurance and purchases accidental injury insurance for the employees who signed the labour contract.

### **Labour**

During the Year, the Group did not note any cases of material non-compliance against occupational safety and health related laws and regulations.

The number of work-related injuries during the Year was 13 (2024: 4); and the number of day loss due to work-related injuries was 413 days for 2025 (2024: 54 days). No work-related fatality due to work injury were recorded in the past three years.

### **Workplace Health and Safety Implementation and Monitoring**

The Group regularly organises occupational health examinations for radiation workers, before, during, and when leaving the job, and radiation protection training and do quarterly personal dose testing for radiation workers.

### *Healthcare Business*

Occupational exposure of medical staff may occur at any time. The hospitals are concerned about the health of employees, and has emergency treatment measures after occupational exposure occurs:

- Local treatment measures:  
Immediately rinse the wound with soapy water and running water, squeeze gently from the side of the wound, squeeze out the blood from the injury as much as possible, and then rinse with soapy liquid and running water. Local squeezing of the wound and disinfect the wound with iodine and alcohol.
- Pharmacological prophylaxis at high risk exposures:
  - o If the staff are injured by sharps contaminated by blood and body fluids of HIV-positive patients, the staff needs to inject hepatitis B immune high-valent globulin in the shortest time, within 1 hour, and conduct blood hepatitis B marker tests at the same time, and those who are negative are injected subcutaneously with a full set of hepatitis B vaccine; and
  - o If the staff are exposed to HIV-contaminated when using needles, the hospitals have to report the exposure time to the infection control department in a timely manner, and immediately take preventive drugs and follow up after expert evaluation.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

- KMH arranges the occupational health examination for all radiation workers every 2 years, collects and submits the personal radiation dose clips they wear every quarter, and reports the test results in time.

### *Eldercare Business*

The Group requires new employees to provide health reports when they onboard. The Group also organises health lectures and annual physical examinations every year. At the same time, a tea break area is set up for employees to rest, thus improves the physical and mental health of employees.

If adverse events occur, employees are required to follow the reporting process and requirements. For example, when personal injury or material damage occurs during work, employees are required to report it level by level and address it in a timely manner.

### **B3 Development and Training**

#### ***Professional Training***

The Group is committed to providing training and development opportunities for its employees in order to enhance the staff's competencies and help strengthen customer confidence.

Internally, the Group has established comprehensive training mechanisms with a designated department responsible for the development of medical and pharmaceutical staff. The Group has established training department which is designated to plan and organise various types of trainings, and to require all clinical and medical departments to carry out departmental trainings based at least once a month. The human resources department also organises orientation programmes to assist the new hires to adapt to work culture and environment.

During the Year, trainings have been provided to staff covering areas such as medical, nursing, occupational safety, management effectiveness, crisis management, etc. Departmental workshops such as business intelligence, standard operating procedure and other knowledge learning courses have also been arranged.

For every internal training and workshop organised, the Group maintains training records properly and conducts evaluations to identify improvement opportunities. Furthermore, the Group also supports the staff to participate in external trainings, workshops or conferences by providing subsidies.

The Group also strengthens process management and results filing for all trainings, requiring that all internal training and outbound training have filed information, and evaluate the effect of external training. Nevertheless, through surveys on engagement and satisfaction, the Group allows employees and the management to have a more objective understanding to their own weaknesses for further improvement and flourish to the whole company.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Below are the details of trained employees and training hours during the Year:

## Trained Employees

| Type          | Unit   | Category   | FY2025           |                        | FY2024           |                        |
|---------------|--------|------------|------------------|------------------------|------------------|------------------------|
|               |        |            | Trained Employee | Percentage of Employee | Trained Employee | Percentage of Employee |
| Gender        | person | Male       | 318              | 26%                    | 424              | 28%                    |
|               | person | Female     | 926              | 74%                    | 1,095            | 72%                    |
| Manager Grade | person | Management | 118              | 9%                     | 101              | 7%                     |
|               | person | Staff      | 1,126            | 93%                    | 1,418            | 93%                    |

## Training Hours

| Type          | Unit         | Category   | FY2025                            | FY2024 <sup>1</sup>               |
|---------------|--------------|------------|-----------------------------------|-----------------------------------|
|               |              |            | Average Training Hours per person | Average Training Hours per person |
| Gender        | Hours/person | Male       | 106                               | 82                                |
|               | Hours/person | Female     | 118                               | 112                               |
| Manager Grade | Hours/person | Management | 59                                | 128                               |
|               | Hours/person | Staff      | 121                               | 102                               |

## B4 Labour Standards

### *Prevention of Child and Forced Labour*

Employment of child labour is strictly prohibited by the Group in accordance with the national labour laws. Proper internal controls, such as reference check and background search, are in place to ensure that only legitimate employees who possess valid identity documents are employed. Labour contract must be signed by both employees and the Group to guarantee no forced labour are employed.

To facilitate a better labour practice, the Group continues to dedicate its best effort to comply with relevant labour laws, regulations, and standards, including but not limited to The Labour Law of the PRC 《中華人民共和國勞動法》, The Provisions on Special Protection of Juvenile Workers 《未成年工特殊保護規定》 and The Provisions on the Prohibition of using Child Labour 《禁止使用童工規定》.

<sup>1</sup> Due to FY2025's calculation method referencing the HKEX "How to Prepare Environmental, Social and Governance Reports – Appendix III: Social Key Performance Indicator Reporting Guidelines," the data for FY2024 has been changed.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Employees are required to provide their original ID card during the interview to avoid the use of child labour. The Group also applies for approval of comprehensive working hours and irregular working hours other than standard working hours in accordance with government regulations, making an agreement in advance in the labour contract, and checking whether there is overtime in the daily work.

The Group strictly follows the procedures stipulated by laws and the government, and has internal punishment procedures and measures, including oral warning, written warning, demerit recording and dismissal, as well as written notice and public announcement in accordance with government regulations.

During the Year, the Group did not note any non-compliance cases against child and forced labour related laws and regulations.

### **B5 Supply Chain Management**

Supply chain management directly affects the reliability and smoothness of the operations as well as the quality of the products and services. A comprehensive procurement management policy has been established to govern the procurement processes and maintain long term partnering relationship with strategic suppliers, thus enhancing the competitive edges. During the Year, all the suppliers of the Group were from China with a total number of 646 (2024: 512).

#### ***Supplier Identification, Evaluation and Selection***

Pre-qualification processes, including questionnaire, site visit and products or services verification, are in place as first screening for new suppliers before they can be added to the authorised supplier list. For substantial procurement, a separate procurement team or committee is set up to handle the procurement, tendering and selection processes. In compliance with medical industry-related laws and regulations, the hospitals have conducted strict review on the qualifications, such as good manufacturing practices and good storage practice (“GMP/GSP”) certification, of the suppliers and specifications of medical equipment and drugs.

The Group upholds the principles of fairness, equality and quality-first in its supplier selection and procurement activities. Factors to be considered in procurement decisions include price, quality, location, logistic and storage costs, delivery reliability, supplier’s reputation and capabilities, anti-corruption and so on with defined selection standards. These processes help to identify the most suitable supplier and maximise the economic benefit. Also, NJH promoted the Supply Process and Distribution (“SPD”) project, implemented in the process of high-value consumables, promptly addressed the SPD logistics and distribution requirements of clinical departments, and assisted the SPD depot to deployed emergency quality to ensure supply. NJH sorted out the management authority and functions of the SPD software and put forward functional improvement requirements for the software. NJH monitors the storage of supplies in the epidemic prevention supplies store in real time and keeps them in stock to ensure clinical use and emergency needs. Moreover, NJH counts the amount of epidemic prevention materials issued daily, estimates the demand for epidemic prevention materials in each department weekly, and reports the stock of epidemic prevention materials to the District Health Committee on the 20th of each month.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## *Supplier Monitoring and Improvement*

Annual supplier evaluation has been performed to assess the performance of the authorised suppliers. For strategic suppliers, a detailed performance evaluation has been conducted to assess its price, quality of work, project management, personnel qualification and environmental performance. Suppliers which are unable to pass the evaluation will be removed from the authorised supplier list. Meanwhile, in case of significant quality incidents in relation to products and services, cooperation relationship with the concerned suppliers will be terminated immediately and the suppliers will be removed from the authorised supplier list as well. An incident classification mechanism has been established so as to ensure prompt reaction to mitigate the crisis.

## *Healthcare Business*

Suppliers should have written sales authorisation from the manufacturer of the hospital-designated products and all of the suppliers are subject to this practice. Procurement contract must be in place to confirm the qualification and compliance of manufacturers, products, distributors, authorisations, etc. Manufacturers should have valid production licenses and all products should have valid registration and quality evaluation. Distributors should also have valid business licenses and complete authorisation chains and important materials should have supply guarantee agreements.

Several criteria on compliance during supplier selection are as follows:

1. The scale and level of suppliers are comparable to those of hospitals, with stable structure, good internal organisation and management, and corresponding qualifications.
2. The suppliers should establish strategic cooperation with key up-stream suppliers.
3. Suppliers are expected to have high market share and affordable prices.
4. The supplier's delivery time, quality, price, service, etc., should be continuously evaluated and those who fail to pass will be eliminated.
5. There should be no more than 3 brands for the same type of consumables.

Several criteria on risk management during supplier selection are as follows:

1. The hospitals should select multiple suppliers to reduce risks and have certain reserve supplier resources.
2. The hospitals and suppliers should sign supply contracts to ensure legal protection, clarify rights, medical treatment and liability for breach of contract.
3. The hospitals should negotiate with the suppliers to formulate an emergency plan, and the suppliers have a certain inventory dedicated to the hospital.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

4. The hospitals should reserve a certain inventory of important materials.
5. The hospitals should negotiate with the demand departments to formulate emergency alternative product plans.
6. The hospitals should conduct real-time supervision of each department under the overall arrangement of hospital emergency management.

Reusable materials are preferred for the suppliers if the hospital conditions permit. The hospitals' supervision departments periodically review the expiration date and the recycling of single-use materials. Several criteria on environmental protection during supplier selection are as follows:

1. The suppliers' products must have corresponding qualifications, and the standards meet the relevant regulations of the country and region for the products.
2. The suppliers should provide product inspection report or certificate of conformity.
3. The suppliers should provide environmental monitoring reports for related products.
4. The hospital should choose products with a larger market share.
5. The hospitals' supervision departments should conduct real-time monitor and adjustments according to the situation timely.

### *Eldercare Business*

There are currently 35 (2024: 9) suppliers of medicines and consumables for nursing homes. They have all signed the contracts according to the "Sunshine Platform" (陽光平台) and have been strictly following the requirements to purchase medicines with trackable quantity. The purchase quantity, price and use of more than 300 kinds of medicines and consumables are monitored in real time by the "Sunshine Platform" and Shanghai Municipal Medical Insurance Bureau (上海市醫療保障局).

### **Supplier Relationship Management**

To establish stable and reliable supplies of products and services, the Group cooperates with multiple suppliers to avoid over reliance on a single source. Regarding strategic contractors, the Group adopts a long term cooperation approach such that procurement agreement can be automatically renewed annually if the result of the contractor evaluation is satisfactory. With such renewal mechanism in place, contractors would consider us as their long term partner and it provides incentive for better services and products.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

In addition, in order to ensure the stability and safety of the supply of medicines, according to the regulations of the Shanghai Municipal Health Commission (上海市衛生健康委員會), the procurement of western medicines, traditional Chinese medicines, medical equipment must be uniformly conducted through the “Sunshine Platform” designated by the Shanghai Government, and strictly follow the policy to purchase medicines with trackable quantity. Otherwise the medicine procurement cannot be incorporated into the Shanghai medical insurance system. At the current stage, the eldercare business has signed a medical insurance supplier contract with Sunshine Platform (陽光平台) and has been successfully incorporated into the Shanghai medical insurance system for compliant medicine procurement.

On top of that, the Group gradually carries out the integration of consumable brands and suppliers, and strives to reduce the cost of consumables. Similar to the supply of medicines, the Group also increases the supply varieties of the group medical device company and optimise and integrates resources. Also, the Group has established a quality management system for medical devices in hospitals and departments, and standardises the management.

### **B6 Product Responsibility**

#### ***Products Safety***

The Shanghai Municipal Medical Insurance Bureau (上海市醫療保障局) monitors the use of drugs by hospitals through the internet information platform. The quantity purchased and the quantity used must be the same, and the purchased medicines and consumables must be used up within the specified time. If the medicines and consumables are not used up within the specified time, they cannot be sold and used even within the warranty period, and patients cannot be charged through the medical insurance system.

The Group has a well-established quality control system to identify, assess and manage the quality issues of the medical products it uses. The Group only procure medical products which are in compliance with the related regulations and standards, such as the Drug Administration Law of the PRC 《藥品管理法》, Regulations for the Implementation of the Drug Administration Law of the PRC 《藥品管理法實施條例》, Good Manufacturing Practices for Pharmaceutical Products (2010 Revision) 《藥品生產質量管理規範》(2010年修訂) and Pharmacopoeia of the PRC (2015) 《中國藥典》(2015版) to ensure the quality of medical products. In order to ensure traceability, the Group has assigned staff to keep track of daily inventory flows as well as maintained all relevant documents to be able to identify the products and patients involved in case of any medical incident. The Group has also designated staff with pharmaceutical knowledge to perform quality checks upon receiving medical products, manage storage condition and report to government authorities in accordance with laws and regulations.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### ***Medical Device Management***

The Group has established a medical device management committee to regularly supervise the quality and safety of various medical devices and equipment in the hospitals. The KMH Medical Device Management Measures 《昆明同仁醫院醫療器械管理辦法》 has been formulated to implement the relevant laws, regulations and rules on the management of medical devices, review and formulate the rules and regulations for the management of medical devices in the institution, and supervise the implementation. The committee is responsible for the supply planning, procurement management, equipment maintenance, and system establishment and improvement of medical equipment and medical consumables in the hospital, ensuring the smooth progress of medical treatment, teaching, and scientific research, and providing clinical service guarantees. The Critical Value Reporting Policy 《危急值報告制度》 was revised and the process was optimised to ensure the safety of patients. In addition, KMH formulated the Regulation on the Prevention and Handling of Medical Disputes 《醫療糾紛預防和處理條例》, Medical Technology Risk Warning System 《醫療技術風險預警制度》 and Emergency Disposal Plan for Medical Disputes 《醫療糾紛應急處置預案》, with a dedicated person responsible for implementing the first complaint responsibility system, requiring the recording of patients' complaints and opinions, analysis, timely feedback and in-hospital rectification according to the nature, etc. For disputes, an expert committee is convened to discuss and reach a treatment opinion.

### ***Services Quality***

The Group offers medical services in accordance with the National Medical and Health Industry Policy 《國家醫療衛生行業政策》, International Standards issued by Joint Commission on Accreditation of Healthcare Organisation 《國際醫療衛生機構認證聯合委員會》國際標準 and other local medical laws and regulations. The Group has established a monitoring and reporting mechanism to facilitate the frontline staff to report timely any cases of adverse reaction of patients and provide prompt response. Meanwhile, regular quality checks have been performed to proactively prevent incidents from occurring. A comprehensive complaint management mechanism is in place with designated staff to record and follow-up the reported cases, who will also conduct timely inspection and analysis to resolve the issues. The Regulations on the Management of Medical Safety (Adverse) Event Reporting 《醫療安全(不良)事件報告管理規定》 were revised to clarify the reporting process and events, which are summarised and reported by the Medical Department every month; to reward the reporting of adverse reactions to drugs and devices; and to eliminate serious incidents that affect patient safety. In addition, the hospitals have conducted periodic customer satisfaction surveys to identify potential improvement areas based on customers' feedback. All of the selling and advertising materials have been prepared in accordance with the Advertising Law of the PRC 《中華人民共和國廣告法》 and the Measures for the Administration of Medical Advertisements 《醫療廣告管理辦法》. No misleading advertising statements are tolerated.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

In 2025, the Group received 194 complaints (2024: 238) while had zero case noted that the products sold or shipped are returned due to safety and health reasons. To deal with these complaints:

- **NJH:** It has established a hospital service promotion group, organised regular promotion group activities, listened to the opinions of group members, and cultivate “upward management” (向上管理) to promote the overall development of hospital services.
- **KMH:** Patients can reflect the quality of the medical services through the hospital service hotline, WeChat QR code and on-site channels. The outpatient department has set up a reception post to receive and handle all kinds of patients’ opinions, strictly standardised the reception and handling process of patients’ visits, and strengthened the communication with the departments involved in the visits through written feedback in order to achieve detailed investigation and timely resolution. In order to continuously improve service capacity, regular training is organised for receptionist and training on complaint case analysis for clinical departments section.
- **STHC:** Member center would classify the complaints and transmit them to the corresponding business offices within 24 hours once received the reported complaints. Telephone calls or face-to-face visit would be conducted depending on the level of severity and emergency.

### ***Eldercare Business***

To demonstrate our respect for the unique characteristics and lifestyle of the residents, the Group provides tailor-made services to fulfil their needs and expectations. The Group organises regular social activities as well as encourage them to develop hobbies and maintains social contact within the community for their psychological well-being.

The retirement village project has deployed latest technologies in its operations. For example, emergency alarms have been installed in each apartment. The Group has also set up GPS and CCTVs in the elderly residential area so if any emergency happens, the medical team is able to locate the residents in need in a timely manner. Also, the elderly residential properties have been equipped with smart living systems which enable the residents to control most of the electronic appliances through a single user-friendly panel.

In an effort to uphold high service standards, a detailed set of Operational Management Manual 《營運管理手冊》 has been established to convey the management’s expectation and standardise the services procedures. The Group values customer feedback for its continuous improvement. Detailed procedures regarding customer services and relationship management have been documented in the Customer Management and Follow-up Mechanism 《客戶管理及跟蹤機制》. Moreover, customer relation management system has been implemented to collect comments and complaints from customers and facilitate follow-up actions. A customer satisfaction survey has also been conducted in searching for improvement opportunities.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### **Data Privacy**

Protecting data privacy of customers is one of the Group's priorities. The Group strictly complies with applicable standards, laws and regulations as well as internal policies relating to data privacy.

The hospitals have implemented a number of measures in regards to data privacy. Firstly, each consultation room only allows one patient a time in order to protect the patient's privacy. Secondly, a designated area has been set up exclusively for female patients. Thirdly, signs reminding patients and staff not to discuss private health conditions publicly have been displayed at corridors and in elevators. The "One Doctor, One Patient" (一醫一患) policy is strictly enforced during outpatient consultations or examinations. The implementation of "One Doctor, One Patient" is monitored from time to time by internal and external supervisors appointed to monitor the practice. As for the retirement village project, the Membership Information Confidentiality Policy《會員中心信息保密制度》has been established to govern the management of membership data. No disclosure or transfer of customers' personal information is allowed without consent or authorisation by the information owner. The Shanghai Municipal Medical Insurance Bureau (上海市醫療保障局) also requires nursing homes to sign information security agreements with internet companies that provide Hospital Information System (HIS) support services to protect personal privacy.

In addition, in respect of the protection and safeguarding of intellectual property rights, the Group strictly follows the policies and regulations of the State and regulatory authorities. It also establishes System for the Transfer of Results and Application of Technology Promotion《成果轉化和技術推廣應用制度》, System for the Management of Patent Applications《專利申請管理制度》, System for the Management of Paper Publication《論文發表管理制度》, according to which the work related to the protection of intellectual property rights is carried out and managed.

During the Year, the Group did not note any material non-compliance against products, services, advertising and data-privacy related laws and regulations.

### **B7 Anti-corruption**

#### ***Anti-Bribery, Corruption and Money Laundering***

The Group upholds the culture of openness, accountability and integrity and requires all staff to strictly comply with personal and professional code of conduct. The Group has required suppliers and their staff to sign-off anti-corruption agreement and strictly prohibits acceptance of bribes and rebates. Furthermore, anti-bribery and corruption policies have been included in the staff handbook to stipulate the ethical expectations. The Group has established internal and external whistleblowing channels and performed regular review on internal management effectiveness. Also, the Group has established comprehensive authorisation structure, approval process and management system.

Terms regarding anti-bribery and corruption and anti-money laundering have been added to the employment contract and relevant policies.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

In regards to property development project, the Group advocates third party monitoring and consulting, such as engaging independent project monitoring contractors and independent project settlement consultants. Meanwhile, the Group has offered anti-corruption training to directors and staff and encouraged staff to report any fraudulent activities, thereby raising their awareness of anti-corruption and anti-money laundering.

### ***Anti-Corruption Training***

NJH strictly follows the organisational ethics practice development headed by the president and the secretary of the party committee to implement the ethics practice in the hospital properly. To achieve the consciousness of anti-corruption, NJH:

- Established a system of regular inspection, feedback and notification, with social ethics supervisors formally employed by the unit from various sectors of society and internal ethics supervisors from various sections to carry out occasional ethics inspections.
- Set up a supervision telephone and public complaint email facing the whole society and all staffs.
- Conducted monthly joint inspections of the style of practice of functional departments, focusing on work discipline, service flow, hospital environment, quality service, medical norms, clean practice of medicine (nine guidelines), four rows and one control, hospital affairs openness and other aspects of supervision and inspection of the style of practice. Carry out various forms of professional ethics and medical ethics education activities, for all hospital party members, reserve party members and party activists to carry out training on the Nine Guidelines for Integrity in the Practice of Medicine 《醫療機構工作人員廉潔從業九項準則》 for staff of medical institutions.

KMH formulated the “Kunming Tongren Hospital Medical Ethics Evaluation Plan” 《昆明同仁醫院醫德醫風評價方案》, which is assessed at the end of each year. The plan is to ensure the integrity and self-discipline of the entire hospital and the construction of a “clean” hospital. KMH required the medical department, nursing department, medical engineering department, pharmacy department, marketing management department, medical insurance office and operations management department to conduct regular self-inspection and submit self-inspection and self-correction reports on time.

A total of 904 hours anti-corruption training was provided to our directors and employees. During the Year, there was no concluded legal case or non-compliance with applicable laws and regulations noted within the Group.

# ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

## B8 Community Investment

### *Corporate Responsibility*

The Group is committed to giving back to the community while expanding its businesses. On one hand, the Group helps developing the healthcare industry by cultivating more medical professionals for the succession of invaluable medical knowledge, skills and experience. On the other hand, the Group supports charitable activities and engage in a wide range of social events such as caring for the disabled or elderly, providing medical supports to the underserved, and organising health talks and blood donations to fulfil the corporate social responsibility.

### *Healthcare Business*

The public welfare projects that KMH organised and participated in during the Year are listed below:

- **Commitment to Medical Social Responsibility**

Over the years, KMH has insisted on carrying out public welfare assistance and practicing medical social responsibility. Since 2014, the hospital has joined hands with four public welfare foundations, namely Aiyou (愛佑), Chenglong (成龍), Sohu (搜狐) and Siboen (視博恩), to carry out screening and free treatment programs for children with congenital heart disease from poor families in the province with the strong support of governments across Yunnan Province.

- **Promote love without boundary, and welfare for the public**

KMH has continued to promote the Love without boundary, Welfare for the public Project (大愛無疆·造福大眾) to provide medical aid, oxygen machines and scholarships for children with pneumoconiosis in Yunnan. Up to now, 833 people have been treated for pneumoconiosis, and the amount of aid has reached RMB4,372,000. Since 2021, the Group has joined hands with Zhishan Foundation (智善公益基金) to carry out the China Dream — Spine Project (中國夢·脊柱工程) to help patients with spinal deformities in Yunnan, and up to now, the Group has rescued 22 cases of patients with spinal deformities.

- **Extensive Community Health Outreach and Support**

During the Year, KMH conducted 473 community health outreach sessions, providing medical services to residents in nearby communities. These initiatives covered community health clinics, school health screenings, elderly home visits, construction-site medical services, and other community medical support activities, amounting to approximately 1,500 service hours. In addition, KMH rendered medical support for marathons and various government-organised public events, with a total of approximately five such engagements during the Year. Furthermore, KMH donated RMB60,000 to support these community initiatives.

These efforts demonstrate the hospital's ongoing commitment to enhancing community well-being, strengthening public health awareness, and providing accessible medical services to underserved populations.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

The public welfare projects that NJH organised and participated in during the Year are listed below:

- **Internet-Based Nursing Services**

Leveraging its existing specialties, NJH has enhanced the role of specialist nurses in developing a distinctive “Internet + Nursing Services” system. This system includes the expansion of continuity of care services and service areas. During the Year, the hospital conducted 115 “Internet + Nursing Services” home visits. Notable initiatives included the first-time provision of neonatal bathing and touch care at home in obstetric care, pediatric home visits for child blood sample collection, and home maintenance services for infusion ports by oncology nursing specialists. These services not only meet the medical needs of surrounding communities but also help establish a highly effective service brand.

- **Support for Grassroots Institutions**

During the Year, NJH signed support agreements with 11 neighboring community centers, offering services tailored for low-income populations such as “familiar doctor accompaniment” (熟人陪診) and green channel services. The hospital regularly organised more than 60 events throughout the year, including free clinics, lectures, and specialised screenings.

- **Social Work and Volunteer Services**

NJH employs a stable team of certified social workers (22 individuals, both junior and intermediate social workers) who apply scientific methods in their social service work. The volunteer team provided more than 700 hours of service. Volunteer activities included assisting with self-registration, maintaining order during medical appointments, and accompanying elderly patients, among other tasks.

NJH also encourages medical staff to use their spare time to join the community and enterprises as hospital volunteers to carry out public welfare activities. Among them, the Cochlear Implant Charity Relief Project (人工耳蝸慈善救助項目) is funded by district-level charities, and the hospital is equipped with superior technology to carry out diagnosis and treatment activities.

To disseminate basic health knowledge and raise the health awareness and medical awareness of the surrounding citizens, the following special public welfare projects are carried out: Cochlear implant charity aid project (人工耳蝸慈善救助項目); Scoliosis screening for children (兒童脊柱側彎篩查); Youth vision prevention and control (青少年視力防治); The Disabled Persons’ Federation Rehabilitation Programme for Children with Cerebral Palsy (殘聯腦癱兒童康復計劃); CPR First Aid Training Programme (心肺復蘇急救培訓計劃) and Health of Women Workers in Enterprises (企業婦女職工健康).

KMH focused on community health clinic, public health check-ups, nursing home check-ups, construction site volunteer first aid drills, local and state expert consultations; in the area of public welfare project contributions: public welfare assistance for children with congenital heart disease, pneumoconiosis patients, spinal deformity patients and humanistic care in various states of Yunnan Province.

## ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

### *Eldercare Business*

At the beginning of 2020, STHC applied to join the Yangtze River Delta Remote Elderly Community Alliance (長三角異地養老共同體聯盟) to exchange information with various pension institutions in the Yangtze River Delta to better promote its own brand, and also provided visits and data support for relevant national pension scientific research units and pension policy research units. STHC continued to play the role of presenting suggestions at conferences in the alliance, and welcomed more than 10 visits by the government and enterprises.

The Group also takes advantage of its medical advantages and convenience, adhere to the principle of sharing and dedication, and actively serves the society. As an employment internship base, the Group actively cooperates with the government to provide enterprise training opportunities for teachers and students, and makes due contributions to the employment of college students. The Group also provides community party members with venues and services for party members' homes, and carries out social public welfare services through Party branches.