Medlive Technology Co., Ltd.

(Incorporated in the Cayman Islands with limited liability)

Stock Code: 2192

2023 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

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About this Report

This is the third 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 2023. 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.
Reporting period: This Report primarily covers the period from January 1, 2023 to December 31, 2023 (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 Guide 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.

Contents and Data

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

- The Company's 2023 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)
- 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). Your comments and suggestions will help us to further improve this Report and our ESG performance.

We have adopted the basic reporting principles of ESG Reporting Guide:

- 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.

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.

About Us

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 28 years of development, as of December 31, 2023, Medlive has 6.8 million registered users, of which more than 4 million are licensed physicians, accounting for 87% 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. This year, Medlive also launched intelligent management tools for chronic disease patients, such as *醫知行* and *醫糖通* , to help physicians manage their patients efficiently and digitally improve patients' compliance with treatment, so as to achieve the best therapeutic effect. In November 2023, Medlive and the Chinese Anti-cancer Association (CACA) entered into a strategic cooperation, in which the two parties will jointly promote the development of China's oncology studies and popularization of the scientific cause, and enhance the level of national oncology prevention and treatment, and help the implementation of the Outline of the Healthy China 2030 Strategic Plan.

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

Mission

Sensing the pulse of the world of medicine to help clinical decision-making in China

Vision

Empowering clinicians and ultimately benefiting patients

Values

Professional, innovative, collaborative and efficient

Objectives

With China's leading online platform for professional physicians as the core, it uses high quality professional medical knowledge and comprehensive medical tools as a grip to enter the whole scene of physicians' daily life around the three major needs of physicians in learning, clinical diagnosis and scientific research, improve physicians' clinical diagnosis and treatment, and help the digital marketing transformation of China's healthcare industry.

Business Overview

As of December 31, 2023, Medlive had **6.8** million registered users, including over **4** million licensed physicians, representing approximately **87**% of all licensed physicians in China. In 2023, the average number of active users of our platform reached **2.4** million per month after de-duplication. Medlive has **182** clients for precision marketing and corporate solutions, covering **386** products.

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.

2023 Milestones

2023.01
- Medlive's user base exceeded 6.2 million, of which the number of licensed physicians exceeded 3.7 million, accounting for 85% of the total number of licensed physicians in China

2023.03
- Launch of AI Journal Selection Tool - Intelligent Journal Selection for SCI Submissions

2023.04
- Report on "2022 China Clinicians' Digital Life Survey" published
- Establishment of Medlive Oncology Clinical Science Committee

2023.06
- Attended 2023 American Society of Clinical Oncology (ASCO) Annual Meeting, 28th European Hematology (EHA) Annual Meeting
- Acquisition of 50% equity interest in SCMedcon, which empowers pharmaceutical companies in medical affairs and research
- Together with the National Health Commission, released the "China County Tumor Diagnosis and Treatment Status Survey"

2023.07
- Medlive Internet Hospital officially launched the upgraded version of expert video consultation platform-- *醫知行*

2023.08
- Medlive Pain Medicine Public Account Launched

2023.09
- Participated in the 34th GW-ICC and AHS 2023

2023.10
- Acquisition of 60% equity interest in Linberg, a pharmaceutical market research service provider

2023.11
- Strategic cooperation with the Chinese Anti-Cancer Association (CACA) to assist in the prevention, screening, diagnosis, treatment and overall management of cancer
- Attended the 65th Annual Meeting of the American Society of Hematology

2023.12
- Won the "Zhi Yuan Award" - ESG Pioneer Company of the Year from the Financial Services Co.

ESG Strategy and Management

ESG integration

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 2023, Medlive continued to focus on the four ESG focus areas of "facilitating the digital transformation of healthcare, supporting employees and community development, strictly abiding by compliance and business ethics, and reducing its own environmental footprint", and rely on its own capabilities and advantages to carry out ESG integration practices in multiple dimensions, so that it can realize its own high-quality development while continuing to create value in the economic, social, and environmental domains, and actively contributing to the United Nations Sustainable Development Goals (UN SDGs), and working together with its stakeholders to move forward to a better future.

Supporting the digital transformation of healthcare

- Diving into the daily needs of physicians
- Exploring the digital landscape of healthcare marketing
- Empowering pharmaceutical companies to increase efficiency and reduce costs
- Enhancing the public's experience of healthcare services

Supporting the development of employees and communities

- Improving employee training system
- Advocating equal opportunities and diversity
- Talent attraction and retention
- Employee communication and engagement
- Caring for the occupational health of employees
- Equal employment for people with disabilities

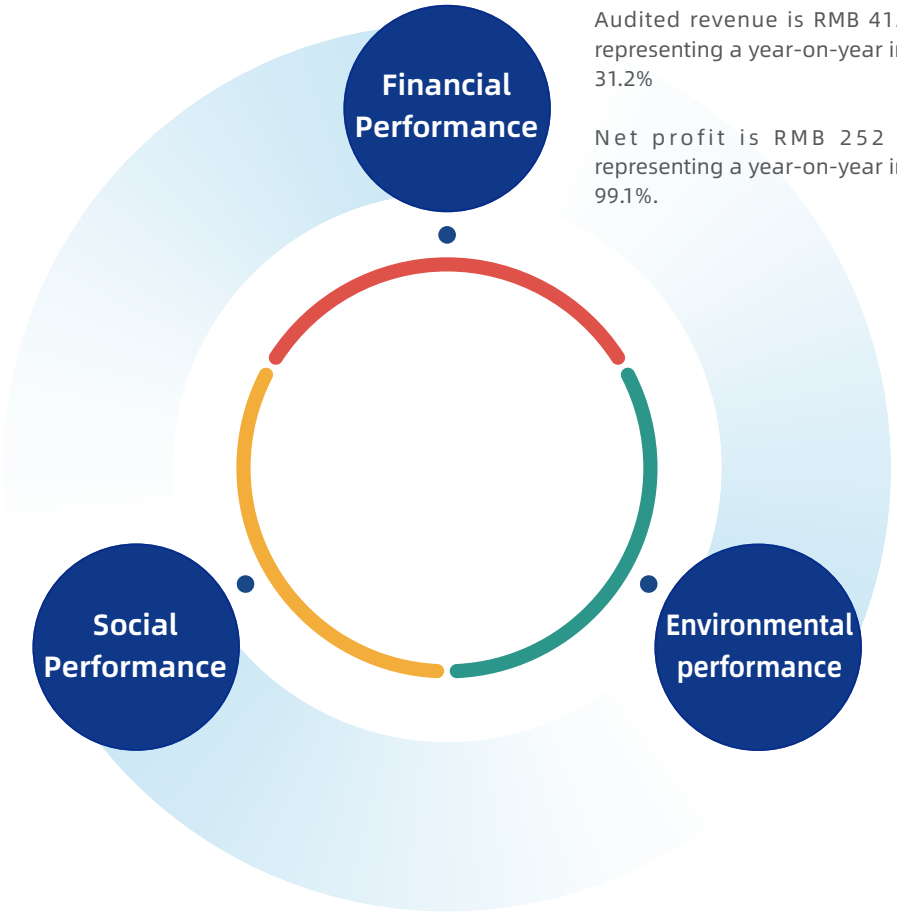
Complying with regulations and business ethics

- Optimizing corporate governance
- Enhancing overall risk management
- Promoting integrity
- Multi-dimensional quality assurance mechanism
- Data security and privacy protection
- Enhancing intellectual property rights protection

Reducing the environmental footprint

- Responding to climate change
- Reducing resource and energy consumption
- Promoting green office concepts
- Practice green procurement principles
- Expanding Green Healthcare Services

ESG Key Performance



Audited revenue is RMB 412 million, representing a year-on-year increase of 31.2%

Net profit is RMB 252 million, representing a year-on-year increase of 99.1%.

Total number of staff is 742, representing a year-on-year increase of 22.6%

Total training hours per employee is 11.8 hours, representing a year-on-year increase of 24.2%

Per capita GHG emissions is 0.081 ton CO2 e/ person, a year-on-year reduction of 27.7%

Hazardous waste generation per capita is 0.051 kg, decreased by 23.9% year-on-year

Water consumption per capita is 2.190 tonnes, down 27.3% year-on-year

Note: Data in the above chart is for the full year 2023 or as of December 31, 2023

ESG governance

Medlive has established an ESG governance system jointly led by the Board of Directors, senior management and the ESG working group, including: the Board of Directors, as the highest decision-making body of the Company's ESG management structure, which is responsible for formulating the Company's strategic planning and institutional policies in respect of ESG, and ensuring the effective implementation of the relevant policies, as well as taking full responsibility for the relevant policies, institutional systems and disclosure of information. Under the leadership of the Board of Directors, the senior management is responsible for the coordination of environmental, social and governance work, implementing the resolutions and policies of the Board of Directors on ESG work, establishing and improving the Company's ESG management system, and overseeing the implementation of ESG work. In 2023, the Company continued to promote the improvement of ESG work, stabilize the functions of the ESG working group, integrate ESG work into the daily business management and operation of each department, and, with the cooperation of each department, regularly collect, report and audit ESG information, so as to enhance the efficiency of the statistical control and management of ESG-related information and the effectiveness 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.
Management Level	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.
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.

Materiality Analysis

In accordance with the principles of materiality, completeness and balance, the Company engages in close communication with stakeholders in its day-to-day operations, fully collects and organizes the concerns and demands of internal and external stakeholders, and, with reference to ESG-related principles and guidelines, regularly identifies and updates the Company's ESG key issues in accordance with the characteristics of the Company's business and operations. In 2023, the Company conducted an update of the materiality of the issues. Internal and external stakeholders were invited to participate in a questionnaire survey, and a two-dimensional analysis matrix was constructed in accordance with the level of importance of ESG issues to stakeholders and the level of importance to Medlive to further clarify the level of importance of each issue.

Corporate Governance

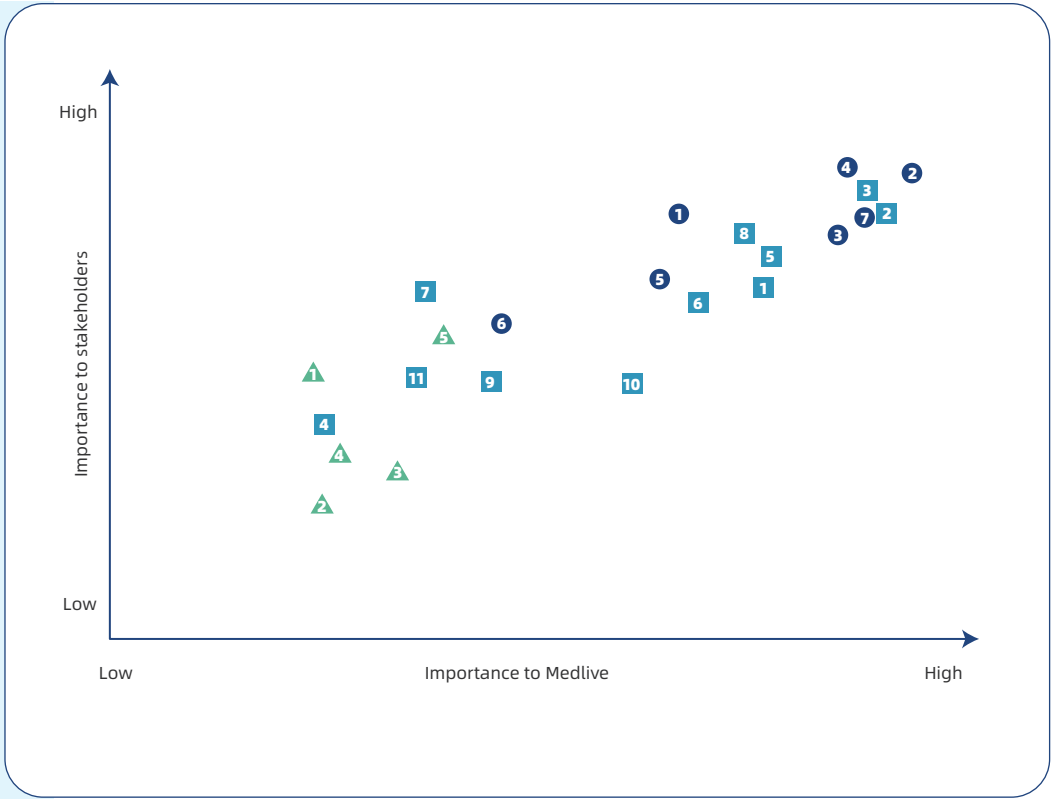
1. Optimizing governance structure
2. Integrity management
3. Compliance management
4. Business ethics
5. Risk management
6. ESG management
7. Service quality assurance

Environmental

1. Environmental management system
2. Energy saving and emission reduction
3. Waste management
4. Green office
5. Green data centre

Social

1. Customer relationship management
2. Data security
3. Privacy protection
4. Responsible Purchasing
5. Recruitment
6. Employee training
7. Employee care
8. Technology and innovation
9. Public service and volunteering
10. Occupational health and safety
11. Community development



Stakeholder Engagement

Stakeholders	Expectations		Communication Channels	
Physicians	• Professional medical content • Comprehensive medical tools		• Continuous online and offline communication • Online customer service during working days	• Questionnaire and feedback • Social media communication
Government and Regulators	• Integrity and compliance • Optimizing the governance structure	• Paying taxes in accordance with the law	• Government communication meetings • Regulator exchange	• Information disclosure and reporting • Regular visits
Shareholders	• Steady growth in performance • Integrity and compliance	• Corporate governance and risk management	• Annual Reports, Interim Reports and announcements • Annual General Meeting • Non-deal roadshows	• Investor Research • Interactive platform for communication
Clients	• Digital marketing innovations • Providing quality services	• Safeguarding information • Integrity and compliance	• Daily communication with professional staff to answer questions • Customer service hotline	• Customer satisfaction survey • Regular visits
Employees	• Protecting employee rights • Caring for occupational health	• Promoting career development • Compensation and benefits growth	• Employees meeting • Employee satisfaction survey	• Complaint box • Cultural activities for employees
Community	• Providing employment opportunities • Bringing about community development	• Public service and volunteering	• Community visits • Volunteering activities • Popularizing medical knowledge	
Environment	• Deepening energy conservation and emission reduction	• Resource recycling • Green office	• Environmental performance collection and disclosure • Promoting green ideas	
Suppliers	• Integrity and honesty in cooperation	• Fair and equitable trading • Long-term stable operation	• Benchmarking assessment • Promoting green supply • Starting daily communication	

Compliance and Efficient Development

Diversified Governance

In compliance with the *Corporate Governance Code* as well as the relevant provisions of the *Listing Rules*, Medlive has established a relatively sound and standardized corporate governance structure and formed a monitoring and control mechanism with efficient operation and effective checks and balances. Relying on professionals with diversified backgrounds and rich experience in the industry, we have built a high-level and high-quality board of directors and management, actively integrated various resources, steadily enhanced the corporate governance level and ensured the gradual improvement of the Company's operation and management effectiveness.

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 2023, the Board of Directors held a total of seven meetings, with an overall attendance rate of 93.7% for the Board.

Audit Committee

Key Responsibilities
- To consider the appointment of external auditor and any questions of resignation or dismissal of the external auditor.
- Discussing with the external auditor the nature and scope of the audit.
- Review of interim and annual financial statements, etc., before submission to the Board.

In charge of ESG issues
- Responsible for major issues such as external auditors, internal control and connected transactions of the Company

Remuneration Committee

Key Responsibilities
- 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.
- 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.

In charge of ESG issues
- 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

Key Responsibilities
- 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.
- 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.

In charge of ESG issues
- 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 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 2023, 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. In 2023, the Remuneration Committee of the Company included the sustainability performance indicators in the remuneration evaluation process for directors and senior management. senior management's remuneration evaluation process.

Director Selection Process

Nomination of Directors

- Adopt a Candidate Nomination System
- Nominated by the Nomination Committee

List Review

- The list was approved by the Board of Directors
- Meet diverse criteria such as gender, age, culture and nationality.
- Good reputation for integrity, professional qualifications and skills, relevant achievements and experience.

Re-election at General Meeting

- The Directors are appointed by the Board and re-elected at the first annual general meeting thereafter by a vote of the shareholders.

Performance and Evaluation

- Preparation of the Board's workbook for Directors' reference.
- Regular board-specific training courses are arranged to enhance directors' ability to perform their duties.

Risk Management

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 2023, Medlive improved 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 Departments	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.

- Risk Management Process

Risk identification and classification	Risk Assessment	Risk Management	Risk monitoring and reporting
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. The main risks faced by the Company fall into five broad categories. • Strategic risk • Financial risk • Market Risk • Operational Risk • Compliance Risks Risk information is collected on a regular basis and compiled through classification and analysis to form a risk inventory.	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. 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.	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. • Risk avoidance • Risk reduction • Risk Transfer • Risk Taking 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.	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. 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.

- 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.

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

Comprehensiveness

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 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. At the same time, "conflict of interest" is clearly defined as an actual or potential conflict between Medlive's interests and the employees' own interests, and prohibited matters in business activities with customers, suppliers, government agencies or government officials are set out, and it is clear that acceptable behaviors must be carried out within the bounds of laws and customs. In 2023, the Company continued to strengthen its internal control and compliance mechanism, urged its employees to be honest and trustworthy, and guided them to consciously resist negative corruption to ensure the healthy development of the Company.

To raise awareness of anti-corruption and anti-fraud issues, Medlive conducts regular integrity training for employees of different ranks and functions to raise their awareness of business ethics. Through training, we deepen our employees' awareness of anti-corruption and standardize their daily business practices, thereby reducing the possibility of fraud and other illegal acts from the root. We provide anti-corruption training to new employees, and annual anti-corruption and integrity training to our current employees, covering topics such as the system of relationships of interest, the code of ethics, the system of acceptance of gifts, disciplinary reporting and investigation, and the system of data security. We require all staff to acquire knowledge of key rules and regulations and pass an assessment. At the same time, we also provide training to our Board of Directors on ethics and compliance, including topics such as Medlive's integrity and compliance management strategy, the status of the development of ethics and compliance systems, and the contents of laws and regulations and the Company's systems related to ethics and integrity.

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 2023, the Company did not have any corruption cases. 2 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.

At the same time, 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.

- Integrity Monitoring and Reporting

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 Unit, 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 Group, 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.

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 three regular marketing trainings in 2023, 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

The protection of data security and user privacy is of paramount importance to the business of Medlive. 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 continue to improve our internal management system and implement internal control procedures and supervision to prevent leakage of users' private information.

The Information Security and Data Security Committee has been established by Medlive to be responsible for the formulation of strategies and decisions on data security matters related to privacy protection. 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.

In 2023, Medlive revised the *Data Security Management System* and the *Organizational Management Measures for Information Security and Data Compliance*, which were updated to include data usage principles and standardized data application processes. In addition, we continued to optimize the data security and privacy compliance system, including the establishment of the system and the combing of the product privacy compliance process, and formulated the *Standard Operating Procedures for User Management of Medlive*, which stipulates the management process of user data and further refines the rules in the area of data security and privacy protection to provide guidance for the implementation and supervision of the privacy protection management system.

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.

Medlive 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

信息安全管理体系认证证书

金叶天成（北京）科技有限公司

GB/T 22080-2016 / ISO/IEC 27001:2013

中国质量认证中心

隐私信息管理体系认证证书

金叶天成（北京）科技有限公司

ISO/IEC 27701:2019 标准

质量管理体系认证证书

金叶天成（北京）科技有限公司

GB/T 19001-2016/ISO 9001:2015 标准

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 2023, 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 70% of the participants in the sensitive data protection training.

- Data Centre

We have 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.

- Environment: The environment of the server room includes both the internal and external environment.

Internal environment: the infrastructure of the server room, its load capacity, power supply, backup power, network resources, temperature and humidity control system, fire-fighting facilities, real-time monitoring system and its ability to prevent dust, dust removal, etc.; external environment: the location and traffic conditions of the server room, whether to avoid pollutants, dangerous sources, strong interference signals, strong vibration sources and other unfavorable factors.

- Network resources: Network access service is one of the most important services of the server room. Network resources include physical lines, network bandwidth resources, interconnection and interoperability, scalability, etc.
- Service Assurance: including service staff and service standards.

Service personnel: technical capability and service duty hours of operation and maintenance engineers, speed of response and service level of customer service personnel, etc.; service standards: service quality assurance of the server room.

- Ability to develop: choosing a service provider with good prospects, strength and reputation reduces the fear and risk of closure due to improper operation.
- Safety and security: This is reflected in the construction of infrastructure such as networks, power supplies, disaster prevention and security, as well as in the management and production of security processes in the server room.

We have 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

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.

Quality First Winning Together

Service Innovation

2023 is the year of rapid development of Artificial Intelligence ("AI") technology. Technology innovation has become an important driving force for enterprise development, especially the application of AI technology, which has moved from theoretical research to practical operation, bringing far-reaching impacts to various industries. Medlive has always stood at the forefront of technological innovation, keeping pace with the craze of AI technology, and is committed to continuous optimization and upgrading of its products and solutions through constant research and development and innovation.

We understand that the core value of a product is not only reflected in its powerful functions, but also in its ability to bring real convenience and benefits to customers. Therefore, our R&D team has invested a lot of efforts in using the latest AI technology to build our own big model and develop a series of intelligent service products. These products not only improve work efficiency and reduce labor costs, but also help enterprises realize data-driven decision-making, improve service quality, and ultimately create more value for customers.

In particular, our innovations in AI Q&A have led to new industry standards. With the help of advanced technologies such as Natural Language Processing (NLP) and Deep Learning, we are able to accurately understand the types of questions that physicians encounter in clinical practice and provide efficient and accurate answers. The platform not only saves physicians' time in searching for information, but also improves the quality and efficiency of consultations, allowing physicians to spend more time and energy focusing on patient treatment and care.

For pharmaceutical companies, our solutions are also of great practical value, realizing intelligent upgrading for their R&D and sales. For example, in marketing, through the intelligent analysis of big data, pharmaceutical companies can more accurately locate target physicians in the target market, realize accurate digital academic education, enhance physicians' knowledge of key information about drugs, and then influence physicians' prescription decisions to enhance the effectiveness of diagnosis and treatment.

Case Study - AI Q&A for Thyroid

Medlive has customized and developed a thyroid intelligent Q&A product for a pharmaceutical company based on its self-constructed big model, which provides clinicians with real-time and accurate cutting-edge academic information and professional answers, thus helping physicians to solve clinical problems accurately and efficiently and improve the quality of medical services.

Core features include:

- Instant Q&A service: Physicians facing clinical problems can directly consult the product without having to browse through a large amount of literature or wait for a pharmaceutical representative's reply, thus saving valuable time. The product provides detailed information about thyroid medications, such as drug composition, usage guidelines, dosage adjustments, side effect management, and more.
- Data-driven personalized recommendations: Based on big data analysis, the AI product can give personalized medication recommendations based on past cases, helping physicians make more accurate treatment decisions.
- Continuous Learning and Optimization: Through deep learning technology, the AI product is able to self-learn and optimize its questions bank to ensure that the information provided is always up-to-date and accurate.
- User interaction analysis: The product also has the ability to analyze user interaction data to help pharmaceutical companies gain insights into the needs and preferences of their target physicians, guiding future product development and physician education strategies.

Content Quality Assurance

The attractiveness of the *Medlive* platform to pharmaceutical and medical device company clients is driven by the engagement of its 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

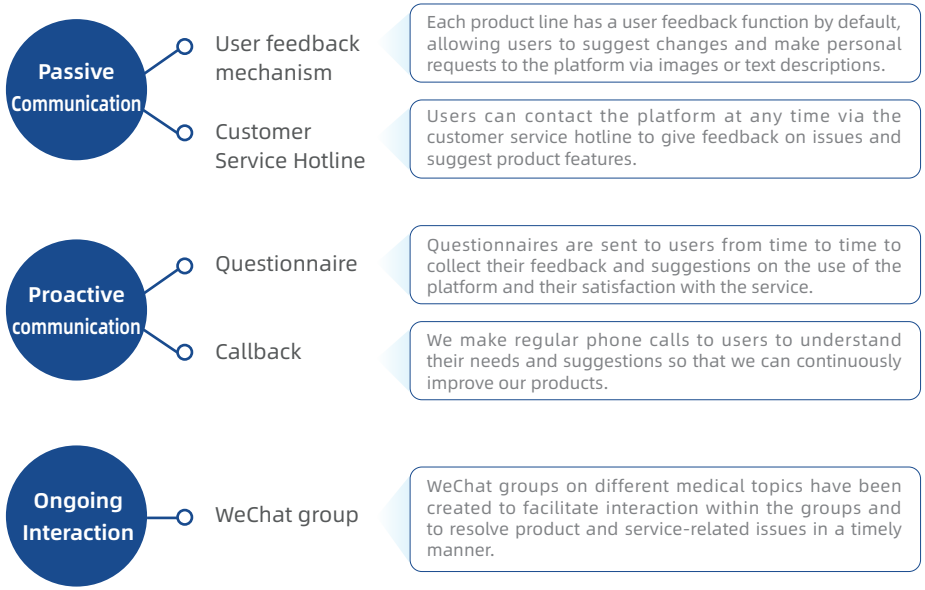
The content entry in our *Clinical Drug Reference* is done in accordance with the entry procedures and standards set forth in the *Instructions for the Entry and Update of Medication Reference*. After the content is received, our reviewers will review the content accuracy and image clarity in accordance 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 2023, 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 Satisfaction

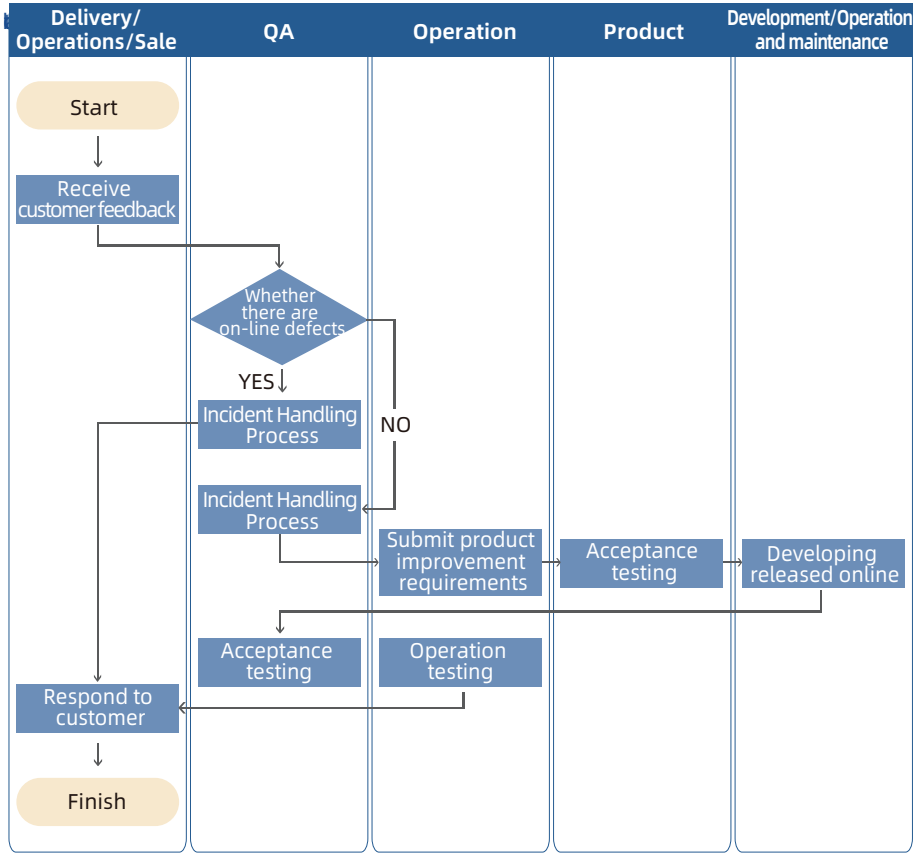
Medlive is committed to the service tenet of "Customer First", providing efficient and quality services to customers and creating greater value for them. In order to achieve this, the Company has continued to pay attention to market development, incorporating customer feedback, continuously improving 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.



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.

Customer feedback process flow



In 2023, the Company conducted a survey of platform users and obtained a total of approximately 10,000 valid samples through active telephone interviews, distribution of survey questionnaires and collection of opinions from the APP, summarizing 8 user experience issues, which were fed back to various business departments for improvement. Three complaints were handled by the Company in 2023, with a 100% resolution rate and a 100% user satisfaction rate.

Platform user complaints and feedback case

Problem: ASCO clinical guides are not available for full-text download
Product: Clinical Guides App
Feedback Pipeline: Clinical Guides App Feedback Function
Problem Description: ASCO's guide is no longer available in the app, so it is a big loss to not be able to study this part of the program.
Handling Processes:

- Complaint Investigations:

User interview: We apologized to the user by phone and understood that the user was an oncologist in a tertiary care hospital and the ASCO guide was of great significance in his clinical work. We internally collated the user data, and there was much feedback on the content. We also conducted an online survey with the physicians of the relevant departments, and got the same result.
Product research: ASCO due to copyright constraints, the use of domestic third-party cooperation is restricted

- Complaints resolved:

Confirmed with Corporate Legal, relevant application departments and management that obtaining a license from ASCO not only addresses current user requests, but also has more strategic significance. We are planning to start the licensing negotiation with ASCO and reach a strategic cooperation in 2023 to provide the download function service for the users of Clinical Guides App. Through this cooperation, both parties will fully utilize their respective strengths and work together to provide Chinese clinical oncologists with high-quality, high-value, patient-centered oncology treatment solutions that are continuously updated based on the latest advances in the field of oncology.

Supply Chain 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 2023, the Company had a total of 485 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. To ensure suppliers adhere to business ethics, we conduct annual supplier compliance training, and in 2023, we organized online anti-corruption and anti-bribery compliance training for key suppliers to further strengthen anti-corruption awareness.

- Green Procurement

In 2023, Medlive's environmental and social responsibility further extends to the supply chain by communicating to suppliers the concept of adhering to business ethics and building a sustainable supply chain, requiring suppliers to sign a *Social Responsibility Commitment* and to follow the principles of integrity and honesty in their cooperation. We require suppliers to embody ESG-related requirements in the process of supplier selection and supplier management, including green procurement, prohibition of discrimination, child labor and forced labor, and ensuring employee health and safety.

We actively promote green procurement by requiring that, when evaluating suppliers and purchasing products, we give priority to suppliers with certified environmental management systems, products with green certifications or reduced energy efficiency ratings, and that we cautiously treat and cancel in a timely manner any cooperation with suppliers with significant negative environmental information, so as to lead supply chain enterprises to improve their environmental performance and jointly promote friendly coexistence with the environment.

Employee-oriented and collaborative development

Staff Recruitment

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

We strictly comply 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, we strictly comply 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.

We strictly comply with the labour laws in the countries where we operate and continue 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 2023, we did not have any incidents of child labour or forced labour.

- 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, 2023, Medlive had a total of 742 full-time employees, of which 492, or 66.3%, were female; employed 6 people with disabilities; 5.7% were ethnic minority employees; and 85.8% had bachelor's degrees or higher from key institutions; 84.2% had master's degrees or higher in key positions.

Training and Development

We are very focused on the long-term growth prospects of our employees and uphold the principle of "Employee First" in our management. We are committed to enhancing the training of talents through a systematic, diversified and innovative approach, so that our employees can give full play to their strengths in their work and promote the common development and sharing of results between our company and employees. In order to continuously enhance the skills and knowledge of our staff, we provide sufficient resources and diversified training opportunities to transfer industry and professional knowledge to them and enhance their job skills. During this Reporting Period, our total training hours amounted to 8,751 hours and the percentage of employees trained 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.

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 Capacity building activities	Innovative leadership training Strategic management training
Sales team	Online video courses On-site case studies	Customer service skills and business knowledge

In 2023, 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 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 fair and competitive compensation, incentives and benefits to its employees. The Company conducts annual salary surveys to maintain a competitive level for employee compensation. Employee compensation consists of three components: monthly basic salary, performance bonus and year-end bonus. Within the budget of each department, Medlive provides incentives and rewards for employees with outstanding performance in performance appraisals.

Medlive pays all social security contributions for its employees in accordance with the law and fully protects their leave rights. In 2023, 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.

Medlive has proactively implemented an equity incentive mechanism by adopting the Pre-IPO Share Option Scheme and Post-IPO Share Option Scheme on March 29, 2021 and June 18, 2021, respectively, in order to motivate its employees and senior management to align their interests with those of the Company. In addition, in order to encourage and retain talented individuals, Medlive has established a Share Award Scheme to align the interests of selected individuals with those of the Company through share ownership.

Occupational Health and Safety

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.

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.

The safety of our employees is our primary concern and we strictly comply with the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China* and the *Occupational Disease Prevention and Control Law of the People's Republic of China*, and other laws and regulations applicable to our business. The Company has set up an annual medical check-up plan for its employees and improved the emergency plan in accordance with the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases* to protect the safety of the Group's property and personnel. We have 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 2023, 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 Study - Green Renovation to Protect Employee Health

Medlive prioritizes the use of environmentally friendly, renewable and recyclable materials in the renovation of its office space and maximizes the use of natural light. At the same time, the Company prioritizes energy-saving equipment, such as energy-efficient air-conditioning and heating equipment. We utilize natural elements such as indoor greenery, potted plants and eco-friendly wallpaper to maintain indoor air quality. The Company has always been committed to creating a green, high-quality and healthy office environment for its employees.

Staff Care

In 2023, Medlive adhered to the "people-oriented" principle and thoroughly implemented the concept of employee care. Through a series of warm and well-planned activities, Medlive enhanced team cohesion and employee job satisfaction.

In early September, we organized the " welcome the new, walk with one heart " 2023 Team Building Activity in Beidaihe, which allowed our staff to release their pressure and enhance their understanding in the embrace of nature. On Women's Day, we prepared small gifts for our female employees to show our recognition and respect for their hard work. On Dragon Boat Festival, Mid-Autumn Festival and Christmas Day, we prepare gifts for all employees, so that they can always feel the warmth of the Company's family. We also organize monthly birthday parties for our employees, so that every employee can feel the special attention from the Company. In addition, we also care about our employees in our daily work, such as providing free breakfast to ensure that our employees start the day full of energy. At the same time, the Company also provides staff dormitories to provide a convenient and comfortable living environment for those who need it and to alleviate their pressure of living. These thoughtful measures undoubtedly make employees feel warm like home, and also inject more vitality and impetus for the development of the Company. We firmly believe that the happiness of employees is the cornerstone of corporate success, and we will continue to work hard to create more happy moments for our employees.

Afternoon tea

Team building activities

Holiday Gifts

Green Operations Protecting Homes

Responding to Climate Change

With the frequent occurrence of extreme weather and natural disasters in recent years, China has made a formal commitment to the "double carbon" target of "striving to achieve carbon peaking by 2030 and carbon neutrality by 2060", and Medlive understands that it is the necessary responsibility of enterprises and individuals to promote the reduction of greenhouse gas emissions and lead the development of a green transformation of the economy and society. The Company uses innovative technology to promote the digital transformation of marketing in the healthcare industry, while continuing to promote the concept of green operations, starting with green offices and green data centres to reduce the impact of the Company itself on the environment. Through external digital empowerment and internal green development, we are practicing the concept of sustainable development, contributing to the national concept of carbon peaking and carbon neutrality and the development of green cities.

In 2023, the Company conducted ESG-related risk assessments, which included identifying the Company's potential climate-related risks and regularly evaluating the effectiveness of existing countermeasures to further enhance the Company's resilience to climate risks. Medlive strictly complies with the laws and regulations related to climate change, including the *Law of the People's Republic of China on Prevention and Control of Air Pollution*, and will continue to monitor the latest status of laws, regulations and regulatory requirements related to climate change in order to be prepared for climate change.

The following climate-related risks have also been addressed by Medlive.

Physical risks associated with climate change, such as extreme weather events

To ensure the safety of our staff during extreme weather conditions, we regularly monitor the weather conditions and issue warm reminders to all staff before the arrival of extreme weather to remind them to prepare and take protective measures, including reminding them to pay attention to their own safety before going to and from work, disconnecting all power sources and closing doors and windows in time before work

Changes in climate related government policies and regulatory requirements

We work with the property owners of the office address to ensure that they are aware of the new climate policy in their area, and arrange for the administration department to liaise and supervise the work

Green Service

The booming development of digital marketing is a major trend of marketing reform in the pharmaceutical industry. Compared with the traditional offline marketing model, digital marketing can accurately and efficiently reach the target physicians, greatly reduce the carbon emissions in the process, and realize the effect of green and efficient marketing. According to a third-party industry research report, the penetration rate of digital marketing in China's pharmaceutical marketing is still low, accounting for only about 6% of the overall market. With the implementation of policies such as the two-tickets system, volume-based procurement and medical insurance negotiation, the domestic prescription drug market has gradually departed from its long-established high-margin business model, and pharmaceutical companies are generally facing the challenge of refining their operations. In the future, it is expected that the penetration rate of digital marketing will continue to increase. It is precisely this opportunity that Medlive's precision marketing solutions for pharmaceutical companies will capitalize on the core strengths of its medical platform to help pharmaceutical companies increase efficiency and reduce costs.

- E-Medical Science Liaison - eMSL

Medlive is committed to assisting physicians in clinical decision-making through innovation. The Company's self-developed Medlive platform is widely recognized by physicians in China and has accumulated a large number of high-viscosity physician users, making it the most popular professional medical platform in China. In order to support the rapid coverage of new drugs and growing products in primary care organizations, Medlive has developed a digital medical liaison officer solution. The solution can quickly reach out to primary physicians, explain the clinical evidence of the products, and help primary physicians to solve the difficulties encountered in the process of clinical use of drugs in a timely manner, thus rapidly improving the concept of drug use and clinical standards of a large number of primary physicians. The solution gives full play to the advantages of the Internet and remote operation, further driving the digital transformation and upgrading of the medical industry chain and contributing to energy saving and emission reduction.

- The Case for Digital Innovation - Patient Recruitment and DCT 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 intelligent clinical trial platform (DCT) in the first half of 2022, 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.

Green Office

The main environmental impact of the Company is due to the greenhouse gas emissions generated from daily office and data centre operations. Therefore, in order to achieve energy saving and carbon reduction, Medlive has continued to strengthen its internal environmental management system and formulated and implemented the *Regulations for Reducing Energy Consumption and Greenhouse Gas Emissions* and the *Regulations for Resource and Energy Conservation and Control* to adopt targeted energy saving and emission reduction solutions from various parts of the value chain. Through collaboration with leasing property service providers, we have analyzed the energy consumption and emissions of the Company's office premises in Beijing and other locations, and upgraded equipment with high energy consumption and low efficiency.

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

- The Company requires office equipment such as computers, printers, copiers and scanners to be switched off after hours.
- Lighting and air conditioning in workplaces and meeting rooms should be activated appropriately for the season, temperature and lighting conditions.
- Eliminate energy-intensive and inefficient office equipment in both procurement and use.
- 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.
- Encourage double printing and recycle single-sided waste paper.
- 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.
- Encourage staff to use public transport to commute to work and, where possible, advise customers and suppliers to travel low carbon.

Paperless Office

- 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 substantial savings in paper, but also to simplify business processes and improve office efficiency.
- Encourage the use of online video conferencing to reduce unnecessary travel and time costs, and reduce greenhouse gas emissions from travel traffic.

Rubbish classification

- In accordance with the requirements of the *Beijing Regulations on the Management of Domestic Waste Separation*, 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.
- Waste and used electronic products are managed and stored separately, and old computers that still have value are partially donated to charitable organisations after treatment or entrusted to professional disposal units for recycling.

- Green Data Centres

By the end of 2023, 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.

Environmental Targets

At the beginning of 2023, Medlive set energy usage targets for the office area. We use the target as an assessment indicator for the staff concerned to monitor the energy saving and consumption reduction work, and promote the achievement of the target through a variety of water saving and energy saving measures.

- Water efficiency target: 18% reduction in water consumption intensity
- GHG emissions target: 15% reduction in GHG emissions intensity
- Waste recycling target: 100% harmless treatment rate

Giving Back to the Community Technology for Good

Contributing to primary physician education

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"), launched the Oncology Specialty Precision Capacity Enhancement Training Program for China's County Medical Institutions in 2023, 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. The program aims to train high-quality oncology specialists to meet the needs of county residents in the diagnosis and treatment of frequent malignant tumors and to lay a solid foundation for the health protection of county residents.

Considering the incidence of malignant tumors in different regions, as well as the construction bases and development trends of different institutions, the CBCEC initiated an online questionnaire survey for medical practitioners of oncology departments or oncology centers of county hospitals through the platform of *Medlive*, with the focus on understanding the construction of departments of oncology departments in the county areas, personnel training, as well as the list of common and frequent tumors, the existing treatment methods, and the needs and suggestions for continuing education and training, so as to develop more accurate training programs for the project. The survey focused on understanding the departmental construction of oncology specialties in the counties, talent cultivation, as well as the list of common and frequent tumors, current treatments, and the needs and suggestions for continuing education and training, so as to formulate a more precise training program for the project.

The project includes a number of specialty training activities such as capacity building assessment of oncology specialists in the county, "Star and Moon" expert group customized curriculum plan, oncology field experts' primary clinic, "Rear Wave" project - case competition, and oncology surgical observation and teaching.

Community 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.

Case Study: Medlive health knowledge salon into the community and donation activity

With the improvement of living standard, the number of diabetes patients is increasing year by year, and it has become one of the chronic diseases that seriously affect public health. In order to repay Chaoyang District for its continuous support for Medlive, Medlive decided to bring the health science public welfare activity to Chaoyang community, spreading the knowledge of diabetes prevention and treatment to the community residents, and at the same time, donating about 120,000 RMB's worth of " 醫知行 " Top 100 Hospitals' Expert Video Consultation Card.

The event started with a presentation by Medlive's professional staff on diabetes, including the causes, symptoms, complications, prevention and treatment of diabetes, as well as a 15-minute on-site question-and-answer session to address the community's queries. Afterwards, representatives from Medlive donated the " 醫知行 " Top 100 Hospitals' Expert Video Consultation Card to the community to show our concern and commitment to community health. Medlive staff introduced the use of the card and points to note to the community residents, so that the residents could make better use of this service.

Through this activity, we hope to raise the awareness of diabetes prevention and strengthen the self-care ability of the community residents, and Medlive will continue to support the community's various causes, and work together with the community to protect the health of the residents.

Appendix I: ESG Performance

2023 Environmental Performance

Greenhouse Gas Emissions

Indicators	Unit	2023	2022	2021
Direct GHG emis-sions (Scope 1)	ton CO2 e	0	0	0
Indirect GHG emissions (Scope 2)	ton CO2 e	60.102	67.758	67.396
Indirect GHG emissions (Scope 3)	ton CO2 e	768.176	/	/
Per capita GHG emissions (Scope 1& Scope 2)	ton CO2 e/person	0.081	0.112	0.314

Waste Management

Indicators	Unit	2023	2022	2021
Total Amount of Hazardous Waste	Tonnes	0.038	0.041	0.037
Hazardous waste generation per capita	Kg/person	0.051	0.067	0.073
Waste batteries	Tonnes	0.019	0.018	0.015
Waste lamps	Tonnes	0.005	0.007	0.008
Waste ink cartridges	Tonnes	0.014	0.016	0.014
Total non-hazardous waste	Tonnes	15.331	19.573	18.097
Non-hazardous waste generation per capita	Kg/person	20.662	32.35	36.05
Wastepaper	Tonnes	0.154	0.169	0.180
Household waste	Tonnes	15.177	19.404	17.917
Non-hazardous waste recycled	Tonnes	7.792	6.894	2.832
Wastepaper recycled	Tonnes	0.141	0.146	0.144
Household waste recycled	Tonnes	7.651	6.748	2.688

Energy consumption

Indicators	Unit	2023	2022	2021
Purchased electricity consumption	MWh	121.500	129.480	116.000
Per capita consumption of pur-chased electricity	MWh/person	0.164	0.214	0.231

Water Consumption

Indicators	Unit	2023	2022	2021
Total water consumption	Tonnage	1,625.000	1,823.000	1,587.000
Water consumption per capita	Tonnes/person	2.190	3.013	3.161

2023 Social Performance

Human Resources Structure

Indicators	Unit	2023	2022	2021
Labour contract signing rate	%	100	100	/
Social Insurance Coverage	%	100	100	/
Total number of employees	Person	742	605	502
Number of employees in Mainland China	Person	741	604	502
Number of employees from Hong Kong, Macau, Taiwan and overseas	Person	1	1	0
Female employees	Person	492	380	304
Male employees	Person	250	225	198
Full-time employees	Person	742	605	502
Part-time employees	Person	0	0	0
Employees aged under 31	Person	418	341	277
Employees aged 31-50	Person	317	258	213

Employees aged over 50	Person	7	6	12
Number of employees at high-level	Person	38	16	9
Number of employees at mid-level	Person	52	42	21
Number of employees at basic-level	Person	652	547	472
Han nationality	Person	700	/	/
Minority nationality	Person	42	/	/
Total employees turnover rate	%	28	33	36.7
Female employees turnover rate	%	29	33	41.5
Male employees turnover rate	%	26	34	29.3
Turnover rate of employees aged under 31	%	30	33	42.2
Turnover rate of employees aged 30-50	%	26	34	31.0
Turnover rate of employees aged over 50	%	0	16.7	8.3
Employees turnover rate in Mainland China	%	28	33	36.5
Employees turnover rate in Hong Kong, Macau, Taiwan and overseas	%	0	0	0

Employee Training

Indicators	Unit	2023	2022	2021
Total number of trained employees	Person	742	605	196
Percentage of trained employees	%	100	100	39.0
Number of female employees trained	Person	492	380	125
Number of male employees trained	Person	250	225	71
Number of trained employees at high-level	Person	39	16	0
Number of trained employees at mid-level	Person	52	42	4
Number of trained employees at basic-level	Person	652	547	192

Percentage of trained female employees	%	66.3	62.8	63.78
Percentage of trained male employees	%	33.7	37.2	36.22
Percentage of trained employees at high-level	%	5.1	2.6	0
Percentage of trained employees at mid-level	%	7.0	6.9	2
Percentage of trained employees at basic-level	%	87.9	90.4	98
Total training expenses	million	13	10	/
Average training expenses per employee	RMB	175	165	/
Total person-times of training on occupational safety and health	Person times	742	605	196
Total training hours of number of training on occupational safety and health	Hour	1,903	1,515	392
Length of training for all employees	Hour	8,751	5,757	1,568
Total training hours for female employees	Hour	5,865	3,629	1,000
Total training hours for male employees	Hour	2,886	2,128	568
Employees at high-level training hours	Hour	546	180	0
Employees at mid-level training hours	Hour	713	405	32
Employees at basic-level training hours	Hour	7,492	5,172	1,536
Average training hours for female employees	Hour	11.92	9.55	3.29
Average training hours for male employees	Hour	11.54	9.46	2.87
Length of training per person at high-level	Hour	14.37	11.25	0
Length of training per person at mid-level	Hour	13.71	9.64	1.52
Length of training per person at basic-level	Hour	11.49	9.46	3.25

Employee Health and Safety

Indicators	Unit	2023	2022	2021
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	2023	2022	2021
Total number of suppliers	-	485	456	278
Number of suppliers in Mainland China	-	464	438	262
Number of suppliers from Hong Kong, Macau, Taiwan and overseas	-	21	18	16
Number of suppliers in Beijing (Rank1)	-	244	211	/
Number of suppliers in Shanghai (Rank2)	-	58	47	/
Number of suppliers in Guangzhou (Rank3)	-	17	14	/

Customer Service

Indicators	Unit	2023	2022	2021
Customer Satisfaction	%	100	100	/
Number of customer complaints about the services provided	Case	3	2	6
Completion rate of complaint handling	%	100	100	/
Average length of time to receive user complaints	Minute	18	20	/
Public Donation Amount	RMB million	12	10	12
Total hours of employee volunteering	Hour	415.50	378.50	156.43

2023 Corporate Governance Performance

Board Diversity

Name	Gender	Age	Title
Tian Liping	Female	57	Executive Director
Tian Lixin	Male	55	Executive Director
Tian Lijun	Male	50	Executive Director
Zhou Xin	Female	43	Executive Director
Eiji Tsuchiya	Male	59	Non-Executive Director
Li Zhuolin（resigned with effect from 14 April 2023）	Male	41	Non-Executive Director
Kazutaka Kanairo（appointed with effect from 14 April 2023）	Male	46	Non-Executive Director
Richard Yeh	Male	55	Independent Non-Executive Director
Ma Jun	Male	69	Independent Non-Executive Director
Wang Shan	Female	50	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 30-50	2	22.22
Number of directors aged 50 or over	7	77.78

Anti-corruption

Indicators	Unit	2023	2022	2021
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	• *Environmental Protection Law of the People's Republic of China* • *Environmental Impact Assessment Law of the People's Republic of China* • *Environmental Protection Tax Law of the People's Republic of China* • *Implementing Regulations on the Environmental Protection Tax Law of the People's Republic of China* • *Atmospheric Pollution Prevention and Control Law of the People's Republic of China* • *Water Pollution Prevention and Control Law of the People's Republic of China* • *Solid Waste Prevention and Control Law of the People's Republic of China*	During the Reporting Period, there were no violations of laws and regulations re-lating 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.
Employment and Labour Standards	• *Labour Law of the People's Republic of China* • *Labour Contract Law of the People's Republic of China* • *Social Insurance Law of the People's Republic of China* • *Minors Protection Law of the People's Republic of China* • *Provisions on the Prohibition of Using Child Labour* • *Regulation on the Provision of Social Insurance Services*	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.

Health and Safety	• *Occupational Diseases Prevention and Treatment Law of the People's Republic of China* • *Fire Control Law of the People's Republic of China*	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.
Product Responsibility	• *Civil Code of the People's Republic of China* • *Advertising Law of the People's Republic of China* • *Personal Information Protection Law of the People's Republic of China* • *Cybersecurity Law of the People's Republic of China* • *Medicinal Product Law of the People's Republic of China* • *Regulation on the Supervision and Administration of Medical Devices* • *Regulation on the Protection of the Right to Communicate Works to the Public over Information Networks* • *Trademark Law of the People's Republic of China* • *Patent Law of the People's Republic of China* • *Copyright Law of the People's Republic of China*	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.
Anti-corruption	• *Criminal Law of the People's Republic of China* • *Anti-Money Laundering Law of the People's Republic of China* • *Anti Unfair Competition Law of the People's Republic of China* • *Interim Provisions on Banning Commercial Bribery* • *Interpretation of the Supreme Court on How to Identify Joint Crimes in the Trial of Cases of Corruption and Employment Embezzlement*	During the Reporting Period, there were no cases of bribery, extortion and money laundering involving internal employees of the Company.

Appendix III: Content Index

HKEX ESG Reporting Guide

Provisions, Subject Areas, Aspects, General Disclosures and KPIs			Related Chapters
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.		Green Operations Protecting Homes; The List of Laws and Regulations
	KPI A1.1	Types of emissions and respective emissions data.	2023 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).	2023 Environmental Performance
	KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g.per unit of production volume, per facility)	2023 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)	2023 Environmental Performance
	KPI A1.5	Description of emission target(s) set and steps taken to achieve them.	Green Office; Environmental Targets
	KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them.	Green Office; Environmental Targets
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.		Green Operations Protecting Homes
	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).	2023 Environmental Performance
	KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility).	2023 Environmental Performance
	KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them.	Green Office; Environmental Targets
	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them.	Green Office; Environmental Targets
	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.		Not Applicable
	KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	Not Applicable
Aspect A4: Climate Change	General Disclosure: Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.		Responding to Climate Change
	KPI A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	Responding to Climate Change
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.		Employee-oriented and Collaborative Development; The List of Laws and Regulations
	KPI B1.1	Total workforce by gender, employment type (for example, fullor parttime), age group and geographical region.	2023 Social Performance
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	2023 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.	2023 Social Performance; Occupational Health and Safety
	KPI B2.2	Lost days due to work injury.	2023 Social Performance; Occupational Health and Safety
	KPI B2.3	Description of occupational health and safety measures adopted, and how they are implemented and monitored.	Occupational Health and Safety
Aspect B3: Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		Training and Development
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	2023 Social Performance
	KPI B3.2	The average training hours completed per employee by gender and employee category	2023 Social Performance
spect B4: Labour Standards	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.		Staff Recruitment; The List of Laws and Regulations
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Staff Recruitment
	KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Staff Recruitment

Operating Practices			
Aspect B5: Supply Chain Management	General disclosure: Policies on managing environmental and social risks of the supply chain.		Supply Chain Management
	KPI B5.1	Number of suppliers by geographical region.	2023 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.	Supply Chain Management
	KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Supply Chain Management
	KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Supply Chain Management
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.		Quality First Winning Together; Compliance and Efficient Development; The List of Laws and Regulations
	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.	Customer Satisfaction
	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.	Not Applicable
	KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Data Security and Privacy Protection
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.	2023 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.		Giving Back to the Community Technology for Good
	KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Giving Back to the Community Technology for Good
	KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	2023 Social Performance

GRI Content Index

Statement of use	Medlive has reported the information cited in this GRI content index for the period January 1, 2023 to December 1, 2023 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	Employee-oriented and Collaborative Development
2-8	Workers who are not employees	Employee-oriented and Collaborative Development
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 Incentives
2-20	Process to determine remuneration	Performance Incentives
2-21	Annual total compensation ratio	Performance Incentives
2-22	Statement on sustainable development strategy	The Board's Statement on ESG Governance; ESG Integration
2-23	Policy commitments	The Board's Statement on ESG Governance; ESG Integration
2-24	Embedding policy commitments	The Board's Statement on ESG Governance; ESG Integration
2-25	Processes to remediate negative impacts	Customer Satisfaction
2-26	Mechanisms for seeking advice and raising concerns	Staff Care
2-27	Compliance with laws and regulations	The List of Laws and Regulations
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 Analysis
3-2	List of material topics	Materiality Analysis
3-3	Management of material topics	Materiality Analysis
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	Service Innovation; Green Service
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-oriented and Collaborative Development
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 Incentives
202-2	Proportion of senior management hired from the local community	Staff Recruitment

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	2023 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; Training and Development
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	Not applicable
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 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	2023 Environmental Performance
302-2	Energy consumption outside of the organization	2023 Environmental Performance
302-3	Energy intensity	2023 Environmental Performance

302-4	Reduction of energy consumption	Green Operations Protecting Homes
302-5	Reductions in energy requirements of products and services	Green Operations Protecting Homes; 2023 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	2023 Environmental Performance
305-2	Energy indirect (Scope 2) GHG emissions	2023 Environmental Performance
305-3	Other indirect (Scope 3) GHG emissions	2023 Environmental Performance
305-4	GHG emissions intensity	2023 Environmental Performance
305-5	Reduction of GHG emissions	2023 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 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	Supply Chain Management
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	2023 Social Performance
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Staff Care
401-3	Parental leave	Staff Care
GRI 402: Labor/Management Relations 2016		
402-1	Minimum notice periods regarding operational changes	Staff Recruitment
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 404: Training and Education 2016		
404-1	Average hours of training per year per employee	Training and Development
404-2	Programs for upgrading employee skills and transition assistance programs	Training and Development
404-3	Percentage of employees receiving regular performance and career development reviews	2023 Social Performance
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	Diversified Governance; Staff Recruitment
405-2	Ratio of basic salary and remuneration of women to men	Performance Incentives
GRI 406: Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	Staff Recruitment
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	Not applicable
GRI 409: Forced or Compulsory Labor 2016		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Not applicable
GRI 410: Security Practices 2016		
410-1	Security personnel trained in human rights policies or procedures	Staff Recruitment
GRI 411: Rights of Indigenous Peoples 2016		
411-1	Incidents of violations involving rights of indigenous peoples	Not applicable
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	Community Welfare
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	Supply Chain Management
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 2023 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!

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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 2023 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?