



# 2020

## **Tigermed Sustainability Report** And Environmental, Social and Governance Report

Ambitious, Pioneering and Innovative

# CONTENTS

Tigermed Sustainability Report

Leaders' Messages	03
About Tigermed	05

## 01

### Opening A New Chapter of ESG Management 09

Sustainable Development Concept of Tigermed	09
Tigermed ESG Management Committee	12
Stakeholder Communication and Material Issue Identification	13

## 02

### Building A New Pattern of Professional Services 15

End-to-end Clinical Development Solutions	17
Multi-Regional Clinical Trials Capability	20
Full Life Cycle Quality Management System	24

## 03

### Seeking A New Ecology of Industry Development 27

Sharing Professional Experience and Developing Together with the Industry	29
Working with the Government to Boost Health Industry Development	31
Paying Attention to Full Cycle of Development and Cultivating Industry Talents	33

## 04

### Providing A New Development of Talents 35

Creating an Equal and Diverse Working Environment	37
Consolidating High-Value Human Capital	41

## 05

### Creating A New Environment of Communities 45

Addressing Global Climate Change	47
Creating Social Value	49

## 06

### Environmental, Social and Governance Performance Management 51

Corporate Governance	51
Compliance	54
Performance Management of Customer Responsibility	58
Performance Management of Supply Chain Responsibility	62
Performance Management of Employee Responsibility	65
Performance Management of Environmental Responsibility	69
Performance Management of Community Responsibility	72

ESG Key Quantitative Performance	73
GRI Standard Index	78
HKEX ESG Reporting Guide Index	81
Table of Abbreviations for Professional Terms	83
About This Report	84





# Leaders' Messages

2020 is a year of renewal for Tigermed. This year, we have forged ahead and continued to develop. The successful listing on the Hong Kong Stock Exchange marks the landing of Tigermed's "A + H" dual-capital platform, and opens a new chapter of enterprising development. As a Contract Research Organization (CRO) company, since our inception in 2004, Tigermed have been steadily advancing internationalization, from local to regional, and gradually going global.

We always bear in mind our social responsibility, uphold the mission of "Serving healthcare partners through innovation, advancing human health through excellence" and the values of "honest and reliable, open and inclusive, collaborative and accountable, professional and innovative", earnestly fulfill our responsibilities to stakeholders including customers, partners, employees, communities, and strive to become a responsible corporate citizen.

As a CRO enterprise, it is our responsibility to provide professional, efficient and reliable clinical research services and to accelerate innovative medical product development. In line with the strategy of "Global Excellence, China Expertise", Tigermed has constantly built its service capability and provide end-to-end clinical development solutions. We actively promote the global industrial layout and are devoted to providing more choices for customers in multi-regional clinical trials. In 2020, we helped our customers to get various new drugs approved for marketing at home and abroad, contributing to the early use of new and good drugs by more patients. At the same time, adhering to customer first, Tigermed people's unrelenting pursuit of service quality and efficiency has been highly praised in the industry.

Tigermed are also growing together with industrial partners. In 2020, we strengthened industry communication and cooperation, organized or engaged in industry events, shared experience with the industry to stimulate innovation. We worked with local governments and partners to make contribute to high-quality clinical research in local areas. We strove to cultivate industry talents, and has always cared about individual lifelong development in the industry.

We regard our employees as valuable assets of the Company. We provide an equal, inclusive and open working environment for our employees, support their growth and success in a holistic manner, and fully excavate their potential. Every employee can shine brilliantly at Tigermed. Thanks to our sincere care for employees, the retention rate of core talents in Tigermed has maintained at a high level, which has become a strong support for our stable development.

As a responsible corporate citizen, Tigermed has always been concerned about the environment and society. In 2020, in response to the global climate change action and the goal of "carbon neutrality", the Company built climate change management system and started to set climate change management objectives. We give full play to our expertise in the field of medicine and health, and constantly promote the development of medical research and clinical research by serving social needs, impact investing and social advocacy.

Looking to the future, Tigermed people will always shoulder the responsibility and act bravely. Tigermed will continue to improve its global layout, improve its service capability and service efficiency, demonstrate its professional spirit helping with new drug R&D, and contribute its practical actions to human health and well-being.



Co-founder and Chairman  
**Dr. Ye Xiaoping**



Co-founder and General Manager  
**Ms. Cao Xiaochun**

# About Tigermed

## Company Profile

Tigermed is a leading clinical Contract Research Organization (CRO) in China, providing services for new drug research and development and other supporting services to global and Chinese pharmaceutical and biotechnology companies. Since our establishment in 2004, we have been devoted to be excellent in every trial, for every patient, and our global reach continues to expand. With the mission of "Serving healthcare partners through innovation, advancing human health through excellence", we provide our clients with integrated R&D services and solutions in clinical development in the best possible way, accelerate medical product development and generate the clinical evidence that our clients require to demonstrate real-world value.



Company Name: Hangzhou Tigermed Consulting Co., Ltd.

Stock Code: 300347.SZ / 3347.HK

Headquarters: Hangzhou, China

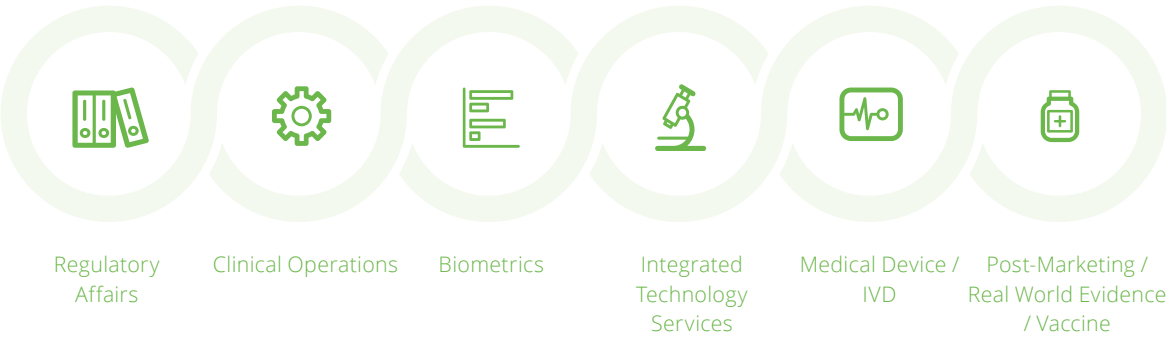
Year of Establishment: 2004

Company Size:

- More than 60 subsidiaries around the world
- A global network 158 global offices, service locations and R&D bases (including 14 overseas sites)
- A professional team of 6,032 people, across 38 countries on 5 continents

## Main Business

Tigermed is a provider of clinical research solutions across full lifecycle of global biopharmaceutical and medical device products. Our customers locate in 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 companies, universities and affiliated hospitals. Since 2004, we have supported 41 approved Class I innovative drugs in China.





## Highlights of Responsibility Performance in 2020

### Tigermed Honors



Tigermed was shortlisted in China's Top 500 Enterprises of Credit and China's Top 500 Listed Companies of Credit in 2020



DreamCIS of Tigermed received Korea "2020 National Industry Award" from The Institute for Industrial Policy Studies



Tigermed won Frost & Sullivan "2020 China Contract Research Organization Customer Value Leadership Award"



Tigermed won Gelonghui "The Most Eye-catching IPO of the Year" in 2020



China Top 100 Listed Companies Summit Forum: China Top 100 Listed Companies (ChiNext) in 2020 and China Top 100 High-Growth Enterprises in 2020

### Sustainability Performance

#### Economical



RMB **1,749.77** Million

Total profit



RMB **245.44** Million

Total tax



RMB **261.75** Million RMB **3** yuan

Total cash dividend

(Tax-inclusive)  
Cash dividends paid per  
10 shares

#### Social



**58**

Number of National Medical Products Administration inspections passed



**59.56** %

Proportion of female employees in senior management



**95.99** %

Retention rate of core employees

#### Environmental



**0.83** tons CO<sub>2</sub> Equivalent

GHG emissions per capita



**100** %

Compliance rate of wastes disposal



**0**

Number of environmental safety accidents

# 01 Opening A New Chapter of ESG Management

## Sustainable Development Concept of Tigermed

Tigermed has always been committed to promoting the process of market-oriented medicine products with the mission of "Serving healthcare partners through innovation, advancing human health through excellence", and providing innovative therapy with clinical value for patients and doctors around the world, so as to benefit human health. As a pioneer of globalization development of clinical CRO in China, we have close customers and industry partners, and a professional team of more than 6,000 people around the world. Our influence on society is growing.

### ► Mission and Values of Tigermed



## Sustainable Development Model of Tigermed

In the field of sustainable development, we also adhere to our own mission and values, and take "Contributing to global health and well-being" as the core. While realizing our economic growth, we identify 4 key aspects of sustainable development, and draw up corresponding strategic guidelines and key actions.



## Contribution to the Global Sustainable Development Goals

In September 2015, the United Nations officially adopted *The 2030 Agenda for Sustainable Development*, put forward 17 Sustainable Development Goals (SDGs), mobilizing global forces to achieve a series of common goals. In September 2016, Chinese government issued *China's National Plan for Implementing the 2030 Agenda for Sustainable Development* to promote the smooth implementation of the goals of *The 2030 Agenda for Sustainable Development* in China.

Tigermed actively responds to the SDGs, and focuses on global sustainable development while conducting global layout. We took a comprehensive look at the relevance of SDGs to corporate responsibility practices, identified 4 key aspects of sustainable development and incorporated them into the Company's operational strategy. We strive to make positive contributions to the global SDGs through our own social practices.



Focus of Attention	Company Action	Responding to SDGs
<ul style="list-style-type: none"> <li>Expanding clinical research service capability</li> <li>Providing high quality service</li> </ul>	We provide clinical trial services for new drug R&D to accelerate the marketing of innovative medical products. More patients can have early access to safe, effective, quality and affordable essential drugs, vaccines and medical devices.	 3.8 Goal 3: Good Health and Well-being
<ul style="list-style-type: none"> <li>Promoting industry innovation and development</li> <li>Cultivating industry talents</li> </ul>	We actively promote industry development in a healthy and high-quality way, cultivate high-level talents, and support the industry innovation.	 9.5 Goal 9: Industry, Innovation and Infrastructure
	We encourage and support women's development, and provide equal working treatment and equal access to management for women.	 5.5 Goal 5: Gender Equality
<ul style="list-style-type: none"> <li>Creating an equal and diverse working environment</li> <li>Consolidating high-value human capital</li> </ul>	<p>We promote economic development by investing, paying taxes and providing employment opportunities, enable our employees to work with dignity, ensure equal pay for equal work.</p> <p>We protect labor rights, prohibit child labor and oppose forced labor.</p> <p>We provide employees with equal job opportunities, stable income and a good workplace environment.</p>	 8.5 8.7 8.8 Goal 8: Decent Work and Economic Growth
	We bring the impact of our business on the environment into social responsibility management, and promote green office.	 12.5 12.6 Goal 12: Responsible Consumption and Production
<ul style="list-style-type: none"> <li>Addressing Global Climate Change</li> <li>Creating social value</li> </ul>	We respond to global climate action by building climate change management system, identifying climate change related risks and opportunities, and constantly improving our management capability.	 13.3 Goal 13: Climate Action
	Combining our expertise with community health needs, we are actively involved in solving public health problems and committed to building good health and well-being of the whole society through impact investing, and social advocacy.	 3.8 Goal 3: Good Health and Well-being

# Tigermed ESG Management Committee

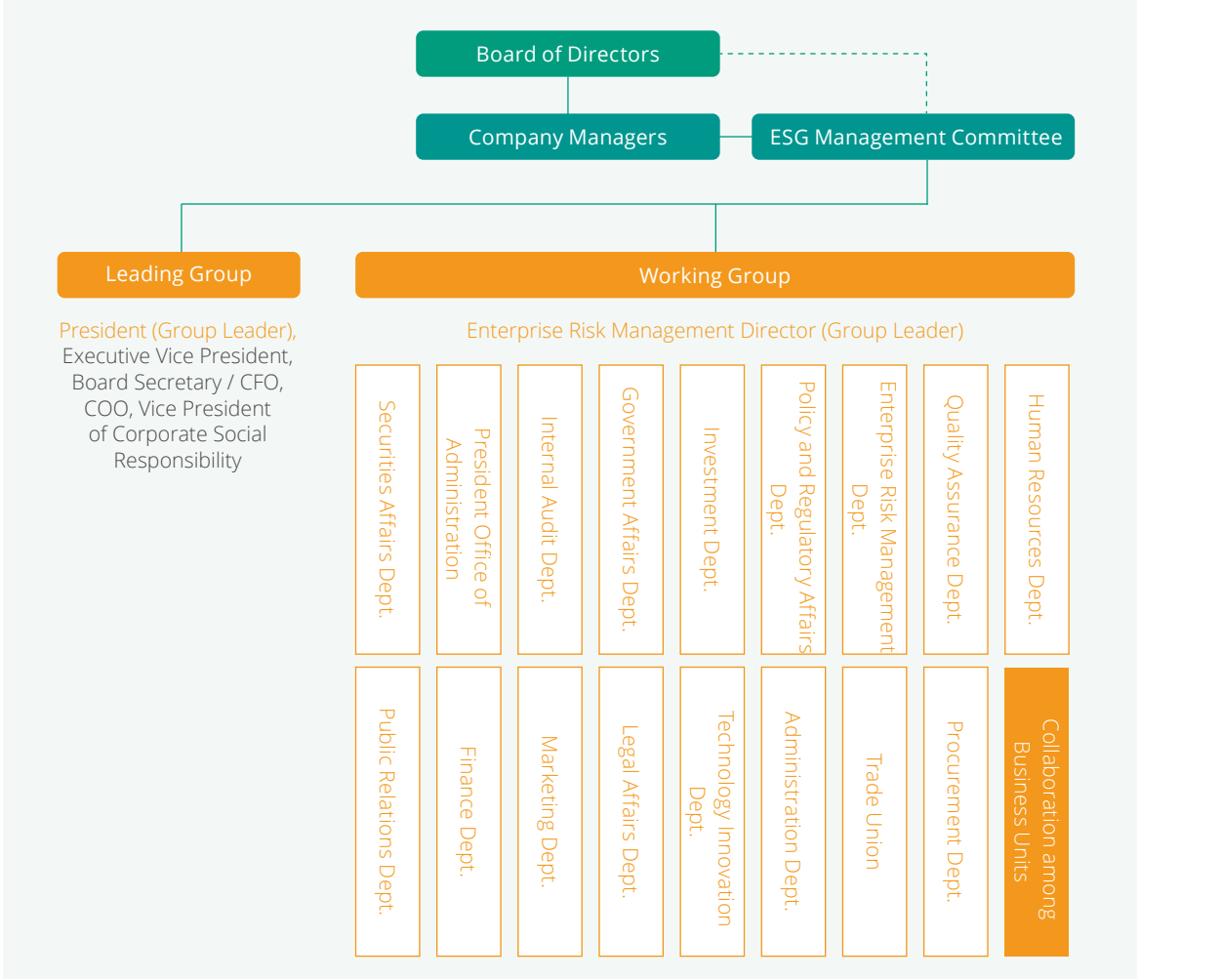
Tigermed integrates Environment, Social and Corporate Governance (ESG) into the Company's operation management. In 2020, we established "ESG Management Committee" to advance our ESG management. The Committee is led by the President and overseen by the Board of Directors.

The Board of Directors ensures that Tigermed sustainable development targets can be achieved through guiding and supervising ESG and corporate social responsibility work of the Company and its subsidiaries. Authorized by the Board of Directors, ESG Management Committee establishes a proper and effective ESG risk management and internal control system. We combine ESG targets into performance appraisal of the Company's executive team.

The Board of Directors of the Company has overall responsibility for assessing and determining the nature and extent of risks that the Company is willing to take to achieve its strategic objectives, and for establishing and maintaining appropriate and effective ESG risk management and internal control systems.

ESG Management Committee sets up the working group to implement ESG policies and objectives. The working group consists of different functional departments of the Company. Please refer to the Company's official website for more detail information on ESG management.

## ESG Governance Structure of Tigermed



Stakeholder Communication and Material Issue Identification

Stakeholder Communication

The trust and support of stakeholders are crucial to the sustainable development of Tigermed. We identify key stakeholders of the Company, establish a normalized communication mechanism with all stakeholders, maintain two-way communication, deeply understand the opinions and values of all stakeholders, respond to their needs through relevant channels, and build a long-term relationship of loyalty and mutual trust.

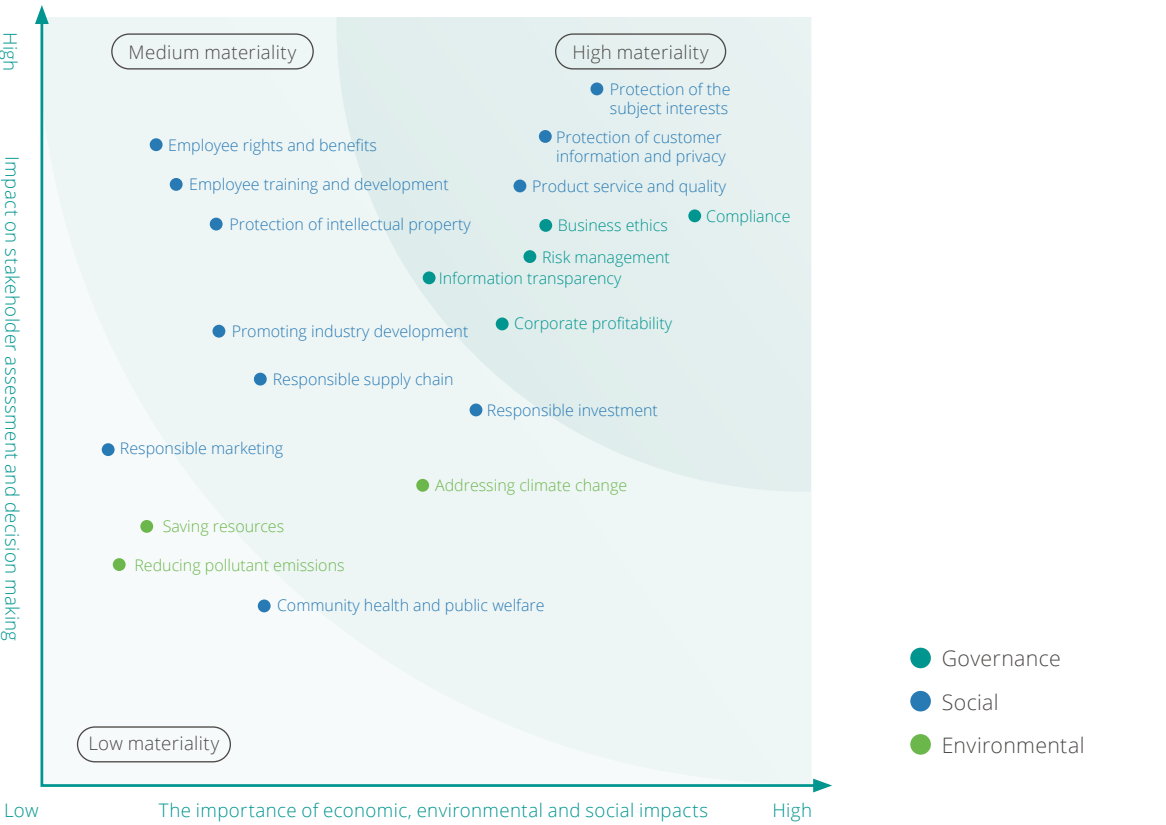
Key Stakeholders	Issues of Concern	Communication Methods/Channels
 Governments and Regulators	<ul style="list-style-type: none"><li>Compliance</li><li>Business ethics</li><li>Corporate profitability</li></ul>	<ul style="list-style-type: none"><li>Inspection by leaders and competent departments</li><li>Regular work summary and official communication</li><li>Daily policy implementation</li></ul>
 Shareholders and Investors	<ul style="list-style-type: none"><li>Corporate profitability</li><li>Information transparency</li><li>Risk management</li></ul>	<ul style="list-style-type: none"><li>The general shareholder's meeting</li><li>Regular reports and information disclosure on the official website</li><li>Investor hotline</li><li>"irm.cninfo.com.cn" of Shenzhen Stock Exchange</li><li>Investor-specific appointment email</li></ul>
 Customers (Sponsors)	<ul style="list-style-type: none"><li>Product service and quality</li><li>Protection of customer information and privacy</li><li>Responsible marketing</li><li>Protection of intellectual property</li></ul>	<ul style="list-style-type: none"><li>Customer satisfaction survey</li><li>Daily communication by email and telephone</li><li>Customer service and complaints</li><li>Customer visits</li></ul>
 Partners (Industry Associations, Hospitals, Suppliers)	<ul style="list-style-type: none"><li>Compliance</li><li>Protection of the subject interests</li><li>Responsible supply chain</li><li>Promoting industry development</li><li>Business ethics</li></ul>	<ul style="list-style-type: none"><li>Cooperation agreement</li><li>Industry events, such as exhibitions, seminars, etc.</li></ul>
 Employees	<ul style="list-style-type: none"><li>Employee training and development</li><li>Employee rights and benefits</li></ul>	<ul style="list-style-type: none"><li>Internal mail</li><li>Internal communication platform</li><li>"Dialogue" employee suggestion platform</li><li>Internal publication</li></ul>
 Community and Public	<ul style="list-style-type: none"><li>Impact investing</li><li>Community health and public welfare</li><li>Addressing climate change</li><li>Reducing pollutant emission</li><li>Saving resources</li></ul>	<ul style="list-style-type: none"><li>Health knowledge popularization activities</li><li>Public consultation and complaints</li></ul>

Identification of Material Issues

In accordance with "The principle of materiality" in *The Environmental, Social and Governance Reporting Guide* issued by Hong Kong Stock Exchange, we carried out industry benchmarking and identified high materiality issues for the Company in combination with the survey on material issues of stakeholders conducted this year. Besides, we also refer to "The principle of materiality" in the *GRI Sustainable Development Report* and take into consideration the impact on social sustainable development. Based on research and expert opinions, the following material issues are identified as the focus of company management and report disclosure.



Material Issues Matrix of Tigermed





# 02

## Building A New Pattern of Professional Services

The innovative drug R&D play an important role in reducing the dependence and treatment burden of domestic patients on foreign new drugs and improving the accessibility of drugs. The rapid development of domestic innovative drugs will also benefit patients in developed countries and countries along the Belt and Road, and even affect the global pattern of drug use. By providing clinical research services, Tigermed supports pharmaceutical companies to improve the efficiency of new drug R&D and help more innovative drugs and good drugs come out soon. We focus on product service and quality, and strive to be a contributor to the global health industry.

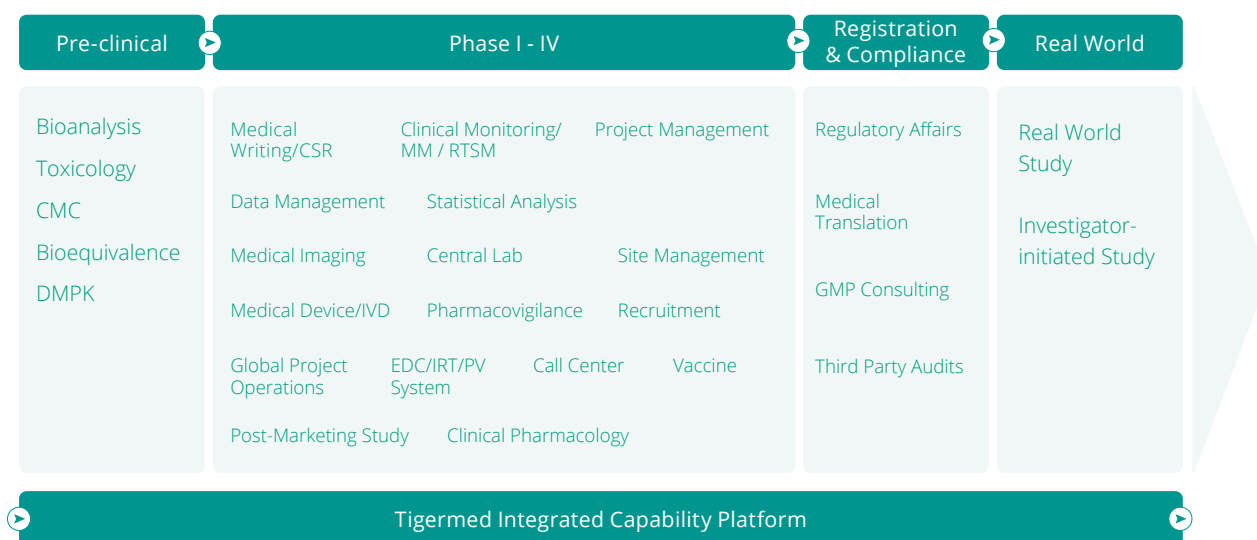
- In 2020, Tigermed continued to expand its international multi-center clinical trial service capability through continuous and steady innovation and global layout, build a new pattern of professional CRO services, and provide strong clinical research support for the innovative drug R&D.
- In 2020, Tigermed continued to build its own excellent quality management system and provide customers with high-quality services as always. In the case of clinical research affected by the epidemic, timely and effective response measures were taken to ensure the quality of service.
- By expanding the capability of clinical research services and helping clinical research to be more reliable and efficient, Tigermed enables more patients to have early access to safe, effective, quality and affordable essential drugs and vaccines, and contributes to the achievement of "everyone has access to safe, effective, quality and affordable essential medicines and vaccines" in global Sustainable Development Goal 3.

## End-to-end Clinical Development Solutions

The process of new drug R&D includes three stages: pre-clinical research, clinical trial and post-marketing study. Clinical trial is the part with the most capital and time investment in the process of new drug R&D. It generally takes 4-6 years from start-up to completion, and the time and capital investment usually account for about 70% of the whole new drug R&D. The service capability of clinical CRO plays an important role in the efficiency and quality of new drug R&D.

Through continuous development, Tigermed now provides the end-to-end clinical development solutions covering the whole process of clinical research. We provide professional services and high-quality solutions for global pharmaceutical and medical device innovation enterprises, promote the process of product marketization, and enable patients to use newer and better pharmaceutical products as soon as possible.

### ► Full Process R&D Services and Solutions



### ► Serving China Healthcare Innovation<sup>1</sup>



# 41

#### Innovative Drugs Supported

Since 2004, Tigermed Group has supported the development of 41 approved Class-I innovative drugs in China<sup>2</sup>



# 372

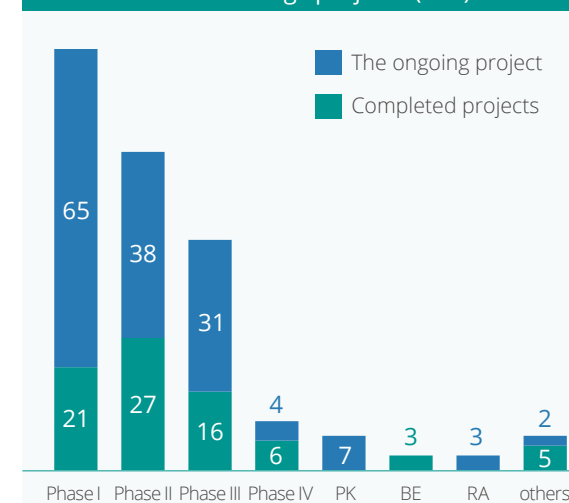
#### Innovative Project Participated

Since 2004, Tigermed Group has supported 372 Class-I innovative drug research projects in China

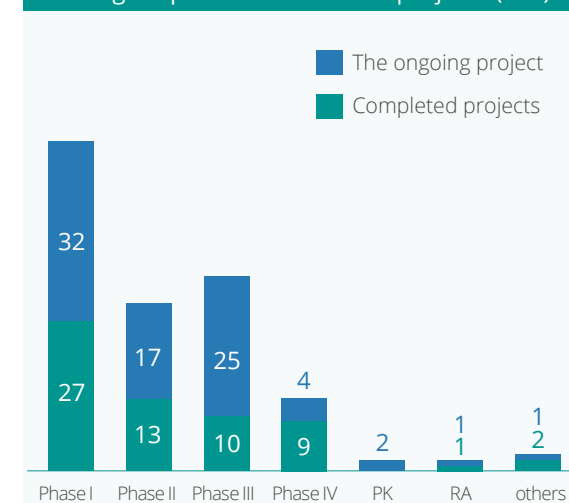
1. Data is available as of the first quarter of 2021

2. The statistical areas include clinical operations, imaging analysis, SMO, biometrics, EDC, central lab, pharmacovigilance, etc.

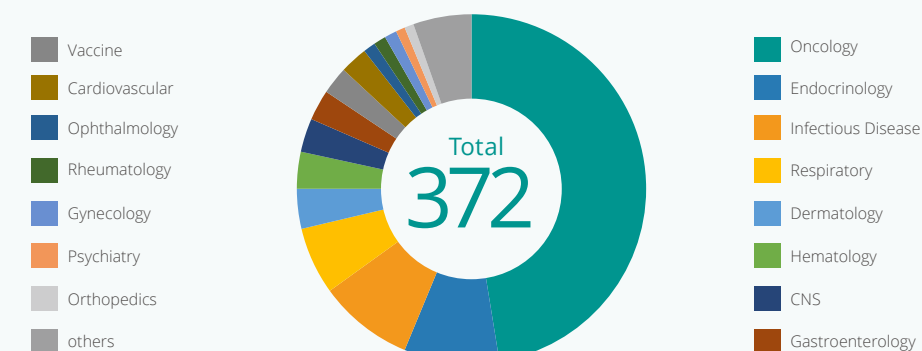
### Chemical drugs projects (228)



### Biological products / vaccines projects (144)



### Classified by Therapeutic Areas



### With Whole-process Services, Tigermed Helped Tumor Treating Fields to Obtain Marketing Authorization in Mainland China for the First Time

In May 2020, China National Medical Products Administration (NMPA) has approved the Marketing Authorization Application (MAA) by Zai Lab Limitedoratory (Shanghai) Co., Ltd. (Zai Lab) for Optune® in combination with temozolomide for the treatment of patients with newly diagnosed glioblastoma (GBM), and also as a monotherapy for the treatment of patients with recurrent GBM. Optune® delivers Tumor Treating Fields to the region of the tumor., and it is the first treatment for glioblastoma GBM approved in China in over 15 years. China has no prior experience in approving similar products, so it has put forward higher requirements for CRO professional competence and experience.

Tigermed's clinical trial business team of medical device provides whole-process service of MAA for Optune®. Relying on our own professional ability and rich experience, we solved the technical problems in the MAA process, helped Zai Lab team obtain the qualification of innovative medical devices in a short time, greatly accelerated the registration progress through the whole-process guidance, and helped Optune® to be approved smoothly.





#### With Integrated Service, Tigermed Joined Hands with Ascleitis to Refresh the New Record of Approval Speed of Hepatitis C Class-I Innovative Drugs

On July 29, 2020, Class I innovative drug Ravidasvir Hydrochloride Tablets (Asclevir®, ASC16) for hepatitis C virus (HCV), developed by Ascleitis Pharma Co., Ltd. (Ascleitis), was approved by NMPA for marketing.

Tigermed participated in the whole clinical trial process, including clinical operations, central lab, pharmacovigilance and medical affairs. In the project cycle from April 2017 to July 2020, Tigermed and Ascleitis have completed the Phase III registration project covering more than 40 trial centers and more than 400 cases of clinical research, and conducted about 200 times of quality audits, helped the project approved for marketing in a short time, creating a new speed benchmark of industry.



#### With Multi Business Team Cooperation, Tigermed Helped Praxazole Injection to Obtain Conditional Marketing Authorization

In August 2020, the MAA of Pralatrexate Injection of Mundi (China) Pharmaceutical Co., Ltd. was approved by NMPA for the treatment of recurrent or refractory peripheral T-cell lymphoma (PTCL), becoming the second new drug approved in China for PTCL treatment, bringing more options for patients.

Tigermed business teams including project management, data management, biometrics, scientific affairs, central imaging analysis, PK, worked together to complete the clinical research in China successfully.

Clinical research is a complex system engineering. Each of the parties involved has a different but indispensable division of labor. In order to improve the efficiency of clinical trials, all departments of Tigermed work together and devote themselves to fulfill our commitment to customers.

Since its establishment, Tigermed has empowered more than 1,800 partners around the world and has cooperated with all the top 20 pharmaceutical companies in the world. Through construction of clinical trial center management team and subject recruitment center, and building innovative cooperation mode with customers, Tigermed continuously improves the management level of clinical trials, promotes the standardization process of clinical trials, and meets the demands of customers to improve the quality and progress of clinical trials.

Customer satisfaction is the goal pursued by Tigermed. We build a comprehensive customer communication and feedback mechanism, actively communicate with customers, understand customer needs, solve customer problems, and continuously improve customer satisfaction. With our efforts, the retention rate of our top ten customers has reached 100% from 2017 to 2020. (For details of complaint channels and complaint handling mechanism, please refer to "Performance Management of Customer Responsibility" in Chapter 6 of this report)

#### Customers' Recognition



- Tigermed won the **"Outstanding Contribution Award"** by Mabwell
- Tigermed won the **"Best Strategic Collaboration Partner"** by SinoCellTech
- Tigermed won the **"Best Strategic Partnership Award"** of Genor Biopharma
- Simo Pharma won the **"Best Contribution Award"** of I-Mab

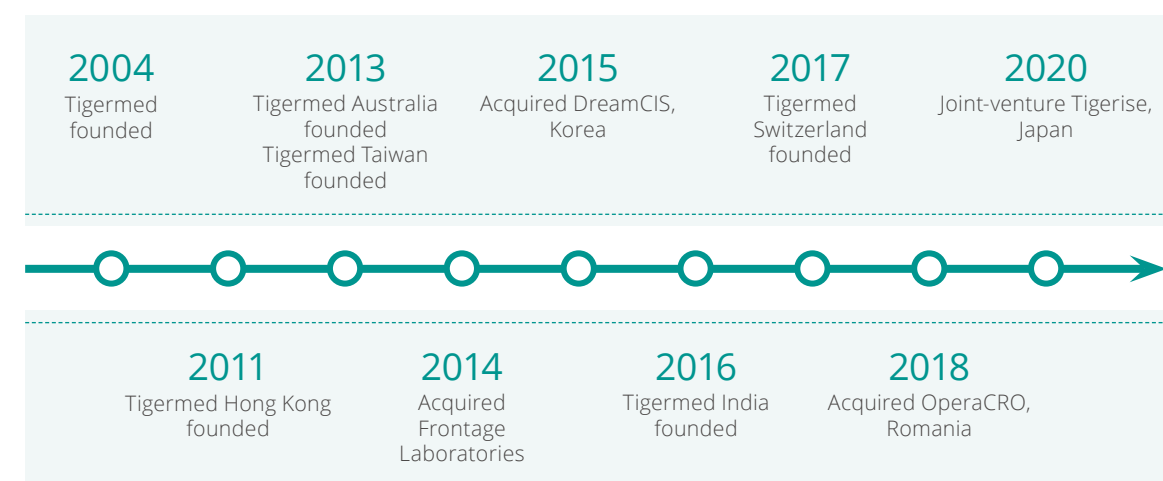


## Multi-Regional Clinical Trials Capability

The globalization of clinical research plays an important role in accelerating the marketing of innovative drugs. Multi-Regional Clinical Trials (MRCT) data for domestic and overseas registration can greatly accelerate the process of marketing. In 2017, China became a member of International Conference on Harmonization of Technical Requirements for Registration of Pharmaceuticals for Human Use (ICH). Drug research and development in China is in line with international standards. The new vision of *Provisions of Drug Registration* which approved by State Administration for Market Regulation in 2020 provides policy guarantee for the innovation and global development strategy of Chinese pharmaceutical enterprises.

Tigermed has always been a pioneer of Chinese CRO in the global expansion. Adhering to the strategy of "Global Excellence, China Expertise", in 2020, Tigermed continued to actively improve the global layout and expand the MRCT service capability, strove to meet the global R&D needs of China's innovative drugs.

#### ► Tigermed Globalization Practice



#### In 2020, Tigermed formed Joint Venture "Tigerise"

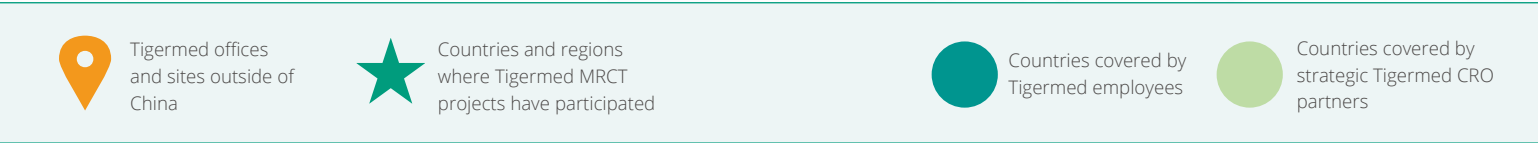
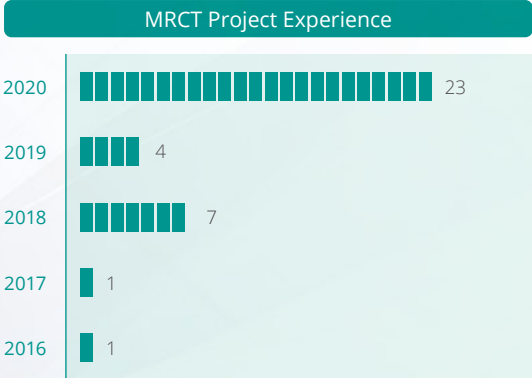
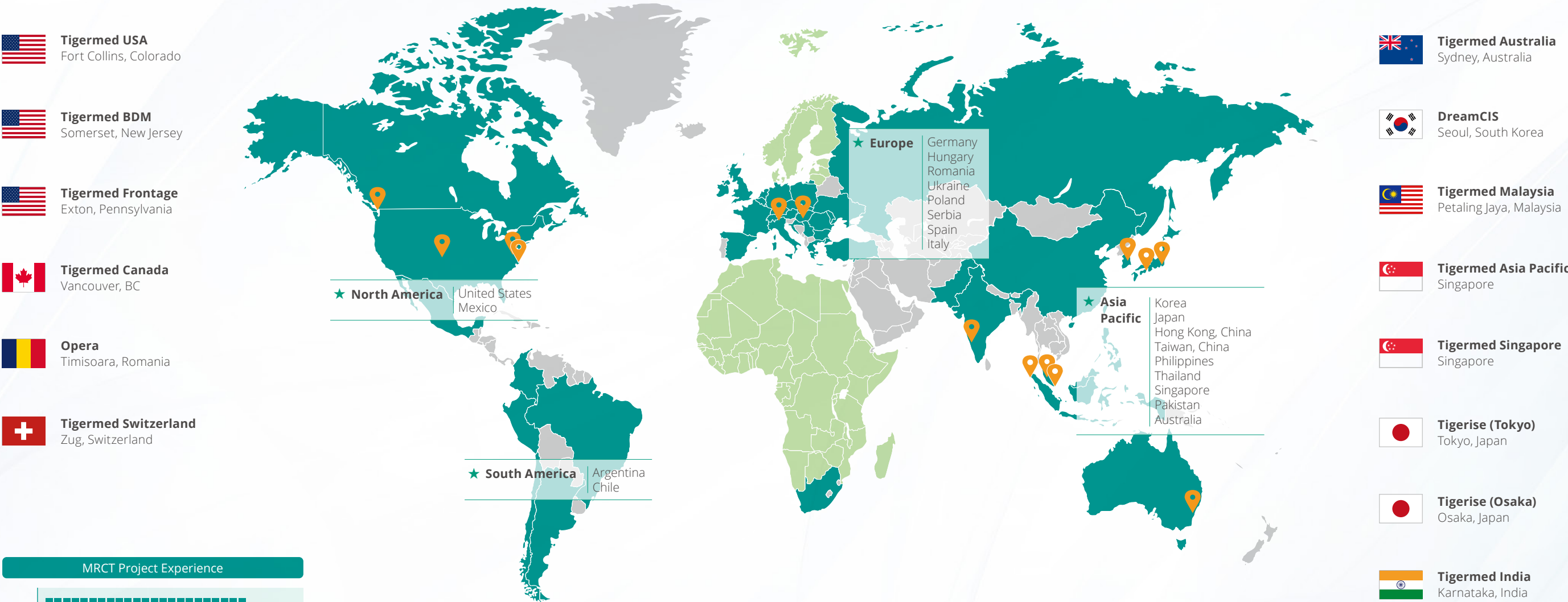
In January 2020, Tigermed and Accerise Inc. set up a joint venture, Tigerise Inc., to provide international MRCT services in Japan, as well as support services for global development of domestic pharmaceutical and medical equipment enterprises.

#### In 2020, DreamCIS is Successfully Landed on Korea Stock Exchange

In May 2020, DreamCIS (stock code: A223250), a Tigermed company, was successful landed on KOSDAQ marketing at Korea Stock Exchange (KRX) in Yeouido, Seoul, becoming the only and first clinical CRO company that listed on the Korea Stock Exchange.

At present, Tigermid has established 14 overseas offices and sites in 38 countries around the world, with more than 330 overseas MRCT project management and operation teams. We build strategic cooperation with CROs covering more than 20 countries in Asia, Africa and Latin America. The treatment fields covered by Tigermid's MRCT projects include oncology, vaccine, respiratory, cardiovascular, endocrinology, rheumatology, infectious disease, rare diseases, etc.

- The accumulated MRCT project experience of Tigermid is 36
- There are 21 countries and regions participated in Tigermid MRCT project
- Tigermid MRCT project covers 13 disease areas





Tigermed has a global Standard Operation Procedure (SOP), in line with the local Good Clinical Practice (GCP), ICH-GCP and other regulatory requirements. Our clinical operations and project management team covering 5 continents in the world, equipped with experienced PD / PM / CRA, and familiar with local clinical policies and registration regulations. Rich global strategic partners and clinical expert resources enable us to provide multi-national and multi-center solutions and rapid launch of projects, so as to accelerate the marketing process of innovative drugs.



#### Participating in Multicenter Phase III Clinical Study, Tigermed Helped Recombinant COVID-19 Vaccine to Obtain Conditional Marketing Authorization

China National Medical Products Administration (NMPA) announced on February 25 to grant conditional marketing authorization of Recombinant COVID-19 Vaccine (Adenovirus Type 5 Vector) (the "Ad5-nCoV", trade name: Convidecia™). CanSino Biologics Inc. and Professor Wei Chen, a member of the Chinese Academy of Sciences and research team from the Academy of Military Medical Sciences, co-developed this novel vaccine. It is the first approved COVID-19 vaccine built upon an adenovirus-based viral vector vaccine technology platform in China.

As a leading CRO, Tigermed fully participated and supported multicenter phase III clinical study of Ad5-nCoV vaccine and was responsible for cross-country coordination and operations. This is also the first China-initiated phase III vaccine clinical study covering multiple continents, including Asia, Europe, and Latin America.

Applying its therapeutic expertise and project experience in vaccine development, Tigermed lead and supported local centers to establish the process to meet the needs of continuous screening and high-volume sample enrollment. One week after landing in Pakistan, the joint team quickly initiated the first site and first enrollment of the trial, completed the start-up of multiple centers within one month, and completed the enrollment of 10,000 subjects ahead of schedule. Meanwhile, Tigermed China teams of biometrics, medical affairs, PV and many other supporting units collaborated with oversea units night and day to ensure the quality of data and results, laid a solid foundation for completion of this international clinical trial and the launch of the vaccine.



#### Cooperating Cross the Asia Pacific Region, Tigermed Helped the First Domestic Third-generation EGFR-TKI Innovative Drug Almonertinib to Obtain Conditional Marketing Authorization

On March 18, 2020, NMPA granted marketing authorization for AMEILE® (Almonertinib, HS-10296) once daily tablets for the treatment of patients with metastatic epidermal growth factor receptor (EGFR) T790M mutation-positive non-small cell lung cancer (NSCLC), who have progressed on or after other EGFR tyrosine kinase inhibitor (TKI) therapy. AMEILE® is the first Chinese Third generation EGFR-TKI innovative drug that independently develop by Hansoh Pharmaceutical Group Company Limited ("Hansoh Pharma").

In this project, Tigermed is responsible for the overall coordination of clinical research and projects in Chinese mainland and Taiwan. Tigermed and its subsidiary companies, including clinical operations, bioimaging, central laboratories, biometrics, and other teams worked together to realize the linkage of Tigermed's business in the Asia Pacific Region.

Lung cancer remains the leading cause of cancer-related deaths worldwide and in China. The most common type is non-small cell lung cancer (NSCLC). The results of Phase II clinical study of AMEILE® has demonstrated that it has favorable safety profile and high efficacy for second-line treatment for patients with EGFR T790M-mutation NSCLC. It provides a new option for NSCLC patients in China.



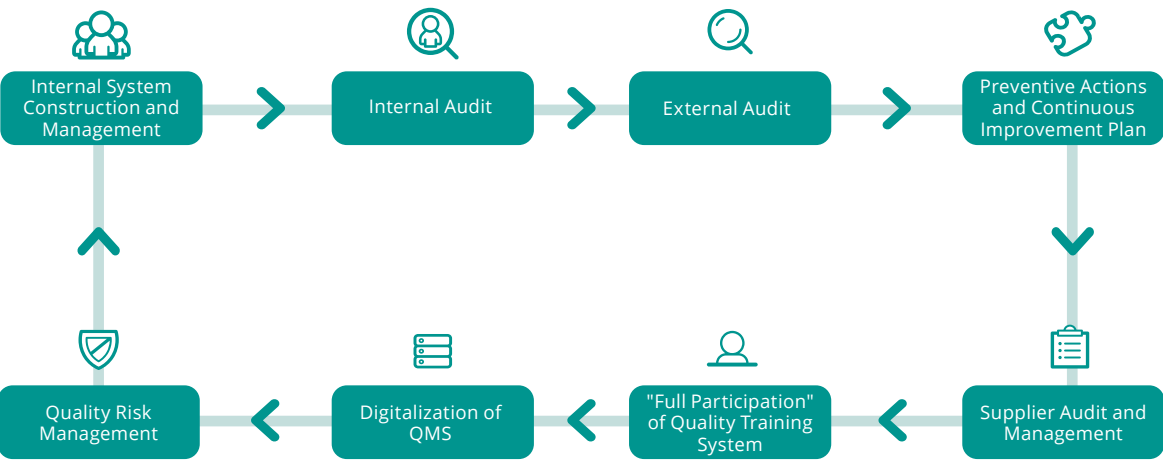
## Full Life Cycle Quality Management System


Clinical trials are the only way to verify the safety and effectiveness of drugs in the human body. The quality of clinical trials is crucial for quality and safety of drugs. Tigermed's clinical trial services help pharmaceutical companies develop safe and effective drugs for the benefit of patients. We continuously improve our management system, constantly strengthen our ability to solve problems and achieve goals in a complex situation in clinical research, and provide customers with services beyond expectations and create maximum value.

Tigermed always adheres to the high standard quality system to serve customers. Based on clinical trial quality management system required by ICH-GCP-E6(R2), GCP of NMPA and TransCelerate (TransCelerate BioPharma Inc., The American Pharmaceutical Industry Association), the Company has established a quality management system covering the full life cycle of clinical research through PDCA cycle management concept.



► Quality Management System of Tigermed



Internal System Construction and Management

We have established a comprehensive and perfect quality management system (QMS) and standards, and set up a regular inspection and update mechanism to review and update all internal management processes every three years.

- In 2020, Quality Assurance Department led to update 141 internal system documents to ensure that the Company's SOPs not only meets the requirements of the new version of GCP of NMPA, but also meets the needs of Tigermed's global development.
- From 2020, Quality Assurance Department has determined the division of business line management, formulated the RACI model of business line management, launched the Quality Experts Training Program, strengthened systematic quality management of each clinical trials business, and deepened the implementation of QMS.

Internal Audit

Adhering to the principle of continuous improvement, the Company carries out internal project audits every year and internal system audit every two years. Optimize our QMS through a series of internal audits to ensure that project implementation meets the requirements of laws and regulations and Tigermed's SOP.

- In 2020, according to the clinical trial projects undertaken by the Company, we carried out 58 times of audits on trial centers, none involved serious issues affecting subject safety or data integrity.
- In 2020, 19 internal system audits were carried out on the key processes and main subsidiaries of Tigermed involving in clinical trials, from the process making and project implementation, to ensure the compliance of business.

External Audit


As a CRO company, Tigermed is subject to inspections and audits from sponsors and NMPA from time to time.

- In 2020, Tigermed has received a total of 15 sponsor audits at home and abroad, with no major findings. Meanwhile, Tigermed has successfully passed NMPA inspections of 22 project and 36 trial centers. The integrity and implementation of Tigermed QMS are recognized by domestic and overseas sponsors.

Supplier Audit and Management

The Company has developed a complete process for the qualification management of clinical trial suppliers. Quality Assurance Department and Procurement Department are jointly responsible for supplier's management and maintenance. The Company regularly conducts performance evaluation of suppliers.

- In 2020, the Company completed 10 supplier audits, including 4 supplier reviews and 6 new supplier qualification evaluation.

Preventive Actions and Continuous Improvement Plan


The Company formulates SOPs including *Handling of Non-compliance* and *Corrective Actions and Preventive Actions* to investigate quality incidents and implement disposal measures in the first time. According to the types of incidents and PDCA principles, the Company optimizes the process and formulates corrective and preventive actions one by one to realize continuous improvement and eliminate the recurrence of similar problems.

- By means of Lesson & Learn, the deficiencies found in audits and inspections are shared with the business team to avoid the recurrence of problems.

"Full Participation" of Quality Training System

The Company puts "full participation" in the implementation of quality management. Through establishing a knowledge management system, we share knowledge and experience with every employee, cultivate quality awareness of employees, and keep that in mind throughout the work. We link quality-related KPI with PM and CRA performance appraisal.

- We integrate quality requirements into the special training and daily training of employees. In 2020, we organized quality-related professional skills training 36 times, covering 100% of the core employees.

Digitalization of QMS

The Company continuously promotes the digital construction of quality management and improves the efficiency of quality management.

- Based on business characteristics, we has independently developed a digital QMS system, including project audit, system inspection, supplier audit, findings management, initiation and tracking of corrective and preventive actions, data analysis etc.



# 03

## Seeking A New Ecology of Industry Development

The development of innovative drugs is inseparable from the cooperation of industry partners such as sponsors, hospitals and universities. As a leading CRO enterprise in the industry, Tigermed takes promoting industry development as its own responsibility and contributes to the construction and development of the global pharmaceutical and health industry ecosystem.

- In 2020, clinical research was also influenced by COVID-19. Tigermed actively shared with the industry its counter measures to public health emergencies and overcame the difficulties with industrial peers.
- Tigermed continues to strengthen crossover cooperation with local governments and excellent enterprises to promote industrial innovation.
- Tigermed has been paying close attention to the talent development and talent reserve in the industry, and provides support for the talent development in the industry through live online courses and cooperation.
- Tigermed actively shares experience with industrial peers, cooperates with partners and local regulators to explore cross-industry cooperation and train excellent talents in the industry. Tigermed contributes to the achievement of "Enhancing scientific research and upgrading the technological capabilities of industrial sectors" and "encouraging innovation" in global Sustainable Development Goal 9.





# Sharing Professional Experience and Developing Together with the Industry

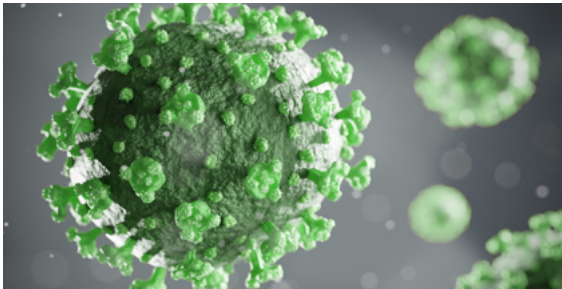
As a leading clinical CRO company in the industry, Tigermid always pays attention to the overall development of the industry, and actively participates in the industry exchanges with an open mind, through participating in standard setting, actively sharing experience and extensive cooperation with industry chain. We are committed to promoting the development of drug clinical research and clinical trials in China to a deeper level and higher quality.

In 2020, the Company organized and participated in a number of industry seminars, formulated group standards, published industry research articles in the public media, and organized Tigermid's "Drug Regulatory Policy Salon" to contribute to industry development.

► Tigermid Industry Communication Practice and Results

Practice	Results
Participating in industry conferences and share experience	In 2020, Tigermid took an active part in industry conferences such as DIA (Drug Information Association) Annual Meeting, JP Morgan Annual Healthcare Conference, Asian Pharmaceutical Research and Development Leaders Summit, China Biomedical Industry Innovation Conference, Clinical Development Summit, and delivered keynote speeches on clinical research.
Establishing standards to promote high-quality development of the industry	<p>In 2020, 3 group standards of <i>Standard Data Specification for Hepatobiliary Diseases</i> proposed by the Chinese Medical Doctor Association were officially released and implemented, which is also the first standard data specification for hepatobiliary diseases in China. Tigermid's specialist participated in the development of the first three standards:</p> <ul style="list-style-type: none"><li>• Standard Data Specification for Hepatobiliary Diseases: CT/MRI Image Collection and Processing Standards for Liver Cancer (T/CMDA 001-2020)</li><li>• Standard Data Specification for Hepatobiliary Diseases: CT/MRI Image Labeling and Quality Control Standard for Liver Cancer (T/CMDA 002-2020)</li><li>• Standard Data Specification for Hepatobiliary Diseases: Standard Datasets of Medical Records for Liver Cancer Scientific Research (T/CMDA 003-2020)</li></ul>
Publishing industry research articles in public media to disseminate "Tigermid Insights"	In 2020, Tigermid published 6 industry research articles in the public media to discuss the impact of the new version of GCP and <i>Provisions of Drug Registration</i> on new drug research.
Organizing Tigermid "Drug Regulatory Policy Salon" to accurately convey and discuss the latest drug policies and regulations	<p>In 2020, Tigermid established the "Drug Regulatory Policy Salon" and invited more than 100 leaders of Regulatory and Registration from R&amp;D start-ups to join.</p> <ul style="list-style-type: none"><li>• Daily sharing of drug regulatory policies, and latest practical experience with members of the salon through online platform, discussion of new laws and regulations, collection of feedback and suggestions, etc.</li><li>• In 2020, we organized 6 face-to-face salons to discuss the relevant policies and regulations and the draft for comments.</li></ul>

The sudden outbreak of COVID-19 has affected the normal operation of all walks of life. How to better respond to the epidemic, ensure the continuity of clinical research, and minimize the impact of the epidemic on clinical trials, is a common challenge for the whole clinical research industry. While carrying out clinical research under the epidemic in an orderly manner, Tigermid actively shared the experience of epidemic response in the new media platform and industry conferences to overcome the difficulties with industrial peers.





### At DIA China Annual Meeting, Tigermid Shared the Development of Clinical Research on Public Health Emergencies

From October 28 to 30, 2020, Tigermid joined hands with several subsidiaries to attend and participate in DIA 2020 China Annual Meeting. The theme of this meeting is "Collaborating and innovating to meet challenges together, strengthening patient-centered public health system". A number of experts from Tigermid, including project managers participated in Remdesivir clinical research in China, were invited to present, discuss new global regulatory trends and new changes in clinical research with the industry, and mainly shared experiences and insights in the development of clinical research, project management and subject protection in the event of public health emergencies.



### Tigermid and IHLG Italy Jointly Held Webinar

On June 24, 2020, Tigermid and Italy Healthcare License Group (IHLG) jointly held a webinar to share the global drug research and development in the post epidemic era.



### Tigermid and CABS Jointly Held Webinar

On September 25, 2020, Tigermid and Chinese American Biomedical Society (CABS) jointly held a Webinar with the theme of "Leverage Global Clinical Resources for Drug Development" to discuss how to provide and share effective resources for global clinical development.

## Working with the Government to Boost Health Industry Development

To promote the development of pharmaceutical industry, improve the quality and level of clinical research, and accelerate the research and development of innovative drugs, it needs the joint participation of government regulatory departments, universities, clinical research institutions, biomedical enterprises, and CROs. Tigermed maintains good communication with government regulatory authorities and industry chain partners, actively establishes a cooperative relationship, and works with all parties to jointly promote the quality of local clinical research and build a large health industrial ecology.



### Wuxi Municipal Government Has Signed Strategic Cooperation Memorandum with Tigermed and Other Parties to Build the Highland of Biomedical Industry

From June 21 to 22, 2020, The Third AstraZeneca China Ecosystem Annual Meeting was held in Wuxi. At the conference, Wuxi Municipal Government signed strategic cooperation memorandum with AstraZeneca, Tigermed, CICC and Yuwell Group.

Tigermed will give full play to its professional strength, rich experience, integrated service ability and its own resources in clinical research of innovative drugs, help Wuxi biomedical innovative enterprises to accelerate the process of product R&D, benefit patients, promote the development of life science innovation ecosystem, and jointly create an innovation highland of biomedical industry.



### Tigermed Cooperates with Zhejiang MPA and Wenzhou Medical University to Promote High Quality Development of Drug Clinical Research

On June 30, 2020, Tigermed, Zhejiang Medical Product Administration (MPA) and Wenzhou Medical University reached a strategic cooperation on promoting the high-quality development of drug clinical research in Zhejiang Province, helping to explore a new management mode collaborated among governments, universities and research institutions. The three parties will jointly promote the pilot work of "Zhejiang drug clinical trial collaborative management platform", helping the government to create a good environment for drug innovation and improve the overall research level of drug clinical trials in Zhejiang Province.



In addition, through the establishment of "Tigermed Clinical Research Institute of Wenzhou Medical University", Tigermed and Wenzhou Medical University will jointly promote drug clinical research, R&D of biotechnology products including medicine and medical devices, commercialization of scientific and technological achievements.



### Tigermed Reached Strategic Cooperation to Accelerate the Clinical Development of Innovative Medical Devices in Hainan

On September 18, 2020, Tigermed signed a letter of intent for strategic cooperation with The Management Bureau of Boao Lecheng International Medical Tourism Pilot Zone (the "Pilot Zone"), forming a long-term and comprehensive strategic partnership.

Through this cooperation, both parties will give full play to their respective capabilities and advantages to carry out end-to-end and all-round clinical research and scientific research cooperation; actively promote real world study; explore intelligent, innovative and standard remote research modes and solutions, strengthen the innovation of digital clinical research mode; enhance the clinical research capability of medical institutions in the Pilot Zone, and attract more international advanced and innovative medical device enterprise to settle.

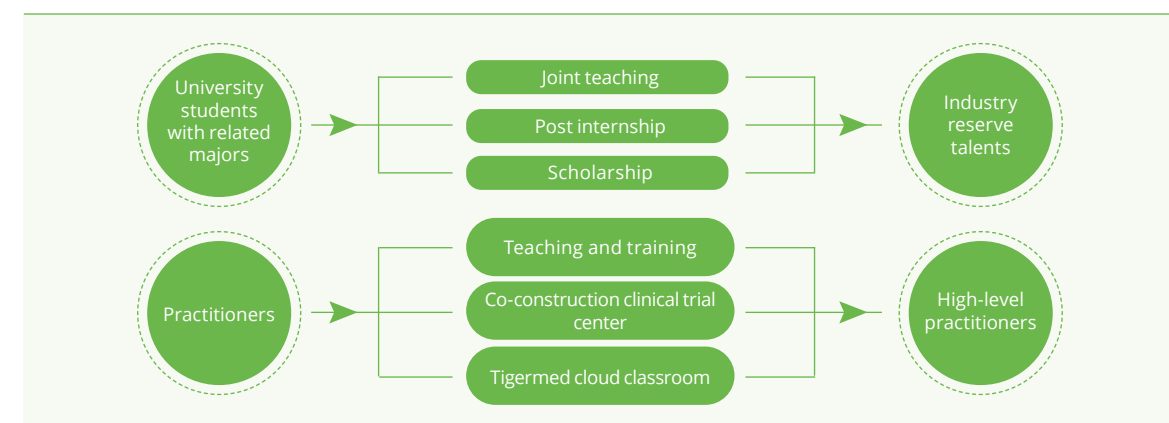




## Paying Attention to Full Cycle of Development and Cultivating Industry Talents

Talents are the driving force for the sustainable and stable development of the industry. The rapid development of CRO industry has an increasing demand for the quantity and quality of talents. Focusing on the long-term layout of industry talents, Tigermid pays attention to the lifelong learning of industry talents and reserve of talents. By providing support for the industry talent development, it helps the industry to achieve sustainable development and high-quality development.

### ► Industry Talent Cultivation System of Tigermid



#### Joint Teaching

- Joint teaching of The *Clinical Trial Management* with Zhejiang Pharmaceutical College and Hangzhou Medical College
- Affected by the epidemic, joint teaching in 2020 was only carried out in Hangzhou Medical College in the second half of 2020, with 13 lecturers from Tigermid participating in the teaching, a total of 12 times teaching for 25 students



#### Post Internship

- We provide post internship opportunities for more than 20 universities including Zhejiang Medical College, Shenyang Pharmaceutical University, Nanjing Medical University, Beijing University of Traditional Chinese Medicine, Zhejiang University of Traditional Chinese Medicine, China Pharmaceutical University and Guangxi Medical University
- In 2020, there were more than 400 interns in clinical trial related positions, which helped the students of related majors to have a deeper understanding of the industry and clinical trial work. Most of the students were eventually engaged in the work related to clinical research



#### Scholarship

- "Tigermid Scholarship" of Hangzhou Medical College: since 2019, the scholarship amount is RMB50,000 per year, benefiting 27 students



#### Co-construction Clinical Trial Center

- Tigermid works with hospitals and research institutions in many parts of the country to jointly build clinical trial center. Based on the long-term experience of clinical trials, we help institutions to improve the system of clinical research through teaching, training, and professional consultation, and enhances the professional level and ability of relevant personnel, so as to further standardize the implementation of clinical trial standards and improve the overall quality of clinical research.



#### Tigermid Cloud Classroom

- In 2020, Tigermid launched "Tigermid Cloud Classroom". Through online live broadcast, industry experts were invited to share professional knowledge and excellent experience in the field of clinical research, enabling practitioners to timely and conveniently learn the latest clinical research information frontier and regulatory police, and helped practitioners to continuously improve their professional quality.
- In 2020, Tigermid held 10 live broadcasts of "Tigermid Cloud Classroom", involving medical devices, vaccine research and development, PK, biometrics, oncology clinical trials, GCP training. More than 25,000 people from pharmaceutical research and development enterprises, biotechnology companies, hospitals, universities and other research institutions registered and attended the classroom online.



#### Carry Out University-Enterprise Cooperation with Wenzhou Medical University to Cultivate New Force in the Industry

In June 2020, Tigermid and Wenzhou Medical University signed a strategic cooperation agreement. Through university-enterprise cooperation, both parties carried out targeted training plan, including joint teaching, post internship, skill training, etc., to jointly cultivate clinical pharmacy professionals, and contribute more outstanding new forces to the clinical development of innovative drugs in China.



#### Establishing A Clinical Trial Center with Shanghai Tongren Hospital

In October 2020, Tigermid and Tong Ren Hospital Shanghai Jiao Tong University School of Medicine signed a cooperation agreement, and both parties will establish "Tong Ren Hospital Clinical Trial Center". Based on the common concept that clinical trials should strictly abide by ICH-GCP, both parties will give full play to their respective advantages and professional ability, jointly guarantee the quality of clinical research, and improve the ability level of practitioners in the clinical trials process.



#### Hosting the New Version of GCP Advanced Training to Help Practitioners Standardize the Practice

On July 1, 2020, the new version of *Good Clinical Practice (No. 57, 2020)* (GCP) was officially implemented. In order to help practitioners better understand the content and application of the new version of GCP, on August 29, Tigermid hosted the "Advanced training of GCP under the new situation of 2020". The training was carried out in the form of online live broadcast, attracting more than 21,000 clinical research practitioners to sign up, and there were more than 25,000 person-times in total. A number of hospitals also organized offline collective learning classes, contributing to clinical research practitioners' understanding of the new version of GCP and promoting the standardized application of the new version of GCP.



# 04

## Providing A New Development of Talents

Supporting talent development is a central part of Tigermed's strategy. We pay attention to employee rights and benefits, employee training and development, strive to create an open and inclusive working environment, establish and continuously improve the personnel training and development system covering all employees, help our employees to clarify their development direction, create a smooth career development channel for them, and help them grow in an all-round way in the long term.

- In the process of global layout, Tigermed always respects the cultural diversity and customs of different regions, and pays attention to retaining local talents.
- Tigermed pays attention to the voice of employees. In 2020, we established the employee suggestion platform "Dialogue Tigermed" to listen to employees' voices and solve problems in time.
- By establishing a comprehensive training system covering the full development cycle of employees and providing physical and mental care for employees, we provide strong support for the development of employees.
- We affirm the value of core talents, provide various incentive measures for them, and attract talents to stay for a long time.
- By encouraging and supporting women's development and providing women with equal access to management, Tigermed contributes to the realization of global Sustainable Development Goal 5 "Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life".
- By creating an equal and diverse working environment, Tigermed contributes to global Sustainable Development Goal 8: "By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value" and "Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment".





## Creating An Equal and Diverse Working Environment

Tigermed actively promotes the construction of a diverse workplace to ensure that employees or job seekers will not suffer any discrimination due to gender, age, marital status, race or religious belief. By providing an equal and diverse working environment, it can bring employees a sense of identity and creativity to the Company.

### Creating A Tolerant and Respectful Workplace

We have formulated the *Tigermed Labor Standards and Tigermed Code of Conduct* to promote fair competition, oppose all forms of discrimination and respect freedom of religious belief. All employees enjoy the same rights and benefits in talent introduction, training and promotion. (Please refer to "Performance Management of Employee Responsibility" in Chapter 6 of this report for details)

In the process of global layout, for overseas subsidiaries, we pay attention to retaining local talents and respect cultural diversity and different customs. In order to ensure that every employee and third party working in Tigermed has a working atmosphere of full respect, the daily behaviors of all Tigermed employees, including regular employees, contract labors, interns and individuals acting on behalf of Tigermed, are strictly restricted by *Tigermed Code of Conduct*.

#### The Content of "Respect for and Protection of Individuals and Environment" in *Tigermed Code of Conduct*

##### Anti-Discrimination and Harassment

- Tigermed shows respect for all the employees and partners, and ban discrimination based on age, gender, race, nationality or other protected characteristics.
- Tigermed has zero tolerance for harassment as it endeavors to build a working environment free of harassment for employees.
- Show respect for each other, including personnel that we come into contact with while working for Tigermed, and ban illegal discrimination against other employees or third parties (i.e., clients or vendors).
- Keep the working place free of harassment, rather than harass other employees or third parties (i.e. clients or vendors).

##### Fairness and Diversity

- Tigermed calls for diversity, because the originality of our employees and external business partners is deemed as the source and crucial element for our success.
- The Company shall provide employees or job hunters with equal opportunities on fronts of employment, training, salary, welfare, internal transfer and career development, and take into account their vocational skills, working experience and individual quality only.



#### Modern Humanistic Management Helps Foreign Employees to Integrate and Retain

In 2015, Tigermed acquired DreamCIS. Considering the cultural differences between China and South Korea, after the acquisition, Tigermed has taken many measures to solve the problems of cultural differences and employee integration, including retaining the original organizational structure and decoration, inviting some employees and supervisors to visit Tigermed headquarters to give them understanding and confidence in Tigermed's overall strategy. After making efforts, most of the local employees stay to continue serving, and the cohesion of the Company has been further enhanced.



#### Virtual Gathering "From Me to We"

In 2020, in order to increase the communication between domestic and foreign employees, promote cultural integration, and help build trust among employees in different regions, Tigermed launched the online virtual gathering "From Me to We".

In 2020, two online gatherings with the theme of COVID-19 were held. Colleagues from more than 10 countries were invited to share their work and life interesting stories online. The gatherings not only shortened the distance between each other, but also provided opportunities for overseas colleagues to cheer on each other. We felt the warmth of Tigermed family and were more active in dealing with the special challenges during the epidemic.



#### Translation Business Unit Provides Job Opportunities for Disabled Employees

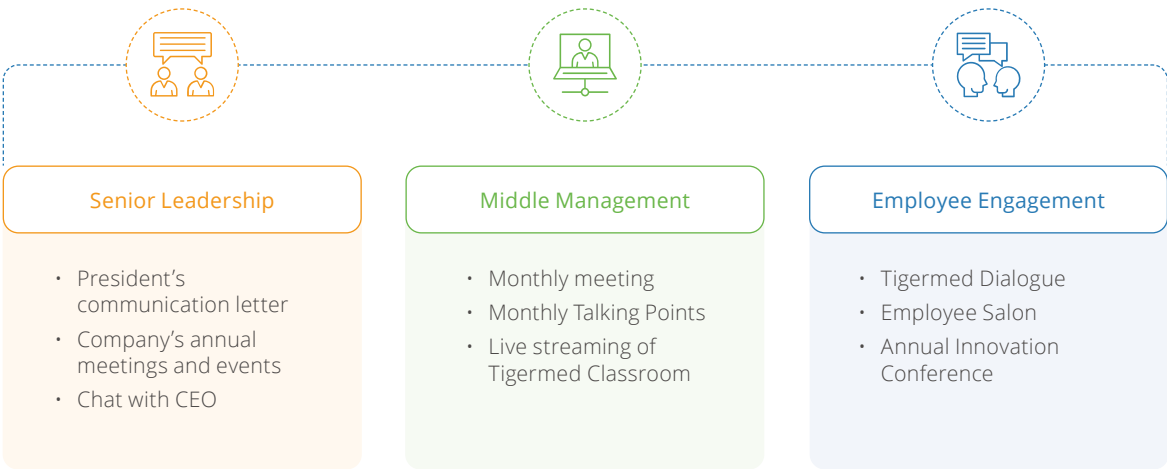
Beijing Yaxincheng Medical InforTech Co., Ltd, a Tigermed subsidiary for medical translation business, offered several jobs such as translation proofreading, translation typesetting to five qualified disabled persons based on its business characteristics.

Empowering disabled staff through comprehensive job training, we not only provide the same basic labor security and salary as regular employees, but also encourages them to work more and get more through performance bonuses.

Building An Open Communication Platform

We believe that employee participation is essential to the development of our business. Tigermed constantly improves and standardizes the staff communication mechanism, provides smooth communication channels for employees, update the Company's latest information with employees in time, listens to employees' voices, and encourages employees to actively offer suggestions for the Company's development.

Internal Communication Mechanism of Tigermed



**Chat with CEO**

"Employees are the core competitiveness of Tigermed, and I am eager to hear their voice." Tigermed's senior management team always maintains an open mind to communicate with employees. In November 2020, Ms. Cao Xiaochun, President of Tigermed, conducted an internal live broadcast interaction with all employees through the Company's internal platform. In the one-hour live broadcast, Ms. Cao Xiaochun talked about career development, compensation and benefits, training system and the Company's development plan with everyone. Employees actively asked questions about the Company's and personal development issues, and got answers from Ms. Cao Xiaochun one by one.

"Chat with CEO" has built a platform for employees to communicate directly with senior management team, so that employees' concerns can be answered, and senior manager can further understand the key demands of employees, so as to make the Company's operation more transparent.

"I never thought that I could really communicate with President Cao face to face I get to know Tigermed better and hope to grow up with Tigermed and realize my value here! "

—An employee participating in the activity

**Live Streaming of Tigermed Classroom**

Tigermed launched live streaming of "Tigermed Classroom" in May 2020. The functional departments provide a series of online courses for all Tigermed employees including corporate brand and culture, compensation and benefits, healthcare, software skills. Through broadcasting we answer the questions closely concerned by employees. On the other hand, it also reduces the cost of communication between management and employees.

In 2020, the live streaming of Tigermed Classroom carried out 46 courses, with more than 5,000 person-times. The average number of participants in each course is about 100, and the maximum number of participants in a single course is close to 400.

"More and more colleagues have learned more practical and reliable knowledge through Tigermed Classroom. As another channel to understand the Company, Tigermed Classroom is vivid and concise, effectively fits the working characteristics of first-line colleagues. I hope it will be more wonderful!"

—An employee participating in the live streaming

**Tigermed Dialogue**

In 2020, Tigermed launched "Tigermed Dialogue", an internal suggestion platform for employee, through which employees can make suggestions on any issues related to the Company's business strategy, corporate culture, company management, compensation and benefits, career development, system process, innovative application and personal rights and interests. The platform is directly connected to the responsible departments. Under the condition of protecting personal privacy, department heads are responsible for supervising and handling in person. The platform continuously tracks the progress and makes it transparent to employees. In addition, in order to encourage employees to deeply participate in the Company's development, we actively offer valuable suggestions with incentives.

- A total of 122 suggestions and demands submitted by employees were received in 2020.
- It takes an average of 2.74 working days for the responsible department to give solutions to employees for the first time.
- Employees' satisfaction rate exceeds 80%.

"Tigermed Dialogue is really good. I just wanted to consult the question at the beginning, and didn't expect that my it would be solved directly. I was so surprised.... When you put forward your question or demand, on Tigermed Dialogue, it is an opportunity to help the Company improve its management and process. "

—An employee who put forward suggestions

**Annual Innovation Conference**

In October 2020, Tigermed held its first Annual Innovation Conference with the theme of "Digital Transformation, Innovative Empowerment". Experts from Amazon and Alibaba Health shared with Tigermed employees their insights of the global and Chinese pharmaceutical industry. Participants discuss the digital development of the Company and promote the culture of innovation in accordance with respective work contents.

"The Company encourages us to develop digital applications in combination with business scenarios, which will certainly inject new vitality into Tigermed!"

—A Company's innovative pioneer



# Consolidating High-Value Human Capital

"A People-centered Approach for Common Development" is the core concept of Tigermid HR management. We believe that stable human capital is the driving force for the Company's long-term development. We insist on creating an attractive workplace to empower employees to have sustainable career development.

## Supporting Employees Development

We have established an endogenous talent development system, providing training programs to employees according to different job grades and positions, including regular employees, contract workers and interns. Through carrying out targeted training programs, we help employees to improve their professional ability and comprehensive quality.

Our training system covers New Employee Orientation (NEO), professional certificate training, CRO clinical professional skill training, management training, job training, and MBA and EMBA degree education, etc. Through rich online and offline training programs, we provide employees with uninterrupted and full-course training resources. We also encourage and help our employees to obtain academic certificates, so as to provide them with more and better career development opportunities.

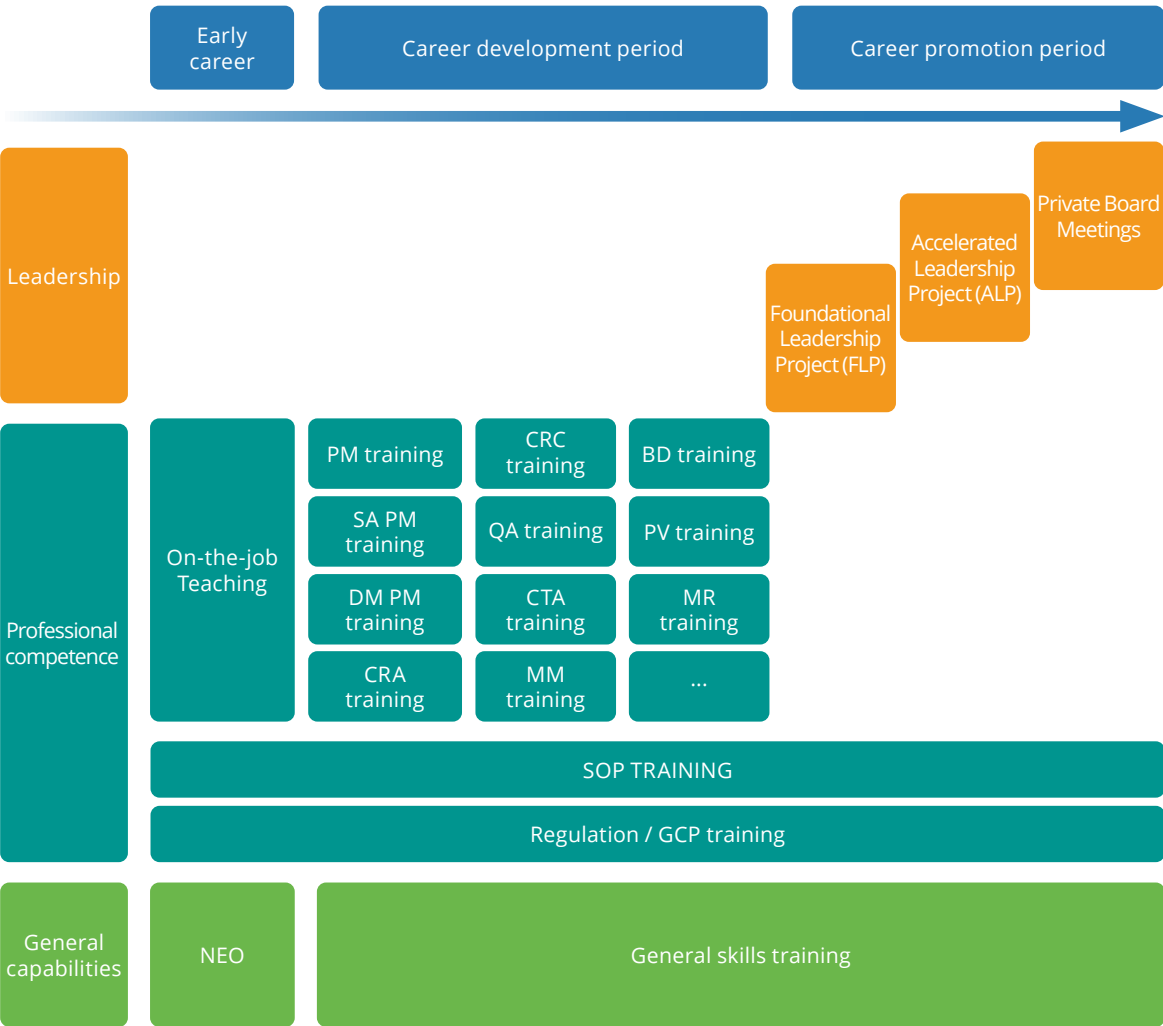


### Tigermid University

With the goal of building a learning organization, Tigermid has established "Tigermid University" which covers all employees and provides a comprehensive growth curriculum system. The aim of Tigermid University is to "spread experience and create value". The mission of Tigermid University is to "cultivate excellent professionals for the pharmaceutical R&D industry". By providing personal growth courses including leadership, professional skills, general ability and SOP training for employees at different stages, Tigermid University makes training serve employees' career development.

At the same time, Tigermid University provides training to employees who want to become internal lecturer. In 2020, Tigermid launched the cultivation of internal trainers. According to the two directions of general courses and professional courses, from different business units and functional departments, 22 employees were selected as "Tigermid Internal Lecturer". The selection and cultivation of internal lecturer not only further enriches the enterprise training courses, but also provides employees with multiple opportunities for personal growth and development.

### Employee Training System of Tigermid



► Contents and Progress of Tigermed Training Program in 2020

Program Name	Program Introduction	Progress in 2020
Private Advisory Board	<p><b>Trainees:</b> Senior Managers</p> <p><b>Training content:</b> apply round table tool - "problem solving process" to discuss the implementation of strategy and challenges encountered in the process of enterprise operation, quickly unify the solutions, ensure the implementation of group strategy, build a strong senior management team, and achieve good business performance.</p>	<p>A total of 3 sessions</p> <p>A total of 20 + senior managers participated</p>
Performance Management Training	<p><b>Trainees:</b> managers at all levels</p> <p><b>Training content:</b> by disseminating performance management concept and performance culture, providing performance management tools and methods, ensure the implementation and achievement of Tigermed's strategy, lead the construction of high-performance corporate culture, and achieve a win-win situation between the organization and individuals.</p>	<p>A total of 14 sessions</p> <p>A total of 400 + managers participated</p> <p>Developed 13 internal lecturers</p>
Project Manager Enabling Program	<p><b>Trainees:</b> Project Managers, Project Supervisors or above</p> <p><b>Training content:</b> clarify the role of project manager, solidify project management, bidding speech, team planning and other knowledge and skills, improve project performance.</p>	<p>A total of 3 sessions</p> <p>A total of 80 + PM participated</p>
Foundational Leadership Project (FLP)	<p><b>Trainees:</b> newly recruited Line Manager with a management experience of 0.25-3 years and a management range of 3+</p> <p><b>Training content:</b> clarify the role of managers, solidify management knowledge and skills, improve team performance.</p>	<p>A total of 4 sessions</p> <p>A total of 50 + managers participated</p>
New Employee Orientation	<p><b>Trainees:</b> new employees</p> <p><b>Training content:</b> according to the Company's new training needs and the actual situation of employees, design Tigermed characteristic curriculum system. The mixed learning method is adopted to help new employees integrate into culture, master workplace skills and quickly adapt to work.</p>	<p>A total of 5 sessions</p> <p>A total of 1,500 + new employees participated</p>

Attracting Long-term Retention of Talents

Tigermed is aware of high importance and high mobility of talents in the pharmaceutical industry. we fully affirm the value of core talents and motivate employees in diverse manners, including diversified salary system, long-term employee loyalty award, excellent employee incentive, so as to create a workplace that attracts talents.

► Tigermed's Employee Retention Measures

**Incentives for Excellent Staff**

Selecting excellent staff every year and carrying out incentives for them.

**Gold and Silver Coin Awards**

In order to express the gratitude and encouragement to the employees who have made long-term contributions to the Company, Tigermed gives silver coins to the employees who have worked for 3, 5, 7 and 9 years, and give gold coins to these who have worked for 10 years or above.

**Special Awards**

The Company pays "Loyalty Award" to qualified regular employees who have worked for 10 or 15 years; Technical bonus is paid to CRA and CRC who have reached the certain level in the professional channel.

**Medium- and Long-term Incentives**

In order to motivate staff's sense of ownership, arouse enthusiasm for work, balance the development between the Company and individual, Tigermed has established a medium to long term incentive mechanism including equity incentive. We grant the incentive to both qualified and core employees in key positions. As of the end of the reporting period, the proportion of employees enjoying equity incentive was 38%.





# 05

## Creating A New Environment of Communities

As a responsible enterprise, Tigermed is duty bound to protect the environment and care for the community. Addressing climate change, reducing pollutant emissions and saving resources are environmental issues that Tigermed is concerned about. Community health and public welfare are the social issues that Tigermed focuses on. At the same time, we create shared value with the community through impact investing, paying attention to and responding to social needs.

- In 2020, Tigermed actively responded to global climate action, set climate management objectives, and formulated positive actions to address climate change.
- Tigermed actively contributed to social health issues and created shared social value.
- By persisting in the practice of green development, we constantly review the impact of company's business on the earth's ecological and social environment, so as to reduce the impact of the Company on the environment. Tigermed has contributed to the realization of global Sustainable Development Goal 12 "substantially reduce waste generation through prevention, reduction, recycling and reuse" and Goal 13 "improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning".
- Through impact investing, volunteered service and advocacy actions, we actively participate in the solution of public health issues and contribute to the achievement of "everyone has access to safe, effective, quality and affordable essential medicines and vaccines" in global Sustainable Development Goal 3.





# Addressing Global Climate Change

Climate change has a far-reaching impact on economic and social development, and it is a common global environmental challenge. At the end of 2015, *The Paris agreement* was officially adopted, becoming a new legally binding agreement on global greenhouse gas (GHG) reduction after *The Kyoto Protocol*. In September 2020, China put forward the target of going carbon neutral by 2060 for the first time. President Xi Jinping announced that China is taking a series of new measures to promote nationally determined contributions at the Climate Ambition Summit 2020.

Global climate change not only brings extreme weather phenomenon, but also seriously affects all kinds of economic and social activities. According to the WHO, about 12 million people die prematurely due to environmental factors every year. As a listed company in the field of medicine and health, Tigermed pays attention to the impact of climate change on human health, actively identifies the risks and opportunities brought by climate change to the Company's operation, and identifies the impact of its own operation process on climate and environment.

In 2020, we paid more attention to climate change and referred to the recommendations of Task Force on Climate-related Financial Disclosures (TCFD) of the Financial Stability Board (FSB). From four aspects: governance structure, strategy formulation, risk management, goal and performance formulation, we build a climate change management system, identify risks and opportunities related to climate change, and constantly improve the management in view of the above.

## ► Climate Change Management System of Tigermed

Governance

- We integrate climate change issues into the focus of Tigermed ESG, and the board of directors supervises and manages the Company's ESG affairs, including climate change issues
- Relevant functional departments and business departments will incorporate climate change management into their daily work

Strategy

- Identify the risks of climate change to the Company's operation, and plan to incorporate the risks and opportunities of climate change into the overall operational risk management
- Actively identify the main sources of greenhouse gas emissions from Tigermed

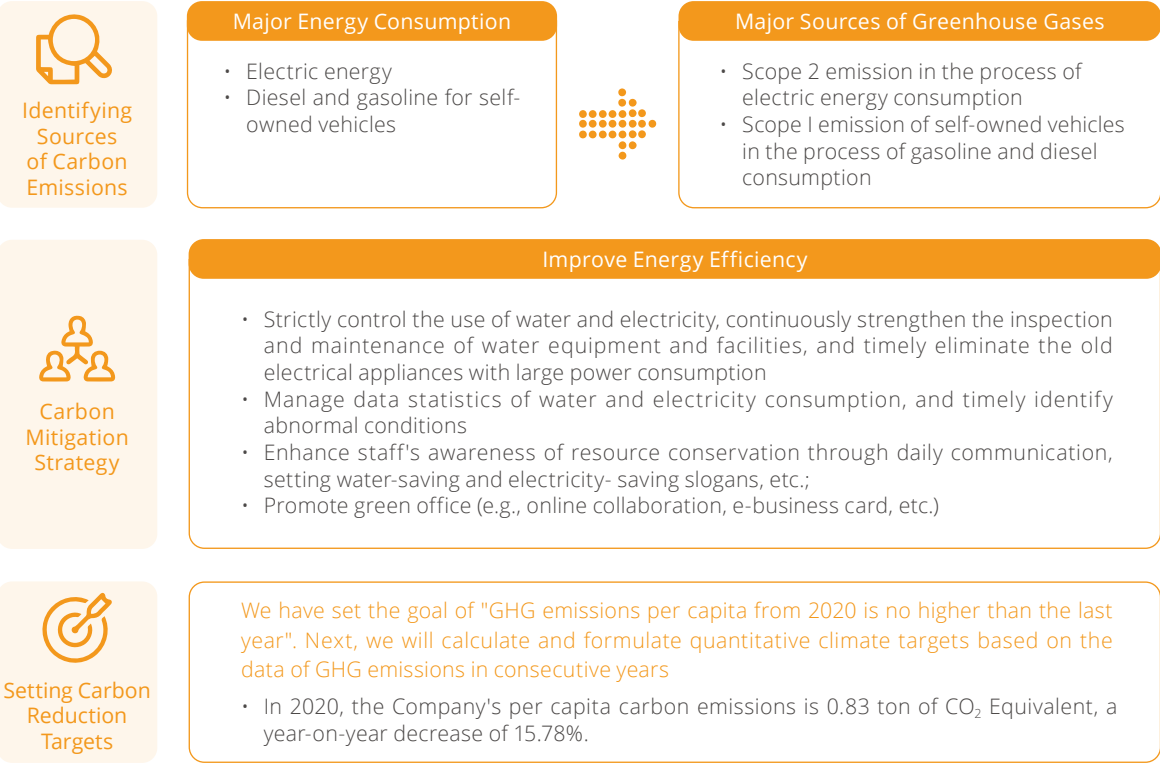
Risk Management

- Implement relevant management actions in terms of resource conservation and emission reduction

Objectives and Performance

- Regularly count and disclose greenhouse gas emissions and emission density, and evaluate the performance level of the Company's climate change management
- Set quantitative climate targets from 2020

## ► Action Path of Tigermed





## Creating Social Value

While focusing on business development, Tigermid keeps in mind its mission to the community and insists on giving back to the community and social development with its professional ability. We focus on community health and advocate the whole society to care for and participate in medical research, creating social value shared by the industry, community and public.



## Serving Social Medical Needs Gratis

The pharmaceutical industry bears the vital mission of fighting against diseases and protecting human health. In addition to business development and providing high quality services to customers, igermid also cares about the society and contributes its professional ability to the needs of social medical services.

### Tigermid Fully Supported Gratis in Clinical Trial of Remdesivir in the Fight against COVID-19

From February to April 2020, the world's first randomized, double-blind, placebo-controlled, multicenter clinical trial of Remdesivir, an antiviral drug for COVID-19 was conducted in Wuhan, China, by investigators from the National Clinical Research Center for Respiratory Diseases, China-Japan Friendship Hospital, Institute of Pharmaceutical Research of the Chinese Academy of Medical Sciences, Jin Yin Tan Hospital of Wuhan, and other related units. As the industry-leading clinical CRO in China, Tigermid volunteered to provide services and support during the complete study.

During the study, Tigermid was actively involved and quickly set up a project team under extremely tight deadlines and difficult conditions. A group of professionals from Tigermid and its subsidiaries all over the country, came forward and volunteered to join this project, working with local teams in Hubei and Wuhan and devote to this research to ensure quality and efficiency.

Due to the epidemic being controlled and the steep decline in cases, the study is unable to recruit enough patients after enrolling 237 cases. According to the pre-determined terms of "no new enrollment in case of controlled or discontinued outbreaks and discontinuation opinion by the Independent Data Monitoring Committee (IDMC), the study was discontinued early. Conclusion is that, the study was completed in strict compliance with the protocol and Remdesivir did not significantly improve clinical symptoms in patients with severe coronavirus disease. Effectiveness remains to be determined in expanding case studies.

Although the project discontinued, the international medical journal The Lancet published online the results in April 2020, providing valuable scientific data and reference for further research on effective COVID-19 treatment all over the world.

## Increasing Impact Investing Orienting to Social Needs

Tigermid actively practices ESG investment concept and brings ESG factors into the overall investment framework. By investing in start-up pharmaceutical R&D companies and other ways to explore and support innovative drug R&D with high social benefits in areas urgently needed by society, Tigermid is committed to solving the problem of global public health imbalance.

### Tigermid Advanced Clinical Studies of Orphan Drug in the Treatment of Schistosomiasis

In 2020, Tigermid completed pre-A round of financing to Tongli Biomedical Co., Ltd. ("TongliBio"), which is a high-tech enterprise dedicated to developing innovative medical products for the advancement of global health. Its fully independently developed lead candidate TL-010 was granted with an orphan drug designation in the treatment of schistosomiasis by the US FDA in July 2017.

TL-010 has successfully completed the clinical phase I trial after IND submission to the US FDA and South Africa regulatory agency (SAHPRA). We believe that there is a truly unmet medical need to develop TL-010 as the best broad-spectrum antiparasitic drug for the treatment of all forms of schistosomiasis and foodborne trematodiasis, benefiting the poor patients. In addition to certain economic benefits, TL-010 has obvious social benefits of public health prevention and control. In addition, TongliBio is developing drugs for infectious diseases for humans, as well as for animals and pets, to further block possible sources of infection.

## Promoting the Popularization of Clinical Research Knowledge

Clinical research is an important part of new drug R&D, which needs the participation of volunteers. However, the public has not fully recognized and understood the development of medicine brought by clinical research of new drugs. Helping the public to know, understand and support clinical research of new drugs is of great value to help the construction of China's new drug clinical research capability, accelerate the progress of clinical research, and the early application of new drugs in clinical practice, so as to ultimately benefit the public health.



### Tigermid Established and Continued to Support the Non-profit Foundation for Clinical Research Promotion

In September 2017, Tigermid joint with several domestic large hospitals and pharmaceutical companies to establish the Clinical Research Promotion Fund (CRPF), a non-profit foundation for promoting popularization of clinical research knowledge. We set up an official account of WeChat, broadcasting the latest information of clinical research to the public, so that subjects can get scientific and accurate publicity and education.

Since 2017, Tigermid has continued to provide funding and volunteer support for the foundation, popularized clinical research knowledge to the public through the foundation's WeChat public platform, and donated RMB3 million in total.

# 06 Environmental, Social and Governance Performance Management

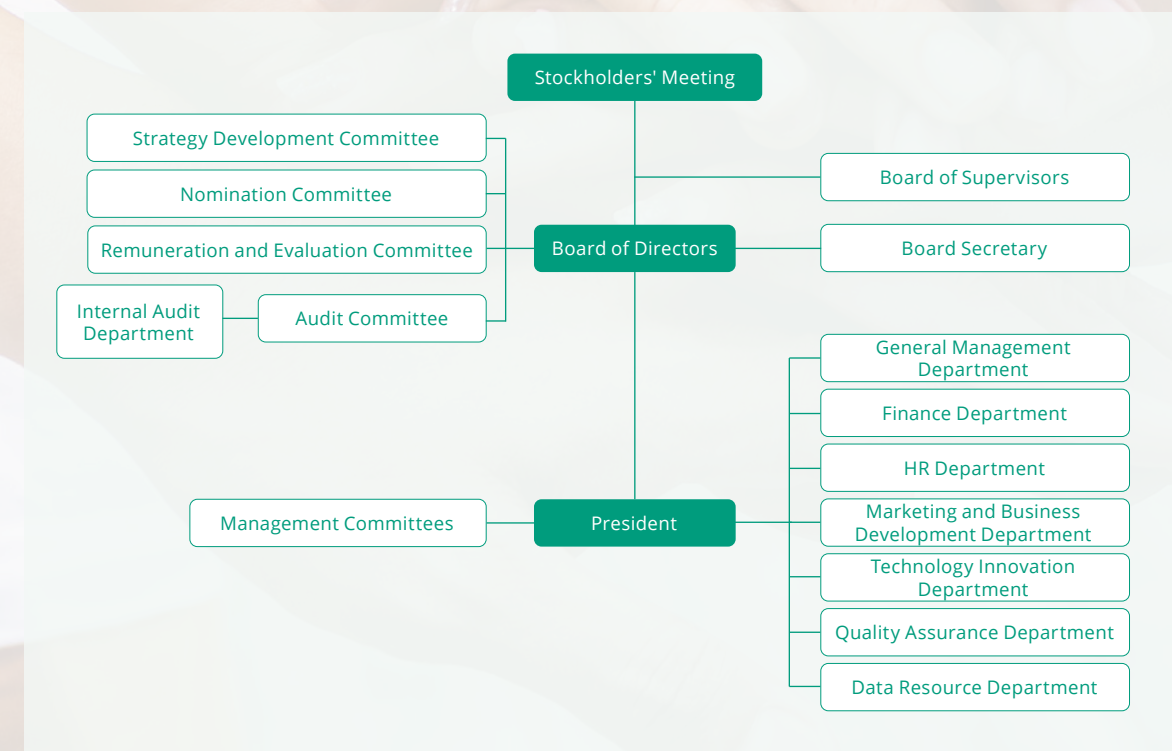
## Corporate Governance

In strict accordance with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Code of Corporate Governance for Listed Company* and other related laws and regulations, Tigermed has formulated the *Articles of Association*, established a good corporate governance structure, adhered to transparent operation, and paid attention to protection of investors' rights and interests.

We believe that a sound and effective Board of Directors is the foundation of corporate governance. The Board of Directors of Tigermed has established Audit Committee, Remuneration and Evaluation Committee, Nomination Committee and Strategy Development Committee. The chairman of each committee regularly reports to the Board of Directors.

With the Company's globalization process and the continuous extension of the industrial chain, we strive to promote organizational change and create a group management mode of "group headquarters + business units". The Company nominates and decides senior management personnel through the exercise of shareholders' rights. All business units operate according to the Company's internal organization, so as to accommodate the company's development needs.

### ► Governance Structure of Tigermed



## Shareholders and Stockholders' Meeting

Tigermed convenes stockholders' meeting regularly in accordance with the *Rule of procedure of shareholders' meeting* to ensure that shareholders have the right to know and participate in the Company's major matters stipulated by laws, administrative regulations and the *Articles of Association*. We respect the rights of all shareholders as the owners of the Company, guarantee the full exercise of their rights and protect the equal status of small and medium shareholders. In 2020, the Company held 7 stockholders' meetings.

In order to ensure more shareholders participating in the Company's decision-making, we open online voting on the premise of the legality and effectiveness of the shareholders' meeting. Online voting provides convenient conditions for small and medium shareholders participation, and ensures that small and medium investors can deliberate on the Company's major proposals.

We have established effective communication channels with shareholders, including regular reports, direct line for investors, special email for investors visit appointment, communication platform for small and medium investors. The Company designates the Board Secretary in charge of investor relationship management, responsible for coordinating investor relations, receiving shareholders' visits, answering investors' inquiries, providing public information. In 2020, the Company set up an online live broadcast platform to provide more convenient communication channels for small and medium investors.

## Board of Directors and Board of Supervisors

In accordance with the *Articles of Association*, the Company appoints and removes directors and supervisors of the Company. The Board of Directors adopts and formulates the diversification policy to improve its efficiency, and maintain a high level of corporate governance. The Nomination Committee is responsible for reviewing the diversity of the Board of Directors. In addition to the contribution the candidate might make to the Board of Directors, Nomination Committee also consider the diversity factors, including but not limited to gender, age, cultural and educational background and professional experience.

The remuneration of directors and supervisors is determined by Remuneration and Evaluation Committee according to the annual evaluation of individual performance and market trend. The remuneration usually includes director's emoluments, salary and other benefits, performance bonus, retirement benefit plan contributions and share-based rewards.

In April 2020, the Company reelected members of the Board of Directors at the stockholders' meeting. Shareholder supervisors and employee supervisors were elected at stockholders' meeting and the staff representative assembly. In 2020, we held 14 meetings of the Board of Directors and 11 meetings of the Board of Supervisors.

- The Fourth Board of Directors consists of 6 members, including 3 non-independent directors and 3 independent directors, 3 of whom are women. Our directors have a balanced mix of background and knowledges, including knowledge and experience in business management, medical clinical research, scientific research, biostatistics, financial management and accounting.
- The Fourth Board of Supervisors consists of 3 members, including 2 shareholder supervisors and 1 employee supervisor, among which there are 2 male and 1 female.





### Information Disclosure

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*, the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited*, we have formulated the *Information Disclosure Management System*, and discloses 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, and ensure that all shareholders have equal access to all the information. In 2020, we awarded Class A in the information disclosure assessment of the Shenzhen Stock Exchange.

#### Information Disclosure Channels of Tigermed



The Stock Exchange platforms



Securities Times, the media designated by China Securities Regulatory Commission (CSRC)



www.cninfo.com

### Risk Management

Tigermed has established the Risk Management Committee directly led by the chairman of the Board of Directors. The main members are the directors and senior management of the Company. It builds an effective risk assessment and risk control system composed of business units, subsidiaries and functional departments. The Committee holds a quarterly meeting to review risk management activities related to the Company's operation.

In order to standardize the Company's daily business activities, on the basis of *Tigermed Risk Management System*, we have formulated several special management systems covering business risk, financial risk, legal compliance risk, etc., and internal management processes covering finance, legal affairs, internal audit, etc. In 2020, based on ESG management, we identified the risks of climate change related issues and incorporated them into the Company's overall ESG strategic management (please refer to "Addressing Global Climate Change" in Chapter 5 of this report for details).



### Compliance

#### Compliance Management System

"Honest and Reliable" is one of our values in Tigermed. We regard the construction of compliance culture as the cornerstone of the Company's steady development, and establish effective internal policies, regulatory mechanisms and risk control systems for important regulatory areas. The Company sets up compliance officer and data protection officer (DPO) reporting to the Board of Directors.

As a listed company with international operations, we ensure that our business can meet the requirements of local policies and regulations all over the world. We employ local legal consultants and formulate SOPs to meet overseas regulatory requirements to ensure the Company's compliance. Coordinated with Tigermed's international development strategy, Legal Affairs Department and Policy and Regulatory Affairs Department are responsible for regularly tracking the latest laws and regulations, identifying the impacts on the Company, and confirming the compliance of relevant internal policies.

#### Top-down compliance management framework

- Setting up compliance officer and data protection officer
- Supervised by the Board of Directors

#### Effective legal and regulatory system

- Regularly tracking the latest laws and regulations and identifying the impacts
- Regularly update internal compliance management

#### Multi-level audit mechanism

- Regular internal audit, and internal control reports to the Board of Directors
- Setting up compliance reporting channels

#### Compliance cultural construction

- Regular compliance training for senior management with 100% coverage rate
- Regularly compliance training courses to all staff with 100% coverage rate

The Company establishes an internal control system, and constructs a multi-level supervisory mechanism covering the headquarters, subsidiaries and all business units of the Company. Internal Audit Department makes internal audit plan every month, carries out operational audit, financial audit, special audit etc., issues the internal control audit report reporting directly to Audit Committee of the Board of Directors.

We set up compliance reporting channels including the official website, hotline and email. We take every reported event seriously. Compliance officer and data protection officer will directly accept the report and establish a working group for investigation, and conduct incident handling according to the investigation results.

#### Compliance Reporting Channel of Tigermed



**Official Website:** The column "Compliance Concern" is opened up on the homepage of Tigermed official website. Whistleblowers 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:** +86 400 687 2720



**Compliance Email:** For anti-corruption compliance: [compliance.officer@tigermedgrp.com](mailto:compliance.officer@tigermedgrp.com)  
For information security and data protection: [DPO@tigermedgrp.com](mailto:DPO@tigermedgrp.com)

In 2020, the Company was committed to the construction of internal compliance culture. By regularly pushing the laws and regulations courses related to its operation and internal compliance training, the Company enhanced compliance awareness of all employees in business ethics, anti-corruption, anti-unfair competition, data authenticity, data security and privacy protection. During the reporting period, the coverage rate of compliance training for all senior management and employees of the Company reached 100%.

In December 2020, we organized a business ethics, anti-corruption and compliance training to all members of the Board of Directors and the Company's senior manager namely vice presidents and above manager through offline and online synchronous live broadcasting. 100% of the Board members and 98% of the senior managers participated. Wang Ruwei, the Executive Vice President of the Company, as the lecturer, vividly explained the key issues of business ethics compliance, such as corruption, job encroachment and conflict of interest, through analyzing the anti-corruption video provided by Hong Kong Stock Exchange and combining with the actual situation of the Company. The Board members and senior managers have reflected themselves and discussed the relevant management matters of the Company.

Business Ethics and Anti-Corruption

Business ethics and anti-corruption are important parts of our compliance management. We exercise strict management over anti-corruption issues. We adhere to high standards of business ethics, formulate and strictly implement the *Anti-Bribery and Anti-Corruption Policy*. We also make clear norms of business ethics including anti-corruption in *Tigermed Code of Conduct*, which strictly regulating the correct behavior of all employees (including regular employees, contract labors, interns and individuals acting on behalf of Tigermed).

All members of the Board of Directors and the Board of Supervisors, senior managers and employees above the director level are required to sign the *Tigermed Conflict of Interest Statement*, explicitly promising the prohibited actions including accepting (or attempting to accept), requesting (or attempting to request), directly or indirectly, reward, gifts, entertainment or other remunerations beyond ordinary business etiquette from any entity that has a business relationship with (or may have a potential business that has a business relationship with (or may have a potential business relationship with) Tigermed.

As an important part of anti-corruption risk control, we strengthen the anti-corruption management of suppliers in procurement. We take concrete actions to make our suppliers an important part of our business ethics. We require suppliers to sign the *Tigermed Supplier Code of Conduct* including anti-corruption. We also require them to disclose the contact information of anti-bribery and anti-corruption liaison (compliance officer), so as to reply to relevant questions and transmit our compliance requirements to suppliers when necessary.

For anti-corruption reporting, the Company has stipulated strict whistleblower protection measures in the *Anti-bribery and Anti-corruption Policies*, and improved the internal whistleblower protection system to ensure that the legitimate rights and interests of all internal and external parties are protected by law and the Company's internal policies.



Content of business ethics in  
*Tigermed Code of Conduct*

- **Scope:** Tigermed will not tolerate bribery or any form of corruption, which may exist between staff (including employees and directors) of Tigermed and third-party representatives (i.e., agents, consultants and partners), cooperative vendors, clients, government officials or healthcare professionals (HCPs).
- **Prohibit Conduct:** employees are strictly prohibited from the activities including providing third parties or authorizing third parties to provide any valuables for our partners in the name of Tigermed, frequently and even excessively providing or accepting gifts and entertainment, and providing or accepting any valuables and services in a non-transparent way, particularly, through private address or bank account, without the consent of the Compliance Department
- **Conflict of Interest:** In case of any conflict of interests or any potential one, employees of Tigermed must perform the obligation of fully reporting. Employees shall timely inform their department managers or the Compliance Officer of ownership or commercial interests between themselves or their relatives and the following individuals and enterprises, either directly or indirectly.



Content of the protection of whistleblowers in  
*the Anti-bribery and Anti-corruption Policies*

- **Privacy Protection:** Tigermed will assure confidentiality and treat all questions or concerns in a confidential manner, even if the person speaking up identifies themselves.
- **No Retaliation:** Tigermed will protection from retaliation, retribution or any form of harassment to those reporting such concerns. Disciplinary action up to an including termination of employment will be taken against anyone who threatens or engages in retaliation or harassment of any person who has reported, or is considering reporting a concern in good faith.




Responsible Marketing


In marketing activities, we strictly abide 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 *European General Data Protection Regulation (GDPR)*.


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 marketing team regularly conducts publicity and training on compliance of each subsidiary through monthly meeting, including font use, copyright, using the map of China, copyright photo gallery etc. The Company has formulated *Tigermed Brand Identity Guidelines* and updates in time as needed, which stipulates application standards of the Company's logo and branding visual identity both in literal and oral expression.



All employees (including regular employees, contract labors, interns and individuals acting on behalf of Tigermid) shall comply with the requirements set out in *Tigermid Code of Conduct*, all new employees should receive training on brand and external publicity. All Tigermid employees should abide the Company's brand communication norms:

- 

Keep literal/oral expression and visual graphic representation with corporate LOGO inclusive identical with brand norms;
- 

Obtain essential approval for all the ads, promotion requirements and marketing materials in any forms, so as to describe services and products of Tigermid accurately;
- 

Only authorized employees may act on behalf of the Company at social media, releasing information, statements or viewpoints.

In 2020, in order to further enhance the awareness of internal responsible marketing, we have carried out a number of responsible marketing trainings through regular meetings or by external consultants.

► Responsible Marketing Training Activities of Tigermid in 2020

Training Topic: Online Marketing Policy
<p>Time: December 2020      Number of people participated: 35</p> <p>Detailed training and explanation on how to correctly use descriptive words and abide by the <i>Advertising Law of the People's Republic of China</i> in the external market communication to marketing personnel from subsidiaries. In branding materials, it is not allowed to use or to conditional use extreme expressions including: the largest, first, national level, exclusive, best, best ever etc.</p>
Training Topic: Normatively Using Map and Other Marketing Materials
<p>Time: September 2020      Number of people participated: 20</p> <p>Detailed instructions for normatively using the map of China to the marketing personnel from subsidiaries. It was required to ensure the complete display of China's territory in all external communication and publicity materials.</p>

Protection of Intellectual Property

We pay attention to the protection of intellectual property. We do not infringe on the intellectual property rights of our sponsors, meanwhile emphasizing on the protection and management of our own intellectual property. We have formulated the *Asset Management System*, the *Scientific Research Management System* and the *Scientific Research Personnel Management System* to protect our intangible assets with institutional norms.

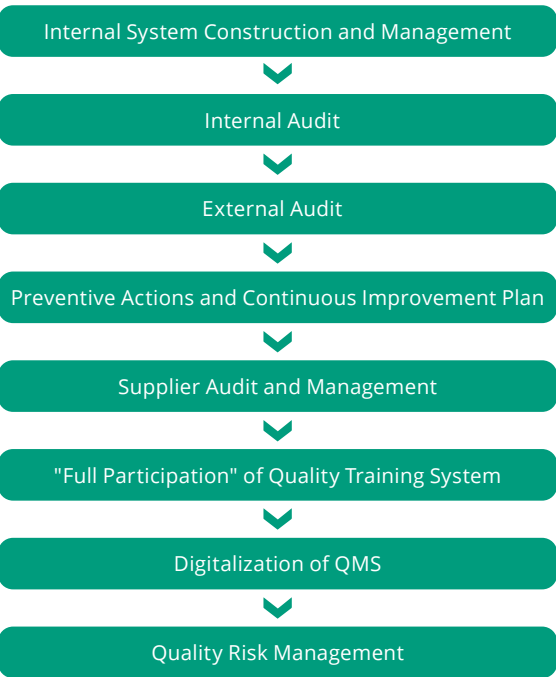
In 2020, we have applied for trademark registration in many countries worldwide through Hangzhou Copyright Protection and Management Center, and strictly abide by the relevant trademark use regulations. We have also actively applied for and updated software copyrights and utility model patents to the National Copyright Administration. By the end of the reporting period, Tigermid has 30 registered patents and 520 software copyrights.

Performance Management of Customer Responsibility

Product Service and Quality

Tigermid believes that the expertise on clinical trial services place the Company at the significant place in connecting the healthcare industry. We are committed to providing more and better treatment options for the patients, helping biopharmaceutical and medical device companies to improve R&D efficiency and reduce R&D risk with our high standard service quality, and boosting the long-term development of the global health industry.

We set up Quality Management Committee to lead the Company's QMS. The Company is committed to building a unified and sound QMS from the aspects of system construction, internal audits, external audits, supplier audit and management, internal quality training and quality risk management, so as to meet the needs the Company globalization strategy. Please refer to "Full Life Cycle Quality Management System" in Chapter 2 of this report for details of quality management in 2020.



Data and Performance



- Total number of sponsor audits: **15** with **100%** no major findings
- Total number of NMPA inspections: **58** with 100% passing rate
- Total number of SOPs updating based on globalization development and laws and regulations: **141**

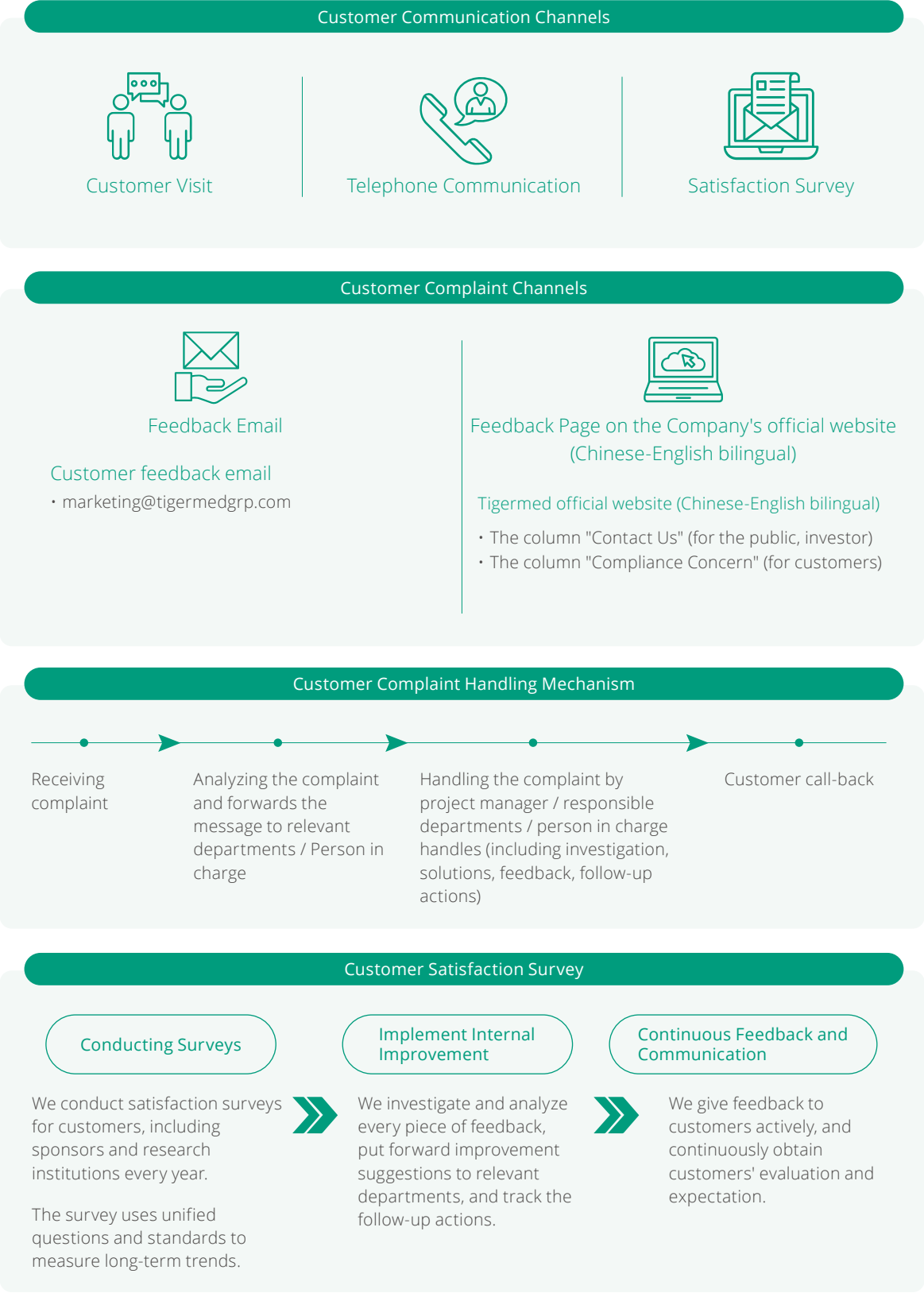
Customer Satisfaction

As a service-oriented enterprise, customer satisfaction is our goal. We have built a comprehensive customer feedback mechanism to understand customer needs, timely respond customer's requirements, and continue to improve customer satisfaction through customer visits, telephone communication, relevant surveys and other methods.

We have open and smooth channels of customer communication. The Company timely receives customer complaints through customer feedback email, the Company's official website and other channels. For the received suggestions or complaints, the Company assigns special personnel to conduct internal investigation with relevant business departments as required, and provides corrective action and response. According to the extent of influence, the Company divides customer complaints into major complaints (key problems), moderate complaints (serious problems), minor complaints (general problems) and invalid complaints. Therefore, the complaints can be tracked through different categories in time, ensuring the effective management.

We conduct customer satisfaction surveys regularly. 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.

In 2020, a total of 400 worldwide customers including sponsors and research institutions were invited in the satisfaction survey. The overall satisfaction reached 78.4%, compared with the ascending of 1.68%.



Protection of the Subject Interests

In the process of conducting clinical trial project, we strictly abide by *GCP* and the requirements of The Ethics Committee to ensure the dignity, safety and rights of the subjects are protected.

In terms of subjects' right to know, we signed *Informed Consent Form (ICF)* with all subjects, which clearly listed the objectives of the study, the design and detailed steps of the study, possible risks and discomfort, possible benefits and other alternative treatment methods, so as to ensure that the subjects can participate in the clinical trial in a well-informed manner. The Company formulates the *Informed Consent QC Checklist* to ensure the normalization of all ICFs.

In terms of subjects' willingness, we ensure their participation in the study on the premise of complete willingness through active communication with subjects. Subjects have the right to withdraw from the study at any time. It is guaranteed that no subject will be discriminated against or retaliated against, and that his/her medical treatment and rights and interests will not be affected in any way.

In terms of subjects' privacy, we strictly adhere to the principle of confidentiality of subject information throughout the clinical trial. In the course of the study, except that doctors can get the basic information of the subjects, other researchers related to the trial should abide by strict data and privacy protection measures when using the subject information. All research reports or process documents should be identified by initials or codes.

In addition, we provide patients' health education and academic promotion services for the sponsors and research institutions, strengthen the professional education of clinical trial related personnel, and further protect the safety, health and rights of subjects in the process of clinical trial. By the end of the reporting period, the Company has recruited more than 400,000 subjects, and there was no violation of laws and regulations caused by damaging the rights and interests of the subjects.





Protection of Customer Information and Privacy

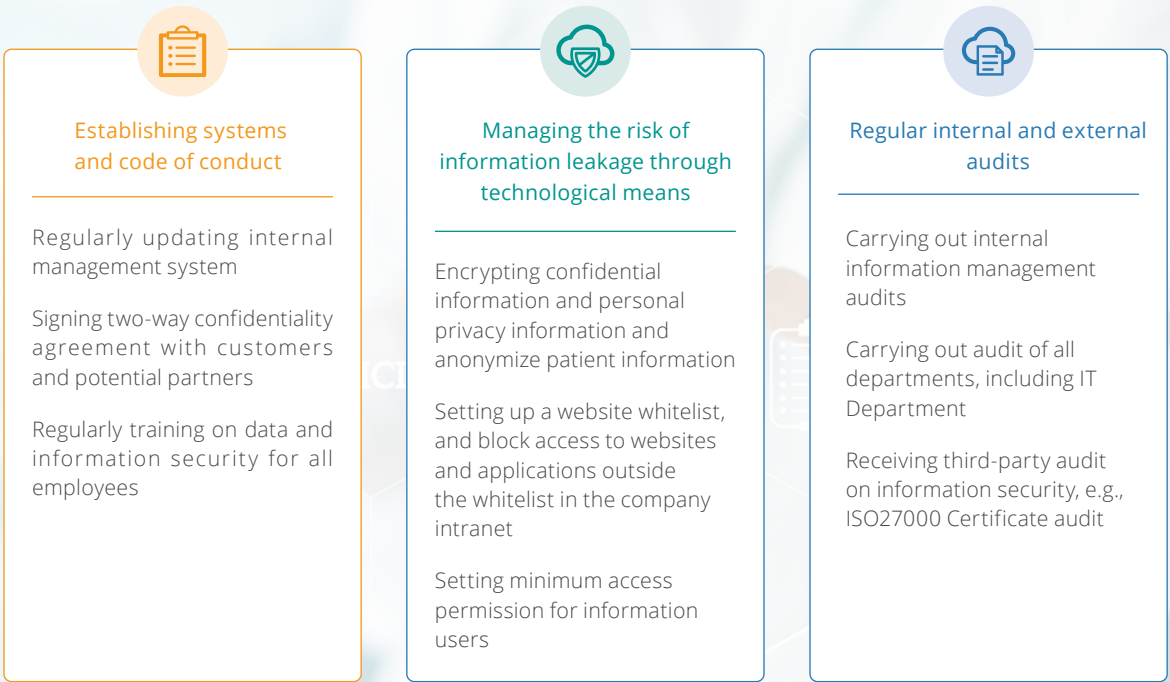
We strictly abide by *GCP*, as well as the *Law of the People's Republic of China Against Unfair Competition* and the *Cybersecurity Law of the People's Republic of China*, and formulate and timely update the *Information Protection Policy* of the Company.

In terms of system and code of conduct, the Company defines the responsibilities and requirements of information protection and the processing principles of personal data; signs two-way confidentiality agreements with customers and potential customers. The Company also regularly carries out information security training, through internal training system. All employees are required to receive information security training, so as to further enhance the awareness of information confidentiality.

The Company avoids the risk of information leakage through a series of technical measures. Meanwhile, the Company regularly carries out internal and external audits to ensure the effectiveness of the information protection system.

In 2020, the Company's information protection work was carried out steadily throughout the year, without any violations of customer information security. The Company has obtained the certificate of ISO27000 Information Security Management System.

Information and Privacy Protection Mechanism of Tigermed

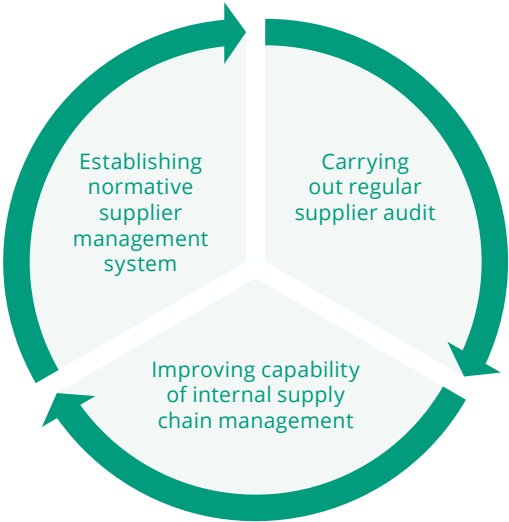


Performance Management of Supply Chain Responsibility

Supply Chain Management

Suppliers are indispensable partners to the Company, so we continue to strengthen our supply chain management capabilities. We implement the internal management mechanism through the normative supplier management system. 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 the procurement system.

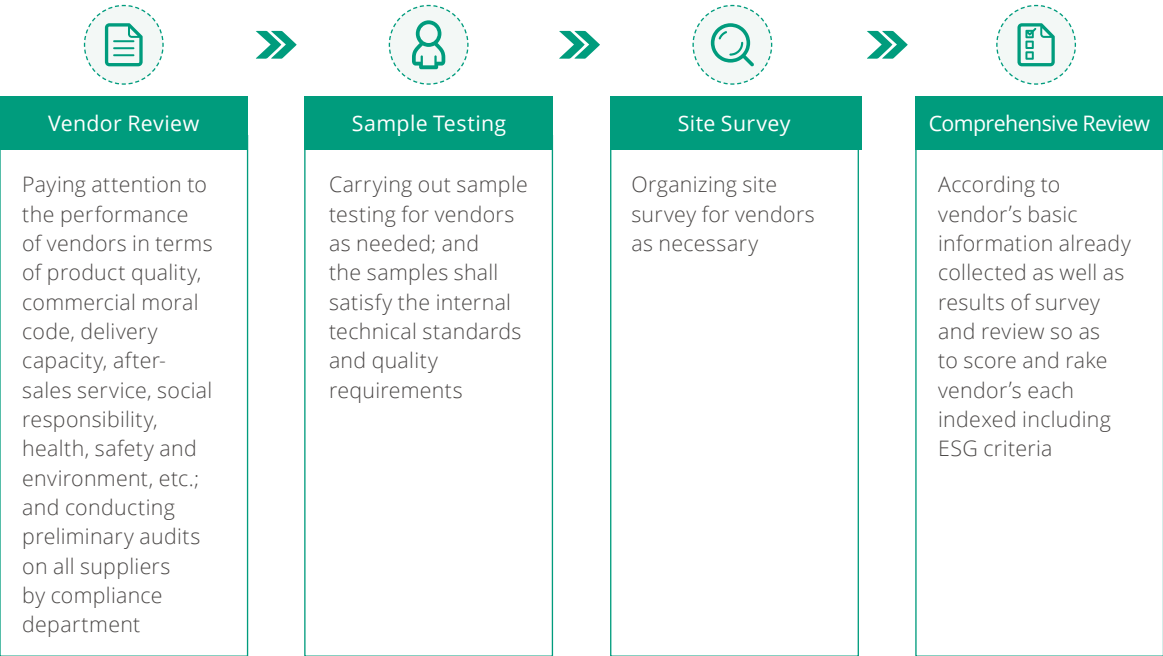
In order to achieve the quality control of each process of clinical research, we have established the *Vendor Management System* and other management systems, and formulated special management processes for different types of suppliers, so as to integrate the quality requirements of the Company into the supply chain controlling. In order to further strengthen the management of suppliers, the Company launched a new online supplier management system in 2020 to strengthen the approval of supplier entry and postponement processes.



Principles of Tigermed Supplier Management

Principle of integrity and self-discipline	Principle of fairness and justice	Principle of full competition	Principle of preferential selection	Principle of traceability
Procurement personnel shall maintain integrity and self-discipline, and shall not use their positions and powers to seek private interest.	It should be objective and fair in the process of development, certification, evaluation and elimination of vendors.	Guarantee that a fully adequate number of vendors participate in the competition. No unit or individual may restrict the vendors and affect full competition by restricting brand, specification, model, technical standards and quality requirements.	The vendor's ESG performance is included in the purchasing decision making process. A vendor with better ESG performance is preferred under the precondition of equal price and service conditions.	Relevant data and information of vendors should be timely collected, sorted and archived from access to elimination.

► New Supplier Accession Process of Tigermid



We conduct an annual assessment and evaluation of all vendors at least once a year. Procurement Department is responsible for establishing a vendor assessment and evaluation team, whose members include Compliance Department, Quality Assurance Department, Procurement Department, the use department, the demand department and relevant business department, etc. Quantitative assessment and evaluation of vendors are carried out based on pre-established standards or basis, and quantitative evaluation is recommended to adopt. We have formulated *Vendor Rewards and Punishments* and *Vendor Blacklist* to manage existing vendors.

For suppliers with potential quality risks, we appointed qualified personnel to carry out on-site quality audits, understand the whole operation process of vendors, help them to find defects and improve their quality system, and help them to enhance their personnel qualification.

We also emphasize on the capability improvement and growth of internal procurement personnel. We regularly carry out training and assessment for them to improve the capability of supply chain management. We have developed a training system for procurement personnel, and implement daily training plans at monthly department meetings and quarterly internal training sharing meetings. In 2020, the Company carried out training and assessment for procurement personnel in terms of internal purchasing norms and processes, post behavior norms and the new online purchasing system, etc.



Responsible Supply Chain

Tigermid always adhere to the principle of fairness and justice, full competition, integrity and self-discipline in supplier selection, and establish long-term and healthy cooperation with them. In 2020, we formulated and issued the *Tigermid Supplier Code of Conduct* to all suppliers. Through the *Supplier Code of Conduct*, we publicize our business principles in the aspects of ESG, covering environment management systems, labor and human rights, anti-corruption etc. We actively advocate our vendors to sign the statement, and at present, most of our major vendors are signed.

► Responsible Supply Chain Management of Tigermid

Aspects of Focus	Digests of Specific Requirements
<b>Ethics Business Ethics</b>	
<ul style="list-style-type: none"><li>• Business integrity and fair competition</li><li>• Anti-bribery and anti-corruption</li><li>• Protection of privacy</li></ul>	<p>Supplier shall conduct business consistent with fair and vigorous competition</p> <p>Supplier shall commit and comply with the Anti-bribery and Anti-corruption Commitment</p> <p>Supplier shall safeguard and make only proper use of confidential information about employee and patient etc.</p>
<b>Environment</b>	
<ul style="list-style-type: none"><li>• Environment and related management system</li><li>• Environmental compliance</li><li>• Waste and discharge</li></ul>	<p>Supplier shall comply with all applicable environmental regulations</p> <p>Supplier shall have management system of wastes, air emissions and wastewater discharges</p> <p>Supplier shall identify and manage its own environmental risks</p>
<b>Labor</b>	
<ul style="list-style-type: none"><li>• Labor and human rights</li><li>• Anti-discrimination and fair treatment</li><li>• Wages and benefits</li></ul>	<p>Supplier shall forbid child labor and protect young workers</p> <p>Supplier shall protest against discrimination and advocate fair treatment and freedom of association</p> <p>Supplier shall pay employees in accordance with applicable laws</p>
<b>Health and Safety</b>	
<ul style="list-style-type: none"><li>• Staff safety protection</li><li>• Emergency preparedness and response</li><li>• Hazardous information</li></ul>	<p>Supplier shall protect employees from injury in the workplace</p> <p>Supplier shall identify and assess risks in the workplace and develop emergency plans and response procedures</p> <p>Supplier shall educate and train employees on safety relating to hazardous materials</p>



Performance Management of Employee Responsibility

Employment and Employee Rights and Benefits

Tigermed cherishes every employee. We build a sound human resource management system, covering recruitment, personnel transfer, working hours and leave, compensation and benefits, and fully protect employees’ legitimate rights and benefits.

We advocate and implement the equal employment policy. *Tigermed Labor Standard* clearly states that the Company is prohibited from employing child labor, forced labor, and other forms of improper employment, and is required to comply with anti-corruption and anti-discrimination provisions. Through strict screening and daily management and supervision, we ensure that there is no child labor or forced labor, and no one suffers discrimination based on race, religion, gender, age, marital status, disability and nationality etc. in our workplace. We advocate the equal rights for all employees through a series of employee activities.

In order to ensure that every employee and third party working in Tigermed has a working atmosphere of full respect, the daily behaviors of all Tigermed employees, including regular employees, contract labors, interns and individuals acting on behalf of Tigermed, are strictly restricted by *Tigermed Code of Conduct*.

The Content of "Respect for and Protection of Individuals and Environment" in *Tigermed Code of Conduct*

Anti-Discrimination and Harassment

- Tigermed shows respect for all the employees and partners, and ban discrimination based on age, gender, race, nationality or other "protected characteristics"
- Tigermed has zero tolerance for harassment as it endeavors to build a working environment free of harassment for employees.
- Show respect for each other, including personnel that we come into contact with while working for Tigermed, and ban illegal discrimination against other employees or third parties (i.e., clients or vendors)
- Keep the working place free of harassment, rather than harass other employees or third parties (i.e. clients or vendors).

Fairness and Diversity

- Tigermed calls for diversity, because the originality of our employees and external business partners is deemed as the source and crucial element for our success.
- The Company shall provide employees or job hunters with equal opportunities on fronts of employment, training, salary, welfare, internal transfer and career development, and take into account their vocational skills, working experience and individual quality only.

We provide employee with diverse welfare and smooth communication mechanisms, protect employees' right to full participation and expression, and establish harmonious and stable labor relations.

Tigermed Policies on Employee Rights and Interests

Recruitment and Dismissal

**Recruitment:** adhere to the principle of legal compliance, equality, justice and non-discrimination.

**Dismissal:** in accordance with *The Employee Handbook* and the local laws and regulations of the place where the operation is located.

Working Hours and Leave


**Working Hours:** the working hours in different places of operation meet the requirements of local laws and regulations.

**Leave:** paid annual leave superior to national policy, additional full paid sick leave, maternity leave and breastfeeding leave for female employees, marriage leave, funeral leave and paternity leave for male employees as required by local laws and regulations, prenatal check-up leave


Remuneration and Promotion

**Remuneration:** linking employee remuneration to performance, according to the Remuneration Management System, the Organization Performance Management System and the Employee Performance Management System; establishing remuneration growth plan every year.


**Promotion:** accordance with the Personnel Promotion Management System and the Employee Performance Management System, providing twice promotion opportunities for technical personnel every year, and providing once for other employees.




Meal allowance, Communication allowance, Transportation allowance, High temperature subsidy




Workshifting




Supplementary medical insurance, Critical illness insurance, Annual health examination




Employee Assistance Program




Staff birthday party




Free fitness




Holiday greetings




Recreational and sports activities




Staff club



Medium and long-term incentive



Maternity allowance, Maternity insurance for female employees



Flexible working hours

Employee Benefits of Tigermed

66

Data and Performance



- The proportion of female employees: **81.01%**
- The proportion of female employees in management level: **68.75%**
- The coverage rate of annual health examination, supplementary medical insurance and critical illness insurance: **100%**

Occupational Health and Safety

Although there is no prominent occupational safety and health hazard in the clinical CRO business, the Company has always advocated employees to balance their work and life, and paid attention to the physical and mental health of employees. Tigermid Labor Union has signed collective contract with the Company including: *Collective Contract for Labor Safety and Health* and *Joint Agreement between the Enterprise and Employees*. We guarantee the occupational health and safety of employees, providing diverse welfare and comprehensive care measures for employees, and strive to create a healthy working and living atmosphere for employees.

In terms of physical health, we purchase supplementary medical insurance and critical illness insurance for all employees, with a coverage rate of 100%. We arrange all employees to conduct health examination every year. In 2020, the coverage rate of health examination for employees reached 100%.

We offer a series of courses of "Healthy Tigermid" in Tigermid Classroom live streaming, which carries out health theme training for all employees. In 2020, we held 4 sessions. Cooperated with gymnasiums in major operation places, we provide free fitness benefits for employees, encourage them to maintain healthy. We also actively advocate the concept of health through organizing a variety of staff sports clubs and staff activities.

In terms of mental health, we have launched Tigermid Employee Assistance Program (EAP), also the first EAP in CRO industry. We hope to help employees better meet challenges in stressful work maintaining mental health through EAP project. In 2020, Tigermid EAP published 24 psychological knowledge articles on different topics, carried out 15 online and offline public courses and lectures, and held 1 theme activity on the Psychology Theme Day. We also provide free psychological counseling hotline service for all employees, and the service satisfaction reached 98.21%.

Concerning the occupational safety protection of clinical trial staff who participate in COVID-19 related drug and vaccine clinical research programs in hospitals, we provide complete protective supplies, including quarantine clothing, N95 masks, medical gloves, disinfection items etc., and arrange them to participate special health training and to inject vaccine. Meanwhile, since the outbreak of COVID-19 in January 2020, we have been continuously providing free surgical masks to our employees.

In order to dealing with 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 relevant personnel to participate in emergency training to obtain first aiding certificates.

In addition, we ensure and regular check that the office area is equipped with fire-fighting channels, fire facilities and emergency lighting. The safety exits and evacuation channels in the office area are significantly marked. We also organize the administrative personnel to participate in fire drill, and provide office safety training and fire extinguisher use training for all employees to improve the safety awareness and fire response ability of the staff.

During the reporting period, the number of fatal occupational injuries of the Company was 0, the number of occupational diseases was 0, and the number of fire accidents was 0.

Rights and Development of Female Employees

More than half of Tigermid's employees are women, we pay strong attention to the challenges women face in their careers and lives. Tigermid Labor Union has signed *The Special Collective Contract on Protection of Rights and Interests of Female Employees* with the Company to ensure that female employees enjoy various additional benefits provided by law and the Company system, and have equal promotion and career development channels.

We provide female employees with marriage leave, maternity leave, breastfeeding leave, prenatal check-up leave, as well as the highest standard of maternity allowance in locations of operation, and provide paternity leave for male employees. Pregnant female employees have the right to work flexibly according to their working conditions. We set up nursing room in the office to support female employees returning to work after childbirth.

Employee Training and Development

In terms of employee training, we have established an endogenous talent training system, providing comprehensive training programs and smooth development channels for all employees. In accordance with *Tigermid Training Management* and *The Part-time Staff Management*, we make a unified training program for all employees including regular employees, part-time employees and contract workers.

In terms of employee promotion and development, we provide employees with a dual channel development route of professional channel and management channel with clear post structures to ensure that the performance evaluation standards and procedures of employees at all levels and the appointment and promotion of managers at all levels are open and transparent. In addition, we have developed the internal transfer mechanism to fully meet employees' internal career development demands, so as to help each employee realize self-fulfillment.

We motivate employees in diverse manners, including diversified salary system, long-term employee loyalty award, excellent employee incentive. We fully affirm the value of core talents and create a workplace that attracts talents. Please refer to Section 4.1 and 4.2 of this report for more information about our employee responsibility practice.



Data and Performance

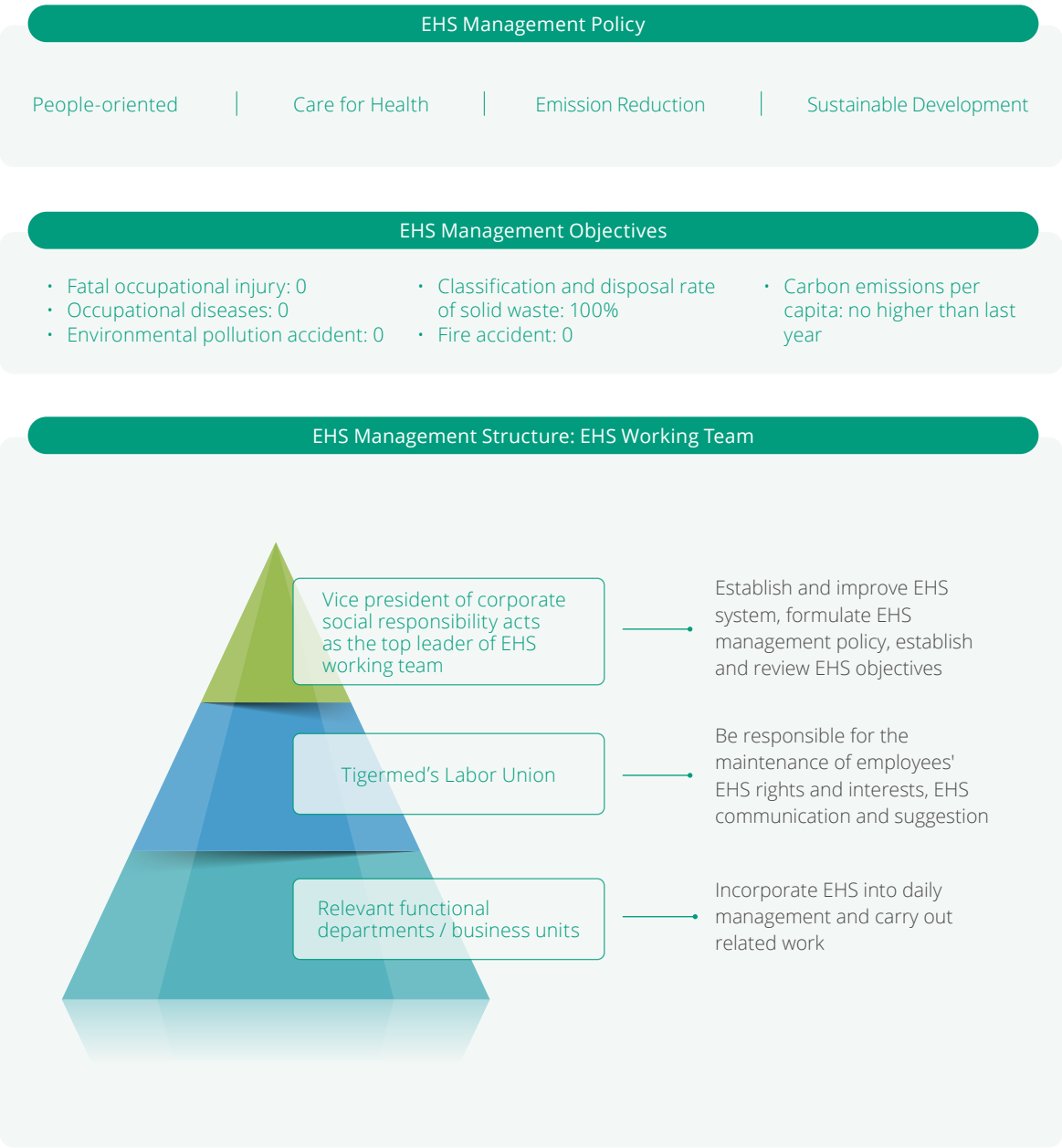


- Employees participated training: **440,901** person-times
- Proportion of employees enjoying equity incentive was **38%** by the end of 2020
- Retention rate of core employees: **95.99%**
- In May 2020, the Company won the award of **"2019 Zhejiang Corporate Social Responsibility Benchmarking Enterprises in 'Labor Practice'"** issued by Zhejiang Enterprise Society Promotion Association



Performance Management of Environmental Responsibility

Tigermed adhering to laws and regulations such as the *Environmental Protection Law of the People's Republic of China*, actively implements the responsibility of environmental protection. The Company establishes the EHS (Environment, Health and Safety) working team to be responsible for the approval of environmental protection system and management and promotion of environmental protection work, formulates and issues the *Environmental, Health and Safety Management System*.



Emissions		Treatment Method
Exhaust	Limited biological and organic gas	A sampling platform is installed to closely monitor the concentration of air pollutants to meet environmental standards.
Wastewater	Little amount of wastewater generated from the laboratory process	Wastewater treatment facilities are installed on-site and appropriately treat the wastewater prior to discharge such as dilution and collection of any wastewater with high concentration of pollutants for a third-party processing.
Solid waste		All hazardous wastes are collected, disposed and disposed of by licensed recyclers.
	Hazardous wastes (such as chemicals, laboratory waste liquids and waste test-tubes)	To prevent spillage of the hazardous wastes, we provide secondary containment and segregate the chemicals in designated chemical waste storage areas with clear chemical labels.
		All the hazardous waste is collected by licensed collectors for disposal and treatment.
	Nonhazardous wastes	To promote preserving valuable materials, we encourage our employees to recycle paper, cardboards, aluminum cans and plastic bottles by providing recycling bins on-site and hiring licensed contractors for their collection.

Data and Performance



- Environmental pollution accidents: **0**
- Classification and disposal rate of solid waste: **100%**
- Carbon emissions per capita in 2020: 0.83 tons of CO<sub>2</sub> equivalent, a year-on-year decrease of **15.78%**

Addressing Climate Change

Tigermed establishes a climate change management system from four levels: governance structure, strategy formulation, risk management, and goal and performance formulation, identifies risks and opportunities related to climate change, and continuously improves management accordingly.

We identify that our carbon emissions mainly come from Scope 2 emissions in the process of electric energy consumption and Scope 1 emissions in the process of self-owned vehicle gasoline and diesel consumption. We have incorporated the regular accounting of GHG into our daily management, and actively take measures to reduce GHG emissions due to our operations. Please refer to "Addressing Global Climate Change" in Chapter 5 of this report for more information of climate change action.

Performance Management of Community Responsibility

Community Investment

We adhere to the continuous concern and deep integration of the community, regard the responding to community needs and seeking common development with the community as important aspects of corporate social responsibility. Working with all sectors of society to give back to the society, as a member of the medical and health sector, Tigermed always focuses on the social contribution in the ecosystem of health and the field of education.

We contribute to social medical needs through providing services gratis and impact investing, and enhance public health awareness through promoting the popularization of clinical research knowledge. Please refer to "Creating Social Value" in Chapter 5 of this report for detailed information about our actions in the field of medicine and health in 2020.

Charity Donations

After the outbreak of COVID-19 in 2020, Tigermed and its subsidiaries actively practiced their social responsibilities, actively made donations to the Red Cross and other charities, and donated masks and other urgently needed materials to Wuhan epidemic areas and different hospitals through various social channels, with a total amount of RMB6.83 million. Tigermed won the "2020 Outstanding Contribution Award of Zhejiang Enterprises in Combating COVID-19" issued by Zhejiang Corporate Social Responsibility Promotion Association.

Fighting against poverty is one of the important strategies of the nation's 13th Five-Year Plan. Tigermed actively responded to the call of relevant government departments and donated RMB40,000 for local targeted poverty alleviation.

In 2020, based on promoting the development of medicine, we have donated RMB1.1 million to the Education Development Foundation of Wenzhou Medical University and the Education Foundation of Hangzhou Medical College, to facilitate the discipline construction of medical education and clinical trials, and to promote the integration of CRO industry, medical industry, university and research institution. We won the "Special Contribution Award for Educational Development" issued by Wenzhou Medical University. In addition, we have donated RMB2 million to Hainan Hongji Medical Development Foundation to promote medicine development.





# ESG Key Quantitative Performance

## Environment<sup>1,2</sup>

Indicator	Unit	2018	2019	2020
<b>Resource Use</b>				
Power consumption	kWh	1,259,178	1,253,363	1,300,236
Gasoline consumption of self-owned vehicles	L	24,264	24,312	24,188
Water consumption	m <sup>3</sup>	58,268	52,663	52,323
Power consumption per capita	kWh/person	—	1,150.93	971.78
Water consumption per capita	m <sup>3</sup> /person	—	48.36	39.11
<b>Emissions<sup>3,4</sup></b>				
Nonhazardous waste discharge	ton	73.95	88.45	89.20
Nonhazardous waste discharge per capita	kg/person	—	81.22	66.67
Nitric oxide emission	kg	208.46	216.44	197.42
Sulfur oxide emission	kg	0.37	0.36	0.36
Particulate emission	kg	19.97	20.74	18.75
Total GHG emissions	ton CO <sub>2</sub> e	1,078.84	1,074.29	1,111.67
Scope 1 (direct) GHG emissions	ton CO <sub>2</sub> e	65.70	65.83	65.50
Scope II (indirect) indirect GHG emissions	ton CO <sub>2</sub> e	1,013.13	1,008.46	1,046.17
GHG emissions per capita	ton CO <sub>2</sub> e/person	—	0.99	0.83

Note:

[1] Environmental performance covers Hangzhou, Shanghai and Jiaxing offices of Tigermed; In the future, the Company will gradually improve the statistics management.

[2] According to the data review, the power consumption in 2019 was corrected to 1,253,363 kWh; according to the data review, the statistical types of self-owned vehicles in the 2019 report were inaccurate, and the data of nitrogen oxides and particulate matter emissions in 2018 and 2019 were corrected. In case of any difference with the sustainable development report of 2019, this report shall prevail.

[3] The calculation method of nitrogen oxides, sulfur oxides, particulate matter and GHG emissions refer to *Appendix 2: Reporting Guidance on Environmental KPIs of Environmental, Social and Governance Reporting Guide* issued by Hong Kong Stock Exchange.

[4] Frontage Holdings, a subsidiary of Tigermed, generates hazardous waste in the course of its preclinical CRO business. Please refer to Frontage Holdings' Environmental, Social and Governance Report for details including emission data. Except for Frontage Holdings, Tigermed and its other subsidiaries which only conduct clinical CRO business, generate little amount of daily office hazardous waste in their operations.

## Employment and Labor Practices

Indicator	Unit	2018	2019	2020
<b>Employment</b>				
Number of employees	person	3,898	4,959	6,032
Number of male employees	person	665	742	1,145
Number of female employees	person	3,233	4,217	4,887
Number of employees aged >50	person	30	40	56
Number of employees aged 30-50	person	994	1,296	1,613
Number of employees aged <30	person	2,874	3,623	4,363
Number of employees working in Mainland China	person	3,438	4,280	5,260
Number of employees working in Hong Kong, Macao, Taiwan and overseas	person	460	679	772
employees with a master's degree and above	person	1,007	1,254	1,362
Number of employees with a bachelor's degree	person	2,397	3,124	3,838
Number of employees without a bachelor's degree	person	494	581	832
Labor contract signing rate	%	100	100	100
Proportion of domestic employees covered by collective contracts	%	100	100	100
Proportion of employees covered by medical insurance	%	100	100	100
Number of labor disputes	piece	0	0	0
Proportion of female employees in senior management	%	65.62	68.29	68.75
Proportion of female employees in management	%	58.33	60.53	59.56
<b>Employee Turnover<sup>1,2</sup></b>				
Employee turnover rate	%	20.70	18.70	18.30
Turnover rate of male employees	%	—	—	22.03
Turnover rate of female employees	%	—	—	17.25
Turnover rate of employees with working years in Tigermed < 3	%	—	—	19.90
Turnover rate of employees with working years in Tigermed 3-5	%	—	—	14.30
Turnover rate of employees with working years in Tigermed > 5	%	—	—	12.20
Turnover rate of employees working in Mainland China	%	—	—	18.10
Turnover rate of employees working in Hong Kong, Macao, Taiwan and overseas	%	—	—	19.80
<b>Occupational Health and Safety</b>				
Working days loss due to workplace injury <sup>3</sup>	day	—	—	120

Indicator	Unit	2018	2019	2020
Number of employees deaths due to work-related injuries	person	0	0	0
Percentage of health examination for employee	%	100	100	100
Average training hours completed per employee on health and safety	hour	—	0.47	1.00
<b>Employee Training and Development</b>				
Training investment for employee <sup>4</sup>	RMB ten thousand	403	467	243.31
Percentage of employees trained	%	100	100	100
Percentage of male employees trained	%	100	100	100
Percentage of female employees trained	%	100	100	100
Percentage of management employees trained	%	100	100	100
Percentage of technical employees trained	%	100	100	100
Percentage of marketing and sales employees trained	%	100	100	100
Average training hours completed per employee	hour	39	37	48
Average training hours completed per employee of male employees	hour	39	37	48
Average training hours completed per employee of female employees	hour	39	37	48
Average training hours completed per employee of management employees	hour	—	—	46
Average training hours completed per employee of technical employees	hour	—	—	50
Average training hours completed per employee of marketing and sales employees	hour	—	—	32
Percentage of regular employees accepting performance and career development assessment	%	100	100	100

Note:

[1] The employee turnover data covers Tigermed's subsidiaries that mainly operate in China.

[2] The calculation method of employee turnover rate is: employee turnover rate = number of employees lost in the year/total number of employees at the end of the year×100%.

[3] Working days loss due to workplace injury is mainly due to a traffic accident on the way from work of one employee, who is identified as grade 10; the Company has assisted the employee to identify the injury and complete the compensation.

[4] In 2020, due to the impact of COVID-19, part of the courses was organized online, so the training investment was lower than in previous years.

## Product

Indicator	Unit	2018	2019	2020
Confirmed complaints about infringement of customer privacy and data loss of customer	piece	0	0	0
Complaints about products and services received by the Company	piece	0	0	0

## Supply Chain Management

Indicator	Unit	2019	2020
Total number of suppliers	-	1,574	2,043
Number of suppliers from Mainland China	-	1,020	1,105
Number of suppliers from Hong Kong, Macao, Taiwan and overseas	-	554	938
Total number of new suppliers	-	314	469
Percentage of suppliers signed Tigermed Supplier Code of Conduct	%	10	15
Percentage of suppliers signed terms with environmental, labor and human rights requirements	%	5	10
Proportion of procurement expenditure from local (China) suppliers	%	69	68
Percentage of procurement personnel passed sustainable purchasing training	%	100	100

## Community Investment

Indicator	Unit	2018	2019	2020
Total amount of charity donations	RMB ten thousand	118	103	997
Amount of charity donations in medical and health care <sup>1</sup>	RMB ten thousand	118	103	883
Amount of charity donations in education	RMB ten thousand	0	0	110
Amount of charity donations in targeted poverty alleviation	RMB ten thousand	0	0	4

Note:

[1] In 2020, about RMB 6.8 million was invested to public welfare in fighting against COVID-19, which was included in sector of medical and health care, so the data increased significantly compared with previous years.

## Anti-Corruption

Indicator	Unit	2018	2019	2020
Number of corruption cases reported by employees	piece	0	0	0
Number of concluded corruption cases filed by regulatory authorities against the Company or its employees	piece	0	0	0
Percentage of the Directors attended anti-corruption training	%	—	—	100
Average training hours per Director completed on anti-corruption	hour	—	—	1
Percentage of employees attended anti-corruption training	%	100	100	100
training hours per employee completed on anti-corruption	hour	0.25	0.25	0.26



### Compliance

Indicator	Unit	2018	2019	2020
Percentage of employees attended compliance training	%	100	100	100
Total number of cases sanctioned by relevant departments due to unfair competition or violation of antitrust law (including but not limited to bribery, extortion, fraud and money laundering) in operation	piece	0	0	0
Total number of cases violating health and safety regulations and voluntary guidelines related to products and services	piece	0	0	0
Total number of cases violating regulations and voluntary guidelines related to marketing (including advertising, promotion and sponsorship)	piece	0	0	0
Total number of cases violating regulations and voluntary guidelines related to product and service information and identification	piece	0	0	0
Total number of cases violating laws and regulations related to employment (including but not limited to labor remuneration, termination, recruitment and leave)	piece	0	0	0
Total number of cases violating laws and regulations related to labor standards (including, but not limited to the employment of child and forced labor)	piece	0	0	0
Total number of cases violating laws and regulations related to labor standards	piece	0	0	0
Total number of cases violating laws and regulations related to safety production and occupational health of employees	piece	0	0	0
Total number of cases penalized due to excessive or illegal discharge of pollutants	piece	0	0	0

Field	Applicable Laws and Regulations Abided by Tigermed	Compliance
Environments Protection	<i>Environmental Protection Law of the People's Republic of China, Law of the People's Republic of China on Environmental Impact Assessment, Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes, Water Pollution Prevention and Control Law of the People's Republic of China, Atmospheric Pollution Prevention and Control Law of the People's Republic of China, and Law of the People's Republic of China on Promoting Clean Production, etc.</i>	No violation
Employment and Labor (Labor Standards)	<i>International Labor Organization Conventions, Labor Contract Law of the People's Republic of China, Social Insurance Law of the People's Republic of China, and Regulation on the Administration of Housing Funds, etc.</i>	No violation
Occupational Health and Safety	<i>Law on the Prevention and Control of Occupational Diseases of People's Republic of China, Regulation on Work-Related Injury Insurance, and Measures for the Supervision and Administration of Employers' Occupational Health Surveillance, etc.</i>	No violation
Product and Service Quality	<i>Declaration of Helsinki, Good Clinical Practice, Drug Administration Law of the People's Republic of China, Measures for the Administration of Drug Registration, Measures for the Administration of Medical Device Registration, Law of the People's Republic of China Against Unfair Competition, Advertising Law of the People's Republic of China, Cybersecurity Law of the People's Republic of China, and European General Data Protection Regulation, etc.</i>	No violation
Intellectual property protection	<i>Patent Law of the People's Republic of China, Trademark Law of the People's Republic of China and Copyright Law of the People's Republic of China, etc.</i>	No violation
Anti-corruption	<i>Criminal Law of the People's Republic of China, and Company Law of the People's Republic of China, etc.</i>	No violation

### GRI Standard Index

No	GRI Standard Index Topic	Report Section
GRI 102:General Disclosures 2016		
Organizational profile		
102-1	Name of the organization	About Tigermed-Company Profile
102-2	Activities, brands, products, and services	About Tigermed-Company Profile
102-3	Location of headquarters	About Tigermed-Company Profile
102-4	Location of operations	About Tigermed-Company Profile
102-5	Ownership and legal form	About Tigermed-Company Profile
102-6	Markets served	About Tigermed-Company Profile
102-7	Scale of the organization	About Tigermed-Company Profile
102-8	Information on employees and other workers	ESG Key Quantitative Performance
102-11	Precautionary Principle or approach	Corporate Governance
Strategy		
102-14	Statement from senior decision-maker	Leaders' Messages
102-15	Key impacts, risks, and opportunities	Leaders' Messages
Ethics and integrity		
102-16	Values, principles, standards, and norms of behavior	Sustainable Development Concept of Tigermed
102-17	Mechanisms for advice and concerns about ethics	Corporate Governance
Governance		
102-18	Governance structure	Corporate Governance Tigermed ESG Management Committee
102-19	Delegating authority	Tigermed ESG Management Committee
102-20	Executive-level responsibility for economic, environmental, and social topics	Tigermed ESG Management Committee
102-21	Consulting stakeholders on economic, environmental, and social topics	Stakeholder Communication and Material Issue Identification
102-22	Composition of the highest governance body and its committees	Corporate Governance
102-26	Role of highest governance body in setting purpose, values, and strategy	Tigermed ESG Management Committee
102-29	Identifying and managing economic, environmental, and social impacts	Stakeholder Communication and Material Issue Identification
Stakeholder engagement		
102-40	List of stakeholder groups	Stakeholder Communication and Material Issue Identification
102-42	Identifying and selecting stakeholders	Stakeholder Communication and Material Issue Identification
102-43	Approach to stakeholder engagement	Stakeholder Communication and Material Issue Identification
102-44	Key topics and concerns raised	Stakeholder Communication and Material Issue Identification

No	GRI Standard Index Topic	Report Section
Reporting practice		
102-45	Entities included in the consolidated financial statements	About This Report
102-46	Defining report content and topic Boundaries	About This Report
102-47	List of material topics	Stakeholder Communication and Material Issue Identification
102-50	Reporting period	About This Report
102-52	Reporting cycle	About This Report
102-53	Contact point for questions regarding the report	About This Report
102-54	Claims of reporting in accordance with the GRI Standards	About This Report
102-55	GRI content index	GRI Standard Index
Economy		
GRI 203:Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	Creating Social Value Performance Management of Community Responsibility
GRI 204:Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	ESG Key Quantitative Performance
GRI 205:Anti-corruption 2016		
205-2	Communication and training about anti-corruption policies and procedures	ESG Key Quantitative Performance
205-3	Confirmed incidents of corruption and actions taken	ESG Key Quantitative Performance
Environment		
GRI 103:Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	Addressing Global Climate Change
103-2	The management approach and its components	Performance Management of Community Responsibility
103-3	Evaluation of the management approach	
GRI 302:Energy 2016		
302-1	Energy consumption within the organization	ESG Key Quantitative Performance
302-3	Energy intensity	ESG Key Quantitative Performance
GRI 303:Water 2016		
303-1	Water withdrawal by source	ESG Key Quantitative Performance
303-2	Water sources significantly affected by withdrawal of water	Performance Management of Community Responsibility
303-3	Water recycled and reused	ESG Key Quantitative Performance
GRI 305:Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	ESG Key Quantitative Performance
305-2	Energy indirect (Scope 2) GHG emissions	ESG Key Quantitative Performance
GRI 306:Effluents and Waste 2016		
306-1	Water discharge by quality and destination	ESG Key Quantitative Performance
306-2	Waste by type and disposal method	ESG Key Quantitative Performance
GRI 307:Environmental Compliance 2016		
307-1	Non-compliance with environmental laws and regulations	ESG Key Quantitative Performance

No	GRI Standard Index Topic	Report Section
GRI 308:Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	ESG Key Quantitative Performance
Society		
GRI 103:Management Approach 2016		
103-1	Explanation of the material topic and its Boundary	End-To-End Clinical Development Solutions Multi-Regional Clinical Trials Capability Full Life Cycle Quality Management System Sharing Professional Experience and Developing Together with The Industry Working with The Government to Boost Health Industry Development Paying Attention to Full Cycle of Development and Cultivating Industry Talents Creating an Equal and Diverse Working Environment
103-2	The management approach and its components	Consolidating High-Value Human Capital Creating Social Value Compliance Performance Management of Customer Responsibility Performance Management of Supply Chain Responsibility Performance Management of Employee Responsibility Performance Management of Community Responsibility
103-3	Evaluation of the management approach	
GRI 401:Employment 2016		
401-1	New employee hires and employee turnover	ESG Key Quantitative Performance
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	6.5 Performance Management of Employee Responsibility
GRI 403:Occupational Health and Safety 2016		
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	ESG Key Quantitative Performance
403-3	Workers with high incidence or high risk of diseases related to their occupation	ESG Key Quantitative Performance
GRI 404:Training and Education 2016		
404-1	Average hours of training per year per employee	ESG Key Quantitative Performance
404-2	Programs for upgrading employee skills and transition assistance programs	Performance Management of Employee Responsibility
404-3	Percentage of employees receiving regular performance and career development reviews	ESG Key Quantitative Performance
GRI 405:Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	ESG Key Quantitative Performance
GRI 406:Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	ESG Key Quantitative Performance
GRI 408:Child Labor 2016		



No	GRI Standard Index Topic	Report Section
408-1	Operations and suppliers at significant risk for incidents of child labor	ESG Key Quantitative Performance
GRI 409:Forced or Compulsory Labor 2016		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	ESG Key Quantitative Performance
GRI 414:Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	ESG Key Quantitative Performance
GRI 416:Customer Health and Safety 2016		
416-2	Assessment of the health and safety impacts of product and service categories	ESG Key Quantitative Performance
GRI 418:Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG Key Quantitative Performance

# HKEX ESG Reporting Guide Index

KPIs	Report Section
A. Environmental	
A1. Emissions	Addressing Global Climate Change Performance Management of Environmental Responsibility
A1.1	Performance Management of Environmental Responsibility ESG Key Quantitative Performance
A1.2	ESG Key Quantitative Performance
A1.3	ESG Key Quantitative Performance
A1.4	ESG Key Quantitative Performance
A1.5	Addressing Global Climate Change
A1.6	Performance Management of Environmental Responsibility
A2. Use of Resources	Addressing Global Climate Change Performance Management of Environmental Responsibility
A2.1	ESG Key Quantitative Performance
A2.2	ESG Key Quantitative Performance
A2.3	Addressing Global Climate Change
A2.4	Performance Management of Environmental Responsibility
A2.5	The Company's main business is CRO, not involving the use of packaging materials
A3. The Environment and Natural Resources	Performance Management of Environmental Responsibility
A3.1	Performance Management of Environmental Responsibility
A4. Climate Change	Addressing Global Climate Change Performance Management of Environmental Responsibility

KPIs	Report Section
A4.1	Performance Management of Environmental Responsibility
B. Social	
Employment and Labor Practices	
B1. Employment	Creating an Equal and Diverse Working Environment Performance Management of Employee Responsibility
B1.1	ESG Key Quantitative Performance
B1.2	ESG Key Quantitative Performance
B2. Health and Safety	Performance Management of Employee Responsibility
B2.1	ESG Key Quantitative Performance
B2.2	ESG Key Quantitative Performance
B2.3	Performance Management of Employee Responsibility Performance Management of Environmental Responsibility
B3. Development and Training	Consolidating High-Value Human Capital Creating Social Value Performance Management of Employee Responsibility
B3.1	ESG Key Quantitative Performance
B3.2	ESG Key Quantitative Performance
B4. Labour Standards	Performance Management of Employee Responsibility
B4.1	Performance Management of Employee Responsibility
B4.2	Not Applicable
Operating Practices	
B5. Supply Chain Management	Performance Management of Supply Chain Responsibility
B5.1	ESG Key Quantitative Performance
B5.2	Performance Management of Supply Chain Responsibility
B5.3	Performance Management of Supply Chain Responsibility
B5.4	Performance Management of Supply Chain Responsibility
B6. Product Responsibility	Full Life Cycle Quality Management System Compliance Performance Management of Customer Responsibility
B6.1	Not Applicable
B6.2	End-To-End Clinical Development Solutions Performance Management of Customer Responsibility
B6.3	Compliance
B6.4	Full Life Cycle Quality Management System Performance Management of Customer Responsibility
B6.5	Performance Management of Customer Responsibility
B7.Anti-corruption	Compliance
B7.1	ESG Key Quantitative Performance
B7.2	Compliance
B7.3	Compliance
Community	
B8. Community Investment	Sharing Professional Experience and Developing Together with the Industry Working with the Government to Boost Health Industry Development Paying Attention to Full Cycle Of Development and Cultivating Industry Talents Creating Social Value Performance Management of Community Responsibility

KPIs	Report Section
B8.1	Sharing Professional Experience and Developing Together with the Industry
	Working with the Government to Boost Health Industry Development
	Paying Attention to Full Cycle of Development and Cultivating Industry Talents
	Creating Social Value
	Performance Management of Community Responsibility
B8.2	Sharing Professional Experience and Developing Together with the Industry
	Working with the Government to Boost Health Industry Development
	Creating Social Value
	Performance Management of Community Responsibility

# Table of Abbreviations for Professional Terms

In order to help stakeholders better understand the disclosure contents, we list the most commonly used professional terms abbreviations in this report.

英文简称	释义
CRO	Contract Research Organization
CRA	Clinical Research Associate
CRC	Clinical Research Coordinator
PM	Project Manager
PD	Project Director
ICH	International Conference on Harmonization of Technical Requirements for Registration of Pharmamceuticals for Human Use
TransCelerate	TransCelerate BioPharma Inc.
MRCT	Multi-Regional Clinical Trials
SOP	Standard Operation Procedure
GCP	Good Clinical Practice

# About This Report

This is the third sustainable development report issued by Tigermed, which discloses the practice and progress of the Company in the economic, environmental and social fields to all key stakeholders. Chapter 2-5 of this report focuses on the main progress of the Company in 4 social responsibility areas in 2020; while Chapter 6 focuses on responding to the ESG information disclosure requirements of HKEx and the concerns of the capital market. ESG key quantitative performance is listed in Chapter 7.

## 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) 2020 annual report.

Frontage Holdings Corporation is listed on Hong Kong Stock Exchange (Stock Code: 1521.HK) and a subsidiary of Tigermed. To avoid repetition, the relevant information is detailed in its independent ESG Report.

## Company Name and Abbreviation in The Report

Company's Full Name	Abbreviation in the Report
Hangzhou Tigermed Consulting Co., Ltd.	Tigermed, The Company and We
Hangzhou Simo Co. Ltd	Hangzhou Simo
MacroStat (China) Clinical Research Co., Ltd	MacroStat
Jiaxing Tigermed Data Management Co, Ltd	Jiaxing Tigermed
Jiaxing Clinflash Computer Technology Co., Ltd	Jiaxing Clinflash
Hangzhou Talent MedConsulting Co., Ltd	Hangzhou Talent
Frontage Laboratories, Inc.	Frontage Lab
Frontage Holdings Corporation	Frontage Holdings
Fantastic Bioimaging Co., Ltd	Fantastic Bioimaging
Hongkong Tigermed Co., Limited	Tigermed Hongkong
Hangzhou Tigermed-IntelliPV Co., Ltd	IntelliPV
Taiwan International Pharmaceutical Co., Ltd	Tigermed Taiwan
Beijing Yaxincheng Medical InfoTech Co., Ltd	Beijing Yaxincheng
Tigermed Australia Pty Limited	Tigermed Australia
DreamCIS Inc.	DreamCIS
Tigermed India Date Solution Pvt. Ltd.	Tigermed India
Taizhou Tigermed-Jyton Medical Tech Co., Ltd	Jyton
Tigermed Swiss AG.	Tigermed Swiss
Romania Opera Contract Research Organization S.R.L.	Opera

## Reporting Period

This report is an annual report covering the period from January 1, 2020 to December 31, 2020. Part of the statement contains issues for 2020, which have been explained in corresponding places.



### Compilation Basis

This report is compiled in accordance with the *Environmental, Social and Governance Reporting Guide* issued by Hong Kong Stock Exchange and *Shenzhen Stock Exchange Social Responsibility Instructions to Listed Companies*.

This report also follows the *GRI Sustainability Reporting Standards* issued by Global Sustainability Standard Board and the *ISO 26000: Guidance on Social Responsibility*.

### Reporting Principles

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

• The Principle of Materiality

According to the principles of investors' research, we need to make a report on the important issues that may affect the interests of the society and other stakeholders.

• The Principle of Quantification

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

• The Principle of Balance

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

• The Principle of Consistency

According to this principle, this report explains the meaning of the indicators of key ESG quantitative indicators, as well as the calculation basis and assumptions. Meanwhile, the indicators used in the report are as consistent as possible across different reporting periods should 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 yuan. In case of any discrepancy, the financial report shall prevail.

### Reporting Commitment

Tigermed assures that the report contains no false records, misleading statements or material omissions. The Board of Directors is responsible for the authenticity, accuracy and integrity of the content.

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

### Contact Us

Tigermed Corporate Social Responsibility Department

Email: CSR@tigermedgrp.com

For more information about Tigermed's CSR and ESG practices, please go to Tigermed official website: <https://tigermedgrp.com>



Hangzhou Tigerméd Consulting Co., Ltd.

F18, Building A – Shengda Science Park

No.19 Jugong Road, Binjiang District, Hangzhou, China 310051

Tel: +86-571-28887227