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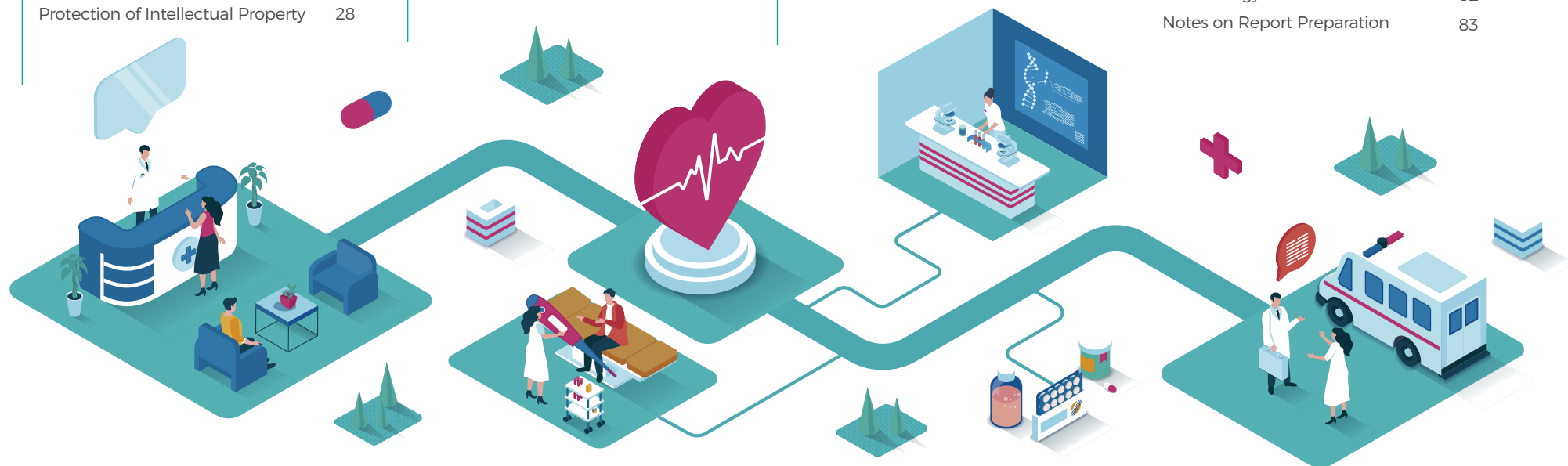
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Leaders' Messages

In this fast-changing world, business development is no longer limited to economic performance, but increasingly relies on how responsibly we treat the environment, how actively we fulfill our social responsibilities and how effectively we conduct corporate governance. At Tigermed, we firmly believe that true success lies not only in business achievements, but also in how we continue to advance on the path of sustainable development, realizing synergy of economic growth, social and environmental sustainability.

Over the past year, we have built a sustainable development framework based on the three pillars of "People and Community", "Innovative Services" and "Natural Environment", centering on the core cornerstone of "Compliance Development", and have continuously deepened our practices in ESG. We integrate our responsibility to the community, pursuit of innovation and respect for the environment into every decision and action of the Company, and actively contribute to the United Nations Sustainable Development Goals. In order to implement this concept, we have incorporated ESG management performance into the performance-based remuneration of some senior management, and clearly put forward the objectives of "The proportion of female new employees will not be less than 50% each year," and "By 2025, per capita water consumption will be 30% less than in 2019, and per capita integrated energy consumption and per capita GHG emissions will be 15% less than in 2019", demonstrating Tigermed's firm attitude towards thorough implementation of ESG management.

In terms of "Compliance Development", we unswervingly uphold the core value of "Integrity & Honesty", integrate the concept of compliance into corporate management structure, system construction, operation mechanism and cultural construction. We have completed comprehensive compliance training and audits, requiring that all business activities strictly comply with relevant domestic and foreign laws and regulations, especially in the fields of clinical trial compliance, anti-corruption, information security, labor rights and intellectual property rights. At the same time, Tigermed also implements strict anti-corruption management on the supply chain, requiring that all suppliers abide by the *Supplier Code of Conduct* and jointly create a fair and honest business environment.

In terms of "People and Community", we actively respond to the standards of the International Labor Organization and formulate the *Tigermed Labor Standards* and the *Code of Conduct* to protect the rights and interests of employees, promote diversity of employees, and demonstrate our remarkable achievements in promoting a culture of diversity, equality and inclusion through the release of *Tigermed Diversity, Equity and Inclusion (DE&I) Annual Report 2023*. In 2023, the proportion of female employees among the Company's new employees was 82.95%. At the same time, the Company has also built a comprehensive employee benefits package to achieve work-life balance and enhance employees' happiness. In addition, in 2023, we initiated the establishment of the Hangzhou Tigermed Charity Foundation and donated RMB 2 million as the original funds for the foundation's operations.

In terms of "Innovative Services", Tigermed follows the "Healthy China" strategy, makes full use of independent research and development, collaborative research and advanced industry tools, makes every effort to promote the digital upgrade of the entire clinical research process, and builds an ecological, intelligent and integrated CRO service platform with patients as the center. Through cooperation with universities, we actively promote the R&D and transformation of innovative drugs and medical devices, empowering the biomedical industry throughout the entire life cycle from innovation to product. In addition, Tigermed has been committed to building a high-standard quality system. It has built a strict quality management system with reference to relevant international and domestic laws, regulations and industry norms, combined with the PDCA cycle management concept, and has passed multiple internal and external inspection, review and audit mechanisms to ensure the quality of the clinical trial process and to provide customers with quality services. In 2023, Tigermed's customer satisfaction survey scored 8.35 points, which has achieved significant improvement.

In terms of protection of "Natural Environment", through the Compliance, Environmental, Social and Corporate Governance Management Committee under the Board of Directors, we deeply integrate the concept of Environmental, Health and Safety (EHS) into the formulation of the Company's strategy and daily operation and management, and regularly evaluate the implementation of environmental management objectives to ensure the Company's continuous progress made in environmental protection. In 2023, Tigermed submitted a commitment to the Science Based Targets initiative (SBTi), and simultaneously verified targets and developed a clear emission reduction pathway. During the reporting period, the Company's GHG emissions reduction objective has made good progress, and its per capita GHG emissions were 0.27 Tons of CO₂e per person (excluding Frontage Holdings).

Looking back at 2023, Tigermed's efforts in ESG have been widely recognized, with our MSCI ESG rating upgraded to AA and our CDP's Climate Change Questionnaire responses receiving a B grade. These are effective proof of Tigermed's persistent and deep commitment to ESG management. Looking ahead, we will continue to uphold the concept of "Advance human health through delivery excellence", continuously optimize our ESG management system and capabilities, deepen our capacity in scientific and technological innovation, and contribute to the sustainable development of the global healthcare industry with higher-quality services and a stronger sense of social responsibility.

Chairman Dr. Ye Xiaoping
General Manager Ms. Cao Xiaochun Co-president Dr. Wu Hao



About Tigermed

Company Profile

Tigermed (Stock Code: 300347.SZ/3347.HK) is a leading global provider of integrated research and development solutions for biopharmaceutical and medical device industry, with more than 180 offices and branches in dozens of countries on 5 continents around the world, and a professional team of more than 9,700 employees. Our professional team provides one-stop innovative R&D services and solutions to the global pharmaceutical and medical device industries. Through our comprehensive service system and top-level quality standards, we help the biopharmaceutical industry improve R&D efficiency, reduce R&D risks, ensure high-quality delivery of research projects, and accelerate the process of marketization of pharmaceutical products, honoring our commitments to the industry and patients. Meanwhile, we have also created an innovation ecosystem that empowers the entire industry chain through subsidiaries covering various fields to boost innovation and development of the medical industry.

Company Name: Hangzhou Tigermed Consulting Co., Ltd.

Stock Code: 300347.SZ / 3347.HK

Headquarters: Hangzhou, China

Year of Establishment: 2004

Company Size:

9,700+

Global Employees

2,800+

Global Customers

180+

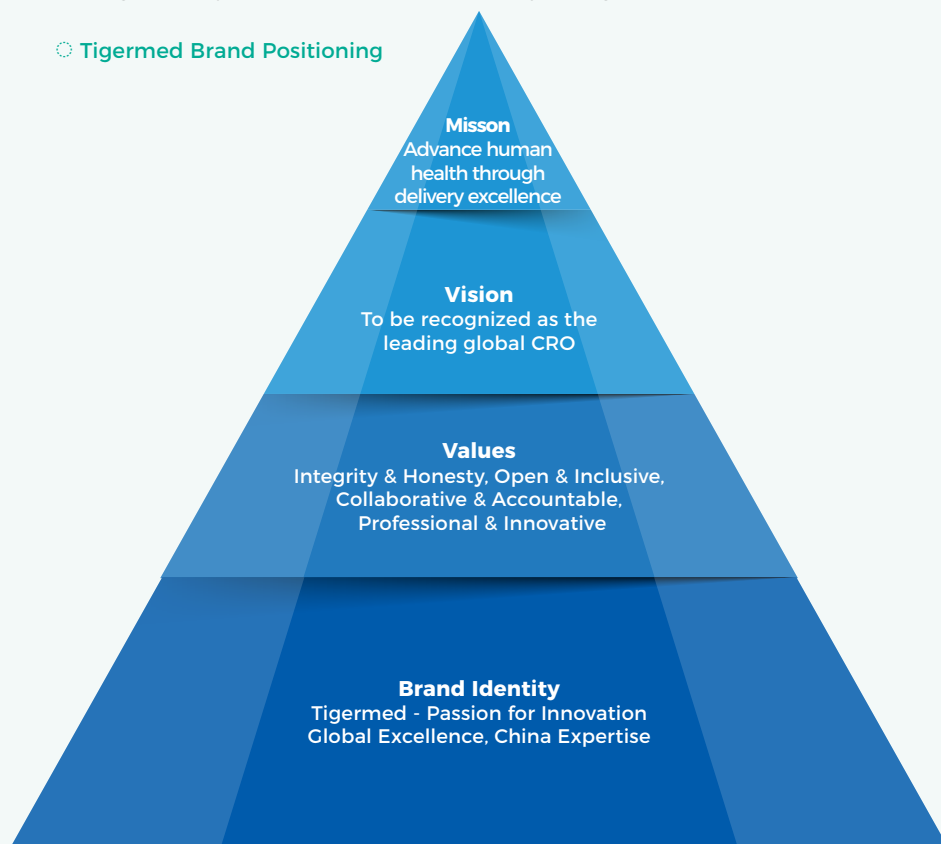
Global Locations &
Service Networks



Vision and Corporate Culture

Tigermed has always been committed to its mission of "Advance human health through delivery excellence" and devoted to enable the boundless possibilities for the healthcare industry, embracing challenges to fulfill our commitment to serving unmet patients' needs, and ultimately saving lives.

Tigermed Brand Positioning



Brand Pillars of Tigermed

Human Life

Tigermed prides itself in placing people first, prioritizing the interaction over the transaction, and creating enabled solutions. We look beyond traditional research and always push the boundaries of what's possible to transform lives today and tomorrow.

Quality

Quality is not an ambition; it is a lived reality. Delivery is nothing without quality. Tigermed philosophy is 'Do it right the first time'. Hiring the best people, monitoring and assessing continuously- not to maintain but always strive to improve.

Delivery

Our success is only found in your success. Our success is not simply meeting your expectations, it's in delighting in exceeding them! With a shared passion of delivering life-changing therapies, we are all about providing great services, making a real difference, and driving customer success.

Innovation

Innovation is limited without application. We learn from the past to continuously shape the future and build better, not just different or 'new'. Using our vast experience, we seek the best solutions that are adaptable and responsive to your needs.

Talent

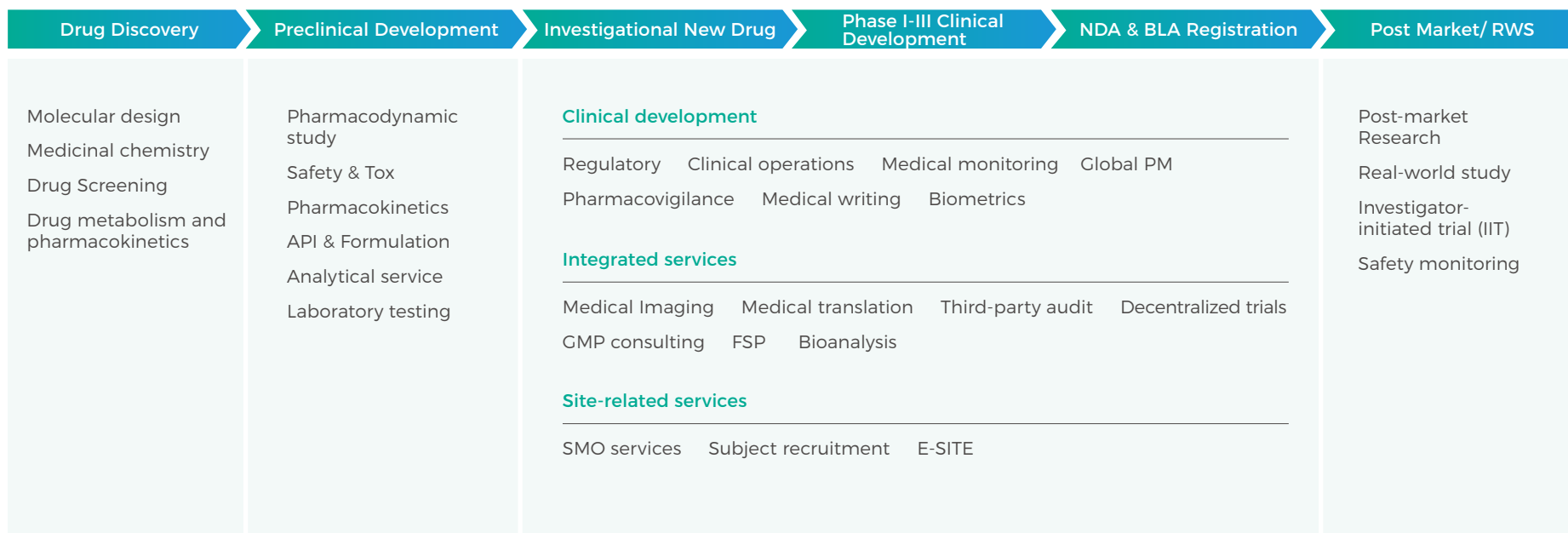
Talent is our number one asset. With the concept of "People-oriented and connected development", we attract and retain industry experts to meet our ideals and values. We are committed to increasing diversity of workforce and enabling employees to make an extraordinary impact.



Main Business

Through our integrated and whole-industry-chain R&D service platform, Tigermed provides full-service capabilities for drug and medical device R&D, covering the entire process of drug development and the entire lifecycle of device development, including laboratory services, analysis and testing, registration application, clinical development and operation, as well as post-marketing and real-world studies. Our clients are located throughout China, the United States, Europe, Asia Pacific, and other countries and regions, including the world's leading pharmaceutical companies, China's major pharmaceutical enterprises, small and medium-sized enterprises, and universities and their affiliated hospitals. As of the end of the reporting period, Tigermed has participated in and supported 99 innovative drugs approved in China.

Full-Service Capabilities for Drug Research and Development





Solutions for Medical Device Development

Product Strategy	Pre-clinical	Clinical Evaluation	Registration	Post-market
				
• Market research • Strategy planning • Risk assessment	• Plant preparation • GMP • MAH consulting • Verification • Validation • Registration testing	Clinical Trial • Pilot study • Registration study • Real-world study Clinical Evaluation Report (CER) • Predicate device CER • Oversea clinical trial data	• Dossier writing • Application • Filing • Follow-up • Green Channel	• Post-market study • Agent • Regulatory • Inspection support • GSP Consulting



Our Sustainable Development Management

Sustainable Development Concept

As a leading integrated biopharmaceutical R&D service platform in the industry, Tigermed anchors its areas of contribution to sustainable development and is committed to "Contributing to global health and well-being". It forges ahead steadfastly on the path of sustainability.

During the reporting period, the Company further defined the key areas of sustainable development, forming a sustainable development model with "Compliance Development" as the cornerstone and "People and Community", "Innovative Services", and "Natural Environment" as its three major areas. The Company actively identified sustainable development strategies, and strived to meet the UN SDGs while realizing our own growth and sustainable development.

Tigermed Sustainable Development Model





Contributing to the Global Sustainable Development Goals (SDGs)

Contribution Area	Strategy	Contribution to SDGs	Progress in 2023
Innovative services	Expanding clinical research service capability		- We've expanded our global footprint and now have more than 180 branches and operating networks, and a professional team of more than 9,700 employees covering dozens of countries on 5 continents; - We've been committed to being a pioneer in industry service innovation, actively embracing technological innovation, empowering innovation by digital technology, creating an innovative culture that is embraced by all employees, and boosting clinical research and development; - We place rigorous attention and emphasis on the quality governance structure, and have conducted Risk Based Quality Management (RBQM); - We've actively participated in industry exchange activities and opinion solicitations conducted by regulatory authorities. We've also shared experiences through attending meetings, media interviews, and publishing articles; - We've carried out in-depth cooperation between industry, universities, and research organizations to promote the popularization of clinical research knowledge and provide a good environment for the development of clinical research.
	Providing high quality service		
	Promoting industry innovation and development		
People and community	Creating an equal and diverse working environment		- We've created a diverse, equal, open, inclusive, collaborative, and supportive work environment that respects the cultural customs and beliefs of our employees. We care for the rights and interests of female employees and have set up diversity objectives: the proportion of female new employees shall not be less than 50% each year; - We've offered a comprehensive employee training system to provide employees with opportunities for career advancement and development, and guide them in formulating personal development plans; - We've provided a safe working environment for employees, paying attention to their physical and mental health. We've established occupational health and safety management objectives of zero work-related injuries and deaths, zero fire accidents, and zero occupational disease incidents, and regularly reported on the progress of objectives management; - We've established a diverse employee communication platform to listen to employees' suggestions and demands. We've conducted employee engagement surveys and optimized recruitment and training based on the survey results; - We've initiated the establishment of the Hangzhou Tigermed Charity Foundation. We carry out public welfare activities involving poverty alleviation, assistance to the sick and medical care, and donations to schools.
	Consolidating high-value human capital		
	Creating social values		
Natural environment	Responding to global climate change		- We've actively identified climate change risks and opportunities for Tigermed, and are committed to developing and following the Science Based Targets initiative (SBTi); - We've standardized the Company's exhaust and wastewater emissions, and the usage and management of hazardous and non-hazardous waste, energy, water resources, and materials. We set quantitative environmental objectives, and actively implement our environmental protection responsibilities.
	Responsible operation		
Compliance development	Business ethics management		- We integrate the concept of compliance operation into the business development of the Company. We've worked harder to develop a compliance management system and promoted it under the leadership of the Compliance and ESG Committee established by the Board of Directors; - The <i>Anti-corruption and Anti-bribery Policy of Tigermed</i> covers all employees. We've been continuously promoting business ethics training and maintaining an unobstructed reporting channel.



Sustainable Development Management Framework

Tigermed incorporates Environmental, Social and Governance (ESG) into its corporate management, employing solid ESG management as a methodology and pathway to achieve Sustainable Development Goals (SDGs).

The Company has established a comprehensive ESG management system. The board of directors performs supervisory responsibilities on the Company's ESG matters and has formulated the [Terms of Reference of the Compliance, Environment, Social and Governance Management Committee](#), which clarifies the terms of reference of the board of directors and the Compliance and ESG committee.

The Compliance and ESG Committee of the Company has been established with the General Manager serving as the Chairman of the Committee, aiming to build a long-term and sustainable ESG management framework. As a member of the Compliance and ESG Committee, the Chief Compliance Officer is responsible for the overall planning of ESG management. The Compliance and ESG Committee also reports to the Board of Directors on the progress of the Company's ESG management on a regular basis and obtains guidance from the Board of Directors.

Tigermed ESG Management Framework



The Company's Board of Directors is fully responsible for ESG strategy and reporting, including:

- Guiding and monitoring the development and implementation of ESG work and corporate social responsibility of the Company and its subsidiaries;
- Establishing and maintaining appropriate and effective ESG risk management and internal control systems;
- Assessing and determining the nature and extent of risks that the Company is willing to take to achieve its strategic objectives.

Authorized by the Board of Directors, the Compliance and ESG Committee is responsible for:

- Developing the Company's ESG management policy, objectives, strategy, and framework;
- Reviewing regularly the performance of the Company's ESG-related objectives and providing recommendations on actions to be taken to improve performance;
- Identifying and assessing the Company's ESG risks, opportunities, and their material impact on the Company's business, prioritizing material issues, and ensuring that appropriate and effective ESG risk management and internal control systems are in place;
- Promoting a top-down culture in the Company to ensure that compliance and ESG considerations are integrated into management and business decision-making processes;
- Regularly reviewing the communication channels and methods between the Company and its stakeholders to ensure the effectiveness of relevant policies.



Subordinate to the Compliance and ESG Committee, there are the ESG Working Group and dedicated compliance working groups, which are responsible for implementing and executing compliance and ESG-related objectives and policies, and promoting and executing specific ESG matters. The Compliance and ESG Committee has formulated and released the *Tigermed Environmental, Social and Governance (ESG) Regulation*. The Regulation contains anti-corruption business guidelines, employee rights, customer rights, environmental protection, social welfare, and other areas, covering key ESG management issues of the industry and the Company for the purpose of improving the decision-making and behaviors of the Company on environmental, social, and corporate governance issues.

The ESG Working Group promotes the implementation of the Company's compliance and ESG management through reporting to the Compliance and ESG Committee, conducting studies on special compliance issues, annual training plans, compliance project team meetings, and internal publications.

During the reporting period, The Compliance and ESG Committee of the company issued the *Announcement of Sustainable Remuneration Policy for Relevant Officers of the Compliance and ESG Committee*, establishing a sustainable remuneration policy for the Company's General Manager, who chairs the Compliance and ESG Committee, and for the Chief Compliance Officer. In March 2024, the Remuneration and Evaluation Committee of the Board of Directors reviewed and approved the *Resolution on the Remuneration of Directors and Senior Management*, incorporating the job responsibilities of the Chairman of the Compliance and ESG Committee of the Board of Directors as well as the achievement of the Company's ESG management objectives in the year-end assessment of the General Manager for the year 2024, and conducted a review and confirmation of sustainable remuneration. Based on the Company's management regulations, ESG management performance accounts for 20% of the overall annual performance compensation of the General Manager. ESG management objectives include:

Diversity management objective for employees

The proportion of female new employees will not be less than

50% each year



Environment Management objectives

By 2025, the Company's per capita water consumption will be

30% less than in 2019

By 2025, the Company's per capita integrated energy consumption will be

15% less than in 2019

By 2025, the Company's per capita GHG emissions will be

15% less than in 2019

Note: the scope of ESG management objectives linked to the General Manager's annual overall performance compensation does not include Frontage Holdings.

According to the *Terms of Reference of the Compliance, Environment, Social and Governance Management Committee*, the Company held three compliance and ESG committee meetings during the reporting period. The committee reviewed and approved the 2022 Sustainable Development Report of the Company and discussed relevant proposals regarding employee rights, business ethics, and compliance, providing decision-making support in ESG management.

During the reporting period, the Company has conducted three ESG-related trainings for members of the Compliance and ESG Committee. The percentage of committee members trained reached 100%, which enhanced their understanding and ability to address key ESG issues and related ratings.





Progress in Sustainable Development

Key ESG performance in 2023

Economic

Net profit attributable to shareholders of the parent company

RMB **2,024.85** Million

Total tax

RMB **654.87** Million

Total cash dividend

RMB **491.29** Million

Cash dividend paid per 10 shares

RMB **5.68** (Tax included)

Social

Average training hours per employee

109.68 Hours

Percentage of employees who accept regular performance and career development assessment

100 %

Employee turnover rate

18.62 %

Percentage of suppliers evaluated for environmental, labor, ethics, etc.

65.06 %

Number of employees who completed training on anti-corruption

59,245 Person-time

Amount of social welfare donations

RMB **7.2098** Million

Environmental

GHG emissions per capita (excluding Frontage Holdings)

0.27 Tons CO₂eq

Compliance rate of waste disposal

100 %

Number of environmental safety accidents

0

ESG Management Progress in 2023

During the reporting period, the Company has received recognition from numerous external organizations in terms of ESG, demonstrating the outstanding achievements made thanks to our long-term dedication to ESG.



ESG Ratings



MSCI ESG Ratings

Upgraded to **AA** rating in 2023



CNI ESG Ratings

AAA rating by SZSE's CNI ESG Ratings

Year	Program	Status	Score
2023	Climate Change 2023	Submitted	8
2022	Climate Change 2022	Submitted	8

CDP Climate Change Questionnaire
Obtained a rating **B**



ESG Honors

- **Best Employer Brand Award from LinkedIn**
- **2023 China's Best Employer by Zhaopin**
- **Microsoft Best Digital Platform Practice Award**
- **GlocalIN Top 50 Technology Faces of China's Global Enterprises**
- **2023 Top 20 Chinese Pharmaceutical Listed Companies in ESG Competitiveness**
- **2022 Zhejiang Province Excellent Corporate Social Responsibility Report**





Stakeholder Engagement

Stakeholder Communication

Tigermed hopes to establish a long-term relationship of mutual trust with all stakeholders of the Company. By establishing regular communication mechanisms with stakeholders, we can gain a deeper understanding of their opinions, needs, and expectations towards the Company. Through maintaining two-way communication and actively addressing stakeholders' concerns, we can fulfill our responsibility for sustainable development.

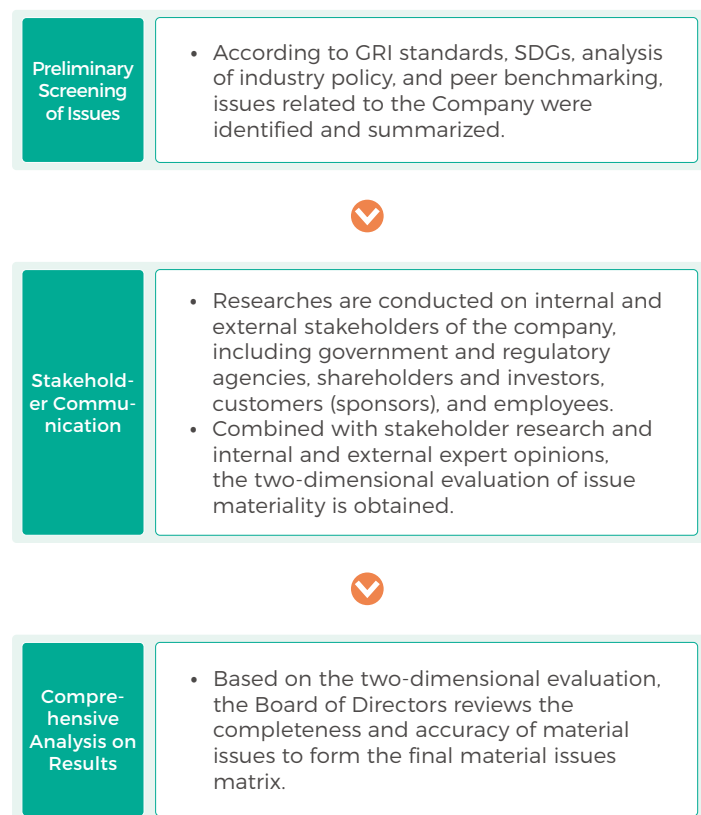
Key Stakeholders	 Governments and Regulators	 Shareholders and Investors	 Customer (sponsors)	 Partners (industry associations, hospitals, suppliers)	 Employees	 Community and Public
Stakeholder Representatives	National Health Commission (NHS)	Investors who invest in equity or bonds of a company	- Pharmaceutical enterprises - Biotechnology companies - Medical device enterprises - Research institutions	- Industry associations - Hospitals - Suppliers	- Entry-level employees - Middle management - Senior management	Communities in which the business operates
Issues of Concern	- Compliance - Business ethics - Economic benefits	- Economic benefits - Information transparency - Risk management	- Quality management and customer relationship building - Information Security Protection - Responsible marketing - Intellectual property protection	- Compliance - Clinical trial ethics - Responsible supply chain - Promoting industry development - Business ethics	- Talent growth and development - Employee rights and benefits - Occupational health and safety	- Responsible investment - Community health and public welfare - Addressing climate change - Reduction of pollutant emissions - Economical Use of Resources
Communication Methods/Channels	- Inspection by leaders and competent departments - Regular work summary and official communication - Daily communication over the telephone and by email - Daily policy implementation	- Stockholders' meeting - Regular reports and information disclosure on official website - Investor hotline "irm.cninfo.com.cn" of Shenzhen Stock Exchange and "hkexnews.hk" of Hong Kong Stock Exchange - Investor-specific appointment email	- Customer satisfaction survey - Daily communication by email and phone - Customer service and complaints - Customer visits	- Business communication and agreement signing - Industry events, such as exhibitions, seminars, etc. - Satisfaction survey	- Internal mail and public announcement - Corporate culture platform "Dialogue" employee suggestion platform - Internal publication - Labor union	- Health education activities - Public inquiries and complaints - Interview and communication - External announcements and disclosures



Identification of Material Issues

Based on the "Materiality" principle in the *Environmental, Social, and Governance Reporting Guide* issued by Hong Kong Stock Exchange and the management requirements for material issues in the *Sustainability Reporting Standards* of Global Reporting Initiative (GRI), Tigermed conducts research on material issues every two years. Through the distribution of questionnaires to various stakeholders and the analysis of industry benchmarking results and expert opinions, material issues are identified as the focus of company management and report disclosure.

Identification Process of Material Issues



During the reporting period, based on the material issue research conducted in 2022, the Company carried out the identification and analysis of material issues for the year 2023, and made adjustments to the existing material issues. The Company has changed the name of the issue from "Protection of Subject Interests" to "Clinical Trial Ethics" in order to cover aspects such as protection of researchers' rights and welfare of laboratory animals; changed the issue name from 'Product Service and Quality' to 'Quality Management and Customer Relationship Building' to better fit the actual operation of the Company; and altered "Protection of Customer Information and Privacy" to "Information Security Protection", focusing on the security of customer information and privacy, as well as the protection of its own and employees' information and privacy.

Matrix of Material Issues





01

Making Progress in Compliance for Steady Growth

- Corporate Governance
- Compliance and Risk Management
- Business Ethics and Anti-Corruption
- Clinical Trial Ethics
- Information Security Protection
- Protection of Intellectual Property





Corporate Governance

Shareholders' Equity

In strict accordance with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, Appendix 14 Corporate Governance Code to the *Rules Governing the Listing of Securities on The Stock Exchange of Hong Kong Limited* and relevant local laws and regulations overseas, Tigermed convenes and holds regular general meetings of shareholders in accordance with the *Rules of Procedure for General Meetings of Shareholders* to ensure that shareholders have the right to know and participate in important matters of the Company as stipulated by laws, administrative regulations, and the Articles of Association of the Company.

In strict accordance with the requirements of the *Rules Governing the Listing of Shares on the ChiNext Market of Shenzhen Stock Exchange*, the *Guidelines for the Standard Operation of Listed Companies on the ChiNext Board of Shenzhen Stock Exchange No. 2 - Standardized Operation of Listed Companies on Growth Enterprise Markets*, the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited*, we have formulated the *Information Disclosure Management System*, and disclosed our information in a true, accurate, complete, and timely manner. We proactively disclose all information that may have a material impact on the decision-making of shareholders or other stakeholders, and ensure that all shareholders have equal access to all the information. The Company's information disclosure channels include, but are not limited to, the China Securities Regulatory Commission's designated media, the *Securities Times*, Website of cninfo: www.cninfo.com, and the website of the Stock Exchanges.

We have established effective communication channels with shareholders, including regular reports, a direct line for investors, a special email for investor visits appointments, investor relations section on the official website, and an online live broadcast platform for small and medium investors. The Company designates the Board Secretary as the person in charge of investor relationship management, responsible for coordinating investor relations, receiving shareholders' visits, answering investors' inquiries, and providing investors with access to disclosed company information. During the reporting period, the Company strengthened the compliance awareness of employees regarding information disclosure by training finance-related staff. The training was focused on regulatory requirements for information disclosure, basic principles of the Company's external information disclosure and relevant case studies.

We respect and fully protect the rights of all shareholders as owners of the Company, while protecting the equal status of small and medium shareholders. The Company opens online voting on the premise of the legality and effectiveness of the shareholders' meeting, which provides convenient conditions for small and medium shareholders to participate in voting, and ensures that small and medium investors can deliberate on the Company's major proposals through online and on-site voting.

To regulate and reduce unnecessary related-party transactions, the Company has established the *Tigermed Related-Party Transaction System*, which specifies the approval authority for related-party transactions. The Company updates and reviews the "Related Party Investigation Form" every quarter, and incorporates the identification of related-party transactions into the online contract approval process to reduce the risk of missing disclosure of related-party transaction information. We also submit related-party transactions that meet disclosure standards to the Board of Directors or shareholders' meeting for approval to fulfill the decision-making process and information disclosure obligations of related-party transactions, and meet compliance requirements.

During the reporting period, the Company was awarded Class A in the information disclosure assessment of Shenzhen Stock Exchange (hereinafter "SZSE") for five consecutive years.





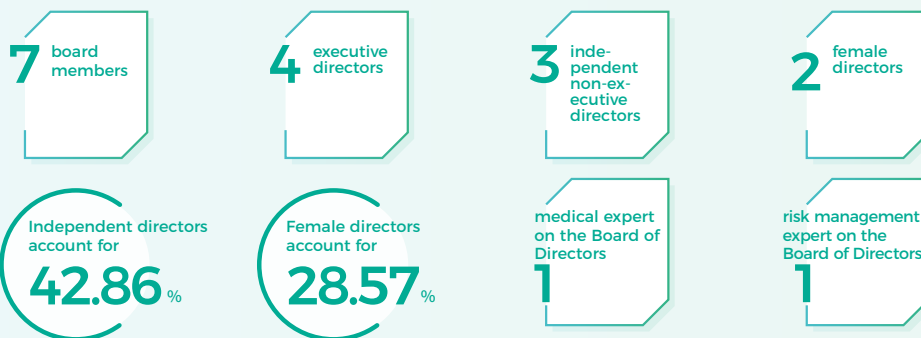
Board of Directors and Board of Supervisors

The Company strictly complies with relevant laws, regulations, and normative documents, and establishes standardized corporate systems and governance structures, including the *Articles of Association of Tigermed*, *Rules of Procedure for Tigermed Board of Directors Meetings*, and *Independent Director Working System of Tigermed*, clarifying the rights, obligations, responsibilities, and operational norms of each corporate governance entity. During the reporting period, based on the changing rules of Hong Kong Stock Exchange, the Company improved relevant management systems accordingly, and revised the *Working Rules of the Remuneration and Evaluation Committee of the Board of Directors of Tigermed* to clarify that the equity incentive plan of listed companies needs to be reviewed by the Remuneration and Evaluation Committee of the Board of Directors.

According to the *Articles of Association of Tigermed*, the Company selects and appoints directors and supervisors. During the reporting period, the Company carried out a board of directors' re-election, and the composition of the Board of Directors and the three major meetings of Tigermed are as follows.

Composition of the Board of Directors and the Three Major Meetings in 2023

Composition of the Board of Directors



The Three Major Meetings



Note: For more details of the Board of Directors, please refer to the Corporate Governance section of 2023 Annual Report of the Hangzhou Tigermed Consulting Co., Ltd.

The remuneration of directors and supervisors is determined by the Remuneration and Evaluation Committee. The remuneration of executive directors, supervisors, and senior managers who hold positions in the Company shall be paid by the Company in accordance with the other positions held, and no additional allowances are paid to executive directors and supervisors. The allowance for independent non-executive directors and external supervisors shall be paid in accordance with the resolution passed by the shareholders' meeting.

The Company formulates the Board of Directors diversity policy. The Nomination Committee is responsible for reviewing the diversity of the Board of Directors. Based on the background of candidates and the development status of the Company, it takes the combined factors of candidates into account, including but not limited to gender, age, cultural and educational background, and professional experience. In addition, our directors have a balanced mix of knowledge and skills, including knowledge and experience in business management, medical clinical research, scientific research, biostatistics, financial management, and accounting.

During the reporting period, the Company organized part of the directors, supervisors, and senior management to participate in external training programs held by the Listed Company Association of Zhejiang. The programs cover training for financial directors of listed companies and special training on the system of independent directors of listed companies, aiming to enhance the understanding of knowledge of directors, supervisors, and senior management on regulatory policies, financial disclosure, mergers and acquisitions, restructuring, and the independent director system.





Compliance and Risk Management

Improvement of Compliance Management System

Compliance operation is the cornerstone of the steady development of enterprises. Due to the complex and specialized nature of legal policies in the pharmaceutical industry, the establishment of a comprehensive clinical research compliance management system is an important guarantee for securing the long-term competitiveness and steady growth of the pharmaceutical industry. The Company always upholds the value of "Integrity & Honesty", and integrates the concept of compliance into all aspects of corporate production and operations. We establish the compliance management system on the four aspects of management structure, management regulation, operating mechanism, and cultural development, covering business operation compliance, financial and tax compliance, information security and data compliance, labor compliance, and intellectual property compliance.



The Company's Board of Directors performs management responsibilities for the Company's compliance matters. The Compliance and ESG Committee and its five dedicated compliance working groups are responsible for the development and implementation of compliance objectives and plans. During the reporting period, the Company renamed the Information Security Compliance Group to the Information Security and Data Protection Group, considering both information security and data compliance construction. At the same time, a new Intellectual Property Compliance Group was added to be responsible for intellectual property application, maintenance, and protection in a coordinated way.

Compliance Management Framework

Information Security and Data Protection Group	- Develop risk assessment methods, risk acceptance criteria, information security and data protection management systems, and security planning. Coordinate the effort in information asset risk assessment, information security, and data protection. - Review, monitor, and handle information security incidents from all aspects. - Supervise, control, and inspect the implementation of information security work.
ESG Working Group	- Develop ESG management policy, objectives, and strategies for the Company. - Regularly follow up on the performance of the Company in achieving ESG-related objectives and provide recommendations for improvement actions. - Identify and assess the Company's ESG risks, opportunities, and their material impacts. - Promote the incorporation of ESG factors into management and business decision-making processes. - Regularly review the communication channels and methods with stakeholders to ensure the effectiveness of relevant policies.
Financial and Tax Compliance Group	Ensure the Company's rights to receive payments and the security of funds through compliance management, and collaborate with relevant departments to optimize the Company's economic indicators and reduce financial and tax risks.
Labor Compliance Group	Collaborate with relevant departments to identify, prevent, and address labor compliance risks, standardize the development and release of labor-related documents, systems, and policies, and improve various processes such as recruitment, performance, and training.
Intellectual Property Compliance Group	Establish an intellectual property management system, formulate intellectual property management regulations, and coordinate the application, utilization, and protection of intellectual property rights within the Company in accordance with the requirements of the national intellectual property compliance management system.



Improvement of Compliance Management System

New drug research and development is one of the fields with highly regulated policies and continuous incentives. In order to supervise and guide the research and development of new drugs more effectively, the drug regulatory authorities continue to formulate and issue normative documents and technical guidelines. To keep up with the latest policy changes and promote compliant development, the Company continuously iterates its internal management system based on the changes in drug regulatory policy regulations at home and abroad.

The Company tracks domestic drug regulatory policy regulations on a daily basis and uploads newly released drug regulatory policy regulations in real time to the drug regulatory policy regulations database, making it convenient for all business departments to access and refer to. A drug regulatory policy regulations monitoring group has been established composed of representatives from relevant business departments to timely assess the impact of newly released drug regulatory policies on business development, work processes, and professional training. As of the end of the reporting period, the database has included over 1,300 drug regulatory policies published since 2015, with a total of approximately 45,000 visits during the reporting period.

According to domestic and foreign policies and regulations and its own operational needs, during the reporting period, the *Overseas Subsidiary Certificate Renewal Guideline of Tigermed* were issued by the Company for 4 newly added countries or regions, and automatic reminders and online archiving are realized through the information system; the *Guidelines for the Management of Directors of Overseas Subsidiaries* were released to assist managers in clarifying the qualifications and responsibilities of overseas directors; and 13 compliance regulations and guidelines were improved, including the *Overseas Project Related Documents Authorization Guideline of Tigermed*, 10 labor regulations and processes, and 2 data privacy protection regulations and processes.

In terms of licensing compliance, the Company has formulated the *Overseas Subsidiary Certificate Renewal Guideline of Tigermed*, which summarizes the regular updating of tax declaration work and the maintenance of various qualifications and licenses. It clearly defines the responsible person for each work process and reduces the costs generated by cross-regional and cross-department communication of overseas subsidiaries, effectively managing the regular maintenance work of overseas subsidiaries.

In terms of authorization management, the Company has further improved the *Overseas Project Related Documents Authorization Guidelines of Tigermed*, sorting out the scenarios and key issues of clinical trial operations to formulate unified authorization rules, including authorization matters, hierarchy of authorized persons, and scope of authority. Through unified authorization management, the execution efficiency of overseas clinical operations has been enhanced.

Optimization of Compliance Mechanism

The Company constructs a multi-level supervisory, risk investigation, and reporting mechanism covering the Company's headquarters, subsidiaries, and all business departments.

Compliance mechanism



As a necessary means of supervision, the Company makes internal audit plans every year, carries out audit work, issues the audit report of internal control, and reports directly to the Audit Committee of the Board of Directors. The audit department communicates with the relevant business departments to determine the corrective action plan and deadline for the audit findings. The progress of corrective action is tracked quarterly and reported to the Company's management and the Audit Committee.



During the reporting period, the Company has conducted a total of 32 audit projects in six major categories. Meanwhile, the Company conducted an internal control evaluation for the year 2023, and the evaluation result showed no significant internal control deficiencies.

2023 Audit Project Overview

- **Statutory audit:** Fundraising audits on a quarterly basis, audits of significant activities semiannually, and annual internal control evaluations
- **Subsidiary audit:** 6 business units audited this year, covering accounting information, internal operations, internal controls, information security, and business ethics, accounting for 80% of sales revenue of subsidiaries (except overseas listed companies)
- **Parent company's business process audit:** Fund management, asset management, budget management, tax management, etc.
- **Compliance audit:** Procurement process, infrastructure projects, employee reimbursement, project financial, labor, business ethics, environmental, health and safety
- **Special audit:** Investment M&A and financial due diligence, whistle-blower investigation, etc.
- **Follow-up audit:** Human resources management, contract management, sales collection management, etc.

The Company establishes a compliance risk identification and investigation mechanism to timely identify risk points in the operational process through regular and irregular communication mechanisms. The Company's dedicated compliance working group collects compliance issues and risks identified by various departments on a monthly basis. It records, identifies, and screens risk issues, and regularly organizes monthly or bimonthly meetings to clarify risk categories, develop solutions and corrective action plans, and track the progress of corrective action. At the same time, the dedicated compliance working group conducts regular meetings to communicate and address special issues and compliance risks in real-time. In 2023, the dedicated compliance working group held a total of 149 compliance routine meetings and compliance project meetings.

The Company has set up various compliance reporting channels such as an official website, a compliance hotline, and a reporting email. For any reporting event, we will set up a working group to investigate and evaluate each report and deal with it according to the investigation results. The Company has stipulated strict whistle-blower protection measures to protect the rights and interests of whistle-blowers. We keep the personal information of whistle-blowers and the information they provide strictly confidential through telephone encryption and other means, and regularly pay attention to the situation of whistle-blowers to avoid retaliation against them for reporting or testifying. Once the whistle-blower is verified to have been retaliated against, the Company will strictly deal with the personnel involved and take legal measures when appropriate.

Compliance Reporting Channel of Tigermed

Official website: The column "Compliance Concern" is opened up on the homepage of the Tigermed official website. Whistle-blowers can fill in the forms and report according to the prompts on the page, and may choose to report either anonymously or in real-name

Compliance Hotline: 400-687-2720

Email: compliance.officer@tigermedgrp.com

For anti-corruption compliance: compliance.officer@tigermedgrp.com

For information security and data protection: DPO@tigermedgrp.com

For financial and tax compliance: tax-compliance-team@tigermedgrp.com

For labor compliance: labor-compliance-team@tigermedgrp.com

For intellectual property compliance: ip-compliance-team@tigermedgrp.com





Promotion and Advocacy of Compliance Culture

A good compliance culture is an important part of corporate compliance management. The effective operation of the corporate compliance management system depends on the penetration and dissemination of compliance values at all levels of the Company. Based on compliance training, the Compliance Monthly Newsletter, and the compliance interactive platform, Tigermed is committed to building a compliance cultural promotion system covering all levels at home and abroad.



The Company incorporates compliance training and satisfaction scores into the annual performance appraisal of relevant departments, requiring at least 12 compliance promotion training sessions per year. To ensure the effectiveness of the training, satisfaction ratings are set, and these ratings account for 20% of the final score. At the same time, the Company selects compliance officers in each department to promote the Company's compliance policy and behavioral guidelines to have positive interactions with the Legal Affairs and Compliance Department. During the reporting period, the Company conducted a total of 19 compliance trainings, covering topics including labor compliance, anti-corruption compliance, information security and data compliance, cross-border data transfer regulations, patent mining methods and intellectual property compliance, ESG sustainable development concepts, tax compliance guidelines, and tax-related criminal risks. The coverage rate of compliance training for all employees of the Company reached 100%.

2023 Tigermed Compliance Culture Training Activities (Partial)

Training Activities	Main Content	Coverage Range
Training on practical skills in handling employee relations	Invite external experts to conduct training on Practical Skills in Handling Employee Relations	Targeting HRBP, Labor Compliance Group members, and some business leaders
Training on the progress of drug regulatory policy regulations for new drug research and development	The monitoring work of drug regulatory policies in Tigermed, as well as the latest policies and regulations of the drug administration department were introduced, including the <i>Regulations for the Implementation of the Drug Administration Law of the People's Republic of China (Revised Draft for Public Comment)</i> and the <i>Detailed Rules for the Implementation of the Regulation on the Administration of Human Genetic Resources</i>	Covering all members of the China Innovative Drug Clinical Operations and Early Clinical Development
Compliance training for personal data in clinical trials	Various thematic trainings have been conducted for the China Innovative Drug Clinical Operations, Quality Assurance Department, Business Development Department, and other departments, covering personal information protection in clinical trials and compliance of cross-border data transfers	Covering front-line workers who actually perform clinical trial services such as clinical operations, Quality Assurance Department, Pharmacovigilance, and Business Development Department
Tax compliance guidelines and tax-related criminal risks	The types and constituent elements of tax-related criminal offenses are analyzed to explore the relationship between criminal and administrative liabilities in taxation. Employees' awareness of tax compliance is enhanced through case studies, and practical operations are shared	All members of the Financial and Tax Compliance Group and all members of the Procurement Department



Compliance Monthly Newsletter is an innovative channel for Tigermed to strengthen compliance promotion to all employees and motivate the participation of all employees in compliance management. During the reporting period, the Company has published 12 issues of Compliance Monthly Newsletter, which includes sections on compliance updates, compliance ambassadors, compliance classes, compliance information, and regulatory updates. Focusing on the compliance supervision of the pharmaceutical industry in 2023, Compliance Monthly Newsletter has published several articles on anti-corruption in the pharmaceutical industry in conjunction with industry dynamics and typical cases, supplemented by interpretation of laws and regulations. Through Compliance Monthly Newsletter, we provide employees with the latest compliance information, update compliance and ESG work progress, popularize business-related legal knowledge, answer legal questions, and publish compliance reporting channels.

Based on this, the Company continues to promote the compliance ambassador program and promote their achievements in compliance. During the reporting period, Compliance Monthly Newsletter invited a total of 5 compliance ambassadors from different departments and positions to share their perspectives on compliance work and experiences, which cover compliance control of internal processes and systems, as well as a review of experiences participating in litigation, showcasing the importance of compliance work from multiple dimensions.

To facilitate overseas employees' understanding of the Company's compliance progress and policies, the Company has set up an Overseas Legal and Compliance Platform for overseas employees to realize the unification of the compliance standard of Tigermed's global business. The platform provides services including publishing compliance news and updates and providing a shared channel for compliance publicity; introducing the overseas legal support team to improve the communication efficiency between overseas teams and domestic legal affairs teams; publishing compliance guidelines and training courseware to provide a way for overseas employees to learn compliance knowledge; publicizing the information of overseas subsidiaries to realize the sharing of basic information

of overseas subsidiaries; and providing a pathway for reporting violations and a channel for giving suggestions and feedback on compliance. During the reporting period, the Company added a bulletin board, a section of compliance classroom, and other functional sections to publish document update announcements and answer compliance questions online, which greatly improves the practicality and interactivity of the platform.

While committed to its own compliance management, the Company also continues to promote the construction of a compliance culture and actively shares its experience in pharmaceutical compliance. To focus on new policies, new issues, and new strategies in the field of new drug research and development, the Company has initiated the Tigermed's Drug Regulatory Policy Salon to organize learning, sharing, and discussion of drug regulatory policy on a regular basis. During the reporting period, the Company organized a total of 8 Tigermed's Drug Regulatory Policy Salon and invited industry experts to share and discuss the latest laws and regulations in the pharmaceutical industry. Meanwhile, the Company actively spoke out in the regulation development of pharmaceutical regulatory authorities, and submitted feedback and suggestions to the Center for Drug Evaluation and the Center for Food and Drug Inspection of the National Medical Products Administration (NMPA), for a total of 15 times.

In addition, the Company values external communication and actively participates in industry communication activities related to compliance management. During the reporting period, the Company's Chief Compliance Officer participated in the "Zhejiang Corporate ESG Report Training Course" organized by The Corporate Social Responsibility Association of Zhejiang and The Association of State-owned Assets Administration of Zhejiang Province, and represented Tigermed to share the Company's ESG management system, ESG work results, report preparation experience, and sustainable development highlights at the meeting. Our CCO also conducted an on-site Q&A on ESG management, promotion, and implementation, and actively promoted the construction of industry ESG compliance.





Business Ethics and Anti-Corruption

Business ethics and anti-corruption are important aspects of our compliance management. The Company complies with the *Anti-Unfair Competition Law of the People's Republic of China*, the *Anti-Monopoly Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, the *Interim Provisions on Banning Commercial Bribery* and relevant overseas laws and regulations, strengthens the construction of business ethics, and strictly manages corruption risks.

We have established a three-tier management structure consisting of the Audit Committee of the Board of Directors, the Compliance and ESG Committee, and the Legal Affairs and Compliance Department. We have formulated and strictly implemented the *Anti-corruption and Anti-bribery Policy of Tigermed*, which covers all employees of the Company (including full-time and part-time employees, contract workers, interns), senior management, directors, and third-party representatives.



Business Ethics and Anti-Corruption Management Framework

Audit Committee of the Board of Directors

- Responsible for supervising and managing the Company's business ethics and corruption issues
- Review and evaluate the establishment and improvement of business ethics and anti-corruption systems
- Listen to and supervise the completion of business ethics and anti-corruption management goals, and guide the development of work plans
- Review and supervise the audit results of business ethics, training on business ethics and anti-corruption, as well as investigation and handling results of business ethics and corruption issues

Compliance and ESG Committee

- Responsible for the specific management and implementation of the Company's business ethics and anti-corruption work
- Responsible for the formulation and updating of business ethics and anti-corruption policies, supervision of various business processes and key positions, and implementation of business ethics and anti-corruption training
- Regularly report the progress of the Company's business ethics and anti-corruption work to the Audit Committee of the Board of Directors

Legal Affairs and Compliance Department

- Accept real-name or anonymous reports on actual or suspected violations from employees, third-party representatives, and business partners who conduct business dealings with Tigermed

During the reporting period, the Company updated the *Anti-corruption and Anti-bribery Policy of Tigermed*, specifying the scope of policy application, reporting channels, and other contents to ensure its consistency with laws and regulations and the actual operating environment. After the policy was updated, the Company organized all employees to study the policy, with a training coverage reaching 100%.

The Company sets clear requirements and regularly updates the *Code of Conduct* on business ethics and anti-corruption, and strictly manages issues such as anti-corruption, anti-bribery, anti-money laundering, fair competition, and conflicts of interest.



Code of Conduct (Business Ethics Section)

Anti-corruption and Anti-bribery

- Tigermed does not tolerate any form of bribery and corruption.
- The Company prohibits its employees from directly or indirectly providing, giving, or receiving any form of bribery, discounts, or valuable items to any person or organization under any circumstances.

Anti-Money Laundering

- Tigermed firmly opposes all forms of money laundering activities and complies with all applicable anti-money laundering laws.
- The Company prohibits employees from participating in any money laundering planning activities. Before signing agreements with clients, the Company will verify the legality of the client's identity and business activities.

Antitrust and Fair Competition

- Tigermed respects and protects fair competition, and will never abuse its dominant market position. The Company also complies with applicable antitrust and competition laws and regulations in the markets where it operates.
- The Company encourages, supports, and protects all organizations and individuals to supervise unfair competition. If any organization or individual discovers any unfair competition related to the Company, they should report it to the Company and provide relevant facts and evidence.

Prohibition of Insider Trading

- Before the disclosure of insider information in accordance with the law, persons with knowledge of insider information of Tigermed shall not use such information for insider trading.
- Family members of the Company's employees and other related persons shall also be subject to the restrictions of this Code.

Conflict of Interest

- If the private or personal interests of a Tigermed employee, a member of the employee's family, or other persons with a stake in the employee conflict with Tigermed's interests, such employee must fully report conflicts of interest or potential conflicts of interest when they arise and promptly disclose any relationships, ownership, or business interests of the employee or his or her relatives with other individuals or companies, regardless of direct or indirect conflicts of interest.

To strengthen the management of conflicts of interest, the Company updated the *Tigermed Conflict of Interest Policy* during the reporting period, which clearly states that the Compliance and ESG Committee is responsible for managing conflicts of interest and covers all employees of the Company (including full-time and part-time employees, contract workers, and interns). The Company has established a Conflict of Interest Judgment Working Team, which allows the Chief Compliance Officer to invite members of the Compliance and ESG Committee to form a team to determine and handle conflicts of interest based on specific circumstances.

At the same time, all employees at director's level and above, including the Board of Directors and the Board of Supervisors, senior managers are required to sign the *Tigermed Conflict of Interest Statement* or an employment agreement with a provision on conflict of interest, committing to refrain from accepting or soliciting any gifts or remuneration from any entity associated with Tigermed in a manner that exceeds ordinary business etiquette. In mainland China, the price of gifts, meals, or other items or entertainment activities must not exceed RMB 300 per person. In other countries or regions, the price of such gifts and hospitality should not exceed the amount allowed by local applicable laws and regulations (if any).

The Company conducts business ethics and anti-corruption audits in key areas on an annual basis, and determines the scope of audits and business areas based on a comprehensive risk assessment, covering all of the Company's business processes every three years. During the reporting period, the Company conducted anti-corruption audits in key risk areas such as procurement, infrastructure construction, and finance, and its subsidiaries also underwent anti-corruption audits, covering 80% of the Company's total operating income (excluding overseas listed companies).

As an important risk control measure, the Company strengthens the management of supplier anti-corruption in the procurement process. The Company requires new suppliers to sign the *Supplier Code of Conduct* and its Appendix 1 *Anti-Bribery and Anti-Corruption Commitment* during the admission stage to ensure that suppliers are aware of the Company's anti-corruption and anti-bribery policies. Meanwhile, the Company encourages suppliers to establish appropriate management systems to ensure continuous compliance with and adherence to the *Supplier Code of Conduct*.

During the reporting period, the Company did not experience any illegal or irregular incidents related to corruption, bribery, conflicts of interest, fraud, money laundering, extortion, and unfair competition.



Clinical Trial Ethics

Protection of the rights and interests of subjects and investigators

During the clinical trial process, the Company strictly abides by the *Good Clinical Practice*, *Norms on the Quality Management for the Clinical Trials of Medical Devices*, *Personal Information Protection Law of the People's Republic of China*, and the requirements of the Ethics Committee to ensure that the rights and safety of the subjects are protected.

In terms of subjects' right to know, all subjects should sign the *Informed Consent Form* (ICF) before the start of clinical trials. The Company clearly states in the *Informed Consent Form* the objectives of the study, the design and detailed steps of the study, possible risks and discomfort, possible benefits and the likelihood of not benefiting, other treatment options and their potential benefits and risks, possible compensation and expected costs for participating in the trial, and compensation and treatment available in the event of trial-related harm, so as to ensure that the subjects can participate in the clinical trial in a well-informed manner. The Company formulates the *Informed Consent Form Elements Checklist* and *Guidance to Informed Consent Form* to ensure the normalization of all ICFs. In addition, we have added a *Consent Form for the Handling of Personal Information in Clinical Trials* so that subjects can understand how their personal information is collected, used, transferred, stored, and disclosed throughout the clinical trial, and inform them of their rights to access, copy, correct, and delete their personal information.

During the reporting period, the Company formulated the *Work Practice Document for Electronic Informed Consent in Clinical Trials of Tigermed*, providing guidance and standards for the implementation of electronic informed consent, enriching the means of informed consent of subjects, and reducing the restrictions on subjects who are unable to personally visit the clinical trial research institution.

In terms of subjects' willingness, during the signing of the *Informed Consent Form*, as well as during the informed consent process, subjects are informed that participation in clinical trials is voluntary. Subjects have the right to refuse to participate in the study and withdraw from the study at any time without being discriminated against or retaliated against, and without affecting his/her medical treatment and rights and interests in any way.

In terms of subject privacy, the Company strictly adheres to the principle of confidentiality of subject information throughout the clinical trial, and will strictly comply with legal and regulatory requirements and refer to mature standards in the industry to protect subjects' personal information from unauthorized access, disclosure, use, and modification, and from damage or loss of information. The use of subject information by trial-related investigators during the course of the study is subject to strict data and privacy protection.

During the reporting period, the Company strengthened measures to protect the privacy of participants, effectively reducing the risk of potential privacy leakage. We have formulated the *Consent Form for the Handling of Personal Information in Clinical Trials*; prevented and rectified the potential privacy breach risks associated with the subject selection and qualification review process; and recommended to use remote monitoring platforms or EDC databases to reduce the risk of privacy breaches. We have standardized the process of evaluating the eligibility of subjects, controlled the scope of review of raw data, and provided training to the staff of the research institutions who provide subject raw data on subject privacy protection, anonymization/de-identification of raw data, and email encryption. In addition, we have revised the SAE report template to remove the requirement for collecting information such as the abbreviation of the subject's name and date of birth, minimizing the scope of collecting personal information of the subjects.

At the same time, the Company also pays attention to the protection of investigators' rights and interests. For the safety of clinical trials, the Company collects personal information from investigators prior to the start of a clinical project to analyze their competency. In order to protect the personal information and privacy of investigators, we sign a new *Subject Consent Notice Regarding the Processing of Personal Data* with investigators to specify that investigators also have the right to access, copy, correct, request explanations, and delete their personal information.

The Company conducts training related to the protection of subject rights and interests based on updates of laws and regulations and monitors compliance risks on an annual basis.



2023 Subject Interests Protection Related Training Activities (Partial)

Training Activities	Main Content	Coverage
Training on Data Empowerment for Patient-Centered Research Hospital Construction	Enhance employees' understanding and awareness of modern institutions, as well as their knowledge of the efforts made by research institutions for subjects	Covers all members of China Innovative Drug Clinical Operations and Early Clinical Development
Training on Measures for the Ethical Review of Biomedical Research Involving Humans	Introduction to the revision background, purpose, framework, and main content of the review method to employees' understanding of ethical review requirements	Covers all members of China Innovative Drug Clinical Operations and Early Clinical Development
Interpretation of Chinese Regulations on Outbound Data Transfers	Popularize the legal and regulatory requirements for outbound data transfers, and enhance employees' awareness of information security and data protection	Covers all members of China Innovative Drug Clinical Operations and Early Clinical Development
eConsent System Training	Improve employees' acceptance and awareness of electronic informed consent	Covers all members of the China Innovative Drug Clinical Operations, Early Clinical Development, and the Vaccine and PMS Clinical Operations
Course on Subject Privacy Protection	Emphasize the importance of protecting the privacy of subjects in clinical trials. This course is added to the CRA basic training program	Covers all members of China Innovative Drug Clinical Operations and Early Clinical Development

During the reporting period, the Company did not have any violations of laws or regulations that harmed the rights and interests of subjects and investigators.

Animal Welfare

Our subsidiary, Frontage Holdings, is involved in the use of laboratory animals. Frontage Holdings strictly abides by the *Animal Welfare Acts of the U.S. Department of Agriculture (USDA)* and the *Regulations on the Administration of Laboratory Animals* issued by Chinese Government and other domestic and international regulations or guidelines on animal welfare, and is committed to continuously improving standards on laboratory animal welfare.

Frontage Holdings widely adopts the "3Rs" (Replacement; Reduction; Refinement) in practice, only using animals when there is no other way to obtain the basic safety and efficacy data of the drug proved by strong scientific evidence; and promotes the "5 Freedom" program to continuously improve the welfare of laboratory animals. (For more details, please refer to *Frontage Holdings' 2023 Environmental, Social, and Governance Report*).

Frontage Holdings has established an Institutional Animal Care and Use Committee (IACUC) to evaluate and oversee the use and care of experimental animals. The committee members include veterinarians, a chairman, scientific members, non-scientific members, and public members. Frontage Holdings IACUC has been certified by the Association for Assessment and Accreditation of Laboratory Animal Care International (AAALAC). During the reporting period, more than 150 animal use protocols were reviewed by the IACUC to ensure the appropriateness of the use of laboratory animals.



Information Security Protection

Network Data Security

The Company strictly adheres to the relevant provisions of the *Cybersecurity Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China*, and the *Personal Information Protection Law of the People's Republic of China*, and formulates a series of information security and data protection policies and procedures, clarifying the responsibilities and requirements of information protection, as well as the principles for handling personal data.

The Company's Compliance and ESG Committee has established an Information Security and Data Protection Group, led by representatives from the Legal Affairs and Compliance Department and the Digital Information Technology Department, who jointly serve as the working group leaders and the Company's DPO(Data Protection Officer), responsible for building a data security management system at the group level. The Information Security and Data Protection Group is responsible for monitoring, coordinating, and managing the Company's compliance behavior on global information security and personal information protection, ensuring that the Company complies with regulations on personal information protection, formulating, implementing, and maintaining the Company's data protection policies and procedures, conducting regular training and other related work, and reporting to the Compliance and ESG Committee. In addition, our subsidiary, Opera Contract Research Organization SRL, acts as the Company's representative for personal information protection in the EU and handles and reports on personal information protection in the EU in accordance with the Group's directives.

Data Security Management Objectives

- Ensure data continuity, such as data backup, data recovery, and data disaster tolerance
- Data-driven defense against cyberattacks without major incidents
- Ensure the confidentiality, integrity, and availability of data
- Take measures to prevent data from being illegally obtained, leaked, or accessed without authorization
- Strengthen employees' and users' awareness and training on security, enabling them to handle and protect data correctly and comply with company security policies
- Establish a comprehensive data security emergency response mechanism to deal with potential and occurred security threats and risks

The Company continuously conducts information asset security risk assessments. We conduct vulnerability identification scans on core applications and existing risks in systems on a quarterly basis, and track and fix vulnerabilities to reduce the risk of external infringement of our systems. During the reporting period, the Company invited a third-party organization to conduct an information security risk assessment to identify existing information assets and evaluate the information security risks faced by the Company in its business activities by taking into account the impact and likelihood of the risks. The third-party organization also provided recommendations for risk management.

During the reporting period, the Company updated and iterated the *Information Protection Policy* into the *Tigermed Information Asset Classification and Handling Policy*, which further clarifies the confidentiality level of data and information assets, as well as the disposal requirements for information assets at each level. The policy further improves the procedures for responding to confidential information leakage. If any confidential information is leaked, the person who discovers it should report it to the data security-related party within 24 hours, and the related party should immediately set up an investigation team to investigate the root cause of the leak and keep the investigation report.

During the reporting period, the Company continued to move data security measures forward, carried out information security system certification on a regular basis, and optimized and improved the data security governance system.





○ Data Security Management Measures

Network Security Inspection

- Invite a third party to conduct network security inspections, which should cover the four aspects including analysis of cyber attack incidents, discovery and management of system vulnerabilities, security operation retrospective reports, and service component optimization, so as to achieve 7X24h network monitoring and ensure timely detection and immediate handling of issues.

Phishing Email Drills

- Carry out a phishing email drill once every quarter, which covers all employees both domestically and overseas, so as to enhance employees' awareness of information security.

Annual Penetration Testing

- Invite a third party to conduct annual penetration testing on the Clinical Trial Management System (CTMS) and fix the vulnerabilities discovered during the testing.

Disaster Recovery Planning (DRP) Drills

- Every year, we launch Disaster Recovery Planning (DRP) drills in the Business Continuity Plan (BCP) in the Tigermed Data Center and conduct recovery simulation tests on the corresponding servers and systems at the backup site to address the risks of power outages, network disruptions, and data loss resulting from sudden natural disasters.

In addition, the Company has raised the awareness of information security by training for all employees. We provide information security online training to every new employee through our training system. We also push information security compliance courses for all employees through "Tigermed Classroom" live streaming every quarter, covering topics such as standardized use of computer terminals and phishing email prevention, and push information security e-posters to all employees via email every month. During the reporting period, the Company conducted an 'Information Security Week' to enhance employees' awareness of information security and their ability to identify information through posters, executive speeches, and information security training for employees. During the

event, a total of 4 executive speeches and 5 information security awareness training courses were conducted, covering 1,600 employees.

As of the end of the reporting period, the Company has passed ISO 27001 information security management system certification, and is within the valid period. Wuxi Tigermed call center system has passed the Level III National Information Security Certification, and has planned to obtain more information security certifications.

During the reporting period, the Company has not violated any laws and regulations related to information security and privacy protection.

○ Information and Privacy Protection Mechanism

Establishing systems and codes of conduct



- Establish an Information Security and Data Protection Group, and regularly update internal management systems.
- Sign a mutual confidentiality agreement with clients and potential partners.
- Provide regular private information security training for employees in various positions.

Technical support



- Encryption of confidential or private information and anonymization of patient information.
- Create a website whitelist and prohibit the websites and applications that are not on the whitelist from the internal network.
- Minimum access settings for information users.

Regular internal and external audits



- Check internal information management.
- Conduct data security audits and make improvements.
- The Company has undergone external audits and certification reviews, including obtaining ISO 27001 certification in 2022 (as of the end of the reporting period, the certification is still valid). In 2022, Wuxi Tigermed call center system passed the Level III National Information Security Certification.



Privacy Protection

In the daily operation process, the Company needs to collect and process personal information about subjects, investigators, employees, and partners. The Company strictly abides by the *Personal Information Protection Law of the People's Republic of China* and other laws and regulations, strengthens the protection of personal information and privacy, and formulates and updates *Tigermed Protection of Personal Data Policy* and *Tigermed Protection of Subject Privacy Policy*, establishing a personal information and privacy protection system that meets international requirements.

During the clinical trial process, the Company strengthens the protection of the privacy of subjects and investigators by signing a consent form for the processing of personal information, minimizing the collection of personal information of subjects and investigators, and effectively reducing the risk of privacy leakage (specific management measures are detailed in the Protection of the rights and interests of subjects and investigators).

We fully understand the importance of our clients' information and sign a confidentiality agreement at the contract negotiation stage to clarify the confidentiality obligations of our clients and us. We will take relevant measures to keep confidential information of our clients, including but not limited to clinical research protocols, research progress reports, and commission contracts signed by both parties. At the same time, the Company is streamlining system management permissions to restrict personnel who have access to customer information to the minimum scope of "need to know".

The clinical projects in the Company's self-developed Clinical Trial Management System (CTMS) only include project numbers and subject numbers. Customer privacy data can only be entered into the system after being masked, and relevant access permissions are strictly assigned according to the roles in the project.

The Company incorporates the security of personal information and privacy protection into the performance assessment at the project level, including whether there have been incidents related to the protection of customer information and subject privacy, as well as corrective and preventive measures taken in response to such incidents.

With the development of our overseas business, in order to ensure the compliance of cross-border data transmission, we have simultaneously improved the cross-border data transfer agreement. During the process of transferring data from the EU to outside the EU, we sign Standard Contractual Clauses with both data exporters and importers to ensure the security and compliance of cross-border data transfers by means of contractual binding.

Intellectual Property Management and Protection

The Company attaches great importance to intellectual property rights. We do not infringe on the intellectual property rights of our sponsors while also emphasizing on the protection, accumulation, and management of our own intellectual property. In accordance with the *Patent Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China*, and the *Regulations on Computer Software Protection* and other laws and regulations, the Company has formulated the *Tigermed Measures for the Management of Intellectual Properties* and other systems, clarifying the types of intellectual property of the Company, the responsibilities of scientific research management personnel, and protecting our intangible assets with institutional norms.

The Company regards the Legal Affairs and Compliance Department as the comprehensive management department for intellectual property, and other departments as the departments responsible for the creation and use of intellectual property. During the reporting period, the Company issued the *Tigermed Measures for the Management of Intellectual Properties*, *Guidelines of Hangzhou Tigermed for Patent Application*, and *Guidelines of Hangzhou Tigermed for Copyright Registration*, to comprehensively regulate the acquisition, use, protection, and management of the Company's intellectual property rights, so as to improve its technological innovation capabilities, to encourage employee innovation, to accumulate intellectual property assets, and to give full play to the benefits of intellectual property.

The Company pays great attention to the strategic layout of intellectual property and actively submits trademark, copyright, and patent applications to the authorities in various countries and regions. At the same time, we sort out and integrate the pool of IP-related service providers to optimize supplier selection, ensure service quality, and meet the Company's diversified strategic needs. By the end of the reporting period, Tigermed has registered trademarks in more than 30 countries and regions worldwide.

The Company establishes and improves the intellectual property template library, formulates multiple contract templates, drafts standard clauses for ownership attribution and standard templates for authorization letters, and clarifies the ownership of intellectual property to protect the intellectual property of all parties in project cooperation. In addition, we continue to launch IP education programs for all employees in diverse ways, promoting relevant legal knowledge and enhancing awareness of intellectual property protection.





2023 Intellectual Property Training Activities (partial)

Training Activities	Main Content
Training on the <i>Tigermed Measures for the Management of Intellectual Properties</i>	Conduct training to promote the intellectual property management system and supervise the learning of the system through a combination of course study and post-course tests.
Legal tips on preventing copyright infringement risks for images, fonts, and emojis	Based on legal provisions and judicial practice, introduce the constitutive elements of copyright infringement and judicial compensation, and provide corresponding legal advice for the Company's publicity, official account operation, and other business needs.
Training on Enterprise Patent Mining Methods	Combining the background of national policy support for intellectual property innovation and the current situation of the Company, introduce multiple ways of patent mining methods to help intellectual property innovation.

During the reporting period, the Company's trademark, copyright, patent, and other intellectual property rights registration are shown in the following table:

Field	Progress made in 2023
Trademark	8 new registrations, 81 registered in total (31 domestic, 50 overseas)
Domain	102 new registrations, 114 registered
Software Copyright	26 new registrations, 131 registered in total
Patent	1 new invention patent application (pending application), 8 patents registered





02

Striving for Excellence and Sustained Improvement in Services

- Quality Assurance
- Research and Innovation
- Customer Relationship Building
- Sustainable Supply Chain Management





Quality Assurance

Construction of Quality Management System

Tigermed adheres to a high standard of quality system. Based on the E6 (R2) issued by ICH (i.e. "E6 (R2) Good Clinical Practice: Integrated Addendum to ICH E6 (R1)"), China's *Good Clinical Practice*, TransCelerate's Clinical Quality Management System, and ISO 9001 Quality Management System, as well as the management concept of "Plan, Do, Check and Act (PDCA)" cycle, we have built Tigermed's medical quality management system. The Company establishes a Quality Management Committee to ensure that the Company's quality management system is consistent with the organizational strategy and mobilizes sufficient resources to achieve Tigermed's quality management objectives. The basic responsibilities of the Quality Management Committee include but not limited to: promoting the operation and improvement of the Company's quality management system; organizing regular quality review activities to comprehensively assess the overall quality of the Company; and reviewing and assessing the Company's quality risks and related corrective measures. The senior management of each business unit, subsidiary, country, and region is ultimately responsible for the overall effectiveness of the quality management system.

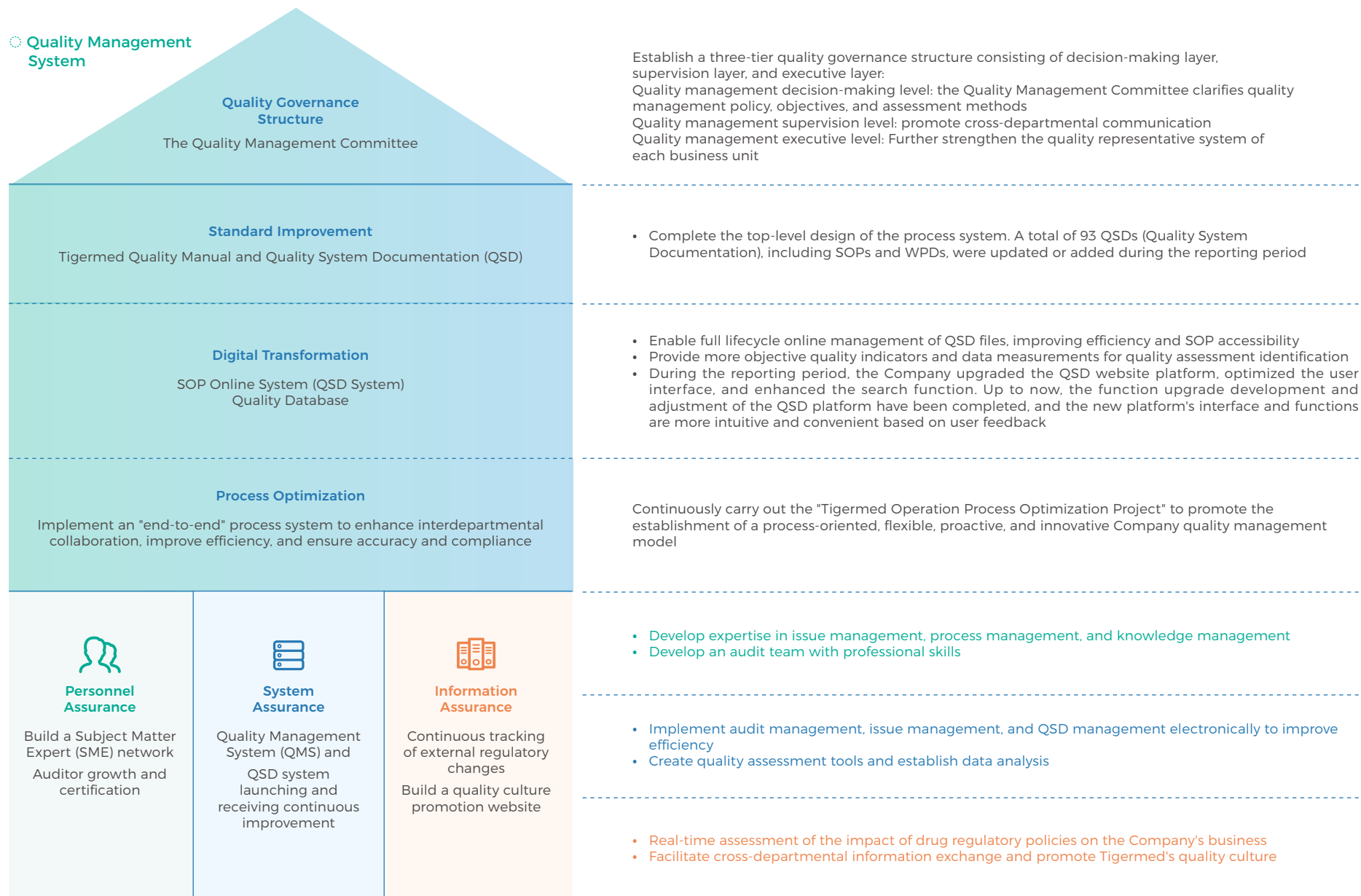
The Company conducts a quality management system assessment every six months to summarize the practices and key quality indicators over the past six months, and generate a supervision report. This report includes overall data on the quality issues identified through regulatory inspections, internal and external audits, and employee reports, providing comprehensive information on quality supervision. During the reporting period, the majority of the issues identified in the Company's quality monitoring results were classified as minor, accounting for 75.6% of the total number of issues identified. This result indicates that the current quality system of Tigermed is stable.

On the basis of improving the system construction, the Company is committed to improving the professional capability of quality management. Through continuous optimization of process management, issue management, knowledge management, and quality management team construction, we strengthen the process control of service quality in business activities and ensure the high-quality delivery of research projects. For each division, department, and region, the Company has established a quality representative system and assigned dedicated personnel as quality representatives to lead and coordinate quality and compliance management in their respective business operations to ensure that the services provided are in compliance with relevant laws and regulations and the requirements of Tigermed's quality management system.



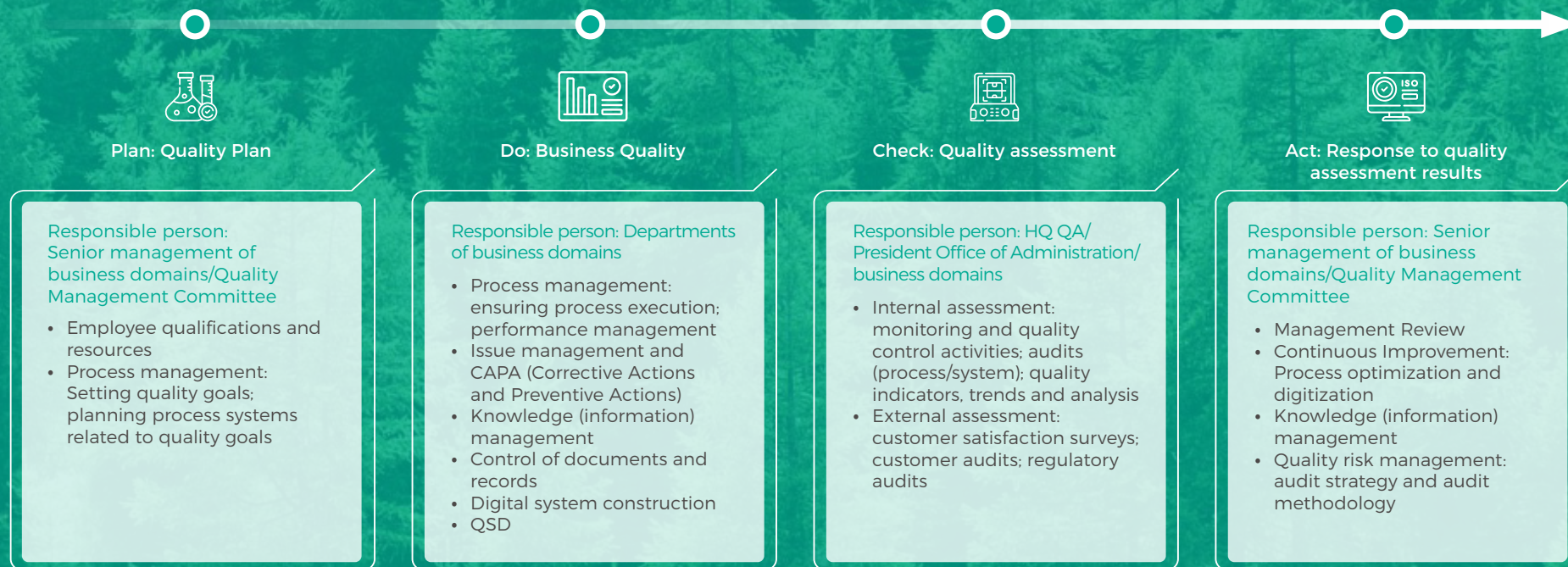


Quality Management System





Plan-Do-Check-Act (PDCA) Model



The Company has developed the *Tigermed Quality Manual*, which provides an overview of the overall framework of the quality system and describes and guides the quality management practices in the business operations. The Quality Management Committee, as the main decision-making body of the quality management system, is committed to ensuring the proper operation of the system, conducting regular management reviews, defining the quality policy and quality objectives, assessing the prevention measures of quality risks, and identifying areas for optimization. During the reporting period, based on global development and regulatory added, we updated 93 QSDs, covering Pharmacovigilance, Business Development, Drug Clinical Development Process, Clinical Development E2E Process, and Quality Assurance (QA).

The Company continues to promote the digitalization of quality management and improve the efficiency of quality management. We establish two system platforms, QMS and QSD, using technological means to achieve electronic audit management, problem management, and process management. This provides

support for trend analysis of objective data based on risk management for Tigermed. With the support of QSDs, we achieve online management of the full life cycle of documents and electronic management of Tigermed quality system documentation. During the reporting period, the Company upgraded the QSD website platform, optimizing its user interface and enhancing the search function. We consolidated and expanded the SME network, promoted continuous improvement of cross-departmental processes, and effectively disseminated specialized knowledge. The Company has also added multiple processes and corresponding Subject Matter Experts (SMEs) to encourage more overseas SMEs to participate; updated the SME list simultaneously to facilitate all employees in quickly finding the SMEs for relevant processes, enabling intuitive management and updating of applications by various departments; and conducted training covering over 100 SMEs to strengthen their responsibilities and standardize process construction.



The Company defines quality culture as "An environment in which every employee is responsible for quality", and integrates the concept of 'Full Participation' into quality management. By establishing a knowledge management system, the Company shares quality management knowledge and experience with every employee. In addition, we link the performance evaluation of clinical operations team project managers (PM) and Clinical Review Associates (CRA) with quality-related KPIs, boosting employee motivation while driving the transformation of knowledge and experience into practical abilities. During the reporting period, the Company had a 100% coverage rate for quality-related training. The training content includes policies, quality manuals, standard operating procedures, operating documents, and supporting files. Among them, the policy and quality manual documents are oriented to the Company's all employees to push the training courses and supervise the completion of the courses. Standard operating procedures, operating documents, and supporting documents are directed to specific positions. All relevant members must complete the corresponding training before the documents take effect.

During the reporting period, the Company organized a 3-day quality management workshop, involving quality representatives from various business departments, key project managers, and subject matter experts (SMEs). During the three-day period, the participants focused on the concepts and relevant theories of problem management, risk management, and process management, and deepened their learning and understanding of the topics through active thinking and interaction in case studies.

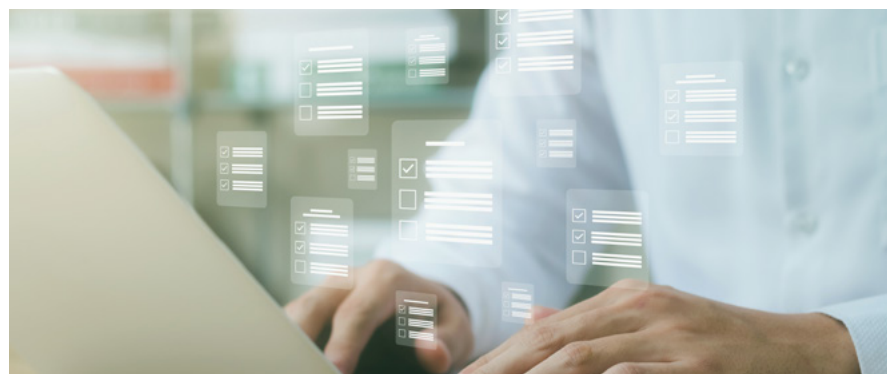
In addition to the quality of our own services, we also value the quality of our upstream suppliers' products and services. Supplier quality management is carried out by the Quality Assurance Department in collaboration with the procurement team. We conduct regular performance evaluation and maintenance for all suppliers. For important suppliers such as clinical trial suppliers, we have developed a comprehensive supplier qualification management process and introduced the role of subject matter experts in the supplier access process to enhance the professionalism of evaluation and reduce the quality risk of products and services from suppliers.

During the reporting period, the Company did not have any product quality and safety-related violations.

Quality Inspection and External Audit

In the process of establishing a quality management system, Tigermed also attaches great importance to the supervision and inspection of system implementation. The Company is committed to having accurate and independent assessment results of Tigermed's quality management system through regular supervision and audit; moreover, Tigermed continuously optimizes the quality management system according to the audit results to ensure that the project implementation meets the laws and regulations and the internal management requirements of the Company.

Adhering to the principle of PDCA, we conduct internal project audits by the Quality Assurance (QA) audit team at headquarters every year and internal system audits for key processes, business departments, and subsidiaries every three years, while accepting audits and inspections from customers and the NMPA from time to time. For the quality events found by internal and external audits, we follow the internal specifications of *Handling of Quality Issues* and *Corrective Actions and Preventive Actions* to investigate the events at once, clarify the types of events, and implement handling measures; furthermore, we follow the PDCA principle to optimize the process and formulate corrective and preventive measures one by one to achieve continuous improvement and prevent the recurrence of similar issues. During the reporting period, we conducted 15 system audits and 79 clinical trial audits for our key processes and business-related subsidiaries involved in clinical trials, and received 71 audits from domestic and overseas customers, none of which involved serious problems affecting the safety of subjects and data integrity. The Company's quality management system has been recognized and affirmed by domestic and overseas clients. Since the Company's business focuses on clinical research services, it does not involve physical product testing and product recall.





During the reporting period, the Company restructured the framework of the audit plan and introduced the concept of risk into the development of the system audit plan and project audit plan.



Risk-based System Audit Plan

The development of the System Audit Plan is based on the annual evaluation data of QMS. The evaluation includes internal and external audit/inspection results, quality incident analysis, risk assessment, and KPI/KQI data review. The evaluation method is mainly through data trend analysis. Through the closed-loop management of QMS maintenance and audits, a comprehensive analysis of core business data is conducted, and the Company formulates audit plans accordingly to make reasonable and effective use of resources.



Risk-based Project Audit Plan

Transform Audit Plan from passive collection of audit requirements from business departments to proactively developing project audit plans based on client types, project characteristics, project progress, and quality indicator data of ongoing project implementation. Risk-based project audit plan focuses on high-risk projects and expands the audit types, extending from only conducting audits on research centers to TMF audits, and evaluating the efficiency of audit activities through quarterly inspections.

We pay attention to the construction of professional skills of the audit team, formulate a long-term development plan for auditors, and continue to carry out activities to improve their skills. The Company conduct auditors review meetings on a monthly basis to improve auditors' skills through review summaries and turnaround discussions; For each audit project, we invite the corresponding audit program lead (APL) or an experienced peer reviewer to conduct a one-on-one audit report review; Every month, auditors have personal communication sessions with their line managers for audit skill guidance, including the development of audit plans, specific issues during audits, and the classification of audit findings. At the same time, the Company has also developed requirements for auditor qualification certification to ensure that only qualified auditors can perform audits.

Overseas Auditor Training



To meet the needs of the Company's business development and establish overseas audit capabilities, the Company conducted recruitment and training of QA personnel in overseas regions during the reporting period.

For overseas personnel, the Company arranges line managers to provide on-site training and guidance on a one-to-one basis, mainly including QMS maintenance and audit, to ensure their understanding and implementation of Tigermed's quality management system. This is done by complying with local laws and regulations to better serve the local business team and ensure the quality of the Company's overseas operations.

Quality training for overseas employees includes internal training and external training, and internal training includes new employee training, quality foundation training, and special training. The Company will also provide QSD courses that are needed during the work process. Each employee is required to complete the corresponding QSD learning. Their line managers will provide one-on-one coaching every month to review the work process, provide guidance, and answer questions.

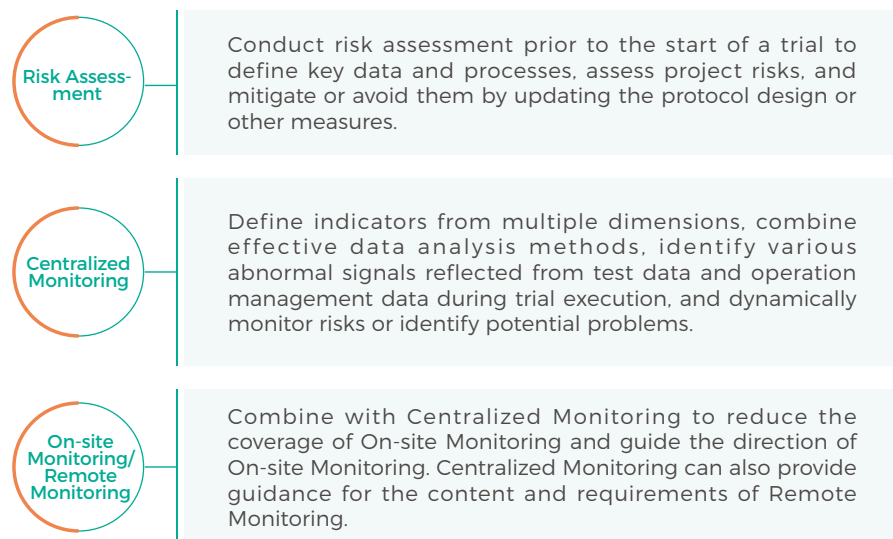
Meanwhile, based on the data of internal audits, sponsors, third-party audits signed by the sponsors, and inspection by regulatory agencies, the Company has developed a Self Service Analysis System and put it into operation. The System has established a data-driven decision-making infrastructure, providing a basis for evaluating the compliance of clinical trials as well as the effectiveness and efficiency of Tigermed's quality management system through trend analysis of quality data. During the reporting period, the Company generated a "Trend Analysis of Quality Data" based on this system and released a "Quality Monitoring Report" to help business departments identify weak areas and improve clinical trial services.



Risk-based Quality Management (RBQM)

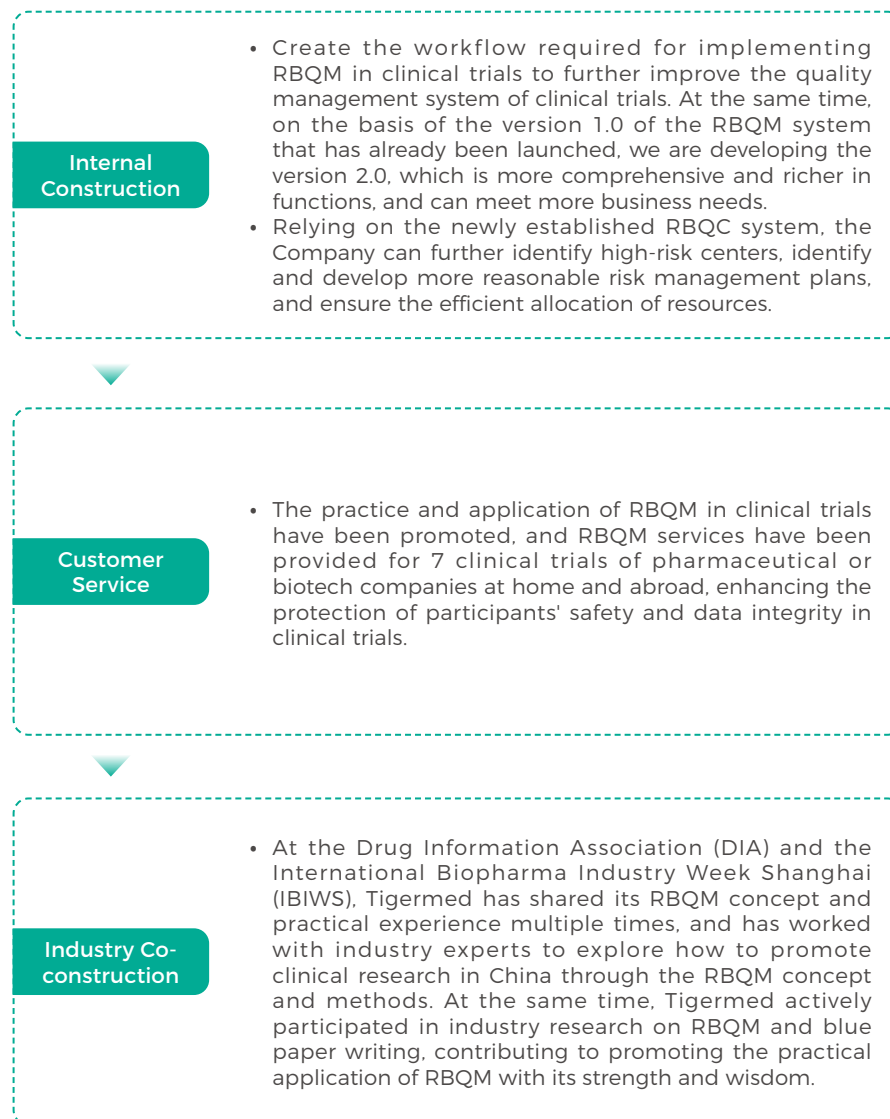
In an environment where clinical trials are becoming increasingly complex and quality management methods are being upgraded, Risk-Based Quality Management (RBQM) has become an advanced quality management concept in the industry. RBQM is based on risk assessment and incorporates "quality by design" into the trial design and quality management plans in a digital, intelligent, and forward-looking manner. It focuses quality management activities in clinical trials (e.g., monitoring, quality control visits, audits, etc.) on those aspects that have the greatest impact on subject safety and data quality.

RBQM Business Architecture



Based on the rich experience and continuous investment in integrated clinical trial services, combined with international advanced experience and domestic needs, Tigermed continuously improves the RBQM solutions to meet regulatory requirements and trial needs, and is committed to developing a set of Tigermed RBQM strategies and supporting systems to promote the implementation of RBQM strategies in the quality system. During the reporting period, the Company's RBQM system has made substantial progress and obtained 5 software copyright certificates issued by the National Copyright Administration.

Progress of RBQM System in 2023





Research and Innovation

Innovative Management Mode

With the in-depth implementation of the "Healthy China" strategy and the continuous deepening reform of the drug review and approval system, the demand for pharmaceutical R&D oriented by clinical needs continues to rise. As an integrated biopharmaceutical R&D service platform, Tigermed is committed to being a pioneer in industrial innovation, actively embracing technological innovation, challenging itself, continuously innovating clinical research solutions, and empowering clinical R&D.

Referring to documents such as the *14th Five-Year Plan for the Development of the Pharmaceutical Industry*, the *Administrative Measures for the Recognition of High-tech Enterprises*, and the ISO 56000 standards, the Company formulated and released the *Innovation Management Policy of Tigermed*. The *Innovation Management Policy of Tigermed* provides for the establishment of innovation centers, the formation of innovation expert committee, and the integrated management of innovation projects, R&D expenses, and innovation R&D personnel.

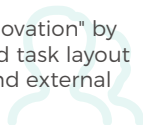
Innovation Center

- Responsible for the development and promotion of innovative systems.
- Responsible for the formulation of the "Innovation Project Process", the supervision of its implementation, and organizing the evaluation of the "Major Innovative Projects" in the group.
- Responsible for establishing the selection and retention system for "Innovation Pioneers", and responsible for the annual evaluation of "Innovation Pioneers" in the group.



Innovation Expert Committee

- Provide decisive professional advice for the Company's "innovation" by approving the strategic direction, implementation plan, and task layout of innovation, and coordinating the allocation of internal and external resources across disciplines and departments.



The *Innovation Management Policy of Tigermed* stipulate the Company's innovation project management system, clarify the management regulations such as the innovation project management process and the innovation project leader, and cover the innovative activities around the business scenarios such as "innovative service", "innovative management", and "innovative technology". The "Innovation Center" and the "Innovation Expert Committee" participate in the project establishment or acceptance of major innovation projects. In addition, we carry out annual evaluations of major innovation projects with reference to the innovation capability evaluation index for national high-tech enterprises, and rate and award those outstanding ones according to core indicators such as "intellectual property rights", "ability to transform scientific and technological achievements", "level of R&D organization and management" and "related project sales". During the reporting period, the Company had a total of 15 significant innovation projects approved and initiated, including 6 at the group level and 9 at the subsidiary level.

The "Innovation Pioneers" and "Innovation Contacts" programs are set up according to the *Innovation Management Policy of Tigermed*. As the practitioner and promoter of innovation culture, the "Innovation Pioneers" should perform the duties of disseminating "innovation strategy", cross-departmental cooperation of "innovation projects", joint training of "organizational innovation culture and innovation talents", and application and promotion of "innovation results" of the Company and the department.

During the reporting period, the Company appointed a total of 65 innovation pioneers from 33 departments and subsidiaries. They were divided into 3 Innovation Pioneer theme learning groups based on DCT, AI digitization, and the 14th Five-Year Plan & Research-oriented Hospital. The groups organized 6 learning and sharing sessions. The "Innovation Contacts" are selected or appointed by the affiliated department or subsidiary, and are responsible for the planning, implementation, management, and control of innovation activities in the department or subsidiary, ensuring that all conducted innovation activities comply with company regulations.

In addition, the Innovation Center built and launched the Tigermed Innovation Center Portal during the reporting period. Tigermed Innovation Center Portal can provide innovation project leaders with a more comprehensive and clear project approval process and information, empower innovation pioneers with training resources from government, industry, academia, and medical fields, and effectively promote the construction of the organization's innovation culture system. Furthermore, it facilitates the co-construction and sharing of innovation projects, strengthens cross-departmental innovation cooperation in multiple fields, and boosts the Company's innovation development.

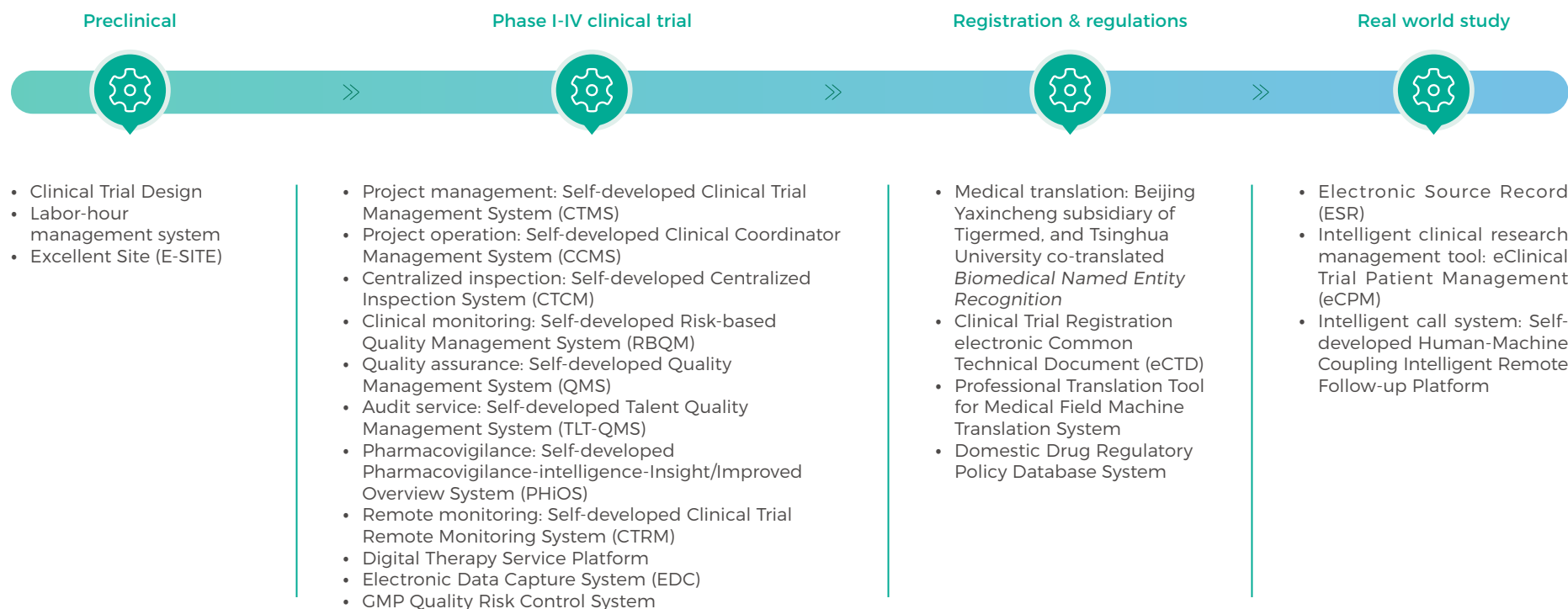


Innovation Project Development

As an integrated and all-round service platform for clinical research, Tigermed takes the service of pharmaceutical R&D as the direction of corporate innovation development, and strives to improve the innovation efficiency of the industry. The Company firmly believes that empowering innovation with digital technology is an inevitable choice for the pharmaceutical industry to move forward. Therefore, we are actively exploring digital innovation models and empowering pharmaceutical innovation companies through our own digital transformation.

Through independent research and development, collaborative research, and the introduction of advanced technology tools in the industry, Tigermed empowers the whole process of clinical research in a digital manner in multiple dimensions, builds a patient-centered, ecological, intelligent, and integrated platform for the central hospitals, patients, and CROs, and offers solutions and supporting systems applicable to Chinese and international multi-regional clinical trials, supporting every aspect of clinical research and optimizing its quality.

○ Digitalization to Empower the Entire Process of Clinical Research





GMP Quality Risk Control System



The GMP Quality Risk Control System is jointly developed by Tigermed and SUPCON Technology Co., Ltd.. Its functions cover the management of all key quality data of pharmaceutical companies. Platforms for production data, test data of raw materials (raw materials, intermediates, finished products), stability data, and public system inspection data can be established based on this system to perform statistical analysis, identify adverse trends in advance, correct errors in a timely manner, continuously monitor process trends, and evaluate process capabilities. Moreover, it assists companies in using statistical methods to monitor drug quality, and generate annual quality review reports and analysis reports with one click, saving 90% of the workload in the generation of these reports.

E-SITE System



Tigermed's E-SITE system project aims to establish a structured research center information system by integrating information from various subsidiaries and the research center of the group, and provide a platform for subsidiaries to accurately search research center information. By using the ticket platform in the system, various subsidiaries within the Company can share resources at the research center, thereby improving the operational efficiency of projects in the research center and achieving the objectives of cost savings and quality risk avoidance.

As of the end of the reporting period, the system has been upgraded to V1.5.0 and the ticket system has been successfully launched. 13 business units have made significant progress by commissioning work through the system, saving a total of 3,110 working hours.

iTigermed Platform



The iTigermed Platform is an integrated system developed to improve the efficiency and quality of clinical trials and reduce the cost of clinical research. Through automation, standardization and digitization, the platform significantly improves the timeliness, accuracy and completeness of trial data collection, provides more options and possibilities for subjects to participate in clinical trials, improves the experience of subjects participating in clinical trials, and enhances trial compliance.

The platform includes both in-hospital solutions and out-of-hospital solutions, such as eConsent, ePay, eCOA, TeleVist, drug-to-patient (DTP), and remote monitoring, etc. It can support the clinical trials of investigational products such as medicines, medical devices, vaccines, etc., covering phase I-IV clinical studies, post-market studies, investigator-initiated studies, and real-world studies, etc.

At the same time, iTigermed Platform follows the relevant laws and regulations for GxP system development, and is furnished with strict information protection technology to ensure the compliance of the whole-process clinical trials. The platform provides high-quality, high-efficiency, low-cost, and strictly compliant solutions for clinical research of drugs and medical devices.

The flexible configuration of the platform meets the needs of different projects, provides norms for the clinical research of new drugs, strengthens the management of drug clinical trials and medical device equipment validation, mobilizes the enthusiasm of researchers, and ensures that the clinical research is carried out as per the *Good Clinical Practice* (GCP). This digital solution is expected to provide efficient, accurate and scientific support in the field of pharmaceutical research and development.



Medical Writing Management System (MWMS)



The MWMS project is an integrated management platform customized and developed according to the actual needs of the Company, aiming to provide functions ranging from "basic information integration" to "intelligent information output". The project covers the two major dimensions of department management and business operation, which include building a management database, integrating basic management data of projects and personnel, realizing logical presentation of data, automated generation of management reports, and in-depth analysis, as well as providing business operation functions of business file management and key field retrieval.

During the reporting period, the MWMS system was officially approved as a major innovation project of the Company. It was first launched for trial use in April and underwent five rounds of major functional updates. It has built a project management database for departments with convenient retrieval function, which integrates a platform for key information reporting such as daily working hours, project progress, and work plans. It has also achieved automatic output of management reports such as employee working hours, quarterly performance summary report, and progress report of receivables. During the internal trial operation, MWMS already simplified some of the original management processes and achieved the overall goal of 'reducing costs and increasing efficiency'. The logical framework of the project and the collected management data will provide a foundation for the subsequent development of management and business digitization functions, supporting dynamic monitoring of departmental business and intelligent management decision-making.

The Company attaches great importance to the cooperation between industry, universities, and research organizations. Through our innovation transformation platform, we bring together the government, industry, universities, research institutes, hospitals, and investment institutions to create an empowerment platform for the biomedical field covering the whole life cycle from innovation to products. Currently, the Company has made significant progress in the fields of innovative traditional Chinese medicine (TCM) and innovative medical devices.

Transformation of innovative Traditional Chinese Medicine (TCM)

Focusing on the in-house preparations of Zhejiang Chinese Medical University and its affiliated hospitals, we empower healthcare-engineering transformation through professional evaluation and screening, covering pharmacology, pharmacodynamics, pharmacological research, pharmaceutical technology, and quality standards, in order to promote the transformation of innovative TCM into novel Chinese medicine that can obtain clinical approval, as well as its practical application and market promotion.

Transformation of innovative medical device

Closely connecting with hospitals, we provide professional consulting services and incubate high-quality innovative projects. At the same time, we collaborate with research institutions to incubate innovative technologies with medical value, including co-building laboratories, strategic cooperation, and commissioned development.





Innovative Talent Training

Tigermed values every employee with an innovative spirit and considers them a valuable asset to the company. For a long time, the Company has been committed to creating an innovative culture that covers all employees, spreading the culture of proactive innovation to the front line of operation, cultivating and discovering innovative talents, and advancing the development of corporate innovation.

The Company welcomes innovative ideas from every employee and encourages them to propose innovative suggestions for development during the operation process. On the "Dialogue" suggestion platform, we have a section called "Innovation and Development" to encourage employees to share their ideas and suggestions. At the same time, we have a complete system for reviewing and managing innovative project initiation, providing necessary resources and support for employees with innovative ideas, and encouraging them to transform their innovative ideas into innovative achievements.

The Company has established an organizational implementation and incentive reward system for the transformation of scientific and technological achievements, built an open platform for innovation and entrepreneurship, and improved the training and further education of scientific and technological personnel, employee skills training, the introduction of outstanding talents, as well as the talent performance evaluation and reward system, all of which fully stimulated employees' enthusiasm for innovation. Every year, the Company carries out innovation evaluations. During the reporting period, the Company named a total of 5 Independent Innovation Awards, and 1 Team Innovation Award.

The Company also set up the "Innovative Bravo" column to interview the winners and award-winning teams of Tigermed's "Annual Innovation Awards" every year, so as to give play to innovative talents as role models. During the reporting period, the Company has conducted 5 interviews, covering 5 winners or teams of the group's innovation award.

To more new ideas and information for various business departments and employees to carry out innovative activities and promote the construction of Tigermed innovative organizational culture, the Company opened Innovation Center (IC) lectures. During the reporting period, the Company had a total of 5 Innovation Center (IC) lectures pushed through the online training platform "Training System" to 358 people, and the Advance course to 107 people in total.

Customer Relationship Building

Customer Communication

We have opened smooth channels for customer communication. Customers can make suggestions or complaints through the feedback email, the Company's official website, and other channels. We divide customer complaints into major complaints (key problems), moderate complaints (serious problems), minor complaints (general problems), and invalid complaints. Therefore, the complaints can be tracked and effectively managed based on their categories.

The Company's headquarters, subsidiaries, and business units carry out targeted surveys in combination with their own business and project conditions, so as to obtain and track specific customers' feedback more precisely. During the reporting period, we conducted an annual satisfaction survey with more than 300 customers and sponsors at home and abroad. More than 400 global customers were invited. The average overall satisfaction score was 8.35 (on a 10-point scale), an improvement from 8.22 in 2022.

Customer Communication Channels



Customer Visit



Telephone Communication



Satisfaction Survey



Customer Complaint Channels and Complaint Mechanism



Feedback Email

- marketing@tigermedgrp.com



Feedback Page on the Company's official website (Chinese-English bilingual)

- The column "Contact Us" (for the public and investors)
- The column "Customer Feedback" (for customers and cooperative projects)

Receiving a complaint

The product manager analyzes the complaint and forwards the message to relevant department/person in charge

Handling of the complaint by product manager/responsible department/person in charge (including investigations, solutions, customer feedback, and follow-up actions)

Customer follow-up call after solving the complaint

Customer Satisfaction Survey

Regular Surveys

We conduct satisfaction surveys for customers, including sponsors and research institutions every year.

The survey uses unified questions and standards to measure long-term trends.

Making Improvements Internally

We investigate and analyze every piece of feedback, put forward improvement suggestions to relevant departments, and track the follow-up action.

Continuous Feedback and Communication

We give feedback to customers actively, and continuously obtain customers' evaluations and expectations.

Responsible Marketing

In marketing activities, we strictly abide by the laws, regulations, and industry standards, including the *Advertising Law of the People's Republic of China*, the *Cybersecurity Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, and the *General Data Protection Regulation (GDPR)* of the European Union. The Company compiled the *External Communication Management Regulations*, *Practical Guidance for External Communication Compliance* and *Crisis Management Manual*, which provide detailed regulations on communication activities and code of conduct, clarify the key points of external communication compliance, and standardize the process of crisis management execution. The above systems are applicable to all employees (including full-time and part-time employees, contract workers, and interns).

In terms of external communication approval, we set up the Article Review Committee within the Company to review the compliance of all the news, ads, and publicity materials, ensuring no infringement, or any violation in the content and description. The Company has formulated *Tigermed Brand and Visual Identity Guideline* and updates in time as needed, which stipulate application standards for literal expression, oral expressions, and the use of the Company logo.

The approval of the external communication shall comply with the following requirements (in part):

- All advertising and promotional materials and any form of marketing content must be approved as necessary to ensure an accurate description of Tigermed's services and business;
- Only authorized employees may speak or share on behalf of the Company in external public presentations;
- Product information used or communicated to the public shall comply with objective facts, be complete and unambiguous, and be free of misleading statements;
- Pictures, portraits, music, videos, fonts, and other materials in external communication content must use materials that are authorized and copyrighted from formal channels;
- The content of external communication shall not use or covertly use the name or image of state organs or state organ staff, and shall not use terms such as "national level", "highest level" and "best".



All employees are required to complete the training on *Tigermed's External Communication Management Regulations* placed in the online training system and pass the training assessment. All new employees should receive training on brand and external publicity, covering product promotion and responsible marketing. The marketing team regularly conducts publicity and training on compliance of each subsidiary through monthly meetings.

During the reporting period, the Company carried out training on the *Tigermed's External Communication Management Regulations* for all new employees and conducted examinations. The passing rate of the examinations was 100%. Targeted at marketing personnel from various business units and subsidiaries of the Company, the Company has conducted a total of 6 responsible marketing training sessions. The content includes online approval processes for external communication materials and public speeches, common errors in copyright fonts and materials, instructions for using the updated China map in 2023, norms for the use of extreme terms in external publicity and advertising, and propaganda on the latest company brand and visual identity manual.

In terms of responsible marketing audits, the Company conducts a responsible marketing audit of the publicity materials of the Company headquarters and subsidiaries every six months. During the reporting period, a total of 2 responsible marketing audit activities were conducted covering all external marketing materials and promotional activities, including but not limited to publicity slides, brochures, videos, display boards, roll-ups, websites, advertising pages, official accounts, etc., to ensure the legal compliance of external communication materials and content. The Company instructs the relevant departments to rectify and update the discovered issues or errors in the communication within a specified period of time.

During the reporting period, the Company did not have any violations related to marketing or label use.

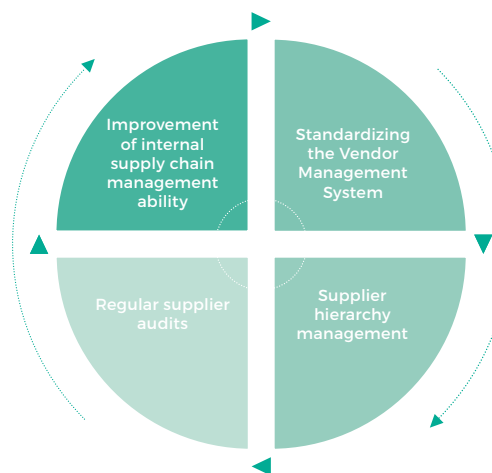


Sustainable Supply Chain Management

Supply Chain Stability

Tigermed develops a well-designed supplier management system to strengthen supply chain management capability. We implement the internal management mechanism in accordance with a standardized supplier management system; and focus on key management points by supplier hierarchical structure management. We regularly carry out supplier audits to identify and investigate potential risks; in addition, we pay attention to the improvement of internal supply chain management ability, and establish a sound training and assessment mechanism for procurement.

We have established *Vendor Management System and Procurement and Tendering Management Policy*, etc., integrating the quality requirements of the Company into the supply chain management system. Special management processes have been formulated for different types of suppliers (direct suppliers and sub-suppliers) for better management.



According to the relationship with clinical operations and the requirements of refined management, the Company's suppliers can be divided into three categories, namely, the clinical research GxP, clinical research center, and non-GxP. GxP suppliers are our primary suppliers. Based on this, we set up higher requirements on the access threshold, quality compliance, and ESG management review for our clinical research GxP suppliers (especially those of clinical supplies) in accordance with the principles of fully covered and prioritized management. Meanwhile, we invest more resources to promote the improvement of their management capabilities to ensure the stable operation of the supply chain.



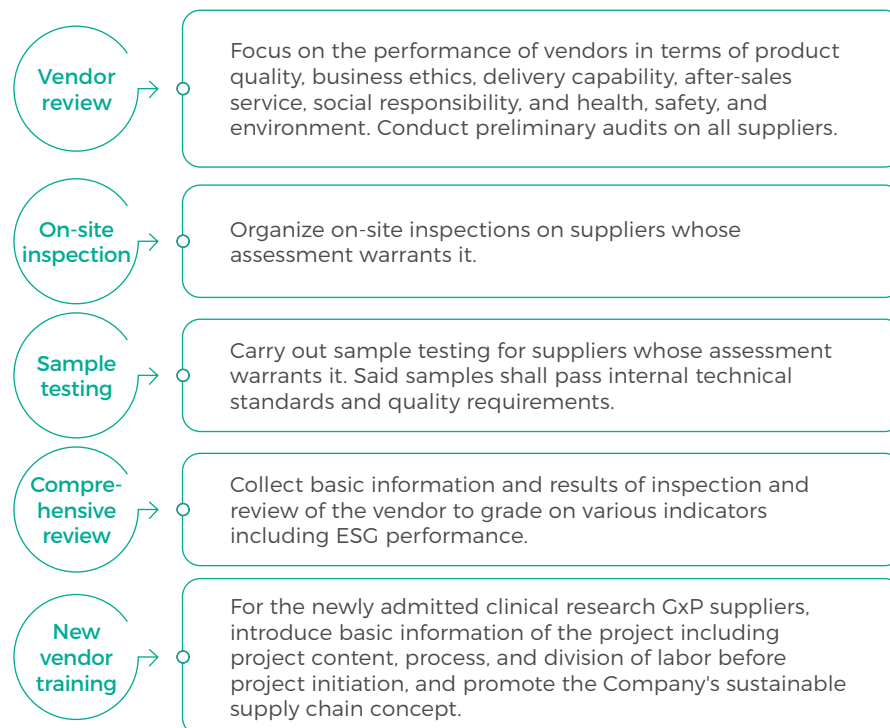
To avoid procurement risks in emergency situations, we have established a supplier dual procurement mechanism and signed procurement agreements with multiple suppliers for important categories. For key suppliers, we have signed framework agreements with them to ensure a long-term stable supply and demand mechanism for both sides.

Principles of Supplier Management

Principle of integrity and self-discipline	Procurement personnel shall remain clean, honest, and self-disciplined, and shall not use their positions and powers to seek private interest.
Principle of fairness and justice	Supplier development, certification, evaluation, and elimination processes should be objective and fair.
Principle of full competition	Guarantee that an adequate number of vendors participate in the competition. Vendors shall not be prevented from full competition by restrictions on brands, specifications, and other factors.
Principle of preferential selection	The vendor's ESG performance is included in the purchasing decision-making process; and a vendor with better ESG performance is preferred under the precondition of equal price and service conditions.
Principle of traceability	Timely collect, organize, and archive information related to vendors from admission to elimination.



New Supplier Admission Process



The Company strengthens the dynamic monitoring of supplier qualification management for new suppliers, and divides the risk levels of supplier services based on their complexity, criticality, and novelty. The supplier risk levels are dynamically adjusted based on the cooperation and performance evaluation on an annual basis, so as to concentrate resources on the management of high-risk suppliers. We adopt different qualification assessment schemes for suppliers with different risk levels.

High-risk supplier	Complete qualification assessment during admission. Supplier audits are conducted every 3 years
Medium-risk supplier	Complete qualification assessment during admission and triggered (or "for cause") audits
Low-risk supplier	Basic assessment for admission and regular review

Note: Triggered (or "for cause") audit refers to audit that is triggered by specific circumstances (e.g., major errors/scientific misconduct/ service quality not meeting requirements, etc.).



We have formulated *Vendor Management System* and *Vendor Blacklist* to manage existing vendors. We conduct a performance evaluation of all clinical research GxP vendors at least once a year. The Procurement Department is responsible for organizing the user/demand departments to formulate and conduct the evaluation.

The Company conducts quantitative evaluation on vendors based on pre-established standards or criteria. For suppliers with potential quality risks, we appoint qualified personnel to carry out on-site quality audits to look into the entire operation process to help suppliers find defects, sort out management processes, and improve their quality management from multiple dimensions, such as the establishment and improvement of quality system, personnel qualification and training, and so on. We offer online quality training courses for high-risk vendors such as those of the clinical research GxP category.

For sub-tier vendors of the Company that have an important influence on the quality of our service, there is a general consensus that Tigermed reserves the right to review sub-tier vendors. The sub-tier vendors will actively cooperate with Tigermed to obtain relevant review information, and Tigermed will regularly review the sub-suppliers through questionnaires.

During the reporting period, the Company evaluated 113 major clinical suppliers based on three dimensions of quality, delivery, and service, and invited more than 500 employees from the demand department to participate in the evaluation. The average score of the evaluation was 79.47 points (on a scale of 100). At the same time, the Company conducted on-site audits (such as product management inspection) on some suppliers. The audits covered quality management systems, employee and training management, project management, document management, etc.

The Company also emphasizes the capability improvement and growth of internal procurement personnel. We regularly carry out training and assessments for them to improve the capability of supply chain management. We have developed a training system combining internal and external trainings for procurement personnel to train them in quality, procurement compliance, and sustainability. During the reporting period, the Company conducted two training sessions for all procurement personnel, namely "Case Study on System Verification and Consultation" and "Internal Experience Sharing", in order to enhance the professional skills and knowledge of procurement personnel and promote internal team communication and collaboration.





Responsible Supply Chain

The Company always adheres to the principles of fairness, justice, full competition, integrity, and self-discipline in supplier selection, and establishes a long-term and healthy relationship with them. The Company refers to the relevant content of *PSCI Principles for Responsible Supply Chain Management* to perform supply chain ESG management. Based on the characteristics of the Company's business, clinical material suppliers have an important impact on the Company's quality system. We conduct social responsibility due diligence on clinical material suppliers to understand the current status of supplier ESG management and ensure the authenticity and validity of supplier information through various forms such as external information research, due diligence questionnaires, and materials review. During the reporting period, we conducted

due diligence work on major clinical material suppliers (with procurement accounting for more than 75%), and all suppliers passed the review.

The Company has formulated and released the *Supplier Code of Conduct* to educate suppliers about Tigermed's business principles in environmental, social, and governance, covering environmental management, labor and human rights, anti-corruption, and many other aspects, and to encourage suppliers to use eco-friendly products and services. In 2023, the signing rate of the Company's new suppliers to the *Supplier Code of Conduct* reached 80% (excluding clinical research centers and other suppliers in the non-CxP category).

Responsible Supply Chain Management Requirements (excerpt)



Quality Management

- Suppliers shall monitor the quality of their products or services at all times
- Suppliers have the obligation to establish and maintain a quality assurance system that complies with agreed standards
- Suppliers shall ensure that the products or services comply with the quality requirements and standards stipulated in relevant laws, regulations, and rules



Ethics (Business Ethics)

- Supplier shall conduct business consistent with fair and full competition
- Supplier shall make the *Anti-bribery and Anti-corruption Commitment* and comply with it
- Supplier shall safeguard confidential information about employees, patients, suppliers and other personnel



Environment

- Suppliers shall comply with all applicable environmental laws and regulations
- Suppliers shall ensure the safe handling, movement, storage, recycling, reuse, and management of waste, air emissions, and wastewater discharges
- Suppliers are encouraged to be environmentally friendly and use eco-friendly products and services as much as possible
- Suppliers shall protect natural resources and avoid the use of hazardous substances whenever possible



Labor and Human Rights

- Suppliers shall not use child labor and shall uphold the human rights of employees
- Suppliers shall provide a workplace free from harassment and discrimination
- Suppliers shall set up adequate working hours and provide wages and benefits for employees in accordance with applicable laws



Occupational Health and Safety

- Suppliers shall protect employees from injury in the workplace
- Suppliers shall identify and assess risks in the workplace and develop emergency plans and response procedures
- Suppliers shall educate and train employees on safety relating to hazardous materials



03

Positive Talent Development and Cooperative Working Environment

- Employee Rights and Benefits
- Diversity, Equality, and Inclusion
- Talent Growth and Development
- Social Welfare and Industry Development





Employee Rights and Benefits

Employees are the most important asset of a company. Ensuring their rights and benefits is a fundamental measure to attract and retain talent. Tigermed strictly abides by the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, the *Social Insurance Law of the People's Republic of China*, and overseas local labor-related laws and regulations. We advocate the management principles of equality, justice, and non-discrimination, build a complete and standardized human resource management system and regime, and provide employees with a good working environment.

Employee Benefits Protection

We are committed to ensuring that all employees enjoy dignity and respect. We have formulated the *Tigermed Labor Standards* and the *Tigermed Code of Conduct*, with reference to the 28 international labor conventions approved by the International Labor Organization in China. The Company prohibits child labor, human trafficking, or other forms of forced labor. We adhere to the principle of equal pay for equal work, oppose discrimination and harassment, and guarantee employees' freedom of association and collective bargaining rights. The Company adheres to the principle of employee diversity, respects employees' privacy, and safeguards their legitimate rights and interests.



Employee Benefits Protection Measures

Daily management:

During the onboarding process, the Company conducts strict screenings, carefully verifies employee identification information, and ensures through daily supervision that there are no instances of employing child labor or forced labor.

Remedial measures:

If any illegal incident occurs, the Company will take legal measures. Once any employment of child labor or forced labor is found, their labor contracts will be terminated immediately, reported to the relevant management department, and the responsible person will be held accountable as appropriate.

Risk assessment of forced labor:

The Company has developed the internal *Tigermed Forced Labor Risk Assessment Guidelines* to ensure the compliance of the Company's recruitment documents and actual employment through targeted personnel interviews, information sampling, and random employee interviews, making sure that employees work on a voluntary basis.

During the reporting period, the Company conducted its first assessment of forced labor risks, covering all employees in the Hangzhou region, including full-time employees (including rehired retirees), part-time employees, and interns. The assessment results indicate that Tigermed has no risk of forced labor in Hangzhou. In the future, the Company will carry out regular evaluation activities and continuously expand the scope of employees being evaluated.

During the reporting period, there were no incidents of hiring child labor or forced labor, and no violations of laws or regulations related to recruitment and dismissal, remuneration, working hours and leaves, promotion and equal opportunity, anti-discrimination and diversity, or other violations of labor standards.



Employee Remuneration and Performance Incentives

Tigermed has established a comprehensive salary management system, adhering to the principle of equal pay for equal work, and implemented fair pay based on position, performance, and ability. At the same time, competitive salary levels are set to motivate employees to work with high quality and efficiency.

The Company has formulated the *Tigermed Compensation and Benefits Policy*, which clearly defines the remuneration items related to fixed wages, annual target bonuses, business-specific bonuses, and long-term incentives, and regulates the adjustment and distribution of employees' remuneration. Meanwhile, based on the *Tigermed Employee Performance Management System* and the *Tigermed Organization Performance Management System*, the Company links employee target bonuses with individual performance and team performance.

The Company has formulated a performance management policy focusing on outcomes and uses process issues as a means to manage employee performance. KPIs are set for every organization head and employee. At least one performance review is conducted each year to measure employee performance results. The Company also emphasizes the values and leadership that managers and employees are expected to demonstrate in their work and management. We conduct annual inspections and evaluations through 360 evaluations, examples of typical events, and other methods.

Performance Improvement Plan (PIP) for Tigermed Employees

Based on the Company's performance management mechanism, we carry out employee PIP to promote continuous improvement in employee performance and enhance their work engagement and motivation. We maintain continuous communication with our 202 employees to clarify the issues to be improved and the expected performance results to be achieved in performance management, and work together to develop a detailed improvement plan and carry out regular evaluations and feedback on the results. During this process, we provide employees with ample resources and support, including training, guidance, and regular feedback in various forms.



Employee Benefits Policy

The Company establishes an influential and comprehensive welfare protection system that promotes work-life balance. The Company strictly complies with the legal requirements of each business premise to implement statutory insurance benefits and welfare holidays, and continuously improves the types of benefits according to their needs to enhance employees' job satisfaction.

Overview of Employee Benefits Policy

Care for employees	Full-pay sick leave	Annual medical examination	Condolence payments for major illness
Financial aid for staff in need	Mental health assistance program		
Allowance for employees	Meal allowance	Communication allowance	Transportation allowance
High-temperature subsidy			
Balance between work and life	Paid annual leave	Holidays and holiday pay no less than local standards	
Flexible working hours	Working from home	Sports clubs, fitness facilities, and yoga rooms	
Insurance for employees	Statutory social insurance	Supplemental health insurance	Critical illness insurance
Supplemental pension for overseas employees *Cover North America region			
Support for employees' parents	Maternity leave, breastfeeding leave, prenatal examination leave, and other types of maternity leave		
Paternity leave and childcare leave for male employees	Nursing rooms	Only-child leave	
Condolence payments for childbirth			



Occupational Health and Safety Protection

The Company has always advocated employees to balance their work and life, providing employees with a safe working environment and caring for their physical and mental health. The Company strictly abides by the *Work Safety Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases*, and relevant overseas local laws and regulations. Under the guidance and supervision of the Board of Directors, the Company formulated the *Tigermed Environment, Health and Safety Management Policy*, and established the occupational health and safety objectives and regularly reported the management progress.

Occupational Health and Safety Management Objectives

0

Zero work-related injuries and deaths

0

Zero fire accidents

0

Zero occupational disease incidents

The Company provides diverse welfare and comprehensive care measures for employees, creating a healthy working and living atmosphere for employees. The Company engages in clinical CRO business, mainly providing clinical research services with fewer occupational safety and health hazards. During the reporting period, the Company did not have any cases of occupational diseases caused by exposure to dust, radioactive substances, and other toxic and harmful factors during employees' work activities. In addition, during the reporting period, the Company did not experience any employee fatalities caused by work-related injuries or any major safety accidents such as fires.



Employee Occupational Health and Safety Initiatives

Field of action	Content
Caring for employees' mental health	We continue to carry out the Employee Assistance Program (EAP). We hope to help employees better meet challenges in stressful work and maintain their mental health through activities such as a psychological counseling hotline, promotion of psychological knowledge articles, and open classes.
Caring for employees' daily occupational health	- We purchase supplemental health insurance and critical illness insurance for all employees, with 100% coverage for domestic employees. We also arrange annual health checkups for all employees, with 100% coverage for employees during the reporting period; - We advocate the concept of healthy work and life, and carry out a series of health-themed trainings called "Tigermed Health" for all employees. A total of 8 trainings were conducted during the reporting period; - We encourage employees to exercise physically and prevent repetitive strain injuries by providing fitness facilities and yoga rooms, as well as organizing diverse sports, health clubs, and employee activities.
Sudden security incident protection and emergency rescue	- We ensure that the office, dormitory and canteen areas are equipped with fire-fighting accesses, fire-fighting facilities, and emergency lighting. The safety exits and evacuation exits are also prominently marked; - We invite external professional institutions to carry out annual inspection and maintenance of buildings and fire protection facilities on a regular basis; at the same time, we organize the administrative personnel to participate in fire drills on an annual basis, and provide office safety training and fire extinguisher use training for all employees to improve their safety awareness and fire response ability; - To respond to the accidents that employees may suffer in the office area in case of emergency, the emergency medicine box is always available in the office. We also arrange for relevant personnel to participate in first-aid training to obtain first-aid certificates.



Diversity, Equality, and Inclusion

With the continuous progress of Tigermed's global strategy, we have employees of different races, skin colors, genders, and nationalities, coming with diverse ways of thinking, educational and cultural backgrounds, personal beliefs, and value orientations. We always believe that the collision of minds and diverse backgrounds can make the team more creative and energetic. Therefore, it is increasingly important for us to create a diverse, supportive, and inclusive working environment that maximizes the potential of our employees.

The Company is committed to creating a diverse, equal, open, inclusive, collaborative, and supportive workplace, so that every employee can feel valued and a sense of belonging. Our vision of diversity, equity, and inclusion (DE&I) is deeply rooted in our commitment to addressing unfairness, combating discrimination, and breaking down barriers of bias. It is integrated into every aspect of our employees' daily management and corporate culture development. We set a objective for diversity management for employees - the proportion of female new employees shall not be less than 50% each year, and we track the progress of the objective annually.

The Company released during the reporting period the *Tigermed Diversity, Equity and Inclusion (DE&I) Report 2023*, showcasing our achievements in advocating for diversity, equality, and inclusion in 2023.

Tigermed DE&I Development Model



Attracting diverse talents

In the context of global operations, we insist on prioritizing the selection of outstanding local professionals and managers to enhance the Company's localization and diversity attributes. At the same time, we strengthen the construction of our overseas employer brand and promote our diverse talent concept starting from a variety of recruitment channels.



Building an equal and inclusive working environment

The Company conducts regular diversity training for all employees, focusing on anti-discrimination and anti-harassment. It is important for employees to study and comply with the requirements of the *Tigermed Labor Standards* and the *Tigermed Code of Conduct*. We will further improve the welfare system, continue to carry out communication and exchange activities for employees, and create an equal and inclusive working atmosphere.



Inspiring diversity and vitality

By sorting out the Company's talent growth model, talent aptitude, and job matching, we have developed an internal training system and an innovative talent training mode to stimulate the innovation and vitality of diverse talents from inside, promote the flow of talents both domestically and internationally, and enhance the sense of value of talents and their ability in long-term development.



Building a female-friendly workplace

Success should not be labeled with gender. In Tigermed, more than 83% of our global employees and 56% of our senior management are women. This is our proud achievement in DE&I construction, which also reflects the crucial role of female employees in Tigermed from the frontline of medical research to strategic leadership positions.

We strive to build a female-friendly workplace, focusing on protecting women's rights, providing support for employees' personal growth and family life, and dedicating ourselves to creating a professional work environment free from any discrimination and harassment.

The Company provides statutory and additional holidays and benefits for all female employees. We provide female employees with marriage leave, maternity leave, breastfeeding leave, prenatal check-up leave, and childcare leave no less than local standards, as well as the highest standard of maternity allowance in China, and provide paternity leave for male employees. Pregnant female employees have the right to work flexibly according to their working conditions. We set up a nursing room in the office to provide convenience for female employees returning to work after childbirth. In addition, we also invite external expert physicians to give lectures on women's health and answer questions on women's gynecological health.

The Company has zero tolerance for all types of harassment, including sexual harassment, and prohibits any physical or verbal violence against individuals, including coercive, threatening, abusive, or exploitative behaviors. Once relevant incidents of discrimination or harassment occur, anyone can report them through channels such as the Company's Compliance Hotline or the Labor Compliance Group. The Company will conduct necessary internal and external investigations while strictly adhering to whistle-blower protection regulations. Based on the investigation findings, management actions (including but not limited to disciplinary measures and penalties) and corrective measures will be taken, and psychological assistance will be provided to the victims.



Promote Multicultural Communication and Integration

We believe that multi-level and multi-channel communication is an effective way to promote openness, equality, and diversity in the Company. We have established a corporate culture communication platform and cross-cultural workshops, striving to promote cross-cultural communication and cooperation among employees for the purpose of helping overseas new employees fit into the company and local teams. We improve the welfare system to safeguard the rights and interests of employees from ethnic minorities and their freedom of religious belief, and enhance the diversity and inclusiveness of corporate culture in many aspects.

During the reporting period, we newly opened the "CEO's Insights" podcast and invited General Manager Ms. Cao Xiaochun as our cultural spokesperson. She has deeply interpreted the content of corporate culture based on Tigermed's strategies and values, unifying everyone's value consensus at Tigermed to the greatest extent and enhancing the cohesion of global employees. In 2023, four episodes were broadcast with keywords such as "Growth", "Responsibility", and "Collaboration", attracting nearly a thousand employees to listen.

By continuously holding the "Four-Season Tea Party" mainly for Chinese-speaking employees and the "Coffee Chat" for English-speaking employees, we integrate the Company's strategic development, brand culture, and local culture, promote the communication and integration of diverse talents, and enrich the strategic connotation of Tigermed's global development. During the reporting period, the Four-Season Tea Gathering held 4 live streaming events in Hangzhou, Shanghai, Beijing, and other major office locations in China. The recorded videos with translated subtitles were made available to English-speaking employees, and the total number of online views by global employees exceeded 15,000.

We have established an exclusive communication platform for overseas employees to help new employees quickly fit into the company and local teams, and assist overseas teams in obtaining the group's management system regulations and facilitating daily work processes. At the same time, overseas employees can use the platform to communicate with each other about work and daily life, effectively promoting communication among employees with different cultural backgrounds and strengthening overseas employees' sense of belonging and identification with the Group as a whole.

In addition, our employees at home come from nearly 30 ethnic minorities and have various religious beliefs. Taking into account these different nationalities and religious beliefs, we provide these employees with corresponding ethnic/religious holidays and consider the customs and habits of different ethnic groups when distributing the Company's in-kind benefits, so that employees of different ethnic groups can feel the Company's respect and care.



Strengthen Employee Engagement and Expression

We build communication and exchange platforms and conduct employee engagement surveys to actively listen to employees' suggestions and understand their demands. We create an open work environment where employees feel safe and can express their ideas and discuss issues freely. Meanwhile, we build a culture of internal recognition, set an example of Tigermed, and guarantees that our employees enjoy the full right to participate and express themselves.

In China, Tigermed Labor Union negotiates with the Company on salary and various rights and interests on behalf of all employees. It has signed collective contracts with the Company, including the *Collective Contract for Labor Safety and Health*, the *Joint Agreement between the Enterprise and Employees*, the *Text of Collective Wage Negotiation*, the *Special Collective Contract for "Skill-based Pay"*, and the *Special Collective Contract on Protection of Rights and Interests of Female Employees*, to guarantee the salary of all employees, occupational health and safety, and the legitimate rights and interests of female employees.

We build a platform for cultural communication and exchange, providing opportunities for direct dialogue between senior management and frontline employees. Employees can get access to the contact information of senior management through the Company's internal system and raise reasonable demands concerning their jobs. All employees can also submit suggestions concerning management on Tigermed Dialogue, the employee suggestion platform of Tigermed. The platform will continuously track and transparently inform the employees of the progress. During the reporting period, the employee satisfaction rate of Dialogue's feedback exceeds 87% in 2023, through the promptly reply and improvement of relevant departments.

We conduct employee dedication research internally. Research is conducted through various forms such as questionnaires and interviews. We make sure to conduct the research at least once every three years. We build the 3C (Committed, Contributing, Captivated) model to measure employees' work status, ability, and motivation from dimensions such as job satisfaction, goals, and energy. Based on the research results, we analyze the root problems in management and develop targeted optimization solutions for human resources policies.

Talent Growth and Development

Talent is crucial for Tigermed. Therefore, by building an employer brand and creating a positive employer image, we can closely link the Company's development with the growth of talents, which is beneficial for us to better attract and retain key talents. We have launched the global talent value proposition "Inspire to Excel, Empower to Achieve", aiming to build a talent development platform featured with professional innovation and rich resources covering all employees, and to create a comprehensive three-dimensional career experience. This proposition reflects both our expectations for talent and our solemn commitment to talent development. During the reporting period, the Company received the 2023 China Best Employer Award from Zhaopin and the 2022 Best Employer Brand Award from LinkedIn.

Career development and planning

Based on career development, we identify the goals of talent development and explore the potential of internal and external talents

Internal training system

The system covers full-time employees and aims to develop professional and general skills, with a focus on training for talents in key positions

Staff Incentives and Recognition

We have formed a staff incentives and recognition mechanism through incentive policies such as performance bonuses, equity incentives, and long-term service contribution incentives, as well as recognition of outstanding employees and the instant employee recognition platform "Tigermed Star"

Innovative industry talent development model

We cooperate with universities to cultivate an outstanding industry talent pool and train key technical talents of the industry through the establishment of co-built centers to maintain competitiveness





Career Development and Planning

With the expansion of the Company's business scale, diversification, globalization, and integrated development, we need to establish a more diverse and three-dimensional talent structure, reserve and continuously cultivate talents that meet the Company's future development needs, and constantly expand and improve our own talent-building mechanism. Therefore, talent resource inventory has become one of the important foundational tasks to support the Company's business development.

During the reporting period, the Company continued to deepen the talent resource inventory project initiated in 2022. Building upon the previous efforts, priority was given to conducting an in-depth analysis of the management talents. We reviewed key positions and competency requirements based on the current development and future planning of different businesses; and we evaluated the professional, management and personal career development of employees in these key positions to fully grasp their matching degree with the key core positions. Based on the identification results of the talent review, the Company is making efforts to build an innovative talent team with versatile knowledge and skills, digital thinking, and international perspective.

We divide the implementation of this goal into two steps, internal and external. Based on the analysis of job competency requirements, we continuously improve the candidate pool of key management positions and leadership, and organize the implementation of the successor plan.



In November 2023, the Company officially launched an internal recruitment platform. Based on actual talent needs, it released job vacancy announcements and internal cross-team project recruitment information. Within 2 months of going online, a total of 108 domestic and overseas job recruitment information were released. Nearly 30 employees submitted applications for internal positions through the platform. Compared with the internal job transfer requests identified and proposed by employees in the past, the internal recruitment platform enhances the two-way interaction between employees and the Company, improves the efficiency of job matching, and meets employees' needs for skills enhancement to a greater extent. In addition, the Company released the *Tigermed Global Talent Mobility Policy* in April 2023, aiming to support and encourage the internal outstanding talents of the group to respond to the global business needs and promote the flow of talents both domestically and internationally.

Individual Development Plan (IDP) for Tigermed Employees



Under the guidance of the Human Resources Department and department managers, employees can initiate IDP actions based on their situations or are selected by department leaders. Through effective communication, employees can express their career aspirations and choose different job growth opportunities or job rotations to find their own career path.

During the reporting period, we launched IDP actions for key talents identified through talent review, covering a total of 350 employees from nine core departments. For these employees, we write individual employee evaluation reports to identify employees' strengths and weaknesses, provide them with suggestions that are in line with their own personalized career development, and help them plan their career paths in a more targeted manner to achieve better development. In addition, we provide specific training programs and coaching plans based on employees' career plans to help them improve the skills needed for their personal development goals, and provide open feedback channels throughout the year.



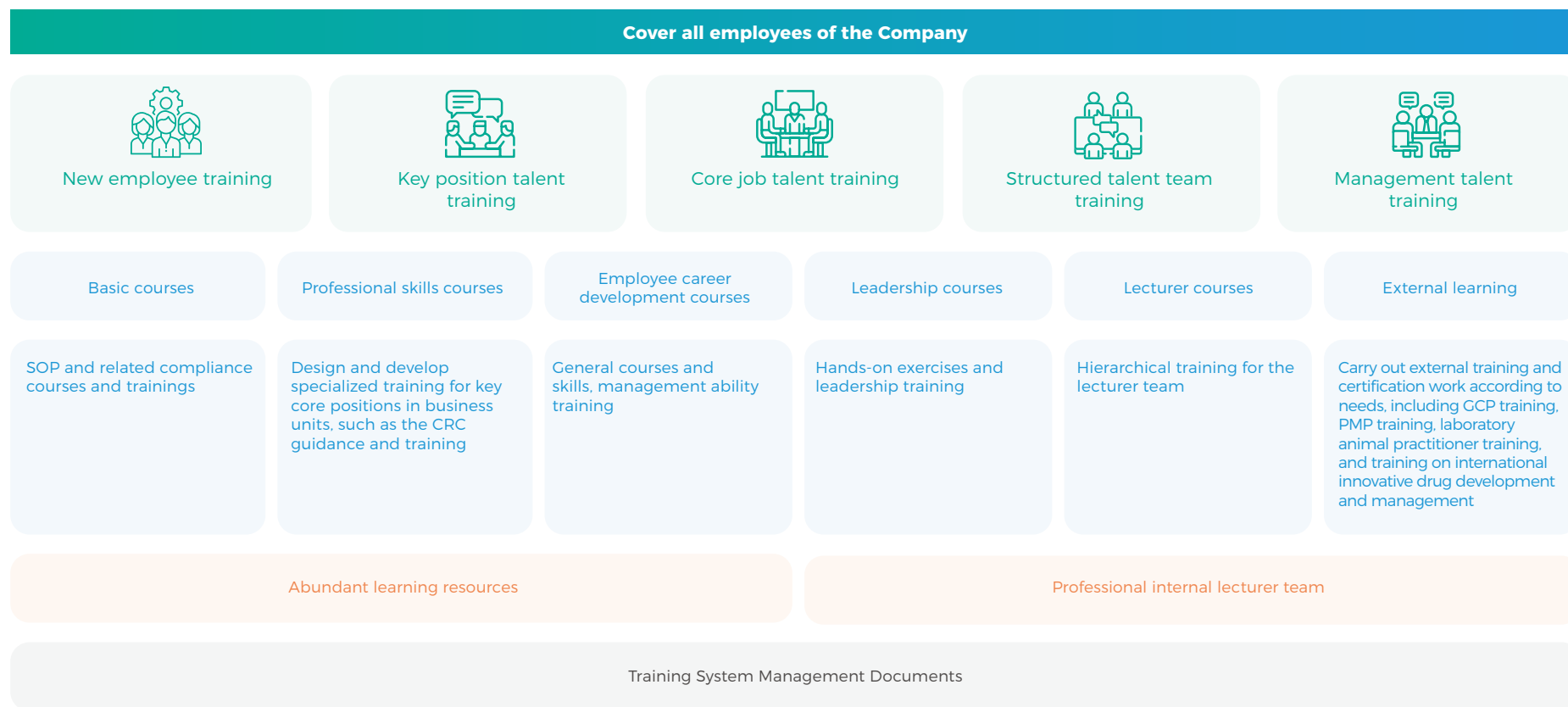
Internal Training System

We provide complete training programs and unimpeded development pathways for all employees. In accordance with the *Tigermed Training Management Policy*, we make a unified training program for all employees, including regular employees, part-time employees, and contract workers.

During the reporting period, based on the gradual expansion of the

Company's training scale and the dispersion of resources, we upgraded the employee training course platform. With the support of the newly developed Tigermed E-Learning Platform (TELP), we gradually integrated various resources such as talent system, course system, lecturer team, and training management system to improve the efficiency of training management and the quality of training system construction.

Tigermed Employee Training System





We strive to improve the professional competence and skills of our employees to continuously enhance our service level and R&D efficiency, to maintain high quality delivery of research projects, and to honor our commitment to the industry and patients. We have accumulated rich professional experience in our past employee training and incubated a series of high-quality courses.

Leadership is one of the most important abilities in company management. It

can drive leaders to lead other team members towards stated common goals. Leadership training is one of the key course types that we focus on. Currently, we have leadership training courses that cover all levels of managers, aiming to build a strong management team to drive innovation and change within the Company and to maximize the potential and vitality of employees.

Tigermed Leadership Training Course

Trainees	Introduction	Progress during the Reporting Period
 Senior management	Project Name: Executive Leadership Program (ELP) Training content: Apply the roundtable tool "Problem solving process" to discuss the implementation of strategy and challenges encountered in the process of business operation, so as to unify solutions swiftly and build a strong senior management team	A total of 4 sessions throughout the year A total of 34 senior managers participated, 23 of whom were women Average 32 hours of training per person
 Middle management	Project Name: Advanced Leadership Program (ALP) Training content: Help middle managers upgrade their mindset, promote leadership innovation and change, and strengthen organizational capacity building through systematic study of MBA management courses and classic case studies and sharing	A total of 1 session throughout the year A total of 23 middle managers, 19 of whom were women Average 55 hours of training per person
 Newly promoted or recruited managers (including overseas employees)	Project Name: Foundational Leadership Program (FLP) Training content: Online execution-based hybrid training program that aims to clarify the role of managers, consolidate management knowledge and skills, and improve team performance	A total of 6 sessions throughout the year, including 6 courses A total of 240 junior managers participated, 185 of whom were women



Tigermed Excellence PM Project



"Customer satisfaction" is the goal we continuously pursue. To rapidly improve the project management skills of less experienced but highly potential employees, continuously enhance customer satisfaction with Tigermed's clinical operations services, increase project successful rate of signing, and help the Company achieve business growth, we launch the Excellent Project Delivery Program.

During the reporting period, we organized a training program for the first batch of 20 project managers from different business units and levels. Combining online learning check-ins, offline hands-on exercises, and other training methods, we provide training content including the introduction of project management theory and practices and professional knowledge of clinical research expertise. The program also focuses on improving trainees' flexibility in problem-solving, the efficiency of their communication strategies and skills, and the ability to accurately identify the needs of their clients. The PM trained by the Excellence PM Project has established excellent project management practices, which demonstrate their independent and responsible project management capabilities. During the reporting period, there were no customer complaints for the projects managed by the participants, while customer satisfaction was also improved. Compared to the six months prior to the training, the proportion of PMs independently undertaking projects increased from 52% to 79%, and 58% of the trainees received written praise from clients.

Tigermed Quality Workshop



Quality is the lifeblood of a project, and quality management is a cornerstone for the healthy development of CRO companies. During the reporting period, the Company invited nearly 80 core members and department heads from the business department to participate in a three-day offline quality workshop training.

We conduct training on topics such as "problem analysis and CAPA development", "knowledge map of process management", "use of RACI model and SIPOC diagram tools", "writing and reviewing of SOPs", and "application of Reasonably Available Control Technology (RACT)



tools for risk management" through scenario simulation and case demonstration.

The Quality Workshop enhances employees' proficiency in using various important quality tools, reduces process error rates, and strengthens their understanding of quality issues, quality process management, and quality risk management. Later, the improvement of these abilities will promote the standardized management of the Company's quality processes, enhance inter-departmental collaboration and work efficiency, and ultimately lead to high-quality project delivery. In addition, the Company's quality risk assessment and control will also be more effective.



Innovative industry talent development model

Industrial talents with key technical skills are one of the important forces for the Company to maintain sustainable competitiveness. Through signing strategic cooperation agreements with universities and carrying out targeted training programs through university-enterprise cooperation, the Company joins hands

with universities to cultivate professional talents in clinical pharmacy through professional lectures, job internships, and skills training, enriching the talent team of Tigermed while bringing more excellent new talents to the clinical industry.

Industry Talent Training System of Tigermed

Training Model	Training Action	Training Effect
Internships in Cooperation with Universities	- We provide internship opportunities for more than 20 universities including Shenyang Pharmaceutical University, Nanjing Medical University, Beijing University of Chinese Medicine, and Zhejiang Chinese Medical University; and have established internship bases with Xi'an Polytechnic University and Xi'an International Studies University; Beijing Yaxincheng, our subsidiary, and Tsinghua University co-offered a course on "Biomedical Named Entity Recognition" - During the reporting period, the Company provided more than 100 clinical trial-related internship positions, helping students gain a deeper understanding of the industry and clinical trial work. Most participating students eventually work in jobs related to clinical research	University students with related majors → Advanced lectures and rich employment experience → Industry talent reserve
Joint Training and Lecturing	- We established the Wenzhou Medical University Tigermed Research Institute with Wenzhou Medical University; cooperated with Shenyang Pharmaceutical University to carry out research projects and jointly train talents in pharmaceuticals; and provided lecturers and teachers for Hangzhou Medical College and Shanghai Sipo Polytechnic College to conduct professional lectures - During the reporting period, we launched an in-depth collaborative training program with Zhejiang Pharmaceutical University called "On-site Engineer"	
Open Day	- Symposium activities with graduating students and teachers in universities and colleges - During the reporting period, representatives of teachers and students from universities were invited to visit the Company's industrial park and digital center 8 times	
Scholarships and Academic Competition	- Zhejiang Chinese Medical University: A scholarship fund of RMB 100,000 a year - China Medical University: Co-founded the "Clinical Pharmacy Skills Competition" and "Innovation and Entrepreneurship Competition"	
Co-construction of Clinical Trial Centers	Tigermed works with hospitals and research institutions around the country to jointly build clinical trial centers. Based on the long-term experience of clinical trials, we help institutions improve the system of clinical research through various means such as lectures and training	Practitioners → Cutting-edge knowledge sharing and research collaboration → High-level practitioners
Online Tigermed Cloud Classroom	We continuously hold live broadcasts of "Tigermed Cloud Classroom" and invite industry experts to share their knowledge and experience in clinical research, providing academic and regulatory knowledge to nearly 10,000 medical colleagues Motivation and Recognition of Employees	



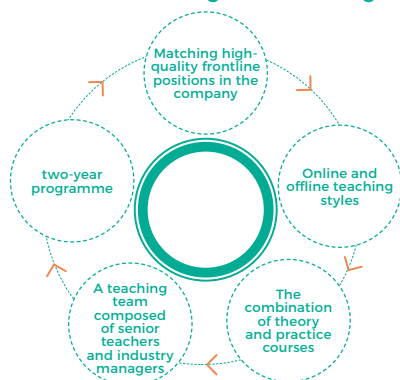
Tigermed "On-site Engineer" joint training helped reduce job pressure for college students



In recent years, the *Vocational Education Law of the People's Republic of China* has been revised and the Ministry of Education and other departments have been continuously introducing relevant measures and opinions on the development of vocational education and the integration of industry and education. Tigermed has always been committed to the concept of deepening the integration of industry and education, school-enterprise cooperation, and collaborative education. By promoting the organic integration between the education chain, talent chain, industry chain, and innovation chain, we provide abundant job opportunities for students with the diploma of junior college try to obtain the undergraduate diplomat through self-taught study, adhering to the principles of resource sharing, complementary strengths, and win-win cooperation.

During the reporting period, we officially launched the project "On-site Engineer" with Zhejiang Pharmaceutical University, jointly exploring this training model through deepened cooperation. We follow the principle of mutual selection and merit-based admission. This training program is expected to select around 20 outstanding talents in line with the Company's core values from more than 270 current graduates of post-secondary education. The program is still in progress and formal training will take place upon completion in 2024. Compared with the previous internship model, the "On-site Engineer" program will comprehensively enhance the competence and confidence of vocational college students to find jobs immediately after graduation.

Tigermed's "On-site Engineer" Training Model



Staff Incentives and Recognition

Meanwhile, we build a culture of internal recognition and strive to make Tigermed a role model in recognition. Through employing a "combination" of staff incentives, we reward employees who have made outstanding contributions to the Company. We stimulate the vitality of talents through a diversified salary system, performance bonuses, equity incentives, long-term service contribution incentives, and recognition of excellent employees and the instant employee recognition platform "Tigermed Star".

○ The Combination of Staff Incentives and Recognition at Tigermed

Recognition of Outstanding Employees

We select outstanding employees of the year, motivate outstanding employees in different positions, and reward employees who have made contributions to the Company's strategy and development, possess professional abilities, and have achieved outstanding results. The "Tigermed Star" immediate recognition platform was launched to encourage employees to give credit to colleagues who work with them.

Affirmation of Long-term Service

We issue long-service bonuses and commemorative rewards for employees who have worked for the Company for a certain number of years, as well as long-service contribution awards for employees who have served the Company for a certain number of years and made contributions, to express the Company's recognition and encouragement of these employees.

Equity Incentives

The Company establishes a perfect equity incentive mechanism, mainly for the core technical personnel and management personnel who meet certain conditions, to promote the alignment of employees to the company's goals. The Company shares business results with employees to enable them to achieve long-term, balanced, and synergistic development. The Company conducted the latest round of the Share Incentive Scheme in 2022 and the total number of incentive recipients under this scheme amounted to 817, of which a total of 723 were employees below senior management level.



"Tigermed Star", Discovering and Sharing Role Models Around Us



Recognition of employees can enhance their sense of value in the work. We aim to create an internal culture of recognition, encouraging all employees to share and promote outstanding colleagues and their stories and actions in real time, and to act as role models.

In October 2023, we launched the "Tigermed Star" immediate recognition platform, advocating for employees to fill out commendation letters for their colleagues on a simple and convenient platform. They can also share commendation letters received from external clients and actively share the "Tigermed Star" around them. Since the launch of the platform, more than 360 commendation letters have been "seen" during the reporting period. The power of role models will continue to play a role within the Company, providing employees with moral encouragement and support.

Social Welfare and Industry Development

Commitment to social welfare

Tigermed regards addressing social needs and seeking common development with society as important aspects of corporate social responsibility, and collaborates with various sectors of society to give back to the community. Tigermed complies with the *Charity Law of the People's Republic of China* and the *Law of the People's Republic of China on Donation for Public Welfare* and relevant laws and regulations, and regulates the conduct of public welfare.

Based on the *Tigermed Public Welfare Program Management Policy*, the Company builds a sound mechanism for decision-making, implementation, and supervision of public welfare projects, establishing scientific, standardized, and effective processes for pre-assessment, project initiation, project supervision, project implementation, budget control, and activity feedback. We also arrange specialists to manage and supervise public welfare projects.

Based on the existing public welfare and charity activities and the determination to support public welfare undertakings, in November 2023, the Company initiated the establishment of the 'Hangzhou Tigermed Charity Foundation' (hereinafter referred to as the 'Foundation') and donated RMB 2 million as the original capital for the operation of the Foundation. The foundation abides by the *Articles of Association of Tigermed Charity Foundation* and the *Project Management System* and carries out activities of poverty alleviation, assistance to the sick and medical care, and donations to schools. By January 2024, the foundation completed a donation project for serious illness, alleviating the difficulties faced by patients' families; and launch a program for medical universities to support the development of disciplinary education and the cultivation of outstanding students, and to help ease financial burdens of economically disadvantaged students.

During the reporting period, in addition to continuing to pay attention to previous charitable donation activities, the Company further increased the proportion of donations in the field of financial aid and employee volunteer activities.





Tigermed Public Welfare Investments

Areas of Public Welfare Investment	Project and Project Background	Progress in 2023
Cooperation in clinical industry	Promoting education about clinical research In September 2017, the Company jointly established the Clinical Research Promotion Foundation ("CRPF") with large hospitals, pharmaceutical companies, and other organizations from across the country, and set up a WeChat official account to disseminate information on clinical research to the public.	- We and CRPF co-published the "Handbook for Oncology Drug Clinical Trial Subjects", and donated 10,000 copies. - As of the end of the reporting period, we donated RMB 4 million to CRPF.
	China's Scientist Training Program With the Beijing Century Charity Foundation as the main promotion platform, the Company aims to develop researchers' scientific awareness and clinical research capabilities.	As of the end of the reporting period, the program has supported the training of 16 young scientists in various fields.
Education and financial support for the poor	Financial support for medical college education Assist in the disciplinary education of medical universities and promote medical research and innovation, personnel training, team building, and student activities in universities.	During the reporting period, the Company donated RMB 1 million to Wenzhou Medical University and RMB 200,000 to the China Pharmaceutical University Education Development Foundation.
	Incentive funding for medical students from poor families in colleges Offer special grants and awards for medical students from poor families in medical colleges, combining charity with the cultivation of medical talents in short supply.	During the reporting period, the Company donated RMB 50,000 to the Shanghai WEALOVE Foundation to cover the financial support for 12 students.
	New Sunshine Ward School Project Help long-stay pediatric patients with serious diseases to enjoy learning opportunities during their hospitalization and maintain their ability to learn and adapt to society. This will help children successfully return to their original community and be better fit for society.	During the reporting period, the Company donated RMB 610,000 to the Beijing New Sunshine Charity Foundation's ward school project, which was used for the operation of 2 ward schools. During the reporting period, a total of 1,150 classes were held in the ward schools, with 13,931 pediatric patients participating.
	The Book-sharing Project To help more rural children have the opportunity to enjoy high-quality children's books, improve their learning and cognitive abilities, narrow the education gap between urban and rural areas, and encourage the cultivation and development of rural students.	During the reporting period, We donated RMB 100,000 to the Stars Youth Development Center in Haizhu District, Guangzhou City, and purchased 5,000 new books to enrich the children's book resources for 10 rural schools.



During the reporting period, the Company has encouraged more employees to actively participate in volunteer activities and has made efforts to combine public welfare activities and employee volunteering to enhance the value of public welfare projects.

Tigermед Employee Volunteer Activities

Wishing Kite Activity

Organize employees to claim hand-painted kites made by pediatric patients and fly them to raise awareness in society and help pediatric patients have a colorful classroom in the ward. A total of 110 employees participated, claiming and flying a total of 150 kites, helping 150 pediatric patients have a colorful classroom.



Donation of Unused Children's Books

We called on employees to donate high-quality unused children's books from their homes to rural schools to enrich local book resources and improve the reuse rate of unused children's books. A total of over 1,000 children's books were donated by the employees to help replenish the library collections of 2 rural schools.

New Sunshine Ward Classroom Construction Fundraising

On the 99 Giving Day, the Company actively encouraged employees to participate in the donation activity of the ward school classroom, helping more patients fulfill their dream of going to school. The event lasted for 3 days, with a total of 217 employees participating and a donation amount of RMB11,228.59.



Caring for Children with Serious Illnesses

The "New Year Party" event for children with serious illnesses, organized by Hangzhou Tigermед Charity Foundation, recruited 8 employees as volunteers to design and participate in the games, bringing joy and companionship to children who have been hospitalized for a long time.



Support the development of the health industry

The Company focuses on the innovation of the ecological system of clinical trials and the synergy of innovation in the upstream and downstream, supporting the sustainable development of the health industry. The Company shares its experience and professional insights through various forms such as participating in industry associations, attending large-scale academic conferences at home and abroad, engaging in cutting-edge technology research and industrial policy formulation, establishing strategic partnerships with hospitals and companies in the industry, and actively discusses the globalization trend of new drug development and regulatory policy changes, and promotes industrial innovation and development with peers in the industry.

Tigermed's Participation of Industry Associations (partial)

Name of Industry Associations	Association Appointments and Participation
China Pharmaceutical Innovation and Research Development Association	Member
China Quality Association for Pharmaceuticals CRO Branch	Member
China Biomedical Industry Innovation and Transformation Association (CBIITA)	Council member
Zhejiang Pharmaceutical Association	Member
Hangzhou High-tech Zone (Binjiang) Biomedical Innovation Association (BIA)	Council member The Company's general manager is a member of the second board of directors

Tigermed's Participation in The Industry Events

- In June 2023, Tigermed, together with several subsidiaries, attended and exhibited at the Drug Information Association (DIA) China 2023 Annual Meeting. At the same time, Tigermed served as the responsible person for the theme planning of the conference and was invited to give a speech;
- In June 2023, Tigermed participated in the American Society of Clinical Oncology (ASCO) 2023 Annual Meeting and the Biotechnology Innovation Organization (BIO) 2023 Conference, showcasing its integrated innovation service platform and solutions to global peers;
- In July 2023, Tigermed attended and exhibited at the DIA CoRE 2023 Singapore Annual Meeting, sharing the advantages and opportunities of the Asian clinical industry from multiple perspectives such as patient population, R&D funding, regulatory environment, and talent resources;
- In October 2023, Tigermed participated in the 2023 European Society for Medical Oncology (ESMO) conference, where it discussed the latest trends in oncology, innovative therapies, and groundbreaking advancements in the industry with oncologists and industry leaders around the world;
- In November 2023, Tigermed participated in the BIO-Europe 2023, showcasing its global clinical R&D experience in multiple fields such as oncology, cardiovascular, endocrine, and vaccines to the attendees, and its global service capabilities were unanimously recognized by the participants.



04

Ecological, Harmonious, and Symbiotic Development

- Environment Management System
- Addressing Climate Change
- Emission and Waste Management





Environment Management System

Living in harmony with nature is the responsibility and mission of an Earth citizen. Adhering to the management policy of "people-oriented, care for health, emission reduction, and sustainable development", Tigermed establishes a sound environmental management system and, on the basis of compliance management, moves toward a more sustainable business model.

The Company strictly abides by the *Environmental Protection Law of the People's Republic of China*, the *Energy Conservation Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Wastes* and relevant overseas local laws and regulations, and has formulated and issued the *Tigermed Environment, Health and Safety Management System* to regulate the discharge of exhaust gas and wastewater, hazardous and nonhazardous wastes, energy, water resources, and material use, and actively implement our environmental protection responsibilities. During the reporting period, the Company did not experience any incidents that violated environmental protection laws and regulations.

The Company further optimized the organizational structure of the environmental management team during the reporting period and clarified their respective responsibilities. Under the guidance and supervision of the Company's board of directors, the Compliance and ESG Committee is responsible for integrating the Environment, Health and Safety (EHS) concepts into the Company's strategy formulation and daily operations, and for developing and regularly assessing progress towards environmental management objectives.

Tigermed mainly engages in clinical operations and project management, providing integrated services ranging from technical support to post-market consultation, as well as post-market clinical research services. We are not involved in the R&D and production of drugs, so the overall environmental management risk is relatively low. In addition, some subsidiaries with higher requirements of environmental management, such as Beijing Yaxincheng, have conducted third-party environmental assessments and obtained ISO 14001:2015 environmental management system certification, which remained valid during the reporting period.



Environmental Management Objectives

The Company attaches importance to the management of environmental quantitative key performance indicators (KPIs), and continuously promotes the expansion of the statistical caliber of environmental KPIs based on the actual operations. We've set objectives for water efficiency, energy efficiency, and GHG emissions in 2021. The achievement of environmental management objectives is reviewed annually by the Tigermed's Board of Directors.

Tigermed and its subsidiaries of consolidated financial statements (excluding Frontage Holdings) have relatively small emissions of hazardous and nonhazardous waste, and no waste-related management objectives have been established at present.

Environmental Management Objectives		Target Progress 2023
 Water Conservation Target	By 2025, the Company's per capita water consumption will be 30% less than in 2019	In 2023, the Company's per capita water consumption was 5.74 cubic meters/person, 88.13% less than in 2019
 Energy Efficiency Target	By 2025, the Company's per capita integrated energy consumption will be 15% less than in 2019	In 2023, the Company's per capita integrated energy consumption was 0.51 MWh/person, 62.22% less than in 2019
 GHG Emissions Target (Coverage Scope 1 and Scope 2)	By 2025, the Company's per capita GHG emissions will be 15% less than in 2019	In 2023, the Company's per capita GHG emissions was 0.27 Tons CO ₂ equivalent/person, 64.00% less than in 2019

Note: Due to the limitation of the statistical base of the base year, the scope of the environmental management objectives set by the Company in 2021 covers Tigermed's wholly-owned subsidiaries in China. However, from 2022 onwards, the Company has continued to expand the calibre of its environmental performance statistics (for details, please refer to "ESG Quantitative Performance Scale - Environmental Performance"), and by 2023, the scope of the Company's environmental performance data has been aligned with the Company's consolidated financial statements (without the Frontage Holdings' overseas Region). Among them, Frontage Holdings has established a separate disclosure of its environmental management objectives, as detailed in the Frontage Holdings' 2023 Environmental, Social, and Governance Report. Therefore, based on strict requirements, in 2023, the Company will include all companies in the consolidated financial statements of Tigermed except Frontage Holdings in the calculation of the annual progress data of environmental management objectives.



Addressing Climate Change

Climate change has emerged as a global environmental challenge. It poses varying degrees of risks to our business and value chain management, as well as to neighboring communities and public health. It requires us to join hands with other stakeholders to explore ways to scientifically reduce the carbon footprints of business activities along the entire value chain and to seek development opportunities in risks.

Referring to the Task Force on Climate-related Financial Disclosures ("TCFD") recommendations and International Financial Reporting Standard for Sustainability Disclosure No.2-Climate-related Disclosures (IFRS S2), Tigermed reports on our Climate Change Management System, the climate change risks and opportunities identified, and related management measures.

Tigermed Climate Change Management System

Governance

- We have included climate change as a focus of our ESG concerns within the Company. The Compliance and ESG Committee established by the Company's board of directors guides the formulation of major decisions related to climate change, supports the Company's application to join the Science Based Targets initiative (SBTi), and reviews and supervises the establishment and progress of GHG emissions reduction objective;
- The Company's Compliance and ESG Committee is entrusted by the Board of Directors to implement the Company's energy conservation and carbon reduction actions, identify and assess climate risks and opportunities, and report the work on a regular basis;
- The Chief Compliance Officer and the ESG Working Group, in collaboration with the EHS Group and various business departments, will incorporate climate change management into their daily work priorities.

Risk management

- Identify, prioritize, and analyze material climate risks and opportunities;
- We identify the sources of GHG emissions in Tigermed, conduct targeted mitigation and adaptation management actions such as climate change-related policy research, resource conservation, and emission reduction in the industry based on risk ranking;
- We incorporate climate risk management into the Company's management system.

Strategy

- We regularly disclose the identified climate risks and opportunities;
- We evaluate the impact of climate risks and opportunities on corporate operations.

Indicators and goals

- We regularly calculate and disclose GHG emissions intensity, continue to expand the caliber of data statistics, and assess the Company's performance in managing climate change;
- Based on emission performance, we regularly respond to the CDP climate change questionnaire and improve the form of information disclosure;
- Regularly evaluate the progress of per capita GHG emissions reduction targets that have been established, and actively advance the practice of reducing GHG emissions in total. In 2023, Tigermed submitted GHG emission reduction targets commitment based on the Science Based Targets initiative (SBTi), simultaneously conducted target verification, and developed a clear emission reduction pathway.

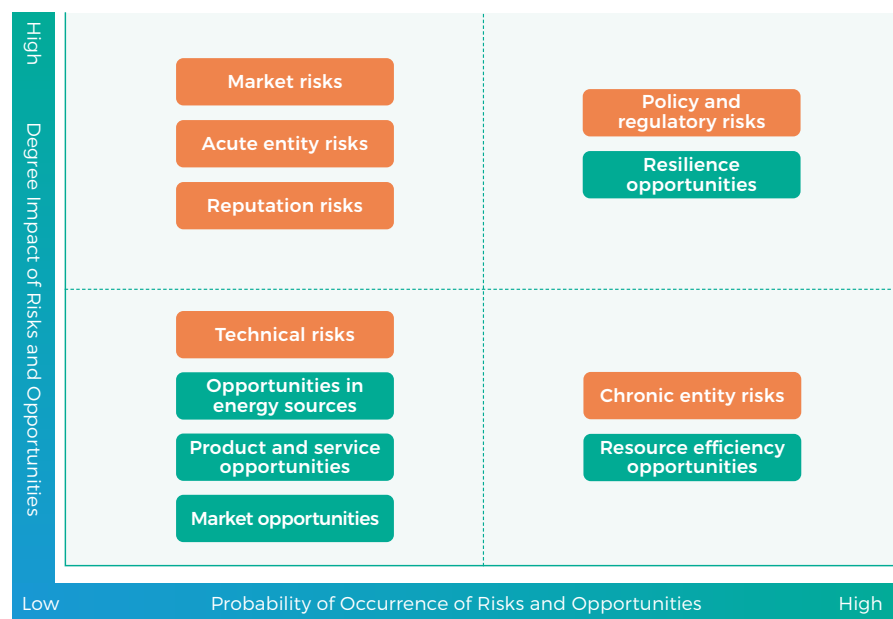


Risk and Opportunity Identification

The Company conducted a questionnaire survey on climate change risks and opportunities for Tigermud through the form of "Climate Focus Group". The survey is conducted by the Company's ESG Working Group, which is responsible for inviting department heads to participate in discussions and fill out questionnaires based on their understanding of the Company's current development status. On top of this, we combined the industry environment and expert opinions to assess the questionnaire results, so as to identify the types of climate risks and opportunities with significant potential impacts and the time frame over which impacts will persist.

For the ranking of climate risks and opportunities, the Company considers four dimensions, namely, Likelihood, Impact level, Adaptability, and Resilience. The Likelihood and Impact level represent the influence of risks or opportunities on a company, while Adaptability and Resilience reflect the Company's ability to respond to risks. In addition, we conducted a comprehensive assessment of the potential impact of climate risks and opportunities on the Company.

Tigermud Climate Risk and Opportunity Matrix





Tigermed Climate Risks and Opportunities

Climate Risks and Opportunities	Time Frame	Description	Potential Financial Impact
Policy and regulatory risk	Short-term	Domestic and international climate policies, laws, and regulations encourage companies to take active action against climate change and restrict them from carrying out adverse actions. The Company needs to adjust its strategies in aspects such as energy use, emissions, and climate information to adapt to these changes. Otherwise, it may face legal liabilities such as lawsuits because the current state of environmental management may not meet the requirements.	Operating costs ▲ Operating income ▼
Market risk	Short- to medium-term	Customers are increasingly concerned about the carbon footprint of the value chain and demand that the entire value chain contribute to reducing carbon emissions. The Company needs to develop an integrated climate change response strategy and continue to promote its low-carbon transformation. Otherwise, it may affect the normal operation of the Company's business.	Operating costs ▲ Operating income ▼
Chronic entity risk	Short- to medium-term	Long-term climate changes such as persistent high temperatures may affect the Company's normal operations, while potentially triggering sea level rise or sustained heat waves. The operation sites in coastal or island locations will likely suffer asset damage or even face relocation issues or need to adjust their operating hours to acclimate to persistent hot weather.	Operating costs ▲ Fixed asset value ▼
Reputation risk	Short-term	If the Company fails to take proactive and effective climate action and timely disclose information to respond to the demands of external stakeholders, it may damage the Company's reputation and thus affect the normal operation of its investment, financing, and services.	Operating income ▼
Technical risk	Short- to medium-term	The low-carbon, high-efficiency, and green transformation will put forward higher low-carbon technology requirements for the relevant business, and the Company may face higher technology costs and competitive pressure.	Operating costs ▲ Operating income ▼
Resilience opportunity	Short- to medium-term	The Company can seek growth plans in the new market of low carbon/green economy and participate in the construction of green supply chain to diversify business and take a place in the overall transformation of low carbon economy.	Operating cost ▼ Climate resilience ▲
Resource efficiency opportunity	Short-term	The Company can reduce operating costs by improving efficiency in their research and development and operational processes.	Operating cost ▼



Management Actions and Performance

The main sources of GHG emissions in the Company's operational activities are Scope 2 (indirect) GHG emissions from the consumption of purchased electrical and thermal energy in the daily office process and Scope 1 (direct) GHG emissions from the consumption of gasoline and diesel by owned vehicles. Based on this, we will integrate energy conservation, GHG emissions reduction, and green office management into day-to-day business operations.

The Company formulates the *Tigermed Environment, Health and Safety Management Policy* to identify the environmental impact on its own operations and clinical research. In terms of office environment management, the main energy sources consumed in the operations of the Company include purchased electricity and heat, gasoline for self-owned and diesel vehicles. Water consumption in office and canteen is mainly from municipal water supply. There is no risk in obtaining a suitable water source. We have formulated the *Tigermed Office Management Policy*, and reduced the consumption of resources through environmental management facilities and green office management.

Key measures for green office

- Enhance employees' awareness of resource conservation through daily communication, setting up water-saving slogans, and regularly reminding employees to save electricity
- Encourage paperless office, double-sided printing, etc.
- Recycle office supplies, such as document protection bags, desks and chairs, etc. Implement a digital office supply management system and allocate inventory reasonably
- Reduce water waste in the operation of the canteen, and use more environmentally friendly and recyclable utensils and paper
- Uniformly control the temperature of the Company's air conditioners and check the air conditioning panel of each area before closing of business
- Promote digitalization to realize online review of processes, reduce the use of paper documents, and improve the usage efficiency of electronic seal

The Company improves the energy efficiency in operation by optimizing facility management, strengthening monitoring, and improving statistics. For example, we strictly control the use of water and electricity, and continuously strengthen the inspection and maintenance of water equipment and facilities; uniformly control the temperature of the Company's air conditioners and set reasonable opening hours; timely eliminate the old electrical appliances with large power consumption; and manage statistics of water and electricity consumption to and timely identify abnormal conditions.

During the reporting period, the Company comprehensively advanced the construction of the headquarters building, providing support for the Company's future high-quality development. In the future, the new building will continue the concept of "Sustainable Development" and promote green energy saving through building design and the selection of internal office facilities.

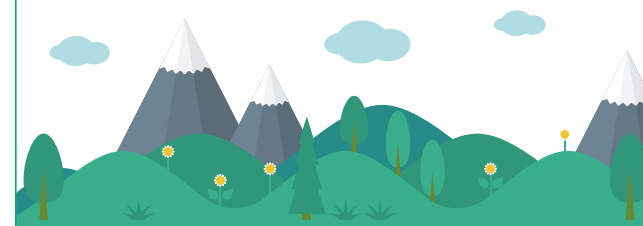
During the reporting period, the Company's GHG emissions reduction objective made good progress. The Company's per capita carbon emissions were 0.27 Tons of CO₂ equivalent per person (excluding Frontage Holdings), a reduction of 64.00% from the base year 2019.

Emission and Waste Management

Tigermed carries out clinical CRO business, mainly providing clinical research and services. The emissions and waste involved are relatively small, mainly including wastewater, general solid waste, and a small amount of hazardous waste generated from daily office activities, which are minor in terms of harm to the environment. The Company disposes of discharges and wastes in compliance primarily through property management of office areas and a few third-party organizations on a daily basis.

Emission Management Measures

- The domestic wastewater is discharged into sewer network for centralized treatment
- The non-hazardous solid waste mainly includes office wastepaper, cleaning supplies waste, food waste, etc. The Company strictly counts and manages the amount of daily office non-hazardous waste, which is regularly cleared and transported by the environmental protection department through waste classification
- Hazardous waste mainly includes printer cartridges, discarded fluorescent tubes, used laptop batteries, and other small amounts of hazardous waste generated by offices, which are uniformly handed over to third-party organizations or property management for disposal





We also integrate the concept of green development into our clinical research, paying attention to the environmental compliance management of the operation site. We reduce our environmental impact by conserving resources and reducing waste and discharges.

It should be noted that the pre-clinical CRO business of Tigermed, which involves laboratory testing, is carried out by the subsidiary Frontage Holdings Corporation. Therefore, the type of emissions generated by Frontage Holdings is different from that of Tigermed and other subsidiaries. Frontage Holdings' main disposal methods for different hazardous waste are as follows (For more details, please refer to *Frontage Holdings' 2023 Environmental, Social, and Governance Report*).

Emissions		Disposal Methods
Exhaust gas	Limited biological and organic gases	• Use biosafety cabinets and activated carbon technology to collect laboratory waste gases and transport them to the treatment system for unified disposal; • Install a sampling platform to closely monitor the concentration of air pollutants to meet environmental standards.
Wastewater	Small amounts of wastewater generated from the laboratory processes	• Accurate calculation of water consumption of experimental materials and reduction of wastewater discharge; • Install wastewater treatment facilities on site to properly treat wastewater before discharge, for example, by commissioning a third party to dilute and collect high concentration pollutants for wastewater treatment.
Medical waste	Sharp waste	• Place and store them in specific containers with clear warning labels; • Disinfect with high-pressure steam and transfer them to collection point.
	Infectious waste	• Place and seal them in a yellow medical bag with a clear warning label; • Disinfect with high-pressure steam and transfer them to collection point; • Put it into a container filled with disinfectant.
	Pathological waste	• Place and seal them in a yellow medical bag with clear warning labels; • Disinfect with high-pressure steam and transfer them to collection point.
Solid waste	Hazardous waste	• The site Safety Officer and Chemical Waste Coordinator are responsible for managing and overseeing waste handling and disposal procedures; • Provide secondary containers and segregate chemicals in designated chemical waste piles with clear chemical labels to prevent spillage; • All hazardous waste is collected and disposed of by licensed recyclers.
	Nonhazardous waste	• Employees are encouraged to recycle paper, cardboard, aluminum cans, and plastic bottles by providing recycling bins on site and hiring licensed recyclers to collect these materials.



ESG Quantitative Performance Scale

Environmental Performance¹

Indicator	Unit	2021	2022 (excluding Frontage Holdings)	2022 (including Frontage Holdings China)	2023 (excluding Frontage Holdings)	2023 (including Frontage Holdings China)
Energy and Resource Utilization						
Gasoline consumption of self-owned vehicles	Liter	22,428.00	35,683.23	46,626.23	39,946.26	51,011.95
Power consumption ²	MWh	2,385.53	3,585.81	16,826.91	3,500.81	21,675.37
Hot water consumption ³	GJ	—	370.50	370.50	649.78	649.78
Water consumption ⁴	Cubic meter	45,521.00	36,454.47	95,096.56	18,393.21	117,171.01
Power consumption per capita ⁵	MWh/person	0.38	0.52	2.15	0.44	2.45
Integrated energy consumption per capita ⁵	MWh/person	0.41	0.58	2.22	0.51	2.75
Water consumption per capita ⁵	m ³ /person	7.24	5.31	12.14	5.74	28.49
Solid Waste Emissions ⁶						
Total hazardous waste generated	Ton	—	—	189.59	—	268.21
Hazardous waste discharge per capita ⁵	Ton/person	—	—	0.02	—	0.03
Total nonhazardous waste generated	Ton	—	—	48.50	—	68.05
Nonhazardous waste discharge per capita ⁵	Ton/person	—	—	0.01	—	0.01
Exhaust emissions ⁷						
Nitrogen oxide emissions	Kg	18.60	—	23.07	—	24.07
Sulfur oxide emissions	Kg	0.33	—	0.52	—	0.59
Particulate emissions	Kg	1.37	—	1.70	—	1.77
GHG emissions ⁸						
Total GHG emissions	Ton CO ₂ e	1,438.92	2,163.02	9,769.62	2,136.86	13,341.35
Scope 1 (direct) GHG emissions	Ton CO ₂ e	52.93	84.21	113.83	94.27	124.06



Indicator	Unit	2021	2022 (excluding Frontage Holdings)	2022 (including Frontage Holdings China)	2023 (excluding Frontage Holdings)	2023 (including Frontage Holdings China)
Scope 2 (indirect) GHG emissions	Ton CO ₂ e	1,385.99	2,078.81	9,655.80	2,042.58	13,217.29
GHG emissions per capita ⁵	Ton CO ₂ e/ person	0.23	0.32	1.25	0.27	1.51

Notes:

[1]. In 2021, the scope of environmental performance covered the wholly-owned subsidiaries of Tigermed in China; In 2022, the scope of environmental performance further expanded to the wholly-owned subsidiaries of Tigermed in China and holding subsidiaries with operational control. Due to the new incorporation of wholly-owned subsidiaries and the transformation of the original operating mode of holding subsidiaries, the number of subsidiaries in 2022 also increased significantly compared with those of the previous year. In 2023, the scope of environmental performance data is consistent with the company's consolidated financial statements, except for Frontage Holdings (Overseas). The number of employees used in the calculation of environmental density indicators is the same as the scope of environmental performance, not the total number of employees across the Group. In addition, after data traceability, the company will only Frontage Holdings consume the type of energy added to the calculation of consolidated energy consumption and GHG emissions, including diesel, natural gas and steam, the relevant breakdown of energy consumption data is detailed in the Frontage Holdings' 2023. *Environmental, Social, and Governance Report*.

[2]. In 2023, electricity consumption of Frontage Holdings (China) will increase significantly due to the expansion business of Frontage Suzhou and the commencement of production of Frontage Pharmaceuticals and Frontage New Drug.

[3]. The quantity of hot water consumption is converted according to price. The conversions refer to the basic heat prices in Beijing, Beilin District of Xi'an, Sayibak District of Urumqi, and Xingqing District of Yinchuan. According to the *Notice on the Adjustment of Non-Residential Heating Prices in the City of Beijing*, the basic heating price in the six districts of Beijing is RMB 98.9/GJ, and the basic heat price in other areas of Beijing is RMB 91.6/GJ; The basic heating prices in Beilin District of Xi'an, Sayibak District of Urumqi, and Xingqing District of Yinchuan are RMB 56.9, 52.8, and 82.8 per GJ respectively. Due to the high increase in the number of operating points newly included in the statistics for the 2023 data caliber, there is a significant increase in the amount of hot water consumed by the company.

[4]. In 2023, due to the business expansion of Frontage Suzhou and the commencement of production of Frontage Pharmaceuticals and Frontage New Drug, the water consumption of Frontage Holdings (China) has risen significantly. In addition, due to the company's business model and the way of paying water fees in office buildings, some of the company's employees are stationed in partner hospitals all year round, it is difficult to confirm the number of employees who actually consume water resources, and most of the water fees in office premises have been covered by property fees. In order to reasonably assess the extent of the Company's water consumption, from 2021 to 2022, the Company used the number of employees covered by the environmental performance caliber of the current year to extrapolate the total annual water consumption (excluding Frontage Holdings (China)) through the measurement of per capita water consumption at some of the operating sites. In 2023, the Company further optimized the statistical methodology to calculate and account for the number of employees and the number of people stationed at operating sites and office premises for which the Company is able to obtain information on the amount of water consumption. As a result, the Company's (excluding Frontage Holdings (China)) water consumption in 2023 showed a significant decrease, but the overall performance of per capita water consumption was stable.

[5]. Based on data tracking and tracing, the Company has made adjustments to the number of people selected for the calculation of the environmental density index for the year 2022, according to the scope of disclosed environmental performance. Therefore, adjustments have been made to power consumption per capita, integrated energy consumption per capita, water consumption per capita, hazardous waste discharge per capita and nonhazardous waste discharge per capita in 2022.

[6]. Frontage Holdings, a subsidiary of Tigermed, generates hazardous waste in the course of its preclinical CRO business, while Tigermed and its other subsidiaries generate only a small amount of daily office hazardous waste in their operations, so the statistics on hazardous waste only include Frontage Holdings (China). In addition, the hazardous waste data for 2022 has been adjusted after data tracking and traceability. The nonhazardous waste of Tigermed and other subsidiaries is uniformly disposed by the property, and has not yet been counted by the company itself. Therefore, nonhazardous waste emissions only include Frontage Holdings (China).

[7]. In 2022, the statistical scope of nitrogen oxide, sulfur oxide and particulate emissions included Tigermed's wholly-owned subsidiaries in China; and in 2023, the statistical scope is the companies within the scope of the consolidated financial statements of Tigermed except for Frontage Holdings, which is unable to obtain the relevant data for the time being. Exhaust emissions are calculated according to Appendix 2: *Environmental Key Performance Indicator Reporting Guidelines of the Latest edition of the Guidelines on Environmental, Social, and Governance Reporting* issued by the Stock Exchange of Hong Kong (May 2021). Among them, the Nitrogen oxide emission factor is 0.0747 g/km (private car), 0.885 g/km (less than or equal to 2.5 Tons of light vehicles), and 1.1546 g/km (2.5-3.5 Tons of light vehicles); The sulfur oxide emission factor is 0.0147 g/L (gasoline); The particulate emission factor is 0.0055g/km (private car), 0.0848 g/km (light vehicles less than or equal to 2.5 Tons), and 0.1075 g/km (light vehicles 2.5-3.5 Tons). Based on data tracking and tracing, the Company has adjusted the mileage of privately cars and less than or equal to 2.5 Tons of light vehicles in its own fleet in 2021 and 2022 based on actual usage, and therefore the data on nitrogen oxides and particulate emissions in 2021 and 2022 have been adjusted.

[8]. Scope 1 GHG emissions were calculated with reference to Appendix 2: *Environmental Key Performance Indicator Reporting Guidelines of the Latest edition of the Guidelines on Environmental, Social, and Governance Reporting* issued by the Stock Exchange of Hong Kong (May 2021). Among them, the gasoline emission factor is 2.36 kg CO₂e/L, and the diesel emission factor is 2.614 kg CO₂ eq/L. In addition, with reference to the *China Energy Statistical Yearbook (2022)* and the *Guidelines for the Preparation of Provincial Greenhouse Gas Inventories (Trial) (2011)*, the natural gas emission factor is 0.002176 Ton CO₂e/m³.

Scope 2 GHG emissions refer to the *General Guideline of the Greenhouse Gas Emissions Accounting and Reporting for Industrial Enterprises (Trial)* (July 2015), and the heat emission factor and the steam emission factor are both 0.11 kg CO₂e/MJ. In addition, regarding the purchase of electricity in mainland China, the electricity emission factor is 0.6101 kg CO₂e/kWh for 2020; and 0.5810 kg CO₂e/kWh for 2021; The electricity emission factor for the year 2022-2023 is selected as 0.5703 kg CO₂e/kWh (the latest value from *The Guidance on Accounting and Reporting of Enterprise GHG Emissions for Power Generation Facilities* (revised in 2022)). In addition, due to the expansion of the environmental performance scope, there will be an increase in the purchase of electricity from countries and regions such as South Korea, Hong Kong (China), and Taiwan (China) in 2023. According to the data released by the Ministry of Economic Affairs of Taiwan (China) in 2022, the electricity emission factor in Taiwan (China) is 0.509 kg CO₂e/kWh; According to the *Hong Kong Electric 2022 Sustainability Report*, the electricity emission factor in Hong Kong, China (HK Electric) is 0.68 kg CO₂e/kWh, the electricity emission factor for Korea is 0.41346 kg CO₂e/kWh, and the electricity emission factor for Pakistan is 0.30955 kg CO₂e/kWh.



Employee Performance

Indicator	Unit	2021	2022	2023
Employment ¹				
Total number of employees	Person	8,147	8,843	9,020
Number of full-time employees	Person	7,921	8,501	8,850
Number of full-time contract employees	Person	7,811	8,446	8,831
Number of full-time dispatched employees	Person	110	55	19
Number of part-time employees²	Person	226	342	170
Note: The following figures do not include part-time employees				
Number of male employees	Person	1,496	1,585	1,543
Number of female employees	Person	6,425	6,916	7,307
Number of employees aged ≥50 ³	Person	108	112	131
Number of employees aged of 30 (exclusive) to 50 (exclusive) ³	Person	2,472	2,650	3,448
Number of employees aged ≤30 ³	Person	5,341	5,739	5,271
Number of employees working in Mainland China	Person	7,372	7,808	8,069
Number of employees working in Hong Kong, Macau, Taiwan and overseas	Person	549	693	781
Number of employees with a doctorate or above ⁴	Person	78	65	65
Number of employees with a master's degree ⁴	Person	1,251	1,408	1,399
Number of employees with a bachelor's degree ⁴	Person	4,980	5,755	6,064
Number of employees with an associate degree or below ⁴	Person	1,612	1,273	1,322
Number of employees at senior management level	Person	93	113	64
Number of employees at middle management level	Person	590	677	319

Indicator	Unit	2021	2022	2023
Number of employees at junior management level ⁵	Person	7,238	7,711	791
Number of employees at the grass-roots level	Person			7,676
Number of senior technicians	Person	351	450	510
Number of middle-level technicians	Person	1,491	1,849	2,119
Number of junior technicians	Person	6,034	6,157	6,168
Number of employees with working years at Tigermed ≥10	Person	300	258	335
Number of employees with working years at Tigermed of 5 (inclusive) to 10 (exclusive)	Person	770	1,057	1,299
Number of employees with working years at Tigermed of 3 (exclusive) to 5 (exclusive)	Person	1,115	1,084	1,243
Number of employees with working years at Tigermed ≤ 3	Person	5,736	6,102	5,973
Number of employees with disabilities	Person	22	23	29
Number of ethnic minority employees	Person	—	341	372
Total number of new employees	Person	4,290	3,459	2,311
Number of new male employees	Person	703	644	394
Number of new female employees	Person	3,587	2,815	1,917
Number of new employees aged ≥ 50	Person	95	68	29
Number of new employees aged 30 (exclusive) to 50 (exclusive)	Person	636	584	466
Number of new employees aged ≤ 30	Person	3,559	2,807	1,816
Number of new employees in Mainland China	Person	4,040	3,234	2,179
Number of new employees in Hong Kong, Macau, Taiwan and overseas	Person	250	225	132



Indicator	Unit	2021	2022	2023
Number of new employees: Full-time labor contract	Person	4,165	3,387	2,308
Number of new employees: Full-time dispatched employees	Person	125	72	3
Employee Turnover Rate⁶				
Turnover rate	%	18.67	25.42	18.62
Turnover rate of male employees	%	18.92	26.75	22.10
Turnover rate of female employees	%	18.61	25.12	17.89
Turnover rate of employees aged ≥ 50	%	16.67	16.96	18.32
Turnover rate of employees aged 30 (exclusive) to 50 (exclusive)	%	11.53	18.87	12.73
Turnover rate of employees aged ≤ 30	%	22.02	28.61	22.48
Turnover rate of senior management	%	7.53	10.62	6.25
Turnover rate of middle management	%	9.83	15.81	5.64
Turnover rate of junior management ⁵	%			8.72
Turnover rate of grass-roots employees	%	19.54	26.48	20.28
Turnover rate of senior technicians	%	7.69	12.89	17.33
Turnover rate of middle-level technicians	%	11.87	17.90	21.33
Turnover rate of junior technicians	%	21	28.52	27.94
Turnover rate of employees with working years at Tigermed ≥10	%	5	7.75	2.69
Turnover rate of employees with working years at Tigermed of 5 (inclusive)-10 (exclusive)	%	7.27	13.53	7.54
Turnover rate of employees with working years at Tigermed of 3 (exclusive)-5 (exclusive)	%	15.07	25.55	12.55
Turnover rate of employees with working years at Tigermed ≤ 3	%	21.62	28.20	23.19
Turnover rate of employees working in Mainland China	%	19.63	26.27	18.81
Turnover rate of employees working in Hong Kong, Macao, Taiwan and overseas	%	5.83	15.87	16.65

Indicator	Unit	2021	2022	2023
Occupational Health and Safety				
Working days lost due to work-related injury	Day	200.5	483.0	422.0
Number of employees who died due to work-related injuries	Person	0	0	0
Lost-time injury frequency rate for employees (per one million hours worked) ⁷	Time	—	—	0.34
Average training hours completed per employee on health and safety	Hour	1.22	2.09	1.66
Employee Training and Development				
Training investment for employees	RMB 10,000	26,113.78	362.22	634.41
Training coverage rate of employees	%	100	100	100
Percentage of male employees trained	%	100	100	100
Percentage of female employees trained	%	100	100	100
Percentage of senior management trained	%	100	100	100
Percentage of middle management trained	%	100	100	100
Percentage of junior management trained ⁵	%	100	100	100
Percentage of grass-roots employees trained	%			100
Percentage of senior technicians trained	%	100	100	100
Percentage of middle-level technicians trained	%	100	100	100
Percentage of junior technicians trained	%	100	100	100
Average training hours per employee	Hour	222	104.84	109.68
Average training hours per male employee	Hour	190	90.78	96.64
Average training hours per female employee	Hour	230	108.06	112.44



Indicator	Unit	2021	2022	2023
Average training hours per senior management	Hour	200	100.74	95.77
Average training hours per middle management	Hour	186	103.30	103.82
Average training hours per junior management ⁵	Hour	225	110.74	95.37
Average training hours per grass-roots employee	Hour			111.52
Average training hours per senior technicians	Hour	203	107.12	104.04
Average training hours per middle-level technicians	Hour	217	109.46	109.60
Average training hours per junior technicians	Hour	226	111.13	111.02
Percentage of employees accepting regular performance and career development assessment	%	100	100	100
Percentage of male employees accepting regular performance and career development assessment	%	100	100	100
Percentage of female employees accepting regular performance and career development assessment	%	100	100	100
Percentage of senior management accepting regular performance and career development assessment	%	100	100	100
Percentage of middle management accepting regular performance and career development assessment	%	100	100	100
Percentage of junior management accepting regular performance and career development assessment ⁵	%			100
Percentage of grass-roots employees accepting regular performance and career development assessment	%	100	100	100

Notes:

[1]. The employee performance range has included Frontage Holdings (China), which differs from the total number of employees in the consolidated financial statements range in that it does not include Frontage Holdings (overseas).

[2]. In addition to the total number of employees, the calibre of employee performance coverage includes full-time contract employees and full-time dispatched employees in the consolidated financial statements of Tigermed except for Frontage Holdings (overseas), and excludes part-time employees and interns; There was a significant decrease in the number of part-time employees in 2023 due to the decrease in part-time overseas consultants as a result of the Company's personnel integration due to the structural restructuring.

[3]. The statistics on the number of employees and turnover rate by age group in 2022 were incorrect and are hereby corrected in this report.

[4]. The number of employees by educational qualification in 2022 was incorrect and is hereby corrected in this report.

[5]. In order to match the update of the definition of management within the company, in 2023, "grass-roots employee" will be split into "junior employee" and "grass-roots employee" and will be counted separately.

[6]. The calculation method of employee turnover rate: employee turnover rate = number of employees lost in the year/total number of employees at the end of the year×100%; Employee turnover statistics do not include employees who leave during their probationary period.

[7]. Lost-time injury frequency rate for employees (per one million hours worked) = Number of lost time injuries / Total hours worked during the accounting period x 1,000,000.

Product Performance

Indicator	Unit	2021	2022	2023
Confirmed complaints about infringement of customer privacy and data loss of customer	Pcs	0	0	0
Complaints about products and services received by the Company	Pcs	0	0	0



Supply Chain Management Performance

Indicator	Unit	2021	2022	2023
Total number of suppliers	-	1,931	1,989	2,204
Number of suppliers from Mainland China	-	1,560	1,605	1,766
Number of suppliers from Hong Kong, Macao, Taiwan, and overseas	-	371	384	438
Percentage of suppliers evaluated for environmental, labor, ethics, etc.	%	25.01	59.07	65.06
Percentage of suppliers passing environmental, labor, and ethical assessments	%	21.23	41.98	46.32

Community Investment Performance

Indicator	Unit	2021	2022	2023
Amount of social welfare donations	RMB 10,000	412	573	720.98
Amount of charity donations in medical and health care	RMB 10,000	25	320	65.50
Amount of charity donations in education	RMB 10,000	178	125	150.00
Amount of investment in other areas ¹	RMB 10,000	209	128	505.48
Total duration of employee volunteer service	Hour	—	—	1,164
Number of employee volunteer services	person-time	—	—	353

Notes:

[1]. In 2021-2022, other areas are mainly inputs from Tigermed and subsidiaries to humanitarian relief in communities where they operate, which are for post-disaster reconstruction work in communities affected by earthquakes, floods, and other natural disasters. In 2023, the other areas are mainly non-targeted donations from Tigermed to public welfare foundations.

Anti-corruption Performance

Indicator	Unit	2021	2022	2023
Number of concluded corruption cases filed by regulatory authorities against the Company or its employees	Pcs	0	0	0
Percentage of the Directors who attended anti-corruption training	%	100	100	100
Number of employees who completed training on anti-corruption	person-time	32,461	27,887	59,245
Average training hours per employee on anti-corruption	Hour	1.40	1.17	2.09

Compliance Management Performance

Indicator	Unit	2021	2022	2023
Total number of cases violating health and safety regulations and voluntary guidelines related to products and services	Pcs	0	0	0
Total number of cases violating regulations and voluntary guidelines related to marketing (including advertising, promotion, and sponsorship)	Pcs	0	0	0
Total number of cases violating regulations and voluntary guidelines related to product and service information and identification	Pcs	0	0	0
Total number of cases violating regulations and voluntary guidelines regarding customer privacy protection	Pcs	0	0	0
Total number of cases violating employment-related laws and regulations	Pcs	0	0	0
Total number of cases penalized due to excessive or illegal discharge of pollutants	Pcs	0	0	0



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Terminology

To help stakeholders better understand the disclosed information in this report, we explain the terminology in this report, arranged in alphabetical order.

Abbreviation	Definition
BCP	Business Continuity Planning
CCMS	Clinical Coordinator Management System
CDE	Center for Drug Evaluation
CFDI	Center for Food and Drug Inspection
COVID-19	Corona Virus Disease 2019
CRA	Clinical Research Associate
CRC	Clinical Research Coordinator
CRO	Contract Research Organization
CTMS	Clinical Trial Management System
CTRM	Clinical Trial Remote Monitoring
DCT	Decentralized Clinical Trial
DIA	Drug Information Association
DPO	Data Protection Officer
DRP	Disaster Recovery Planning
EAP	Employee Assistance Program
eCPM	eClinical Trial Patient Management
eCTD	Electronic Common Technical Document

Abbreviation	Definition
EDC	Electronic Data Capture
EHS	Environment, Health and Safety
ESG	Environmental, Social and Governance
ESR	Electronic Source Record
E-SITE	Excellent Site
GCP	Good Clinical Practice
GDPR	General Data Protection Regulation
GRI	Global Reporting Initiative
GSP	Good Supplying Practice
GxP	Good x Practice
GMP	Good Manufacturing Practice
ICH	International Conference on Harmonization of Technical Requirements for Registration of Pharmaceuticals for Human Use
IDP	Individual Development Plan
KPI	Key Performance Indicator
MAH	Marketing Authorization Holder
NMPA	National Medical Products Administration



Abbreviation	Definition
OA	Office Automation
PDCA	Plan, Do, Check and Act
PHiOS	Pharmacovigilance-intelligence-Insight/Improved Overview System
PM	Project Manager
PMP	Project Management Professional
QA	Quality Assurance
QMS	Quality Management System
QSD	Quality System Documentation
RBQM	Risk-based Quality Management
SDGs	Sustainable Development Goals
SDLC	System Development Life Cycle
SAE	Serious Adverse Event
SBTi	Science Based Targets initiative
SME	Subject Matter Expert
SMO	Site Management Organization
SOP	Standard Operation Procedure
TCFD	Task Force on Climate-related Financial Disclosures
TLT-QMS	Talent Quality Management System
TransCelerate	TransCelerate BioPharma Inc.
WPD	Work Practice Documents

Notes on Report Preparation

This is the sixth Sustainability Report issued by Tigermed, which discloses the practice and progress of the Company in the governance, environmental, and social fields to all key stakeholders.

Report Scope

This report covers Hangzhou Tigermed Consulting Co., Ltd. and its subsidiaries. Unless otherwise specified, it is consistent with the scope of consolidated financial statements of Tigermed (Stock Code: 300347. SZ / 3347. HK) annual report.

Name of Subsidiaries and Their Abbreviations in the Report

Major Subsidiaries	Abbreviation in the Report
Hangzhou Tigermed Consulting Co., Ltd.	Tigermed, the Company, or We
Frontage Holdings Corporation	Frontage Holdings
Frontage Laboratories (Suzhou) Co.,Ltd.	Frontage Suzhou
Frontage Pharmaceutical (Suzhou) Co., Ltd.	Frontage Pharmaceutical
Suzhou Frontage New Drug Development Co.,Ltd.	Frontage New Drug
Beijing Yaxincheng Medical InfoTech Co., Ltd.	Beijing Yaxincheng
Wuxi Tigermed Consulting Co., Ltd.	Wuxi Tigermed





Reporting Period

This report is an annual report covering the period from January 1, 2023 to December 31, 2023. Part of the statement contains issues beyond this scope, which have been explained in corresponding sections.

Basis of Compilation

This report is compiled in accordance with the *Environmental, Social, and Governance Reporting Guide* issued by Hong Kong Stock Exchange and the *Guidelines for the Self-Regulatory Supervision of Listed Companies No. 2 - Standardized Operation of GEM Listed Companies of The Shenzhen Stock Exchange* (revised in 2023) and *Guidelines on Social Responsibility of Listed Companies on Shenzhen Stock Exchange* (2006) published by the Shenzhen Stock Exchange.

This report also follows the *Sustainability Reporting Standards (2021)* issued by Global Reporting Initiative.

Principles of Reporting

This report follows the reporting principles of the *Environmental, Social and Governance Reporting Guide* issued by Hong Kong Stock Exchange, including:

Principle of Materiality

According to this principle, this report determines the issues to be focused on through stakeholder research and materiality analysis, and focuses on matters related to environmental, social, and governance that may have a significant impact on investors and other stakeholders.

Principle of Quantification

According to this principle, this report discloses the key quantitative performance indicators, explains the meaning of the indicators, and the calculation basis and assumptions.

Principle of Balance

According to this principle, the contents of this report reflect objective facts and disclose indicators involving both positive and negative information.

Principle of Consistency

According to this principle, this report explains the meaning of key ESG quantitative indicators and the calculation basis and assumptions. Meanwhile, the indicators used in the report are as consistent as possible across different reporting periods to reflect the trends of performance levels.

Data Description

The data and cases in the report are derived from the original records of the actual operation or financial reports of the Company.

The financial data in the report are in RMB. In case of any discrepancy, the financial report shall prevail.

Reliability Commitment

Tigermed assures that the report contains no false records, misleading statements, or material omissions. The Board of Directors is responsible for the ESG strategy, management, and reporting.

No negative environmental information of the Company or its subsidiaries involved in this report was found through search in the Shanghai Qingyue Information Database.

Contact Information

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