



# Tigermed

# 2022

## Tigermed Sustainability Report & Environmental, Social and Governance Report

# CONTENTS



## 01

### Sustainable Development Contributions Report

Our Sustainable Development Governance	11
Refine Quality Management and Improve the Quality Control of Pharmaceutical R&D	15
Deeply Rooted in Innovation, Contributing to Global Medical Solutions	20
Boost the Construction of Compliance, and Drive Steady Growth for Enterprise	26

Leaders' Messages	01
About Tigermed	03

## 02

### ESG Management Report

ESG Management System	33
Corporate Governance	38
Compliance	40
Customer Responsibility	48
Supply Chain Responsibility	55
Employee Responsibility	59
Environmental Responsibility	69
Community Responsibility	75

ESG Quantitative Performance	77
Report Index	83
Terminology	89
Notes on Report Preparation	91



# Leaders' Messages



Chairman Dr. Ye Xiaoping

In recent years, environmental, social and governance (ESG) management has become more and more important, and more and more investors are concerned about the impact of companies on the environment and society, and hope that companies will take actions to make positive impacts. Taking "Contributing to global health and well-being" as the core, Tigermed continues to promote the integration of ESG concepts into the Company's strategy, and integrates ESG management into its operation and management.

In 2022, to further enhance our ESG management, we strengthened our ESG management structure and processes, published the *Terms of Reference of Compliance and ESG Committee*, promoted the effective operation of the ESG management system through the Compliance and ESG Committee, and made ESG management performance tied to the performance of the Compliance and ESG Committee. Furthermore, we included the achievement of ESG targets in the assessment to ensure the implementation and steady advancement of ESG work of our company.

We support the United Nations Sustainable Development Goals (SDGs) and we can make a positive contribution to the achievement of the SDGs through our business layout and actions in the four key areas of sustainability: "Customers, Industry, Employees, and Environment and Communities."

In terms of customer service, as an integrated biopharmaceutical R&D service platform, we are committed to expanding our clinical research service capabilities and continuously exploring innovative solutions to provide high-quality services and meet diversified customer needs. We have actively explored digital innovation models and established a digital therapy and full-process incubation system to provide full process services to companies in need of digital therapeutics. In addition, we have launched a patient-centered clinical research management tool (eCPM), which deeply integrates patient management and other functions based on the real needs and management processes in clinical research. In terms of quality management, we implemented "Full Participation" in quality management, upgraded the quality management system and improved the quality governance structure in 2022, and launched the RBQM system (Phase II) to realize centralized monitoring data analysis, risk visualization and mitigation management.



General Manager Ms. Cao Xiaochun



Co-president Dr. Wu Hao

On the industrial front, we have always been committed to promoting high standards and healthy development of the clinical research industry. We share our experience by attending conferences, media interviews and publishing articles, and also give advice in the formulation of regulations by pharmaceutical regulatory authorities to support government policy decisions. At the same time, we are deeply engaged in industry-academia-research cooperation to promote the implementation of industry innovations and move innovation forward. In addition, we are also working to promote the popularization of clinical research knowledge and offer a favorable environment for the development of clinical research.

In terms of employee management, we provide equal opportunities for every employee by establishing a sound and standardized human resource management system to protect the legitimate rights and interests of employees. In 2022, we released our global talent value proposition, "Unleash Unlimited Potential, Explore Life's Journey", and were committed to building a fully staffed, professional, innovative and resourceful talent development platform to provide a comprehensive three-dimensional career experience. To this end, we conducted a talent review to understand the match between key core positions and available talent; we also carried out a new employee satisfaction survey to optimize recruitment and training based on the results of the survey.

At the environmental and community level, we responded to global climate action by conducting research on the risks and opportunities of climate change. We also set targets for water efficiency, energy efficiency, greenhouse gas emissions and other management objectives, and continuously reviewed the achievement of our ESG performance targets each year. As a member of the pharmaceutical and healthcare sector, Tigermed has always focused on social contributions in the fields of medicine, health and education. In 2022, Tigermed officially established the Public Welfare Department to manage public welfare projects and planning in a well-coordinated way, and formulated the *Tigermed Public Welfare Management Measures* to build a sound mechanism for decision-making, implementation and supervision of public welfare projects, and to carry out public welfare and charity activities in a systematic, holistic and standardized manner.

Looking back on 2022, Tigermed has achieved good results as a responsible company, actively fulfilling its social responsibility and making progress in ESG management. For example, we upgraded from BBB to A rating in the MSCI ESG Rating. In this report, we will provide insight into Tigermed's ESG activities and achievements, showcasing how we have integrated the three main elements of environmental, social and governance into our business management, as well as the commitment and contribution to the UN SDGs. In the future, we will continue to adhere to our mission of "Serving healthcare partners through innovation, advancing human health through excellence" and work together with our partners to promote ESG management through innovative and collaborative approaches, contributing to the global healthcare cause.

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

# About Tigermed

## Company Profile

Tigermed (stock code: 300347.SZ/3347.HK) is a leading integrated biopharmaceutical R&D service platform in the industry, with more than 180 offices and R&D bases in 50 countries on 5 continents and a professional team of more than 9,200 employees, providing innovative clinical research solutions across full lifecycle of global pharmaceutical and medical device products. Through our comprehensive services and top-quality standards, we help the biopharmaceutical industry improve R&D efficiency, reduce R&D risk, ensure high quality delivery of research projects, accelerate the commercialization of pharmaceutical products, and fulfill our commitment to the industry and patients. We also create an innovation ecosystem that empowers the entire industry chain through our subsidiaries covering various fields to drive innovation and development in the healthcare industry.

<b>Company Name</b>	Hangzhou Tigermed Consulting Co., Ltd.
<b>Stock Code</b>	300347.SZ / 3347.HK
<b>Headquarters</b>	Hangzhou, China
<b>Year of Establishment</b>	2004
<b>Company Size</b>	More than <b>100</b> subsidiaries around the world
	More than <b>180</b> offices and branches around the globe
	A professional team of <b>9,200</b> people, across <b>50</b> countries in <b>5</b> continents

## Main Business

Tigermed provides innovative clinical research solutions across full lifecycle of global biopharmaceutical and medical device products, and is committed to building an integrated and comprehensive platform covering the entire clinical research industry chain. Our customers are located 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 enterprises, universities and affiliated hospitals. Since 2004, we have supported 73 approved Class I innovative drugs in China.

### Preclinical Study



- Medicinal Chemistry
- Pharmacokinetics
- Bioanalysis
- Drug Screening
- Preclinical Safety Assessment
- Pharmaceutical Research

### Clinical Development and Operations



- Medical Writing & Clinical Development Strategies
- Global Project Management and Operations
- Data Management and Statistical Analysis
- Medical Devices & In Vitro Diagnostic Reagents
- Vaccine Clinical Studies
- Clinical Surveillance/MM/RTSM
- Registration & Regulatory Affairs
- SMO Site Management
- Subject Recruitment

### Integrated Technical Services



- Independent Imaging Review
- Medical Translation
- GMP Compliance Consulting
- Pharmacovigilance
- Third-Party Audit
- Field Service Provider (FSP)
- Clinical Information Management System
- Pharmaceutical Supply Chain Management
- Call Center
- Central Laboratory

### Post-marketing and Real-world Study



- Post-marketing Research
- Real-world Study
- Investigator-initiated Trials (IIT)

## Highlights of Performance

### 2022 Tigermed Honors

<p>AAA Rating by SZSE's CNI ESG Ratings</p> 	<p>MSCI ESG Rating Upgraded to A</p> 
<p>"Best Practice Award for Enterprise Digital Platform" by Microsoft</p> 	<p>"2022 CSR Award" by Sichuan Red Cross Foundation</p> 
<p>"Top 20 Chinese Pharmaceutical Listed Companies in ESG Competitiveness in 2022" by <i>E Pharmacy Manager</i></p> 	<p>"Outstanding Project Team Award" by Genor Biopharma</p> 
<p>"Human Resources Management" by 51 Job</p> 	

### 2022 Sustainability Performance

Economic <sup>1</sup>	Social	Environmental
<p>CNY <b>2,006.55</b> Million</p> <p>Net profit attributable to shareholders of the parent company</p>	<p><b>100%</b></p> <p>Quality training rate of major employees</p>	<p><b>0.28</b> tons CO<sub>2</sub> equivalent</p> <p>GHG emissions per capita<sup>2</sup></p>
<p>CNY <b>629.89</b> Million</p> <p>Total tax</p>	<p><b>63%</b></p> <p>Proportion of female employees in senior management</p>	<p><b>100%</b></p> <p>Compliance rate of waste disposal</p>
<p>CNY <b>475.72</b> Million</p> <p>Total cash dividend</p>	<p><b>89.5%</b></p> <p>Retention rate of key employees in domestic clinical trials</p>	<p><b>0</b></p> <p>Number of environmental safety accidents</p>
<p>CNY <b>5.5</b> (Tax-inclusive)</p> <p>Cash dividend paid per 10 shares</p>	<p><b>104.99</b> Hours</p> <p>Average number of hours that employees receive training</p>	
	<p><b>100%</b></p> <p>Percentage of employees trained</p>	
	<p><b>100%</b></p> <p>Percentage of employees trained for business ethics</p>	

<sup>1</sup> Data units in economic performance are in CNY  
<sup>2</sup> The data range is a wholly-owned subsidiary of Tigermed in China



# 01

## Sustainable Development Contributions Report

- Our Sustainable Development Governance
- Refine Quality Management and Improve the Quality Control of Pharmaceutical R&D
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- Boost the Construction of Compliance, and Drive Steady Growth for Enterprise

# Our Sustainable Development Governance

## Sustainable Development Concept

Tigermed's mission is to "Advance human health through delivery excellence", based on which it focuses on solving the most challenging global health problems, meeting the unmet medical needs of patients, creating social value and benefiting human health. As a pioneer in the globalization of clinical CRO in China, with close customer and industry partners and a senior professional management team, we are constantly exploring innovative solutions to meet diversified customer needs and make greater contributions to pharmaceutical innovation and R&D to create social value.

### Brand Positioning



### Tigermed Brand Pillars

**Human Life**

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

**Quality**

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

**Delivery**

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

**Innovation**

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

**Talent**

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



# Sustainable Development Strategies and Actions

As a leading integrated biopharmaceutical R&D service platform, Tigermed continues to support and contribute to the United Nations Sustainable Development Goals (SDGs), forging ahead with fortitude taking “Contributing to global health and well-being” as the core.

While realizing our economic growth and sustainable development, the Company identify 4 key aspects of sustainable development related to our own operations and growth, and draw up corresponding strategic guidelines for the four key areas. Through our business presence and actions in these four areas, we believe we can make a meaningful contribution to the UN SDGs.



## Customers

Expanding clinical research service capability  
Providing high quality service

- Continue to expand the global footprint, expand international multi-center clinical trial capabilities, and serve 50 countries on 5 continents globally;
- Actively explore digital innovation models, realizing a number of achievements and empowering pharmaceutical innovation enterprises through our own digital transformation;
- Further strengthen the quality governance structure of Tigermed, enhance the process quality management capability, make quality culture win great support of all employees, and provide quality service to customers.



## Industry

Promoting industry innovation and development  
Cultivating talents with skills for sustainable development

- Actively participate in industry exchange activities and share experience by attending conferences, media interviews and publishing articles;
- Provide suggestions for government policy decision-making ten times in the formulation of laws and regulations of drug administration and supervision authorities;
- Carry out in-depth cooperation between industry, universities and research organizations, promote the implementation of industry innovation achievements, and boost industry innovation and development;
- Promote the dissemination of clinical research knowledge and provide a favorable environment for clinical research development.



## Employees

Creating an equal and diverse working environment  
Consolidating high-value human capital

- Create a diverse and equal, open and inclusive, collaborative and supportive work atmosphere, respect the cultural customs and beliefs of our employees, care for the rights and interests of female employees and set diversity goals: hiring no less than 50% new female workforce each year;
- Offer a comprehensive employee training system to provide employees with opportunities for career advancement and development, and guide employees in formulating personal development plans;
- Build a Dialogue platform for employee communication to listen to their suggestions and demands; conduct new employee satisfaction survey and optimize recruitment and training in response to the survey results.



## Environment and Communities

Responding to global climate change  
Creating social value

- Standardize the usage and management of the exhaust and wastewater emissions, hazardous and non-hazardous waste, energy, water and materials, set quantitative environmental targets, and actively implement our environmental protection responsibilities;
- Conduct a study on climate change risks and opportunities for Tigermed starting a “Climate Focus Group”, and identify climate risks and opportunities that have a substantial impact on the Company combining with expert opinions and comprehensive analysis of questionnaires;
- Establish Tigermed Public Welfare Department, and formulate the *Tigermed Public Welfare Management Measures (Trial Draft)* to carry out public welfare and charity activities in a systematic, holistic and standardized manner.

## Refine quality management and improve the quality control of pharmaceutical R&D

Excellent quality management has always been one of the core competencies that Tigermed is proud of. We continue to refine our management, and strengthen the quality assurance of pharmaceutical R&D through top-quality standards to ensure high quality delivery of research projects. In 2022, Tigermed systematically upgraded its quality management system, and the Company's quality management capability was steadily improved.

### Tigermed Quality Management System

#### Quality Governance Structure

Tigermed Quality Management Committee

Further optimize the quality governance structure at 3 levels: decision making, management and executive level.

- Quality management decision making level: the quality management committee clarifies quality management policy, objectives, and assessment methods
- Quality management supervision level: promote cross-departmental communication
- Quality management executive level: Further strengthen the quality representative system of each business unit

#### Standard Improvement

*Tigermed Group Quality Management Manual*

- Complete top-level design of process system. 81 QSD (Quality System Documentation, including SOP and WPD) were updated and added in 2022.

#### Digital Transformation

SOP Online System (QSD System)  
Quality Database

- Enable full lifecycle online management of QSD files, improving efficiency and SOP accessibility
- Provide more objective quality indicators and data measurements for quality assessment identification

#### Process Optimization

Implement an "end-to-end" process system to enhance interdepartmental collaboration, improve efficiency, and ensure accuracy and compliance

- Carry out three process optimization projects
- Optimization of the process of managing essential documents for drug clinical trials
- Optimization of the process of creating and managing informed consent forms
- Optimization of protocol violation management process



#### Personnel Assurance

Build SME network  
Auditor growth and certification

- Develop expertise in issue management, process management, and knowledge management
- Develop an audit team with professional skills



#### System Assurance

QMS and QSD system going live and continuous improvement

- Implement audit management, issue management and QSD management electronically to improve efficiency
- Create quality assessment tools and data analysis



#### Information Assurance

Continuous tracking of external regulatory changes  
Build a quality culture promotion website

- Real-time assessment of the impact of Drug Regulatory Policy regulations on the Company's business
- Facilitate cross-departmental information exchange and promote Tigermed's quality culture

## System Construction and Optimization of Quality Management Process

Excellent quality management is the solid foundation of clinical research. We uphold the scientific and rigorous professional attitude, adhere to the highest global standards, and constantly improve the Company's quality management system.

In 2022, the Company further reinforced its quality governance structure and refined the specific responsibilities of the Quality Management Committee to ensure that the Company's quality management system is aligned with the organizational strategy and that sufficient resources are mobilized to achieve Tigermed's quality management objectives. The basic responsibilities of the Quality Management Committee include but not limited to: promoting the operation and improvement of the Company's quality management system; organizing regular quality review activities to comprehensively assess the overall quality of the Company; and reviewing and assessing the Company's quality risks and related corrective measures. The president of the Company acts as the first responsible person of the Quality Management.

In 2022, the Company updated and improved its internal quality management system. In order to facilitate daily access to quality management documents and improve quality management efficiency, the Company also launched the Quality System Documentation (QSD) online management system (including SOP and WPD) this year.



#### QSD Online Management System

The QSD online management system, which went live this year, supports employees' needs for searching, previewing, and downloading standard documents, providing a simple and friendly bilingual interface that connects with other internal working systems of the Company and facilitates employees' daily work to access quality standard documents. For documents in effect, the system will automatically push them to the viewing interface and e-mails of all staff, avoiding the possibility of manual maintenance errors, enabling updated standardized documents to be applied to business in a timely manner, reducing communication costs between staff and facilitating efficient collaboration across project operations.

Tigermed continued to carry out the "Tigermed Operation Process Optimization Project" to promote the establishment of a process-oriented, flexible, proactive and innovative company quality management model. In 2022, the Company carried out several process optimization projects around quality improvement.

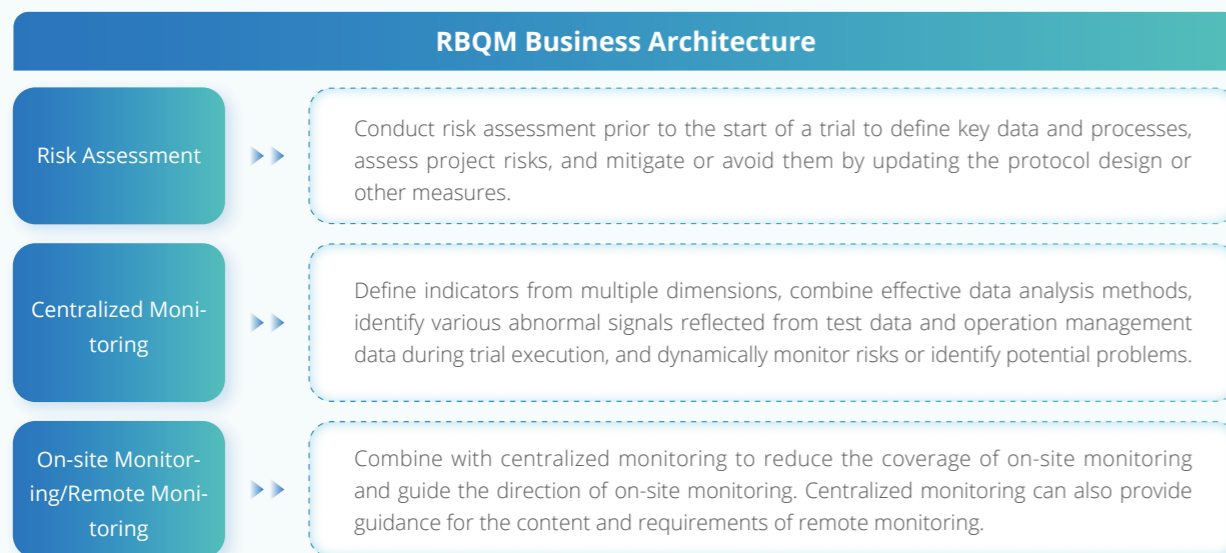
Project Name	Effective Time	Document Function
Management of Essential Documents for Clinical Trials	April 2022	The first end-to-end clinical trial management process project to enable the timeliness, accuracy and completeness of filing essential documents for clinical trials.
Creation of Informed Consent Form and Management Process	December 2022	It is designed to improve the establishment and management of each version of the informed consent form, to ensure the accuracy and compliance of the documents, and to protect the rights and interests of the subjects.
Program Violation Process	December 2022	It aims to integrate the closed-loop management of the program violation process, improve the timeliness, completeness and accuracy of PD identification/reporting, and reduce the recurrence of important PD through effective management.

On the basis of improving the system construction, the Company is committed to improve the professional capability of quality management, through continuous optimization of process management, issue management and knowledge management as well as quality management team construction, to strengthen the process control of service quality in business activities and ensure the high-quality delivery of research projects.

For each operating division, department and region, the Company has established a quality representative system and assigned dedicated personnel as quality representatives to lead and coordinate quality and compliance management in their respective business operations to ensure that the services provided are in compliance with relevant laws and regulations and the requirements of Tigermed's quality management system.

## Data-driven Improvement of Project Quality in a Scientific Manner

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



Based on its rich experience and continuous investment in integrated clinical trial services, combined with international advanced experience and domestic needs, Tigermed is continuously improving its RBQM solutions to meet constantly improving regulatory regulations and trial needs. Following the building of a cross-departmental RBQM R&D project team and the launch of the self-developed RBQM system in 2021, the Company launched the self-developed RBQM system (Phase II) in August, 2022.

This system has the functions of data analysis, risk visualization and risk mitigation management of centralized supervision and investigation. The rich multi-dimensional risk visualization can help trial teams grasp the distribution and extent of risks in trials and research centers more quickly and accurately, and then develop effective quality risk management measures. In addition, the better security management is implemented in various aspects, such as user access control, audit trail, data backup and recovery mechanism, to guarantee the privacy and integrity of data and high-quality RBQM implementation.

## Self-assessment, Strengthening Supervision and Inspection Capabilities

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



### Auditor Growth Plan

For clinical industries with high quality requirements, developing a team of auditors with professional skills is particularly important to strengthen supervisory capabilities. In 2022, the Company formulated a long-term development plan for auditors and launched the Phase I basic theory training for auditors, covering more than 20 auditors.

The training includes audit history, principles, code of ethics, audit preparation and execution, audit report writing and follow-up, auditor skills, quality tools that auditors need to master, etc., covering the full scope of audit activities. Through this training, the theoretical knowledge of the auditors was improved and the auditors had a more comprehensive understanding of the auditing work. In the future, the Company expects to carry out advanced training for auditors, including the development of audit plans, the selection of audit strategies, and the handling of emergencies during audits, so as to train potential chief auditors.

At the same time, the Company has also developed requirements for auditor qualification certification to ensure that only qualified auditors are able to perform audits.

## Full Participation to Enhance the Concept of Quality Management

A culture of quality is essential to Tigermed's performance and strategic realization. The Company defines quality culture as "An environment in which every employee is responsible for quality", implements "Full Participation" in quality management, and shares knowledge and experience of quality management with every employee by establishing a knowledge management system.



### Quality Day Activities: Promote employee awareness of quality management with regular activities

Tigermed provides a platform for communication and information sharing through regular quality days, and promotes Tigermed's quality culture to all employees. In 2022, we promoted the "Data Integrity Standard Principle", and invited leaders from different businesses to share their insights and opinions on quality data every quarter. To promote the exchange of information between different departments and to actively promote the implementation of "Leadership-led quality culture, where everyone is the master of quality, prevention and commitment to continuous improvement of the quality culture".



### Tigermед Classroom: Spreading quality management knowledge with customized courses

Tigermед relies on Tigermед Classroom to educate the basic knowledge of quality management to its employees to support the construction of quality management system. In 2022, the Company conducted six online exchanges on the basic concepts of process management with the help of Tigermед Classroom platform, including "What is a process?", "The connotation and value of process management", "Introduction of end-to-end process", "Plan, Do, Check and Act (PDCA) in process management", "Process execution" and "You can participate in process management". In this way, we let employees know about process management and promote the construction of Tigermед's process system. Each session has 300-400 participants and the training materials are shared on QA collaboration platform, so that employees can understand process management and promote the construction of Tigermед's process system.



### Quality Culture Promotion Website: Quality culture construction by digital transformation

The Company continued to upgrade the means of communication for quality culture, promote departmental information communication and create a quality information sharing platform through digital means. In 2022, the Company established a website serving all employees for quality culture promotion.

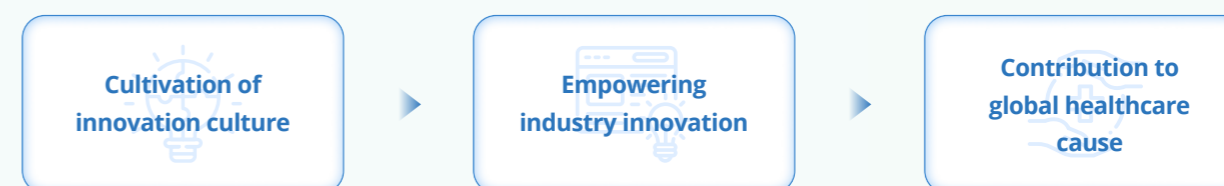
The website is designed with quality culture, process management and communication modules. In the quality culture module, employees can learn about the publicity highlights and reviews of past quality days and understand management's views on quality; in the process management module, employees can understand the value of process optimization and the status of process optimization projects in real time; in the communication section, employees can quickly understand the division of responsibilities and responsible persons of quality representatives and corresponding quality assurance personnel in different business areas in order to seek support of dealing with quality problems.



## Deeply Rooted in Innovation, Contributing to Global Medical Solutions

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

The Company cultivate an organizational culture that encourages and embraces innovation and stimulates the enthusiasm of all employees for innovative activities. Based on our own organizational culture, we also actively promote industry innovation, exchange industry knowledge with peers, popularize clinical R&D knowledge, improve the clinical R&D environment, and serve pharmaceutical R&D and contribute to global health cause with high-quality innovations.



## Spur the Vitality of Corporate Innovation with Cultural Construction

Organizational culture is the cornerstone of corporate innovation and an important part of promoting innovation and development. For a long time, Tigermед has been committed to creating an innovative culture covering all employees, and infiltrating the organizational culture of active innovation into the front line of production and operation.



### "Innovation Pioneers": A pioneer of organizational culture

To stimulate the innovation energy of all employees, Tigermед initiated a company-wide "Innovation Pioneers" program. As the practitioner and promoter of innovation culture, the "Innovation Pioneers" should perform the duties of disseminating "Innovation Strategy", cross-departmental cooperation of "Innovation Projects", joint training of Organizational innovation culture and innovation talents, and application and promotion of "Innovation Results" of the Company and the department.

The "Innovation Pioneers" are applied for by individuals, initially reviewed by their departments or subsidiaries, and finally reviewed and appointed by the Innovation Center of the Company. During the reporting period, the Company appointed a total of 62 innovation pioneers from 39 departments and subsidiaries. Every year, the Company organizes innovation training for innovation pioneers and also carries out the evaluation of "Innovation Pioneers" and rewards those who are outstanding. During the reporting period, the Company conducted 32 innovation-related training sessions with a total of 1,089 participants.

We embrace every employee's innovative ideas and encourage every employee to make suggestions on innovation for production and operations. On the Dialogue's employee suggestion platform, we have a special "Innovative Development" section to encourage employees to put forward their ideas and suggestions in three dimensions: "Innovative Service", "Innovative Technology" and "Innovative Management". At the same time, we have established a complete innovative project review and management system to provide the necessary resources for employees with innovative ideas and encourage them to transform their innovative ideas into innovative projects with practical results.

The Company has established an organization and incentive reward system for the transformation of scientific and technological achievements, built an open innovation and entrepreneurship platform, and improved the training and further training of scientific and technical personnel, skills training, the introduction of outstanding talents, as well as the talent performance evaluation and reward system to fully stimulate the enthusiasm of staff innovation.

Tigermed values every innovative employee and regards them as a valuable asset to the Company. The Company has set up the "Innovative Bravo" column to interview the winners and award-winning teams of Annual Innovation Awards every year, so as to give play to innovative talents as role models.

## Empowering Industrial Innovation Patterns with Communication and Sharing

In addition to building our own organizational culture, the Company is always committed to the high standards and healthy development of the clinical research industry. We actively engage in exchanges with peers to share our experience and reflections about industry development; we continue to support clinical research promotion efforts to raise the level of awareness of clinical research in the whole society and make every effort to improve the overall environment of clinical research.

### Promoting Industry Communication

Tigermed is one of the leading voices in the industry. The Company sincerely share our practical experience and thoughts with our peers by participating in important industry conferences at home and abroad, publishing academic articles and giving media interviews.

#### 2022 DIA China Annual Meeting

The Drug Information Association (DIA) is a global, interdisciplinary, international academic organization that brings together industry leaders across the pharmaceutical R&D sector in a neutral environment to discuss current technical issues in R&D, enhance professional competence, and build industry consensus. It boasts an excellent reputation in the global pharmaceutical R&D field.

At the 2022 DIA China Annual Meeting, a number of Tigermed experts participated in the theme planning of the conference as thematic leaders, and were invited to speak, sharing their experience and professional insights into clinical operations, international multi-center clinical trial management, real-world study, bioanalysis, etc., and discussing the global trend of new drug research and development, regulatory policy changes with industry peers.

#### PharmaDJ Clinical Development Leaders' Summit

In November 2022, the 6th PharmaDJ Clinical Development Leaders' Summit was held in Shanghai. PharmaDJ is a leading vertical media focused on biopharmaceuticals, the annual conference organized by which is an annual industry event of interest to global clinical developers dedicated to drug development in China. The conference covers topics including policies and regulations, clinical development strategy formulation, clinical trial design, imported drug registration, etc. During the annual conference this year, more than 450 Chinese clinical development leaders gathered to discuss the most pressing clinical development challenges.

Tigermed prepared and hosted the session discussion on the topic of "Single-arm Study Design for Oncology Drugs and Clinical Development and Registration Strategies for Combination Drugs", where insiders from renowned pharmaceutical companies, CROs, research institutions and investigators shared their practical experience and professional insights.

#### The 11th China Rare Diseases Summit 2022

In 2022, the Company attended and spoke at the 11th China Rare Disease Summit. As one of the earliest, largest and most influential comprehensive forum in China in the field of rare diseases, this conference gathered over 150 industry experts, authoritative guests and managers of leading companies to deeply interpret the top-level design and planning of rare disease development strategy under Healthy China strategy, explored the current situation and future development trend of rare diseases in China, and promoted the interconnected development of screening, diagnosis, medical insurance and medicine.



At this conference, a number of employees of the Company were invited to attend and shared their expertise with the themes of "Clinical Research and Patient Participation in Rare Diseases" and "Issuing Technical Guidelines for the R&D of Rare Disease Drugs to Encourage the R&D of New Drugs for Rare Diseases".

While participating in exchange activities, we also actively organized and participated cooperation projects, boosted industry innovation and development with our own practical implementation experience, and jointly explored the direction and mode of industry development.

#### China's Smart Health Care Blue Paper (2022)

In 2022, as a representative of CRO, the Company participated in the preparation of the "China's Smart Health Care Blue Paper (2022)" led by the Department of Medicine and Health of the Chinese Academy of Engineering and the Institute of Smart Healthcare Research of Tsinghua University to accelerate the development of the smart healthcare ecosystem.

With the theme of "Endow 'Healthy China' with the wings of intelligence", this blue paper is jointly written by senior institutions and experts in the industry, and presents a multi-dimensional perspective on the application development of smart healthcare in the process of implementing the "Healthy China" strategy. The book introduces the definition and profound connotation of the concept of smart healthcare to the public, takes the construction goal of "Healthy China" as the core and development process, and comprehensively introduces the grafting and empowering effect of smart healthcare on the "Healthy China" strategy. It demonstrates the excellent innovative applications of the smart healthcare industry, looks forward to the future development trend with key breakthroughs, and proposes a ten-year blueprint for the development of smart healthcare and major engineering proposals.

## Popularizing Knowledge of Clinical Trials

Tigermед is committed to popularizing the knowledge of clinical trials to the public and making more subjects to know, understand, support and participate in clinical research of new drugs. Tigermед has participated in the establishment of the "Clinical Research Promotion Fund" and continues to provide funding and volunteer support to the Fund to provide the public with knowledge of clinical research.

In 2022, Tigermед and PharmaDJ jointly supported the Clinical Research Promotion Fund to finalize the *Handbook for Drug Clinical Trial Subjects*. The book was planned and written by Tigermед's employees as the first deputy editor. The book was published in March 2022, and more than 10,000 copies were given out through a book donation event on "International Clinical Trials Day" held on May 20, which was reported by many media outlets and received support and praise from research institutions. At the same time, we have also published the download address of the electronic version of the *Handbook for Drug Clinical Trial Subjects* and the book donation event on Tigermед's official account and PharmaDJ to help more people in need to easily access the scientific knowledge related to clinical trials.

*Handbook for Drug Clinical Trial Subjects* is composed of three parts: Clinical Trial Questions and Answers, Subject Stories, and Expert Interviews, with a total of more than 160,000 words. It introduces the concept of drug clinical trials, phasing, the process of subject participation, precautions to be taken when participating, as well as risks and benefits in an easy-to-understand and enjoyable manner, which is widely acclaimed.



Besides, on the "International Clinical Trial Day" held on May 20 in 2022, Tigermед also released a public service themed microfilm "Life Chart" in tribute to all clinical trial participants, which tells the story of an ordinary subject's journey in the process of clinical trial, and narrates the story and warm glow of clinical trial to the public.

## Serving Global Healthcare Industry with Pharmaceutical Innovation

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

Through independent research and development, collaborative research and introduction of advanced technology tools in the industry, Tigermед empowers the whole process of clinical research in a digital manner and multiple dimensions, builds a patient-centered, ecological, intelligent and integrated platform for the central hospitals, patients and CROs, and offers solutions and supporting systems applicable to Chinese and international multi-regional clinical trials, which supports every aspect of clinical research to reduce communication costs, improve operational efficiency and enhance data accuracy, thus optimizing the quality of clinical research.

## Tigermед's Digitalization of Entire Process of Clinical Research



### eClinical Trial Patient Management (eCPM)

eClinical Trial Patient Management (eCPM) is a patient-centered intelligent clinical research management tool developed by Tigermед. Based on the real business needs in clinical research and the pain points in project management and operation process, it deeply integrates the functions of informed consent, patient screening, patient management, patient follow-up and other scenarios, and applies the development design of product functional modularity, which allows flexible combination of function modules for different clinical research patient data collection and management process needs.

On this platform, investigators are able to manage programs efficiently, improve patient follow-up efficiency and coverage, enhance patient engagement, and reduce the administrative burden on research institutes and study teams.

### Remote Follow-Up Center Empowers Medical Ecosystem

As one of the Company's innovative clinical research solutions, Tigermед Remote Follow-Up Center has self-developed customer management and patient management platform, which integrates with emerging technologies such as artificial intelligence follow-up system and information encryption system, and combines with experienced project teams to effectively support remote intelligent clinical research and patient follow-up.

Through the Remote Follow-Up Center, subjects can participate in clinical studies without leaving home, register remotely, fill out informed questionnaires online, report data by themselves through data collection tools, participate in visits through video, and get intelligent reminders of logs and scheduled medication. The Remote Follow-Up Center significantly reduces the burden of clinical trials on subjects and effectively improves participants' motivation and compliance. At the same time, it helps doctors to realize the whole-process standardized management of the subjects inside and outside the hospital, realizes "Research-level" patient follow-up and patient education, guides rational drug use, and provides professional help for doctors in clinical diagnosis and treatment, academic research and other fields.

**Digital Therapies Service Platform**

In 2022, Hainan Province issued the *Notice on Printing and Distributing Several Measures to Accelerate the Development of Digital Therapy Industry in Hainan Province* to support the construction of digital therapy platform, which is the first time in China to clearly define digital therapy with detailed policies, and has a strong guiding effect on the implementation of policy support and application for the development of the domestic digital therapy industry.

As a domestic early player engaging in the digital therapy field, Tigermed have established a digital therapy and the whole-process incubation system, in collaboration with other global ecological partners, such as smart wearable devices, IVD testing, out-of-hospital IOT devices, etc., to provide digital therapy and the whole-process services such as medical scheme design, product design and development, pilot transformation, clinical research, registration services, commercial operation, and real-world study for companies with digital therapy needs.

The digital therapy service platform has the core capabilities of product digitization for evidence-based medicine, rapid registration and filing system, commercialization support, collaborative ecosystem, data security compliance, etc. It provides production, marketing, operation and data processing services for digital therapy products of companies with digital therapy needs in a more efficient and cost-effective manner based on full-process compliance risk monitoring.

As a global R&D platform, Tigermed participated in the global healthcare cause and is committed to solving challenging global health problems for the benefit of human health. We continue to improve our global presence and have achieved rapid growth in business and team size in each region in 2022, and have completed our strategic layout in major global regions such as the U.S., Japan, Korea, Europe, Australia, Southeast Asia, and South America. We will continue to deepen and improve our service levels in key regions to provide one-stop clinical operations management services to our global customers.

**Innovative remote monitoring and management model to boost global Covid-19 vaccine development**

In 2022, Tigermed actively fulfilled its corporate responsibility and contributed to the development of global Covid-19 vaccines, assisting to conduct six phase III Covid-19 vaccine studies worldwide and enrolling a total of more than 150,000 subjects.

The Company enrolled more than 100,000 subjects in Southeast Asia. In order to cope with the demand for monitoring work due to the large number of enrolled cases and to deliver trial results with high quality and efficiency, we adopted the remote monitoring model, quickly built a remote monitoring management team, established a proven remote monitoring work management process, and developed an efficient and synchronized communication and cooperation mechanism to better promote the progress of data cleaning and statistical analysis.

As of the end of the reporting period, the Company accomplished the remote monitoring of each project at the current stage, and helped 4 Covid vaccines products successfully obtain emergency use authorizations in China and overseas countries.

**Boost the Construction of Compliance, and Drive Steady Growth for Enterprise**

Compliant operation is a cornerstone of the sound development of pharmaceutical enterprises. Due to the complex and specialized nature of legal policies in the pharmaceutical industry, the establishment of a comprehensive clinical trial compliance management system is an important guarantee for securing the long-term competitiveness and steady growth of the pharmaceutical industry.

Tigermed always upholds the value of "Integrity & Honesty", integrates the concept of compliance into all aspects of corporate production and operations, is committed to building a top-down corporate compliance culture, and timely identifies the risks covering business ethics, subject interests, marketing and other aspects to ensure our steady development. We also actively participate in the industry compliance construction, share the compliance management experience in the pharmaceutical industry, and build the compliance ecosystem with our peers together.



**Building a Corporate Compliance Culture**

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



The Company incorporates compliance training and satisfaction scores into the annual performance appraisal of relevant departments, requiring at least 12 compliance awareness training sessions per year. At the same time, to guarantee the training effect, we set the training satisfaction score for participants, and this score accounts for more than 40% in the final assessment.



### Establishing compliance values covering all employees

The company fully recognizes that establishing compliance values is of great significance to the compliance awareness enhancement of all workforce. During this year, we have organized a total of 16 compliance and ESG training sessions on topics such as supplier conflict of interest management, anti-corruption, clinical confidentiality obligations, overseas authorization management system, ESG compliance, and information security training.



For board members and senior management, we organized two ESG compliance training sessions in the first half of 2022, focusing on ESG and the impact of ESG compliance work on the Company's sustainable development and capital market, so that management can understand and identify with the necessity of ESG work and advance the efficient development of compliance and ESG work in various departments.

The Company attaches great importance to the privacy protection of subjects and information security. We invited Data Protection Officer and external information security experts to conduct information security training for management at the beginning of the year and in the third quarter, respectively. Based on real-life cases, we provided an in-depth analysis of the importance of information security and report on information security implementation plans and progress.

At the same time, the Company organized training for all staff to study *Code of Conduct*, introducing employees to the Company's positions and principles in various areas such as business ethics, social responsibility, respect for personnel, and information protection. As of March 2023, the Company has completed a study campaign covering all staff on the *Code of Conduct* and included it in the induction training for new employees.

The *Compliance Monthly Newsletter* is an innovative channel for Tigermед to strengthen the compliance promotion to all employees and motivate the participation of all employees in compliance management. During the reporting period, the Company published 11 issues of *Compliance Monthly Newsletter*. Through *Compliance Monthly Newsletter*, we released the latest regulatory information, synchronized the progress on compliance and ESG work, popularized legal knowledge, answered legal questions, and announced the compliance reporting channel to our employees. The *Compliance Monthly Newsletter* has greatly promoted employees' proactivity and participation in compliance, making employees from different departments provide consultation and feedback based on it, which has enhanced employees' awareness of compliance in various business situations. At the same time, the *Compliance Monthly Newsletter* launches a compliance ambassador to speak out about the deeds of the ambassador and encourage more employees to participate in the compliance work.



### Compliance ambassador: Finding Role Models Around Us

The promotion of compliance culture is inseparable from the power of concrete and realistic role models. In 2022, we launched the "Compliance Ambassador" program to actively dig out the advanced figures and typical examples around employees and give full play to the power of role models to spread and promote the spirit of compliance.

In the Compliance Ambassador section of *Compliance Monthly Newsletter*, we invite compliance ambassadors to share their real stories so that more employees can have a more direct understanding and experience of compliance work and let the example work. During the reporting period, we published five issues of compliance ambassador's contribution to compliance.

The selection of compliance ambassadors is mainly made by the internal recommendation of each compliance team leader based on the usual performance on compliance. The Company will give moral recognition and awards to the compliance ambassadors, and will also give souvenirs to the compliance ambassadors who have made outstanding contributions as an encouragement.

Along with the development of international business, to facilitate overseas employees to understand the progress of the Company's compliance work and learn the compliance policy, we set up an overseas compliance interactive platform this year for overseas employees to realize the unification of the compliance standard of Tigermед's global business, so that the Company's global layout can go farther and more steadily.



### Overseas Legal and Compliance Platform

The Overseas Legal and Compliance Platform is aimed at the pharmaceutical field and corporate compliance, and is a cloud management repository for legal and compliance documents. The functions of the platform include but is not limited to publishing compliance news to provide a sharing channel for compliance publicity; introducing the overseas legal support team to improve the communication efficiency between overseas teams and domestic legal affairs; publishing compliance guidelines, training courseware and compliance courses to provide a way for overseas employees to learn compliance knowledge; publicizing the information sheet of overseas subsidiaries to realize the sharing of basic information of overseas subsidiaries; providing a path for reporting violations and a channel for giving suggestions and feedback on compliance.

The launch of this platform has realized the efficient sharing of compliance documents and information, gradually developed a global compliance knowledge sharing system with Tigermед's characteristics, and effectively deepened company-wide awareness of legal compliance.



## Strengthening Compliance Risk Management

In recent years, with the continuous deepening of pharmaceutical reform and the improvement of various regulatory regulations, the regulatory authorities have put forward higher requirements for the compliance management of clinical research. Tigermed has always strictly adhered to the relevant laws and regulations and continuously improved its compliance management system to meet the increasingly stringent regulations and regulatory updates and serve the Company's global development strategy, so as to ensure the smooth implementation of pharmaceutical R&D projects.

## Monitoring the Progress of Drug Regulatory Policy

In order to ensure compliance and promote business, Tigermed continues to improve the monitoring of the progress of domestic drug regulations and provides comprehensive cross-business immediate support for each business line, enabling the retrieval, query and learning of drug regulations throughout the domestic life cycle.

In March 2022, we established a domestic drug regulatory policy database for internal employees. To better sharing and communicating with pharmaceutical colleagues, the database was simultaneously launched on the Company's external website in August 2022. The database mainly contains regulations and policies related to new drug R&D issued by the National People's Congress, the State Council, National Medical Products Administration (NMPA) and Center for Drug Evaluation of NMPA from July 2015 to the present. The database, which is updated on average 4 times a week, with an average of 20 drug regulations documents per month and more than 24,000 annual visits, further facilitating all Tigermed's employees to follow and check the latest drug regulations in real time.

## Informed Consent Compliance

The interests and safety of subjects are the primary consideration in clinical trials, and informed consent form is one of the main measures to protect the rights and interests of subjects. In accordance with the *Personal Information Protection Law of the People's Republic of China* and the *General Data Protection Regulation* (GDPR) of the European Union, the Company revised the template of informed consent form for subjects in this year to collect personal information of subjects, especially sensitive personal information, and added the *Subject Consent Notice Regarding the Processing of Personal Data* while retaining the original 20 elements of informed consent. This initiative is to fully protect the subjects' right to know, respect and protect their privacy, and facilitate their understanding of the collection, use, transmission, storage and disclosure of personal information throughout the clinical trial process.

With the development of our overseas business, we have simultaneously improved the cross-border data transfer agreement. In the process of transferring data from the EU to overseas countries, we are committed to signing Standard Contractual Clauses with both data exporters and importers to ensure the security and compliance of cross-border data transfers by form of term binding.

## Building an Industrial Compliance Ecosystem

Compliance is an inevitable choice for the sustainable development of pharmaceutical companies. While Tigermed is committed to its own compliance management, it also continuously promotes the construction of compliance culture in the industry and actively shares its experience in pharmaceutical compliance.

To focus on new policies, new issues and new strategies in the field of new drug development, the Company initiated the Tigermed's Drug Regulatory Policy Salon to organize learning, sharing and discussion on a regular basis. In 2022, we organized a total of ten Tigermed salon meetings, invited industry experts to share and discuss the latest laws and regulations in the pharmaceutical industry, and jointly released the *2021 Drug Regulatory Policy Annual Report* with PharmaDJ. The Annual Report sorts out the important policy developments of new drug clinical trial and registration, analyzes the opportunities and challenges faced by local R&D biopharmaceutical companies, discusses how to further improve the policies related to new drug review and approval, and proposes countermeasures to provide valuable reference for regulatory decision makers and industry colleagues.

In addition, the Company attaches importance to external communication, actively participates in industry communication activities related to compliance management, and actively speaks out in the regulation development of pharmaceutical regulatory authorities to provide reference suggestions for policy decision makers. This year, the Company participated in the 2022 China Global Compliance Summit held in Shanghai, where Tigermed's Chief Compliance Officer discussed and shared the insights into and experiences of compliance management in the pharmaceutical industry with other invited guests. Meanwhile, the Company submitted feedback and suggestions to Center for Drug Evaluation (CDE) for ten times this year to contribute to the formulation of regulatory policies and promote the construction of compliance ecosystem in the industry.





# 02

## ESG Management Report

- ESG Management System
- Corporate Governance
- Compliance
- Customer Responsibility
- Supply Chain Responsibility
- Employee Responsibility
- Environmental Responsibility
- Community Responsibility

# ESG Management System

## Tigermed ESG Management System

Tigermed integrates Environmental, Social and Corporate Governance (ESG) into the Company's operations management. To further promote the integration of ESG concept into the Company's strategy, the Company further optimized the ESG management structure and process in 2022, and sorted out the ESG management focus and management system.

The construction and implementation of Tigermed's ESG management system is advanced and implemented by the "Compliance and ESG Committee", which is supervised by the Board of Directors, chaired by the Chairman and operated by the Chief Compliance Officer. In 2022, the Company issued the *Terms of Reference of the Compliance, Environment, Social and Governance Management Committee of Hangzhou Tigermed Consulting Co., Ltd.* which clarifies the terms of reference for the Board of Directors and the Compliance and ESG Committee. The Company relates ESG management performance with the performance of the Chairman of the Compliance and ESG Committee, and includes the achievement of ESG objectives in the appraisal. The Compliance and ESG Committee reports to the Board of Directors on the progress of the Company's ESG management on a regular basis and obtains guidance from the Board of Directors.

The daily compliance and ESG management work is managed by the Company's Chief Compliance Officer, with the cooperation of the ESG working group under the Compliance and ESG Committee and each special compliance group, which jointly implement and execute compliance and ESG-related objectives and policies, and promote the Company's compliance and ESG management system through reporting to the Compliance and ESG Committee, study of special compliance issues, annual training programs, monthly group meetings, internal publications, etc. Therefore, an internal compliance and ESG matrix for long-term sustainable development of the Company is built.

### ESG Governance Structure of Tigermed



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

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

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

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

In 2022, the Company officially released the *Tigermed Environmental, Social and Governance (ESG) Regulation* with reference to the laws and regulations of the places of operation and international standards such as the *United Nations Global Compact* and the *United Nations Universal Declaration of Human Rights*. The Code contains anti-corruption business guidelines, employee rights, customer rights, environmental protection, social welfare and other areas, covering the industry and the Company's key ESG management issues, for the purpose of improving the Company's decision-making and behavior on environmental, social and governance issues.

In April and September 2022, the Company conducted two Compliance and ESG Committee meetings, in which the Company's Chief Compliance Officer reported to the Board of Directors and senior management on the progress of the ESG management, elaborated on Tigermed's 2022 compliance and ESG work plan and milestones, and invited external experts to conduct ESG training and make targeted suggestions for improvement on Tigermed's ESG rating results. For all employees, ESG Working Group organized online ESG training courses in June and July; the participation and performance of ESG training is included in the performance appraisal of employees.

## Stakeholder Communication

Tigermed expects to build a long-term relationship of mutual trust with stakeholders. By establishing a normalized communication mechanism with all stakeholders, we deeply understand their opinions, requirements and expectations for our company, and maintain two-way communication to actively respond to their focus as a basis for fulfilling our sustainability responsibilities.

Key Stakeholders	Stakeholder Representatives	Issues of Concern	Communication Methods/Channels
<p>Governments and Regulators</p>	<ul style="list-style-type: none"> <li>National Health Commission of the People's Republic of China</li> </ul>	<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 communication over the telephone and by email</li> <li>Daily policy implementation</li> </ul>
<p>Shareholders and Investors</p>	<ul style="list-style-type: none"> <li>Investors who invest in equity or bonds of a company</li> </ul>	<ul style="list-style-type: none"> <li>Economic benefit</li> <li>Information transparency</li> <li>Risk management</li> </ul>	<ul style="list-style-type: none"> <li>Stockholders' Meeting</li> <li>Periodic reports and information disclosure on website</li> <li>Investor hotline</li> <li>"irm.cninfo.com.cn" of Shenzhen Stock Exchange</li> <li>Investor-specific appointment email</li> </ul>
<p>Customer (sponsors)</p>	<ul style="list-style-type: none"> <li>Sponsors</li> <li>Pharmaceutical companies</li> <li>Biotechnology companies</li> <li>Medical device enterprises</li> <li>Research institutions</li> </ul>	<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>
<p>Partners (industry associations, hospitals, suppliers)</p>	<ul style="list-style-type: none"> <li>Industry associations</li> <li>Hospitals</li> <li>Suppliers</li> </ul>	<ul style="list-style-type: none"> <li>Compliance</li> <li>Protection of subject interests</li> <li>Responsible supply chain</li> <li>Promoting industry development</li> <li>Business ethics</li> <li>Employee growth and development</li> </ul>	<ul style="list-style-type: none"> <li>Business communication and agreement signing</li> <li>Industry events, such as exhibitions, seminars, etc.</li> <li>Satisfaction surveys</li> </ul>
<p>Employees</p>	<ul style="list-style-type: none"> <li>Entry-level employees</li> <li>Middle management</li> <li>Senior management</li> </ul>	<ul style="list-style-type: none"> <li>Employee rights and benefits</li> <li>Occupational health and safety</li> <li>Employee development and promotion</li> <li>Responsible investment</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>Internal mail and public announcement</li> <li>Corporate culture platform</li> <li>"Dialogue" employee suggestion platform</li> <li>Internal publication</li> <li>Labor union</li> </ul>
<p>Community and Public</p>	<ul style="list-style-type: none"> <li>Communities in which the business operates</li> </ul>	<ul style="list-style-type: none"> <li>Responsible investment</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 education activities</li> <li>Public inquiries and complaints</li> <li>Interview and communication</li> <li>External announcements and disclosures</li> </ul>

## Identification of Material Issues

Based on the "Principle of Materiality" in the *Environmental, Social and Governance Reporting Guide* issued by Hong Kong Stock Exchange and the management requirements for "Principle of Materiality" in the *Sustainability Reporting Standards* issued by Global Reporting Initiative (2021), Tigermed conducts research on material issues every two years, through the distribution of questionnaires to various stakeholders, analyzing industry benchmarking results and expert opinions, material issues are identified as the focus of company management and report disclosure.

In 2022, the Company conducted communication with internal and external stakeholders in the form of questionnaires based on following identification process to update material issues, taking into account the latest policy requirements, benchmarking with peers on material issues and the Company's work priorities for the year.

### Identification Process of Material Issues



This year, we identified 9 high materiality issues in total, in addition to the original "Protection of Subject Interests", "Compliance", "Business Ethics", "Protection of Customer Information and Privacy", "Product Service and Quality", "Risk Management" and "Information Transparency", which are still high materiality issues, the following two new topics of "Talent Growth and Development" and "Responding to Climate Change" were added. Accordingly, the Company will strengthen the management and disclosure of high materiality issues in terms of systems and management measures.

## Matrix of Material Topics of Tigermed



## Corporate Governance

### Shareholders' Equity

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

In strict accordance with the requirements of the *Rules Governing the Listing of Shares on the ChiNext Market of Shenzhen Stock Exchange*, the *Guidelines for the Standard Operation of Listed Companies on the ChiNext Board of Shenzhen Stock Exchange*, the *Rules Governing the Listing of Securities on the Stock Exchange of Hong Kong Limited*, we have formulated the *Information Disclosure Management System*, and disclosed our information in a true, accurate, complete and timely manner. We proactively disclose all information that may have a material impact on the decision-making of shareholders and other stakeholders, and ensure that all shareholders have equal access to all the information. We disclose public information through the media designated by the CSRC, including but not limited to *Securities Times*, *Website of cninfo*: [www.cninfo.com.cn](http://www.cninfo.com.cn) and the website of the Stock Exchanges.

The Company has established effective communication channels with shareholders, including regular reports, direct line for investors, special email for investors visit appointment, online live broadcast platform for small and medium investors. The Company designates the Board Secretary as the person in charge of investor relationship management, responsible for coordinating investor relations, receiving shareholders' visits, answering investors' inquiries, and providing public information.

We respect and fully protect the rights of all shareholders as owners of the Company, while protecting the equal status of minority shareholders. 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 to participate in voting, and ensures that small and medium investors can deliberate on the Company's major proposals through online and on-site voting.

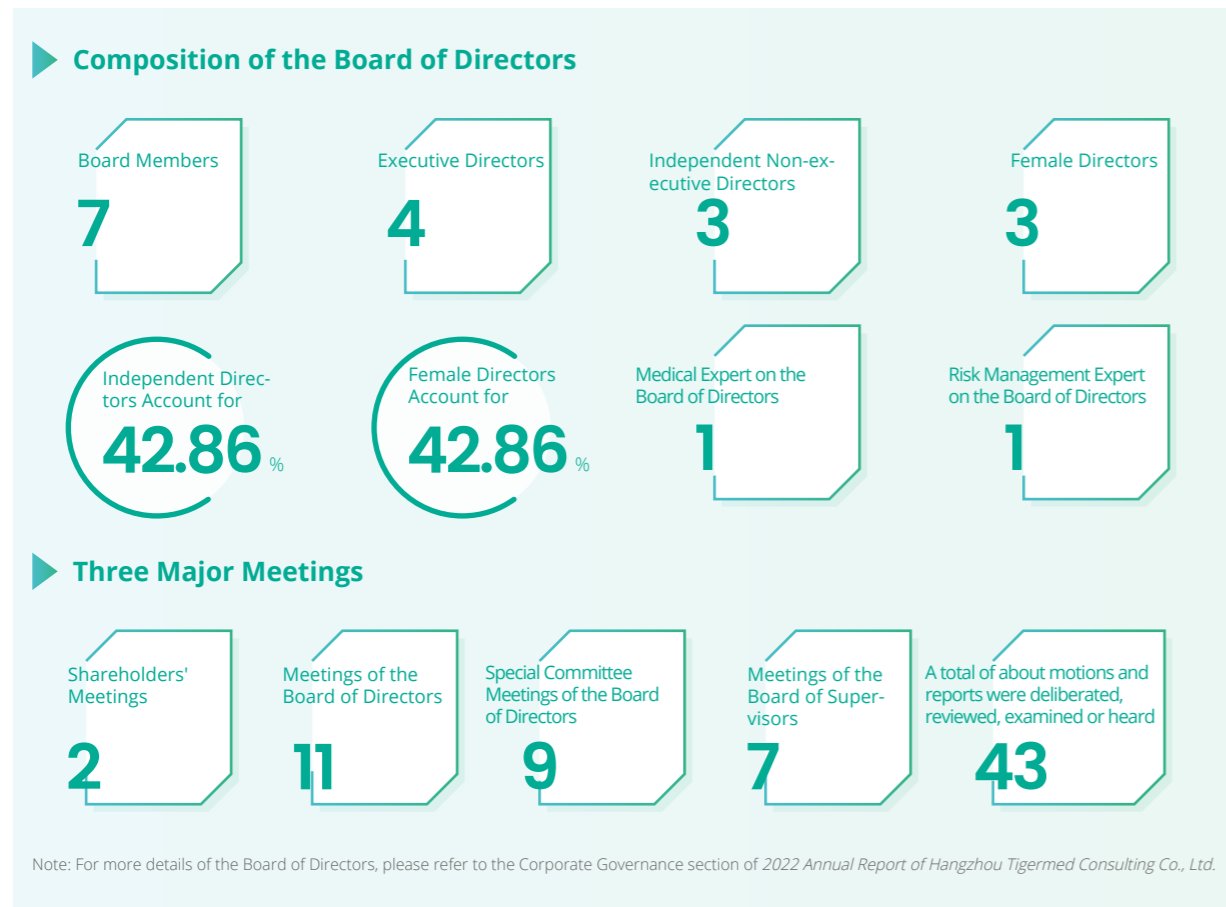
As of 2022, Tigermed has been awarded Class A in the information disclosure assessment of Shenzhen Stock Exchange ("SZSE") for four consecutive years.



## Board of Directors and Board of Supervisors

Tigermed appoints and removes its directors and supervisors in accordance with the *Articles of Association*. In 2022, the composition of the Board of Directors and the three major meetings of Tigermed are as follows:

### Composition of the Board of Directors and the Three Major Meetings of Tigermed in 2022



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

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

## Compliance

### Compliance and Risk Management

Tigermed builds its compliance management system from four aspects, including management structure, cultural development, management system and operation mechanism, covering business operation compliance, financial and tax compliance, information security compliance and labor compliance, etc. The Company's Board of Directors performs management responsibilities for the Company's compliance matters, and the Compliance and ESG Committee and its four special working groups on compliance are responsible for the development and implementation of compliance objectives and plans.



### Compliance Cultural Development Promotion

The Company implements the principle of "Let compliance become a habit and let compliance create value", and is committed to developing a culture of internal compliance around the value of "Integrity and Honesty". We raise the compliance awareness and regularize behaviors of all employees in areas such as business ethics, anti-corruption, clinical confidentiality obligations, anti-unfair competition, data authenticity as well as data security and privacy protection by regularly promoting courses on laws and regulations related to the Company's operations and internal compliance training.

In 2022, the Company selects compliance officers in each department to promote the Company's compliance policy and behavioral guidelines, keeping positive interactions with Legal Compliance Department. In this year, the Company conducted 16 compliance training sessions on topics such as suppliers' conflict of interest, anti-corruption compliance, confidentiality obligations in clinical business, overseas anti-corruption compliance and authorization guidelines, and procurement compliance. The coverage rate of compliance training for all employees of the Company reached 100%.



## Compliance Management System Construction

The Company continues to interact its internal management system based on changes in domestic and international drug regulatory policy regulations. Our Policy and Regulations Department regularly tracks domestic Drug Regulatory Policy regulations, and our external legal counsel team assists in developing standard operating procedures to meet regulatory requirements. In 2022, we updated 6 compliance systems and guidelines, released new system documents such as *Financial and Tax Compliance Guidelines*, *M&A Management Measures* and *Overseas Authorization Management Guidelines* for 4 countries/regions, and optimized 5 OA processes.

In terms of financial and tax compliance, the Company issued *Financial and Tax Compliance Guidelines*, providing compliance guidelines for relevant departments in these regions around topics such as local tax policies, tax declaration requirements, bank fund account management, employee remuneration and personal tax management. Meanwhile, based on the major audit findings of the year, the Company improved its investment management systems such as *Foreign Investment Management System*, *Investment Process Management Measures* and *Post-investment Management Measures*, which clarify the assessment of goodwill and asset impairment risks every six months after acquisition, optimize the approval process of the Investment Decision Committee, and re-sort the foreign investment/M&A project management process. To clarify the division of responsibilities of the responsible departments, the Company formulated the *Measures for the Management of Mergers and Acquisitions*, which is used to regulate foreign investments and mergers and acquisitions.

The Company attaches great importance to the conduct of connected transactions. We issued the *Rules for Approval of Connected Transactions*, which stipulates the approval and submission process of connected transactions and the control of information system procedures. The identification nodes of connected transactions are added to the contract approval process of the Company's OA system, and the risk of omission of external disclosure of connected transactions is effectively reduced through control by the information system. If the relevant matters meet the standards of the connected transaction system of Shenzhen Stock Exchange or Hong Kong Stock Exchange, they are required to submit to the Board of Directors or the Stockholders' Meeting for approval to fulfill the decision-making procedures and information disclosure obligations for connected transactions and meet the compliance requirements of the Exchanges and the Company.

The Company establishes the *Authorization Management System* and the authorization guidelines of relevant subsidiaries, and sets up supporting approval processes in the OA system to ensure that authorization records can be tracked through information technology. In 2022, the Company issued the *Overseas Authorization Management Guidelines* and *Overseas Authorization Signature Management Guidelines* to further clarify the key points of overseas authorization and considerations for signing overseas contracts.

## Improvement of Compliance Mechanism

The Company constructs a multi-level supervisory, communication and reporting mechanism covering the Company's headquarters, subsidiaries and all business departments. As a necessary means of supervision, the Company makes internal audit plan every year, carries out audit work, issues the audit report of internal control, and reports directly to the Audit Committee of the Board of Directors. In 2022, the Company conducted 29 audit projects of five major types.



**Follow-up audits:** Previous audit findings involve in investment management processes, regulatory controls, procurement bidding and payment processes, and information management processes;

**Statutory audit:** Fund raising audits on a quarterly basis, audits of significant activities semiannually, annual internal control evaluations, etc;

**Audit of subsidiaries:** 8 subsidiaries audited this year, covering accounting information, internal operations, internal controls, information security, etc., accounting for 70% of sales revenue of subsidiaries (except overseas listed companies);

**Business process audit:** Contract management, sales collection management, human resource management, cost management, etc.;

**Special audit:** Investment M&A and financial due diligence, etc.

Through special meetings, the special working groups on compliance discuss the identified risks and solutions, the revision of key compliance systems and other compliance management matters, and the sharing of typical compliance cases with business departments, and establish a top-down, stable and operational cross-departmental compliance management collaboration platform. In terms of enhancing operational efficiency, the Company has built an overseas compliance interactive platform to manage the compliance system online and broaden the communication channels. In 2022, the special working groups on compliance held more than 20 regular compliance meetings in total.

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

In 2022, the Company was not involved in corruption, bribery, conflict of interest, fraud, money laundering, extortion and unfair competition related violations.

## Compliance Reporting Channel of Tigermed

**Official Website:** The column "Compliance Concern" is opened up on the homepage of the Tigermed 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:** 400-687-2720

**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)

For finance and tax compliance: [tax-compliance-team@tigermedgrp.com](mailto:tax-compliance-team@tigermedgrp.com)

For labor compliance: [labor-compliance-team@tigermedgrp.com](mailto:labor-compliance-team@tigermedgrp.com)

## Anti-Corruption

Business ethics and anti-corruption are important aspects of our compliance management. The Company complies with the *Anti-Unfair Competition Law of the People's Republic of China*, the *Anti-Monopoly Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China*, the *Interim Provisions on the Prohibition of Commercial Bribery* and relevant overseas laws and regulations to strictly manage the risk of corruption. We formulate and strictly implement the *Anti-Bribery and Anti-Corruption Policy of Tigermed*. We also make clear requirements for anti-corruption behavior in *Code of Conduct* and update regularly, and conduct strict management of anti-corruption and business ethics issues.

The Company's anti-corruption policy applies to all employees of Tigermed and the Group's wholly owned and controlled subsidiaries (including regular employees, contract workers, interns and individuals acting on behalf of Tigermed).

### Code of Conduct of Tigermed's Employees (Business Ethics)



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*, making an explicit commitment to eliminating the prohibited actions including accepting or requesting gifts and rewards in any form beyond ordinary business etiquette from any entity that has a business relationship with Tigermed. According to domestic standards, employees are required to report any business gift valuing over CNY 300 to their line manager.

In 2022, the Company conducted anti-corruption, anti-bribery and business ethics training for Board members and all domestic and international employees (including regular employees, contract workers and interns) to communicate updates on relevant laws, internal regulations, and legal awareness, in addition to reiterating the Company's compliance reporting channels to support employee feedback.

As an important part of anti-corruption risk control, the Company strengthens the anti-corruption management of suppliers in procurement. The Legal Compliance Department cooperates with the Procurement Department to organize procurement compliance training. In 2022, the Company conducted training sessions and assessments for procurement personnel in view of procurement contract risks, bidding considerations, and legal knowledge of infrastructure projects. The Company requires suppliers to sign the *Supplier Code of Conduct* and *Anti-Bribery and Anti-Corruption Commitment*. We also require them to abide by the code of conduct regarding anti-corruption, making our suppliers an important part of our business ethics. According to company policy, depending on the severity of the incident, the supplier who violate the anti-corruption rules will face measures such as termination of the commercial contract and blacklisting.

## Protection of the Subject Interests

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

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

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

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



which is available to investigators. Code identification will be used in all study reports or process documentation.

In 2022, the Company organized 3 special training sessions on personal information protection internally, and carried out this year's GCP activities in August, including scenario simulation, online quiz, and selection of outstanding teams and trainees, making employees have a deeper understanding of personal information protection and informed consent of subjects, and supervisors pay more attention to and think about the protection of subjects' rights and interests in central supervision.

For clinical trial safety reasons, the Company collects personal information from investigators prior to the start of a clinical project to analyze their competency. In order to protect the personal information and privacy of investigators, in 2022, we upgraded the protection measures for investigators' information and privacy security by signing a new *Subject Consent Notice Regarding the Processing of Personal Data* with investigators to inform them of the handling of personal information, specifying that investigators also have the right to access, copy, correct, request explanations, and delete their personal information.

In 2022, the Company did not have any violations of the law caused by harming the rights and interests of subjects and investigators.



## Responsible Marketing

In marketing activities, the Company strictly abide by the laws, regulations and industry standards, including *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 *GDPR* of the European Union. The Company compiled the *External Communication Management Regulations*, *Practical Guidance for External Communication Compliance* and *Crisis Management Manual*, which provide detailed regulations on communication activities and code of conduct, clarify the key points of external communication compliance and standardize the process of crisis management execution. The above systems are applicable to all employees (including regular employees, interns and employees dispatched by third parties to work for the Company) of Tigermed as well as wholly-owned and controlled subsidiaries of the Group.

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

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

- All advertising and promotional materials and any form of marketing content must be approved as necessary to ensure an accurate description of Tigermed's services and business;
- Only authorized employees may speak or share on behalf of the Company in external public presentations;
- Compliance with objective facts and that the product information used or communicated to the public is complete and unambiguous, without misleading statements;
- Pictures, portraits, music, videos, fonts and other materials in external communication content must use materials that are authorized and whose copyright is obtained from formal channels;
- The content of external communication shall not use or covertly use the name or image of state organs or state organ staff, and shall not use terms such as "National level", "Highest level" and "Best".



All employees are required to complete the training on "*Tigermed's External Communication Management Regulations*" placed in the online training system and pass the training assessment. All new employees should receive training on brand and external publicity, covering product promotion and responsible marketing. In addition, the marketing team regularly conducts publicity and training on compliance of each subsidiary through monthly meeting, including font use, copyright, and using the map of China. In 2022, we conducted 5 responsible marketing training sessions, with 100% coverage of employees' training.

In terms of responsible marketing audits, the Company conducts regular internal supervision and audits on this subject, and conducted a total of 2 responsible marketing audit activities in 2022, covering all external marketing materials and promotional activities. The Company conducts a unified audit of all external marketing materials of the Group every six months to ensure that external communication materials and contents are legal and compliant, including but not limited to slide shows, brochures, roll-up banners, displays, advertising pages, websites, WeChat official accounts, booth sets for exhibitions, etc. We provide guidance on the problems or errors found in the dissemination and rectify and update them within a time limit.

In 2022, the Company did not have any violations related to marketing or label use.

## 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. In accordance with the *Patent Law of the People's Republic of China*, the *Rules for the Implementation of the Patent Law of the People's Republic of China*, and other systems, we have formulated the *Asset Management System*, the *Scientific Research Management System* and the *Scientific Research Personnel Management System* to clarify the types of intangible assets of the Company, the responsibilities of scientific research managers and protect our intangible assets with institutional norms.

We strictly abide by the relevant regulations on use of trademarks. We have also actively applied for and updated software copyrights and utility model patents to the authorities of each country and region. By the end of the reporting period, Tigermед has registered trademarks in more than 30 countries and regions worldwide.

In 2022, we gradually improved the contract template developed by systems and developed standard clauses for ownership of intellectual property rights, ensuring that the ownership of intellectual property rights is not in dispute even at the contract drafting stage. In addition, we focus on publicity activities on intellectual property protection and compliance promotion of IPR protection and push IPR law promotion materials to all employees in the territory to reiterate the importance of IPR protection on the occasion of World IPR Day and the implementation of the new *Copyright Law and the new Patent Law*.

## Animal Welfare

Our subsidiary, Frontage Holdings, is involved in the use of laboratory animals. Frontage Holdings strictly abides by the *Animal Welfare Acts and Regulations of the U.S. Department of Agriculture (USDA)* and the *Regulations on the Administration of Laboratory Animals* issued by Chinese government and other domestic and international regulations or guidelines on animal welfare, and is committed to continuously improving standards on laboratory animal welfare. Frontage Holdings has established Institutional Animal Care and Use Committee, which is responsible for evaluating and overseeing the institution's animal care and use program. It reviewed more than 60 animal use protocols in 2022 and confirmed the absence of any animal-related misconduct through an on-site audit of our animal care and use by the Association for Assessment and Accreditation of Laboratory Animal Care.

Frontage Holdings has widely adopted the "3R Principle" (Replacement; Reduction; Refinement) in practice, using animals only when scientifically sound justification shows that there is no other way to obtain essential safety and validity data of drugs; Frontage Holdings keeps promoting "5Freedom" program to continuously improve animal welfare, as detailed in *Frontage Holdings' 2022 Environmental, Social and Governance (ESG) Report*.

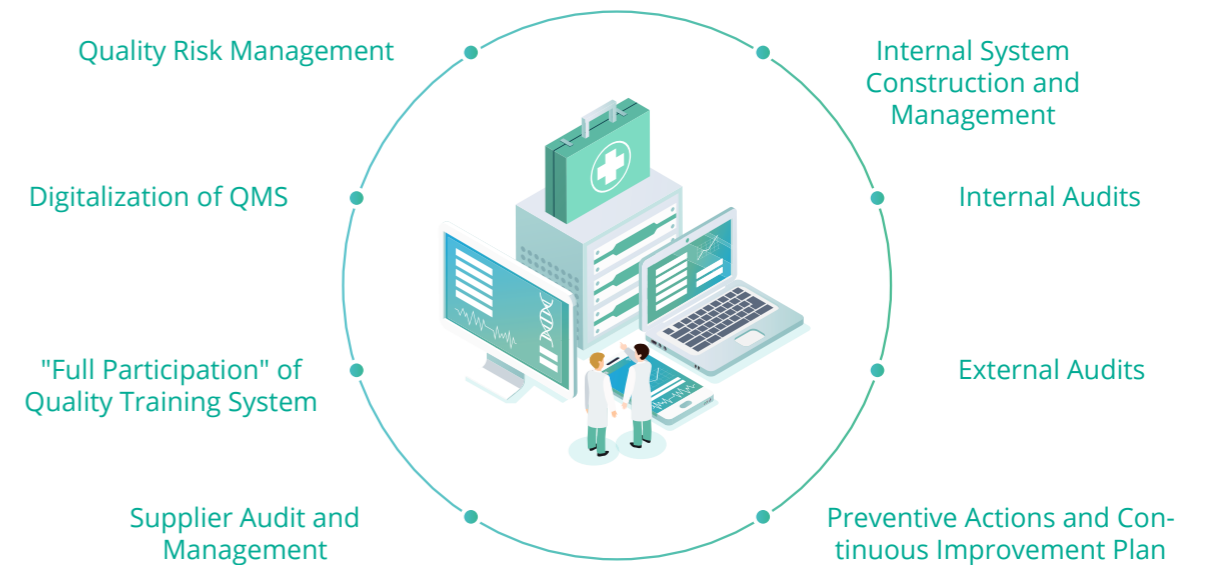


## Customer Responsibility

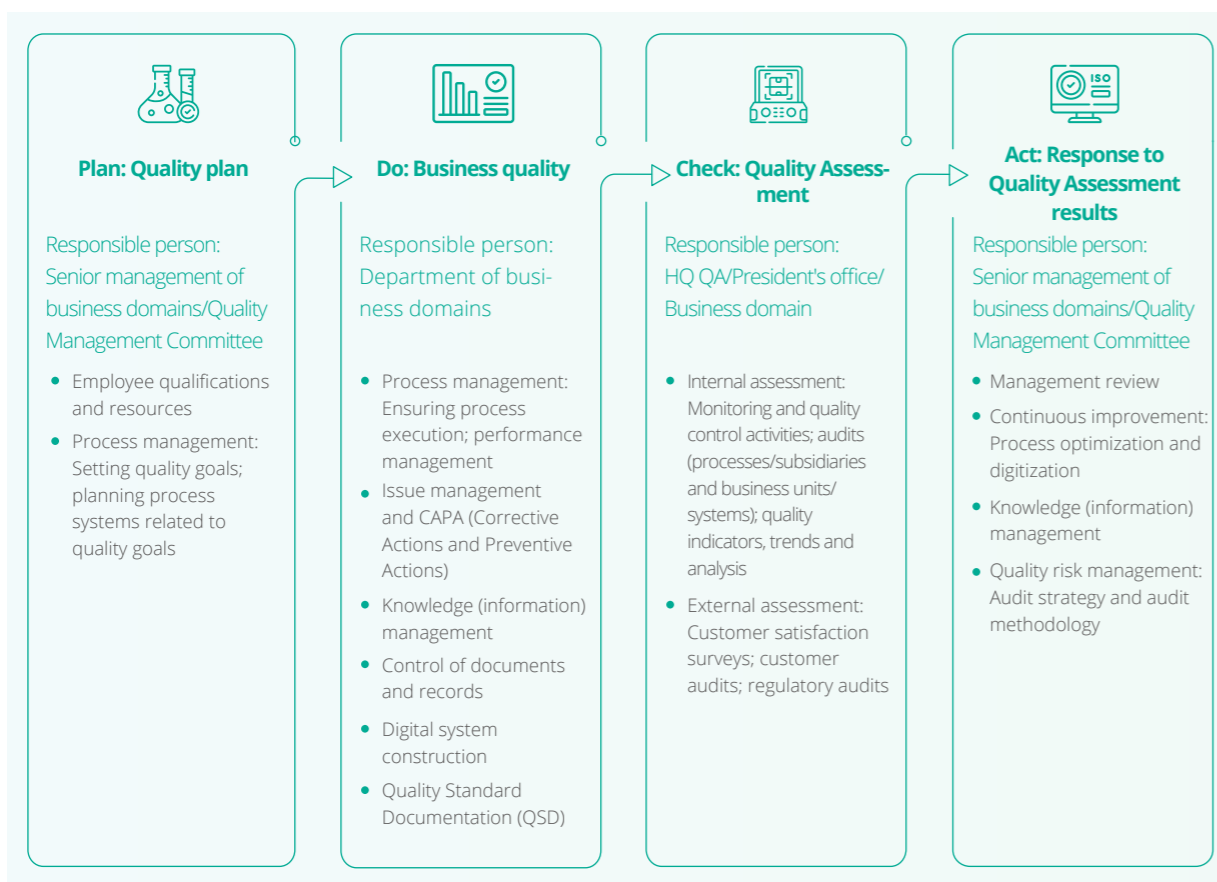
### Quality Management System

Tigermед adheres to a high standard of quality system. Based on the E6 (R2) issued by ICH (i.e. "E6 (R2) Good Clinical Practice: Integrated Addendum to ICH E6 (R1)"), China's Good Clinical Practice (GCP) and TransCelerate's Clinical Quality Management System and ISO 9001 Quality Management System, as well as the management concept of Plan-Do-Check-Act (PDCA) cycle, we have built a perfect and unified quality management system of the group to meet the needs of Tigermед's global development.

#### Tigermед's Quality Management System



### Tigermед's Plan-Do-Check-Act (PDCA) Model



The Company has developed the *Tigermед Quality Manual*, which provides an overview of the overall framework of the quality system and describes and guides the quality management practices in the business operations. The Quality Management Committee, as the main decision-making body of the quality management system, is committed to ensuring the proper operation of the system, conducting regular management reviews, defining the quality policy and quality objectives, assessing the prevention measures of quality risks, and identifying areas for optimization. In 2022, based on global development and regulatory updates, we added 81 Quality System Documents (QSDs), and formulated a charter to regulate the operation of the Quality Management Committee.

Adhering to the principle of PDCA, we conduct internal project audits by the Quality Assurance (QA) audit team at headquarters every year and internal system audits every three years, while accepting audits and inspections from customers and the NMPA from time to time. For the quality events found by internal and external audits, we follow the internal specifications of *Handling of Quality Issues* and *Corrective Actions and Preventive Actions* to investigate the events at the first time, clarify the types of events, and implement disposal measures; furthermore, we also follow the PDCA principle to optimize the process and formulate corrective and preventive measures one by one to achieve continuous improvement and prevent the recurrence of similar issues. In 2022, we conducted 11 system audits and 63 clinical trial audits for our key processes and business-related subsidiaries involved in clinical trials, and received 32 audits from domestic and overseas customers, none of which involved serious problems affecting the safety of subjects and data integrity. The Company's quality management system has been recognized and affirmed by domestic and overseas customers. Since the Company's business focuses on clinical research services, it does not involve physical product testing and product recall.

We are constantly improving our quality management capabilities. We insist on implementing "Full Participation" in quality management by establishing a knowledge management system, and sharing knowledge and experience with each employee. Besides, we relate the employee performance reviews of Project Managers (PMs) and Clinical Review Associate (CRA) in the clinical operations team to quality-related KPIs and promote the transformation of knowledge and experience into practice while promoting the enthusiasm of employees. In 2022, we carried out Quality Day 4 times for all business departments of the Company on the theme of "Data Integrity Standard Principles"; we continued to carry out monthly online quality-themed training according to the needs of quality-related employees, and achieved 100% coverage of core employees' training.

The Company continues to promote the digitalization of quality management and improve the efficiency of quality management. We establish QMS and QSD platforms, which achieve audit management, issue management and QSD management electronically with the help of technical means, and provide Tigermед with the objective data trend analysis based on risk management, with the QSD system supporting online management of the full life cycle of documents and electronic file management of Tigermед's quality standard documents.

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

In 2022, the Company did not have any product quality and safety-related violations.

## Digital Innovation

Tigermед has been actively exploring the digital innovation model and improving the management process and system of innovation projects to promote the construction of innovation ecology in the industry. We have established an innovation center, regularly improved the management system such as *Innovation Management Measures*, set up an Innovation Expert Committee, and managed innovation projects, R&D expenses, and innovation R&D personnel in a coordinated fashion. Our Innovation Expert Committee team is responsible for finalizing the strategic direction of innovation, implementing innovation programs, assigning tasks, coordinating internal and external resource allocation, and providing professional decision-making advice for innovation work.

The Company sets up the "Innovation Pioneer" position to communicate and implement innovation strategies, coordinate cross-departmental cooperation on innovation projects, advance the joint training of innovation culture and talents, and facilitate the application and promotion of innovation achievements. In addition, we carry out annual evaluation of major innovation projects with reference to the innovation capability evaluation index for national high-tech enterprises, and rate and award those outstanding ones according to core indicators such as "Intellectual Property Rights", "Ability to Transform Scientific and Technological Achievements", "Level of R&D Organization and Management" and "Related Project Sales".

In 2022, the Company's 40 digital projects went live and 6 outstanding major innovations, including RBQM, DCT, E-SITE and CTMS were selected, with continuous improvement in global project management and clinical operations capabilities. Our Excellent Site (E-SITE) system aims to provide reliable and fast data information for business bidding, center selection, latest information acquisition from research centers, and application systems; CTMS realizes unified and inclusive management of the platform through information-based architecture, custom modules and compatible external system interfaces, and has about 800 ongoing clinical trial projects.

## Information Security and Privacy Protection

The Company strictly abides by *Good Clinical Practice*, as well as the *Law of the People's Republic of China Against Unfair Competition*, the *Cybersecurity Law of the People's Republic of China* and the *Data Security Law of the People's Republic of China*, and formulates the *Information Protection Policy* to further clarify the responsibilities and requirements for information protection, the principles for handling personal data, etc. The Company continues to promote information security compliance programs, conducts information security system certification on a regular basis, and optimizes and improves the information security governance system.



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

For the information assets, the Company formulated *Guidelines for Information Classification of Tigermед*, prepared asset list for information assets of each department and managed them in a hierarchical manner. We standardized the principles and precautions for handling different levels of information and take information security as a compulsory course for new employees. On this basis, we continuously carry out information asset security risk assessment. We conduct vulnerability identification scans of core application systems and existing risks on a quarterly basis, and track and fix vulnerabilities to reduce the risk of external infringement of our systems.

We fully understand the importance of our clients' information and sign a confidentiality agreement at the contract negotiation stage to clarify the confidentiality obligations of our clients and ourselves. We will take relevant measures to keep confidential information of our clients, including but not limited to clinical research protocols, research progress reports, and commission contracts signed by both parties. At the same time, the company rationalized the system management rights to control the personnel with access to customer information to the minimum "need-to-know" range.

In 2022, we conducted a full lifecycle analysis of the Good x Practice (GxP) system. We built a System Development Life Cycle (SDLC) process covering both self-developed and outsourced systems, so that it can meet GxP-related regulations of domestic and international and the mainstream regulatory requirements in the industry.

The *Information Protection Policy* clarifies procedures for responding to confidential information leakage. If any confidential information is leaked, the person who finds it should report it to the data security-related party within 24 hours, and the related party should immediately set up an investigation team to investigate the root cause of the leak and keep the investigation report. In response to the risk of data loss due to sudden natural disasters

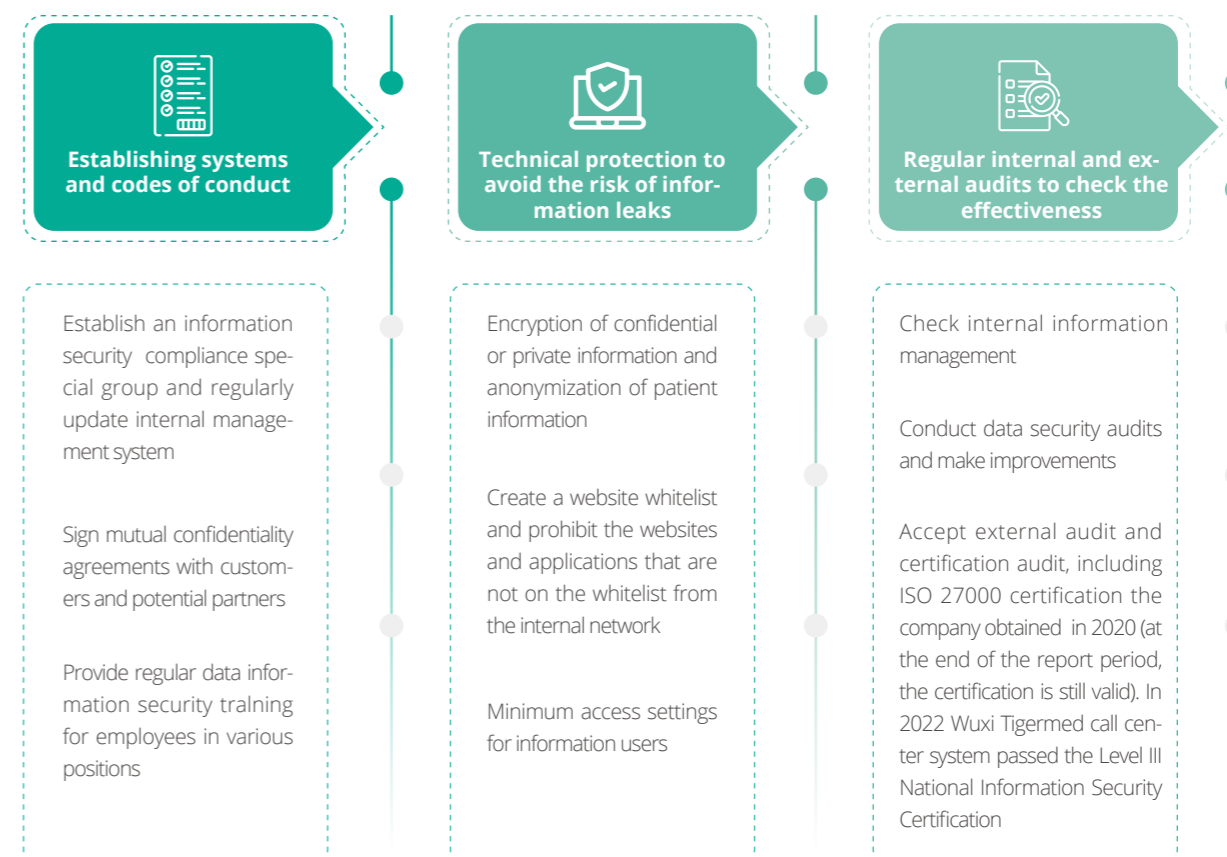
such as power disruption and network interruption, we launch Disaster Recovery Plan (DRP) drills in the Business Continuity Plan (BCP) in the Tigermед Data Center on an annual basis, and conduct recovery simulation tests on the corresponding servers and systems at the backup site. In 2022, the Company also audited and verified the integrity of the recovered data after the system recovery test, all of which passed the tests.

In addition, the Company raised the awareness of information security by trainings. We provide information security online training to every new employee through our training system. We also push information security compliance courses for all employees through "Tigermед Classroom" live streaming every quarter, including topics such as standardized use of computer terminals and phishing email prevention, and push information security e-posters to all employees via email every month. In September 2022, we invited external experts to conduct information security training for management at all levels of the Company, introducing the necessity of information security management system, the basic framework of information security, and the milestones of Tigermед's information security compliance project, so as to enhance management's awareness and attention to information security. This year, the Company's information security training covers all employees, with a total of 12,600 hours of training.

As of the end of the reporting period, the Company has passed ISO27000 information security management system certification and within the certification period. Wuxi Tigermед call center system has passed the Level III National Information Security Certification, and has planned to obtain more information security certifications.

In 2022, the Company did not have any violations of the law involving infringement on customer information security.

### Tigermед's Information and Privacy Protection Mechanism



## Customer Service

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

The Company's headquarters, subsidiaries and business units carry out targeted surveys in combination with their own business and project conditions and carefully understand and follow up the customers' feedback. In 2022, we conducted an annual satisfaction survey at the group level with more than 400 domestic and international sponsors, and more than 1,000 global customers responded with feedback. The average overall satisfaction score was 8.22 (on a 10-point scale), up score of 0.23 compared to the average overall score of 7.99 in 2021.

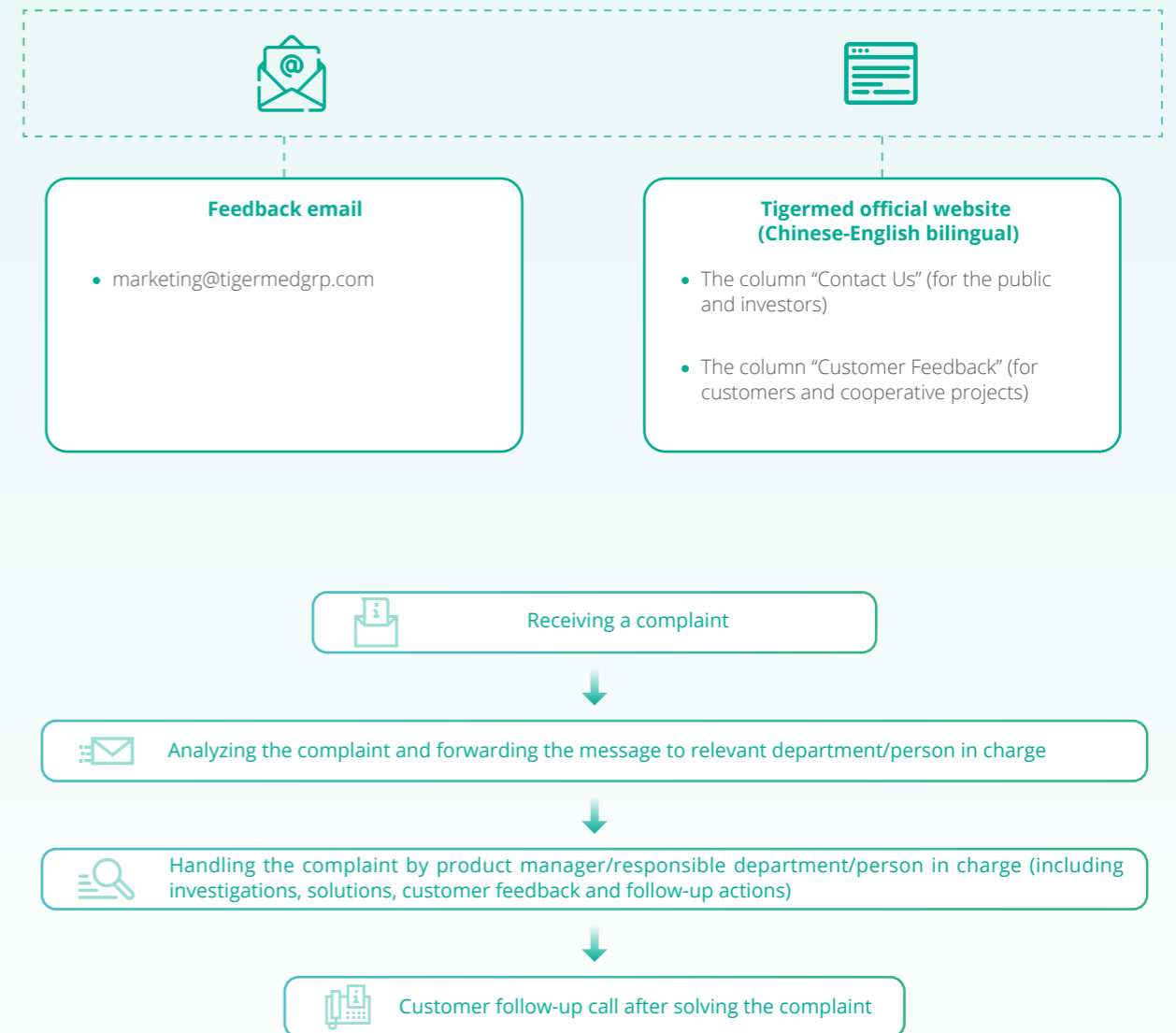
### Customer Communication Channels



### Customer Satisfaction Survey



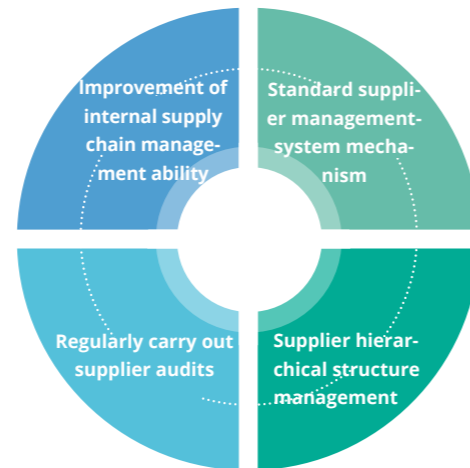
### Customer Complaint Channels & Complaint Mechanism



# Supply Chain Responsibility

## Supplier Management

Tigermed develops an outstanding supplier management system to strengthen supply chain management capabilities. Our approach involves the implementation of an internal management mechanism using a standardized supplier management system; and addressing the key management points by utilizing supplier hierarchical structure management. We conduct regular supplier audits to identify and investigate any potential risks. In addition, we committed to continuously improving our internal supply chain management ability, and establish a comprehensive training and assessment mechanism for our procurement system.



We have established the *Vendor Management System*, *Procurement and Tender Management System* and other systems, which integrate the quality requirements of the Company into the supply chain management system. Management regulations have been formulated for different types of suppliers (direct suppliers and sub-suppliers) to strengthen the company's supplier management capabilities.

According to the relationship with clinical operations, our suppliers can be divided into two categories, clinical supplier and non-clinical supplier, with clinical suppliers serving as our primary suppliers. Based on this, we propose higher requirements for our core suppliers of clinical operations (especially clinical supplies) in terms of access threshold, quality compliance, and ESG management review, in accordance with the principle of full coverage and focus, and at the same time invest more resources to promote the improvement of their management capabilities to ensure the stable operations of the supply chain.

In 2022, the Company is pushing forward with the market research and other preparatory work for Supplier Management System (SRM), and the admission of suppliers, supplier evaluation, and supplier compliance surveys have already been launched on the internal OA system. Subsequently, the SRM system modules will continue to be benchmarked, promoting systematic supplier management and improve procurement efficiency.

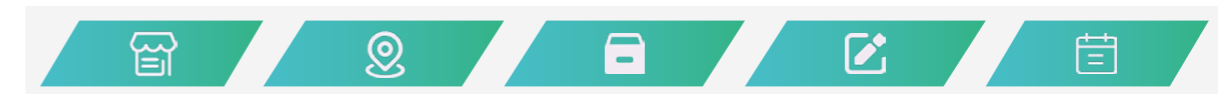
Clinical operations	Non-clinical operations
<ul style="list-style-type: none"> <li>Clinical supplies and calibration</li> <li>Clinical drug and sample management</li> <li>Clinical IT</li> <li>Clinical CRO</li> <li>Clinical-related services</li> </ul>	<ul style="list-style-type: none"> <li>Engineering facilities</li> <li>Marketing and professional services</li> <li>General IT</li> <li>Administrative offices</li> </ul>

## Principles of Tigermed Supplier Management

<p><b>Principle of integrity and self-discipline</b></p> <p>Procurement personnel shall remain clean, honest and self-disciplined, and shall not use their positions and powers to seek private interest.</p>	<p><b>Principle of fairness and justice</b></p> <p>It should be objective and fair in the process of development, certification, evaluation and elimination of vendors.</p>	<p><b>Principle of full competition</b></p> <p>Guarantee that a fully adequate number of vendors participate in the competition. Vendors shall not be prevented from full competition by restricting the brand, specifications and other factors.</p>	<p><b>Principle of preferential selection</b></p> <p>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.</p>	<p><b>Principle of traceability</b></p> <p>Relevant data and information of vendors should be timely collected, sorted and archived from admission to elimination.</p>
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## New Supplier Admission Process of Tigermed

<p><b>Vendor Review</b></p> <p>Paying attention to the performance of vendors in terms of product quality, business ethics, delivery capability, after-sales service social responsibility, health and safety environment, and conducting preliminary audits on all suppliers</p>	<p><b>Sample Testing</b></p> <p>Carry out sample testing for suppliers who need to be evaluated, and the samples must pass internal technical standards and quality requirements</p>	<p><b>New Vendor Training</b></p> <p>For the newly included clinical material suppliers, introduce the project content, process, division of labor and other basic information before the project is carried out, and promote the company's sustainable supply chain concept</p>
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**On-site survey**

Organizing on-site surveys for vendors necessary for evaluation

**Comprehensive review**

Vendor's basic information is collected as well as process, division of labor and other basic information before the project is carried out and promote the company's sustainable supply chain concept results of survey and review so as to score and rate vendor's indicators including its ESG performance

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

We have formulated *Vendor Management System* and *Vendor Blacklist* to manage existing Suppliers. At least once a year, we conduct an assessment and evaluation of all suppliers of clinical business. The Procurement Department is responsible for establishing a supplier assessment and evaluation team, whose members include the Quality Assurance Department, Procurement Department, the User Department, the Demand Department, Relevant Business Department, etc.

The Company conducts quantitative assessment and evaluation on suppliers based on pre-established standards or criteria. For suppliers with potential quality risks, we appointed qualified personnel to carry out on-site quality inspections of the supplier. We assist suppliers to find defects, sort out management processes and improve their quality management ability from multi-dimensional aspects such as establishment and improvement of quality system, personnel qualification, and training. And we offer online quality training courses for high-risk supplier such as clinical operations suppliers.

The suppliers agree that Tigermed reserves the right to review the sub-suppliers for those who have a significant impact on the quality of our service, and they are willing to actively work with Tigermed to obtain relevant review information and periodically review the sub-suppliers through questionnaires.






The Company also emphasizes 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 that combines internal and external trainings for procurement personnel, and conducted quarterly trainings for procurement personnel related to quality, procurement compliance and sustainability.

## Responsible Supply Chain

Tigermed always adheres to the principle of fairness and justice, full competition, integrity and self-discipline in supplier selection, and establishes a long-term and healthy relationship with them. We refer to the relevant content of *PSCI Principles for Responsible Supply Chain Management* to perform supply chain ESG management. Based on the characteristics of the Company's business, clinical material suppliers have an important impact on the Company's quality system. We conduct social responsibility due diligence on clinical material suppliers to understand the current status of supplier ESG management and ensure the authenticity and validity of supplier information through various forms such as external information research, due diligence questionnaire and materials review. In 2022, we conducted due diligence work on major clinical material suppliers (with procurement accounting for more than 50%), and all suppliers passed the review.

The Company has formulated the *Supplier Code of Conduct* to educate suppliers about Tigermed's business principles in environmental, social and governance, covering environmental management, labor and human rights, anti-corruption and many other aspects, and to encourage suppliers to use eco-friendly products and services. The Company considered the environmental attributes of low-temperature refrigerators and thermostats when leasing them, and adopted refrigerators with fluorine-free and environmentally friendly refrigerants to reduce the harm to the environment. As of the end of the reporting period, we have signed the *Supplier Code of Conduct* with all important suppliers (except hospitals/government agencies/institutions, etc.).

## Responsible Supply Chain Management of Tigermed

Aspects of Focus	Digests of Specific Requirements
 <p><b>Quality Management</b></p> <ul style="list-style-type: none"> <li>Good Use Practice</li> <li>Good Clinical Practice</li> </ul>	<p>Suppliers shall monitor the quality of their products or services at all times</p> <p>As required by Tigermed, the supplier is obliged to establish and maintain a quality assurance system that meets the agreed standards. The supplier shall ensure that the products or services comply with the quality requirements and standards stipulated in relevant laws regulations and rules</p>
 <p><b>Business Ethics</b></p> <ul style="list-style-type: none"> <li>Business integrity and fair competition</li> <li>Anti-corruption</li> <li>Privacy protection</li> </ul>	<p>Supplier shall conduct business consistent with fair and full competition</p> <p>Supplier shall make the <i>Anti-bribery and Anti-corruption Commitment</i> and comply with it</p> <p>Supplier shall safeguard and make only proper use of confidential information about employees, patients and other personnel</p>
 <p><b>Environment</b></p> <ul style="list-style-type: none"> <li>Environment and related management systems</li> <li>Waste and discharge</li> <li>Green products and services</li> <li>Environmental impact</li> </ul>	<p>Supplier shall comply with all applicable environmental laws and regulations</p> <p>Ensure the safe handling, movement, storage, recycling, reuse or management of waste, exhaust emissions and wastewater discharges</p> <p>Suppliers are encouraged to be environmentally friendly and use environmentally friendly products and services as much as possible</p> <p>Protect natural resources and avoid the use of hazardous substances whenever possible</p>
 <p><b>Labor</b></p> <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>No child labor and upholding the human rights of employees</p> <p>Provide a workplace free from harassment and discrimination</p> <p>Provide working hours, wages and benefits for employees in accordance with applicable laws</p>
 <p><b>Health and Safety</b></p> <ul style="list-style-type: none"> <li>Staff safety protection</li> <li>Emergency preparedness and response</li> <li>Hazard information</li> </ul>	<p>Suppliers shall protect employees from injury in the workplace</p> <p>Suppliers shall identify and assess risks in the workplace and develop emergency plans and response procedures</p> <p>Suppliers shall educate and train employees on safety relating to hazardous materials</p>

# Employee Responsibility



## Employee Rights and Benefits

Tigermed has built a perfect and standardized human resource management system to fully protect the legal rights and benefits of employees. We strictly abide by the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, the *Social Insurance Law of the People's Republic of China* and relevant overseas local labor laws and regulations.

We clearly prohibit child labor, forced labor, corruption, discrimination and other forms of improper employment by developing *Tigermed Labor Standards* and *Code of Conduct*; we ensure that no child labor or forced labor is used through strict screening and daily management supervision, and that no one is discriminated against on the basis of color, race, nationality, disability, religion, gender, sexual orientation, identity, age or other features that are protected by law; and we respect employees' political rights such as free association, collective bargaining and free elections; and we also promote diversity and provide equal opportunities to every employee or job applicant.


In 2022, there were no cases of hiring child labor or forced labor, and no violations of laws or regulations related to recruitment and dismissal, remuneration, working hours and leave, promotion and equal opportunity, anti-discrimination and diversity, and labor standards. If violations occur, we will take legal measures. If the Company discovers any cases of child labor or forced labor, the employment contract will be terminated immediately and the person liable will be disciplined accordingly compensation.

### Tigermed Policies on Employee Rights and Interests

 <p><b>Recruitment and Dismissal</b></p>	<p><b>Recruitment:</b> We recruit employees sticking to the principle of legal compliance, equality, justice and non-discrimination, and we are determined to eliminate all types of discrimination, child labor and human trafficking.</p> <p><b>Dismissal:</b> Dismissal is conducted in accordance with Employee Handbook and the local laws and regulations of the place where the operation is located.</p>
 <p><b>Working Hours and Leave</b></p>	<p><b>Working Hours:</b> The working hours in different places of operation meet the requirements of local laws and regulations.</p> <p><b>Leave:</b> We have paid annual leave superior to national policy, additional fully 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.</p>
 <p><b>Remuneration and Promotion</b></p>	<p><b>Remuneration:</b> We link employee remuneration to performance, according to the <i>Remuneration Management System</i>, the <i>Organization Performance Management System</i> and the <i>Employee Performance Management System</i>; develops remuneration growth plan every year and set up a PIP (Performance Improvement Plan) to track performance progress on an ongoing basis.</p> <p><b>Promotion:</b> In accordance with the <i>Personnel Promotion Management System</i> and the <i>Employee Performance Management System</i>, we provide promotion opportunities for all employees once a year, and additional promotion opportunities for technical employees.</p>

### Employee Welfare of Tigermed (Summary)

Care for employees	Allowance for employees	Balance between work and life	Insurance for employees
Full-pay sick leave	Meal allowance	Paid annual leave	Regulatory social insurances
Annual medical examination	Communication allowance	Holidays and holiday pay no less than local standards	Supplementary medical insurance
Condolence payments for major illness	Transportation allowance	Sports and cultural clubs	Critical illness insurance
Condolence payments for childbirth	High-temperature subsidy	Fitness facilities and yoga room	
Financial aid for staff in need			
Mental Health Assistance Program			



## Diversity, Equality and Inclusion

Tigermed strives to create a diverse and equal, open and inclusive, collaborative and supportive work environment. We drive management effort by hiring diverse talent, enhancing employee communication and corporate culture, respecting employees' cultural customs and beliefs, caring for the rights of female employees, fighting against discrimination and office harassment.

In the context of our company's globalized operations, we insist on prioritizing the selection of outstanding local professional and managerial talents to enhance the Company's localized attributes. Under the supervision of our Chief Human Resources Officer, the Company regularly conducts diversity policy training to support the employment and development of female employees and other minority groups in the Company. In 2022, we provided training on the *Tigermed Labor Standards* and *Code of Conduct* for all employees on our online training platform, with the Diversity Policy as a key component, achieving 100% coverage of diversity policy training for employees.

**Objectives of Managing Employee Diversity**

Each year, we commit to ensuring that the proportion of female new employees is no less than

**50%**



## Conduct Equal and Diversified Communication and Promote Cultural Integration

Promoting open, equal, and diverse communication and exchange is particularly important in the company's global strategic layout. In 2022, the Company launched a new face-to-face event between executives and employees and cross-culture communication activities. Relying on the tea culture loved by Chinese employees and the coffee culture favored by overseas employees, by holding a "Four-Season Tea Party" and "Coffee Chat", we integrate the Company's strategic development, brand culture and local culture, promote the communication and integration of diverse talents and enrich the strategic connotation of Tigermед's global development.

Our communication activities have received positive feedback from employees. The first Four-Season Tea Party received nearly 9,000 online livestreaming visits and more than 40 valid questions from employees, covering many aspects of Tigermед's career impact, corporate strategy and business, and corporate culture. In addition, through Coffee Chat, we introduced Chinese culture to more than 100 overseas employees from more than 20 countries, allowing them to understand each other's cultural similarities and differences through interaction and promoting mutual understanding and integration.

In addition, by building an exclusive communication platform for overseas employees, the Company helps new overseas employees to quickly fit into the corporate culture and the local team, helps overseas teams to get access to the regulations of the Group's management system at the first time, and facilitates the daily work processing flow. At the same time, overseas employees also use the platform to communicate with each other about work and daily life, effectively promoting communication among employees with different cultural backgrounds and strengthening overseas employees' sense of belonging and identification with the Group as a whole.

## Respect the Customs of Minority Employees and Employees' Religious Beliefs

Tigermед's employees come from nearly 30 ethnic minorities who have various religious beliefs. Based on the local cultures of different ethnic groups, we develop management systems that meet the local cultures, so that employees of different ethnic groups can feel the respect and care of the Company. We meet the needs of our employees to apply for holidays for minority groups or employees with religious beliefs; we also take into account the customs of different ethnic groups. For example, the Company provided both regular and halal mooncakes for Chinese Mainland employees on the Mid-Autumn Festival.

## Support the Development of Female Employees

More than half of Tigermед's employees are women. Therefore, the Company attaches great importance to the challenges women face in their careers and lives. In China, Tigermед 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 have equal promotion and career development channels in strict accordance with the principle of equal pay for equal work.

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

## Combating Workplace Discrimination and Harassment

Tigermед is committed to providing all employees with a professional work environment free from any unlawful discrimination and harassment. The Company has a zero tolerance about all types of harassment, including sexual harassment, and prohibits any physical or verbal violence against individuals, including coercive, threatening, abusive and exploitative behavior.

## Protecting Employees' Right to Participate and Express Themselves

Tigermед takes the initiative to listen to the suggestions of employees, creates an open working environment where employees feel safe and can express their ideas and discuss concerns freely, ensures that employees enjoy the full right to participate and express themselves, and establishes harmonious and stable labor relations.

All employees can submit any suggestions and requests through the Dialogue platform, which keeps tracking and updates the progress to the employees. Since its launch, a total of more than 300 suggestions and feedback have been received, and the employee satisfaction rate exceeds 85% in 2022, through the reply and improvement of relevant departments.

In addition, the Company also conducts employee dedication research and satisfaction research, and takes the initiative to understand employees' satisfaction degree as well as opinions and suggestions on areas such as work environment and career development through various forms such as questionnaires and interviews.

## Talent Growth and Development

Tigermед focuses on brand building. In September 2022, Tigermед launched its global talent value proposition "Inspire to Excel, Empower to Achieve", aiming to build a talent development platform featured with professional innovation and rich resources covering all employees, and to create a comprehensive three-dimensional career experience. The proposition reflects both our expectations for talent and our solemn commitment to talent development. In 2022, the Company received the "Outstanding Employer" award by 51job for Human Resources Management.



## Endogenous Training System

In terms of staff training, we provide comprehensive training programs and smooth development channels for all employees. In accordance with *Tigermed Training Management System* and following the principles of strategy, on-demand, planning, and whole-process, we make a unified training program for all employees including regular employees, part-time employees and contract workers.

In 2022, the Company continued to promote relevant training work, but the length of training was reduced due to unfavorable factors. However, we have optimized the training courses, integrating modules involved in courses such as Leadership into ELP, ALP, FLP courses. The Company also further segmented the training staff, so that the effectiveness of the training has been further improved, which is reflected in the quality and results of the clinical trial programs carried out by Tigermed and the further improvement of the internal transfer rate.

### Contents and Progress of Tigermed Training Programs

Type of Program	Program Name	Introduction	Progress in 2022
Leadership training	Executive Leadership Program (ELP)	Trainees: Senior manager Training content: Apply round table tool - "problem solving process" to discuss the implementation of strategy and challenges encountered in the process of business operation, quickly unify the solutions, and build a strong senior management team	<ul style="list-style-type: none"> <li>A total of 5 sessions throughout the year</li> <li>A total of 55 senior managers participated</li> <li>Average 40 hours of training per person</li> </ul>
	Advanced Leadership Program (ALP)	Trainees: Middle managers Training content: Help middle managers upgrade their mindset, promote leadership innovation and change, and strengthen organizational capacity building through systematic study of MBA management courses, classical case studies and sharing	<ul style="list-style-type: none"> <li>A total of 1 session throughout the year</li> <li>A total of 24 senior managers participated</li> <li>Average 80 hours of training per person</li> </ul>
	Foundational Leadership Program (FLP)	Trainees: Newly promoted and recruited managers (including overseas employees) Training content: Online execution-based hybrid training program, aimed at clarifying the role of managers, consolidating management knowledge and skills, and improving team performance	<ul style="list-style-type: none"> <li>A total of 1 session throughout the year, including 1 offline sessions overseas, covering 6 courses</li> <li>A total of 481 managers participated</li> </ul>
	English Project Manager (PM) Enabling Program	Trainees: For project managers who have some English language foundation and can undertake English projects (jointly with overseas staff) Training content: A combination of thematic courses + thematic salon, combined with Tigermed's internal scenario-based learning	<ul style="list-style-type: none"> <li>A total of 1 session throughout the year</li> <li>60 project managers participated</li> </ul>

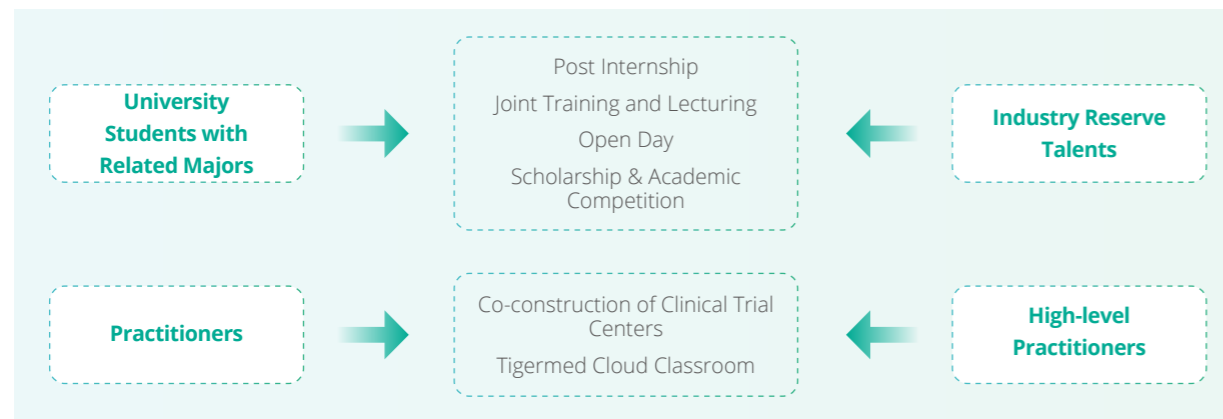
Type of Program	Program Name	Introduction	Progress in 2022
New Employee Training	New Employee Orientation	Trainees: Newly recruited employees Training content: Tailored for new employees joining Tigermed Group, Tigermed's special course system is designed according to the Company's new training needs and the actual situation of employees. Mixed learning method is adopted to help new employees to fit in with corporate culture, master workplace skills and quickly adapt to work	<ul style="list-style-type: none"> <li>A total of 12 sessions throughout the year</li> <li>1,678 new employees participated</li> </ul>
	Professional Skills Training	Trainees: Employees of each business unit Training content: Combined with the core key positions of the business unit, design and develop specialized job training	<ul style="list-style-type: none"> <li>Covering 400+ courses</li> <li>7,694 employees participated</li> </ul>
Professional Skills Training	Clinical Research Coordinator (CRC) Transfer Training	Trainees: Excellent employees in CRC positions Training content: Improve the success rate of CRC-CRA transfer, shorten the onboarding cycle, retain outstanding talents, and activate the internal talent market flow	<ul style="list-style-type: none"> <li>A total of 16 sessions throughout the year, covering 36 courses</li> <li>16 employees participated</li> </ul>
	External Training	Trainees: All employees are eligible to apply Training content: Conducted on demand, such as GCP or PMP training laboratory animal practitioner training, international innovative drug development and management	<ul style="list-style-type: none"> <li>A total of 411 employees attended external training throughout the year</li> <li>310 received GCP certificate from the National Bureau</li> <li>8 received PMP certificate</li> </ul>



## Innovative Talent Training Model

The Company signs strategic cooperation agreement with universities through talent development model of strategic cooperation, and carries out targeted training programs through university-enterprise cooperation, including professional lectures, job internships and skills training, which are designed to jointly cultivate professional talents in clinical pharmacy through the talent training mode of strategic cooperation and enriches the talent ladder of Tigermed, which will bring more excellent new talents to the pharmaceutical industry in China.

### Industry Talent Training System of Tigermed



#### Post Internship

- We provide post internship opportunities for 23 universities including Shenyang Pharmaceutical University, Nanjing Medical University, Beijing University of Chinese Medicine, and Zhejiang Chinese Medical University, Beijing Yaxincheng Medical InfoTech Co., Ltd. and Tsinghua University co-offered a course of *Biomedical Named Entity Recognition* and established internship bases with Xi'an Polytechnic University and Xi'an International Studies University
- We had over 560 interns in clinical trial-related positions in 2022 to help students gain a deeper understanding of the industry and clinical trial work, most students eventually working in jobs related to clinical research

#### Joint Training and Lecturing

- We established the Wenzhou Medical University Tigermed Research Institute with Wenzhou Medical University, cooperated with Shenyang Pharmaceutical University to carry out research projects and jointly train talents in pharmaceuticals, provided lecturers and teachers for Hangzhou Medical College and Shanghai Sipo Polytechnic to conduct professional lectures

#### Open Day

- Representatives from College of Information Technology, Zhejiang University of Finance and Economics and Jiaying College visited Tigermed Jiaying Data Center Park, presidents and college leaders from Pingdingshan College and Xuchang College visited Tigermed Luohe Bio-medical Industrial Park; and a symposium was held with new college graduates and college teachers

#### Scholarships & Academic Competition

- Zhejiang Chinese Medical University: Set up a scholarship fund of CNY 100,000 a year
- China Pharmaceutical University: "Clinical Pharmacy Skills Competition", and "Innovation and Entrepreneurship Competition"

#### Co-construction of Clinical Trial Centers

- We work with hospitals and research institutions around the country to jointly build clinical trial centers. Based on the long-term experience of clinical trials, we help institutions to improve the system of clinical research through many methods such as teaching and training

#### Tigermed Cloud Classroom

- We continuously hold live broadcasts of "Tigermed Cloud Classroom", inviting industry experts to share their knowledge and experience in the clinical research, providing academic and regulatory knowledge to nearly 10,000 medical colleagues

## Motivation and Recognition of Employees

The Company adopts a "Combination" of staff incentives, fully affirms the value of core talents and creates an attractive workplace environment for talents through multiple measures such as diversified salary system, gold and silver coin activities, as well as medium and long-term equity incentives, etc.

#### Recognition of outstanding employees

The Company selects annual outstanding employees, gives incentives to outstanding employee at different positions, and award employees who have high professional ability and have achieved outstanding results.

#### Recognition of Long-term Service

The Company issues long service bonuses and commemorative gold and silver coins for employees who have worked for a certain number of years after joining Tigermed to express the recognition and appreciation of employees who have made long-term contributions to the company.

#### Medium and long-term Incentive Plan

The company establishes a perfect medium and long-term incentive mechanism and grants various medium and long-term incentives, including equity incentives, to eligible personnel to enable them to focus on the company's goals and achieve long-term, balanced and synergistic development. In 2022, the company launched a new round of A-share restricted stock incentive plan for core technical (business) personnel, and the total number of incentive targets reaches 817.

## Career Development Review and Planning

The Company builds a clear job structure, and provides employees with a dual-channel development route including professional channel and management channel to ensure that the performance evaluation standards of employees at all levels are open, the procedures are fair, and the appointment and promotion of managers at all levels are open and transparent. We have set up an internal transfer mechanism. Employees can ask for an internal transfer for personal development, and if there are job vacancies, internal employees will be given priority to interviews.

In 2022, we carried out a talent review process. We reviewed key positions and competency requirements based on the current development and future planning of different businesses, and we evaluated the professional, management and personal career development of employees in these key positions to fully grasp the talent degree of matching with the Company's key core positions. In conjunction with the identified talent gaps, the Company are working to build a reserve of talent pool and carry out the successor plan. In this process, we will give priority to talent reserve of key positions based on various internal training mechanisms such as internal promotion, rotation and transfer, leadership training, and overseas dispatch to maximize the effectiveness of our existing talent resources.

We collaborate with employees to carry out career planning and find their own career positioning. The Company also guides employees to make Individual Development Plan (IDP), which is initiated by the employees themselves based on their qualifications. Through the IDP, employees can fully communicate their personal development requirements with their department managers, choose different development intentions such as job growth or job rotation, and customize their career plans. The Company provides specific training programs and coaching plans based on employees' individual career plans to help them improve the skills needed for their personal development goals, and provides open feedback channels throughout the year. In addition, we make personal assessment reports for employees in professional and managerial positions, find out the strengths and weaknesses of employees in professional positions and management positions respectively, and provide personalized development suggestions in accordance of their aptitude, so as to help employees plan their career path in a more targeted manner and have better development in Tigermед.

According to the "2018-2022 Aon Pharmaceutical R&D Industry Human Resources Survey" published by Aon Hewitt Consulting: In 2022, the overall employee turnover rate in the CRO industry reached 29.9%, and the active turnover rate of key R&D staff engaging in clinical implementation reached 28.1%, demonstrating a high turnover rate in the industry. Therefore, we continue to pay attention to the re-employment of former employees, make return visits to departing employees on a regular basis, understand their intention of return for appropriate job vacancies, and offer relevant preferential policies for employees who return to the Company.

In 2022, the international political and economic situation was complex and volatile, and the pharmaceutical and CRO industry in which Tigermед locates was also affected. The company has slowed down its external recruitment plan, and the number of new employees has slightly decreased during the reporting period. However, the company actively carried out initiatives such as talent retention and internal talent resource inventory during the reporting period to actively reserve and improve the talent pool. With the policy adjustment and external industry recovery upward, the company is in preparation for attracting more versatile talents.



## Occupational Health and Safety

The Company has always advocated employees to balance their work and life, abide by the *Workplace Safety Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Occupational Diseases* and local laws and regulations overseas, and paid attention to the physical and mental health of employees.

In China, Tigermед Labor Union has signed collective contracts 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 create a healthy working and living atmosphere for employees.

The clinical CRO business of Tigermед has fewer occupational safety and health hazards. Within the reporting period, the employees did not suffer from diseases caused by exposure to dust, radioactive substances and other toxic and harmful factors ("occupational diseases"). In addition, within the reporting period, there were no fatal accidents caused by work-related injuries and no major accidents such as fire.

### Employee Occupational Health and Safety Initiatives

Field of action	Content
Caring for employees' mental health	<ul style="list-style-type: none"> <li>Have launched Tigermед Employee Assistance Program (EAP). We hope to help employees better meet challenges in stressful work maintaining mental health through activities such as psychological counseling hotline, promotion of psychological knowledge articles, and open classes.</li> </ul>
Caring for employees' daily occupational health	<ul style="list-style-type: none"> <li>Purchase medical supplemental insurance and critical illness insurance for all employees, with 100% coverage for domestic employees, and arrange annual health checkups for all employees, with 100% coverage for employees in 2022;</li> <li>Offer a class called "Tigermед Health", and a series of courses on health topics for all employees of 12 sessions in 2022;</li> <li>Encourage employees to maintain a state of physical fitness by equipping fitness facilities, yoga rooms, etc. through weekly gym sessions;</li> <li>Actively advocate the concept of health through organizing a variety of sports clubs and staff activities.</li> </ul>
Concern for employees' health for Covid-19 epidemic prevention and control	<ul style="list-style-type: none"> <li>Provide complete protective supplies, including quarantine clothing, N95 respirator masks, medical gloves, disinfection items, etc. to clinical trial staff who participate in COVID-19 related drug and vaccine clinical research programs in hospitals and arrange them to participate in special health training and to get vaccinated;</li> <li>Continuously providing free surgical masks to our employees;</li> <li>In the first half of 2022, during the lockdown of the epidemic in Shanghai, the Company coordinated resources from all sides and delivered more than 800 packages of living materials to relieve the urgent needs of employees working in Shanghai.</li> </ul>
Sudden security incident protection and emergency rescue	<ul style="list-style-type: none"> <li>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 prominently 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;</li> <li>To respond to the accidents that employees may suffer in the office area in case of emergency, the emergency medicine box is always available in the office. We also arrange relevant personnel to participate in first aid training to obtain first aid certificates.</li> </ul>

# Environmental Responsibility

## Environment Management System




Tigermed takes “people-oriented, care for health, emission reduction and sustainable development” as its management policy and strictly abides by the *Law of the People's Republic of China on Environmental Protection*, the *Law of the People's Republic of China on Energy Conservation*, the *Law of the People's Republic of China on Prevention and Control of Environmental Pollution by Solid Waste* and relevant overseas local laws and regulations to continuously drive the Company move toward a more sustainable business model.

We have established an Environment, Health and Safety (EHS) team, which is responsible for the approval of environmental protection systems and the management and promotion of environmental protection, and formulated and issued the *Environmental, Health and Safety Management System* to regulate the discharge of exhaust gas and wastewater, hazardous and nonhazardous wastes, energy, water resources and material use, etc. and actively implement our environmental protection responsibilities.

The Company attaches importance to the management of environmental quantitative Key Performance Indicator (KPI), and continuously promotes the expansion of the statistical caliber of environmental KPIs based on the actual operations, and set targets for water efficiency, energy efficiency, greenhouse gas emissions and waste reduction in 2021, so as to contribute to the achievement of the 30-60 Target (peaking carbon dioxide emissions by 2030 and achieving carbon neutrality by 2060). The achievement of ESG performance targets is reviewed annually by the Tigermed Board of Directors.

Tigermed and its subsidiaries in the consolidated financial statements (except Frontage Holdings) have not set up waste-related management targets for the time being because of the small amount of hazardous waste and non-hazardous waste emissions. In 2022, the subsidiary Frontage Holdings has separately set up its hazardous waste and non-hazardous waste management target.

In 2022, the Company did not have any incidents of violation of laws and regulations related to environmental protection.

ESG Objectives	Target Progress 2022
 <p><b>Water Conservation Target</b></p> <p>By 2025, the Company's per capita water consumption will be 30% less than in 2019</p>	<p>In 2022, the Company's per capita water consumption was 5.31 cubic meters/person, 89.02% less than in 2019</p>
 <p><b>Energy Efficiency Target</b></p> <p>By 2025, the Company's per capita integrated energy consumption will be 15% less than in 2019</p>	<p>In 2022, the Company's per capita integrated energy consumption was 0.50 MWh/person, 63.17% less than in 2019</p>
 <p><b>GHG Emissions Target</b></p> <p>By 2025, the Company's per capita GHG emissions will be 15% less than in 2019</p>	<p>In 2022, the Company's per capita GHG emissions was 0.28 tons CO<sub>2</sub> equivalent/person, 62.52% less than in 2019</p>

Note: Based on the statistical basis of the base year data, the target setting scope includes Tigermed's wholly-owned subsidiaries in China, excluding its subsidiary Frontage Holdings; therefore, the data of Frontage Holdings' water consumption, comprehensive energy consumption and greenhouse gas emissions are not included in the progress of the 2022 ESG target. In 2022, Frontage Holdings has set its environmental management target separately, which is detailed in the *Frontage Holdings' 2022 Environmental, Social and Governance (ESG) Report*.

## Addressing Climate Change

Climate change has far-reaching influence on economic and social development, and has emerged as a common environmental challenge facing the world. We referred to the recommendations of Task Force on Climate-related Financial Disclosures (TCFD) in building a climate change management system from four levels: governance structure, strategy formulation, risk management, and goal and performance formulation, to identify risks and opportunities related to climate change, and continuously improve management for climate change.

### Tigermed Climate Change Management System

#### Governance

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

#### Strategy

- Identify the risks of climate change to the Company's operation, plan to incorporate the risks and opportunities of climate change into the overall operational risk management, and draw up a Business Continuity Plan (BCP)
- Actively identify the main sources of greenhouse gas emissions from Tigermed

#### Risk Management

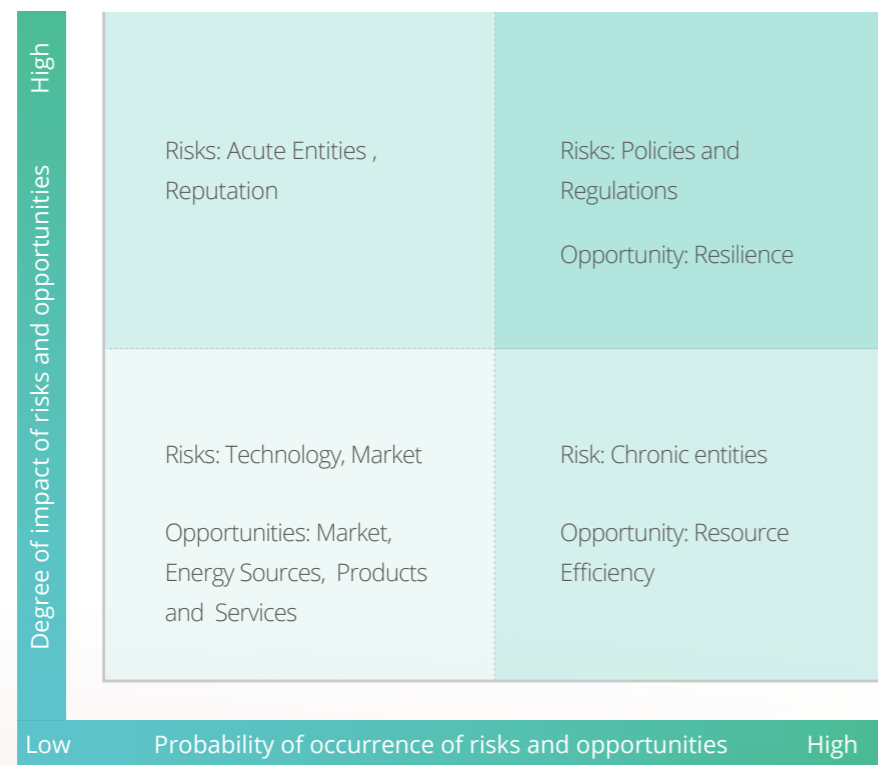
- Implement relevant management actions in terms of resource conservation and emission reduction

#### Goal and Performance

- Regular statistics and disclosure of GHG emissions and emission intensity to assess the company's performance in addressing climate change
- Goal: By 2025, the company will reduce its per capita greenhouse gas emissions by 15% compared with 2019

In 2022, we conducted a study on climate change risks and opportunities for Tigerméd by setting up a “Climate Focus Group”. The ESG team was responsible for inviting all department heads to participate in the discussion and fill out the questionnaire based on their knowledge of the Company’s current development. Moreover, we analyzed the questionnaire coupled with expert opinions and identified the climate risks and opportunities that have a substantial impact on the Company.

We strengthen the analysis of climate change risks and opportunities by adding two new dimensions of resilience and adaptability. We analyze and rank climate risks in four dimensions: likelihood, degree of impact, adaptability and resilience. Likelihood and degree of impact indicate the impact of the risk or opportunity on the Company, while adaptability and resilience reflect the Company’s ability to cope with the risk, and understand the duration of the impact of climate risks and opportunities.



We analyzed and identified each of the climate risks and opportunities associated with the Company, assessed their financial impact on the Company, and adopted corresponding countermeasures and targets for climate change.

Climate Risks and Opportunities	Time frame	Description	Potential Financial Impact
<b>Risk: Policies and Regulations</b>	1-3 years	Domestic and international climate policies, laws and regulations encourage companies to take active action against climate change and restrict them from carrying out adverse actions on climate change. The Company needs to adjust its strategies in energy use and emissions, climate information disclosure, etc. to adapt to these changes, otherwise, it may face legal liabilities such as lawsuits because the current state of environmental management may not meet the requirements.	Operating costs ▲ Operating income ▼
<b>Risk: Acute Entities</b>	1-3 years	More extreme weather events such as hurricanes or floods in the future can cause hazards to the Company such as damage to assets, loss of personnel and disruption of business activities. The Company needs to respond immediately and devote significant resources to restore services and production to normal operations.	Operating income ▼ Operating costs ▲ Fixed asset value ▼
<b>Risk: Chronic Entities</b>	1-5 years	Long-term climate changes such as persistent high temperatures may affect the Company's normal operations, while potentially triggering sea level rise or sustained heat waves. The operation sites in coastal or island locations will likely incur damage to assets or even face relocation issues or need to adjust their operating hours to acclimate to persistent hot weathers.	Operating costs ▲ Fixed asset value ▼
<b>Risk: Reputation</b>	1-3 years	The Company's failure to take proactive and effective climate actions and disclose information in a timely manner to respond to the needs of external related parties may result in damage to the Company's reputation, which may affect the normal sales of corporate investment and financing business and services/products.	Operating income ▼
<b>Risk: Technology</b>	1-5 years	The low-carbon, high-efficiency and green transformation will put forward higher low-carbon technology requirements for the relevant business, and Company may face higher technology costs and competitive pressure.	Operating costs ▲ Operating income ▼
<b>Opportunity: Resilience</b>	1-5 years	The Company can seek growth plans in the new market of low carbon/green economy and participate in the construction of green supply chain, etc. to diversify business and take a place in the overall transformation of low carbon economy.	Operating cost ▼ Climate resilience ▲
<b>Opportunity: Resource Efficiency</b>	1-3 years	The Company can reduce operating costs by improving efficiency in the use of resources (especially energy) in production, operations and sales.	Operating cost ▼

We identify the sources of carbon emissions, which mainly include Scope 2 (indirect) GHG emissions from the consumption of purchased electricity and heat, and Scope 1 (direct) GHG emissions from the consumption of gasoline and diesel of owned vehicles.

The Company improves the efficiency of energy use in operation by optimizing facility management, strengthening monitor and improving statistics. For example, we strictly control the use of water and electricity, continuously strengthen the inspection and maintenance of water equipment and facilities; uniformly control the temperature of the Company's air conditioners and set reasonable opening hours; timely eliminate the old electrical appliances with large power consumption; and manage statistics of water and electricity consumption, and timely identify abnormal conditions; and we enhance employees' awareness of resource conservation through daily communication, creating water-saving and electricity-saving slogans, etc.;

In 2022, the Company's per capita carbon emissions were 0.28 tons of CO<sub>2</sub> equivalent/person, a reduction of 62.52% from 2019.

## Resource Utilization and Emissions Management

According to the *Environmental, Health and Safety Management*, Tigermед identifies the impact of its own operations and clinical research. In terms of office environment management, we have formulated the *Office Management Policy*, and reduced the consumption of resources through environmental management of facilities and green office management.




Resources Utilization	Resource Saving
<ul style="list-style-type: none"> <li>The main energy sources directly or indirectly consumed in the operations of the Company include purchased power and heat, diesel and gasoline for self-owned vehicles.</li> <li>Water consumption in office and canteen is mainly from municipal water supply. There is no risk in obtaining suitable water source.</li> </ul>	<ul style="list-style-type: none"> <li>Enhance employees' awareness of resource conservation through daily communication, creating water-saving and electricity-saving slogans, etc.</li> <li>Encourage paperless office, double-sided printing, etc.</li> <li>Recycle office supplies, such as document protection bags, desks and chairs, etc.; implemented a digital office supply management system in 2022 to rationalize inventory allocation</li> <li>Reduce water waste when washing hands and dishes in the canteen, and use more environmentally friendly, recyclable utensils and paper</li> <li>Promote digitalization to realize online review of processes, reduce the use of paper documents, etc. In 2022, application by "OA + mailbox" was shifted to OA submission, which improved the usage efficiency of electronic seal</li> <li>Energy conservation measures are described in the "Environmental Responsibility - Addressing Climate Change" section of this report</li> </ul>



Emissions	Emissions Management
<ul style="list-style-type: none"> <li>Main discharges of the Company in operations include wastewater, general solid waste and a little amount of hazardous waste from daily office work.</li> </ul>	<ul style="list-style-type: none"> <li>The domestic wastewater is discharged through pipes</li> <li>The non-hazardous solid waste mainly includes office waste paper, cleaning supplies waste, food waste, etc. The Company strictly counts and manages the amount of daily office non-hazardous waste, which is regularly cleared and transported by the environmental protection department through waste classification</li> <li>Hazardous waste mainly includes printer cartridges, discarded lamps, used laptop batteries and other small amounts of hazardous waste generated by offices, which are uniformly handed over to third-party organizations or the property management agency for disposal</li> </ul>

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

It should be noted that the pre-clinical CRO business of Tigermед, which involves laboratory testing, is carried out by the subsidiary Frontage Holdings Corporation. Therefore, the type of emissions generated by Frontage Holdings is different from that of Tigermед clinical CRO business. Frontage Holdings' main disposal methods for different hazardous waste are as follows (For more details, please refer to *Frontage Holdings' 2022 Environmental, Social and Governance (ESG) Report*):

Emissions	Disposal Method
 Exhaust gas	<ul style="list-style-type: none"> <li>Limited biological and organic gases</li> <li>The use of biosafety cabinets and activated carbon technology to collect laboratory waste gases and transport them to the treatment system for unified disposal.</li> <li>Install a sampling platform to closely monitor the concentration of air pollutants to meet environmental standards.</li> </ul>
 Wastewater	<ul style="list-style-type: none"> <li>Small amounts of wastewater generated from the laboratory processes</li> <li>Accurate calculation of water consumption of experimental materials and reduction of wastewater discharge.</li> <li>Install wastewater treatment facilities on-site to properly treat wastewater before discharge, such as handing over to a third party to treat high-concentration pollutants for dilution and collection.</li> </ul>
 Solid waste	<ul style="list-style-type: none"> <li>Hazardous waste</li> <li>Site Safety Officer and Chemical Waste Coordinator to manage and oversee waste handling and disposal procedures.</li> <li>Provide secondary containers and segregate chemicals in designated chemical waste piles with clear chemical roll labels to prevent spillage.</li> <li>All hazardous waste is collected and disposed of by licensed recyclers.</li> <li>Nonhazardous waste</li> <li>Employees are encouraged to recycle paper, cardboard, aluminum cans and plastic bottles by providing recycling bins on-site and hiring licensed recyclers to collect these materials.</li> </ul>



# Community Responsibility

## Community Health and Philanthropy

Tigermed regard meeting community needs and seeking common development with the community as important aspects of corporate social responsibility, giving back to the community in collaboration with all sectors of society. The Company complies with the *Charity Law of the People's Republic of China* and the *Law of the People's Republic of China on Donation for Public Welfare* and relevant laws and regulations. In April 2022, the Tigermed Public Welfare Department was established to coordinate the management of public welfare projects and planning, and formulated the *Tigermed Public Welfare Management Measures (Trial Draft)* to build a sound mechanism for decision-making, implementation and supervision of public welfare projects, and to establish scientific, standardized and effective processes for pre-assessment, project initiation, project supervision, project implementation, budget control, effectiveness evaluation and activity feedback. We also arranged specialists to manage and supervise public welfare projects. We constantly enable the public welfare activities to be conducted in a systematic, integrated and standardized manner to facilitate the integration and output of our own experience in public welfare.

Based on the existing philanthropic foundation, the Company has sorted out five major directions of philanthropic investment: cooperation in clinical industry, education and financial support for the poor, rare disease research support, social emergency relief and employees' public service action.

Direction 1: Cooperation in clinical industry	Project context	Progress in 2022
Promoting education about clinical research	In September 2017, the Company jointly established the Clinical Research Promotion Foundation ("CRPF") with large hospitals, pharmaceutical companies and other organizations from across the country, and set up a WeChat official account to disseminate information on clinical research to the public	<ul style="list-style-type: none"> <li>We and the Clinical Research Promotion Foundation co-published <i>Handbook for Drug Clinical Trial Subjects</i>, and donated 10,000 copies</li> <li>Donated CNY 1.00 million to CRPF</li> </ul>
China's Scientist Training Program	The China's Scientist Training Program, with the Beijing Century Charity Foundation as the main promotion platform, aims to develop researchers' scientific awareness and clinical research capabilities	<ul style="list-style-type: none"> <li>Donated CNY 1.00 million to Beijing Century Charity Foundation</li> </ul>

Direction 2: Education and financial support for the poor	Project context	Progress in 2022
Financial support for medical college education	Assist in the disciplinary education of medical universities and to promote medical research and innovation, personnel training, team building and student activities in universities	<ul style="list-style-type: none"> <li>Donated CNY 1.00 million to Wenzhou Medical University and CNY 200,000 to the Nanjing Medical University Education Development Foundation</li> </ul>
Incentive funding for medical students in colleges	Offer special grants and awards for medical students from poor families in medical colleges, combining charity with the cultivation of medical talents in short supply	<ul style="list-style-type: none"> <li>Donated CNY 50,000 to Shanghai Charity Foundation's Only Love Angel Fund to cover the financial support for 12 students</li> </ul>

Direction 3: Rare disease research support	Project context	Progress in 2022
Promoting the Research of Rare Diseases and Translational Medicine	In February 2022, 12 scientists and entrepreneurs, including the founder of Chinese Organization for Rare Disorders (CORD) and Ms. Cao Xiaochun, President of Tigermed, jointly launched the Zhejiang Ruiou Charity Foundation to support and promote the research of rare diseases and translational medicine	<ul style="list-style-type: none"> <li>Donated CNY 1.00 million to Zhejiang Ruiou Charity Foundation</li> </ul>

Direction 4: Social emergency relief	Project context	Progress in 2022
Donation to Luding Earthquake victims	In September 2022, a 6.8-magnitude earthquake occurred in Luding County, Ganzi Tibetan Autonomous Prefecture, Sichuan Province. The Company donated to more than 60 primary and secondary schools and 4 villages/communities in Luding, Ganzi and Shimian, Ya'an for disaster prevention training to help people in the disaster area understand disaster and learn disaster prevention and relief	<ul style="list-style-type: none"> <li>Donated CNY 500,000 to Sichuan Red Cross Foundation</li> </ul>
Donation to Pakistan flood relief	In June 2022, the Company provided humanitarian aid of medical assistance, food, hygiene supplies and shelter to people affected by the floods in Pakistan	<ul style="list-style-type: none"> <li>Donated USD 100,000 to Alkhidma Foundation</li> </ul>

## Employees' Public Service

In 2022, based on the establishment of Tigermed Public Welfare Department, Tigermed continues to make efforts in employees' public service. In addition to orderly carrying out clothes donations, we launched employee public service days three times throughout the year to assume social responsibility.

From 2018 to 2021, the Company organized winter clothes donation activities internally and donated more than 130 boxes of winter clothes to poor areas in Yushu. In 2022, the original winter clothing donation campaign was suspended due to the adjustment of policy requirements in the donor region. But the Company restarted this project via a platform called FMY (fmy90.com). The donated clothes were shipped to poor mountainous areas in China through FMY, or exported to participate in international support, and some of the clothes also entered the sustainable fashion industry as raw materials for environmental-friendly recycled clothing, reducing about 545 kg of carbon dioxide emissions.

On the World Red Cross Day in May 2022, Tigermed's domestic employees launched a three-day donation campaign to support children with serious diseases by donating directly or exchanging their "Steps" for donations on Tencent's public welfare platform. The campaign provided humanitarian aid for children and families with leukemia and precocious heart disease.

In September 2022, the Company advocated employees to actively participate in the "Scarecrow Guardian Program for Rare Diseases" on the 99 Giving Day. During the event, the Company and our domestic employees donated a total of CNY 207,800 to the public welfare program to promote the development of rare disease research in China. The Company's employees made more people have basic knowledge of genetic and rare single diseases by filming the promo videos of the public welfare program, producing public welfare animated science videos, and on-site science in hospitals, so that more people can pay attention to the lives of patients with rare disorders.



# ESG Quantitative Performance

## Environmental Performance<sup>1</sup>

Indicator	Unit	2020	2021	2022 (not include Frontage Holdings)	2022 (include Frontage Holdings China)
<b>Resource Use</b>					
Gasoline consumption of self-owned vehicles	L	24,188.00	22,428.00	35,683.23	46,626.23
Power consumption	MWh	1,300.24	2,385.53	3,585.81	16,826.91
Heat consumption <sup>2</sup>	GJ	—	—	370.50	370.50
Water consumption	m <sup>3</sup>	52,323	45,521	36,454	95,097
Power consumption per capita	MWh/person	0.97	0.38	0.46	1.91
Combined energy consumption per capita	MWh/person	1.14	0.41	0.50	1.96
Water consumption per capita	m <sup>3</sup> /person	39.11	7.24	5.31	10.81
<b>Solid Waste Emissions</b>					
Hazardous waste generated <sup>3</sup>	ton	—	—	—	48.5
Hazardous waste discharge per capita	ton/person	—	—	—	0.01
Nonhazardous waste generated <sup>4</sup>	ton	89.20	—	—	48.5
Nonhazardous waste discharge per capita	ton/person	0.667	—	—	0.01
<b>Exhaust Gas Emissions<sup>5</sup></b>					
Nitrogen oxide emissions	kg	197.42	220.39	227.93	—
Sulfur oxide emissions	kg	0.36	0.33	0.52	—
Particulate emissions	kg	18.75	21.12	21.75	—
<b>GHG Emissions<sup>6</sup></b>					
Total GHG Emission	ton CO <sub>2</sub> e	850.36	1,438.92	2,201.39	9,920.30
Scope 1 (direct) GHG emissions	ton CO <sub>2</sub> e	57.08	52.93	84.21	110.04
Scope 2 (indirect) GHG emissions	ton CO <sub>2</sub> e/person	793.28	1,385.99	2,117.18	9,810.26
GHG emissions per capita	ton CO <sub>2</sub> e/person	0.64	0.23	0.28	1.13

Note:

[1] The scope of environmental performance in 2020 is Tigermed Hangzhou Office, Shanghai Office and Jiaxing Office; In 2021, the scope of environmental performance covered the wholly-owned subsidiaries of Tigermed in China; In 2022, the scope of environmental performance further expanded to the wholly-owned subsidiaries of Tigermed in China and Frontage Holdings, a holding subsidiary with operational control. Due to the new incorporation of wholly-owned subsidiaries and the transformation of the original operating mode of holding subsidiaries, the number of wholly-owned subsidiaries in 2022 also increased significantly compared with those of the previous year. The number of employees

selected for the calculation of the environmental density index is in the same range as environmental performance, not the total number of employees in the whole group. Since the number of new operation points included in the statistics increased, the gasoline consumption of self-owned vehicles, power consumption, and GHG emissions have significantly increased.

[2] In 2022, the purchased heat consumption index was newly included for the purchased thermal heating of Tigermed's subsidiary. The quantity of purchased heat is converted based on the price, with reference to the Beijing Notice on Adjusting the Heating Price of Non Residents in the City. The basic heat price in the sixth urban district of Beijing is 98.9 CNY/GJ, and the basic heat price in other areas of Beijing is 91.6 CNY/GJ.

[3] The subsidiary of Tigermed, Frontage Holdings, generated hazardous waste during the process of conducting preclinical CRO business. Tigermed and other subsidiaries only generated a small amount of daily office hazardous waste during their operations, so the hazardous waste statistics only included Frontage Holdings (China).

[4] The nonhazardous waste of Tigermed and other subsidiaries is uniformly disposed by the property, and has not yet been counted by the company itself; Therefore, nonhazardous waste emissions only include Frontage Holdings (China).

[5] In 2022, the statistical range of nitrogen oxide emission and particulate emissions is the wholly-owned subsidiaries of Tigermed in China. Exhaust emissions are calculated according to Appendix 2: Environmental Key Performance Indicator Reporting Guidelines (May 2021) of the Latest edition of the Guidelines on Environmental, Social and Governance Reporting issued by the Stock Exchange of Hong Kong. Among them, the NOx emission coefficient is 0.885 g/km (less than or equal to 2.5 tons of light vehicles) and 1.1546 g/km (2.5-3.5tons of light vehicles); Sulfur oxide emission factor is 0.0147 g/L (gasoline); Particulate emission coefficient is 0.0848 g/km (less than or equal to 2.5 tons of light vehicles) and 0.1075 g/km (2.5-3.5tons of light vehicles).

[6] Greenhouse gas emissions are calculated according to Appendix 2: Environmental Key Performance Indicator Reporting Guidelines (May 2021) of the latest edition of Guidelines on Environmental, Social and Governance Reporting issued by the Stock Exchange of Hong Kong. Among them, the gasoline emission factor is 2.36 kg/L. The heat emission factor is 0.11 kg CO<sub>2</sub> e /MJ, Referring to Guidelines for Accounting and Reporting Greenhouse Gas Emissions Other Industrial Enterprises (Trial) (July 2015). The electricity emission factor is 0.6101 kg CO<sub>2</sub> e/kWh for 2020; Select 0.5810 kg CO<sub>2</sub> e/kWh for 2021-2022 latest value from The Guidance on Accounting and Reporting of Enterprise GHG Emissions for Power Generation Facilities (revised in 2022).

## Employee Performance<sup>1</sup>

Indicator	Unit	2020	2021	2022
<b>Employment</b>				
<b>Total number of employees<sup>2</sup></b>	person	6,032	8,147	8,843
<b>Number of full-time employees</b>	person	6,032	7,921	8,501
Number of full-time contract employees	person	6,032	7,811	8,446
Number of full-time dispatched employees	person	—	110	55
<b>Number of part-time employees</b>	person	—	226	342
<b>Note: The following figures do not include part-time employees</b>				
Number of male employees	person	1,145	1,496	1,585
Number of female employees	person	4,887	6,425	6,916
Number of employees aged >50	person	76	108	165
Number of employees aged 30-50	person	1,613	2,472	2,633
Number of employees aged <30	person	4,363	5,341	5,703
Number of employees working in Chinese Mainland	person	5,260	7,372	7,808
Number of employees working in Hong Kong, Macau, Taiwan and overseas	person	772	549	693
Number of employees with a doctorate or above	person	1,362	78	71
Number of employees with a master's degree	person	—	1,251	599
Number of employees with a bachelor's degree	person	3,838	4,980	6,424
Number of employees with an associate degree or below	person	832	1,612	1,189
Number of employees at senior management level	person	—	93	113
Number of employees at middle management level	person	—	590	677

Indicator	Unit	2020	2021	2022
Number of employees at the grass-roots level	person	—	7,238	7,711
Number of senior technicians	person	—	351	450
Number of middle-level technicians	person	—	1,491	1,849
Number of junior technicians	person	—	6,034	6,157
Number of employees with working years at Tigermed $\geq 10$	person	—	300	258
Number of employees with working years at Tigermed of 5 (inclusive) to 10 (exclusive)	person	—	770	1,057
Number of employees with working years at Tigermed of 3 (exclusive) to 5 (exclusive)	person	—	1,115	1,084
Number of employees with working years at Tigermed $\leq 3$	person	—	5,736	6,102
Number of employees with disabilities	person	—	22	23
Number of ethnic minority employees	person	—	—	341
<b>Total number of new employees<sup>3</sup></b>	person	—	4,290	3,459
Number of new male employees	person	—	703	644
Number of new female employees	person	—	3,587	2,815
Number of new employees over 50 years old	person	—	95	68
Number of new employees aged 30 - 50	person	—	636	584
Number of new employees under 30 years old	person	—	3,559	2,807
Number of new employees in Chinese Mainland	person	—	4,040	3,234
Number of new employees in Hong Kong, Macau, Taiwan and overseas	person	—	250	225
Number of new employees: Full-time labor contract	person	—	4,165	3,387
Number of new employees: Full-time dispatched employees	person	—	125	72
<b>Turnover rate<sup>4</sup></b>				
<b>Turnover rate</b>	%	18.30	18.67	25.42
Turnover rate of male employees	%	22.03	18.92	26.75
Turnover rate of female employees	%	17.25	18.61	25.12
Turnover rate of employees over 50 years old	%	—	16.67	11.52
Turnover rate of employees aged 30 - 50	%	—	11.53	18.99
Turnover rate of employees under 30 years old	%	—	22.02	28.79
Turnover rate of senior management	%	—	7.53	10.62
Turnover rate of middle management	%	—	9.83	15.81
Turnover rate of grass-roots employees	%	—	19.54	26.48
Turnover rate of senior technicians	%	—	7.69	12.89

Indicator	Unit	2020	2021	2022
Turnover rate of middle-level technicians	%	—	11.87	17.90
Turnover rate of junior technicians	%	—	21.00	28.52
Turnover rate of employees with working years at Tigermed $\geq 10$	%	—	5.00	7.75
Turnover rate of employees with working years at Tigermed of 5 (inclusive)-10 (exclusive)	%	12.20	7.27	13.53
Turnover rate of employees with working years at Tigermed of 3 (exclusive)-5 (exclusive)	%	14.30	15.07	25.55
Turnover rate of employees with working years at Tigermed $\leq 3$	%	19.90	21.62	28.20
Turnover rate of employees working in Chinese Mainland	%	18.10	19.63	26.27
Turnover rate of employees working in Hong Kong, Macao, Taiwan and overseas	%	19.80	5.83	15.87
<b>Occupational Health and Safety</b>				
Working days lost due to work-related injury <sup>5</sup>	day	120.0	200.5	483.0
Number of employees who died due to work-related injuries	person	0	0	0
Average training hours completed per employee on health and safety	hour	1.00	1.22	2.09
<b>Employee Training and Development</b>				
Training investment for employees <sup>6</sup>	CNY 10,000	243.31	26,113.78	362.22
<b>Training coverage rate of employees</b>	%	100	100	100
Percentage of male employees trained	%	100	100	100
Percentage of female employees trained	%	100	100	100
Percentage of senior management trained	%	100	100	100
Percentage of middle management trained	%	100	100	100
Percentage of grass-roots employees trained	%	100	100	100
Percentage of senior technicians trained	%	100	100	100
Percentage of middle-level technicians trained	%	100	100	100
Percentage of junior technicians trained	%	100	100	100
<b>Average training hours per employee<sup>7</sup></b>	hour	48	222	105
Average training hours per male employee	hour	48	190	91
Average training hours per female employee	hour	48	230	108
Average training hours per senior management	hour	—	200	101
Average training hours per middle management	hour	—	186	103
Average training hours per grass-roots employee	hour	—	225	111
Average training hours per senior technician	hour	—	203	107
Average training hours per middle-level technician	hour	—	217	109

Indicator	Unit	2020	2021	2022
Average training hours per junior technician	hour	—	226	111
<b>Percentage of employees accepting regular performance and career development assessment</b>	%	100	100	100
Percentage of male employees accepting regular performance and career development assessment	%	100	100	100
Percentage of female employees accepting regular performance and career development assessment	%	100	100	100
Percentage of senior management accepting regular performance and career development assessment	%	100	100	100
Percentage of middle management accepting regular performance and career development assessment	%	100	100	100
Percentage of grass-roots employees accepting regular performance and career development assessment	%	100	100	100

Note:

[1]. In 2020, the scope of employee performance was Tigermed (excluding its subsidiary Frontage Holdings), and the company only had individual dispatched employees, and no statistics were conducted on this category and part-time employees. Since 2021, the employee performance range has included Frontage Holdings (China), which differs from the total number of employees in the consolidated financial statement range in that it does not include Frontage Holdings (overseas).

[2]. The employee performance assessment covers full-time contract employees and full-time dispatched employees, excluding part-time employees and excluding interns.

[3]. In 2022, many companies in the CRO industry adjusted their product pipelines, resulting in a decrease in the demand for personnel from company customers; In addition, the company's recruitment work has been slowed down by the impact of negative factors. As a result, the number of new employees in the company has decreased.

[4]. In 2022, the company's employee turnover rate increased, but it is still lower than the average level of employee turnover rate in the CRO industry. The calculation method of employee turnover rate:  $\text{employee turnover rate} = \frac{\text{number of employees lost in the year}}{\text{total number of employees at the end of the year}} \times 100\%$ .

[5]. Occupational injuries are mainly traffic accidents on the way to and from work. At the same time, a synthetic position employee of Frontage Holdings (China) caused a palladium carbon flash explosion due to laboratory operating problems, resulting in burns, and the treatment process was long, reaching 134 days. In response to the above events, the company has assisted employees to identify the work-related injury and complete the compensation.

[6-7]. In 2021, training projects gradually shifted to offline and training projects increased, resulting in a significant increase in training investment. In 2022, due to the negative factors, training programs were mostly turned online and were interrupted, with a decrease in training frequency, training duration, and training investment.

## Product Performance

Indicator	Unit	2020	2021	2022
Confirmed complaints about infringement of customer privacy and data loss of customer	pcs	0	0	0
Complaints about products and services received by the Company	pcs	0	0	0
Sales of products sold or shipped that are subject to recall for safety and health reasons	CNY 10,000	—	0	0

## Supply Chain Management Performance

Indicator	Unit	2020	2021	2022
Total number of suppliers	-	2,043	1,931	1,989
Number of suppliers from Chinese Mainland	-	1,105	1,560	1,605
Number of suppliers from Hong Kong, Macao, Taiwan and overseas	-	938	371	384

Indicator	Unit	2020	2021	2022
Percentage of suppliers evaluated for environmental, labor, ethics, etc.	%	—	25.01	59.07
Percentage of suppliers passing environmental, labor, and ethical assessments	%	—	21.23	41.98

## Community Investment Performance

Indicator	Unit	2020	2021	2022
Amount of social welfare donations	CNY 10,000	997	412	573
Amount of charity donations in medical and health care	CNY 10,000	883	25	320
Amount of charity donations in education	CNY 10,000	110	178	125
Amount of investment in other areas <sup>1</sup>	CNY 10,000	—	209	128

Note:

[1]. Other fields mainly include the humanitarian assistance input from Tigermed and its subsidiaries to the communities where the camps are located, and the post-disaster reconstruction work for communities affected by natural disasters such as earthquakes and floods.

## Anti-corruption Performance

Indicator	Unit	2020	2021	2022
Number of concluded corruption cases filed by regulatory authorities against the company or its employees	pcs	0	0	0
Percentage of the directors who attended anti-corruption training	%	100	100	100
Number of employees who completed training on anti-corruption	person-time	—	32,461	27,887
Average training hours per employee on anti-corruption	hour	0.26	1.40	1.17

## Compliance Management Performance

Indicator	Unit	2020	2021	2022
Total number of cases violating health and safety regulations and voluntary guidelines related to products and services	pcs	0	0	0
Total number of cases violating regulations and voluntary guidelines related to marketing (including advertising, promotion and sponsorship)	pcs	0	0	0
Total number of cases violating regulations and voluntary guidelines related to product and service information and identification	pcs	0	0	0
Total number of cases violating regulations and voluntary guidelines regarding customer privacy protection	pcs	0	0	0
Total number of cases violating employment-related laws and regulations	pcs	0	0	0
Total number of cases penalized due to excessive or illegal discharge of pollutants	pcs	0	0	0

# Report Index

## Environmental, Social and Governance Reporting Guide of Hong Kong Stock Exchange

Subject Areas, Aspects, General Disclosures and KPIs	Description
<b>A. Environmental</b>	
<b>A1. Emissions</b>	Environmental Responsibility - Environment Management System
A1.1	Environmental Responsibility -Resource Utilization and Emissions Management ESG Quantitative Performance
A1.2	ESG Quantitative Performance
A1.3	ESG Quantitative Performance
A1.4	ESG Quantitative Performance
A1.5	Environmental Responsibility - Environment Management System Environmental Responsibility - Resource Utilization and Emissions Management
A1.6	Environmental Responsibility - Environment Management System Environmental Responsibility - Resource Utilization and Emissions Management
<b>A2. Use of Resources</b>	Environmental Responsibility - Addressing Climate Change Environmental Responsibility -Resource Utilization and Emissions Management
A2.1	ESG Quantitative Performance
A2.2	ESG Quantitative Performance
A2.3	Environmental Responsibility - Addressing Climate Change
A2.4	Environmental Responsibility -Resource Utilization and Emissions Management

Subject Areas, Aspects, General Disclosures and KPIs	Description
A2.5	The Company's main business is drug clinical research, not involving the use of packaging
<b>A3. The Environment and Natural Resources</b>	Environmental Responsibility -Resource Utilization and Emissions Management
A3.1	Environmental Responsibility -Resource Utilization and Emissions Management
<b>A4 Climate Change</b>	Environmental Responsibility - Addressing Climate Change
A4.1	Environmental Responsibility - Addressing Climate Change
<b>Employment and Labor Practices</b>	
<b>B1. Employment</b>	Employee Responsibility - Employee Rights and Benefits Employee Responsibility -Diversity, Equality and Inclusion
B1.1	ESG Quantitative Performance
B1.2	ESG Quantitative Performance
<b>B2. Healthy and Safety</b>	Employee Responsibility - Occupational Health and Safety
B2.1	Employee Responsibility - Occupational Health and Safety ESG Quantitative Performance
B2.2	ESG Quantitative Performance
B2.3	Employee Responsibility - Occupational Health and Safety
<b>B3. Development and Training</b>	Employee Responsibility - Talent Growth and Development
B3.1	ESG Quantitative Performance
B3.2	ESG Quantitative Performance

Subject Areas, Aspects, General Disclosures and KPIs	Description
<b>B4 Labor Standards</b>	Employee Responsibility - Employee Rights and Benefits
B4.1	Employee Responsibility - Employee Rights and Benefits
B4.2	Employee Responsibility - Employee Rights and Benefits
<b>Operating Practices</b>	
<b>B5. Supply Chain Management</b>	Supply Chain Responsibility- Supply Chain Management
B5.1	ESG Quantitative Performance
B5.2	Supply Chain Responsibility- Supply Chain Management ESG Quantitative Performance
B5.3	Supply Chain Responsibility- Supply Chain Management
B5.4	Supply Chain Responsibility- Supply Chain Management
<b>B. Social</b>	
<b>B6. Product Responsibility</b>	Compliance-Responsible Marketing Compliance-Protection of Intellectual Protect Customer Responsibility-Quality Management System Customer Responsibility - Protection of Customer Information and Privacy
B6.1	ESG Quantitative Performance
B6.2	Customer Responsibility - Customer Service ESG Quantitative Performance
B6.3	Compliance-Protection of Intellectual Protect
B6.4	Customer Responsibility-Quality Management System
B6.5	Compliance-Protect of the Subject Interests Customer Responsibility - Protection of Customer Information and Privacy
<b>B7. Anti-corruption</b>	Compliance- Anti-corruption Compliance-Compliance and Risk Management

Subject Areas, Aspects, General Disclosures and KPIs	Description
B7.1	ESG Quantitative Performance
B7.2	Compliance- Anti-corruption Compliance-Compliance and Risk Management
B7.3	Compliance- Anti-corruption ESG Quantitative Performance
<b>Community</b>	
<b>B8. Community Investment</b>	Community Responsibility - Community Health and Philanthropy
B8.1	Community Responsibility - Community Health and Philanthropy
B8.2	Community Responsibility - Community Health and Philanthropy

## Guidelines for the Self-Regulatory Supervision of Listed Companies No. 2—Standardized Operation of GEM Listed Companies of The Shenzhen Stock Exchange

Terms and Disclosures	Description
9.1 Review	ESG Management System Corporate Governance Customer Responsibility Supply Chain Responsibility Employee Responsibility Environmental Responsibility Community Responsibility
9.2 Business Principles	Compliance
9.3 Social Responsibility Strategic Planning and Working Mechanisms	ESG Management System Employee Responsibility Environmental Responsibility Community Responsibility
9.4 Institutional Construction of Social Responsibility	Customer Responsibility Employee Responsibility Environmental Responsibility Community Responsibility
9.5 Return for Shareholders	Corporate Governance
9.6 Financially Sound	Corporate Governance
9.7 Protection of the Rights and Interests of Employees	Employee Responsibility
9.8 Environmental Protection Responsibility	Environmental Responsibility
9.9 Environmental information	Environmental Responsibility
9.10 Implementation of Environmental Protection Policies	Environmental Responsibility
9.11 Disclosure of Environmental Information	Environmental Responsibility
9.12 Product Quality and Safety	Customer Responsibility
9.13 Protection of the Rights and Interests of Employees	Employee Responsibility
9.14 Science Ethics	Compliance
9.15 Supervision	Notes on Report Preparation


## GRI Sustainability Reporting Standards 2021

Number / Title	Description	Number / Title	Description
<b>GRI 1: Foundation 2021</b>		2-25	Compliance – Anti-corruption
<b>GRI 2: General Disclosures 2021</b>		2-26	Corporate Governance
2-1	About Tigermed -Company Profile	2-29	ESG Management System - Stakeholder Communication
2-2	Notes on Report Preparation	<b>GRI 3 Material Issues 2021</b>	
2-3	Notes on Report Preparation	3-1	ESG Management System - Identification of Material Issues
2-4	Notes on Report Preparation	3-2	ESG Management System - Identification of Material Issues
2-6	About Tigermed -Main Business	3-3	ESG Management System - Identification of Material Issues
2-7	Employee Responsibility	<b>Economic</b>	
	ESG Quantitative Performance	<b>GRI 201: Economic Performance 2016</b>	
2-8	Employee Responsibility	201-4	Customer Responsibility – Digital Innovation
	ESG Quantitative Performance	<b>GRI 203: Indirect Economic Impacts 2016</b>	
2-9	Corporate Governance	203-1	Community Responsibility
	ESG Management System - Tigermed ESG Management System	<b>GRI 204: Procurement Practices 2016</b>	
2-12	Corporate Governance	204-1	ESG Quantitative Performance
	ESG Management System - Tigermed ESG Management System	<b>GRI 205: Anti-corruption 2016</b>	
2-13	Corporate Governance	205-2	ESG Quantitative Performance
	ESG Management System - Tigermed ESG Management System	205-3	ESG Quantitative Performance
2-14	ESG Management System - Tigermed ESG Management System	<b>Environment</b>	
2-15	Compliance	<b>GRI 2: General Disclosures 2021</b>	
2-16	ESG Management System - Tigermed ESG Management System	2-23	Environmental Responsibility - Environment Management System
2-17	ESG Management System - Tigermed ESG Management System	2-27	Environmental Responsibility - Environment Management System
2-18	ESG Management System - Tigermed ESG Management System	<b>GRI 302: Energy 2016</b>	
2-20	Corporate Governance - Board of Directors and Board of Supervisors	302-1	ESG Quantitative Performance
	Tigermed Sustainability Governance System	302-3	ESG Quantitative Performance
2-22	Leaders' Messages	<b>GRI 305: Water Resources 2016</b>	
		303-1	ESG Quantitative Performance
		303-2	Environmental Responsibility - Resource Utilization and Emissions Management

Number / Title	Description
303-3	ESG Quantitative Performance
<b>GRI 305: Emissions 2016</b>	
305-1	ESG Quantitative Performance
305-2	ESG Quantitative Performance
305-4	ESG Quantitative Performance
<b>GRI 306: Wastes 2020</b>	
306-1	ESG Quantitative Performance
306-2	ESG Quantitative Performance
<b>GRI 307: Environmental Compliance 2016</b>	
307-1	ESG Quantitative Performance
<b>GRI 308: Supplier Environmental Assessment 2016</b>	
308-1	ESG Quantitative Performance
<b>Social</b>	
<b>GRI 2: General Disclosures 2021</b>	
2-23	Compliance Customer Responsibility Supply Chain Responsibility Employee Responsibility Community Responsibility
2-27	Compliance Customer Responsibility Supply Chain Responsibility Employee Responsibility
<b>GRI 401: Employment 2016</b>	
401-1	ESG Quantitative Performance
401-2	Employee Responsibility - Employee Rights and Benefits
<b>GRI 403: Occupational Health and Safety 2016</b>	

Number / Title	Description
403-2	ESG Quantitative Performance
403-3	Employee Responsibility - Occupational Health and Safety
<b>GRI 404: Training and Education 2016</b>	
404-1	ESG Quantitative Performance
404-2	Employee Responsibility - Talent Growth and Development
404-3	ESG Quantitative Performance
<b>GRI 405: Diversity and Equal Opportunity 2016</b>	
405-1	Employee Responsibility - Diversity, Equality and Inclusion
<b>GRI 406: Non-discrimination 2016</b>	
406-1	Employee Responsibility - Diversity, Equality and Inclusion
<b>GRI 408: Child Labor 2016</b>	
408-1	Employee Responsibility - Employee Rights and Benefits
<b>GRI 409: Forced or Compulsory Labor 2016</b>	
409-1	Supply Chain Responsibility- Responsible Supply Chain Employee Responsibility - Employee Rights and Benefits
<b>GRI 414: Supplier Social Assessment 2016</b>	
414-1	ESG Quantitative Performance
<b>GRI 417: Marketing &amp; Logos 2016</b>	
417-3	Compliance-Responsible Marketing
<b>GRI 416: Customer Health and Safety 2016</b>	
416-2	ESG Quantitative Performance
<b>GRI 418: Customer Privacy 2016</b>	
418-1	ESG Quantitative Performance

## Index of SDGs

SDGs	SDGs Tier 2 Targets	Description
	3.8 Access to safe, effective, quality and affordable essential medicines and vaccines for all	Refine Quality Management and Improve the Quality Control of Pharmaceutical R&D Deeply Rooted in Innovation, Contributing to Global Medical Solutions Customer Responsibility Community Responsibility
	5.5 Ensure women's full and effective participation and equal opportunities for leadership at all levels of decision-making in political, economic and public life	Diversity, Equality and Inclusion
	8.5 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 8.7 Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child labor, and by 2025 end child labor in all its forms 8.8 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	Employee Responsibility
	9.5 Enhance scientific research, upgrade the technological capabilities of industrial sectors in all countries, in particular developing countries, including, by 2030, encouraging innovation and substantially increasing the number of research and development workers per 1 million people and public and private research and development spending	Deeply Rooted in Innovation, Contributing to Global Medical Solutions R&D Innovation
	12.5 By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse 12.6 Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle	Environment Responsibility
	13.3 Improve education, awareness-raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning	Addressing Climate Change

# Terminology

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

Abbreviation	Definition
BCP	Business Continuity Planning
CCMS	Clinical Coordinator Management System
CDE	Center for Drug Evaluation
COVID-19	Corona Virus Disease 2019
CRA	Clinical Research Associate
CRC	Clinical Research Coordinator
CRO	Contract Research Organization
CTMS	Clinical Trial Management System
CTRM	Clinical Trial Remote Monitoring
DCT	Decentralized Clinical Trial
DIA	Drug Information Association
DPO	Data Protection Officer
DRP	Disaster Recovery Planning
EAP	Employee Assistance Program
eCPM	eClinical Trial Patient Management
eCTD	electronic Common Technical Document
EDC	Electronic Data Capture
EHS	Environment, Health and Safety
ESG	Environmental , Social and Governance
ESR	Electronic Source Record
E-SITE	Excellent Site
GAMP5	Good Automated Manufacturing Practice – Rev5
GCP	Good Clinical Practice
GDPR	General Data Protection Regulation
GRI	Global Reporting Initiative

Abbreviation	Definition
GxP	Good x Practice
ICH	International Conference on Harmonization of Technical Requirements for Registration of Pharmaceuticals for Human Use
IDP	Individual Development Plan
KPI	Key Performance Indicator
OA	Office Automation
PD	Protocol Deviation
PDCA	Plan, Do, Check and Act
PHIOS	Pharmacovigilance-intelligence-Insight/Improved Overview System
PM	Project Manager
PMP	Project Management Professional
QA	Quality Assurance
QMS	Quality Management System
QSD	Quality System Documentation
RBQM	Risk-Based Quality Management
SDGs	Sustainable Development Goals
SDLC	System Development Life Cycle
SME	Subject Matter Expert
SOP	Standard Operation Procedure
SRM	Supplier Relationship Management
TCFD	Task Force on Climate-related Financial Disclosures
TLT-QMS	Talent Quality Management System
TransCelerate	TransCelerate BioPharma Inc.
WPD	Work Practice Documents

# Notes on Report Preparation

This is the fifth 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.

## Organizational Scope

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

### Name of Subsidiaries and Their Abbreviations in the Report

Major Subsidiaries	Abbreviation in the report
Hangzhou Tigermed Consulting Co., Ltd	Tigermed, the Company, the Group or We
Frontage Holdings Corporation	Frontage Holdings
Beijing Yaxincheng Medical InfoTech Co., Ltd.	Beijing Yaxincheng
Wuxi Tigermed Consulting Co., Ltd.	Wuxi Tigermed

## Reporting Period

This report is an annual report covering the period from January 1, 2022 to December 31, 2022. Part of the statement contains issues beyond this scope, 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 ("SEHK") and the *Self-regulatory Guidelines No. 2 - the Gem Listed Companies Standardized Operation of Listed Companies (2022)* and the *Corporate Social Responsibility Disclosure Requirements and Guidelines on Social Responsibility of Listed Companies on Shenzhen Stock Exchange (2006)* published by the Shenzhen Stock Exchange.

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

## Reporting Principles

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

- **Principle of Materiality**

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

- **Principle of Quantification**

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

- **Principle of Balance**

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

- **Principle of Consistency**

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

## Data Description

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

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

## Reliability Commitment

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

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

## Contact Us

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