



感知世界医学脉搏 助力中国临床决策

Medlive Technology Co., Ltd.

2025 ENVIRONMENTAL, SOCIAL AND GOVERNANCE REPORT

Incorporated in the Cayman Islands with limited liability
Stock Code: 2192



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About this Report

This is the fifth Environmental, Social and Governance ("ESG") Report (hereafter referred as "this Report") published by Medlive Technology Co., Ltd. (hereafter referred as "Medlive", "We/Us" or "the Company"). This Report includes specific initiatives, key practices, highlight cases and key indicators of Medlive's commitment to social responsibility and effective management of ESG risks and opportunities in 2025. Through this Report, we aim to address stakeholder concerns, strengthen engagement, and foster alignment in interests, sentiments, and values, while continuously driving environmental and social sustainability.

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Scope of this Report

Reporting entities: Medlive and its subsidiaries, including Kingyee (Beijing) Co., Ltd. and Beijing Yimaihutong Technology Co., Ltd., among others.

Reporting period: This Report primarily covers the period from January 1, 2025 to December 31, 2025 (the "Reporting Period"), with some information beyond this time period.

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Report References

This Report has been prepared in accordance with the GRI Standards issued by the GSSB, the United Nations Sustainable Development Goals (UN SDGs) and the requirements of the Environmental, Social and Governance Reporting Code as set out in Appendix C2 to the Rules Governing the Listing of Securities ("Listing Rules") on The Stock Exchange of Hong Kong Limited ("HKEX"), and the disclosure of each of the indicators in this Report can be found in the "Appendix III - Content Index". This Report has also made reference to and responded to the concerns of MSCI and Sustainalytics ESG ratings, and has been compiled in light of the Company's current level of development and the actual ESG situation.

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

- **Materiality:** This Report uses materiality assessment to identify significant ESG issues for the Company during this Reporting Period and discloses the description of the significant stakeholders and the process and results of stakeholder engagement.
- **Quantitative:** This Report discloses the key performance of the Company in terms of environmental, social and governance, and as far as possible, the key performance is accompanied by explanation and purpose statement.
- **Balance:** The contents of this Report reflect objective facts and seek to report the Company's performance impartially.
- **Consistency:** This Report adopts a consistent disclosure method, and tries to use a uniform caliber for comparable indicators wherever possible, in order to provide more informative performance disclosure.

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Contents and Data

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

- The Company's 2025 Annual Report
 - Internal summaries and reports
 - Qualitative and quantitative material provided by various departments of the Company
- Unless otherwise specified, all monetary amounts in this Report are expressed in RMB.

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Report Accessibility

Report version: This Report is published in both traditional Chinese and English. In the event of any discrepancy in understanding the contents, the traditional Chinese version shall prevail.

Access to this Report: This Report is released in PDF format on the following websites.

- Hong Kong Exchanges and Clearing Limited information release web page (www.hkexnews.hk)
- Our IR website (<http://ir.medlive.cn>)

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Report Feedback

If you have any comments or suggestions on the contents of this Report or on our ESG performance, please feel free to contact us by email (ir@kingyee.com.cn). Your comments and suggestions will help us to further improve this Report and our ESG performance.

The Board's Statement on ESG Governance

Board Responsibilities

As a leading online professional physician platform in China, Medlive is committed to driving the innovative development of digital healthcare marketing. The Board of Directors (the "Board") serves as the highest decision-making and supervisory body for the Company's ESG matters. It is fully responsible for formulating Medlive's ESG management guidelines, development strategies, goal setting, and progress reviews, and bears ultimate responsibility for the Company's ESG performance. Based on changes in the external economic and social environment and the Company's strategic direction, we regularly evaluate the materiality of ESG issues. The Board reviews and approves ESG targets, continuously oversees and reviews relevant policies, management mechanisms, and the achievement of goals, and approves the public disclosure of ESG information.

ESG Executive

Medlive has established an ESG Working Group comprising heads of the Board Office, Human Resources Department, Administration Department, Finance Department, Legal Department, and other relevant departments. Reporting directly to the Board and senior management, the Working Group assists in formulating and implementing ESG strategies, targets, and management frameworks. It works to deeply integrate ESG elements into daily operations, ensuring the achievement of corporate strategic goals and the enhancement of ESG performance. Through cross-departmental collaboration, the Working Group drives the systematic implementation of ESG initiatives and strengthens the Company's sustainable development capabilities.

ESG Risk Management

Medlive consistently upholds the philosophy of long-term value, firmly believing that sustainable development is the cornerstone of the Company's steady growth. To effectively guard against potential risks that may hinder sustainable development, the Board and the ESG Working Group monitor the Company's operational and financial performance by formulating strategic guidelines and regularly overseeing their implementation. Concurrently, we refine our internal control and risk management systems to ensure the effective execution of our sustainable development strategy. These measures are designed to build a resilient operational system capable of navigating changes in both internal and external environments.

Important ESG Issues

Aligning with its corporate development strategy, Medlive maintains close communication with internal and external stakeholders to identify and assess material ESG risk issues, thereby formulating a robust sustainable development strategy. The Company discusses and approves these identified material ESG issues at various levels, establishing corresponding strategies, targets, and management guidelines. By keeping pace with international sustainability trends and peer performance, we regularly review and enhance our efforts to ensure the rational allocation of corporate resources. During the Reporting Period, Medlive prioritized strengthening the management of core issues, including business ethics and conflict of interest, employee training and development, technological innovation, data security and privacy protection, and response to climate change. We enhanced the execution of ESG management by auditing and revising relevant policies and systems.

2025 Key Performance

Transparent Governance, Foundation of Responsibility

- Percentage of Non-executive Directors: 56%; Percentage of Female Directors: 33%
- During the Reporting Period, number of internal audits: 2; Number of external third-party audits: 10
- Business ethics and anti-corruption training coverage: 100%; Zero corruption or fraud incidents occurred during the Reporting Period
- Zero information security incidents or user privacy breaches occurred during the Reporting Period
- Follow-up rate on reported cases: 100%
- ISO 27001 Information Security Management System Certification
- ISO 27701 Privacy Information Management System Certification

People-Oriented, Social Inclusion

- Total number of employees: 724; Social insurance coverage: 100%
- Percentage of female employees: 68.2%; Number of employees with disabilities hired: 6
- Total employee training hours during the Reporting Period: 10,691 hours; Average training hours per employee: 14.77 hours, YoY increase: 10.4%
- Employee training coverage reached 100%
- Total hours of employee volunteer community service: 476
- Public welfare training sessions for primary physicians: 6, covering 50,000 participants
- ISO 45001 Occupational Health and Safety Management System Certification

Quality First, Service Excellence

- Supplier due diligence coverage reached 100%; conducted site visits for 86% of suppliers
- Supplier sustainability training coverage reached 100%
- Collected 5,000 valid platform user survey samples; resolved 5 user experience issues
- Handled 2 complaints during the Reporting Period; complaint resolution rate: 100%; user satisfaction rate: 100%
- Conducted 4 sessions of marketing compliance training, covering 100% of employees
- ISO 9001 Quality Management System Certification

Green Operations, Ecological Sustainability

- GHG emissions per capita: 0.061 tonnes of CO₂ equivalent (tCO₂e); YoY decrease: 3.2%
- Hazardous waste generated per capita: 0.040 kg; YoY decrease: 2.4%
- Water consumption per capita: 1.698 tonnes; YoY decrease: 2.5%
- ISO 14001 Environmental Management System Certification

Digital Transformation, Intelligent Navigation

- Audited revenue in 2025: 642.16 million; YoY increase: 15.0%
- Precision marketing services covered 269 pharmaceutical and medical device companies and 653 products
- Online medical academic promotion covered 891K licensed physicians
- The intelligent patient management platform cumulatively served 634K patients with chronic diseases
- Avoided offline transportation carbon emissions of 6,900 tonnes of CO₂ equivalent (CO₂e) through online medical academic promotion

About Us

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Company Profile

Medlive is a leading online professional physician platform and healthcare digital marketing service provider in China. We are committed to empowering physicians to make better clinical decisions through technological innovation in medical information, while enabling pharmaceutical and medical device companies to improve the efficiency and reduce the costs of their academic promotion through precise and efficient digital marketing services.

Established in 1996, Medlive upholds the philosophy of "Professionalism, Innovation, Cooperation, and Efficiency." We continuously delve into user needs and, rooted in medical professionalism, precisely empower physicians across multiple dimensions, including learning, clinical practice and scientific research. Leveraging high-quality professional medical content and a comprehensive suite of medical tools, Medlive attracts an increasing number of physicians and other healthcare professionals to grow alongside us. With 30 years of development, the Medlive platform has accumulated over 7 million registered users, including over 4 million licensed physicians, representing approximately 90% of the total licensed physicians in China. Widely recognized by physicians across the country, Medlive stands as the most trusted professional medical platform in China.

The Medlive platform not only satisfies physicians' learning needs to enhance their clinical capabilities but also provides decision support for clinical diagnosis and treatment. Our comprehensive product matrix includes software tools embedded into physicians' daily workflows, such as *Clinical Guidelines*, *Drug Reference*, *Disease Knowledge Base*, and *Medical Literature King*. With the rapid development of artificial

intelligence ("AI") technology, Medlive has achieved significant progress in the field of intelligent medicine, leveraging our deep industry knowledge accumulation and keen technological insights. Our self-developed medical vertical Large Language Model ("LLM") has completed the filing for deep synthesis service algorithms with the Cyberspace Administration of China ("CAC"). Integrated with hundreds of millions of medical documents and data during training, this model possesses the capability to process professional medical knowledge. It also supports evidence traceability, ensuring the accuracy and reliability of generated content through multi-layered strategic mechanisms. The Medlive LLM has achieved commercial application across various scenarios, including physician academic education, patient education, clinical decision support, and professional medical content retrieval and generation. Our AI tools, such as *MedSeeker*, *MedPaper*, and *MedAssister*, have also been well-received by clinical physician users.

Remaining true to our founding mission, Medlive persistently empowers physicians' clinical decisions through technological innovation, striving to elevate the standard of clinical diagnosis and treatment among Chinese physicians. Leveraging strong brand awareness, a leading industry position, and high physician engagement, Medlive has created an online ecosystem where healthcare participants can gather, learn, and exchange ideas. Backed by robust proprietary technology, professional medical content, and rich insights into physicians, Medlive delivers valuable information to physicians with precision and efficiency. Serving as an academic bridge between pharmaceutical companies and physicians, we continuously contribute to the innovative development of China's healthcare industry.



Corporate Culture

Mission

Empowering physicians in clinical research, advancing medical progress, and benefiting patients

Values

Professional
Innovative
Collaborative
Efficient

Objectives

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

ESG Mission

Technology is the core force driving the advancement of the healthcare industry. Upholding the ESG mission that "Technology Empowers Sustainable Healthcare Development," Medlive leverages technology to empower physicians and pharmaceutical and medical device companies to achieve sustainable medical services and innovation, thereby promoting the digital transformation of the healthcare industry. Medlive continuously invests in R&D to provide physician users with authoritative and professional medical content, and to offer pharmaceutical and medical device clients precise digital academic marketing solutions, enhancing the overall service efficiency of the healthcare industry. Aligning with the United Nations Sustainable Development Goals (UN SDGs), Medlive has built a robust corporate management system. Through innovative digital marketing solutions, we guide pharmaceutical and medical device companies to prioritize digital academic education for physicians, improve operational efficiency, and reduce carbon and pollutant emissions, creating environmental, social, and economic value.

Technology Empowers Sustainable Healthcare Development

By promoting digital medical services and academic exchanges, we can reduce the carbon emissions generated by offline activities, and leverage the digital physician platform to help achieve sustainable and green healthcare.

We attach great importance to providing services for primary care physicians. By offering high-quality professional medical content, we assist primary care physicians in enhancing their diagnosis and treatment standards, making contributions to the implementation of the hierarchical medical system. Rooted in the medical field, we aim to bring benefits to society.

We have established a comprehensive governance framework and risk control system to mitigate potential risks and hazards in our operations. By utilizing scientific and efficient corporate management, we aim to facilitate the realization of sustainable and stable development.

Business Overview

The Medlive platform has over 7 million registered users, including more than 4 million licensed physicians, representing 90% of the total licensed physicians in China. In the fourth quarter of 2025, the average monthly active users (MAUs) (after de-duplication) on the platform reached 3 million. For the full year of 2025, there were 269 customers for our Precision Marketing and Corporate Solutions, covering 653 products.



Notes: 1. Data as of December 31, 2025; 2. Data for Q4,2025; 3. Data for the whole year of 2025

Precision Marketing and Corporate Solutions

Relying on a large user base of physicians and strong capability of physician behavioral profile analysis, we help pharmaceutical companies and medical device companies to conduct accurate, efficient and low-cost physician education. We also provide professional services such as research, system development, EDC, DCT and real-world research ("RWS") for companies.

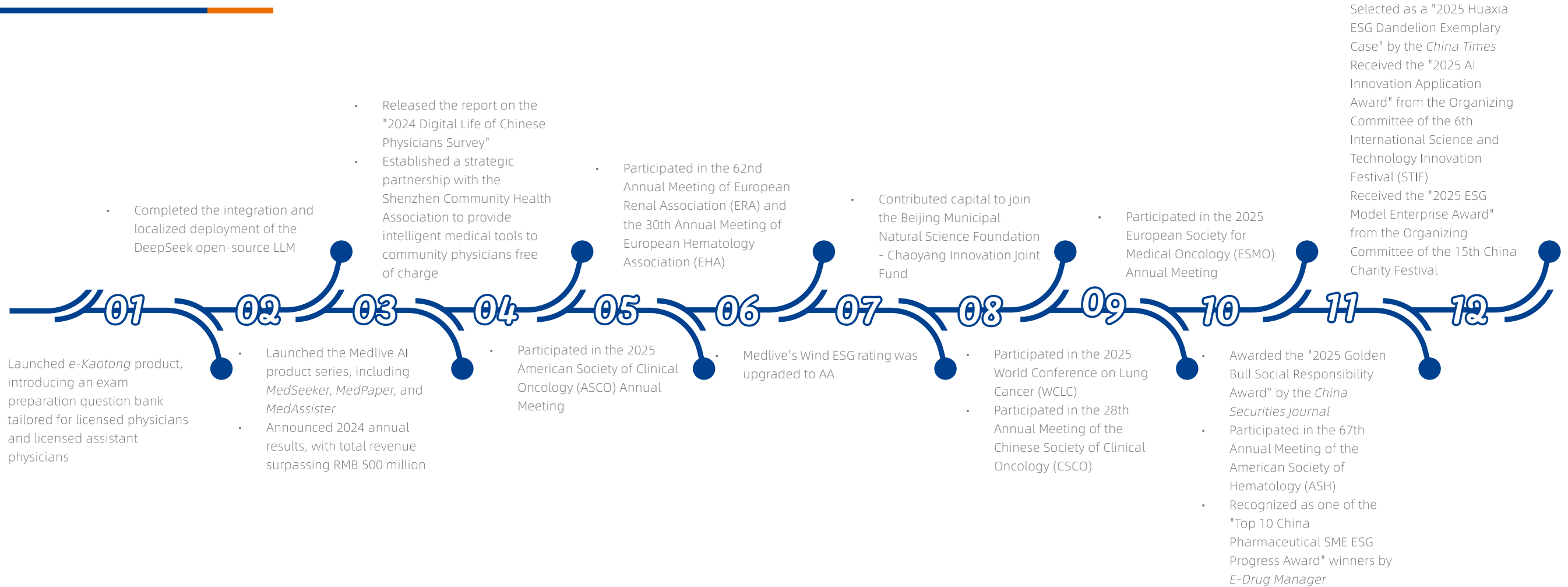
Medical Knowledge Solutions

Relying on a team of medical, product and technical experts, we provide physicians with professional medical content and products such as *Clinical Guidelines*, *Drug Reference*, *Disease Knowledge Base*, and *Medical Literature King* to assist clinicians in efficient diagnosis and treatment.

Intelligent Patient Management Solutions

Through an innovative disease management platform, we provide physicians with management tools and medical content to help clinicians diagnose and manage patients accurately and efficiently, and improve patients' follow-up rates and medication adherence. It also provides patients with online consultation and treatment, disease education and patient management services, ultimately enhancing the quality of patient survival and benefiting patients.

2025 Milestones





ESG Strategy and Management

ESG Strategy and Objectives

Medlive actively integrates ESG concepts into the Company's strategic objectives, organizational structure, business system and daily operations, and has formulated internal policies related to sustainable development, such as the "Guide for the Implementation of Environmental, Social and Corporate Governance Directives" and the "Social Responsibility Management System". In order to ensure the effective implementation of our ESG mission of "Technology Empowers Sustainable Healthcare Development", we center our efforts on five key ESG focus areas: Transparent Governance and Foundation of Responsibility, People-Oriented and Social Inclusion, Quality First and Service Excellence, Green Operations and Ecological Sustainability, and Digital Transformation and Intelligent Navigation. Leveraging our capabilities and strengths, we carry out multi-dimensional integrated ESG practices. In doing so, we achieve high-quality corporate development while continuously creating value across economic, social, and environmental dimensions.



**Transparent Governance
Foundation of Responsibility**




- Corporate Governance
- Business Ethics
- Risk Management
- Data Security and Privacy Protection



**People-Oriented
Social Inclusion**








- Diversity, Equity, and Inclusion
- Talent Attraction and Retention
- Employee Training and Development
- Occupational Health and Safety
- Community Investment and Development



**Quality First
Service Excellence**





- Quality Customer Service
- Product Quality Assurance
- Responsible Marketing
- Sustainable Supply Chain



**Green Operations
Ecological Sustainability**







- Climate Change Response
- Promoting Green Services
- Green Office Practices
- Green Procurement



**Digital Transformation
Intelligent Navigation**



- Driving Digital and Intelligent Transformation in Healthcare
- Technology and Innovation
- Intellectual Property Protection

To effectively advance and achieve our ESG strategic objectives, Medlive has defined sustainability goals across the three key pillars of Environmental, Social, and Governance (ESG), aligned with industry trends and our unique corporate characteristics. We are guided by a business development strategy of "Horizontal Expansion + Vertical Extension": Horizontally, we focus on specialized construction and operations by medical specialty. This allows us to provide physicians across different departments with precise, professional medical content and services, meeting the specific needs of each therapeutic area. Vertically, we extend along the product lifecycle, moving from marketing to the upstream and downstream of the value chain. By deeply engaging in every segment of the healthcare industry, we provide pharmaceutical and medical device companies with end-to-end digital solutions. Through this strategy, we leverage our technological strengths to support the sustainable development of the healthcare ecosystem. Medlive's performance regarding its ESG goals for the year 2025 is presented below.

Scope	Aspects	ESG-related goals	Performance in 2025
Environmental	Waste Management	<ul style="list-style-type: none"> Reduce the production amount of hazardous waste All hazardous waste should be treated in a harmless manner 	<ul style="list-style-type: none"> The production volume of hazardous waste per capita decreased by 2.4% year-on-year 100% of waste is treated in a harmless way
	Use of Resources	<ul style="list-style-type: none"> Reduce water consumption density Reduce the density of greenhouse gas emission 	<ul style="list-style-type: none"> The water consumption per capita decreased by 2.5% year-on-year The greenhouse gas emissions per capita decreased by 3.2% year-on-year
	Products & Services	<ul style="list-style-type: none"> The carbon emissions from offline transportation have been avoided by conducting online medical academic promotion, with the amount reaching 6,500 ton CO₂ e 	<ul style="list-style-type: none"> Avoided carbon emissions of approximately 6,900 ton CO₂ e
Social	Employee	<ul style="list-style-type: none"> Zero work injury rate Zero work-related fatal accidents No major discrimination cases are allowed to occur Forced labor and employment of child labor are not allowed 	<ul style="list-style-type: none"> The work injury rate was zero this year There were zero work-related fatal accidents this year No discrimination cases occurred this year No cases of forced labor or employment of child labor occurred this year
	Clients	<ul style="list-style-type: none"> Handle customer complaint cases in a timely manner The customer satisfaction rate should reach at least 98% 	<ul style="list-style-type: none"> 100% of complaints have been handled and resolved 100% customer satisfaction
	Suppliers	<ul style="list-style-type: none"> All suppliers need to be reviewed At least 80% of the suppliers need to be inspected on-site 	<ul style="list-style-type: none"> 100% of suppliers have been reviewed 85% of suppliers have been inspected on-site
Governance	Anti-corruption	<ul style="list-style-type: none"> All reported incidents need to be followed up Zero tolerance for corruption incidents All employees must undergo compliance and anti-corruption training 	<ul style="list-style-type: none"> The follow-up rate of reported incidents is 100% The number of corruption incidents in this year is zero The compliance and anti-corruption training rate for employees is 100%
	Information Security	<ul style="list-style-type: none"> No major information security incidents are allowed to occur No personal privacy leakage incidents are allowed to occur No leakage of any corporate confidential or secret information is allowed 	<ul style="list-style-type: none"> There were no major information security incidents this year There were no personal privacy leakage incidents this year There were no incidents of corporate confidential or secret information leakage this year

Stakeholder Engagement

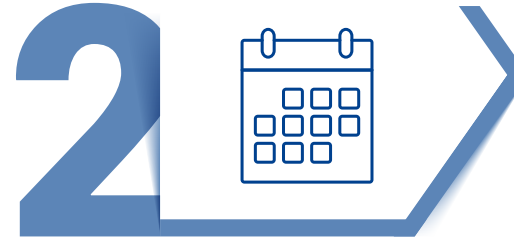
The opinions of stakeholders are crucial for the sustainable development of an enterprise. Through regular and two-way communication channels, Medlive maintains effective communication and builds trust with stakeholders in an open and transparent manner. This approach enables us to understand their concerns, respond to their requirements and expectations, continuously refine our sustainable development strategies and management practices, effectively fulfill our corporate social responsibilities, and create greater value for our stakeholders. We engage in regular communication with stakeholders and conduct materiality assessments.

Stakeholder Engagement Process



Step 1: Identify Key Stakeholders

- Identify stakeholders and map them to responsible teams/contact persons



Step 2: Engage with Stakeholders and Identify Needs

- Gather information through regular communication
- Continuously assess stakeholder needs



Step 3: Integrate with ESG Management Activities

- Integrate with materiality assessment
- Integrate into the decision-making of the Board and management, as well as management practices and business operations
- Address the needs of employees and stakeholders and enhance satisfaction

In 2025, we identified eight key categories of stakeholders that are significant to the Company. The following table outlines the topics of concern for each stakeholder group and the Company's communication channels.

Stakeholders	Physicians	Government and Regulators	Shareholders /Investors	Clients	Employees	Community/ The Public	Environment	Suppliers
Expectations	<ul style="list-style-type: none"> Professional medical content Comprehensive medical tools 	<ul style="list-style-type: none"> Integrity and compliance Optimizing the governance structure Paying taxes in accordance with the law Contributing to the development of the medical industry 	<ul style="list-style-type: none"> Steady growth in performance Integrity and compliance Corporate governance and risk management 	<ul style="list-style-type: none"> Digital marketing innovations Providing quality services Safeguarding information Integrity and compliance 	<ul style="list-style-type: none"> Protecting employee rights Caring for occupational health Promoting career development Compensation and benefits growth 	<ul style="list-style-type: none"> Provide employment opportunities Bringing about community development Public service and volunteering 	<ul style="list-style-type: none"> Deepening energy conservation and emission reduction Resource recycling Green office 	<ul style="list-style-type: none"> Integrity and honesty in cooperation Fair and equitable trading Long-term stable operation
Communication Channels	<ul style="list-style-type: none"> Continuous online and offline communication Online customer service during the working day Questionnaire and feedback Social media communication 	<ul style="list-style-type: none"> Government communication meetings Regulator exchange Information disclosure and reporting Regular visits 	<ul style="list-style-type: none"> Annual Reports, Interim Reports and announcements Annual General Meeting Non-deal roadshows Investor Research Interactive platform for communication 	<ul style="list-style-type: none"> Daily communication with professional staff to answer questions Customer service hotline Customer satisfaction survey Regular visits 	<ul style="list-style-type: none"> Employees meeting Employee satisfaction survey Complaint box Cultural activities for employees Employee training 	<ul style="list-style-type: none"> Community visits Volunteering activities Popularizing medical knowledge 	<ul style="list-style-type: none"> Environmental performance collection and disclosure Promoting green ideas 	<ul style="list-style-type: none"> Benchmarking assessment Promoting green supply Start daily communication

Materiality Assessment

Medlive conducts the identification and analysis of material issues every year, and takes the analysis results as an important consideration factor for the Company to formulate its ESG strategies. In 2025, we distributed survey questionnaires to major internal and external stakeholders through various forms such as social platforms and emails, and carried out a comprehensive and systematic stakeholder survey. Based on a full understanding of the issues concerned by internal and external stakeholders and their views on the importance of these issues, and by combining with the relevant ESG trends and their potential risks and opportunities for the Company, a total of 24 key issues conducive to sustainable development were identified. According to the issues fed back by each major stakeholder and the results of the importance assessment, as well as the importance of the impact of each issue on the Company's sustainable development confirmed by the management of Medlive, we ranked the importance of ESG-related issues, determined the matrix of material issues, and the management of Medlive reviewed and confirmed the priority order of the material issues in combination with the Company's strategies and business principles.

The process of analyzing material issues

STEP 01



Identification

Based on international mainstream reporting standards such as the ESG Reporting Code of the HKEX, the Global Reporting Initiative (GRI) Sustainability Reporting Standards, and the Sustainability Accounting Standards Board (SASB) Standards, as well as industry benchmarking and the Company's own development status, the previous material issues were added to and integrated. This year, 24 material issues were identified and determined, among which 5 are environmental issues, 12 are social issues, and 7 are governance issues.

STEP 02



Prioritization

Through daily communication with stakeholders and discussions in internal meetings, the material issues are scored and prioritized. According to the scores of the issues in previous years, the guidelines, the ESG ratings, and the degree of importance in the materiality spectrum, priority is given to those issues that may have a significant impact on the Company's operational capabilities and create sustainable ESG value. The issues will be sorted into three categories, namely highly material issues, moderately material issues, and generally material issues.

STEP 03



Validation

Construct a materiality issue matrix from two dimensions, namely "Importance to Medlive" and "Importance to Stakeholders", and screen out the highly material issues according to the scores of each issue. The results will be submitted to the Company's management for discussion and review, and after approval, the ranking of the material issues will be finally confirmed.

STEP 04



Review

Review the assessment process of material issues, identify areas for improvement and optimize them to enhance the relevance and authenticity of the materiality assessment.



Social

- 1 Equal opportunity and diversity
- 2 Employee communication and care
- 3 Occupational health and safety
- 4 Employee training and development
- 5 Public welfare
- 6 Responsible marketing
- 7 Sustainable supply chain
- 8 Data security and privacy protection
- 9 Maintenance and protection of intellectual property rights
- 10 Promoting the development of the medical undertaking
- 11 Quality of products and services
- 12 Customer satisfaction and complaint handling



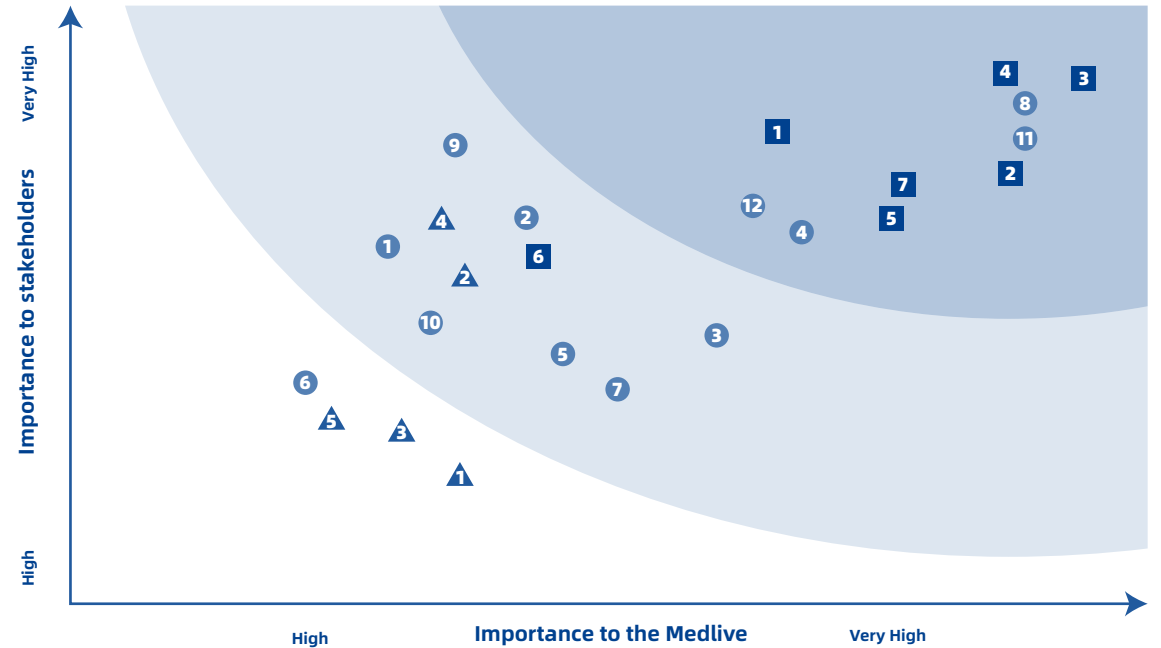
Environmental

- 1 Greenhouse gas and exhaust emission management
- 2 Energy and resource management
- 3 Waste management
- 4 Respond to climate change
- 5 Green office



Governance

- 1 Optimize the governance structure
- 2 Anti-corruption and integrity establishment
- 3 Compliance operation and management
- 4 Business ethics and conflicts of interest
- 5 Risk management
- 6 ESG management
- 7 Data security and privacy protection



Alignment with UN Sustainable Development Goals

To align with the United Nations 2030 Sustainable Development Goals (SDGs), Medlive deeply integrates sustainability principles into its corporate strategy and daily operations. Guided by the core principle of "Technology Empowers Sustainable Healthcare Development" the Company actively fulfills its commitments to green operations and social value. By driving improvements in medical service efficiency and facilitating a low-carbon transition through technological innovation, we are dedicated to promoting the sustainable development of the healthcare industry.

UN SDGs	Our Contributions	Key Initiatives
<p>Goal 3: Good Health and Well-being</p>	Leverage AI-empowered online physician platforms to enhance the accessibility and quality of healthcare services, promoting universal health coverage	<ul style="list-style-type: none"> Developing AI-assisted diagnostic tools to enhance diagnostic accuracy and reduce misdiagnosis rate Promoting training for primary care physicians and conducting disease prevention education via the platform to benefit populations in remote areas
<p>Goal 4: Quality Education</p>	Prioritizing employee professional development and enhancing public health literacy to empower talent and facilitate social education	<ul style="list-style-type: none"> Establishing a comprehensive employee training system covering AI technology and medical compliance, achieving a 100% participation rate Providing free medical knowledge to the public via online platforms to enhance their health management capabilities
<p>Goal 5: Gender Equality</p>	Promoting workplace diversity and inclusion to ensure equal development opportunities or female employees	<ul style="list-style-type: none"> Achieving 30% female representation in management, with a board diversity policy explicitly prohibiting gender discrimination Establishing career development programs for female employees, including childcare support and flexible working arrangements, to promote work-life balance
<p>Goal 6: Clean Water and Sanitation</p>	Supporting sustainable water use and ensuring operational hygiene and safety through water conservation management and the optimization of sanitation facilities	<ul style="list-style-type: none"> Installing direct drinking water dispensers to replace bottled water and equipping all hand-washing sinks with water-saving devices Strengthening sanitation facility management by conducting regular inspections of water supply systems to prevent leakage, and ensuring compliant wastewater treatment and discharge to prevent environmental contamination
<p>Goal 7: Affordable and Clean Energy</p>	Reducing the operational carbon footprint by enhancing energy efficiency, promoting clean technologies, and driving digital transformation	<ul style="list-style-type: none"> Optimizing energy efficiency in data centers and office facilities by adopting smart lighting systems and high-efficiency HVAC equipment, achieving a 5.4% reduction in electricity consumption per capita compared to 2024 Reducing paper and energy consumption through digital office initiatives, such as implementing paperless approval processes and promoting video conferencing
<p>Goal 8: Decent Work and Economic Growth</p>	Creating high-quality employment opportunities and empowering the healthcare industry chain through digitalization	<ul style="list-style-type: none"> Providing employees with a market-competitive compensation structure, enhancing comprehensive benefits, and optimizing the working environment Collaborating with upstream and downstream partners to provide digital precision academic marketing services, assisting pharmaceutical and medical device enterprises in achieving cost reduction and efficiency improvement, and driving industry upgrades

UN SDGs	Our Contributions	Key Initiatives
 Goal 9: Industry, Innovation and Infrastructure	Fortifying healthcare digital infrastructure through technological innovation to drive industry transformation	<ul style="list-style-type: none"> Independently developing a proprietary vertical AI large model for medicine and applying it to scenarios such as clinical diagnosis and treatment, academic exchange, and scientific research Leveraging digital intelligence tools to enable pharmaceutical enterprises to achieve efficient and precise academic marketing
 Goal 10: Reduced Inequalities	Upholding team equality and diversity, and striving to narrow the gap in healthcare resource allocation to serve vulnerable groups	<ul style="list-style-type: none"> Fostering the development of every employee and ensuring zero discrimination based on age, gender, disability, race, ethnicity, origin, religion, economic status, or other factors Conducting extensive training programs for primary-level physicians to enhance their clinical diagnosis and treatment capabilities
 Goal 11: Sustainable Cities and Communities	Striving to build inclusive, safe, resilient, and sustainable cities and communities	<ul style="list-style-type: none"> Proactively maintaining close ties with local communities in operational areas and organizing chronic disease management education activities, with a total donation of RMB 0.1 million in 2025 Encouraging employees to engage in community public welfare initiatives, contributing a total of 476 volunteer hours in 2025
 Goal 12: Responsible Consumption and Production	Practicing green operations and reducing the carbon footprint of healthcare services	<ul style="list-style-type: none"> Avoiding 6,900 tCO2e in offline travel emissions through online medical academic promotion
 Goal 13: Climate Action	Integrating climate risks into the governance framework and actively reducing emissions	<ul style="list-style-type: none"> Adopting energy-efficient equipment, reducing per capita greenhouse gas emissions by 3.2% year-on-year Reducing per capita water consumption by 2.5% year-on-year
 Goal 16: Peace, Justice and Strong Institutions	Upholding the principles of honesty and integrity, and strictly observing business ethics in operations	<ul style="list-style-type: none"> Complying with national and regional laws, regulations, and normative documents; continuously refining business ethics systems, training, and integrity culture to enhance the standard of business ethics for all employees Refining the risk management framework, and achieving comprehensive control and closed-loop management of risks by integrating the "Three Lines of Defense" with internal controls
 Goal 17: Partnerships for the Goals	Fostering cross-sector collaboration to build collective strength for sustainable development	<ul style="list-style-type: none"> Establishing a full-lifecycle supplier management system covering admission audits, ongoing management, and exit mechanisms, while prioritizing partners with excellent ESG performance Regularly collecting and analyzing stakeholder feedback to ensure ESG compliance and meet expectations, thereby building long-term cooperative relationships based on mutual trust Collaborating with governments, universities, and hospitals to jointly promote the development of smart healthcare

ESG Governance

Medlive has established an ESG governance system jointly led by the Board of Directors, senior management, and the ESG working group to ensure the efficient advancement of ESG work. The Board of Directors, as the highest decision-making body of the Company's environmental, social, and governance management framework, is responsible for formulating the Company's strategic plans and institutional policies in the aspects of environment, society, and governance. It ensures the effective implementation of relevant policies and assumes full responsibility for related policies, systems, and information disclosure. Under the leadership of the Board of Directors, the senior management is responsible for the overall coordination of ESG work. It implements various resolutions and policies of the Board of Directors regarding ESG work, establishes and improves the Company's ESG management system, and supervises the specific implementation of ESG work. As the executive level, the ESG working group is composed of department managers. It integrates ESG work into the daily business management and operation of each department, conducts regular collection, reporting, and review of ESG information. This improves the statistical control efficiency of ESG-related information and the effectiveness of ESG work, and ensures the efficient development and implementation of ESG work.

Decision-making Level

Board of Directors

The Board is the highest decision-making body for ESG governance in the Company. The Board is responsible for the strategic direction of the Company's ESG strategy and is ultimately accountable for ESG matters.



Senior Management

The Board delegates to the senior management the authority to oversee the implementation of the Company's ESG efforts and to report to the Board. The senior management is responsible for coordinating and guiding all functional departments to ensure effective implementation of the ESG management strategy, setting ESG-related objectives and promoting their achievement, and reporting regularly to the Board on the progress of its work.

Management Level

Implementation Level

ESG Working Group

Finance, Legal, Administration, Human Resources, Customer Operations, Investor Relations
The ESG Working Group is responsible for coordinating with specific executives, ensuring the smooth implementation of ESG work, optimizing the ESG-related system, implementing specific ESG management strategies, and communicating and cooperating with stakeholders.



CHAPTER 01

Transparent Governance Foundation of Responsibility

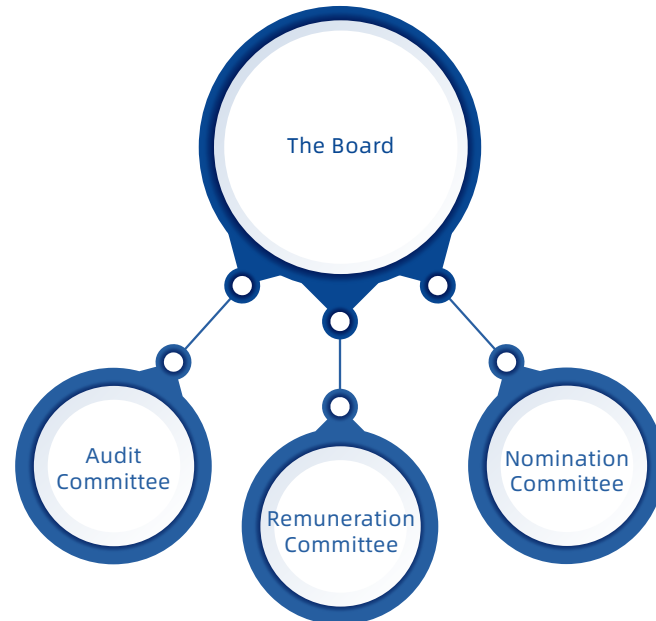
Adhering to its core values of "Professionalism, Innovation, Collaboration, and Efficiency," Medlive regards sound corporate governance as the cornerstone of its sustainable development. The Company continuously optimizes its governance structure to build a stable and diversified system. By clarifying rights, responsibilities, and decision-making mechanisms at all levels, we ensure effective supervision and control by management over business strategies, development directions, and execution outcomes. This approach systematically enhances the standard of corporate governance and risk management. Concurrently, the Company actively strengthens its compliance system. Through regular training and awareness campaigns, we embed the principle of integrity deep into our corporate culture. Furthermore, Medlive has established accessible supervision and whistleblowing channels and refined its whistleblower protection system. By encouraging both internal and external supervision, we comprehensively prevent and control compliance risks to ensure steady and orderly operations, ultimately realizing our sustainable development goals.



Compliance and Diversified Governance

Medlive complies with relevant laws, regulations and regulatory documents such as the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, and the *Corporate Governance Code of the Stock Exchange*. It has established a sound corporate governance structure and formed a management mechanism with clear rights and responsibilities and standardized operations. Relying on professionals with diverse backgrounds and rich industry experience, it has built a high-level and high-quality Board of Directors and management team. It actively integrates resources from various parties, steadily improves the level of corporate governance, and ensures the gradual enhancement of the Company's operation and management efficiency.

The Board is the highest decision-making body of the Company, with the Audit Committee, the Remuneration Committee and the Nomination Committee. The Board and its professional committees are responsible for determining the strategic direction and overall strategies of the Company, overseeing the work and business performance of the management, the operational and financial performance of the Company, and ensuring the long-term stability of effective risk management and internal control. In 2025, the Board of Directors and its committees held a total of 10 meetings, with an overall attendance rate of 100%.



Committee	Key Responsibilities	In Charge of ESG Issues
Audit Committee	<ul style="list-style-type: none"> To consider the appointment of external auditor and any questions of resignation or dismissal of the external auditor. Discussing with the external auditor the nature and scope of the audit. Review of interim and annual financial statements, etc., before submission to the Board. 	Responsible for major issues such as external auditors, internal control and connected transactions of the Company
Remuneration Committee	<ul style="list-style-type: none"> To make recommendations to the Board on the Company's policy and structure for the remuneration of all Directors and senior management and on the establishment of a formal and transparent procedure for developing remuneration policy. To make recommendations to the Board on the remuneration packages of individual executive directors and senior management, including benefits in kind, pension rights and compensation payments, and to make recommendations to the Board on the remuneration of non-executive directors, etc. 	Develop competitive remuneration packages and share incentive plans for executives and core staff from a sustainable development perspective, benchmarked against the industry as a whole
Nomination Committee	<ul style="list-style-type: none"> To review the structure, size and composition (including the skills, knowledge and experience) of the Board at least annually and to make recommendations on any proposed changes to the Board to complement the Company's corporate strategy. To identify persons suitably qualified to become members of the Board and to select or make recommendations to the Board on the selection of persons nominated for appointment as Directors, etc. 	Assessing the composition of the Board and identifying suitable candidates from various perspectives, including corporate governance and social impact

Board Independence

The Company conducts an annual assessment of director independence and requires Independent Non-Executive Directors to sign written confirmations to ensure their independence complies with corporate governance requirements. Independent directors provide independent and professional advice and judgment on critical matters such as strategic planning, risk prevention and control, and conflicts of interest. Moreover, they possess full, equal, and independent voting rights.

• Board Diversity

Medlive attaches importance to the diversified composition of the Board of Directors. A diversified Board composition is conducive to bringing in diversified perspectives and professional experience to the development of the Company, providing independent views and judgment on matters such as the Company's business strategies, risk prevention and control, etc., in order to safeguard the interests of the Company and the Shareholders. The Company has formulated a policy on board diversity. In nominating candidates, we pay attention to a number of diversity factors including but not limited to gender, age, cultural and educational background, industry experience, technical competence, professional qualifications and skills, etc. to ensure that members of the Board possess a balanced range of skills, experience and diverse perspectives required to meet business needs, thereby enhancing the effectiveness of the Board.

The Board of Medlive comprises nine Directors, including five Non-Executive Directors, three of whom are independent. There are three female directors on the Board, with the number of female directors accounting for 33.3% of the Board members. In terms of qualifications, the Board members have different professional backgrounds in computing, medicine and finance, as well as extensive professional experience in auditing, risk control and other industries such as the Internet and healthcare.

• Selection of Directors

Medlive has formulated a *Director Nomination Policy*, which sets out the nomination criteria and standards to ensure that the process for the election of all directors is fair, open and impartial and in compliance with the *Articles of Association* and relevant governance requirements. The nomination of the Board of Directors takes into account the business characteristics and future development strategies of the Company, the medium and long-term planning of the Board structure and diversification, and the detailed basic requirements for the selection of directors, their professional knowledge and skills and the overall competencies they should possess.

Director Selection Process

Nomination of Directors	List Review	Re-election at General Meeting	Performance and Evaluation
<ul style="list-style-type: none"> Adopt a Candidate Nomination System Nominated by the Nomination Committee 	<ul style="list-style-type: none"> The list was approved by the Board of Directors Meet diverse criteria such as gender, age, culture and nationality. Good reputation for integrity, professional qualifications and skills, relevant achievements and experience. 	<ul style="list-style-type: none"> The Directors are appointed by the Board and re-elected at the first annual general meeting thereafter by a vote of the shareholders. 	<ul style="list-style-type: none"> Preparation of the Board's workbook for Directors' reference. Regular board-specific training courses are arranged to enhance directors' ability to perform their duties.

• Director Training

Medlive attaches great importance to the professional development of our Board of Directors and provide training and learning opportunities for our directors by means of on-site training, remote training and reading materials, taking into account the development and changes in regulatory policies, so as to enhance the directors' attention to corporate governance and ESG governance and to effectively perform their functions, and to continuously improve and maintain the effectiveness and standard of good corporate governance. By the end of 2025, the training coverage rate of serving directors reached 100%.

• Management Compensation and Performance

The Board of Directors of the Company has established a Remuneration Committee with three independent non-executive directors as members. In addition to providing recommendations to the Board of Directors on remuneration policies and procedures for their formulation, the Remuneration Committee will regularly review the remuneration system and criteria for directors and senior management, taking into account the remuneration levels of comparable companies, the level of responsibilities and length of tenure, the Company's operating performance and future risks, and other relevant and reasonable factors, and will report to the Board of Directors for consideration.

The Company regulates the compensation management of directors, supervisors, and senior management in accordance with the *Compensation Management Measures for Senior Management*. The compensation of senior management is determined based on their performance contributions, ensuring that performance is matched with incentives. The Company has set up an equity incentive plan to fully motivate senior management.

Risk Management

Medlive unremittingly pursues an excellent level of corporate governance. We firmly believe that an effective risk management and internal control system can protect the Company from potential threats, ensure the stable operation of the business, and create long-term value for the Company. The Board of Directors directly and through the audit committee and senior management supervises the risk management and internal control functions. Medlive attaches great importance to the construction of the Company's risk management capability, and has formed the *Risk Management System*, *Internal Audit System* and other relevant institutional documents, which clearly define the organizational structure and division of responsibilities for risk management, the risk assessment process and risk response strategies, and continue to promote the construction of the Company's risk culture.

• Risk Management Objectives

- Ensure that risks are controlled to a tolerable level that is appropriate to the Company's overall business development objectives, and promote the realization of the Company's strategic objectives
- Ensure compliance with relevant laws and regulations and fulfillment of corresponding social responsibilities
- Ensure that the Company realizes true, reliable and effective internal and external information communication
- Ensure the effectiveness of operational management and improve the efficiency and effectiveness of operational activities
- Ensure that the Company establishes a crisis management plan for each significant risk and protects the Company from significant losses due to catastrophic risks or human error

• Risk Management Framework

In 2025, Medlive continued to improve its three lines of defense risk management framework to identify, analyze, and deal with various types of risks in the course of the Company's operations, and ultimately formed an effective risk prevention and control mechanism to help the Company achieve long-term stable operations.

First line of defense	All staff	Responsible for the management and operation of the business. Responsibilities include establishing business operations mechanisms and processes, implementing day-to-day management and control of business risk implementation, and business risk related decision making
Second line of defense	Functional departments and Internal Control Departments	Responsible for the day-to-day control of business risks. The responsibilities include setting up risk management systems, establishing risk countermeasures, participating in the day-to-day risk judgement of the business, implementing controls over day-to-day business risks, and risk assessment and alerting to abnormal indicators
Third line of defense	Audit and Inspection Departments	To check the results of the implementation of business risk controls, identify problems and promote their resolution in a timely manner. The Audit and Inspection Departments are highly independent and accountable to the Board of Directors and the Audit Committee. Their responsibilities include specialized audits, key position audits, information systems audits, fraud investigations, employee conflicts of interest management and communication to ensure a good risk control environment

At the same time, the internal control department, together with the relevant functional departments and business departments, regularly evaluates the existing control measures and carries out improvement and optimization accordingly. The Company has established corresponding measures to monitor the results of risk control on an ongoing basis to ensure the effectiveness of risk countermeasures and to understand and make reasonable adjustments to the trend of changes in risks in a timely manner.

Internal Control and External Audit	Medlive has established a sound internal control and audit mechanism. We have set up an internal control review and internal audit team, which conducts internal audits regularly or irregularly. In addition, we have engaged Ernst & Young for external audit to ensure the comprehensiveness and accuracy of the audit. These audit works cover all business lines and middle and back-office management departments of the Company, and are carried out in accordance with management requirements and the requests of the Board of Directors and the audit committee. The internal audit team will submit the audit results to the audit committee. In 2025, the Company conducted 2 internal audits and underwent 10 external independent audits by authoritative third-party institutions. Through rigorous audit processes, we identified and rectified potential risks in a timely manner, ensuring the legality and compliance of our business operations.
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• Risk Management Process

Risk identification and classification	Risk Assessment	Risk Management	Risk monitoring and reporting
<p>Regularly review the risks in the Company's significant operations and key management and business processes to identify relevant risks that affect the achievement of objectives.</p> <p>The main risks faced by the Company fall into five broad categories.</p> <ul style="list-style-type: none"> • Strategic risk • Financial risk • Market Risk • Operational Risk • Compliance Risk <p>Risk information is collected on a regular basis and compiled through classification and analysis to form a risks list.</p>	<p>The Legal Department organizes relevant departments to establish risk assessment work standards, procedures and methods, formulates the Company's risk assessment plan, and organizes, coordinates and guides various departments to carry out risk assessment work.</p> <p>A qualitative, quantitative or a combination of qualitative and quantitative methods are used to assess the likelihood of occurrence and the degree of impact of risks and to determine the significant risks faced by the Company.</p>	<p>According to the different attributes of risk classification, corresponding risk countermeasures will be adopted and the human and financial resources required for risk management will be reasonably allocated.</p> <ul style="list-style-type: none"> • Risk avoidance • Risk reduction • Risk transfer • Risk taking <p>According to the implementation situation, inspect the implementation of major risk response measures of the relevant departments and units from time to time by means of on-site interviews, questionnaire surveys and random checks of supporting evidence.</p>	<p>Organize all departments to carry out comprehensive risk management, systematically summarize the status and effectiveness of the Company's risk management, analyze the risk profile faced by the Company and put forward corresponding risk management proposals for review by the management of the Company.</p> <p>The Legal Department will promptly supervise the relevant departments to rectify the risk issues reported by each department, and the rectification plan will be confirmed by the management of the Company.</p>

• Risk Culture

The Company is committed to establishing a company culture with risk awareness, through the launch of various forms of training and publicity activities, to promote all employees to establish the important awareness and concepts of risks everywhere, risks at all times, risks and opportunities co-exist, post risk management responsibility, and effectively promote the level of risk management of the Company, and improve the quality of risk management of the staff, and ensure the realization of the Company's risk management objectives. At the same time, the Company has established a pre-employment risk management training system for managers and business operators of important management and business processes as well as risk control points, and has adopted various channels and methods to strengthen training on risk management concepts, knowledge, processes and methods, to cultivate risk management professionals and foster a risk management culture.

In 2025, we organized more than 10 special training sessions on risk control and compliance, covering topics such as compliance promotion for connected transactions, identification of operational risks, introduction to the medical regulatory system, and standardized management of development and testing. These training sessions aimed to provide thematic guidance on risk management and internal control for all employees and specific positions, thereby further enhancing employees' compliance knowledge base.

Business Ethics

Medlive firmly believes that good business values will bring more business opportunities. The Company has set up appropriate management systems and mechanisms and appointed specialized personnel to establish proper values, ensure operational compliance and practice good business ethics.

Compliance Management Principles

Comprehensiveness	Compliance management covers all businesses, departments and employees of the Company, and is carried out in all aspects of decision making, execution, supervision and feedback, etc. The requirements of compliance management are fully reflected in the decision-making mechanism, internal control and business processes.
Proactivity	All departments and staff of the Company shall take initiatives to seek compliance support, implement the compliance system, identify and control the compliance risks of their practices, and report to the person in charge of compliance in a timely manner if they discover illegal or non-compliant acts or potential compliance risks.
Independence	The responsible person for compliance and the compliance management department are independent and the shareholders, directors and senior management of the Company shall not give direct instructions or interfere with their work in violation of the prescribed duties and procedures; the directors, senior management and various departments of the Company shall support and cooperate with the work of the responsible person for compliance and the compliance management department, and shall not restrict or obstruct the performance of their duties for any reason.
Effectiveness	The Board of Directors and the management of the Company shall strictly observe and promote the effective implementation of the Company's compliance management system among all staff members. The Company's Board and management shall strictly comply with and promote the effective implementation of the Company's compliance management system among all employees.

Anti-corruption and Anti-commercial Bribery

Medlive upholds high standards of professional ethics and business integrity in the course of its operations, and requires every director, management and employee to set an example by practicing the principles of honesty, integrity and pragmatism. The Company adheres to the principle of honesty and integrity in business operation, strictly complies with the *Company Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China* and other laws and regulations, and is committed to creating a good working atmosphere of cleanliness and integrity, practicality and entrepreneurship, and compliance with the law. In order to prevent corruption, the Company has established an effective anti-corruption and anti-bribery management system and formulated the *Anti-corruption and Anti-bribery Implementation Rules* and *Business Ethics Clause and Key Business Ethics Principles* to adequately warn against "corruption and acceptance of bribes" as the first item of the Company's high-handed red line behaviors, and to explicitly prohibit the Company's employees, outsourcing staff, suppliers, customers, consultants and other partners from giving or accepting any bribes that may be considered as bribes.

The Company clearly defines "conflict of interest" as an actual or potential conflict between the interests of Medlive and the personal interests of its employees. It also specifies the prohibited items in business activities with customers, suppliers, government agencies or government officials, and makes it clear that acceptable behaviors should be carried out within the scope permitted by laws and customs. In 2025, to further standardize and clarify the behavioral guidelines for employees, Medlive revised the *Employee Integrity Code*. This revision aims to ensure that employees' professional conduct upholds the Company's legitimate interests and prevents the abuse of position or authority to the detriment of clients, the employees collective, or the Company. By continuously strengthening compliance mechanisms, the Company urges employees to uphold honesty and trustworthiness and guides them to proactively resist corrupt practices, thereby safeguarding the Company's healthy development.

Through the compliance monitoring mechanism, the Company has formulated corresponding control strategies for key areas with potential risks of corruption and implemented them in its business activities and processes. At the same time, the Company actively conducts compliance audits and inspections that include anti-corruption and commercial bribery, and promptly investigates, reports and disposes of potential corruption risks in the form of semi-annual regular inspections or quarterly random inspections.

In 2025, no corruption cases occurred within the Company. We conducted 4 anti-corruption training sessions, achieving a 100%

Business Ethics and Anti-Corruption Training

• Anti-money laundering

Medlive is concerned about the impact of financial risks on the Company's business and has implemented strict risk control on business areas that may involve money laundering risks. We strictly comply with the *Anti-Money Laundering Law of the People's Republic of China* and have formulated regulations and systems such as the *Anti-Money Laundering Compliance Policy*, and have set up an Anti-Money Laundering Compliance Team consisting of the Legal Department and the Internal Control Department, to implement anti-money laundering controls in a practical manner.

The Anti-Money Laundering Compliance Team is responsible for establishing relevant anti-money laundering programs, conducting relationship screening of relevant counterparties, and conducting regular internal reviews to ensure that Medlive implements anti-money laundering policies and systems. At the same time, the Company continuously pays attention to changes in anti-money laundering related laws and regulations, regulatory guidelines, etc., updates its internal policies in a timely manner, and conducts anti-money laundering training on a regular basis in order to strengthen anti-money laundering risk management and control.

We require all employees to report potentially suspicious activities identified through KYC (Know Your Customer) and due diligence programs, ongoing financial activity monitoring, or in the course of day-to-day business to the AML Compliance Team, which determines whether or not to report suspicious activities identified by employees to law enforcement.

To enhance the awareness of anti-corruption and anti-fraud, Medlive regularly conducts integrity training for employees at different levels and with different functions to boost their business ethics awareness. We utilize various channels, such as the employee handbook, company rules and regulations, and dedicated publicity activities, to effectively communicate and train employees. Through these trainings, we deepen employees' awareness of anti-fraud, standardize their daily business behaviors, and reduce the likelihood of illegal and unethical behaviors like fraud from the root.

We provide anti-corruption-related onboarding training for newly recruited employees. For current employees of the Company, we conduct annual anti-corruption and integrity compliance training. The training content includes the interest relationship system, code of professional ethics, gift acceptance system, reporting and investigation of violations of discipline, data security system, etc. Regarding key rules and regulations, we require all employees to master the relevant knowledge and pass the assessment. At the same time, we also offer training on professional ethics and compliance construction to the board of directors. The topics include Medlive's integrity compliance management strategy, the construction of professional ethics and compliance systems, as well as relevant laws, regulations and company systems related to professional ethics and integrity.

Whistleblowing Mechanism

Medlive encourages employees to expose and report all kinds of corrupt behavior. Medlive has set up the "Integrity Team" composed of the Human Resources Department, the Legal Department and the Finance Department, which is responsible for handling the acceptance and investigation of reports of violation of the integrity and compliance system and exercising the right of investigation independently, and has the right to interview any employee, and no department or individual can intervene or restrict, or refuse or obstruct the investigation. Departments and individuals under investigation shall be responsible for the truthfulness of the materials provided. The "Integrity Team" will maintain strict confidentiality of all information providers and the information provided in the process of report acceptance and investigation, and will ultimately report the results of the investigation to the Board of Directors. In order to encourage employees to report irregularities and dishonest behavior, Medlive has set up an email reporting channel (email: jubao@kingyee.com.cn).

We require that case assessment and investigation procedures be initiated within 24 hours upon receipt of a report by the Integrity Team, and we exclude the participation of all interested persons who may affect the impartiality of the investigation of the case, in order to protect the privacy of the whistleblower. We respect every whistleblower and firmly protect the interests of the whistleblower, and any form of retaliation against those who report or assist in the investigation in good faith is strictly prohibited. Any retaliation against those who report or assist in the investigation in good faith may be reported to the Integrity Team, and the Company will immediately conduct a thorough investigation to properly handle retaliation, and any retaliation will be subject to disciplinary action, and in serious cases, dismissal. The Board of Directors shall also supervise and oversee such behavior, or else it will be held responsible for supervisory failure.

Whistleblower Protection Measures

- The whistleblowing materials are included in the management of confidential documents. For real-name whistleblowing, desensitization treatment should be carried out, and it is strictly prohibited to transfer the whistleblowing materials to the reported unit and the reported person.
- For anonymous whistleblowing materials, it is not allowed to check the handwriting for document examination without authorization or to trace the writer of the letter without permission.
- When accepting whistleblowing and verifying with the whistleblower, confidentiality should be strictly kept, and verification should be carried out without revealing the identity of the whistleblower.
- No unit or individual shall retaliate against the whistleblower, their relatives or the intended whistleblower by any means or under any pretext.
- If there is any act in violation of the whistleblower protection regulations, the relevant responsible persons will be given serious disciplinary sanctions; if it constitutes an illegal crime, it will be transferred to the judicial organisation for handling in accordance with the law.

Anti-Unfair Competition

Medlive scrupulously abides by the business code of conduct, adheres to fair competition, and strictly complies with laws and regulations such as the *Anti-Unfair Competition Law* and the *Anti-Monopoly Law*. It opposes any form of corruption, commercial bribery, money laundering, monopolistic behavior, and unfair competition. It also requires its business partners to comply with relevant laws, regulations, and policy provisions regarding anti-commercial bribery and anti-corruption, and makes efforts to create an honest, trustworthy operation environment and good cooperative relationships. In accordance with the *Anti-Unfair Competition Law*, the Company resolutely rejects any behavior that violates the principles of voluntariness, equality, fairness, and good faith, as well as laws and business ethics, disrupts the market competition order, and damages the legitimate rights and interests of business operators or consumers.

Data Security and Privacy Protection

As a technology enterprise focusing on the medical industry, Medlive attaches great importance to information security. It respects the personal privacy of users, employees, suppliers, customers, and other third parties with whom it has business dealings. It adopts appropriate and diligent methods to protect information security in accordance with the law, and prevents the illegal disclosure of customer data and personal information. We comply with the provisions of *Cybersecurity Law of the People's Republic of China*, *Data Security Law of the People's Republic of China*, *Personal Information Protection Law of the People's Republic of China*, *Regulations on the Administration of Mobile Internet Application Information Services* and *Regulations on the Scope of Personal Information Required for Common Types of Mobile Internet Applications*, etc. We continuously improve the information security governance framework, and constantly strengthen the construction of the security technology foundation, enhancing the information security operation capabilities. This provides strong support and assurance for the protection of internal company data security and customer privacy.

Data Security Management System

In order to improve the overall efficiency of information security decision-making, management, coordination and execution of the Company, and to ensure that the Company's information security policies, strategies and objectives are effectively implemented, we have established an Information Security and Data Security Committee. This committee is responsible for formulating privacy protection-related strategies and making decisions on data security matters. The committee is comprised of the Chairman, Chief Engineer, Legal Officer and various frontline officers, and includes a working group comprising the Legal Department, the Technology Development Centre and the Compliance Centre, which is responsible for formulating major risk management plans and coordinating with all parties to take them forward. At the same time, we have set up three lines of defense - business, legal and financial - to ensure that data security and privacy risks are continuously prevented before, during and after the incident by all relevant functional departments.



Medlive regularly conducts internal reviews on information security and mandates semi-annual external independent audits to ensure the effectiveness of its information security policies, management systems, and frameworks. In 2025, the Company performed 2 internal self-assessments for data security management certification and underwent 2 third-party external assessments regarding data security, management, and privacy protection. No major audit findings were reported.

In 2025, Medlive continued to attach great importance to data security and privacy protection and continuously strengthened related work. On the one hand, it continuously improved existing systems such as the *Data Security Management System* and the *Administrative Measures for Information Security and Data Compliance Organization*, and constantly updated data usage principles and optimized the data application process according to the latest industry trends and regulatory requirements. On the other hand, it deepened the construction of the data security and privacy compliance system, further sorted out the privacy compliance process of products, dynamically adjusted and refined the *Standard Operating Procedures for Medlive User Management*, and solidified the details of the user data management process. At the same time, it strengthened the supervision of system implementation, established a more complete response mechanism for the privacy protection management system, so as to efficiently and timely identify, respond to and resolve various data security and privacy protection risks, and effectively safeguard the data rights and interests of users and partners.

Our Commitments:

- We collect and process user personal information only to the extent necessary to provide our products and services, ensuring that the scope and volume of data collected are minimized. User personal information is retained only for the shortest duration necessary to fulfill the processing purposes. Upon expiration of the necessary retention period, the Company will delete or anonymize the information, unless otherwise required by laws and regulations
- Manage and use data collected from users in accordance with applicable laws and regulations, and take reasonable measures to prevent theft, loss, or leakage of user data
- Sensitive user data will not be disclosed to any third party without the approval of the user, except as required by law
- For the acquisition of personal data, the Company strictly enforces assessment and approval procedures to prohibit improper and illegal use
- We require all staff to comply with internal policies to ensure the security of user data and prohibit any unauthorized or improper collection or use of user data

Management System Certification and Assurance

In all our solutions, we use a variety of technologies to protect the data we are authorized to use. For example, firewall systems and boundary networks are used to separate internal databases and operating systems from externally provided services and to block unauthorized access. The Company detects, encrypts or removes personal identifiers, including names, telephone numbers, identity card numbers and any other information that identifies the user, with the help of encryption technology in accordance with applicable laws and regulations. The Company also stores user data in encrypted format and uses sophisticated security protocols and algorithms to encrypt data transmissions, particularly the transmission of user data, to ensure data confidentiality. The Company uses an extensive defensive security system to protect its network and application systems, including network segmentation, strict access control and secure communication protocols between applications and servers.

While continuously enhancing its own information security and privacy protection construction, Medlive actively conducts the audit and certification work of relevant systems for information security and privacy protection. The Company is certified to a number of relevant standards, including:

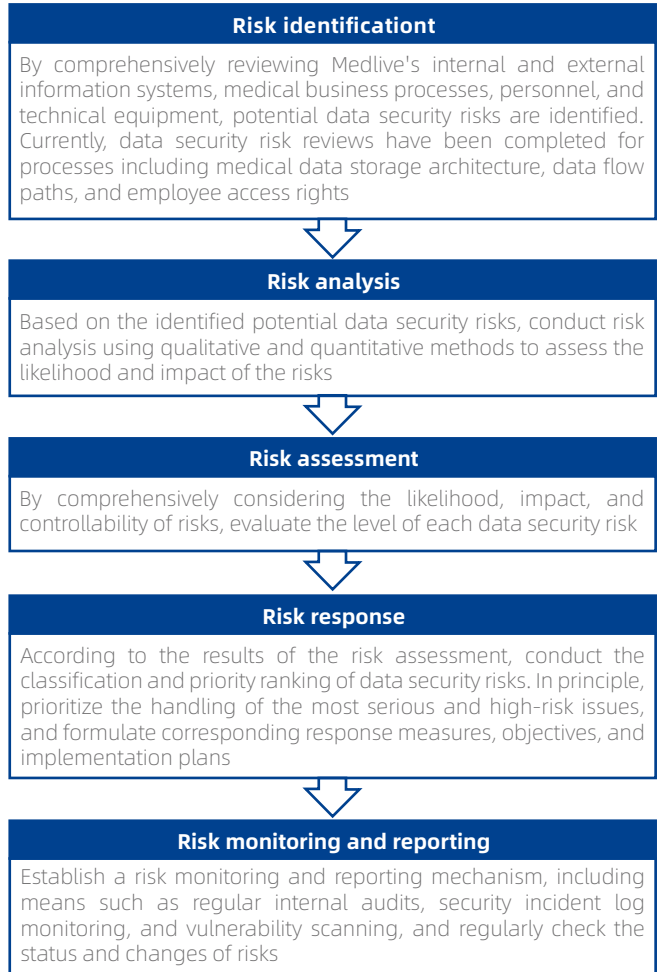
1. Medlive Platform Receives Level 3 Information Security Protection Assessment and Certification from the Ministry of Public Security (MPS)
2. Medlive Information Security Management System has been certified to ISO/IEC 27001 Information Security Management System.
3. Medlive's Privacy Information Management System has been certified by ISO/IEC 27701.
4. Medlive's quality management system has been certified by ISO9001.

As a member of the China Academy of Information and Communications Technology "Zhuoxin Big Data Program," Medlive has received authoritative recognition for its data security and privacy protection capabilities within the healthcare sector. By participating in this program and leveraging national technical standards and industry norms, Medlive aims to systematically enhance its data lifecycle management capabilities, covering core aspects such as data encryption, classification and grading, access control, and risk monitoring. This initiative not only strengthens the platform's protection of user privacy and sensitive medical information but also sets an industry benchmark by establishing a robust data governance system.



In terms of data risk management, Medlive has formulated the *Measures for Data Security Risk Management*, which aims to identify and manage data leakage risks, and ensure that various information security incidents and security defects can be reported in a timely manner and effectively addressed.

Data security risk management process



Risk identification

By comprehensively reviewing Medlive's internal and external information systems, medical business processes, personnel, and technical equipment, potential data security risks are identified. Currently, data security risk reviews have been completed for processes including medical data storage architecture, data flow paths, and employee access rights



Risk analysis

Based on the identified potential data security risks, conduct risk analysis using qualitative and quantitative methods to assess the likelihood and impact of the risks



Risk assessment

By comprehensively considering the likelihood, impact, and controllability of risks, evaluate the level of each data security risk



Risk response

According to the results of the risk assessment, conduct the classification and priority ranking of data security risks. In principle, prioritize the handling of the most serious and high-risk issues, and formulate corresponding response measures, objectives, and implementation plans



Risk monitoring and reporting

Establish a risk monitoring and reporting mechanism, including means such as regular internal audits, security incident log monitoring, and vulnerability scanning, and regularly check the status and changes of risks

Data Centre

Medlive attaches importance to data security and privacy protection capacity building, and promotes the cultivation of employees' awareness of data security protection and capacity building through three aspects: promotion, training and assessment. In 2025, Medlive organized 4 online training sessions on data security, with mandatory hours and credits, covering data security system, sensitive data protection, etc., in which all employees participated in the data security system training and more than 78% of the participants in the sensitive data protection training.

The Company has contracts with a number of Internet data centre providers in Mainland China to ensure stable business operations. Our system infrastructure is hosted in three data centres in Beijing, Shijiazhuang and Yinchuan. In selecting the data centres to host our system infrastructure, the Company takes into account the following factors.



The Company has a data centre disaster recovery plan in place to fully back up all operational data on a daily basis at local and remote data centres to reduce the risk of data loss or leakage. We regularly review our backup system and conduct regular data recovery tests to ensure that the system is functioning and properly maintained. In addition, we engage a third-party cyber security company to conduct regular penetration tests to identify vulnerabilities and assess the security of the system. If problems are found, we will immediately carry out system upgrades to eliminate any potential problems that may affect the security of the system.

Compliance in Information Disclosure

Medlive strictly adheres to the principles of fairness, impartiality, and openness in information disclosure. In accordance with relevant laws, regulations, and the Company's formulated information disclosure requirements, it truthfully, accurately, completely, and promptly discloses all information that may have a substantial impact on the decision-making of shareholders and other stakeholders. The Company releases information and interacts with investors on the stock exchange website, the Company's official website, mainstream financial media, and social media platforms to ensure that all shareholders have an equal opportunity to obtain information.

Our Company attaches great importance to the rights and interests of various types of shareholders, and listens to opinions and suggestions through multiple channels such as the official website, official account, hotline phone, and email. In 2025, the Company carried out more than 200 various types of communication activities and held 2 earnings results conferences, firmly establishing the sense of responsibility of "respecting investors, revering investors, and protecting investors". In order to repay the support and trust of shareholders in the Company, the Board of Directors of Medlive has continuously distributed dividends after the listing. A total of approximately RMB502 million has been distributed cumulatively. At the same time, it is proposed to distribute the final dividend for the year 2025 in 2026, with 0.1629 Hong Kong dollars per share, and the total amount will reach 120.4 million Hong Kong dollars.



CHAPTER 02

People-Oriented Social Inclusion

As a responsible corporate citizen, Medlive upholds a "people-oriented" core philosophy, fully integrating sustainable development principles into its business operations. In terms of employee development, the Company continuously enhances employees' professional skills and overall competencies through systematic training frameworks and career advancement pathways, fostering an inclusive and collaborative workplace environment. Regarding community engagement, the Company consistently carries out diverse philanthropic initiatives, such as organizing health education lectures and supporting capacity-building projects for primary physicians. We are committed to building an inclusive and accessible healthy social ecosystem.



Focus on Talent

Diversity and Equal Opportunities

Medlive regards talent as the core driver of corporate development and is committed to building a diverse, inclusive, and equal-opportunity work environment. The Company firmly believes that bringing together a talent pool with diverse backgrounds, perspectives, and experiences is key to driving innovation and achieving sustainable development. To this end, Medlive deeply integrates the concepts of diversity and equal opportunity into its talent strategy. From recruitment and development to promotion, we systematically implement fair mechanisms to ensure that every employee receives respect, support, and room for growth. By fostering an inclusive culture and providing institutional guarantees, the Company not only promotes the synergistic growth of individuals and the organization but also sets an industry benchmark for driving innovation through diversity and unleashing potential through equality.

• Employment Compliance

Medlive strictly complies with the requirements of the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China*, the *Social Insurance Law of the People's Republic of China*, the *Provisions on the Prohibition of Using Child Labour* and the *Minors Protection Law of the People's Republic of China*, as well as other employment-related laws and regulations and international practices applicable to the place of operation. At the same time, Medlive strictly complies with the *Law of the People's Republic of China on the Protection of Women's Rights and Interests* and the *Special Regulations on Labour Protection for Female Employees* to protect the legitimate rights and interests of female employees and safeguard the physical and mental health of female employees. We have established internal rules and regulations such as the *Staff Employment Management Regulations*, *Staff Departure Management Regulations* and *Staff Handbook* to regulate the management of staff employment, handling of disciplinary offences, equal opportunities, anti-discrimination and staff diversity. We avoid child labour and other employment irregularities by verifying employees' identity information, including age, at the time of recruitment and requiring employees with working experience to provide proof of leaving their last job. We take into account the wishes of our employees at all stages of employment and ensure that employees participate in work on a voluntary basis, avoiding forced labour.

Medlive strictly complies with the labour laws in the countries where we operate and continues to improve our employment management, define remedial measures to be implemented in the event of child labour and forced labour, and strive to avoid non-compliance. At the same time, we have formulated and implemented the *Overtime Management System for Employees* to strictly manage overtime work, and to grant employees leave to compensate overtime work in accordance with the regulations. In terms of employee privacy protection, our Company adheres to the principle of least privilege. We only grant access to employees' basic information to the staff of the human resources department, and the external dissemination of employees' relevant information is prohibited, effectively safeguarding the privacy of employees. In 2025, the contract signing rate for employees of Medlive reached 100%, and the social insurance coverage rate was also 100%. There were no incidents of child labor employment or forced labor.

• Equality and Diversity

In the recruitment process, Medlive fully complies with the *Staff Employment Management Regulations* and adheres to the principle of "fairness and impartiality", with the aim of creating an inclusive and diversified working environment. In the recruitment, joining, training, promotion and reward process, Medlive prohibits discrimination against employees on the basis of gender, appearance, physical and mental disabilities, age, marital and childbearing status, ethnicity, race, religious beliefs, sexual orientation, place of origin, household registration, nationality, party affiliation, educational background, accent, and so on.

According to the *Regulations Governing Employment of Employees*, the human resources department is responsible for the management of the recruitment pipeline of the entire Company, including internal referrals, external referrals, external online recruitment, headhunters and other channels to manage the Company's recruitment. The Human Resources Department communicates regularly with the business departments to formulate talent recruitment plans and set up unified school recruitment activities and social recruitment for functional positions to promote the excavation of excellent talents. During the recruitment and interview process, we focus on candidates' experience, professional ability, potential, overall quality, values and motivation to seek employment. We will also conduct graded tests for the positions for which the candidates are applying, and the professional and general abilities that are emphasized in different grades will be adjusted according to the nature of the positions. In addition, Medlive provides employment opportunities for persons with disabilities in accordance with the policies of the location, and pays attention to and supports the employment of persons with disabilities.

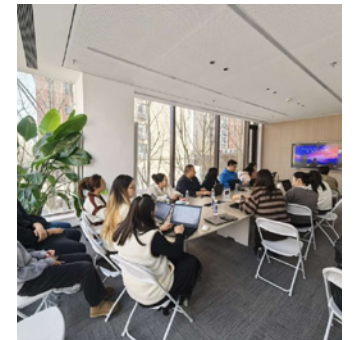
As of December 31, 2025, Medlive had a total of 724 full-time employees, of which 494, or 68.2%, were female; 6 people had disabilities; 6.8% were ethnic minority employees; and 88% had bachelor's degrees or higher from key institutions and 86% had master's degrees or higher in key positions.

• Talent Development

Medlive attaches great importance to the long-term growth prospects of its employees. Adhering to the business management principle of "putting people first", it strengthens talent cultivation in a systematic, diversified, and innovative way, enabling employees to give full play to their strengths at work and promoting the common development of the Company and employees as well as the sharing of achievements. In order to continuously enhance employees' skills and knowledge, we provide sufficient resources and diverse training opportunities, aiming to impart industry and professional knowledge to employees and improve their work skills. In 2025, our total training hours reached 10,691 hours, and the percentage of trained employees was 100%.

For different level of employees, Medlive conducts different forms and contents of training activities to improve the Company's talent cultivation and development system, and evaluates the effectiveness of training through various means such as post-training tests and training satisfaction surveys, so as to optimize the training contents and methods in a targeted manner and continuously improve the effectiveness of training.

Staff Categories	Training Methods	Training Content
New Staff	Written training materials Online video courses Off-line training sessions	Corporate culture and business Company systems and common workflows
Current Staff	Online video courses Off-line training sessions	Generic competency training Specialized business skills and knowledge training Data security, cybersecurity training Compliance and integrity training
Mid and senior management team	Off-line training sessions Capacity building activities	Innovative leadership training Strategic management training
Sales team	Online video courses On-site case studies	Customer service skills and business knowledge



In 2025, Medlive continued to provide job-related learning support to all employees, supporting them to continue their education and improvement in their professional fields. After obtaining job-related certificates, employees can apply for reimbursement of training, examination enrollment, certificate renewal and other related expenses, and obtain better career development in the Company. In 2025, the Company's total investment in employee training and development reached RMB 0.25 million.

Performance Appraisal and Incentives

In order to ensure sustainable and stable development and to build a foundation for employees' growth and development, we have established a reasonable and effective ranking system, assessment and remuneration system. We have established the *Internal Appraisal Policy*, the *Rank Promotion Management Regulations* and the *Remuneration and Welfare Management Regulations* to clearly regulate the duties of our staff, explore their potential, stimulate their motivation and promote their personal growth, and create a more open and fair workplace environment.

Staff appraisal is conducted every six months and consists of self-assessment, assessment by immediate supervisors and assessment by departmental leaders. Staff who are eligible for promotion are selected based on the assessment results. The promotion process allows employees at all levels to compete fairly through internal self-assessment and promotion debates to ensure fair promotion opportunities for employees at all levels. In the internal self-assessment process, staff are nominated by their supervisors and then assessed by departmental leaders at all levels to ensure that they meet the appropriate qualifications for promotion. In the promotion defense section, a panel of at least three members will be formed, and there are clear rules on the number and ranking of panel members.

Medlive retains a grievance channel for staff appraisal and promotion. The appraisee has the right to know the result of his/her appraisal and the appraiser has the obligation to inform and explain the result of the appraisal to the appraisee. The appraisee has the right to submit a written complaint to Human Resources within three working days of notification. Human Resources will, through investigation and co-ordination, make recommendations on the handling of the complaint within three working days and provide feedback to both parties involved in the complaint and the department, and monitor its implementation.

Medlive offers employees fair, reasonable, and market-competitive compensation, incentives, and benefits. The Company conducts salary surveys every year to ensure that employees' salaries remain competitive. We have established a compensation system that combines "cash compensation + benefits + long-term incentives". The reward level is determined based on organizational performance and individual performance appraisals, fully reflecting the real value contributions of teams and individual employees. Among them, in terms of cash compensation and long-term incentives, we have set up multi-dimensional compensation incentive measures based on employees' performance appraisal results to encourage employees to maximize their self-value.

Cash compensation	Long-term incentives
<p>The Company has established a cash compensation structure for all employees, which consists of fixed income and variable income. The variable income includes, but is not limited to, floating performance pay, various bonuses, etc. Depending on the differences in job categories within the Company, the proportions and forms of fixed and variable income vary.</p> <p>Fixed Income: It reflects the basic accumulation of employees' seniority and experience. It is determined comprehensively based on factors such as employees' positions, personal qualifications, development potential, and personal performance, and is paid regularly.</p> <p>Variable Income: It is closely linked to the Company's performance and the results of employees' personal performance evaluations. Different incentive and annual distribution plans are designed according to the characteristics of different positions. The types of floating bonuses include year-end bonuses, quarterly performance bonuses, etc., and the amount will be determined based on market conditions, the Company's performance, and the results of employees' personal performance evaluations.</p>	<p>The Company actively promotes the equity incentive mechanism, advocating that employees achieve long-term valuable accomplishments through long-term material incentives. The participants of this plan include employees and any other individuals determined by the board of directors. The scope of grantees, the number of incentives, performance targets, and the claw back mechanism will be determined by the board of directors after referring to the positions and performances of the participants.</p>

Medlive pays all social security contributions for its employees in accordance with the law and fully protects their leave rights. In 2025, the Company revised its *Attendance Policy* and *Personal Leave Policy*, and kept abreast of updates and revisions to the relevant leave policies of the countries in which it operates in order to ensure that the leave entitlements of its employees are enforced. Medlive provides its employees with a wide range of leave benefits, including breastfeeding leave and paternity leave.

Employee Communication and Care

The Company's Human Resources, Administration and Finance Departments regularly collect employee satisfaction information through internal questionnaires, suggestion boxes and seminars to understand the needs and expectations of employees in terms of remuneration, work, production, daily activities, office conditions and personal development. Based on the results, the relevant team will consolidate and analyze the satisfaction results and formulate improvement suggestions based on the results to lay a good foundation for improving the job satisfaction of employees.

Medlive is committed to creating a gender-equitable, diverse and inclusive workplace environment and have a mother and baby room in the Company to protect the needs of female employees. In accordance with national regulations, we provide maternity leave for female employees, including maternity examination leave, maternity leave, paternity leave (for men), miscarriage (induced) leaves and breastfeeding leave. We also provide a wide range of benefits to our staff, such as transport expenses, overtime meals, discounted medication, regular medical check-ups, festive gifts, breakfast and afternoon tea, etc., in order to continuously enhance their sense of well-being at work.

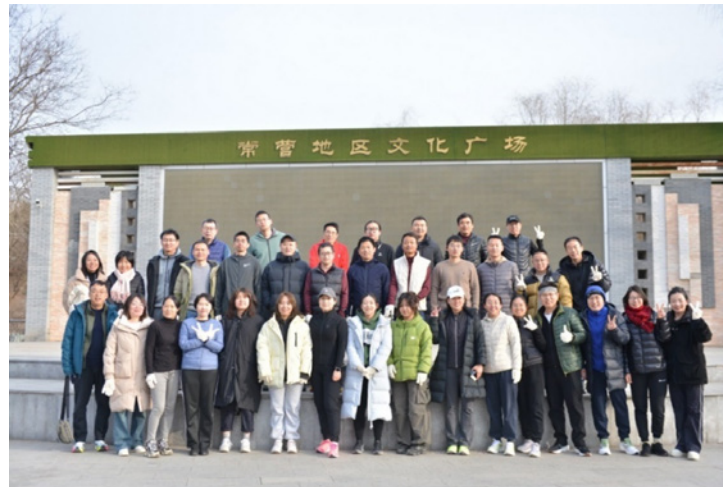
Medlive adheres to the "people - oriented" concept and deeply implements the idea of employee care. Through a series of warm and carefully planned activities, it has enhanced team cohesion and employees' job satisfaction. On International Women's Day, we specially prepared small gifts for female employees to show our recognition and respect for their hard work. During the Dragon Boat Festival, Mid-Autumn Festival, and Christmas, we carefully prepared gifts for all employees, allowing them to constantly feel the warmth of the Company's big family. We also organize monthly birthday parties for employees, enabling each of them to feel the special attention from the Company. In addition, we do not forget to care for employees in daily work. For example, we provide free breakfast to ensure that employees can start their day full of energy. At the same time, the Company also offers staff dormitories, providing convenience and a comfortable living environment for employees in need, and reducing their living pressure. These considerate measures undoubtedly make employees feel as warm as at home, and also inject more vitality and motivation into the Company's development. We firmly believe that employees' happiness is the cornerstone of the Company's success, and the Company will continue to strive to create more happy moments for employees.

Employee Cafeteria

Medlive consistently prioritizes employee health and is committed to providing safe, nutritious, and high-quality dining services. All ingredients used in the Company's cafeteria are sourced exclusively from fudi Membership Store, including organic vegetables and antibiotic-free meat. We strictly avoid the use of compound seasonings such as MSG and chicken essence, ensuring that the food retains its natural flavor. Soups are simmered fresh daily using marrow bones and whole free-range chickens, reflecting our strong emphasis on nutrition and taste. The Company encourages employees to enjoy these healthy meals, thereby helping them avoid the potential risks associated with takeout food, such as inconsistent quality, excessive sugar and salt, and the environmental impact of disposable tableware. This initiative not only demonstrates our meticulous care for employee health management but also embodies our active promotion of a sustainable lifestyle.



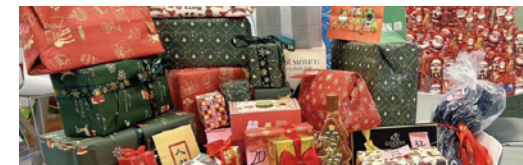
Yoga Class



Fitness Run



Holiday Celebrations



Occupational Health and Safety

Medlive has always regarded the safety of its employees as a top priority and strictly complies with laws and regulations applicable to our business, such as the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, and the *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases*. The Company formulates a customized physical examination plan for employees every year and improves the emergency response plan in accordance with the *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases* to ensure the safety of the group's property and personnel. Medlive has prepared an *Accident and Disaster Emergency Plan* and conduct annual emergency response training for emergency responders. The Company regularly inspects the equipment of fire emergency facilities to ensure that the emergency equipment is adequately and properly equipped.

Medlive regularly organizes comprehensive health checkups for employees to ensure that their physical and mental well-being is effectively cared for and safeguarded. Furthermore, the Company engages a professional service team to perform weekly deep cleaning, maintenance, and disinfection of common areas—including carpets, walls, indoor plants, and the entire office space—to ensure a tidy, hygienic, and safe working environment for our employees.

The Company obtained ISO 45001 Occupational Health and Safety Management System certification. In 2025, the number of working days lost due to work-related injuries was 0. There have been no work-related fatalities in the past and we are not aware of any material breaches of health and safety laws and regulations.



Green Decoration to Ensure Employee Health

When renovating the new office area, Medlive has always implemented the environmental protection concept. Taking our new Beijing location as an example, it features a modern, simple, and environmentally-friendly design. The spacious and bright open space makes every employee feel comfortable and convenient.

In the selection of decoration materials, priority is given to those that are environmentally friendly, easily renewable, and recyclable. Natural light is fully utilized to reduce energy consumption. High-end environmentally-friendly furniture from top domestic office furniture brands is chosen. E0-level environmental protection boards are used, and steel cabinets are pollution-free. Full-size lockers that can accommodate all employees' clothes are set up to keep the office environment tidy. Custom-made high-grade ergonomic employee seats are provided to ensure everyone's health. Imported top-brand carpets are selected for their comfort and environmental friendliness.

In terms of equipment, energy-saving air-conditioning, refrigeration, heating, and other equipment are the first choice, effectively improving energy utilization efficiency. At the same time, through indoor greening arrangements, placing potted plants, and using natural-element decorative items such as environmentally-friendly wallpapers, the indoor air quality is continuously improved. All along, Medlive has been perseveringly striving to create an office environment that combines green technology and high-quality health for employees, fully demonstrating its care for employees.

Giving Back to Society

Enhancement of the Competence of Primary Physicians

Medlive profoundly recognizes that primary healthcare is the cornerstone of the universal health protection system. Consequently, we have consistently placed the empowerment and capacity building of primary physicians at the core of our corporate social responsibility. Leveraging our professional platform resources covering over 4 million licensed physicians nationwide, we employ systematic digital tools and training programs to precisely address the urgent needs of primary physicians regarding clinical decision-making and continuing medical education. The Company aims to effectively channel high-quality medical resources to the primary level, narrow the gap in diagnosis and treatment standards between urban and rural areas, and contribute to the construction of a tiered diagnosis and treatment system and the realization of inclusive healthcare services.

To improve the national cancer prevention and treatment service system and promote the balanced distribution of high-level cancer care institutions, Medlive partnered with the Capacity Building and Continuing Education Center of the National Health Commission to launch the "Precision Capacity Building Training Project for Oncology Specialties in China's County-level Medical Institutions." This initiative aims to cultivate a high-quality workforce of oncology specialists to meet the diagnosis and treatment needs for common malignant tumors among county residents, thereby laying a solid talent foundation for safeguarding their health. The project comprised over 40 regional offline meetings and 8 online training sessions for primary physicians, involving more than 600 experts, with the cumulative number of participating physicians exceeding 50,000.

AI-Empowered Training for Community Physician Capacity Building

In April 2025, Medlive collaborated with the Shenzhen Community Health Association to host the "Shenzhen AI-Empowered Community Physician Capacity Building Training" conference. This initiative aimed to systematically advance the digitalization of primary healthcare through an "Association-Enterprise-Community" collaborative model. The training attracted nearly 100 medical professionals from community health institutions across the city. During the event, Medlive and the Association signed a cooperation agreement and delivered the first batch of 10,000 Medlive App accounts. These accounts grant primary physicians VIP access to core modules such as *Clinical Guidelines*, *Disease Knowledge Base*, and *Drug References*. Furthermore, the accounts integrate the *MedSeeker* AI tool, providing free usage rights for a period of two years. The training focused on the closed-loop application of AI tools across three key scenarios: diagnostic decision-making, medication review, and risk alerts. Utilizing a "Question-Answer-Evidence Chain" mechanism, the system generated real-time case warning plans on-site. For instance, in a complex rash case, the AI system intelligently recommended seven differential diagnoses and an examination checklist, enabling participating physicians to master the tool's operation on the spot. This initiative not only solidifies the medical foundation through a clinical knowledge base but also enhances diagnostic and treatment efficiency via intelligent tools, injecting smart momentum into Shenzhen's primary healthcare. Plans are underway to expand this pilot experience from Nanshan District to the entire city.



Health Knowledge Dissemination Incentive Program - New Year Science Popularization Event

In December 2025, Medlive, as the sole medical information service platform partner, provided full support for the China Health Knowledge Dissemination Incentive Program's "2025-2026 New Year Science Popularization Event." Themed "Caring for Family, Healthy New Year," the event was jointly hosted by the China Association for Health Promotion and Education, the People's Medical Publishing House, and the China Health Promotion Foundation. During the event, the *2025 Weibo Health Public Attention Report* and the *2025 Medlive Physician Attention Report* were released. The latter, based on behavioral data from over 4 million physicians on the Medlive platform, identified "Risk Control, Joint Prevention, and Joint Treatment" as the core theme of the year. Leveraging its professional resources, Medlive assisted in integrating hundreds of billions of health reading data. To address family health management, the Company proposed three action initiatives—"Review, Chat, and Move"—and promoted practical measures such as "Family Weigh-in Day" and five minutes of daily stretching. Furthermore, the event partnered with the China Sleep Research Society to launch the "2026 Health Sleep Awareness Year." Renowned figures, including Bai Yansong, released ten health tips covering weight management, sleep improvement, and adolescent psychology. Through such knowledge dissemination efforts, Medlive integrates the needs of primary physicians with public health education, utilizing a data-driven approach to assist physicians in updating their health knowledge base.



Intelligent Chronic Disease Management

As an industry pioneer with nearly 30 years of in-depth engagement in the medical field, Medlive, relying on its profound medical expertise and rich physician resources, has been continuously forging ahead in the medical domain. We have always been driven by a lofty sense of mission and have been actively and diligently developing chronic disease management services. Aware of the significant impact of chronic diseases on patients' lives and social health, we are wholeheartedly committed to bringing benefits to chronic disease patients through our professional capabilities and unremitting efforts, helping to improve their quality of life and contributing to the overall healthy development of society.

Smart Chronic Disease Management Tool - *MedSugar*

MedSugar is an innovative product independently developed by Medlive, focusing on the education and management of diabetes patients. Its core advantage lies in the deep integration of continuous glucose monitoring technology and professional medical resources. Based on rigorous clinical guidelines and consensus, a team of professional physicians carefully analyzes users' blood glucose fluctuation data, as well as records of daily diet, exercise and other living habits. In collaboration with health managers, a personalized blood glucose control plan is customized for each patient to ensure the scientificity and applicability of the plan.

- **Precise Medical Assessment:** After users complete registration and a comprehensive health assessment, the physician team will formulate precise management goals covering diet, exercise, medication, etc., providing a clear direction for patients on their journey to control blood sugar.
- **Strengthened Self-management:** The check-in function for blood sugar control tasks encourages patients to actively record daily information. This not only helps patients with self-supervision but also provides crucial data for subsequent analysis of the causes of blood sugar fluctuations and obtaining professional adjustment suggestions.
- **Intuitive Data Presentation:** The function of generating continuous glucose monitoring graphs enables users to clearly and intuitively grasp the blood sugar change trends at different times, so as to better understand their own health conditions.
- **Timely Emergency Response:** The blood sugar abnormality alarm and incident handling mechanism allows the physician and health management team to respond quickly in case of high/low blood sugar situations, providing effective improvement suggestions and emergency treatment plans to ensure the health and safety of patients.
- **Precise Knowledge Push:** The platform accurately pushes systematic diabetes knowledge according to the type and degree of patients' diabetes, helping patients to deeply understand their own diseases and improve their self-management ability.
- **Convenient Medical Support:** After completing the 14-day blood sugar control service, patients can enjoy online video consultation services with top-tier hospital physicians. The personal health records automatically generated by the APP also provide detailed medical history basis for medical treatment, greatly improving the continuity and accuracy of medical services.



Supporting Physician Research

Medlive attaches great importance to the research needs of physicians. By systematically leveraging the three pillars of knowledge, technology, and platform, the Company builds a sustainable research support ecosystem for physicians. Upholding the long-term philosophy of "Sensing the pulse of world medicine to empower clinical decision-making in China," Medlive is committed to translating cutting-edge medical information and research methodologies into tools and resources that are easily accessible to physicians. This approach assists them in efficiently conducting research within their clinical practice, thereby driving the creation and translation of medical knowledge. Furthermore, Medlive focuses on stimulating physicians' research initiative and creativity. By providing systematic methodological support, data analysis tools, and academic exchange platforms, the Company lowers the barriers to research and empowers physicians to transform their clinical observations into high-quality research outcomes.

Medlive and Beijing Natural Science Foundation Collaboration: AI-Driven Translation of Research Outcomes

Through its collaboration with the Beijing Natural Science Foundation-Chaoyang District Joint Fund for Innovation, Medlive prioritizes support for "AI + Professional Medical Research" projects, facilitating the efficient translation of physicians' research findings into clinical applications. Under this collaborative framework, Medlive leverages its platform resources covering over 4 million licensed physicians to identify interdisciplinary research with breakthrough clinical value, such as the development of AI diagnostic and treatment models focused on multi-modal data integration. By providing funding, technology, and ecosystem support, Medlive assists research teams in transforming laboratory results into intelligent decision-making tools—such as precision prediction models and medication decision support systems—that are directly applied in frontline clinical scenarios. This initiative not only shortens the path from research to clinical practice but also adheres to the core philosophy of "Understanding What Physicians Need." It ensures that AI tools are anchored in real-world requirements, allowing innovative achievements to tangibly benefit both physicians and patients while driving the intelligent upgrade of the healthcare sector.



Community Public Welfare

Medlive is highly concerned about social issues and insists on fulfilling its social responsibility, taking into full consideration of the social interests of the local communities where it operates, and provides financial and human support within its capacity to help the development of public welfare undertakings in the local communities, and contributes to the development of the community. Medlive continues to innovate its public welfare model to help solve social problems such as lack of medical resources and lack of medical education resources that may exist in its operating locations. By leveraging its own resource advantages in Internet medical platforms, Medlive has opened up online and offline resources and actively participated in activities such as popularization of medical science and donation of medical supplies to devote itself to public welfare undertakings and to contribute to the harmonious development of the

Medlive Donates AEDs: Safeguarding Community Lives with the Warmth of Technology

In November 2025, Medlive donated Automated External Defibrillators (AEDs) to the "Changying Chuxin Urban Station" in the Changying area of Chaoyang District, Beijing. Through this practical action, the Company fulfilled its corporate social responsibility, building a vital safety net for workers in new forms of employment and local residents. The donated AEDs are installed in the central area of the station. This facility serves nearly 100 outdoor workers daily—including couriers and food delivery riders—by providing amenities such as rest areas and charging ports. With this donation, the station has now been upgraded into a "Life Guardian Station" equipped with critical emergency rescue capabilities.



United for Hong Kong: Overcoming Adversity Together

As a company listed in Hong Kong, Medlive actively fulfills its corporate social responsibility. Following the major fire at Wang Fuk Court in Tai Po, Hong Kong, in November 2025, the Company responded swiftly by donating HKD 100,000. These funds were directed towards emergency resettlement, the provision of daily necessities, and psychological counseling for the affected residents. This donation not only reflects Medlive's deep care for the Hong Kong community but also demonstrates its commitment to being a "compassionate" enterprise through tangible actions. Standing united with all sectors of society, Medlive aids in post-disaster reconstruction, delivering warmth and support to the impacted families.

CHAPTER 03

Quality First Service Excellence

Medlive consistently places user experience at its core. By establishing rigorous service standards and mechanisms for continuous optimization, the Company ensures high-quality output across the entire process—ranging from content accuracy to service responsiveness. The Company is dedicated to building a closed-loop customer service system, leveraging professional teams and digital tools to achieve efficient responses to user needs. Furthermore, Medlive extends its sustainability principles to supply chain management, driving partners to jointly build a safe, compliant, and collaborative service ecosystem. Through refined internal management and external collaboration, Medlive continuously strengthens its capabilities in resource integration and risk control, ultimately realizing a sustainable development landscape of mutual benefit for users, clients, and partners.



Sustainable Supply Chain

Supplier Management

Medlive regards suppliers as important partners of the Company, and through in-depth cooperation with them in terms of products, technology and data, Medlive has established a long-term trust, common growth and win-win cooperation relationship. At the same time, we are actively practicing the concept of green procurement and promoting responsible behavior to our suppliers to achieve mutual growth with them.

- **Procurement Management System**

In accordance with the relevant laws and regulations and the requirements of the relevant systems of the Company, Medlive has formulated the *Procurement Management Regulations* to regulate the responsible department, reporting process, supplier entry requirements, elimination mechanism and monitoring methods for procurement to ensure that the products or services procured are safe and reliable and to promote the standardized operation and healthy development of the Company's business. The Company strictly complies with the procurement management system, conducts due diligence on suppliers in accordance with the standards, attaches great importance to supplier compliance and encourages suppliers to actively fulfill their social responsibilities to ensure transparent and compliant procurement processes and sustainable procurement management.

There are clear provisions in the system requiring suppliers to

- Be an enterprise legal person established by law
- Have the appropriate qualifications, licenses, authorizations to provide the corresponding products and services
- The registered capital required to procure the product
- If applicable, have relevant certifications issued by the State and relevant authorities for quality, safety, environmental protection, etc.
- Have a good business reputation and no illegal records in their business activities in the last three years
- A sound quality assurance system, with no failures in national, industry and local government quality supervision inspections in the last three years
- and other conditions as required by the Company

The Company communicates with suppliers through various channels, including phone calls, emails, online meetings and site visits. In 2025, the Company had a total of 528 suppliers, with a 100% coverage rate of supplier due diligence. At the same time, we conducted on-site inspections for approximately 86% of these suppliers, looking specifically at suppliers' qualifications, size, reputation, and other sustainability indicators, such as whether they are environmentally friendly and whether they employ people with disabilities.

Sustainable Procurement

Medlive practices the "fair, just, and open" concept of sunshine procurement, formulates a supplier integrity management system, creates a transparent supply chain, and maintains a fair and clean market environment. We clearly require all suppliers to sign the *Anti-Commercial Bribery Agreement* and the *Anti-Corruption Commitment and Guarantee*. The commitment letter must indicate the suppliers' firm resistance to illegal acts such as soliciting bribes, offering bribes, and accepting bribes, ensuring the openness, transparency, and integrity of the procurement process. Once a supplier is found to have violated the relevant regulations on integrity and anti-corruption, we will take measures such as terminating the transaction, revoking the supplier's qualification, and even terminating the contract relationship. To ensure that suppliers abide by business ethics, we conduct supplier compliance training every year. In 2025, we organized key suppliers to participate in online compliance training on anti-corruption and anti-bribery, further strengthening the awareness of anti-corruption.

We also encourage suppliers to jointly promote environmental-friendliness and social responsibility practices. When evaluating suppliers, if they have obtained ISO 14001 Environmental Management System Certification, ISO 9001 Quality Management System Certification, and ISO 45001 Occupational Health and Safety Management System Certification, we will give them corresponding bonus points, which also indicates our recognition of a sustainable supply chain. When selecting suppliers and products, we will give priority to those with energy-saving labels or environmental protection certifications.

High-Quality Customer Service

Service Quality Assurance

Medlive regards the quality of its products and services as the cornerstone of its development. Upholding the concepts of professionalism and rigor, it makes every effort to present high-quality medical information services to platform users. We have obtained the ISO 9001 Quality Management System Certification, which indicates that in many aspects such as product research and development, service provision, and process management, we have met the high-quality and high-efficiency requirements set by the International Organization for Standardization.

The core value of *Medlive* platform lies in our highly active and continuously growing community of professional physicians. By providing high-quality professional medical content and practical tools—ranging from the latest medical advancements, clinical drug references, and authoritative guidelines to disease knowledge bases—the platform deeply satisfies the physician community's needs for continuing education and clinical decision support. This approach effectively attracts and retains physician users while continuously enhancing their engagement. This growing physician engagement translates directly into higher attention to and interaction with customized academic content. This, in turn, strengthens the platform's appeal to pharmaceutical and medical device clients, establishing Medlive as a pivotal hub connecting the healthcare industry with medical professionals.

The quality of all content is controlled by a dedicated review team, and we are constantly and strategically optimizing our content offerings based on the browsing data and feedback from platform users. In addition, we have established quality management rules for the platform, such as the *Management System for Publishing Articles on the Medlive Platform* and the *Management Rules for Reviewing Content Published on the Medlive Platform*, to ensure that the content on our platform is professional, accurate and legally compliant.



- ### Clinical Drug Reference Internal Entry and Review

The content entry in our *Clinical Drug Reference* is done in accordance with the entry procedures and standards set forth in the Instructions for the *Entry and Update of Medication Reference*. After the content is received, our reviewers will review the content accuracy and image clarity in accordance with the *Acceptance Standards for Drug Administration Reference Backstage Instructions*, and we also review the content in strict accordance with national laws and regulations. For example, in accordance with the *Regulations on the Administration of Internet Pharmaceutical Information Services*, we will screen the information of narcotic drugs, psychotropic drugs, medical toxic drugs and radiopharmaceuticals on our website. Only content that meets the above acceptance criteria can be published on the platform.

We regularly carry out activities such as internal training and external exchange and sharing to strengthen our quality management and develop high quality products and content. In 2025, we organized 4 quality experience sharing and training sessions, covering multiple topics such as quality exchange, regulatory training, an internal quality management innovation competition, and quality inspections.

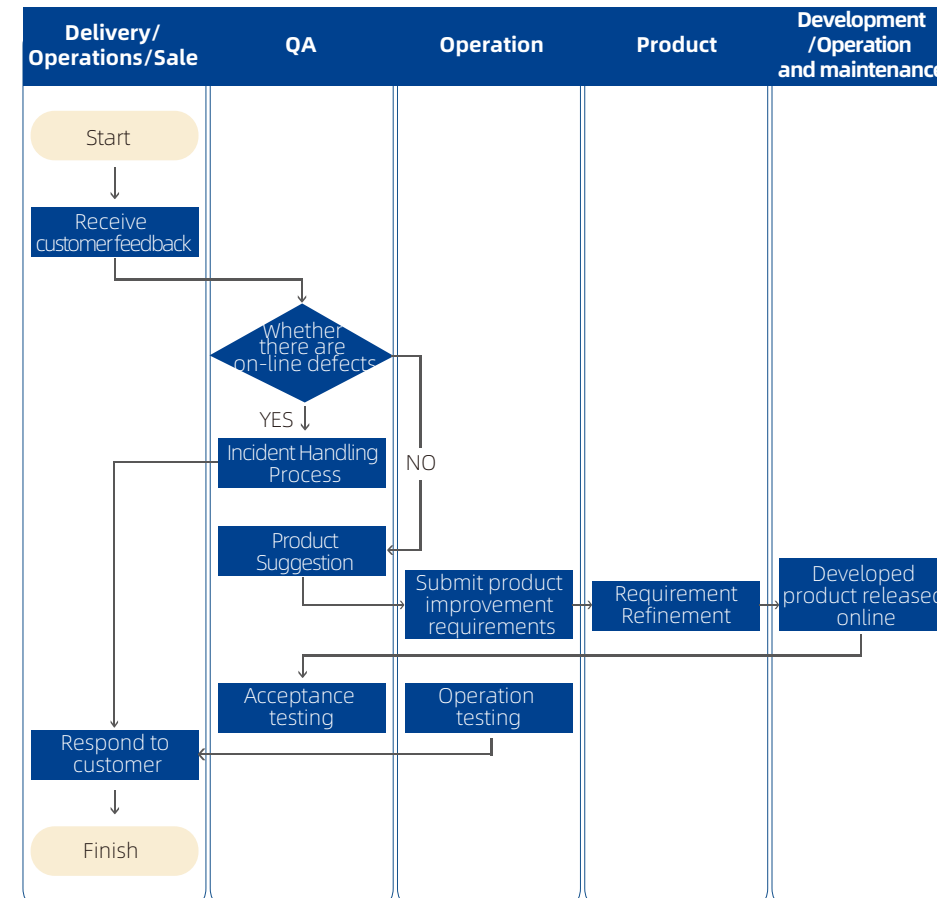
Customer Communication

Medlive is committed to the service tenet of "Customer First", providing efficient and quality services to customers and creating greater value for them. In order to achieve this, the Company has continued to pay attention to market development, incorporating customer feedback, continuously improving relevant systems and manuals, and providing professional training for customer service personnel to continuously enhance the customer service experience. In 2025, we revised the *Management Measures for Handling Customer Complaints* to further optimize service quality.

In order to maintain long-term and effective communication with platform users, continuously optimize the service system and quality, and improve user engagement and satisfaction, the Company has established a number of communication channels.

Passive Communication	User feedback mechanism	Each product line has a user feedback function by default, allowing users to suggest changes and make personal requests to the platform via images or text descriptions
	Customer Service Hotline	Users can contact the platform at any time via the customer service hotline to give feedback on issues and suggest product features
Proactive Communication	Questionnaire	Questionnaires are sent to users from time to time to collect their feedback and suggestions on the use of the platform and their satisfaction with the service
	Callback	We make regular phone calls to users to understand their needs and suggestions so that we can continuously improve our products
Ongoing Interaction	WeChat group	WeChat groups on different medical topics have been created to facilitate interaction within the groups and to resolve product and service-related issues in a timely manner

In addition, Medlive attaches great importance to customers' opinions and feedback, and has compiled and published a *Customer Feedback Handling Process* to follow up and handle customer feedback in collaboration with relevant departments according to the type of feedback, and to pinpoint customer needs and service content to be improved, so as to promote business optimization with customer feedback and improve customers' product experience.



In 2025, the Company conducted a survey of platform users and obtained a total of approximately 5,000 valid samples through active telephone interviews, distribution of survey questionnaires and collection of opinions from the APP, summarizing 5 user experience issues, which were fed back to various business departments for improvement. Two complaints were handled by the Company in 2025, with a 100% resolution rate and a 100% user satisfaction rate.

Responsible Marketing

Marketing is one of the ways in which Medlive interacts with the outside world, presenting our brand image and service characteristics. Therefore, every message we communicate is carefully analyzed and evaluated. Our marketing strategy strictly adheres to the relevant legal requirements to ensure that customer communications are conducted with respect, ethics and integrity, that marketing activities are conducted with accountability, transparency and compliance, and that responsible marketing requirements are incorporated into all of our external communications and brand promotion materials.

Medlive strictly implements the *Company Law of the People's Republic of China*, the *Advertising Law of the People's Republic of China*, the *Drug Administration Law of the People's Republic of China* and other legal documents, and attaches importance to the copyright of the content and the compliance of the digital marketing content. In order to ensure the compliance of the brand publicity, and to avoid false publicity, we have formulated the "Medlive platform article release management rules" and other internal systems and regulations, which require that the content published meets the requirements of evidence-based medicine and passes through a multi-level review mechanism operated by a team of professional medical editors to ensure the authenticity.

With respect to the management of Medlive's WeChat public accounts, we have established a hierarchical control system and assessment standards for the operation of the platform, in order to properly guide and regulate the compliant operation of business-related self-media accounts. In terms of platform content, we have set up a strict internal audit mechanism and control process to ensure that the promotional content is truthful, accurate, legal and compliant, and that exaggerated, deceptive and false promotional content is strictly prohibited.

Responsible Marketing Review Process

I. Content Creation and Initial Compliance Screening

Medical Professional Review: Upon completion of content creation, the medical editorial team performs an initial gatekeeping check based on evidence-based medicine principles. This ensures that disease knowledge, drug information, and clinical data are accurate and objective, avoiding exaggerated efficacy or misleading statements.

Compliance Keyword Pre-screening: Utilizing an internal compliance vocabulary database (such as the prohibited word replacement list), we conduct automated detection to remove prohibited terms like "cure" or "most effective" and replace them with compliant expressions like "auxiliary improvement" or "clinical support".

II. Multi-department Collaborative Review Mechanism

The Legal Department reviews content for compliance with regulations such as the *Advertising Law* and the *Drug Administration Law*, and verifies the filing of qualifications for cooperating third-party platforms.

For major marketing projects, a Review Committee composed of the Legal, Medical, and Platform departments is formed. Through meetings, the committee conducts a centralized deliberation on content strategy, channel compliance, and potential risks, ultimately forming a "Compliance Review Opinion."

III. Pre-launch Final Review and Archiving

- **Multi-channel Adaptability Check:** Content formats are adjusted according to the regulatory differences of specific publishing platforms.
- **Compliance Archiving:** All review records, revision history, final assets, and qualification documents are unified and stored in the Electronic Document Management System (EDMS) for a retention period of no less than 2 years to prepare for regulatory inspections.

IV. Post-launch Dynamic Monitoring and Closed-loop Optimization

- **AI-assisted Public Opinion Monitoring:** Third-party tools are used to monitor the spread of published content in real-time, capturing keywords to timely detect behaviors such as content tampering or non-compliant reposting.
- **Complaint Response Mechanism:** Dedicated roles are established to handle user feedback. For complaints involving "false advertising" or "misleading information," the takedown process is initiated within 12 hours, and internal accountability measures are launched based on the severity of the incident.
- **Compliance Iteration:** We regularly update the compliance vocabulary database and review standards, organize employee training in response to regulatory policy changes, and strengthen risk awareness.

In order to standardize the compliance of marketing activities, Medlive has launched 4 regular marketing trainings in 2025, covering all business lines, so as to enhance employees' awareness of the concept of responsible marketing, and to practice responsible marketing in their daily activities to standardize the compliance of marketing activities and to safeguard the integrity and reputation of the Company.

CHAPTER 04

Green Operations Ecological Sustainability

Medlive embeds green development at the core of its corporate strategy. By adopting "technology-led low-carbon operations" as our pathway, we systematically drive the sustainable transformation of the healthcare industry. Our digital precision academic education solutions, designed for pharmaceutical and medical device enterprises, replace traditional offline activities with online models. This achieves a dual enhancement of marketing efficiency and environmental benefits. Furthermore, Medlive prioritizes its own green transformation and actively implements green operational concepts within the Company. By integrating ESG principles into every aspect of our operations, Medlive ensures that while achieving high-quality development, we continuously create value across economic, social, and environmental dimensions.



Green Management Framework

In recent years, China has been vigorously promoting the green, low-carbon and circular economy to support the green development of enterprises. With energy conservation and emission reduction becoming a global consensus, Medlive, in light of its actual situation, has established a sound environmental management system in accordance with the requirements of domestic and international laws and standards such as the ISO14001 Environmental Management System Certification, the *Environmental Protection Law of the People's Republic of China*, and the *Energy Conservation Law of the People's Republic of China*. It has carried out environmental risk management on a regular basis, and regularly organized all employees to participate in environmental protection training and activities to enhance their environmental awareness. The Company is committed to gradually reducing the negative impact of its operations on the environment. In 2025, the Company did not find any serious violations of environmental protection-related laws and regulations.

Medlive established a carbon emissions management system and a long-term energy-saving and carbon-reduction mechanism, which specifically includes links such as carbon inventory, carbon management plan formulation, and carbon emission recording. By monitoring the gases in the enterprise production process to calculate the carbon footprint, identifying high-carbon-emission links, formulating improvement measures and carbon management plans accordingly, recording and summarizing the management results, Medlive aims to reduce the environmental impact, take the initiative to take the responsibility of addressing climate change, achieve sustainable development, and adapt to the trend of low-carbon development. In terms of the overall emission reduction policy of the enterprise, a series of action measures have been developed from internal to external aspects to better support green development and address climate change:



Medlive has obtained the ISO 14001 Environmental Management System Certification



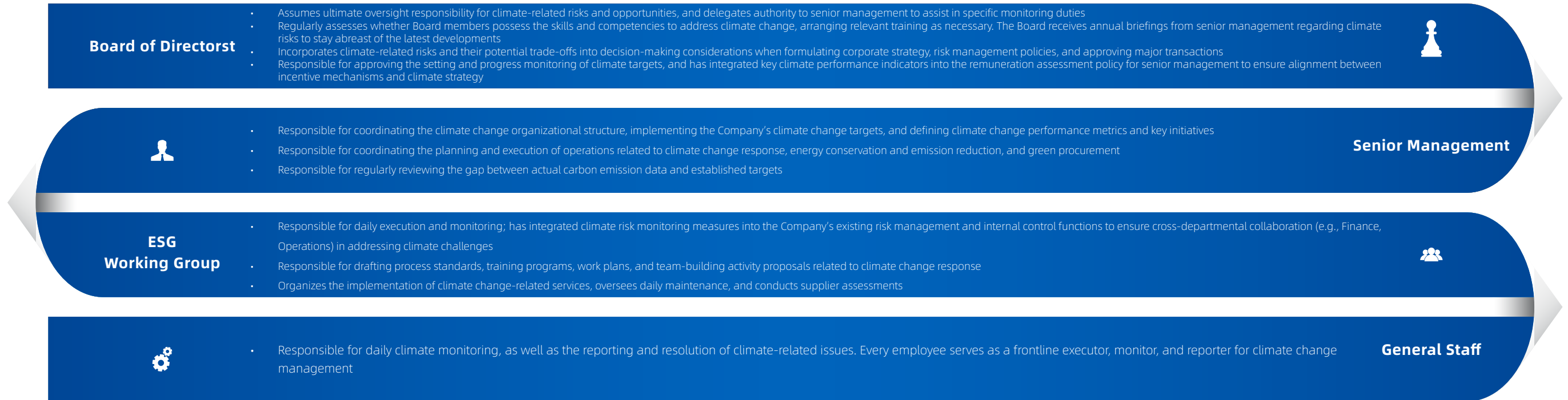
Responding to Climate Change

Medlive attaches great importance to addressing climate change and has incorporated the governance of climate-related issues into its overall ESG governance framework, providing strong support for the Company's climate change related risk and opportunity management. In 2025, the Company referred to the recommendations of the Task Force on Climate-related Financial Disclosures (TCFD), actively identified and evaluated the potential impacts of climate change risks and opportunities on the Company's business, and evaluated the effectiveness of existing countermeasures every six months to further enhance the Company's ability to withstand climate risks.

Governance

To effectively address the challenges posed by climate change, Medlive has integrated climate-related responsibilities into its existing ESG system. By constructing a more complete climate change management system, the Company monitors and manages the enterprise's performance in climate-related risks and opportunities from top to bottom, promoting the sustainable development of the enterprise.

Climate Change Related Risk Governance Structure



Strategy

The Company's core business model is inherently low-carbon in nature; therefore, climate change represents more of a development opportunity than a transition burden for the Company. Consequently, there is currently no need for the Company to formulate a climate transition plan specifically for the transformation of high-carbon operations. Our strategy is to further consolidate our competitive advantage in the low-carbon economy through continuous R&D and market expansion, while simultaneously monitoring supply chain carbon emissions and adopting adaptation measures to better address potential climate-related risks.

The Company identifies and analyzes climate-related risks from the perspectives of physical risks and transition risks, and formulates targeted risk response measures accordingly. Simultaneously, fully recognizing the development opportunities that climate change may bring to the business, the Company continuously adjusts, reviews, and updates its business development strategies based on the analysis of these risks and opportunities. We have established management strategies and action initiatives covering the short-term (within 3 years), medium-term (3-6 years), and long-term (over 6 years).

Definition of Time Horizons

Short-term (within 3 years)

- Aligned with the annual budget and operational planning cycle
- Conduct risk assessments and financial forecasts, and plan the deployment of management strategies in the near future, including specific measures to address climate change in the short term

Medium-term (3-6 years)

- Aligned with the Company's medium-term strategic development plan
- Develop medium-term plans to ensure that climate management strategies are in line with factors such as policy trends, market development, and user demands

Long-term (over 6 years)

- Aligned with the Company's long-term strategic development and climate targets
- Establish a long-term climate management strategy to clarify the significance of the Company's response to climate change and the direction of action

Climate Resilience Assessment and Scenario Analysis

To better prioritize physical and transition risks, we adopted two climate change scenarios for analysis: the "Net Zero Emissions by 2050 Scenario (NZE)" as the scenario of 2°C or lower, and the "Representative Concentration Pathway (RCP) 8.5" as the scenario exceeding 2°C.

Scenario	IEA NZE 2050	IPCC RCP 8.5
Description	A pathway scenario for the global energy sector to achieve net zero emissions by 2050, in which the target is met without relying on emission reductions from non-energy sectors	A high-emissions scenario assuming no change in mitigation policies, characterized by surging GHG emissions and rising atmospheric concentrations
Temperature Rise by 2100	1.4°C (50% probability)	4.4°C
Methodology	Analyze transition risks and climate opportunities to adapt to and mitigate the impacts of climate transition over the short, medium, and long term	Analyze the tangible impacts of physical climate risks on our assets and the entire value chain over the short, medium, and long term

During the Reporting Period, an assessment confirmed that the Company's low-carbon business model demonstrates high resilience to climate change:

- Strategic Impact: Under global decarbonization transition scenarios, the expected growth in demand for our services validates that the current strategy requires no major adjustments, with the primary focus remaining on capacity expansion.
- Adaptive Capacity: To address physical risks such as extreme weather, we have ensured business continuity by diversifying our supply chain and preparing emergency reserves. Furthermore, we possess the capability to flexibly adjust our medium- to long-term strategies in response to changes in policy and technology.

Current Financial Impact

In 2025, Medlive conducted a comprehensive assessment of climate-related risks and opportunities affecting its financial position, financial performance, and cash flows. Based on current analysis, these climate-related risks and opportunities have not had a material impact on the carrying amounts of assets and liabilities, the business model, or the value chain.

Expected Financial Impact

Presented below are details regarding the climate-related risks and opportunities we have identified, their associated financial impacts, and our response strategies across the entire value chain—including upstream, downstream, and direct operations.

Note: Climate scenario analysis is not a prediction of the future; rather, it serves as a tool to demonstrate how climate-related physical and transition risks or opportunities may impact our business, response strategies, and financial performance over time.

Risk/ Opportunity	Aspect	Physical Risk	Transition Risk	Opportunity	Our Actions
Physical Risk	Acute physical risk	The frequent occurrence of extreme weather events (such as typhoons, heavy rains, floods, etc.) may affect the safety of the Company's buildings and equipment, prolong the commuting time of employees, and have a certain impact on the safety of employees and the normal operation of the enterprise	<ul style="list-style-type: none"> Higher operating costs Lower revenue Higher costs of employee insurance and subsidies Less net cash flow from operating activities 	Medium to long term	<ul style="list-style-type: none"> Regularly monitor weather conditions and issue timely reminders to all staff prior to the onset of severe weather. These alerts advise employees to take necessary precautions, including ensuring personal safety during commutes, switching off power supplies, and securing doors and windows before leaving the premises Continuously update the list of emergency supplies and conduct regular maintenance on emergency equipment, such as generators
	Chronic physical risk	The continuous high-temperature weather caused by global warming may increase the energy consumption of the Company's refrigeration equipment such as air conditioners	<ul style="list-style-type: none"> Higher operating costs Reduced net cash flow from operating activities 	Long term	<ul style="list-style-type: none"> Improve operation processes and enhance energy utilization efficiency
Transition Risk	Chronic physical risk	China has established the "1+N" policy framework for carbon peaking and carbon neutrality and issued the National Climate Change Adaptation Strategy 2035. Coupled with the continuous improvement of laws and regulations regarding green transportation, green packaging, and the development of green industrial parks, these measures impose higher compliance requirements on corporate low-carbon management	<ul style="list-style-type: none"> Increased compliance costs Reduced net cash flow generated from operating activities 	Medium to long term	<ul style="list-style-type: none"> Regularly monitor regulatory developments to ensure compliant operations, and publicly disclose data on energy consumption and carbon emissions in accordance with requirements Adhere to the principles of high-efficiency and low-emission energy and resource utilization, and encourage all departments to explore more eco-friendly operational models Collaborate with key suppliers to promote the establishment of emission reduction targets.
	Technology	The update and iteration of green technologies related to the medical and AI fields require the Company to invest more costs in research and development and professional talent cultivation	<ul style="list-style-type: none"> Higher research and development costs Higher talent cultivation costs Reduced net cash flow generated from operating activities 	Short to medium term	<ul style="list-style-type: none"> Strengthen the cooperation among industry, academia and research institutions, provide practical opportunities for students, and open up the linkage path for talents from campus to the workplace Increase the support and incentive measures related to patent research and development, and encourage employees to actively engage in technological innovation

Risk/ Opportunity	Aspect	Physical Risk	Transition Risk	Opportunity	Our Actions
Opportunity	Products	The Company's digital precision physician academic education helps pharmaceutical and medical device companies improve their operation efficiency, reduce carbon emissions, conforms to the general trend of industry development, and gains the attention of more customers	<ul style="list-style-type: none"> Higher revenue Increased net cash flow generated from operating activities 	Medium to long term	<ul style="list-style-type: none"> Regularly monitor weather conditions and issue timely reminders to all staff prior to the onset of severe weather. These alerts advise employees to take necessary precautions, including ensuring personal safety during commutes, switching off power supplies, and securing doors and windows before leaving the premises Continuously update the list of emergency supplies and conduct regular maintenance on emergency equipment, such as generators
	Resource Efficiency	As calls for resource conservation intensify within the regulatory market, enterprises are required to reduce their own resource consumption	<ul style="list-style-type: none"> Reduced costs Increased net cash flow from operating activities 	Medium to long term	<ul style="list-style-type: none"> Implement low-carbon operational initiatives, actively carry out energy and water conservation and waste recycling programs in office areas, improve resource utilization efficiency, and reduce resource usage costs

The aforementioned risks and opportunities have been integrated into the Company's financial planning. In the short term, we have allocated budget for energy-saving retrofits. In the medium to long term, climate factors will influence our capital expenditure decisions to enhance our capacity to address climate risks, thereby ensuring the resilience of our cash flow.

Following a comprehensive assessment of our operating locations, asset portfolio, and business activities, as of the end of the reporting period, we do not hold any material assets or operations vulnerable to climate transition risks, nor have we identified any material assets or business activities vulnerable to climate-related physical risks. Given that the Company's core business focuses on digital marketing and patient management solutions, our overall operational strategy is fully aligned with global low-carbon transition goals. Consequently, the Company considers all its business activities and related assets as part of climate-related opportunities.

Risk Management

Medlive attaches great importance to the risks and opportunities presented by climate change. We have established a climate risk management and continuous assessment mechanism, led by the ESG Working Group with the participation of various climate-related departments, to compile a comprehensive list of climate risks and opportunities. On a semi-annual basis, through our risk assessment process, we prioritize the identified risks and opportunities based on their impact and formulate targeted response measures, thereby establishing a closed-loop climate risk management workflow of "Identify-Assess-Prioritize-Respond." Looking ahead, we will continue to strengthen our climate risk management and continuously explore innovative response strategies.

Climate Risk Management Process

Risk Identification	Risk Assessment	Risk Prioritization	Risk Response
We conducted a preliminary risk review and analysis by benchmarking against the climate risk and opportunity categories of the TCFD framework. Furthermore, by taking into account macro policies, industry policies, and regulatory requirements, we screened potential risk points to compile a risk list	Based on the likelihood of occurrence and the degree of impact, we identify climate-related physical and transition risks that have a material impact on the Company's business	We screen for key climate risks by combining the expectations of various stakeholders, such as government regulators and investors, regarding climate change with the impact of climate change on our business operations	We formulate plans and measures to address the assessed climate risks and strengthen our response capabilities

Metrics and Target

Medlive regularly calculates and discloses the carbon emissions from its operations every year and assesses its annual environmental performance, striving to continuously reduce its negative impact on the environment. In 2025, Medlive's near-term greenhouse gas (GHG) emission reduction targets were successfully validated by the Science Based Targets initiative (SBTi). Medlive commits to reducing absolute Scope 2 GHG emissions by 45.37% by 2035, from a 2024 base year. This target not only aligns with global climate action frameworks but also underscores Medlive's core strategic direction of integrating climate governance into its corporate strategy, thereby driving the sustainable development of the healthcare industry through systemic emission reduction pathways.

In early 2025, we also established the following targets for resource consumption and greenhouse gas (GHG) emissions. Given the nature of our business, our actual emissions primarily consist of carbon dioxide generated from electricity consumption. Our GHG emission targets cover Scope 1 (direct GHG emissions) and Scope 2 (indirect GHG emissions); Scope 3 has not currently been included within the scope of quantitative targets. We are currently in the process of collecting value chain emission data and will evaluate whether to set Scope 3 targets in the future based on data completeness. Thanks to the effective implementation of green office practices, all of the following targets have been achieved: :

Aspect	Target	Performance in 2025
Resource consumption	<ul style="list-style-type: none"> Reduce water consumption density by 2% The greenhouse gas emission density is reduced by 2% The purchased electricity density is reduced by 3% 	<ul style="list-style-type: none"> The water consumption per capita decreased by 2.5% year-on-year The greenhouse gas emissions per capita decreased by 3.2% year-on-year The consumption of purchased electricity per capita decreased by 5.4% year-on-year
Product service	<ul style="list-style-type: none"> Avoided carbon emissions from offline transportation through online medical academic promotion, reaching 6,500 ton CO₂e 	<ul style="list-style-type: none"> Avoided approximately 6,900 ton CO₂e in carbon emissions

The Company does not currently plan to use carbon credits or carbon offsets to achieve the aforementioned operational emission reduction targets. Our primary priority is to reduce our own carbon footprint. Therefore, disclosure requirements regarding third-party verification, types of carbon credits, and their credibility are not applicable.

The measurement and reporting of the Company's GHG emissions are conducted in strict accordance with the *Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard (2004)* and relevant supplementary guidelines. We adopt the "operational control" approach to measure GHG emissions, and the calculation results cover data generated within the scope of Medlive's business operations. Calculations are primarily based on actual activity data multiplied by the corresponding emission factors. The measurement standard adopted is ISO 14064-1:2018, and the electricity emission factor used is the 2024 national grid average emission factor of 0.5777 kgCO₂/kWh. This methodology represents an internationally recognized standard that ensures data accuracy and completeness, while enabling comparability of the Company's emission performance with industry peers. The measurement methodologies, input data sources, and key assumptions for this reporting period remain consistent with those of the previous year.

In accordance with the *Greenhouse Gas Protocol: Corporate Value Chain (Scope 3) Accounting and Reporting Standard (2011)*, the Company has identified and measured the categories most material to our business: Purchased goods and services, Business travel, and Employee commuting. Partial data used for calculating Scope 3 emissions originates from value chain partners. In certain instances, we utilized the latest available data provided by partners, having confirmed that no material events occurred during the period that would affect data representativeness.

The Company operates as a low-carbon enterprise, with direct greenhouse gas emissions (Scope 1 and Scope 2) at an extremely low level. Therefore, the marginal benefit of implementing internal carbon pricing in terms of altering investment behavior or reducing operational emissions is not significant. During this reporting period, the Company did not apply an internal carbon pricing mechanism in investment decisions, transfer pricing, or scenario analysis. Consequently, the Company has not set an internal price per metric ton of GHG emissions.

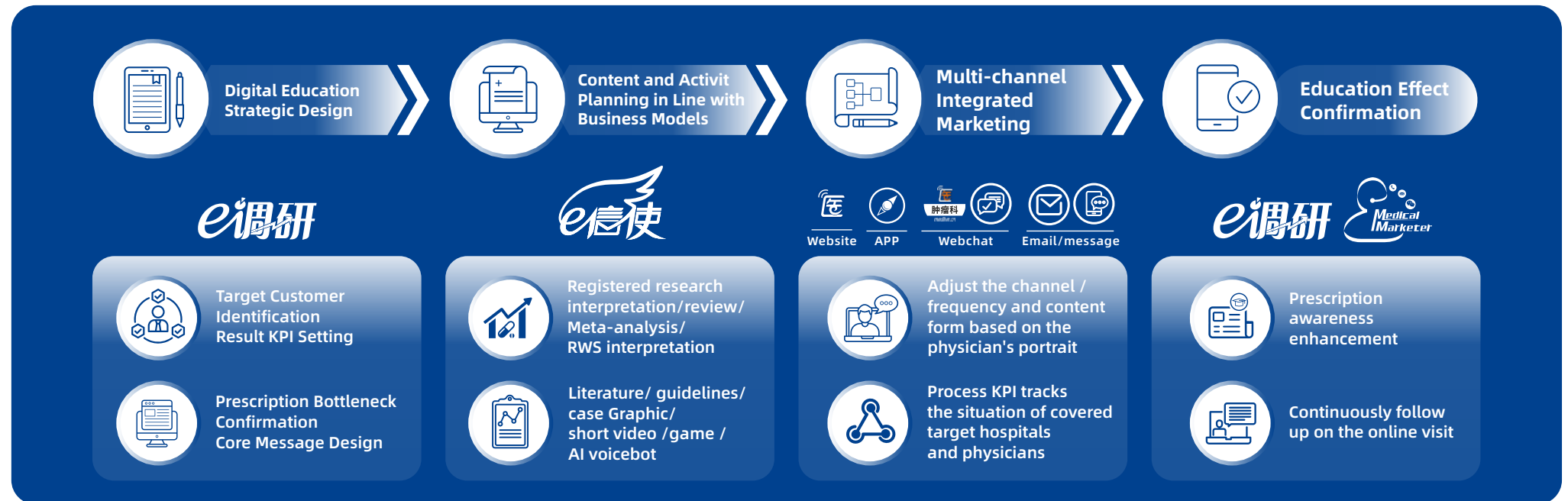
Green Services

The booming development of digital marketing represents a major trend in the marketing transformation of the pharmaceutical industry. Compared with traditional offline marketing models, digital marketing can accurately and efficiently reach target physicians, save unnecessary physical documents and business trips, achieve online and paperless operations, significantly reduce carbon emissions during this process, and achieve green and efficient marketing results.

Green Innovation Solution:

— e-Messenger

e-Messenger is a precise digital academic education solution for pharmaceutical and medical device companies. It can help these companies efficiently reach their target physicians and enhance the effectiveness of academic education and marketing. Taking full account of the academic characteristics and life cycles of pharmaceutical and medical device products, *e-Messenger* provides a one-stop service covering the entire process, from medical strategy research and formulation, physician learning profile analysis, and digital education content production to activity planning and execution, digital precise dissemination, and effect evaluation. Based on a comprehensive and in-depth understanding of physicians, *e-Messenger* uses AI technology to create an online learning analysis and content recommendation engine for physicians. It can help clients target physicians and then accurately push relevant content through the channels and at the times preferred by these physicians. Each online educational activity carried out by *e-Messenger* for physicians is similar to the offline visits of medical representatives to physicians. It greatly improves the efficiency of physicians' academic education through digital means and is a model of green innovation solutions.



Objective	Performance in 2025
Avoid carbon emissions equivalent to 6,500 ton CO ₂ e from offline transportation through online medical academic promotion	Avoided approximately 6,900 ton CO ₂ e emissions

Green Office

As a non-manufacturing enterprise, Medlive does not use direct energy sources such as gasoline, diesel, or natural gas, so it has no direct (Scope 1) greenhouse gas emissions. The Company's main environmental impact comes from indirect (Scope 2 and Scope 3) greenhouse gas emissions generated during daily office operations and data center operations. Therefore, to achieve energy conservation and carbon reduction, Medlive continuously strengthens the construction of its internal environmental management system. It has developed and implemented the *Measures for Managing the Reduction of Energy Consumption and Greenhouse Gas Emissions* and the *Measures for Controlling the Conservation of Resources and Energy*. Starting from every link of the value chain, the Company has adopted targeted energy-saving and emission-reduction plans. By collaborating with leasing property service providers, the Company analyzes the energy consumption and emissions of its office premises in Beijing and other locations, and upgrades and renovates high energy consuming and low efficiency equipment.

Our Environmental Commitment

- We promote the concept of green office and green living, and embed the excellent culture of energy saving, emission reduction and environmental friendliness in the daily life of our employees
- We actively promote innovative practices to save energy and reduce emissions, create a green and healthy office environment, and ensure that all energy-saving and environmental processes and activities comply with regulatory requirements
- In the procurement process, we follow the concept of green and low carbon, giving priority to green products with advantages in environmental protection, resource conservation, recycling and low carbon, and gradually phase out inefficient products
- Reduce waste at source, prioritize the recycling of used products, and dispose of all types of waste properly to prevent pollution
- We regularly analyze energy and environmental performance in terms of electricity and water consumption, and set scientific control targets to improve resource and energy conservation. Encourage environmental public welfare activities and contribute to the care of the natural environment through personal participation in environmental protection actions

In line with the above effective internal regulations and management mechanisms, the Company implemented the following green office initiatives during this Reporting Period.

Energy saving and consumption reduction	<ul style="list-style-type: none"> • The Company advocates turning off non-essential lighting during the lunch break every day • The Company requires office equipment such as computers, printers, copiers and scanners to be switched off after hours • Lighting and air conditioning in workplaces and meeting rooms should be activated appropriately for the season, temperature and lighting conditions • Eliminate energy-intensive and inefficient office equipment in both procurement and use • The Administration Department arranges regular inspections of electrical equipment, electrical wiring, sockets and lights, faucets and water pipes to prevent leakage of electricity and water causing personal injury and disconnection of electricity and water • Encourage double printing and recycle single-sided waste paper • The welfare staff quarters have implemented environmental policies such as standardizing the installation of energy-saving lights and encouraging staff to control the air-conditioning temperature in winter and summer • Encourage staff to use public transport to commute to work and, where possible, advise customers and suppliers to travel low carbon
Paperless Office	<ul style="list-style-type: none"> • The full use of the online office platform, the regular approval process online, non-essential use of paper documents as far as possible, not only substantial savings in paper, but also to simplify business processes and improve office efficiency • Encourage the use of online video conferencing to reduce unnecessary travel and time costs, and reduce greenhouse gas emissions from travel traffic
Rubbish classification	<p>In accordance with the requirements of the <i>Beijing Regulations on the Management of Domestic Waste Separation</i>, the Company has set up special collection containers for food waste, recyclable waste and other waste on each floor of the office premises, combined with publicity and posters to guide staff to do a good job in waste separation and promote resource recycling</p> <p>Waste and used electronic products are managed and stored separately, and old computers that still have value are partially donated to charitable organizations after treatment or entrusted to professional disposal units for recycling</p>

Green Procurement

Green Data Centers

By the end of 2025, the Company had leased data centers in Beijing, Shijiazhuang and Yinchuan. The Company includes indicators such as security, stability and economy, as well as energy efficiency technologies and performance such as the type of energy used by the data centres and cooling technology, in the selection of data centre service providers, and regularly monitors indicators such as power usage efficiency (PUE) and carbon emission intensity of the data centres to promote the environmental responsibility of data centre service providers and enhance sustainable development.

Green Renovation

- **Renovation Materials:** All materials meet the current national green product evaluation standards
- **Water-using Appliances:** Sanitary appliances are products with green building material label certifications or green product certifications, and their water-use efficiency level reaches Grade 1
- **Lighting Energy Conservation:** The lighting systems in public areas should adopt energy-saving controls such as zoning, timing, and sensing. The lighting control in daylight-lit areas is independent of that in other areas
- **Strict Disposal of Emissions:** Noise, wastewater, waste gas, and solid waste generated during the renovation process are strictly regulated and managed in accordance with the requirements of the competent authorities and local environmental protection standards regarding their generation and treatment

In 2025, Medlive extended its environmental and social responsibilities further into the supply chain. It conveyed the concept of adhering to business ethics and building a sustainable supply chain to suppliers, requiring suppliers to sign the *Social Responsibility Commitment Letter* and follow the principles of integrity and integrity in cooperation. We require that ESG-related requirements be reflected in the supplier selection and supplier management processes, including green procurement, prohibition of discrimination, child labor employment, and forced labor, and ensuring the health and safety of employees.

We actively promote green procurement. When evaluating suppliers and purchasing products, we give priority to suppliers with environmental management system certifications and products with green certifications or lower energy-efficiency ratings. We treat suppliers with significant negative environmental information with caution and cancel cooperation with them in a timely manner, driving supply chain enterprises to improve their environmental performance and jointly promoting friendly co-existence with the environment.



CHAPTER 05

Digital Transformation Intelligent Navigation

Medlive deeply integrates AI technology to construct a new digital ecosystem spanning the entire healthcare value chain. Leveraging its proprietary medical vertical large model, the Company provides physicians with a one-stop solution for clinical decision support, research efficiency enhancement, and patient management. Additionally, through its AI-empowered precision marketing platform, Medlive facilitates the digital transformation of pharmaceutical enterprises. Furthermore, Medlive actively drives technological openness and industry collaboration, spearheading the comprehensive digital leap of the healthcare sector.



Promoting the Digital and Intelligent Transformation of Healthcare

Medlive firmly advances the innovation process in the field of medical technology, focuses on cutting-edge technological trends, deeply explores unmet clinical needs, and spares no effort to create breakthrough digital medical solutions. The Company has made substantial investments in research and development. It has assembled an elite R&D team composed of talents from multiple disciplines such as medicine, information technology, and bioengineering. By leveraging cutting-edge technologies like big data analysis and AI, it deeply excavates the value of medical data, promoting the intelligent upgrade of diagnosis, treatment, rehabilitation, and other aspects. In terms of digital academic marketing, it has built an efficient academic exchange platform, integrated a vast amount of medical academic resources, and helped pharmaceutical and medical device companies more accurately convey product information and academic knowledge to professional groups such as physicians, thereby enhancing the marketing effect. In addition, Medlive actively constructs an open innovation ecosystem. It has established strategic cooperative relationships with well-known scientific research institutions and universities, integrating resources from all parties to jointly carry out the research and development of advanced medical technologies, clinical trials, and the transformation of research achievements, enabling cutting-edge medical technology achievements to benefit patients more quickly.

According to third-party industry research reports, currently the penetration rate of digital marketing in pharmaceutical and medical device marketing in China is still relatively low, accounting for only about 7% of the overall market. With the implementation of policies such as the two-invoice system,

volume-based procurement, and medical insurance cost control, the domestic prescription drug market is gradually moving away from the high-gross-profit business model formed over the long term. Pharmaceutical companies generally face the challenge of refined operation. In the future, it is expected that the penetration rate of digital marketing will continue to increase. Medlive's precision marketing solutions for pharmaceutical companies precisely seize this opportunity, give full play to the core advantages of its physician platform, practice the concept of green services, and help increase efficiency and reduce costs.

• E-Medical Science Liaison - eMSL

In response to the needs of pharmaceutical companies to promote new drugs, Medlive has specifically developed the "E-Medical Science Liaison - eMSL". This solution has three major highlights:

- Remote coverage of primary market: It reaches township-level medical institutions directly through the Internet, solving the problem that physicians in remote areas have difficulty accessing information about new drugs
- Real-time clinical support: It uses audio-visual, graphic, and text materials to explain the clinical data of drugs. When there are doubts about drug use, physicians can consult experts online at any time
- Physician capacity upgrade: It regularly pushes the latest treatment plans, subtly improving the medical standards at the primary level

This system not only accelerates the popularization of new drugs

but also drives the digital transformation of the entire medical industry. By eliminating the transportation energy consumption of traditional offline promotion, it reduces thousands of tons of carbon emissions every year, achieving the dual goals of "smart healthcare" and "green healthcare". It is like an accelerator in the medical field, enabling good drugs and good technologies to benefit the whole population more quickly.

• Digital Clinical Trial Platform

Based on Medlive's self-developed electronic data capture ("EDC") system, patient recruitment and experience in providing a full range of clinical research services to experts and pharmaceutical companies, Medlive launched an integrated remote digital clinical trial (DCT) platform to bring a more efficient research experience to researchers, research institutions, sponsors, CROs and subjects, while accelerating the trial process. The DCT platform includes remote recruitment, electronic informed consent, online access, remote monitoring and other functions. At the same time, the DCT can be deeply integrated with the EDC system of Medlive and can be quickly personalized for different clinical research projects, which can greatly shorten the development cycle, reduce R&D cost investment and improve research efficiency.

• Intelligent Patient Management

Leveraging the extensive network of physicians accumulated on its platform, Medlive has innovatively constructed an "integrated physician-patient" intelligent patient management solution, significantly improving the efficiency of medical resource utilization in specific disease areas. Under this service, physicians invite patients to join exclusive single-disease management communities, which are equipped with professional medical assistants to facilitate daily Q&A and interactions. This creates a trusted management ecosystem with physicians at the core and the platform serving as the connecting link. Within this closed loop, based on a deep understanding of disease clinical pathways and drug lifecycles, the Company designs and executes systematic, multi-format patient education and regular follow-ups. Furthermore, patient needs and adherence data are dynamically fed back to physicians to continuously optimize management strategies. As of the end of 2025, the platform has cumulatively served 634,000 patients and secured the continued participation of 178,000 physicians. Results demonstrate that this model not only effectively increases patient return visit rates and medication adherence but also assists pharmaceutical enterprises in realizing more precise and measurable patient assistance and academic support. Ultimately, this creates sustainable mutual value for physicians, patients, the industry, and society at large.

Exploring Cutting-edge Technologies

The past year has witnessed the meteoric rise of AI technology. Technological innovation has become a vital engine for corporate growth. In particular, the application of AI has transitioned from theoretical research to practical implementation, exerting a profound influence across various industries. Standing at the forefront of technological innovation, Medlive has kept pace with the AI wave. Through continuous R&D and innovation, we are committed to achieving sustained optimization and upgrading of our products and solutions.

With its proprietary medical vertical large model as the core, Medlive has constructed a comprehensive AI technology ecosystem encompassing computing infrastructure, algorithm iteration, and scenario-based applications. We are dedicated to driving inclusivity and efficiency enhancement in the healthcare industry through trustworthy AI. Leveraging unique resources comprising hundreds of millions of high-quality medical corpus entries and a high-end self-built computing cluster, the Company has successfully developed a core product suite, including the *MedSeeker* clinical decision support tool, the *MedPaper* intelligent research tool, and the *MedAssister* academic assistant. These products seamlessly integrate into the actual workflows of physicians during diagnosis, learning, and research. They not only effectively mitigate the "hallucination" and data timeliness issues common to general large models through an "answer-source tracing" mechanism, but also significantly improve the efficiency of professional information acquisition and analysis. This positions AI as a truly trusted "professional partner" for physicians, fundamentally assisting in elevating the quality and accessibility of medical services.

Furthermore, Medlive continuously extends the application scenarios of AI technology to the fields of medical knowledge dissemination and frontier research support, fulfilling its social responsibility of "technology empowerment." In the realm of medical visualization, the Company utilizes Mixed Reality (MR) and 3D reconstruction technologies to transform complex medical mechanisms into intuitive, interactive content. This significantly lowers the barrier to understanding professional knowledge for both the public and medical students. In the field of bioinformatics analysis, the Company's proprietary zero-code single-cell analysis platform empowers clinicians to directly engage in advanced data mining, thereby facilitating translational medical research. These strategic initiatives demonstrate that Medlive is not only focused on enhancing current industry efficiency through AI, but is also committed to cultivating future medical professionals and research capabilities through innovative technology, injecting long-term momentum into the sustainable development of the healthcare ecosystem.

Clinical Decision Assistant — *MedSeeker*

Medlive regards promoting evidence-based medicine practice and intelligent clinical decision-making as a vital social responsibility, with its core AI product, *MedSeeker*, serving as the key embodiment of this philosophy. Designed to address the complex challenges physicians face in diagnosis, treatment regimen formulation, and rational medication, *MedSeeker* leverages natural language interaction to generate structured answers based on vast authoritative medical data, including integrated guidelines, literature, and drug information. By supporting one-click source tracing, it aims to become a trusted clinical decision support partner for physicians, improving the quality and safety of medical services at the source.

To ensure the high reliability and professionalism of its outputs, the *MedSeeker* team undertook a comprehensive architectural overhaul in the second half of 2025. First, strict evidence screening mechanism was established, where medical experts manually curate high-quality core corpora to lay an authoritative foundation for answer generation. Second, through the optimization of intent recognition and retrieval engines, the product can more accurately comprehend complex medical queries while balancing literature quality with timeliness, thereby ensuring the integrity and relevance of search results. Crucially, the team constructed automated evaluation tools and an evidence adjudication system to continuously perform multi-dimensional assessment and quality control on retrieved content and generated answers without human intervention. This series of upgrades has not only significantly enhanced the product's accuracy and response efficiency but also systematically reinforced the "trustworthiness" and "usability" of the medical AI tool. Ultimately, this enables technological innovation to serve clinical practice in a more robust and responsible manner, empowering physicians and benefiting patients.

• AI Assistant for Depression Diagnosis

Based on its self-developed large model, Medlive customized and developed an assistant for depression diagnosis for a Class III Grade A psychiatric specialized hospital in Beijing. The aim is to efficiently and accurately assist medical staff in diagnosing patients with depression.

The core functions include:

- Integration of professional knowledge base: Deeply integrate the DSM-5 diagnostic knowledge base for depression. Design comprehensive and systematic diagnosis questions according to authoritative standards, covering key symptoms in multiple aspects such as emotions, interests, physical and psychological conditions. Ensure the professionalism and accuracy of the diagnosis direction, and provide a solid theoretical framework for accurate diagnosis.
- Intelligent reply judgment: Based on the powerful natural language processing ability of the self-developed large model, quickly analyze the content of patients' replies. Precisely identify the clarity of the replies, efficiently screen out vague or incomplete information, and promptly initiate the next step of operation. Guarantee the smoothness and high efficiency of the diagnosis process, and avoid delays in information processing.
- In-depth follow-up questioning mechanism: For unclear replies from patients, intelligently generate targeted follow-up questions, focusing on key elements such as time and symptom details. Through continuous in-depth interaction, excavate implicit information, supplement and perfect the patient data required for diagnosis, improve the integrity and reliability of diagnosis, and reduce the risks of misdiagnosis and missed diagnosis.

• Industry-Academia-Research Collaborative Innovation

Focusing on industry-academia-research collaborative innovation, Medlive bridges the gap between industrial demands and academic research by opening up its technical capabilities and data resources, thereby empowering China's medical research ecosystem through tangible actions. In 2025, the Company identified bioinformatics services as a key area for incubation, aiming to construct an integrated service system for multi-omics data analysis. This initiative directly addresses the core bottleneck of being "data-rich yet analysis-poor" faced by universities and research institutes in the era of high-throughput sequencing.

This service represents more than a mere technical output. It is a collaborative model deeply integrated into the entire scientific research process. Leveraging its proprietary medical vertical large model, zero-code single-cell analysis platform, and a knowledge base encompassing massive literature, Medlive provides partner teams with a visualized, end-to-end solution ranging from project design and data quality control to personalized analysis and result interpretation. With a particular focus on frontier fields such as oncology, the Company utilizes customized analysis strategies to effectively assist researchers in surmounting the technical challenges of large-sample data computing, transforming complex omics data into publication-quality research findings.

This strategic move marks the evolution of Medlive's social role from a "tool provider" to a "research collaborator." Since the launch of this business, the Company has established in-depth collaborations with more than ten high-level research teams, successfully delivering multiple benchmark projects that integrate single-cell transcriptomics, spatial transcriptomics, and proteomics. These endeavors have not only validated the reliability of the Company's technical solutions but also fostered a virtuous cycle where "industry insights drive research questions, and research findings feed back into clinical applications." By continuously promoting such deep integration of industry, academia, and research, Medlive is committed to lowering the barriers to cutting-edge research and accelerating the creation and translation of medical knowledge, thereby contributing critical infrastructure and platform value to enhance the nation's overall medical innovation capability.

Intellectual Property Protection

A sound intellectual property protection mechanism is the cornerstone of the Company's technological innovation. Medlive has always regarded independent innovation and intellectual property as the core of its enterprise development. We have strictly complied with the relevant laws and regulations, including but not limited to the Trademark Law of the People's Republic of China, the *Patent Law of the People's Republic of China*, the *Copyright Law of the People's Republic of China* and the *Anti-Unfair Competition Law of the People's Republic of China*, etc. We have also formulated the Measures for the *Protection of Intellectual Property Rights*, including the *Patent Rights Management Policy*, *Trademark Rights Management Policy* and *Computer Software Copyright Management Policy*. The Company has also taken note of the relevant work involving intellectual property rights and determined the attribution of the results of intellectual property creation activities. Through sustained investment in technology, Medlive has established a first-mover advantage in the fields of AI and medicine, achieving fruitful results. As of the end of 2025, the Company has cumulatively obtained 214 patents and software copyrights, as well as 36 trademarks.

In addition, we have an in-house copyright protection team which is responsible for checking our intellectual property rights for infringement on various platforms from time to time. If an infringement is discovered, our legal team will promptly investigate the infringer to obtain evidence of the location and scale of the infringement, the infringer's income or the Company's loss, and then communicate with the infringer for compensation and, if necessary, take prosecution action to protect the Company's rights.

Our employees are required to protect the Company's intellectual property rights and to respect and value the intellectual property rights of others. We encourage this reporting of infringements of our intellectual property rights through the whistleblower complaint channel to better protect the legal rights of our intangible assets. In 2025, we coordinated internal and external training resources and carried out 2 targeted special intellectual property training activities for employees of various business lines. The training content covered the study of daily issues in intellectual property management and special cases.

In order to further encourage the innovative spirit of employees, the Company has established a series of incentive and reward measures for patent applications. Corresponding bonuses will be awarded to relevant personnel whose invention patents, utility model patents, and design patents are accepted and authorized, so as to encourage employees to actively apply for patents.

Appendix I: ESG Performance

• 2025 Environmental Performance

Greenhouse Gas Emissions

Indicators	Unit	2025	2024	2023
Direct GHG emissions (Scope 1)	ton CO ₂ e	0	0	0
Indirect GHG emissions (Scope 2)	ton CO ₂ e	44.164	47.061	60.102
Indirect GHG emissions (Scope 3)	ton CO ₂ e	770.327	706.722	768.176
Per capita GHG emissions (Scope 1 & Scope 2)	ton CO ₂ e/person	0.061	0.063	0.081

We calculate the greenhouse gas emissions using the operational control method, and the calculation results include the data generated within the business scope of Medlive. The calculation standard is ISO14064-1:2018.

Waste Management

Indicators	Unit	2025	2024	2023
Total Amount of Hazardous Waste	Tonnes	0.029	0.031	0.038
Hazardous waste generation per capita	Kg/person	0.040	0.041	0.051
Waste batteries	Tonnes	0.016	0.017	0.019
Waste lamps	Tonnes	0.006	0.006	0.005
Waste ink cartridges	Tonnes	0.007	0.008	0.014

• 2025 Environmental Performance

Waste Management

Indicators	Unit	2025	2024	2023
Total non-hazardous waste	Tonnes	13.184	13.712	15.331
Non-hazardous waste generation per capita	Kg/person	18.21	18.36	20.66
Wastepaper	Tonnes	0.149	0.152	0.154
Household waste	Tonnes	13.035	13.560	15.177
Non-hazardous waste recycled	Tonnes	7.922	7.590	7.792
Wastepaper recycled	Tonnes	0.142	0.140	0.141
Household waste recycled	Tonnes	7.780	7.450	7.651

Energy Consumption

Indicators	Unit	2025	2024	2023
Purchased electricity consumption	MWh	102.084	111.300	121.500
Per capita consumption of purchased electricity	MWh/person	0.141	0.149	0.164

The calculation results include the data generated within the business scope of Medlive. The electricity emission coefficient is the latest national average power grid emission factor in China, which is 0.5942 kgCO₂/kWh.

Water Consumption

Indicators	Unit	2025	2024	2023
Total water consumption	Tonnage	1,229.352	1300.500	1,625.000
Water consumption per capita	Tonnes/person	1.698	1.741	2.190

• 2025 Social Performance

Human Resources Structure

Indicators	Unit	2025	2024	2023
Labour contract signing rate	%	100	100	100
Social Insurance Coverage	%	100	100	100
Total number of employees	Person	724	747	742
Number of employees in Mainland China	Person	723	746	741
Number of employees from Hong Kong, Macau, Taiwan and overseas	Person	1	1	1
Female employees	Person	494	505	492
Male employees	Person	230	242	250
Full-time employees	Person	720	747	742
Part-time employees	Person	4	0	0
Employees aged under 31	Person	317	423	418
Employees aged 31-50	Person	393	317	317
Employees aged over 50	Person	14	7	7
Number of employees at high-level	Person	38	39	38
Number of employees at mid-level	Person	50	53	52
Number of employees at basic-level	Person	636	655	652
Han nationality	Person	675	698	700
Minority nationality	Person	49	49	42
Total employees turnover rate	%	12	23	28
Female employees turnover rate	%	13	25	29
Male employees turnover rate	%	10	21	26
Turnover rate of employees aged under 31	%	15	27	30
Turnover rate of employees aged 31-50	%	10	21	26
Turnover rate of employees aged over 50	%	0	0	0
Employees turnover rate in Mainland China	%	12	23	28
Employees turnover rate in Hong Kong, Macau, Taiwan and overseas	%	0	0	0

Employee Training

Indicators	Unit	2025	2024	2023
Total number of trained employees	Person	724	747	742
Percentage of trained employees	%	100	100	100
Number of female employees trained	Person	494	505	492
Number of male employees trained	Person	230	242	250
Number of trained employees at high-level	Person	38	39	38
Number of trained employees at mid-level	Person	50	53	52
Number of trained employees at basic-level	Person	636	655	652
Percentage of trained female employees	%	68.2	67.6	66.3
Percentage of trained male employees	%	31.8	32.4	33.7
Percentage of trained employees at high-level	%	5.2	5.2	5.1
Percentage of trained employees at mid-level	%	6.9	7.1	7.0
Percentage of trained employees at basic-level	%	87.8	87.7	87.9
Total training expenses	million	0.25	0.15	0.13
Average training expenses per employee	RMB	345	201	175
Total person-times of training on occupational safety and health	Person times	724	747	742
Total training hours of number of training on occupational safety and health	Hour	2,027	2,054	1,903
Length of training for all employees	Hour	10,691	9,995	8,751
Total training hours for female employees	Hour	7,252	6,742	5,865
Total training hours for male employees	Hour	3,439	3,253	2,886
Employees at high-level training hours	Hour	595	595	546
Employees at mid-level training hours	Hour	726	748	713
Employees at basic-level training hours	Hour	9,370	8,652	7,492
Average training hours for female employees	Hour	14.68	13.35	11.92
Average training hours for male employees	Hour	14.95	13.44	11.54
Length of training per person at high-level	Hour	15.66	15.26	14.37
Length of training per person at mid-level	Hour	14.52	14.11	13.71
Length of training per person at basic-level	Hour	14.73	13.21	11.49

• 2025 Social Performance

Employee Health and Safety

Indicators	Unit	2025	2024	2023
Health examination and health record coverage	%	100	100	100
Number of incidents of work-related injury	Case	0	0	0
Number of work-related deaths	Case	0	0	0
Rate of deaths at work	%	0	0	0
Lost working days due to work-related injury	Day	0	0	0

Supplier Management

Indicators	Unit	2025	2024	2023
Total number of suppliers	-	528	496	485
Number of suppliers in Mainland China	-	506	475	464
Number of suppliers from Hong Kong, Macau, Taiwan and overseas	-	22	21	21
Number of suppliers in Beijing (Rank1)	-	258	248	244
Number of suppliers in Shanghai (Rank2)	-	63	59	58
Number of suppliers in Guangzhou (Rank3)	-	19	17	17

Customer Service

Indicators	Unit	2025	2024	2023
Customer Satisfaction	Case	100	100	100
Number of customer complaints about the services provided	%	2	2	3
Completion rate of complaint handling	Minute	100	100	100
Average length of time to receive user complaints	RMB	18	20	18
Public Donation Amount	RMB million	0.10	0.17	0.12
Total hours of employee volunteering	Hour	476	437	416

• 2025 Corporate Governance Performance

Board Diversity

Name	Gender	Age	Title	Industry Experience	Financial Experience	Risk Management
Tian Liping	Female	59	Executive Director	Yes	Yes	Yes
Tian Lixin	Male	57	Executive Director	Yes	No	Yes
Tian Lijun	Male	52	Executive Director	Yes	No	Yes
Zhou Xin	Female	45	Executive Director	Yes	Yes	Yes
Eiji Tsuchiya	Male	61	Non-Executive Director	Yes	Yes	Yes
Kazutaka Kanairo	Male	48	Non-Executive Director	Yes	Yes	Yes
Richard Yeh	Male	57	Independent Non-Executive Director	Yes	Yes	Yes
Ma Jun	Male	71	Independent Non-Executive Director	Yes	No	Yes
Wang Shan	Female	52	Independent Non-Executive Director	No	Yes	Yes

Indicators	Number	Percentage (%)
Number of Board Members	9	100
Number of Executive Directors	4	44.44
Number of non-executive directors	5	55.56
Number of independent non-executive directors	3	33.33
Number of male directors	6	66.67
Number of female directors	3	33.33
Number of directors aged 30-60	7	77.78
Number of directors aged 60 or over	2	22.22

Anti-corruption

Indicators	Unit	2024	2023	2022
Number of corruption litigation cases filed and concluded	Case	0	0	0
Number of incidents of employees being dismissed or disciplined for corruption	Case	0	0	0
Proportion of employees who have received anti-corruption training	%	100	100	100

Appendix II: The List of Laws and Regulations

ESG Aspects	Laws and Regulations	Compliance Status
ESG Aspectst	<p><i>Environmental Protection Law of the People's Republic of China</i></p> <p><i>Environmental Impact Assessment Law of the People's Republic of China</i></p> <p><i>Environmental Protection Tax Law of the People's Republic of China (Revised on October 28, 2025)</i></p> <p><i>Implementing Regulations on the Environmental Protection Tax Law of the People's Republic of China</i></p> <p><i>Atmospheric Pollution Prevention and Control Law of the People's Republic of China</i></p> <p><i>Water Pollution Prevention and Control Law of the People's Republic of China</i></p> <p><i>Solid Waste Prevention and Control Law of the People's Republic of China</i></p>	<p>During the Reporting Period, there were no violations of laws and regulations relating to atmospheric and greenhouse gas emissions, discharges to water and land, waste generation and disposal that had a significant impact on the Company. There were no issues with access to applicable water sources.</p>
Environmental	<p><i>Labour Law of the People's Republic of China</i></p> <p><i>Labour Contract Law of the People's Republic of China</i></p> <p><i>Social Insurance Law of the People's Republic of China</i></p> <p><i>Minors Protection Law of the People's Republic of China</i></p> <p><i>Provisions on the Prohibition of Using Child Labour</i></p> <p><i>Regulation on the Provision of Social Insurance Services</i></p> <p><i>Interpretation of the Supreme People's Court on Issues Concerning the Application of Law in the Trial of Labor Dispute Cases (II) (Effective September 1, 2025)</i></p> <p><i>Compliance Guidelines for Enterprises on Implementing Non-competition Restrictions (Effective September 4, 2025)</i></p> <p><i>Opinions on Several Issues concerning the Implementation of the "Regulation on Work-Related Injury Insurances" (III) (Effective from November 20, 2025)</i></p>	<p>During the Reporting Period, there were no violations of laws and regulations relating to employment, child labour and forced labour that had a material impact on the Company.</p>
Health and Safety	<p><i>Occupational Diseases Prevention and Treatment Law of the People's Republic of China</i></p> <p><i>Fire Control Law of the People's Republic of China</i></p> <p><i>Classification and Catalog of Occupational Diseases (Effective from August 1, 2025)</i></p>	<p>During the Reporting Period, the Company did not receive any complaints relating to occupational health and safety that had a material impact on the Company.</p>

ESG Aspects	Laws and Regulations	Compliance Status
Product Responsibility	<p><i>Civil Code of the People's Republic of China</i></p> <p><i>Advertising Law of the People's Republic of China</i></p> <p><i>Personal Information Protection Law of the People's Republic of China</i></p> <p><i>Cybersecurity Law of the People's Republic of China</i></p> <p><i>Medicinal Product Law of the People's Republic of China</i></p> <p><i>Regulation on the Supervision and Administration of Medical Devices (Revised on January 7, 2025)</i></p> <p><i>Regulation on the Protection of the Right to Communicate Works to the Public over Information Networks</i></p> <p><i>Trademark Law of the People's Republic of China</i></p> <p><i>Patent Law of the People's Republic of China</i></p> <p><i>Copyright Law of the People's Republic of China</i></p> <p><i>Good Practice for Quality Management of Online Sales of Medical Devices (Effective from October 1, 2025)</i></p> <p><i>Pharmacopoeia of the People's Republic of China (Effective from October 1, 2025)</i></p>	<p>During the Reporting Period, the Company was not aware of any incidents of non-compliance with regulations and voluntary codes of conduct relating to the provision and use of the Company's products and services, which cover product and service information and labelling, marketing communications including advertising, promotion and sponsorship, and property rights including intellectual property rights that had a significant impact on the Company.</p>
Anti-corruption	<p><i>Criminal Law of the People's Republic of China</i></p> <p><i>Anti-Money Laundering Law of the People's Republic of China (Revised on January 1, 2025)</i></p> <p><i>Anti Unfair Competition Law of the People's Republic of China (Revised on October 15, 2025)</i></p> <p><i>Interim Provisions on Banning Commercial Bribery</i></p> <p><i>Interpretation of the Supreme Court on How to Identify Joint Crimes in the Trial of Cases of Corruption and Employment Embezzlement</i></p> <p><i>Compliance Guidelines for Pharmaceutical Enterprises to Prevent Risks of Commercial Bribery</i></p>	<p>During the Reporting Period, there were no cases of bribery, extortion and money laundering involving internal employees of the Company.</p>

Appendix III: Content Index

• HKEX ESG Reporting Guide

Disclosure Requirements		Related Chapters
Mandatory Disclosure Requirements		
	Governance Structure	The Board's Statement on ESG Governance ESG Governance
	Reporting Principles	About this Report
	Reporting Boundary	About this Report
Provisions, Subject Areas, Aspects, General Disclosures and KPIs		
A: Environmental		
Aspect A1: Emissions	General Disclosure information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste.	Green Operations, Ecological Sustainability The List of Laws and Regulations
	KPI A1.1	Types of emissions and respective emissions data. 2025 Environmental Performance
	KPI A1.3	Total hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g.per unit of production volume, per facility) 2025 Environmental Performance
	KPI A1.4	Total non-hazardous waste produced (in tonnes) and, where appropriate, intensity (e.g.per unit of production volume, per facility) 2025 Environmental Performance
	KPI A1.5	Description of emission target(s) set and steps taken to achieve them. ESG Strategy and Objectives Green Operations, Ecological Sustainability
	KPI A1.6	Description of how hazardous and non-hazardous wastes are handled, and a description of reduction target(s) set and steps taken to achieve them. ESG Strategy and Objectives Green Operations, Ecological Sustainability
Aspect A2: Use of Resources	General Disclosure: Policies on the efficient use of resources, including energy, water and other raw materials.	Green Operations, Ecological Sustainability
	KPI A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility). 2025 Environmental Performance
	KPI A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility). 2025 Environmental Performance
	KPI A2.3	Description of energy use efficiency target(s) set and steps taken to achieve them. ESG Strategy and Objectives Green Operations, Ecological Sustainability
	KPI A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency target(s) set and steps taken to achieve them. ESG Strategy and Objectives Green Operations, Ecological Sustainability
	KPIA2.5	Total packaging material used for finished products (in tonnes) and, if applicable, with reference to per unit produced. Not Applicable
Aspect A3: Environment and Natural Resources	General Disclosure: Policies on minimizing the issuer's significant impacts on the environment and natural resources.	Green Operations, Ecological Sustainability
	KPI A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them. Green Operations, Ecological Sustainability

B. Social

Employment and Labour Practices

Aspect B1: Employment	General Disclosure: Information on:(a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare.		Focus on Talent The List of Laws and Regulations
	KPI B1.1	Total workforce by gender, employment type (for example, full- or parttime), age group and geographical region.	2025 Social Performance
	KPI B1.2	Employee turnover rate by gender, age group and geographical region.	2025 Social Performance
Aspect B2: Health and Safety	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to providing a safe working environment and protecting employees from occupational hazards.		Occupational Health and Safety The List of Laws and Regulations
	KPI B2.1	Number and rate of work-related fatalities occurred in each of the past three years including the Reporting Period.	2025 Social Performance Occupational Health and Safety
	KPI B2.2	Lost days due to work injury.	2025 Social Performance Occupational Health and Safety
Aspect B3: Development and Training	General Disclosure: Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities.		Talent Development
	KPI B3.1	The percentage of employees trained by gender and employee category (e.g. senior management, middle management).	2025 Social Performance
	KPI B3.2	The average training hours completed per employee by gender and employee category	2025t Social Performance
Aspect B4: Labour Standards	General Disclosure: Information on: (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to preventing child and forced labour.		Diversity and Equal Opportunities The List of Laws and Regulations
	KPI B4.1	Description of measures to review employment practices to avoid child and forced labour.	Diversity and Equal Opportunities
	KPI B4.2	Description of steps taken to eliminate such practices when discovered.	Diversity and Equal Opportunities

Operating Practices

Aspect B5: Supply Chain Management	General disclosure: Policies on managing environmental and social risks of the supply chain.		Sustainable Supply Chain
	KPI B5.1	Number of suppliers by geographical region.	2025 Social Performance
	KPI B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, and how they are implemented and monitored.	Sustainable Supply Chain
	KPI B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	Sustainable Supply Chain
Aspect B6: Product Responsibility	KPI B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	Sustainable Supply Chain
	General Disclosure: Information on:(a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress.		High-Quality Customer Service Business Ethics
	KPI B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	Not Applicable
	KPI B6.2	Number of products and service related complaints received and how they are dealt with.	High-Quality Customer Service
	KPI B6.3	Description of practices relating to observing and protecting intellectual property rights.	Intellectual Property Protection
	KPI B6.4	Description of quality assurance process and recall procedures.	Service Quality Assurance
KPI B6.5	Description of consumer data protection and privacy policies, and how they are implemented and monitored.	Data Security and Privacy Protection	

B. Social

Operating Practices

Aspect B7: Anti-corruption	General Disclosure: Information on (a) the policies; and (b) compliance with relevant laws and regulations that have a significant impact on the issuer relating to bribery, extortion, fraud and money laundering.		Business Ethics The List of Laws and Regulations
	KPI B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the Reporting Period and the outcomes of the cases.	2025 Social Performance
	KPI B7.2	Description of preventive measures and whistle-blowing procedures, and how they are implemented and monitored.	Business Ethics
	KPI B7.3	Description of anti-corruption training provided to directors and staff.	Business Ethics

Community

Aspect B8: Community Investment	General Disclosure: Policies on community engagement to understand the needs of the communities where the issuer operates and to ensure its activities take into consideration the communities' interests.		Giving Back to Society
	KPI B8.1	Focus areas of contribution (e.g. education, environmental concerns, labour needs, health, culture, sport).	Giving Back to Society
	KPI B8.2	Resources contributed (e.g. money or time) to the focus area.	2025 Social Performance

Climate-related Disclosures

	Disclosure Requirements	Related Chapters
Governance	(a) The identity of the governance body or individual responsible for oversight of climate-related risks and opportunities (b) Management's role in the governance processes, controls and procedures used to monitor, manage and oversee climate-related risks and opportunities	Responding to Climate Change—Governance
	Climate-related risks and opportunities that could reasonably be expected to affect its cash flows, access to finance or cost of capital over the short, medium or long term The current and anticipated effects of climate-related risks and opportunities on its business model and value chain	Responding to Climate Change—Strategy Responding to Climate Change—Strategy
Strategy	The plans to respond to material climate-related risks and opportunities in the issuer's strategy and decision-making, including how the issuer plans to achieve any climate-related targets it has set, the resources allocated to the actions, and the progress of the disclosed plans Qualitative and quantitative information on the current financial effects and anticipated financial effects	Responding to Climate Change—Strategy Responding to Climate Change—Strategy
	The resilience of the strategy and business model to climate-related changes, developments or uncertainties, and how and when climate-related scenario analysis is used to assess its climate resilience	Responding to Climate Change—Strategy
Risk Management	(a) The processes and related policies used to identify, assess, prioritize and monitor climate-related risks and opportunities (b) How the processes for identifying, assessing, prioritizing and monitoring climate-related risks and opportunities are integrated into the overall risk management process, and the extent of such integration	Responding to Climate Change—Strategy Responding to Climate Change—Risk Management
	The absolute gross greenhouse gas emissions generated during the reporting period, classified into: Scope 1, Scope 2 and Scope 3 The amount and percentage of assets or business activities vulnerable to climate-related transition and physical risks, and the amount and percentage of assets or business activities aligned with climate-related opportunities	2025 Environmental Performance Responding to Climate Change—Strategy
Metrics and Target	The amount of capital expenditure, financing or investment deployed towards climate-related risks and opportunities	Responding to Climate Change—Strategy
	Whether and how carbon pricing is applied in decision-making, and the price per metric tonne of greenhouse gas emissions used to assess the costs of its emissions	Responding to Climate Change—Metrics
	Whether and how climate-related considerations are factored into remuneration policy	Responding to Climate Change—Governance
	(a) Disclose the qualitative and quantitative climate-related targets set to monitor progress towards achieving strategic goals (b) Disclose the approach to setting and reviewing each target, and how progress is monitored (c) Disclose the performance against each climate-related target and an analysis of trends or changes in performance (d) For each disclosed greenhouse gas (GHG) emission target, disclose the type of target, the scope of the target, the approach to setting the target, and the intended use of carbon credits	Responding to Climate Change—Metrics

• **GRI Content Index**

Statement of use Medlive has reported the information cited in this GRI content index for the period January 1, 2025 to December 1, 2025 with reference to the GRI Standards.

GRI 1 used GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021		
2-1	Organizational details	About Us
2-2	Entities included in the organization's sustainability reporting	About this Report
2-3	Reporting Period, frequency and contact point	About this Report
2-4	Restatements of information	About this Report
2-5	External assurance	Not applicable
2-6	Activities, value chain and other business relationships	About Us
2-7	Employees	Talent Development
2-8	Workers who are not employees	Talent Development
2-9	Governance structure and composition	ESG Governance Diversified Governance
2-10	Nomination and selection of the highest governance body	ESG Governance Diversified Governance
2-11	Chair of the highest governance body	ESG Governance Diversified Governance
2-12	Role of the highest governance body in overseeing the management of impacts	ESG Governance Diversified Governance
2-13	Delegation of responsibility for managing impacts	ESG Governance Diversified Governance
2-14	Role of the highest governance body in sustainability reporting	ESG Governance Diversified Governance
2-15	Conflicts of interest	Business Ethics
2-16	Communication of critical concerns	Stakeholder Engagement
2-17	Collective knowledge of the highest governance body	ESG Governance Compliance and Diversified Governance
2-18	Evaluation of the performance of the highest governance body	ESG Governance Compliance and Diversified Governance
2-19	Remuneration policies	Performance Appraisal and Incentives
2-20	Process to determine remuneration	Performance Appraisal and Incentives
2-21	Annual total compensation ratio	Performance Appraisal and Incentives
2-22	Statement on sustainable development strategy	The Board's Statement on ESG Governance ESG Strategy and Management
2-23	Policy commitments	The Board's Statement on ESG Governance ESG Strategy and Management
2-24	Embedding policy commitments	The Board's Statement on ESG Governance ESG Strategy and Management
2-25	Processes to remediate negative impacts	Customer Communication
2-26	Mechanisms for seeking advice and raising concerns	Employee Communication and Care
2-27	Compliance with laws and regulations	The List of Laws and Regulations

GRI STANDARD	DISCLOSURE	LOCATION
2-28	Membership associations	ESG Governance Compliance and Diversified Governance
2-29	Approach to stakeholder engagement	Stakeholder Engagement
2-30	Collective bargaining agreements	Not applicable
GRI 3: Material Topics 2021		
3-1	Process to determine material topics	Materiality Assessment
3-2	List of material topics	Materiality Assessment
3-3	Management of material topics	Materiality Assessment
GRI 201: Economic Performance 2016		
201-1	Direct economic value generated and distributed	Digital Transformation, Intelligent Navigation
201-2	Financial implications and other risks and opportunities due to climate change	Responding to Climate Change
201-3	Defined benefit plan obligations and other retirement plans	Employee Communication and Care
201-4	Financial assistance received from government	Not applicable
GRI 202: Market Presence 2016		
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Performance Appraisal and Incentives
202-2	Proportion of senior management hired from the local community	Diversity and Equal Opportunities
GRI 203: Indirect Economic Impacts 2016		
203-1	Infrastructure investments and services supported	Occupational Health and Safety
203-2	Significant indirect economic impacts	Occupational Health and Safety
GRI 204: Procurement Practices 2016		
204-1	Proportion of spending on local suppliers	2025 Social Performance
GRI 205: Anti-corruption 2016		
205-1	Operations assessed for risks related to corruption	Business Ethics
205-2	Communication and training about anti-corruption policies and procedures	Business Ethics
205-3	Confirmed incidents of corruption and actions taken	Business Ethics
GRI 206: Anti-competitive Behavior 2016		
206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Anti-Unfair Competition
GRI 207: Tax 2019		
207-1	Approach to tax	Not applicable
207-2	Tax governance, control, and risk management	Not applicable
207-3	Stakeholder engagement and management of concerns related to tax	Not applicable
207-4	Country-by-country reporting	Not applicable

GRI STANDARD	DISCLOSURE	LOCATION
GRI 301: Materials 2016		
301-1	Materials used by weight or volume	Not applicable
301-2	Recycled input materials used	Not applicable
301-3	Reclaimed products and their packaging materials	Not applicable
GRI 302: Energy 2016		
302-1	Energy consumption within the organization	2025 Environmental Performance
302-2	Energy consumption outside of the organization	2025 Environmental Performance
302-3	Energy intensity	2025 Environmental Performance
302-4	Reduction of energy consumption	Digital Transformation, Intelligent Navigation
302-5	Reductions in energy requirements of products and services	Digital Transformation, Intelligent Navigation 2025 Environmental Performance
GRI 303: Water and Effluents 2018		
303-1	Interactions with water as a shared resource	Green Office
303-2	Management of water discharge-related impacts	Green Office
303-3	Water withdrawal	Green Office
303-4	Water discharge	Green Office
303-5	Water consumption	Green Office
GRI 304: Biodiversity 2016		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not applicable
304-2	Significant impacts of activities, products and services on biodiversity	Not applicable
304-3	Habitats protected or restored	Not applicable
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not applicable
GRI 305: Emissions 2016		
305-1	Direct (Scope 1) GHG emissions	2025 Environmental Performance
305-2	Energy indirect (Scope 2) GHG emissions	2025 Environmental Performance
305-3	Other indirect (Scope 3) GHG emissions	2025 Environmental Performance
305-4	GHG emissions intensity	2025 Environmental Performance
305-5	Reduction of GHG emissions	2025 Environmental Performance
305-6	Emissions of ozone-depleting substances (ODS)	Not applicable
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Not applicable

GRI STANDARD	DISCLOSURE	LOCATION
GRI 306: Waste 2020		
306-1	Waste generation and significant waste-related impacts	Green Office
306-2	Management of significant waste-related impacts	Green Office
306-3	Waste generated	Green Office
306-4	Waste diverted from disposal	Green Office
306-5	Waste directed to disposal	Green Office
GRI 308: Supplier Environmental Assessment 2016		
308-1	New suppliers that were screened using environmental criteria	Sustainable Supply Chain
308-2	Negative environmental impacts in the supply chain and actions taken	Sustainable Supply Chain
GRI 401: Employment 2016		
401-1	New employee hires and employee turnover	2025 Social Performance
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Communication and Care
401-3	Parental leave	Employee Communication and Care
GRI 402: Labor/Management Relations 2016		
402-1	Minimum notice periods regarding operational changes	Diversity and Equal Opportunities
GRI 403: Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	Occupational Health and Safety
403-2	Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety
403-3	Occupational health services	Occupational Health and Safety
403-4	Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety
403-5	Worker training on occupational health and safety	Occupational Health and Safety
403-6	Promotion of worker health	Occupational Health and Safety
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety
403-8	Workers covered by an occupational health and safety management system	Occupational Health and Safety
403-9	Work-related injuries	Occupational Health and Safety
403-10	Work-related ill health	Occupational Health and Safety

GRI STANDARD	DISCLOSURE	LOCATION
GRI 404: Training and Education 2016		
404-1	Average hours of training per year per employee	Talent Development
404-2	Programs for upgrading employee skills and transition assistance programs	Talent Development
404-3	Percentage of employees receiving regular performance and career development reviews	2025 Social Performance
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	Compliance and Diversified Governance Diversity and Equal Opportunities
405-2	Ratio of basic salary and remuneration of women to men	Performance Appraisal and Incentives
GRI 406: Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	Diversity and Equal Opportunities
GRI 407: Freedom of Association and Collective Bargaining 2016		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Not applicable
GRI 408: Child Labor 2016		
408-1	Operations and suppliers at significant risk for incidents of child labor	Diversity and Equal Opportunities
GRI 409: Forced or Compulsory Labor 2016		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	Diversity and Equal Opportunities
GRI 410: Security Practices 2016		
410-1	Security personnel trained in human rights policies or procedures	Diversity and Equal Opportunities
GRI 411: Rights of Indigenous Peoples 2016		
411-1	Incidents of violations involving rights of indigenous peoples	Not applicable

GRI STANDARD	DISCLOSURE	LOCATION
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	Giving Back to Society
413-2	Operations with significant actual and potential negative impacts on local communities	Not applicable
GRI 414: Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	Sustainable Supply Chain
414-2	Negative social impacts in the supply chain and actions taken	Not applicable
GRI 415: Public Policy 2016		
415-1	Political contributions	Not applicable
GRI 416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	Responsible Marketing
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable
GRI 417: Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	Responsible Marketing
417-2	Incidents of non-compliance concerning product and service information and labeling	Not applicable
417-3	Incidents of non-compliance concerning marketing communications	Not applicable
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Not applicable

Appendix IV: Feedback

Dear reader:

Thank you very much for taking your precious time reading the *Medlive 2025 Environmental, Social and Governance (ESG) Report*. We look forward to your comments and suggestions on the report and our work. You can send us your feedback by post or by scanning and sending us an email with a completed questionnaire.

Thank you!

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1. What type of stakeholder does your employer belong to:

- Internal Management Shareholders/ Investors Internal Employees Suppliers/Partners
 Customers and Potential Customers Government and Regulatory Agencies Communities
 Experts and Scholars Non-Governmental Organizations The Public Others (please specify)

2. Is the information you are concerned with fully presented in the report?

- Yes Partially No

3. Your overall comment on the 2025 ESG Report:

- Readability (presentation is easy to understand, aesthetically pleasing and engaging design, easy to find information needed)
 3 points (Excellent) 2 points (Average) 1 point (Bad)
- Credibility (reporting information is true and trustworthy)
 3 points (Excellent) 2 points (Average) 1 point (Bad)
- Information integrity (both positive and negative information and meeting your information needs)
 3 points (Excellent) 2 points (Average) 1 point (Bad)

4. Are you able to find the information you are interested in from the report with ease?

- Yes Partially No

5. What would you like to see in addition to what has been disclosed in the report?

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