



2020

**SOCIAL
RESPONSIBILITY
REPORT**

Shenzhen Mindray Bio-Medical Electronics Co., Ltd.

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Stock Code: SZ 300760

COVER STORY



2020 was an extraordinary year. Employees of Mindray fought with people who brave a dangerous situation, and joined hands with global medical staffs. In protecting human health, we have never been absent.

In an early morning of a cold winter, we were there, the site of Huoshenshan Hospital in Wuhan.

Heroes always lead the way. Nearly 100 Mindray's engineers worked over 72 hours, day and night, and managed to deliver thousands of devices to Huoshenshan Hospital. Again, they received an urgent request from the hospital - more than 100 ventilators must be installed in designated wards within 3 hours. With bad site conditions due to construction, the logistics forklift with devices got bogged down and couldn't move. Mindray's engineers had to race against time.

"Since there are no roads, we should carry them over."

Mindray's engineers, in the icy wind, carried the life-saving machines in the most primitive way to the wards and completed installation. They accomplished their mission, and proved worthy of the great trust placed in them.

This moment was the epitome of Mindray fighting against COVID-19 worldwide, and also that of each and every witness of COVID-19.

Heroes in harm's way are the medical workers who come to help from all sides when one is struck by disaster, the strong support of fighting in unison and sticking to the post, and also every ordinary people of self- and mutual-rescue and supporting each other.

Taking this opportunity, we salute every ordinary hero who dedicates behind the scene and to every single moment that we spent together.

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Message from the Company

2020 was an extraordinary year. This year, all mankind experienced the severe challenges of COVID-19. Like heroes test their mettle, Mindray came to the fore when combating COVID-19, and rose up to responsibilities as the industry leader. Joining hands with partners, and by virtue of the comprehensive production line, professional quality guarantee, efficient delivery speed and reliable service quality, we provided an effective guarantee for frontline treatment work to combat COVID-19. In the special period, Mindray totally delivered more than 3,000 key medical devices to Huoshenshan Hospital and Leishenshan Hospital, demonstrating "China's Speed". Meantime, we raced against the clock to assist the whole country. "One more medical device may save one more patient". This is not only our simple wish but also our solemn commitment to the global medical cause.

As a Chinese saying goes, "even mountains and seas cannot distance people with common aspirations." With the global spread of COVID-19, in the face of massive demand from all over the world, Mindray's employees have spared no effort to meet their responsibilities, managing to deliver medical devices urgently needed for combating COVID-19 in our country and many

other countries. Mindray regarded the demand of global frontline medical workers as our own task. We believe we should assume our social responsibilities to share China's experience to doctors worldwide and benefit life of different skin colors. In combating COVID-19 worldwide, Mindray has taken more solid steps towards its vision of "better healthcare for all".

2020 was a year of great, landmark significance to Mindray. In this year full of uncertainties, Mindray has started to march toward a new round of five-year strategic planning and put forth the principle of "leading the market, exploring in the globe, planning for the future, and pursuing sustainable growth". Adhering to the core values of "align with our customers, value and enrich our people", we actively deployed the global resources collaboration network, promoted industry development and provided professional medical products and services for more people jointly with global medical institutions. In this process, we also shouldered due responsibilities as a global enterprise. Delivering aids for combating COVID-19 worldwide, Mindray has been further recognized by global medical institutions and realized rapid development of brand influence, which opened up new prospects for us to

continuously promote the transnational communication between world-leading medical institutions and Chinese experts, for global medical technology innovation, and opened a new stage for Mindray to consistently explore enterprise development and the development of national health care reform. We have been continuously following up and committed to improving national medical conditions, reducing medical costs, benefiting the people, helping to advance the overall implementation of "Healthy China" strategies, and truly fulfilling the corporate mission of "Advance medical technologies to make healthcare more accessible".

2020 was also a year of innovating achievements. As a national medical enterprise rooted in China, relying on its world's 9 R&D centers, Mindray breaks the foreign technology monopoly through independent R&D technology innovation. In 2020, we launched a set of innovative products and solutions in our three business segments including patient monitoring & life support, medical imaging systems, and in-vitro diagnostics, bridged the industry gap in China in many fields, created a number of China "firsts" and realized "from catching up to transcending". We are clearly aware that innovation is the foundation of Mindray as well as the source power for the company's sustainable and healthy development. Only through persistent R&D investment, vigorously promoting the sustainable development of industry talents, constructing a world-leading medical

product innovation system and consistently enhancing global R&D resources can we firmly grasp the new opportunities delivered by global medical strategy changes in the post COVID-19 era.

Braving the wind and the rain, we are here with stories behind. Mindray has been going on for 30 years. In 2021, on a new starting point for development, we are facing big changes once seen in a century. Against a backdrop of post COVID-19, opportunities and challenges will be seen in the fields of new infrastructure build-up for healthcare systems and strategic reserve for medical equipment. Building on three decades of development, Mindray will continue to do every little thing well, complete every single task and fulfill each responsibility, and keep thinking how to consistently create value for society and industry development in the process of pursuing high-quality development. Let's join hands and forge ahead towards the great vision of "better healthcare for all", with the confidence as firm as a rock, energy of seizing the moment and indomitable and resourceful perseverance, step by step, so as to make greater contributions to the protection of human health.



Key Figures in 2020



Revenue **21.03** billion RMB, total assets **33.31** billion RMB

Products and solutions have been applied in more than **190** countries and regions around the world.

In the domestic market, the products span nearly **110,000** medical institutions and more than **99%** class-III-A hospitals.



Medical devices worth a total value of **107.26** million RMB were donated to hospitals in Baise and Hechi of Guangxi Zhuang Autonomous Region. Most part of medical devices had been delivered as at the end of the reporting period.

Medical devices worth **76.07** million RMB and **34.39** million RMB were donated to the healthcare system in Gansu Province and Qianxinan Buyi-Miao Autonomous Prefecture of Guizhou Province.

By the end of the reporting period, a small part of medical device had been delivered based on the local demand.



R&D investment reached **2.10** billion RMB

By the end of 2020, a total of **6,412** patents have been applied for, including **4,552** invention patents; a total of **3,165** patents have been authorized, including **1,561** invention patents.



Having **11,833** employees, an increase of **20.51%** from **9,819** in 2019

Having **3,070** R&D personnel, accounting for **25.94%** of total employees, which is increased for four consecutive years.

Foreign employees from more than **30** countries and regions account for more than **12%** of the total employees

39 subsidiaries have been set up overseas, with more than **95%** of overseas local employees.



Meeting the target of **0** serious injuries, **0** serious injuries and **0** occupational disease once again.

Investment in occupational health and safety is **4.50** million RMB, an increase of **75.70%** from **2.56** million RMB in 2019.

TIDING OVER DIFFICULTIES TOGETHER-MINDRAY'S ACTION TO COMBAT COVID-19



In early 2020, it was a challenging start for Wuhan, a major hub of transportation in China. COVID-19 suddenly attacked it and caught people flat-footed. It was a fierce encounter with the invisible enemies. However, when the fight against COVID-19 was going on, the overseas COVID-19 ensued. As a forerunner of medical devices, a world leading supplier of medical device and solutions, Mindray was undoubtedly confronted with a formidable test in which we have to forge ahead against the wind. Holding onto the mission of "advance medical technologies to make healthcare more accessible", with the belief of "We should provide the sharpest weapons for COVID-19 combating army", Mindray spared no efforts in the COVID-19 combating campaign. Numerous selfless "Mindray people" stood fast at their posts and were earnest in implementing the core values of "align with our customers, value and enrich our people, be precise and practical, and always forge ahead" and the vision of "better healthcare for all", and delivered a satisfying performance together. We have never been absent in protecting the human health.

01

"Walking with the heroes in harm's way" - Mindray employees said

"I was needed, and I've to go back"

"It's good to do something for combating COVID-19"

"The hospital's installation must be delivered on time"

"Some things must be done by someone. In that case, I'm the most suitable"

"After getting married, have you tried to stay with your colleagues longer than with your family"

"I miss them very much, but it's better not to see them now"

"Though I'm not young, I'll try my best"

"Go where there is COVID-19, fight it till it perishes"

"This lot of devices must be installed tomorrow and accepted after inspection at 12 o'clock!"



Forging ahead despite headwinds

<p>During Spring Festival, the number of employees returning to work were almost 2,000 ;</p>	<p>Production employees of 1,000 were urgently recruited ;</p>	<p>The company dispatched about 11,820 people to support the production line ;</p>
<p>In February 2020, Mindray's headquarters and Guangming factory resumed work and production ;</p>	<p>Nearly 800 suppliers resumed work and production; all first-tier suppliers resumed work and production ;</p>	<p>Processed orders of 8,000⁺</p>

<p>Work together to increase the production capacity of key equipment for combating COVID-19</p> <p>Patient monitor capacity increased by 4 times</p> <p>Ventilator capacity increased by 7 times</p>	<p>Donated 33.00 million RMB of medical devices to designated hospitals in Wuhan</p>	<p>Shipped devices of 2,500⁺ tons, with the shipping special vehicles of 300</p>
<p>DR products capacity increased by 6 times</p> <p>Infusion pump capacity increased by 4 times</p> <p>Hematology products capacity increased by 4 times</p>	<p>Medium and large devices 100% delivered</p>	<p>Merely in a month, the overall logistics time limit of Mindray in Hubei Province increased by 40%</p>

"Go where there is COVID-19". Behind the above numbers are the braveness and painstaking efforts of numerous Mindray's employees. In combating COVID-19, every ordinary, while also great, "fighter" is worth being praised as a hero.



Vice premier sun chunlan inspected mindray manufacturing base, and praised that mindray won glory for our country

In June 2020, Sun Chunlan, a member of the Politburo of the CPC and a vice Premier of State Council, inspected Mindray manufacturing base. Sun Chunlan affirmed Mindray's performance of quick response and efficient operation in combating COVID-19 despite of the challenge during the pandemic and marveled at the independent R&D, technological innovation achievements that Mindray had made in the past three decades since its founding.



Sun Chunlan, a member of the Politburo of the CPC and a Vice Premier of State Council, inspected Mindray manufacturing base

ENSURING DELIVERY WITH MISSION IN MIND

At the beginning of COVID-19, the company acted quickly to the call and started the contingency. On the second day of the Lunar New Year in 2020, we launched the scaled resumption of work, racing against time. Facing difficulties of soaring equipment demands, tight schedule, extensive coordination and complex environment, the company promptly delivered more than 3,000 critical medical devices, urgently needed by the frontline, to Huoshenshan Hospital and Leishenshan Hospital in Wuhan, which demonstrates the amazing "China Speed". With comprehensive product lines, professional quality assurance, efficient delivery speed and reliable service quality, the company has provided a strong technological guarantee for front-line medical personnel to save more lives.





Combating COVID-19, Mindray is in action

At the early stage of COVID-19, we promptly organized resources and headed for the site immediately after receiving the instructions to provide aids for constructing Huoshenshan and Leishenshan. Almost 100 engineers installed devices for over 72 hours, day and night, and completed 1,800 device installation for Huoshenshan and 1,200 for Leishenshan. At 4:30 a.m. after the work, we received urgent demand again that we need to manually carry hundreds of devices to the designated wards within 3 hours. In addition, despite of the complex environment, Mindray delivered mobile DRs, ventilators, patient monitors, central station systems, infusion pumps, operating tables, in-vitro diagnostics devices, etc. on time.



Together, we fight against COVID-19

At the designated medical treatment institutions like Wuhan Jinyintan Hospital, Pu'ai Hospital, Hankou Hospital, we installed over 1,200 patient monitors, ventilators and infusion pumps, and 40 IVD devices. Also, we sent more than 200 engineers and provided 24-hour inspection services for 200,000+ devices in Hubei Province.

In addition to medical devices including ventilators and monitors urgently needed by frontline of combating COVID-19, Mindray's three major segments go to any lengths to deliver the optimal products and solutions in response to the complex and diverse clinical special needs from hospitals.



Completing solutions and IoT remote platform to demonstrate professional services

Based on the diagnosis and treatment of COVID-19, Mindray delivered the whole-line configuration suggestions of inspection and auxiliary devices and lost no time in giving on-site support in the stricken areas.

Relying on rich professional service experience and in view of business characteristics of hospitals that participates in combating COVID-19, we strictly abided by Construction Standard of Infectious Disease Hospital 173-2016, ISO 15189 concept to make detailed planning in buffer rooms, transfer windows, hand sinks with considering clear bio-safety zoning and flow of infective material processing. We designed strict and non-crossing medical care, patients, logistics, and sewage flow lines to prevent pollution and ensure medical workers' personal safety.



Meantime, in response to the closed-management of Huoshenshan and Leishenshan, strict control requirements, communication difficulties inside and outside the laboratory, Mindray delivery team formulated the service strategies of "dominated by remote technical services, supported by on-site services"

that through the long-distance warning and information system of Mindray's IoT, and thusly we could follow the device operation in real-time; through big data analysis warning reminder, we realized 24-hour remote visual intercom guidance to ensure reliable operation of devices.

In this test for China imposed by COVID-19, Mindray always holds onto the customer-oriented service concept. As long as customers are in need, wherever and whenever, we strive to provide prompt and reliable services for them and supply medical staffs with a firm guarantee.

Providing tailored patient monitoring & life support solutions for Beijing Ditan Hospital

Beijing Ditan Hospital is an important institution for clinical development practice of infectious diseases, only 13km away from Beijing Capital International Airport. At the beginning of 2020, screening of a large number of overseas entry population increased the pressure of the hospital dramatically. Mindray provided customized patient monitoring & life support solutions for its new isolation wards. As of March 2020, Mindray has delivered more than 1,000 medical devices, including patient monitors, ventilators, defibrillators, infusion pumps and mobile DRs.



Quick response through our remote center

After the outbreak, to reduce the exposure risk of employees on the front line and guarantee the normal operation of medical devices, Mindray Medical Remote Center resumed work in advance on January 28, 2020 to provide strong guarantee for remote operation of front-line during COVID-19 combating and supporting customers in problem solving. On the premise of guaranteeing information safety, the Remote Center granted 200 more permissions of remote operation control and prepared training materials urgently to train employees online and guarantee that employees can use the remote data skillfully and solve customers' problems.

During two hardest-hit months, Mindray had connected more than 1,000 customers via remote operation, and the visit time was over 500 hours, and thus we were widely acclaimed by customers. In the future, the company will continually strive to tap the role of data and develop new functions so as to better help the front line to improve work efficiency.

Delivering medical devices to designated isolation hospitals at Beijing



During COVID-19 in 2020, Mindray continuously delivered more than 2,500 devices including ventilators, patient monitors to designated isolation hospitals and medical institutions including Beijing You'an Hospital, Beijing Daxing District People's Hospital, Peking University Third Hospital, Beijing Chaoyang Hospital, and Fu Xing Hospital.



ASSISTANCE TO OVERSEAS COUNTRIES

As COVID-19 swept the world, the number of infected persons surged to new highs repeatedly. Health defense systems in various countries were destroyed by virus constantly. Mankind in the world faced a huge humanitarian, economic and social crisis. In the global battle against COVID-19, Mindray has been always on the front line, and initiated the formulation of relevant response plans ahead of schedule by drawing on advanced experience in fighting against the COVID-19 in China.

Thanks to the efforts of all Mindray's employees, we orderly delivered Mindray's devices wave after wave to medical institutions in various countries to guarantee the smooth implementation of key projects and constantly inject new energy to global health system for combating COVID-19. We believe that with concerted efforts and cooperation of all countries, we are bound to win the battle against the COVID-19.

Rolling out standard and guidelines

On February 11, 2020, we rolled out the first edition of International Service Guide Document and PPE Wear Guide, which upgraded constantly with varied business and COVID-19 to provide effective guidelines for front-line business activities.

Launching live broadcast sharing

By appealing to V-Hall live broadcast platform, we carried out online live broadcast training aiming at personal protection and services guide of overseas branches and distributors during the combat against COVID-19, made clear the risk grade of related service scenarios and corresponding personal protection standards, and dispelled fears of front-line employees on the unknown so as to protect the safety of themselves and their family members with scientific and effective protective measures and help them reduce the potential risk of infection.

Guaranteeing material supply

We coordinated the procurement, distribution and daily management of COVID-19 prevention materials. Against the backdrop of ever-changing import and export control policies, we actively coordinated international administration and logistics departments to adopt diversified delivery methods to meet the first-line demand, thus ensuring the normal supply of overall COVID-19 prevention materials of overseas branches and the safety of front-line personnel.

Strengthening inventory management

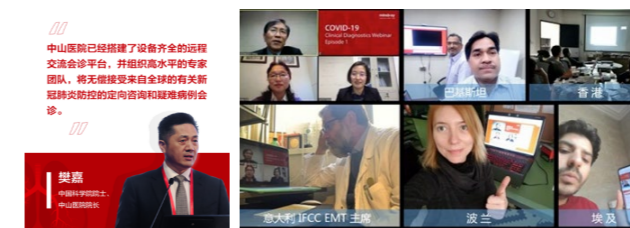
We adjusted the safety stock of spare parts of overseas branches ahead of time, gathered speed of replenishment of safety stock and avoided transportation obstruction driven by possible route closure in the future so as to secure the smooth development of terminal customer business.

Our healthcare for all



China with the world

Mindray implements the corporate mission of "advance medical technologies to make healthcare more accessible" by spreading the COVID-19 combating knowledge, exploiting the current resources and building the platform for the global sharing of medical resources and expert dialogue. Since March 2020, Mindray has hosted more than 200 live webinars, setting up online exchange and discussion platform, which helped more than one million medical workers from over 140 countries and regions gain valuable experience. From the first expert connection, the team, step by step, from closed meeting to live webinar broadcast, from clinical topics such as critical care, pulmonary ultrasound, laboratory diagnosis to network workshop sharing of medical workers and management of "China with the world", enabled the experts on the front line to share experience and learn from each other on such key topics as COVID-19 laboratory testing, bio-safety protection, respiratory support, nosocomial infection control, and patient isolation.



Posters of network workshop lecturer

Sharing China's experience in COVID-19 detection and prevention online

Love knows no boundaries

In reaction to the demand of Italian Ministry of Health and targeting the local urgent need of creating ICU beds, Mindray customized medical device solutions for Italian medical institutions and completed all-round scheduling of production and logistics within 15 days to provide the first batch of devices to Italy, including over 5,000 patient monitors and 400 ventilators.



During the combat against COVID-19, Mindray has orderly delivered nearly 3,000 medical devices to Brazil, including over 1,700 patient monitors, 700 ventilators, 110 anesthesia machines and 130 ultrasound devices.



When COVID-19 was severe in Russia, flights between China and Russia almost suspended. To assist Russia combating COVID-19, Mindray coordinated various forces to send supplies, devices and supporting staffs on time. Following the experience of Huoshenshan and Leishenshan, Russia set up hospitals specializing in treating COVID-19 patients in the new district of Moscow. As a main device supplier, Mindray has provided over 3,000 devices for them.



Online exchange and training activities- India

In April 2020, as COVID-19 in India became increasingly severe, Mindray received more and more inquiries from medical workers. To answer customers' questions, we launched well-prepared online exchange activities. During the period, totally more than 900 people participated in the activities through Zoom and Youtube, 950 registered and provided their contact information, of which, 100+ substantial messages were followed up after the meeting.

In addition, the company also moved the medical worker training and department training online. According to needs of different customers, we have organized 9 webinars with medical workers, which covered 28 medical workers and nursing staff from 9 key medical institutions in India. As shown in the figure on the below left, in the Nh Shimoga hospital in India, to provide right ventilator training for medical staff, Mindray's engineers connected with the local medical staff remotely to complete the training collectively.



Medical team in local hospitals learning knowledge of ventilators under the leadership of Mindray's engineers



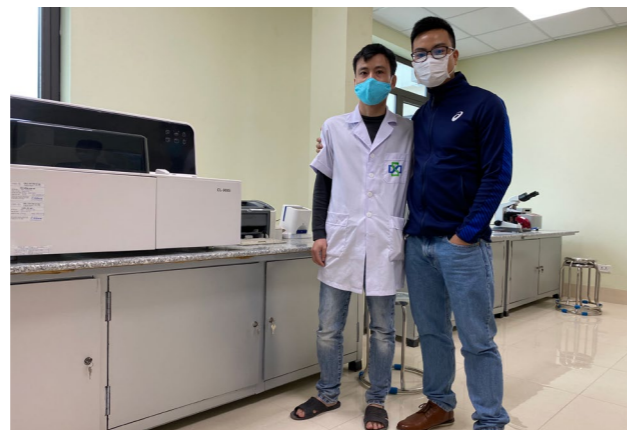
Scene of ventilator installation

Visiting customers and device maintenance - Vietnam

Mindray's engineers fulfilled the service commitment and key device patrol inspection during the service week to ensure the smooth operation of devices of key customers in COVID-19.



Visiting Hospitals in Vietnam



Installation for Hospitals (Vietnam)

SAFEGUARDING HEALTH FOR ALL

Due to rapid spreading speed and strong infectivity of COVID-19, work and production resumption should be based on comprehensive prevention and control. To protect the health of employees and partners, the company has built a complete set of prevention and control system in the shortest period of time. Obeying the general prevention and control requirements and guidelines of the country on work and production resumption, the company's unified arrangement for COVID-19 prevention and control, and in accordance with different development phases of the COVID-19, we formulated corresponding prevention and control measures, followed up the development and changes of COVID-19 to carry out real-time optimization and dynamic adjustments and complete the plant prevention and control work in a scientific and effective way.

Establishing a comprehensive leadership responsibility management system for prevention and control

At the early stage of COVID-19, we established COVID-19 prevention and control teams headed by the top leaders in each region, which included the persons in charge of EHS, property, human resources, prevention and control material procurement, catering and other business departments. We made clear respective responsibilities and division of labor, the specific plan and emergency process of COVID-19 prevention and control, timely and truthfully reported the employees' attendance, health condition and the implementation of COVID-19 prevention and control work every day so as to guarantee the implementation of various measures of prevention and control through policies.

have a timely and comprehensive understanding of the ways in which the virus spreads. This is to protect the health of each employee by enhancing their awareness of prevention, so that they may discover and report related symptoms in the shortest time and receive isolation and treatment.

We strictly investigated employees' recent travel situation, fully follow their current physical condition, travel records on holidays, with a particular focus on monitoring their exposure to personnel in key COVID-19 areas and the health condition of members who lived together with them, and set up "one person, one record" for daily physical condition and travel records. In each phase, we conducted personnel screening and recorded any suspected risk scenario through self-declaration, filling in personal track, etc.

Establishing a linkage mechanism with the community

We established a linkage mechanism for COVID-19 prevention and control with the local authority which is mainly responsible for COVID-19 containment. In the event of abnormal body temperature, we immediately quarantined the person and reported to the competent authority, implemented designated medical treatment screening, followed up all close contacts and enforced various control measures until the risk was removed.

Increasing the publicity on COVID-19 control and strictly implementing various investigation mechanisms

In addition to spreading the related knowledge, we also tried to improve all employees' awareness of the COVID-19 prevention and control through "eight questions and eight answers" and notification, making sure that all employees

Ensuring the urgent-need supplies for COVID-19 containment

COVID-19 containment supplies are the basis of implementing various COVID-19 containment measures. Thanks to the efforts of the procurement department, we made full use of domestic and international channels to promptly purchase various urgent-need supplies for COVID-19 containment. From the outbreak, we have never experienced shortage of prevention and control supplies to safeguard the health and production safety of all employees.

Fully implementing daily prevention and control measures

We took various measures to cut off all possible ways that may bring virus into the plant to ensure "zero" infection in the plant.

Returning employees and new employees must obtain the "emergency pass for COVID-19 containment" issued by the department in charge. Only with "pass" required to enter the plant and temperature measured by the guard of the plant can they enter the plant if qualified.

Given that the production area is a crowded area, we established a detailed disinfection plan to disinfect the workshop on a regular basis and ensure full ventilation. For public areas in close contact with people such as doorknob, tap faucets in bathroom, we increased disinfection frequency, and used disposable paper to press the elevator button so as to contain the virus spread in any way.

In addition, the company did a good job in personnel screening via online collaboration and reducing meeting and travel, provided necessary protective materials and training and safe space for employees, thus safeguarding the health of employees and partners.

Guarding global partners

Putting the interests of global COVID-19 prevention and control first, we made quick resolution to recall Chinese employees who were on a business trip abroad. Additionally, for the purpose of reducing the risk of COVID-19 transmission due to mass gatherings, we actively canceled international annual distributor conference and other market activities, posted COVID-19 containment supplies to overseas branches and partners and shared our management experience for combating COVID-19. While passing on the company's care, we helped each colleague and partner to confirm their confidence and lift their morale.



- Domestic

The company provided a safe office environment for employees

- Provided masks for prevention every day
- Carried out staggered working and lunch hour
- Accelerated the office network and encouraged online meeting
- Set up temperature check at the building entrance
- Disinfection of office facilities once an hour
- Launched a mini program for health clock in and out APP quickly



- International

The company was committed to protecting the health of employees and partners

- Disinfect equipment at the highest level to eliminate the risk of pathogen transmission
- Reschedule domestic and international visits or business trips
- Provide daily updates on outbreak information to international staff and partners

ABOUT MINDRAY



Mindray is engaged in the R&D, manufacturing, marketing, and service of medical devices with a set of independent, complete operation in R&D, procurement, manufacturing, marketing and service. The company is committed to offering high-quality products and services to global medical institutions. The products of the company have been widely applied in top-notch hospitals worldwide. The company also supports in building advanced core departments through close cooperation with the leading medical institutions, helping push forward global medical undertaking.

02

COMPANY PROFILE

By means of conducting integrated innovation, following clinical demands, and supporting medical institutions in the provision of high-quality medical services, the company contributes to the improvement of healthcare conditions and the reduction of medical cost around the world. Over years of development, the company has evolved into the domestic largest and a world-leading supplier of medical devices and solutions. Headquartered in Shenzhen, China, the company was listed on the ChiNext of the Shenzhen Stock Exchange in October, 2018.

Mindray provides products in three core segments: Patient Monitoring and Life Support, In-Vitro Diagnostics, and Medical Imaging. Equipped with the most complete product lines in the industry in China, Mindray meets clinical demands with safe, efficient, and user-friendly "one-stop" overall solutions.

So far, the products and solutions of the company have been applied in more than 190 countries and regions worldwide. On the domestic market, the products of the company have covered nearly 110,000 medical institutions and above 99% of class-III-A hospitals, including nationally known Peking Union Medical College Hospital, Shanghai Ruijin Hospital, etc. On the international market, the company is a long-term partner of many world-leading medical institutions, e.g. Mayo Clinic, Johns Hopkins Hospital, Massachusetts General Hospital, Cleveland Clinic. The company has been widely recognized by medical institutions in the US, the UK, Germany, France, Italy, Spain, etc.

Our operation

As of the end of 2020, Mindray has established 39 overseas subsidiaries in more than 30 countries or regions in North America, Europe, Asia, Africa, Latin America, and other regions; the company also has 20 subsidiaries and more than 40 branches in China, which have jointly formed its giant global R&D, marketing, and service network. The company has more than 10,000 employees worldwide, above 25% of whom are R&D personnel. The proportion of foreign employees, from more than 30 countries and regions worldwide, exceeds 12%. In 2020, the company achieved operating income of 21.026 billion RMB; as of the end of 2020, the company's total assets reached 33.306 billion RMB.


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Corporate culture



Vision
Better healthcare for all

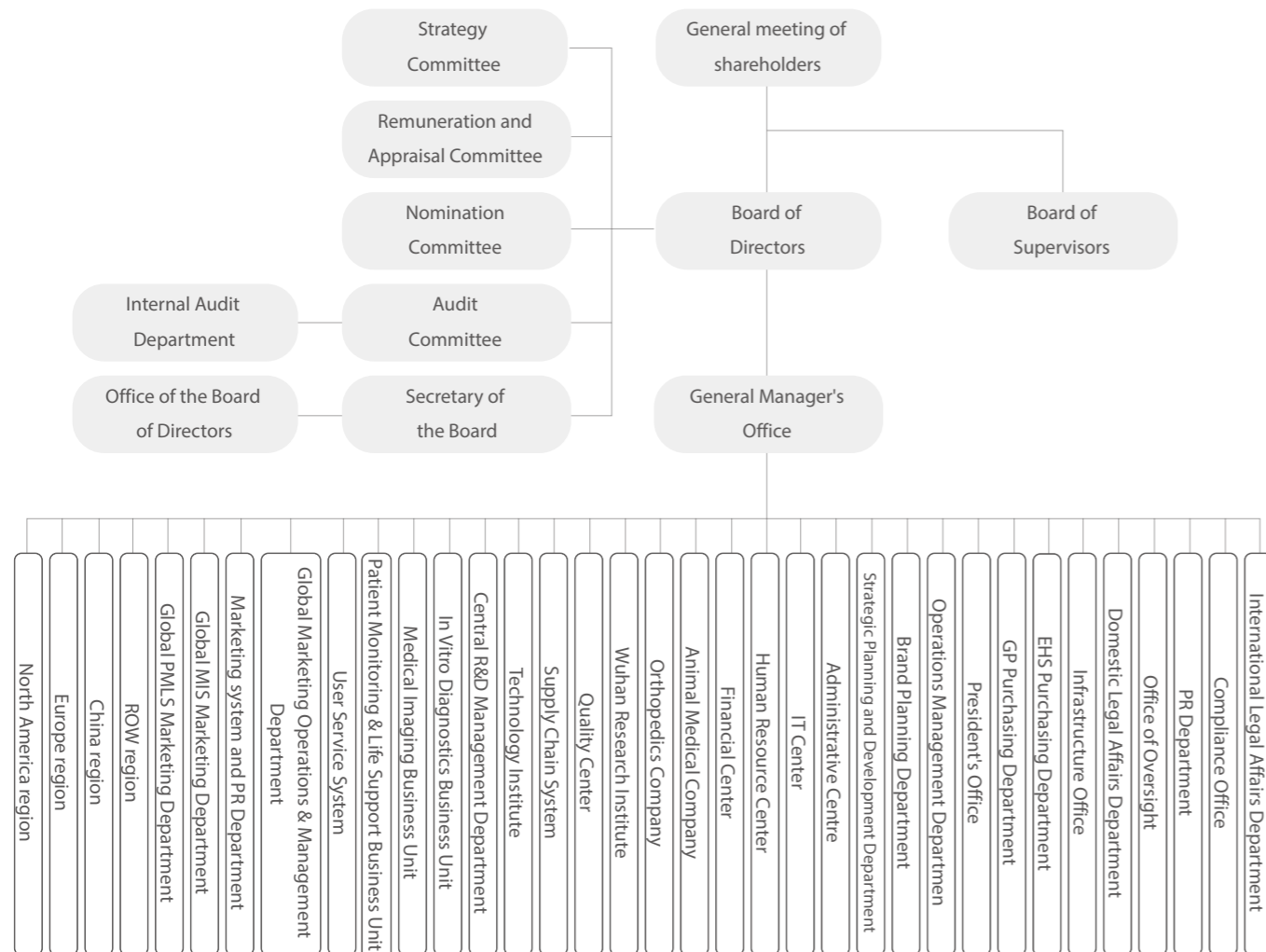


Mission
Advance medical technologies to make healthcare more accessible



Core values
Align with our customers, value and enrich our people, be precise and practical, and always forge ahead

Organizational structure



2020 honor roll

Business operation

- 331st among 2020 China Top 500 Private Manufacturing Enterprises
- 83rd among 2019 Top 500 Private Enterprises of Guangdong Province
- 2020 Top 100 Industry Leading Enterprises of Shenzhen
- 2019 China Healthcare Industry Investment and Financing Honor List - Top 10 Best Listed Companies in Medical Devices and Diagnostics
- 2019 Most Influential Shenzhen Business Leader in China - Li Xiting
- Golden Horse Award-Outstanding President of Listed Company - Li Xiting

Public welfare

- Outstanding Enterprise to combat COVID-19 by Ministry of Industry and Information Technology
- Enterprise with Outstanding Contribution to Poverty Alleviation Efforts of Shenzhen Charity Federation
- International Humanitarian Aid Contribution Award
- Enterprise with Significant Contribution to Material Supply for COVID-19 Prevention and Control Against COVID-19 in Guangdong Province
- Title of "2020 Shenzhen Enterprise Pioneer in Combating COVID-19" jointly awarded by Federation of Shenzhen Commerce, Shenzhen General Chamber of Commerce, Shenzhen Time-Honored Brand Association, and Shenzhen Small and Medium-sized Enterprises Service Union
- "2020 COVID-19 Containment Contribution Award" awarded by Shenzhen International Biotech & Health Industry Expo
- Outstanding Private Enterprise in Organization Work for Combat COVID-19 in Guangdong Province
- Private Enterprise with Outstanding Contribution to Combat COVID-19 in Guangdong Province

R&D and innovation

- The 21st China Patent Gold Award
- Diamond Award of Governor Cup in Guangdong Province
- 2020 Shenzhen Patent Award
- 2020 Shenzhen Science and Technology Standard Award
- First Prize and Second Prize of Shenzhen Science and Technology Progress Award
- Shenzhen Industrial Internet Application Benchmark

Product quality

- 2020 National Product and Service Quality Integrity Demonstration Enterprise
- Backbone Enterprise in Building Shenzhen's Strength in Product Quality

SOCIAL RESPONSIBILITY STRATEGIES AND MANAGEMENT

Mindray takes the fulfillment of social responsibilities as one of the strategic goals of the company. The social responsibility plan of the company concentrates on four fields, i.e., products & services, management, environment & society, and employees. The company has also established well-developed social responsibility management system. Mindray assesses the internal and external influence of its daily operations based on the above categories, and strives to create a win-win situation between communication and stakeholders.

Social responsibility management system

Mindray has established a social responsibility management system in a proactive way, and has steadily formed a three-level linked management structure to guide and coordinate the practical actions in terms of the company's fulfillment of its social responsibility:



To further fulfill Mindray's responsibilities in promoting sustainable development of the society in environmental protection, fulfilling duties towards stakeholders, and improving corporate governance, the company will formulate and implement Social Responsibility Management Policies of Shenzhen Mindray Bio-Medical Electronics Co., Ltd. in 2021 in consideration of the practical situation in the previous implementation of social responsibilities to make clear that the company should fully safeguard the interests of creditors, focus on environmental protection,

community interest, rights and interests of employees and customers while pursuing economic benefits, and protecting shareholders' equity, actively promote common development of the industrial chain and prompt social sustainable development so as to further improve the social responsibility management system.

Further, the company's Board of Directors will make clear division of labor of social responsibility management, and plan to set up "Committee on Strategy and Social Responsibility" to be held responsible for drafting the company's social responsibility strategy and policy, supervising, inspecting and evaluating the company's performance in fulfilling the social responsibility and making suggestions, reporting work to the Board of Directors and to be accountable to the Board of Directors. Specific contents shall be subject to the company's public disclosure announcement.

Mindray and UN sustainable development goals (SDGs)

In 2020, Mindray continued to implement UN SDGs guidance to actively carry out positive interaction with stakeholders, engage in social construction, help eradicate poverty, promote medical reform and drive the development of primary medical industry and develop more sustainable business and service solutions in the future.

UN SDGs	Mindray's Projects
SDG 3: Good health and well being	Medical technology and product development, cooperation and exchange of medical industry and talent training; ensuring employees' occupational health and realizing safety production; providing medical assistance services and tackling major public health incidents.
SDG 4: Quality education	Carrying out the staff training program; providing assistance and financial aids to students.
SDG 5: Gender equality	Ensuring gender equality in recruitment and employment.
SDG 6: Clean water and sanitation	Controlling the discharge of sewage and hazardous chemicals.
SDG 8: Decent work and economic growth	Focusing on employees' physical and mental health and improving their pay and benefits.
SDG 9: Industry, innovation and infrastructure	Ensuring product quality, improving service level, and leading the development of medical device industry.
SDG 10: Reducing inequality	Eliminating the gap between urban and rural medical resources; creating diversified and inclusive working environment and respecting employees of different regions and different background.
SDG 11: Sustainable city and community	Promoting inclusive health care, nudging primary health care reform; helping developing countries fight against the COVID-19 and carrying out community volunteer service.

UN SDGs	Mindray's Projects
SDG 12: Responsible consumption and production	Importing supplier management process, creating green supply chain, conducting supplier training and responsible marketing training; building pollution control of green factory.
SDG 13: Climate action	Upholding green office to save energy and reduce consumption, carrying out waste classification.
SDG 16: Institutions, good governance	Focusing on the implementation of human rights protection work within the company and suppliers.
SDG 17: Partnerships for the goals	Carrying out communication between stakeholders and issuing annual social responsibility report.

Materiality analysis

Understanding the expectations and demands of stakeholders is the key for Mindray to achieve sustainable development. In 2020, on the basis of giving serious thoughts on annual hot issues, national policy, industry trend in 2019, in accordance with the company's actual development and social responsibility system, referring to the analysis model of substantive issues of corporate social responsibility and communication between all stakeholders and Mindray in the past year, upon the full discussion by the company's management, we identified major issues of Mindray in 2020 as follows:

Analysis on the material issues of social responsibility of Mindray in 2020



- 1 Product R&D and innovation
- 2 Product quality
- 3 Work safety
- 4 Customer service quality
- 5 Build a sustainable supply chain
- 6 R&D, marketing and service network management
- 7 Professional medical resources for all
- 8 Promote the sustainable development of the industry
- 9 Economic benefits
- 10 Corporate governance
- 11 Steady operations and risk prevention and control
- 12 Anti-corruption and anti-unfair competition
- 13 Intellectual property protection
- 14 Communication with stakeholders
- 15 Employee rights protection
- 16 Staff training and development
- 17 Employee remuneration and well-being
- 18 Green operations, low-carbon development
- 19 Emissions management
- 20 Community charity

Communication with stakeholders

Mindray pays close attention to the communication with stakeholders and carries out effective communication with stakeholders through a variety of channels. The company focuses on the daily communication with all stakeholders; furthermore, learn the opinions and suggestions of internal stakeholders including the employees, senior management on a regular basis. Reaching out to stakeholders enhances our understanding of demands, opinions and suggestions of parties to realize the combination of social responsibility and the company's daily operation and create shared value.

Stakeholders	Concerned Issues	Communication channels/Feedback Approaches
Governments and regulators	Law-abiding operation Paying taxes according to law Clean government Serving national strategies Promoting the development of medical industry	Compliance with laws and regulations Paying taxes on time and in full Anti-fraud mechanism Construction of clean government culture Responding to government policies Driving regional development
Shareholders and investors	Normative governance Return on investment Project quality assurance Investor protection	Steady operation Compliance disclosure Holding the three meetings on a regularly basis Strengthening compliance risk control
Customers	Ensuring product quality Delivering quality services Protection of intellectual property rights	Client satisfaction survey Professional customer service team Improving service quality
Suppliers and partners	Responsible sourcing Cooperation and mutual benefits Anti-corruption	Promoting green purchasing Guaranteeing project quality Clean purchasing policy
Employees	Welfare and benefits Growth and development Occupational health and safety Work-life balance	Guaranteeing legitimate employment Sound pay and benefits Diversified training programs Production safety management Enriching staff activities
Environment and community	Energy conservation and emission reduction Actively giving back to the society Solving social issues Assisting in community construction	Promoting green office Providing medical assistance services Dealing with public health incidents Public welfare and volunteer activities

NORMATIVE GOVERNANCE: FOUNDATION OF STABLE OPERATION

Mindray works to execute high-standard corporate governance, strictly abide by legal provisions and regulatory requirements on standard governance and operation of China Securities Regulatory Commission and Shenzhen Stock Exchange, improve the governance structure and guarantee the shareholders' equity with steady force to let shareholders share the company's fruits of development. Internally, the company formulates sound institutional norms and carries out strict internal control and internal supervision; externally, the company actively maintains the relationship with investors and fulfills the obligations of information disclosure truly, accurately, completely, fairly and timely.

03

CORPORATE GOVERNANCE

We regard standard and effective corporate governance as the foundation of steady operation. In accordance with relevant rules and regulations, we have established a complete corporate governance structure and shareholders' equity protection system, formulated and implemented Articles of Association and rules and regulations that suit the company development. The company guarantees that all of the shareholders can obtain information in time and equally enjoy all legal rights and interests stipulated by laws, rules and regulations.

Governance structure

The company operates in strictly accordance with the governance structure of general meetings, board of directors, board of supervisors and management, with the "three meetings and one management" exercising their decision-making power, execution power and supervision power respectively so as to establish and improve a modern corporate governance system that is sound, standardized with effective checks and balances and efficient operation.

Shareholders and general meetings

The company, in strict accordance with the requirements of laws, rules and regulations including the Company Law of the People's Republic of China, the Securities Law of the People's Republic of China, the Rules for the General Meetings of Listed Companies, the Articles of Association, the Rules of Procedure of the General Meetings, standardizes the convening, holding and voting of general meetings, equally treats all shareholders to enable them fully exercise their rights and interests so as to effectively guarantees the rights and interests of minority shareholders.

In 2020, the company totally held **1** annual general meeting.

Directors and board of directors

By the end of 2020, the company's board of directors consisted of 8 directors, including 3 independent directors and 1 female director. The board of directors is responsible for the general meetings, holds and convenes the board of directors in strict accordance with relevant regulations. The company's board of directors has set up four special committees namely strategy committee, nominating committee, compensation and appraisal committee and audit committee. All committees fulfill their responsibilities in strict accordance with relevant laws and regulation, the Articles of Association and detailed rules for implementation of various committees. The convening and holding of the company's meetings of the board of directors meet requirements of relevant regulations; the minutes of all previous meetings of the board of directors are true, accurate, complete and safely saved; conference resolutions are fully, accurately and timely disclosed.

In 2020, the company totally held **7** meetings of the board of directors;

- 1** meeting of strategy committee of board of directors;
- 2** meetings of nominating committee of board of directors;
- 2** meetings of compensation and appraisal committee of board of directors;
- 4** meetings of audit committee of board of directors.

Meantime, to promote the company's standard operation, the company guarantees that the independent directors effectively exercise their functions and powers, in strict accordance with relevant laws, regulations, stipulations and requirements of normative documents and company systems. The company will continue to improve the governance structure, further play the independent and professional role of independent directors and continuously improve the rationality and scientificity of the company's decision-making.

Supervisors and board of supervisors

By the end of 2020, the company's board of supervisors consisted of 3 supervisors, including 1 female supervisor. The board of supervisors is responsible for the general meetings, inspects and supervises the company's operating activities, and performance of duties of senior managers, and effectively guarantees the shareholders' equity, the company's interests and employees' legitimate rights and interests so as to promote the company's standardized operation. The convening, holding and voting of the company's board of supervisors meet the regulations of the Rules of Procedure for Board of Supervisors.

In 2020, the company totally held **5** meetings of board of supervisors.

Management

By the end of 2020, the company has 8 senior managers. The management consists of experts of biomedicine, finance, law, and marketing. The team has rich industry background and project management experience to help the company grasp market opportunities and enforce them in powerful ways.

Investor relations

The company puts strong focus on information disclosure to disclose the company's information truly, accurately, completely, timely and fairly through the media designated by CSRC and CNINF, in strict accordance with laws and regulation of information disclosure and continuously improves the quality and transparency of information

disclosure. The company discloses the company's governance and other information on a regularly basis through "Investor Relations" column to let investors learn the company's situation timely and provide reference for their investment decision.

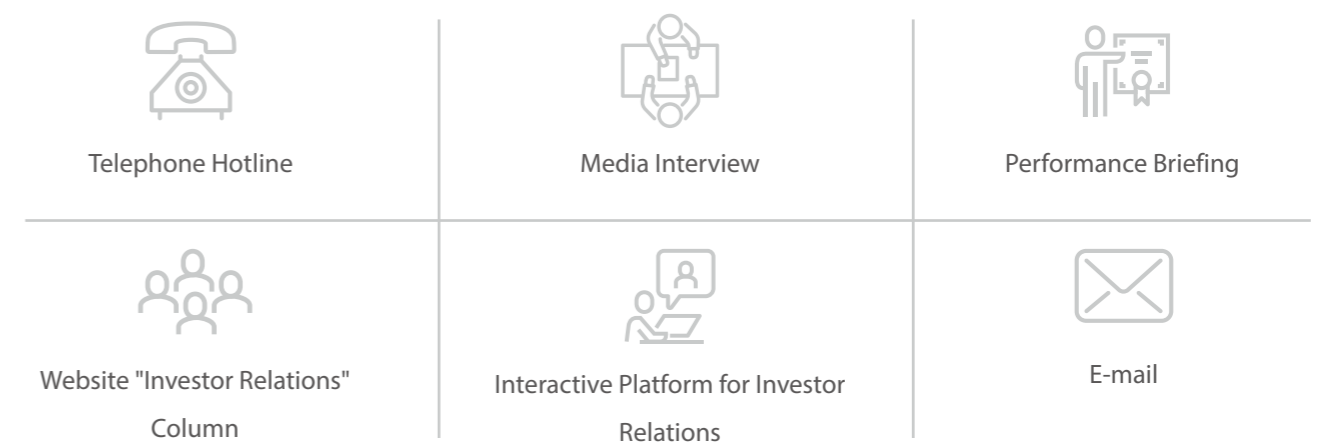
In 2020,

the company published **4** periodic reports and **51** interim announcements (including announcement number).

The company takes full advantages of the role of independent directors. In 2020, the company worked conscientiously in deliberating on the bills and proposals submitted to the board of directors by independent directors, actively participated in discussion and gave independent and reasonable voting opinions with professional ability and experience so as to fully guarantee the interests of all of the shareholders, especially those of small and medium shareholders. During the reporting period, the company also revised some clauses of the Articles of Association to further improve relevant contents of holding and process of attending general meetings and examined and approved relevant bills and proposals at the 3rd Meeting of the 7th Board of Directors and 2019 Annual General Meeting to fully guarantee the investors participating in the general meetings and exercising the shareholders' legitimate rights.

The company provides rich and convenient communication channels, actively communicates with investors through telephone, email, interactive platform for investor relations, company website "Investor Relations" column, media interview and performance briefing so as to build and maintain good investor relations, realize positive interaction with investors and win more trust and support of investors.

Communication channels for investors

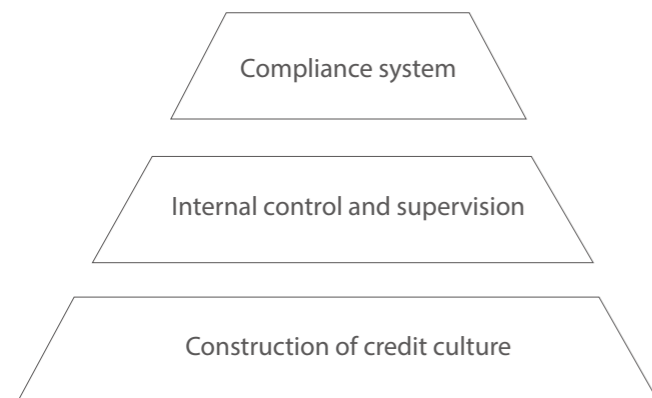


During the combat against COVID -19, the company's investor relations team actively navigated a range of online communication channels to carry out smooth and efficient exchanges with investors at home and abroad. During the reporting period, we have organized more than 300 investor activities such as company investigation and research, industry strategy meeting, reverse road show, conference calls, investor open days. Totally more than 7,000 investors participated. This effectively deepened investors' understanding for the company's operation, business, development strategy and investment value.

COMPLIANCE OPERATION

The company upholds "operating in accordance with laws and regulations towards high quality", and is dedicated to building the compliance management system that meets the company's business development needs and the best practice of the medical device industry and implementing various business activities and processes. The company strengthens supervision and evaluation work through establishing a complete and effective internal control system, actively improves the internal supervision mechanism, and carries out anti-corruption publicity, integrity education to continuously create the credit culture and construct a clean enterprise.

Compliance operation system



The company abides by the requirements of laws and regulations including the Guidelines for Standardized Operation of Shenzhen Stock Exchange Second Board Listed Companies, the Basic Norms of Enterprise Internal Control, and other applicable supporting guidelines. All business units continuously improve various rules and regulations to cover the management, control and supervision of various key business links in daily production and business operations so as to adapt to the requirements of changing external environment and internal management.

Compliance system

the company continues to attach to the all-round development strategy and carries out the compliance system construction in a number of fields such as human resources, social responsibility, corporate culture, financial activities, use and management of raised funds, investment management, purchasing business, asset management, sales business, R&D, engineering projects, related transactions, guarantee business, financial reports, information disclosure management and budget management.

To avoid the potential risks of related transactions, the company has formulated the Decision-making Policies of Related Transactions and relevant management process to standardize the decision-making mechanism of related transactions, procedure for deliberation and requirements of avoiding voting and information disclosure of related transactions and protect the interests of the company and shareholders.

The company has set up a compliance committee, which is responsible for matters and resolutions relating to the compliance management of the company. The compliance committee sets up three sub-committees, namely, the Data Security committee, the Anti-corruption and the Anti-Bribery Committee and the Compliance Committee. The functions of the compliance control department include: Compliance Office, which is responsibility for the interpretation of laws and regulations, risk assessment, compliance system, policies and guidelines, and promotion of the implementation of compliance measures, approval of material or special compliance, provision of compliance training, or promotion of a culture of compliance, etc.; Internal Auditing Department, which is responsible for the annual compliance audit of the group, and the investigation of the daily compliance behavior of overseas subsidiaries, etc.; Supervision Office, which is responsible for domestic anti-corruption work; Legal Department, which is responsible for the coordinated handling of the company's compliance incidents at the legal level.

Internal control system

the company sets up the internal audit department, which independently exercises functions and powers under the leadership of the audit committee of board of directors and supervises the establishment and effective implementation of the company's internal control system. As a daily office, in accordance with requirements of listing supervision, the internal audit department follows the principle of risk orientation to carry out evaluation of the effectiveness of the company's internal control and provide reasonable guarantee for the realization of the company's internal control objectives. In 2020, the company evaluated the effectiveness of the internal control in 12 subsidiaries, and the total assets and business income of the units incorporated into the evaluation scope all accounted for more than 90% of the corresponding items in the company's combined financial statement.

Cultural construction

the company pays attention to building integrity culture, formulates the codes of business conduct for employees (Including the Business Conduct and Ethics Code of Employees, Anti-fraud Code, etc), incorporates the compliance requirements into the employees' behaviors and actively conducts compliance publicity and implementation across the company and organizes training in all its forms, including but not limited to offline training lecture, online questionnaire survey, reviewing on a regular basis to ensure risk control matrix so as to improve the internal control management awareness of administrators, core team to first-tier employees. Meantime, we conduct comprehensive compliance training to all subsidiaries and help them establish a compliance system. The compliance training is carried out every year in all departments of headquarters, branches, and subsidiaries at home and abroad to ensure each employee signs up for the training.

Anti-corruption



The company upholds the value of fair competition and integrity, keeps to and strengthens correct business ethics orientation, establishes a sound anti-corruption and anti-bribery system, strengthens the internal supervision system and fully implements the anti-corruption and anti-bribery publicity and training.

Anti-corruption supervision system

The company complies with all anti-corruption and anti-bribery laws applicable to it and has zero tolerance for corruption and bribery. To effectively regulate and guide the employees' business behaviors in different high-risk areas, it has formulated the Anti-Corruption Policy and a set of standard operating procedures integrated with the business, including the Standard Operating Procedures for Establishing Commercial Relationships with Medical and Health Professionals, Standard Operating Procedures on Academic Sponsorship, Field Visit Sponsorship, Funding and Charitable Donations, Standard Operating Procedures for Travel, Entertainment and Gifts for Non-Mindray Employees, Standard Operating Procedures for Establishing Commercial Relationships with Third Parties and Standard Operating Procedures for Clinical Trial Management. The compliance office updates and implements different anti-corruption and anti-bribery systems. Meanwhile, in countries and regions where the company has key businesses, such as Russia, Mexico, Indonesia, and Colombia, the company has assessed the risks of anti-corruption and anti-bribery compliance and established compliance systems and procedures commensurate with the risks.

Anti-corruption supervision system

the company attaches great importance to the establishment of internal supervision system, formulates systems like the Reporting and Investigation System, the Code of Conduct and Ethics for Employees and the Anti-Fraud Code holding onto the working principle of "combining prevention and punishment, zero tolerance against fraud" to ensure the fairness, justice and transparency of the company's business. The company has established the Supervisory Committee headed by the chairman of the board, and set up the supervision office, which is responsible for the publicity and construction of the company's culture and system of integrity. During the reporting period, the company has accepted and dealt with all fraud reporting cases, and dealt with or punished the relevant personnel involved by transferring them to judicial authorities, terminating their employment contracts, demoting their positions and reducing their salaries.

Anti-corruption and anti-bribery reporting mechanism



Official Website's Supervision and Reporting Page

The company has set up a special communication channel for employees, suppliers, agents and other stakeholders and disclosed it on the page of "Supervision and Reporting" to encourage all stakeholders to use this reporting channel to report any suspected illegal or improper act.

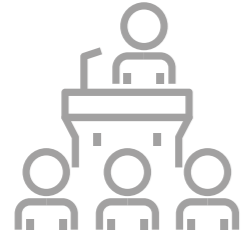
The company has signed an Anti-bribery Agreement with all suppliers to explicitly encourage the insiders to report the violations, provided the manner of reporting, and formulated measures to protect the identity of the reporters so as to protect against infringements on their privacy.

Due diligence on anti-corruption and anti-bribery and expense audit

The company's supervision office, compliance office and the domestic marketing system channel management department work together to control the risk of marketing channel and improve the anti-corruption compliance management of marketing channels. During the reporting period, the supervision office carried out an all-round due diligence on the channel partners newly incorporated into Mindray's sales system, put forth rectification suggestions and comments against problems and risks in a timely manner; carried out on-site visit on the key channel partners that signed a contract with the domestic marketing system. The compliance office is deeply involved in the approval of domestic marketing expenses to strictly control the compliance risks.

In 2020, the company carried out due diligence on **241** channel partners

On-site visit of **76** key channel partners.



In 2020, the company conducted **5** times of compliance training. About **600** new employees participated in the training;

Notes: The group's bodies included domestic marketing branches, new employees of campus recruitment and social recruitment, new cadres, key channel merchants and local subsidiaries across the country.



The group conducted over **30** times of compliance training for various business departments internally and there were over **2,000** participants.

Anti-corruption and anti-bribery publicity and training

The company's compliance office and supervision office work together to make solid progress in promoting the publicity and implementation of awareness of fighting corruption. During the reporting period, we gave compliance lectures on the importance of anti-fraud, anti-bribery, and corporate compliance for our key business departments, domestic marketing branches, new employees recruited from schools and society, new cadres, key distributors and subsidiaries in different regions.



Supervision training



Supervision training

Data security compliance

We take data security compliance and privacy protection seriously, establish an information security compliance team, continuously improve the construction of data security management system, consistently optimize and improve the organization, system, operation and supervision and fully implement the duties of data security compliance.

The company has established and successfully implemented a series of information security and privacy protection policies, aiming to apply the information security and privacy protection requirements into the business activities, while continuously improving the use of PDCA (Plan-Do-Check-Act). The company conducts regular internal audits in accordance with the requirements of the information security system. During the reporting period, the internal audit department conducted special audits related to information security, and discussed timely information security-related risks with the IT and business departments to help promote the implementation of rectification plans and measures. The above audits ensure that the company's overall information security risk is controlled at a level acceptable to the management.

During the reporting period, we obtained two international certificates: ISO/IEC 27001 Information Security Management System and ISO/IEC 27701 Privacy Information Management System. In terms of the management capability of information security and personal information protection, we are fully in line with the international standards.



Awarding of certification



GB/T 22080-2016/
ISO/IEC 27001:2013
Information Security
Management System
Certificate

ISO/IEC 27701:2019
Privacy Information
Management System
Certificate



Awarding of certification

LEAN MANUFACTURING: FOUNDATION OF QUALITY

Adhering to the vision of "better healthcare for all", Mindray is committed to comprehensively delivering brand value and improving customer experience through continuous innovations, breakthroughs, and progress. The company perseveres in strengthening lean manufacturing. In terms of quality, Mindray controls product quality through "intelligence" and strictly follows a well-established quality management system to realize first-class quality; as regards services, Mindray takes a customer-oriented approach and treats all our customers fairly.

04

INTELLIGENT MANUFACTURING AND STRIVING FOR EXCELLENCE

We deem it our social responsibility to ensure product quality, which is also customers' most direct experience and feeling about the products, technologies, and services of Mindray. We have established an efficient and comprehensive quality management system that runs through R&D, procurement, manufacturing, and service, so as to ensure product quality throughout the entire process. With the "R&D-based quality" concept, we have carried out stringent product quality standards to meet the needs of the global market. Quality has truly become the company's trustworthy brand connotation.

Intelligent manufacturing

Relying on an advanced technology platform, we actively promote the intelligent transformation of the manufacturing value chain, follow the concepts of "Tao", "utensils" and "law", and take a series of measures (such as intelligent manufacturing from multiple perspectives of integrated innovation, predictive intervention improvement, intelligent fixtures and tools, intelligent visual management, comprehensive detection, and intelligent scheduling) to control and improve product quality through "intelligence", thus effectively dealing with the rigorous laws and regulations on market access in various countries. The following lists the concepts and applications of our intelligent manufacturing:



Intelligent visualization

Based on the comprehensively applied sensing and data transfer technology, we can make statistics on and optimize production variables in real time with microsecond resolution, and visualize the production status in real time to ensure strict consistency of the working processes.



Intelligent process devices

We independently master a number of core production technologies to promote standardized processes and consistent production, and has developed more than 6,200 intelligent process devices.





High-precision processing

We vertically integrate production models in our precision machinery processing plants and PCBA production lines with high-precision and digital equipment, thus improving production efficiency while better controlling product quality.



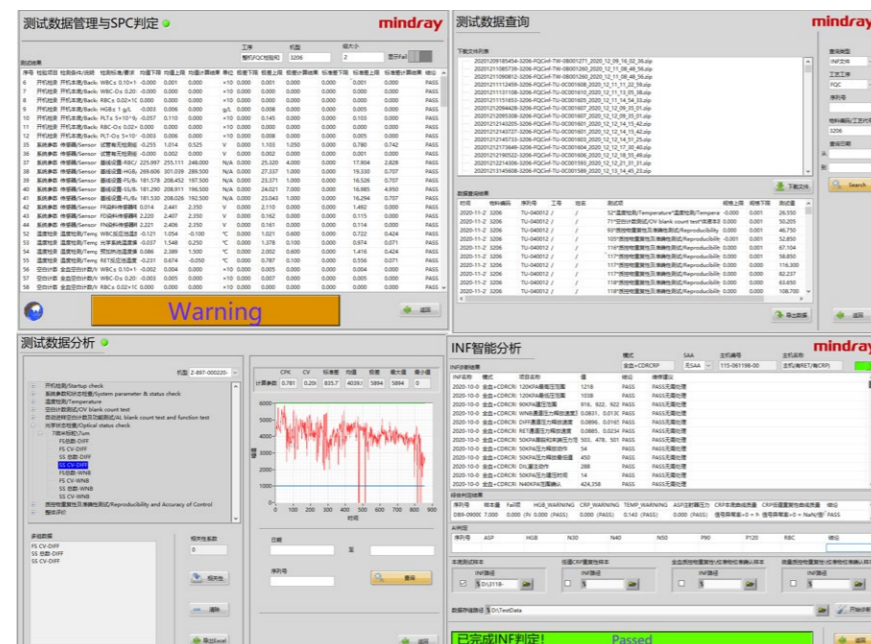
Intelligent warehousing and logistics

We carry out cold chain transportation for in vitro diagnostic reagents nationwide and implement intelligent scheduling and automatic storage management to achieve precise temperature control, constant-temperature and safe delivery through high-standard technical conditions. In addition, we establish an efficient emergency plan system.

Examples of intelligent manufacturing cases

Product fault tracing - Intelligent visualization

During the reporting period, in order to strengthen the control of product quality and quickly trace product faults, we established an "intelligent analysis and management system for production data" at the production site of IVD products to achieve the leap from product test results traceability to test process data traceability, and be able to rapidly locate the product faults through process data, thus greatly improving the management level of product quality.



Product function and performance self-test - Intelligent process devices

During the reporting period, in order to improve production efficiency and ensure consistency of operation quality, we introduced intelligent product test devices based on manipulators and vision in the production stage to realize the self-test of the functions, performance and labels of the ultrasound Resona series products.

Intelligent sorting system for refrigerated reagent products - Intelligent warehousing and logistics

During the reporting period, we introduced an intelligent sorting system in the reagent refrigerator for the purpose of improving efficiency and reducing work reviews. The order data are obtained through the information-based system by the robots who automatically transport the corresponding rack to the sorting table based on the goods required in the order, then return the rack to the original position after the goods selected.

This system has greatly improved goods sorting efficiency while reducing the labor intensity of the sorting personnel. In addition, the system has realized the data record traceability of the sorting process, thus effectively avoiding errors during the sorting process.

Quality management

The company attaches great importance to product safety management, implements rigorous whole-process quality management, and actively promotes standardized management to provide customers with diversified products, thus ensuring product quality and safety in the whole cycle, covering R&D, production, sales, after-sales service, and phase-out stages, thus maintaining Mindray's quality value.

Whole-process quality management

We coordinate the processes of material sources, product design, process R&D, processing and manufacturing, and quality inspection, optimize various modules such as management responsibilities, production control, correction and prevention, and design control in line with the world's highest quality standards, and build a full life-cycle management and electronic platform through the MPI (Medical Product Innovation) process, so as to effectively solve compliance issues under GMP (Good Manufacturing Practice), thus ensuring the visualization, standardization and traceability of management in each link.

So far, we have passed the quality standards and certification as shown below:

The infographic consists of ten award-style icons arranged in a grid, each representing a regulatory milestone or achievement. The icons are as follows:

- ISO 9001 Quality Management System Certification** (top left)
- ISO 13485 Quality Management System Certification** (top middle)
- 19 Medical Device Production Licenses** (top right)
- EU Medical Device Regulation (MDR) Certification** (second row left)
- EU In Vitro Diagnostic Regulation (IVDR) Certification** (second row middle)
- The US FDA510 (K) market access permit for 119 products** (third row left)
- Nearly 700 valid registration or filing certificates for major medical devices** (third row middle)
- Both Mindray Headquarters and Mindray North America passed the MDSAP quality system audit.** (bottom left)
- Passed the demanding US FDA on-site audits several times in a row, and more than 300 types of models accessed to more than 190 countries and regions.** (bottom right)

In 2020, Mindray has continuously improved the product innovation management process (version 2.0) centering on market-driven, customer-oriented and concurrent engineering, and further improved product quality and end-to-end operational efficiency by improving the identification, verification and traceability management of purchasability, manufacturability, marketability and serviceability requirements. During the reporting period, Mindray continued to focus on the implementation of whole-process quality management and carried out the tasks as follows:

Internal audit	Corrective and preventive actions	Risk management
Continuously carry out quality monitoring of key regulatory elements, key businesses, and major product quality issues, and improve the rectification management mechanism for internal audit issues, thus effectively promoting end-to-end improvement of issues.	Combine with the CAPA Board mechanism to implement the structured management of CAPA, increase the guidance and management of key CAPAs of subsidiaries, and improve the quality and efficiency of the corrective and preventive system. Risk management.	Pay attention to product safety, formulate and refine guidance documents to promote more effective implementation of risk management, increase the frequency of risk management review after product launch, and strengthen the monitoring of product risk management.

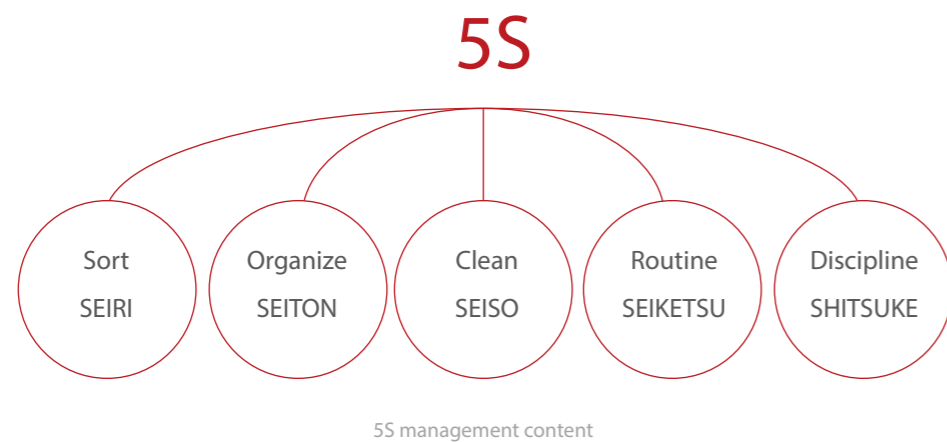
During the reporting period, we continued to establish and improve the quality management system. With the help of the network platform, we carried out live exchange courses and activities such as "Ruizhi China Tour", built a global clinical engineering exchange platform, and worked with global medical staffs to achieve skill improvement, scientific management and quality optimization.

Standardized management system

The company implements 5S, QCC and other standardized management systems, establishes production management and quality management institutions, clarifies the production quality management responsibilities of relevant departments and personnel, stipulates that all personnel engaged in production operations and inspections must receive pre-job professional training, quality control training and education on the related laws and regulations, and conducts assessments in due course.

During the reporting period, Mindray's 5S Promotion Committee followed the requirements of 5S activity technical lines to continuously promote 5S activities with the action policy of "educating employees' cognition, enhancing the habit and ability of managers to think and act independently, forming a good atmosphere for improvement, and promoting lean manufacturing". Through the promotion of theme activities, we continuously create an atmosphere of 5S activities, deepen the integration of various production sites and businesses, and keep all employees engaged to develop good habits.

In 2020, a total of **460** staffs participated in the training related to the company's 5S phase implementation method.



During the reporting period, Mindray's QCC Activity Executive Committee continued to implement QCC activities which are closely related to work, and actively organized heads of QCC to participate in the training of QCC activity knowledge and the use of quality tools, so as to improve the heads' capabilities and strengthen the quality of QCC activities.

Mindray has registered a total of **141** QCCs, in which **113** were completed;

A total of **15** related courses related to QCC knowledge and quality tools were organized, with a total of **1,840** participants.



Product recall management system

In terms of product quality, Mindray always adheres to high standards, and view product recall as an important part of Mindray's post-marketing supervision system. The current product recalls involved are all active recalls, with the relevant reports released by Guangdong Food and Drug Administration.

Mindray pays close attention to changes in laws and regulations, and constantly improves the adverse event monitoring system and recall management system of products. In 2020, in accordance with the Regulations for the Supervision and Administration of Medical Devices, the Guidelines for the Monitoring of Adverse Events by Medical Device Registrants and other relevant regulations, we updated the Management Procedures for Adverse Event Monitoring, Re-evaluation and Recall of Domestically Sold Products, and established emergency response procedures for adverse events, carried out active monitoring, and actively promoted a series of adverse event monitoring work in accordance with laws and regulations.

We have established a medical device adverse event monitoring work leading team to comprehensively lead and manage the medical device adverse event monitoring work; and established a contact person organization, and set up adverse event monitoring and handling persons in various branches across the country to respond to and manage suspicious adverse events more quickly.

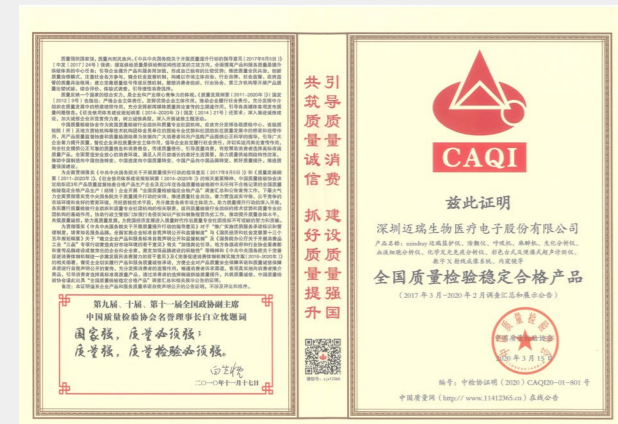
In 2020, Mindray's product recalls were at Level III . There is no serious injuries or fatal accidents occurred due to product defects. Each recall was reported and notified to customers in a timely manner to minimize the impact on customers. We will continuously optimize the recall decision-making mechanism and adhere to the recall concept of "early detection, early decision-making, and early resolution", to minimize delivery of defective products to customers, and fully fulfill our social responsibilities to customers.



Quality management achievements

Under the whole-process quality management and standardized management, Mindray achieved remarkable results in quality inspection and received a number of honors regarding product quality in 2020.

- National Product and Service Quality Integrity Demonstration Enterprise
- Stable-qualified Product in National Quality Inspection
- 2019 Guangdong Province Medical Device Manufacturing Enterprise with Quality Credit of Class A
- 2020 Shenzhen Sustainable Development Award (Innovation)
- Shenzhen Quality Education Demonstration Base



Stable-qualified product in national quality inspection



National product and service quality integrity demonstration enterprise

In addition, Mindray has participated in the national clinical laboratory quality evaluation activities organized by the National Center for Clinical Laboratories (NCCL) for consecutive years, including laboratory quality evaluation of each group project, and the reference measurement proficiency verification plan and accuracy verification plan, and has repeatedly obtained excellent results.

Mindray's 179 projects all qualified in national health commission's quality assessment

The laboratory quality evaluation results have always been an important tool for the health administrative departments and hospital managers to supervise the quality of laboratories, which include not only clinical laboratories, but also enterprise-related traceability laboratories.

In 2020, Mindray's 179 projects in the laboratory quality evaluation made by the NCCL (including the reference measurement proficiency verification plan and accuracy verification plan) were all qualified. Mindray has won the trust of customers with accurate and reliable test results through a traceable supporting testing system.

Mindray in action - quality award & "woodpecker award"

Quality is the core of Mindray. The Quality Award of Mindray has been established for more than ten years, effectively encouraging all employees to participate in quality improvement and promotion, fully mobilizing the enthusiasm of employees to advise on the company's product quality, and opening up a benchmark-led quality era.

In addition, Mindray established the "Woodpecker Award" in 2017 to encourage every employees to actively participate in daily quality improvement, and create an atmosphere for all employees to improve quality and efficiency.

In 2020, a total of **32** new projects relating to the Quality Award were approved, in which **26** projects were completed and **15** projects were awarded;

A total of **355** new projects relating to the Woodpecker Award were approved, in which **145** projects were awarded.

年份	项目	获奖人	获奖项目
2020	1.1
2020	1.2
2020	1.3
2020	1.4
2020	1.5
2020	1.6
2020	1.7
2020	1.8
2020	1.9
2020	1.10

Winners list of Woodpecker Award 2020

CUSTOMER-ORIENTED APPROACH DELIVERING GREAT EXPERIENCE

"Align with our customers" is one of the core values of Mindray. We have established a comprehensive and complete customer service system and accumulated rich customer service experience. While ceaselessly launching sophisticated products, Mindray actively investigates customer needs and satisfaction, deals with customer complaints, optimizes customer service mechanism, and guarantees customer information security, so as to provide customers with safe, reliable and innovative products and services and meet their requirements on medical business.

Customer service system

Relying on the quality system management experience in the engineering field and the research results in the clinical field, Mindray has carried out customer service to meet the all-round and multi-level needs of various departments, thus maximizing the performance of the equipment, and helping doctors improve the level of clinical care. Mindray has also established a complete after-sales service system in strict accordance with the Service Management Procedures, and has continuously improved our service brand in practice.

Customer service concept



Professionalism

Master the core technology, create a professional service team through efficient operations and management, and lead the industry in terms of service standard.



Intimacy

Rely on the global service network to gain insight into customer needs, perform integrated innovation based on customer needs, provide readily available service products to meet customer needs, and become service adviser for customers.



Progress

Adopt a global perspective, build a diversified communication platform to share industry experience and development trend, and promote the growth of customers and the industry.

Pre-sales service support

We have a clear pre-sales support process, including on-site surveys, on-site planning and layout, on-site process optimization and other services to ensure the normal progress of sales and subsequent service delivery.

After-sales service system

We have also established an all-round, all-time, and whole-process after-sales service system, conducted whole-process service management based on industry-leading CRM platform and remote supporting platform, so as to guarantee service quality through active prevention of faults. Through comprehensive clinical application training, equipment maintenance guidance, we assist users to establish a quality control system and ensure the efficient operation of equipment; through academic exchanges and summit forums, we assist medical staffs in the forefront of clinical applications; according to the actual needs of hospital departments and the development trend of the healthcare industry, we provide department business operation consulting for hospital departments to enhance the brand of medical services.

Overseas

- 3 - level technical support architecture;
- With our global call center network, we can support customer service inquiries covering 18 countries;
- More than 100 directly affiliated resident service stations provide on-site service and technical support for customers;
- Subsidiaries provide after-sales technical training for local end customers and channel resources

Domestic

- 4 - level service network architecture: Headquarters - Branches Directly-affiliated service stations - Service subcontractors;
- 31 branches; more than 70 directly-affiliated service stations; more than 790 authorized quality service subcontractors;
- 24/7 service hotline: 400-700-5652; more than 100 expert seats;
- Sound 4 - level spare parts libraries;
- Advanced CRM system and remote support platform;
- A service team composed of more than 600 direct engineers, more than 200 clinic application engineers, and the service subcontractors with more than 2,700 professional engineers who are trained, assessed and certified by the company

Customer satisfaction

Mindray attaches great importance to customer satisfaction and reasonable customer needs, and continuously improves service quality and customer satisfaction through measures such as monitoring service quality and strengthening customer complaint handling. Mindray's customer satisfaction survey is divided into third-party survey and active survey. Customer complaints are mainly managed by the call center under Mindray's user service system.

Third-party customer satisfaction survey

Mindray has been paying close attention to "China's medical device industry data and after-sales service survey activities" for a long time, and has maintained a leading position in many rankings. On July 4, 2020, in the Data Release Conference 2019 on the Chinese Medical Device Industry co-sponsored by China Medical Devices, People's Medical Publishing House, and Medical Engineering Branch of the Chinese Medical Association, three major segments of Mindray, including Patient monitoring devices, Laboratory devices, Anesthesia devices, Ultrasound image devices, medical supply units (includes surgical lights, operating tables, etc.), Ventilator devices and Infusion pumps, were all recognized as "the highest after-sales service satisfaction". Among them, the patient monitoring devices ranked in the first place in the category for 10 consecutive years.

1. Comprehensive ranking

Patient monitoring devices	No.1 customer satisfaction among the first-tier brands	No.1 retention rate among the first-tier brands	Laboratory devices	No.1 customer satisfaction among the first-tier brands
Anesthesia devices	No.1 customer satisfaction among the first-tier brands		Ultrasound image devices	No.1 retention rate among the second-tier brands
Surgical lights, operating tables and cranes	No.1 customer satisfaction among the first-tier brands		Ventilator devices	No.1 customer satisfaction among the second-tier brands

2. Hierarchical ranking

Patient monitoring devices	Tertiary hospitals No.1 customer satisfaction among the first-tier brands No.1 retention rate among the first-tier brands	Secondary hospitals No.1 customer satisfaction among the first-tier brands No.1 retention rate among the first-tier brands	Laboratory devices	Secondary hospitals No.1 customer satisfaction among the first-tier brands
Anesthesia devices	Tertiary hospitals No.1 customer satisfaction among the first-tier brands	Secondary hospitals No.1 customer satisfaction among the first-tier brands	Ultrasound image devices	Tertiary hospitals No.1 customer satisfaction among the second-tier brands No.1 retention rate among the second-tier brands
Surgical lights, operating tables and cranes	Tertiary hospitals No.1 customer satisfaction among the first-tier brands	Secondary hospitals No.1 customer satisfaction among the first-tier brands No.1 retention rate among the first-tier brands	Ventilator devices	Tertiary hospitals No.1 customer satisfaction among the second-tier brands
Infusion pumps	Tertiary hospitals No.1 customer satisfaction among the first-tier brands			

Domestic customer satisfaction survey

In line with the Statistical Standards for Domestic Customer Satisfaction Surveys, the quality center of Mindray initiates a domestic customer satisfaction survey each year to select different production lines and different customer groups for satisfaction measurement. The measurement results are presented from five aspects, including customer satisfaction, product quality satisfaction, and after-sales service quality satisfaction. From 2018 to 2020, Mindray's domestic customer satisfaction has increased year by year.

In addition, for each service work such as installation and maintenance, Mindray's call center will conduct a satisfaction return visit through the customer service hotline, SMS or WeChat to ensure effective service and customer satisfaction.



Customer complaint handling

The call center is responsible for the management of customerservice hotline, including complaint closed-loop handling, such as acceptance, dispatch, follow-up, and return visits, and management of information updates, proactive inquiries and sales opportunities. It adopts the ascending mechanism for handling all eligible major declarations and complaints.

Customer information security

Customer information protection and anti-leakage is one of the important goals of Mindray's information security. We have established a series of information security and privacy protection policies and systems and implemented them smoothly by sorting out the ISO/IEC 27701 Privacy Information Management System and defining the information asset value, aiming to make information security and privacy protection requirements run through business activities, and to achieve continuous improvements.

We protect customer information hierarchically in accordance with the Hierarchical Protection Management System of Sensitive Data, use the data anti-leakage system to prevent company-designated information assets from flowing out of the company in violation of security policy regulations, restrict employee behavior through the Information Safety Behavior Management Regulations, and strengthen employees' awareness of information security through security education, examinations, publicity and other methods in accordance with the Information Safety Training Standards.

Responsible marketing

While providing customers and society with innovative, high-quality services and excellent service experience, Mindray also puts social responsibility through marketing activities, resolutely safeguards consumers' rights and interests, ensures the legal compliance of marketing interactions, establishes a good brand image from the perspective of long-term and sustainable development, and demonstrates Mindray's social responsibility.

Responsible marketing system

In order to ensure the full implementation of responsible marketing, we have formulated and completed a marketing system that covers all aspects of the marketing system such as marketing budget, bidding, marketing information asset security, marketing conference management, and channel management. So far, we have formulated a number of regulations and management measures such as the Domestic Marketing System Information Asset Security Management Standards, Domestic Marketing Conference Platform Management Standards, and Domestic Marketing System Channel Management Regulations, to restrict the behavioral responsibilities of relevant personnel with strict systems.

Change of business marketing model

During the reporting period, Mindray further integrated the marketing system. Through the top-level architecture design of "Mega Marketing", we integrated marketing, finance, operations, delivery, service, human resources, IT and other fields, so as to realize full integration and targeted connection of information, process, resources and talents, and build and improve the organization and management efficiency of the entire group.

In addition, focusing on the strategic goal of "customer group breakthrough", we have shifted from product-driven to market-driven, and the marketing business department jointly selected the appropriate market segment, and worked together to achieve a mid-end breakthrough in the biochemical business.

Targeted promotion and customer group breakthrough

We continue to communicate with the upstream market, R&D, and clinics to screen biochemical customer promotion topics. For example, Biochemical AAA System explains that Mindray's supporting systems can bring accuracy, safety, efficiency and other values to the laboratories. Diabetic Biochemical Solutions elaborate on Mindray's solutions in diabetes diagnosis and monitoring, diabetic nephropathy management, and diabetic ketoacidosis monitoring.

Through targeted promotion to different target customer groups, and continuous optimization and segmentation of the target market, we will more accurately understand and meet the needs of each customer group, and help Mindray make breakthroughs in the mid-end market driven by the market.

Marketing training

We have actively promoted the concept of "responsible marketing" within the company to help the marketing team to establish relevant awareness, avoid damaging consumer rights and interests due to false and exaggerated publicity in the marketing process, and create a healthy and positive marketing atmosphere.

Remote "anti-COVID-19" knowledge training

During the COVID-19, we updated the anti-COVID-19 database for the international marketing team every week, and promptly kept the marketing team who were working remotely with anti-COVID-19 platform resource and provide provision for the week's online seminar, so as to help the marketing team make better use of existing resources to fight against the COVID-19.

In 2020, we carried out a number of marketing trainings to further improve the training of marketing staffs and the reserve talents. Through the development of training programs such as "youth training class", "production line manager reserve team", and "branch manager reserve team", we provided opportunities for marketing-related personnel to learn in practice.

Youth Marketing training class

Mindray conducts comprehensive inspections for high-potential employees through project training, builds a hierarchical reserve talent echelon in the marketing system, and selects and identifies high-potential employees who are willing to develop internationally, so as to reserve and transport talents for international marketing departments.

In 2020, the marketing system youth training class was divided into domestic and international classes: the domestic class offered a total of 5 classes with a total of 149 participants; the international class offered a total of 1 class with 32 participants.

Responsible marketing practice

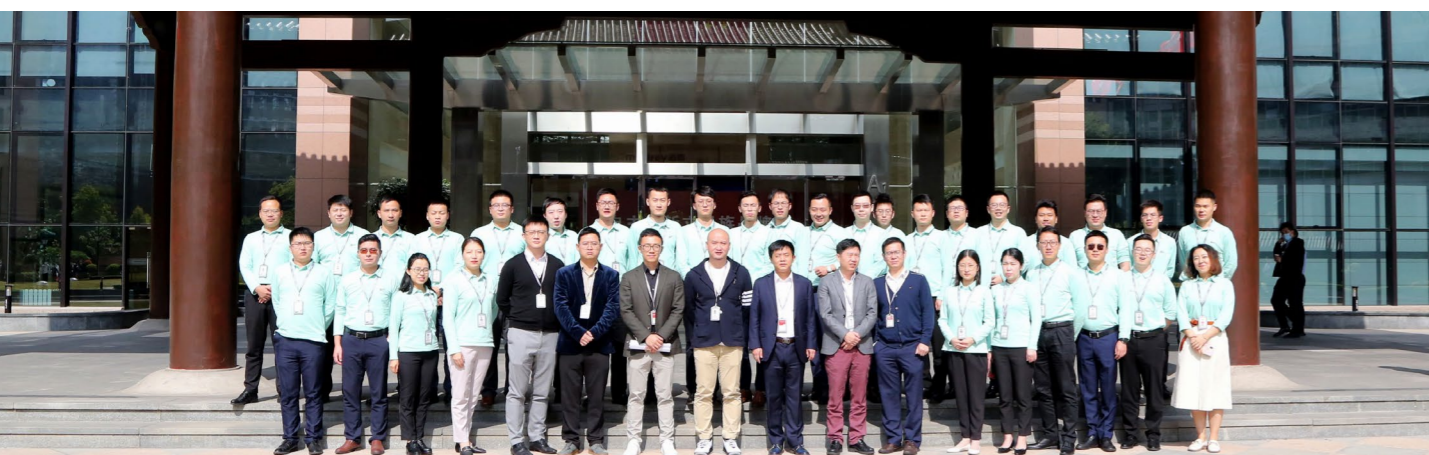
Empowering primary healthcare

A greater accessibility of medical and health services is the core of protecting public health. Adhering to the concept of "serving the health of the people", Mindray actively empowers primary healthcare, and innovatively develops and promotes cost-effective and intelligent medical devices and overall solutions for primary medical institutions such as community health service centers and health centers in towns. This is to promote the penetration of high-end technology and medical resources, allowing the grassroots people to have access to professional and high-quality medical services and contributing to the sustainable development of China's Tiered System of Diagnosis and Treatment.

"Strengthen the grassroots, we are in action — Mindray's standardized laboratory' 10-city linkage Campaign"

In October 2020, The "Strengthen the Grassroots, We Are in Action — 'Mindray's Standardized Laboratory' 10-city Linkage Campaign" was held in 20 primary medical institutions in more than 10 cities across China. Aiming to improve the laboratory testing, diagnosis and treatment, operation and management capabilities of primary medical institutions through the overall solution of laboratories, the Campaign received a wide range of response from primary medical institutions. There were 20 medical institutions that had this campaign on the same day, which was attended by 1,800+ people and viewed online by 68,000+ people.

The Solution to Mindray's Standardized Laboratory is designed to standardize the laboratory management system, testing procedures and bio-safety, and to enhance the service capabilities and service quality of primary laboratories through standardized laboratory construction. In the future, the overall solution to Mindray's standardized laboratory will further improve the information management of the laboratory, realize the mutual recognition of cross-regional examination results, ensure to a certain extent the homogeneity of examination services between primary medical institutions and class II&III hospitals, and promote the implementation of Tiered System of Diagnosis and Treatment at the grassroots level.



"To strengthen the grassroots, we must quickly improve the service capabilities and service quality of primary medical institutions. Especially in the post-COVID-19 era, not only should we continue to prevent and control the COVID-19 at the grassroots level, but also we need to improve the level of primary medical services and promote the sharing of high-quality medical resources."

-- Liu Yan, vice president of Shandong Provincial Primary Health Association, President of the Township Health Center Branch of Shandong Hospital Association, and member of the expert group of high-quality service grassroots activities initiated by the National Health Commission

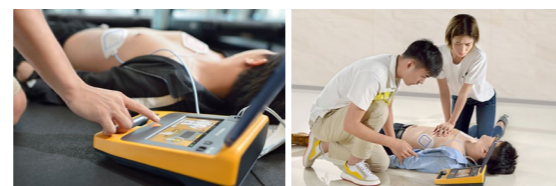
Improve the product accessibility

Designable "product accessibility"

The company has never stopped working hard to improve product accessibility and practice the concept of "healthcare within reach". Take external automatic defibrillator (AED) as an example. Currently, AEDs are recognized as the most effective method of resuscitating a cardiac arrest by applying a pulsed electrical current to the heart, which eliminates heart rate irregularities and restores the heart to normal rhythm. However, for public first aid, the proficiency of the rescuer in resuscitating a patient in cardiac arrest often varies greatly. Inexperienced rescuers need more detailed instructions, while experienced rescuers need only simple tips, and overly complex tips can reduce the efficiency of resuscitation.

Mindray's BeneHeart C Series AEDs use the new ResQNavITM intelligent first aid navigation technology to provide targeted cardiac arrest navigation by matching voice guidance and animated instructions to the operator's proficiency level.

At the same time, ResQNavITM intelligent first aid navigation technology can recognize the challenges encountered by the rescuer and intelligently adjust the animated guidance and voice promptly to provide more detailed guidance to the rescuer and guide him/her step by step to complete the rescue operation, in order to make the accessibility of product information effectively solved at the design stage. In this way, the problem of accessibility of product information is effectively solved at the source of design.



Online knowledge popularization

In order to help front-line workers to systematically understand how to operate various medical devices, the international marketing team quickly transforms the knowledge of the installation of products into visualized operation instruction videos and manuals, which are distributed online to the distributor team and sales colleagues for sharing with end users, thus making the front-line medical staffs feel the "warmth" of Mindray.

RESPONSIBLE SUPPLY CHAIN

Mindray is dedicated to creating a responsible supply chain. Combined with business characteristics, we continuously deepen supplier compliance management, seeks common development with suppliers, and builds a sustainable partnership with suppliers. We take corporate social responsibility into consideration in the processes of new supplier introduction and online supplier review, and take priority to cooperate with companies that perform well in responsibilities. We also insist on responsible procurement to ensure that Mindray provides "responsible" products and services.

Responsible procurement

Mindray has formulated systems and related management procedures such as Contract Review Management Measures, Procurement Control Procedures, and Procurement Business Application and Approval Authorization System to strictly clarify the responsibilities and approval authority of each post. In terms of procurement demand management, Mindray regularly prepares sales and operation plans (S&OPs), generates purchase requests based on the inventory of raw materials, and forms purchase orders based on the purchase requests and sends them to suppliers to purchase corresponding raw materials. During the reporting period, we continued to carry out responsible procurement. Based on the implementation of the concept of integrated supply chain reform in 2019, we continued to develop, improve and upgrade the iterative S&OP process to promote the balance between demand and supply.

Our procurement methods are mainly divided into standard parts procurement, customized parts procurement and outsourced processing by the types of raw materials:

Standard parts procurement

We adopt the model of external direct procurement for raw materials with a high degree of standardization and strong industry versatility, While ensuring the continuity, effectiveness and stability of the supply system to the greatest extent, we strictly select suppliers based on the principle of lasting brand support, and continuously improve the transaction process and reduce transaction costs through the IT-based management platform.

Customized parts procurement

For raw materials with some characteristics customized based on the company's product design requirements, we adopt a joint development model and has established a comprehensive technology development and quality & safety assurance process.

Outsourced processing procurement

For the non-core raw materials that have formed a complete industrial chain, we adopt the mode of outsourcing processing in consideration of factors such as cost, production efficiency and common industry practices, We establish a strict access system for outsourced processing manufacturers, and implement strict quality monitoring and guidance measures to ensure that the quality of parts through outsourced processing meets the company's internal quality system requirements.

Supplier management

Supplier management is an important link of the responsible supply chain. In accordance with the Supplier Management Procedures, Supplier Certification Work Guidelines and Supplier Performance Appraisal Guidelines and other management measures, we treat all suppliers fairly in all the processes of supplier introduction, supplier performance, supplier review and supplier qualification adjustment based on the principle of fairness and justice.

Supplier management procedures

Supplier introduction evaluation

We certify new suppliers in accordance with the Supplier Certification Work Guidelines: conduct written reviews of suppliers from multiple perspectives such as technical quality, third-party certification, HSF (Hazardous Substances Free) compliance, and corporate social responsibility, and conduct on-site audits of all key suppliers and other necessary suppliers. We sign Procurement Cooperation Framework Agreement, Supplier Quality Assurance Agreement, Confidentiality Agreement, Anti-bribery Agreement, Environmental Protection Commitment Letter and other agreements with certified suppliers, and establish a list of qualified suppliers.

Performance management

We conduct regular performance appraisals on suppliers in line with the Supplier Performance Appraisal Guidelines, communicate with suppliers on performance status, analyze the causes of safety and quality problems found, formulate improvement plans, make improvements, and verify the effects.

Regular review

We formulate the Annual Supplier Review Plan in accordance with the Supplier Management Procedures to review key suppliers and suppliers with poor performance evaluation results due to safety and quality issues in the previous year, and urge suppliers to continuously improve their product and service quality.

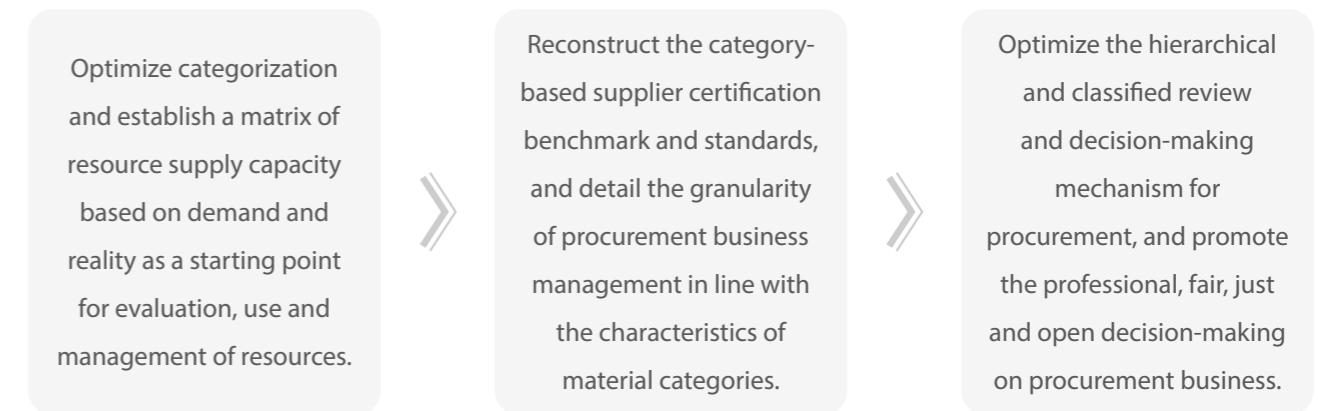
Qualification adjustment

The suppliers with unqualified review results and invalid improvement will be eliminated.



Category management

In 2020, Mindray continued to deepen the reform of the integrated supply chain and promote the category management of raw materials procurement.



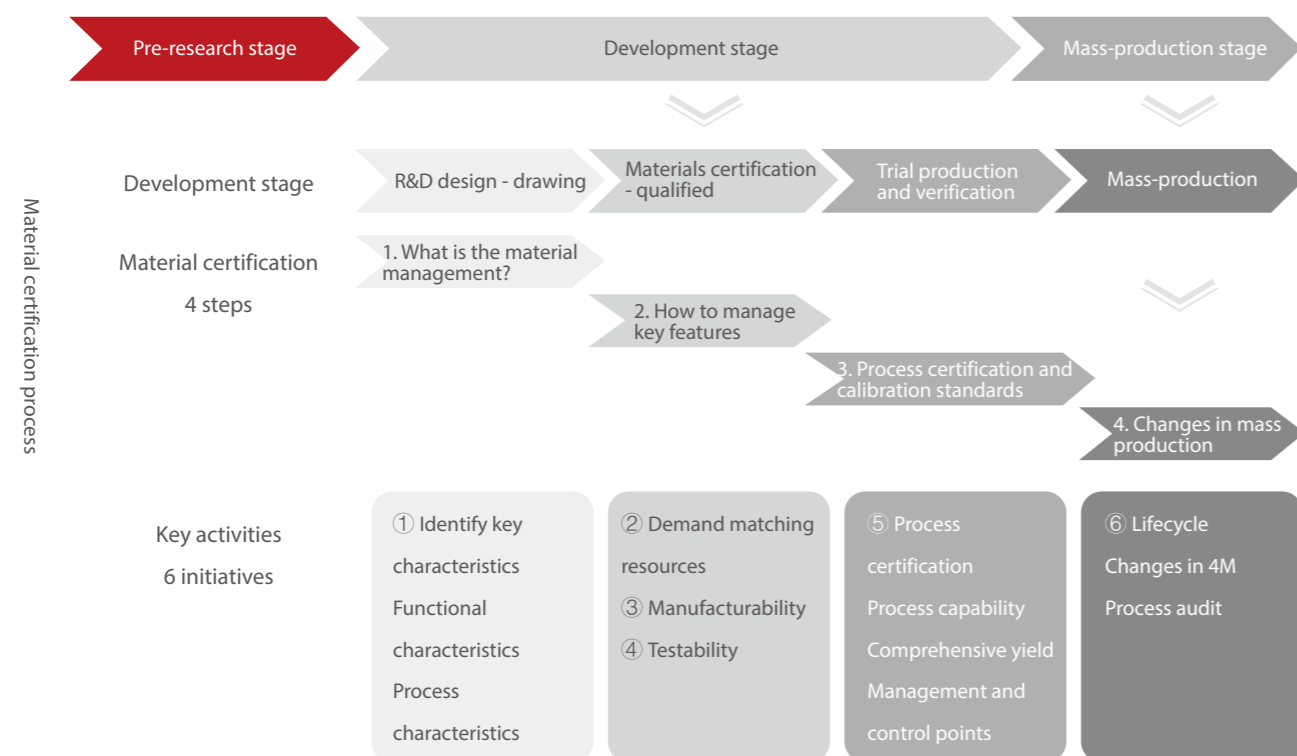
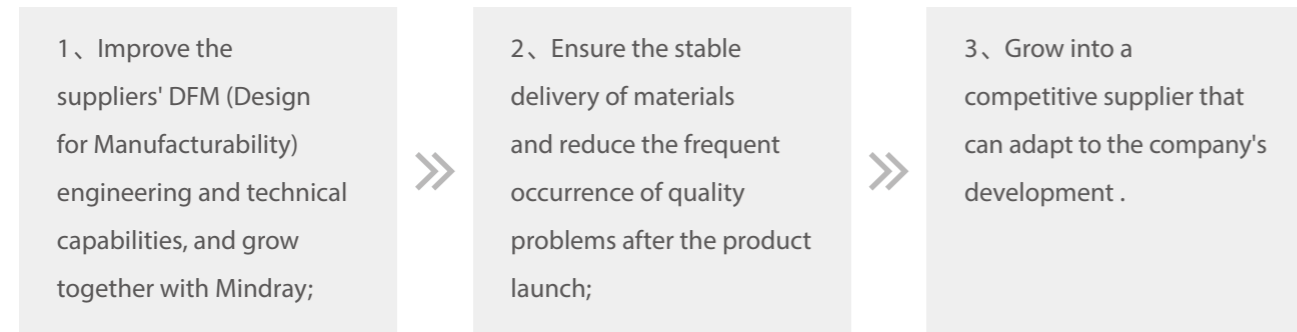
Communicate with suppliers

Mindray regards quality as the cornerstone of its business operations. Therefore, it is crucial for us to manage supplier quality. During the reporting period, we introduced supply chain management concepts from advanced companies, provided professional guidance to supply chain system personnel, formulated detailed supplier on-site audit guidance plans, regularly held high-level collaboration meetings and the Quarterly Business Review, and continued to actively carry out supply supplier training and exchange activities and continuously improve suppliers' quality awareness and willingness to cooperate, laying a solid foundation for introducing excellent suppliers and establishing collaborative partnerships with suppliers.

Optimizing the material certification process with strict requirements

During the reporting period, we further optimized the material certification process, and promoted the identification of key characteristics and the review of machinability of the new materials, and the implementation of the whole set of material quality management methods including establish a mass production process management baseline to stabilize mass production. The optimized process also puts forward higher requirements for the suppliers' response and cooperation.

We arrange trial operation internally from point to plane, re-optimize and integrate the material certification process and activities, and simultaneously develop or cultivate a group of suppliers with corresponding capabilities, aiming to achieve the following goals:



Enhancing awareness and carrying out supplier training

During the reporting period, we optimized the internal processes and requirements based on the supply chain system, and carried out corresponding trainings for suppliers in the following aspects to enhance suppliers' quality awareness. In 2020, we conducted more than 100 trainings for more than 60 suppliers in terms of the following aspects:

- System regulation knowledge training** • conduct system regulation knowledge training and system management training on ROHS and other documents for all structural parts suppliers.
- Business green procurement training** • optimize Mindray's internal procurement certification process to conduct process training for suppliers, publicize anti-bribery regulations, and establish sunshine procurement.
- Inspection personnel training** • Carry out targeted training and certification for suppliers' inspection personnel.
- Testing process training** • Certify the suppliers' testing process in terms of personnel capabilities, standard docking, device effectiveness, and record authenticity.



Centralized training for suppliers



On-site guidance for suppliers

During the reporting period, we established a team of experts to conduct the whole-process guidance focusing on on-site system audits and on-site process audits for some suppliers, aiming to ensure the effective implementation of audit and review opinions.

System audit guidance • Mindray's quality expert team conducts quality management system audits on the sites of the suppliers of self-designed parts. In 2020, we completed the guidance for 19 suppliers, with a total of 76 participants, guided suppliers to modify more than 100 system documents, and optimized more than 300 operating standards;

Process audit guidance • Mindray's TQC/SQA (Material Technology/Quality Engineer) conducts on-site process audits of suppliers in terms of suppliers' key processes and special procedures according to the audit list of each category, to help improve their material management level.



On-site audit and guidance by the expert team

Mindray in action - green supply chain

We are committed to building a green supply chain to improve our own EHS standards and drive suppliers to strengthen EHS management, and promote the sustainable development of the upstream and downstream supply chains and the entire industry ecology. Our specific measures are:



Implement strict HSF compliance audits on suppliers, and require suppliers with high HSF risk levels to make rectifications;



Require suppliers to make commitments to relevant environmental management substances in the Environmental Protection Commitment Letter in accordance with the Mindray Standards of Controlled Substance;



Comply with the latest EU environmental protection directive 2015/863/EU, drive the supply chain to align with the new green product standards from top to bottom, and pass the QC 080000 audit every year;



Continuously optimize the green product management process and build an information-based management and control system.

COOPERATIVE AND INCLUSIVE ECOLOGY: FOUNDATION OF BETTER DEVELOPMENT

With the slowdown of natural growth of global population and the increase of aging population, the demand for the healthcare industry will continue to increase. As a forerunner in China's medical device industry and a strong competitor in the global medical device field, Mindray always holds onto the core concept of "medical minds think alike" and commits to popularizing high-end technology and becoming the core force to protect human health. The company will continue to take its own responsibility to revitalize national medical device enterprises and take technological innovation as its core to continuously advance the upgrading of industrial strategy, lead the market, invest in the globe, and plan for the future to provide an endless source of health power for China.

05

INNOVATIVE COLLABORATION, BUILDING ECOLOGY

Innovation is the foundation of Mindray as well as the source power for the company's sustainable and healthy development. While actively carrying out R&D and involution, the company is also dedicated to promoting exchange and cooperation between China and other countries and assisting in increasing the sustainable development ability of China's medical industry.

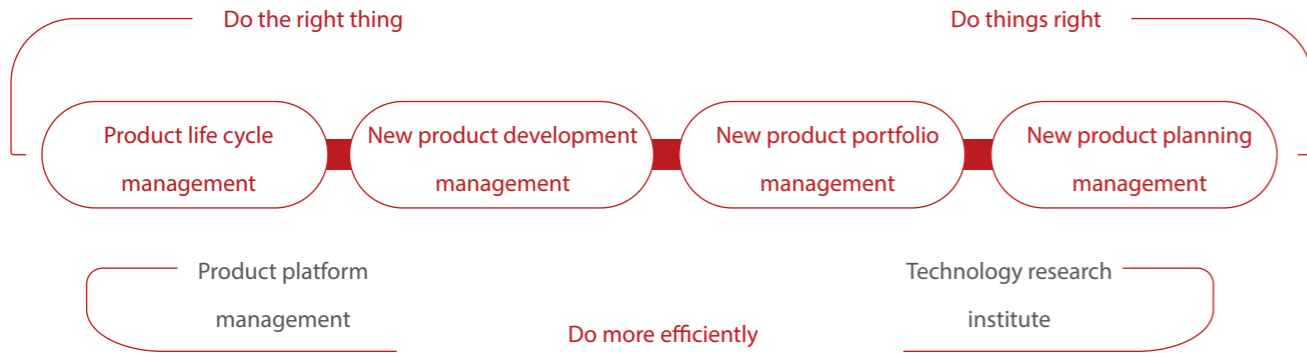
"Core technology is the core of an enterprise. If we don't master the core technology, we won't be quite competitive in the market. To achieve this, we must have the courage to invest in R&D and the concentration that won't be disturbed by voices around."

---Li Xiting, Chairman of the Board of Mindray

Innovation system

Mindray has built a world-leading medical product innovation system, namely MPI (Medical Product Innovation), the core idea of which is to ensure "doing the right thing" through market-driving and customer-orientation; that is to say, through concurrent engineering, smooth the end-to-end in the entire product R&D process and implement the demand for DFX (Design for X) to ensure "doing the right one time"; through technology research first and platform construction, ensure "doing more efficiently".

Relying on the organization of constantly pursuing excellent performance, the three core ideas of MPI are steadily implemented in Mindray. To ensure the improvement of product development efficiency and the acceleration of product iteration cycle, we built the product core competitiveness, and improved the company's operation level so as to transfer it to the comprehensive core competitiveness of the company. Meantime, the company also incorporated the product registration in more than 100 countries or regions around the world into MPI process system, organized the cross-system team that included planning, R&D, laws and regulations, built the innovative and efficient international registration full life cycle management platform through strengthening registration requirements management, construction of registration regulations platform, performance incentive and IT support to turn it into the direct productivity for the company to develop international business, thus forcefully guaranteeing the continuous compliance of products on-sale and new products entering the international market quickly.



R&D platform

Mindray focuses on in-house research and development. Currently, it has built a R&D innovation platform based on global resource allocation, boasting nine R&D centers and totally more than 3,000 R&D engineers, located in Shenzhen, Nanjing, Beijing, Xi'an, Chengdu, and Silicon Valley, New Jersey and Seattle in USA. During the reporting period, the construction of Mindray's 9th R&D center - Wuhan Research Institute was under smooth progression.

- May 2020

Guangdong Innovation Center for Advanced Medical Devices established and spearheaded by Mindray and Shenzhen Institutes of Advanced Technology Chinese Academy of Sciences was approved by Ministry of Industry and Information Technology to upgrade to National Innovation Center for Advanced Medical Devices. It is one of the 16 national manufacturing innovation centers in China and the first national manufacturing innovation center in Shenzhen.
- June 2020

The construction of Mindray Wuhan Base began, which mainly constructs the device manufacturing center and engineering center of orthopedics, microbiology, minimally invasive surgery, biological raw materials, etc.

Mindray signed off Cooperation Framework Agreement with China Academy of Information and Communications Technology that both parties would continue to promote the deep integration of wisdom medical, digital health, medical device with 5G network, industrial Internet, and AI and explore the innovative applications of industry integration.
- November 2020

Mindray signed off Strategic Cooperation Framework Agreement with Longhua District Government in Shenzhen that both parties would cooperate in the field of animal medical devices to bring equal and high-quality health care to animals.

R&D resources

Mindray focuses on global frontier medical technology to actively introduce innovative talent, continuously establish an efficient and high-quality R&D talent team and improve the R&D management system. By the end of December 2020, the company had 3,070 R&D personnel, accounting for 25.94% of the total.

Around 67% in the company's R&D team have the master's degree or above, and 91% ages 40 or under. The efficient, high-quality and younger R&D team has laid a solid foundation for the company to maintain a high-level of R&D capability.

Educational status of R&D personnel

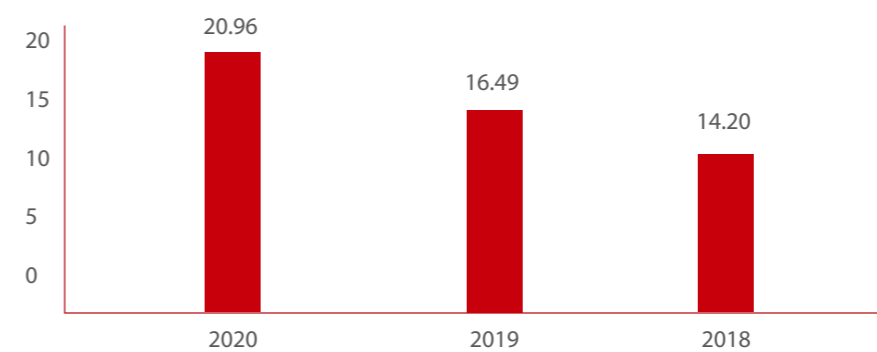
Educational Status	2020	Proportion
Ph.D.	91	3%
Master	1,954	64%
Undergraduate	901	29%
College degree or below	124	4%
Total	3,070	100%

Age of R&D personnel

Age	2020	Proportion
Under 30	1,402	46%
31-40	1,370	44%
41-50	237	8%
51 or above	61	2%
Total	3,070	100%

In recent years, we have maintained to invest 10% of the revenue into R&D. In 2020, the company's R&D investment was 2.096 billion RMB.

R&D investment (100 million RMB)



R&D achievements

Mindray actively carries out innovation and R&D. In 2020, we launched a set of innovative products and solutions, involving multiple fields such as patient monitoring and life support, medical imaging and in-vitro diagnostics.

Life information and support

- TM70 telemetering (1.4G) BeneFusion central station of infusion pump
- BeneFusion n series of infusion pump
- NB350 noninvasive ventilator for newborns
- VS 8/9 monitors
- uMED defibrillators
- 4K endoscopic camera system
- Hard mirror instruments
- R80 medical bridge tower crane

Medical imaging

- Ultrasonic integrated application solutions "Kunlun R9, Kunlun I9"
- Women and children application solutions "Nuwa R9, Nuwa I9"
- Interventional ultrasound solutions "Beichen R9"
- New generation of portable ultrasound MX\ME series,
- Special liver fiber test Hepatus 6/5 liver ultrasound instrument,
- "Rui Ying Yun ++" image cloud service platform;

In vitro diagnosis

- Three dimensional fluorescence
- Automatic peripheral blood
- High speed CRP integrated machine BC-7500 CRP series blood cell analyzer
- Laboratory full automation assembly line M6000
- Other new products of biochemical and immune reagents

To protect the company's independent intellectual property rights, Mindray has established a complete global intellectual property management system, thus laying a good basis for the company's products selling in the global market. The company passed the national "Enterprise Intellectual Property Management System Certification" in 2016 because of its complete intellectual property management system. In addition, because of its excellent intellectual property management, it was recognized as a "National Intellectual Property Demonstration Enterprise" by the State Intellectual Property Office in the same year. With its outstanding patent quality and great contributions to the industry and society, Mindray has won many national, provincial and municipal patent awards, including the 15th China Patent Gold Award and the 21st China Patent Gold Award.

By the end of 2020, the company has totally applied for **6,412** patents,

including invention patents of **4,552**;

Totally authorized patents of **3,165**, including invention patents of **1,561**.

In 2020, the company's "processing method and system for monitoring devices and its physiological parameters" were awarded the 7th Guangdong Provincial Patent Award;

"Identification method and device of red blood cells infected by the malaria parasite" were awarded 2020 Shenzhen Patent Award.

Production and research integration

Collaboration among industry, science, research and hospital is an important organization form of Mindray's technology innovation and also a key link of promoting medical technology progress, inheriting talent cultivation, and creating a healthy and sustainable ecology for medical industry.

Collaboration among industry, science, research and hospital

Relying on the bridge of collaboration among industry, science, research and hospital, Mindray continues to improve the core technology and advanced performance of products, facilitate international and domestic interconnection of advanced concept and technology, and assist in the implementation of medical and clinical work so as to provide high-quality medical services for patients. In 2020, ventilator products of Mindray continued to establish close dialogue and co-operation with top medical institutions in China like Peking Union Medical College Hospital, West China Hospital of Sichuan University, The First Affiliated Hospital of Sun Yat-sen University, Zhongda Hospital Southeast University to better solve clinical key points and assist in the accessibility of medical services.

Plus, in 2020, the company cooperated with NICU experts in the Children's Hospital Zhejiang University School of Medicine to develop synchronous technique and clinical evaluation method of noninvasive ventilation for newborns. Regarding the industry's first EasySync man-machine synchronization technology developed by the company, the standard signal of autonomous breathing -- diaphragm myoelectricity has been adopted for quantitative verification, which proves that the man-machine synchronization rate of Mindray's synchronization technology for newborns reaches 91%. This is a strong support to the successful listing of Mindray's noninvasive ventilator for newborns.

Signing cooperation framework agreement with China Academy of Information and Communications Technology

In June 2020, Mindray and China Academy of Information and Communications Technology signed off the Cooperation Framework Agreement. The management of Mindray including the executive vice president Wu Hao, president of CAICT Liu Duo, director of Cloud Computing and Big Data Research Institute of CAICT He Baohong attended relevant activities. Meantime, Mindray donated a number of AEDs to CAICT. The both parties, against the backdrop of new infrastructure, would maintain in-depth communication in multiple levels like technology, industry and policy of medical devices, industrial Internet, 5G, AI and cooperate seamlessly on the latest development trend, application and standardization progression of medical device and new generation of information technology.



Signing Ceremony between Mindray and CAICT

Promoting the completion of "Joint and Multicenter Research on Reference Intervals for Lung Cancer Biomarkers in Chinese Population"

In the hope that no lung cancer patient is left behind on the way of "Healthy China", Mindray and Tumor Marker Committee of China Anti-Cancer Association collectively launched "A Multi-Center Joint Study on Reference Intervals of Biomarkers for Lung Cancer in Chinese Population" in collaboration with nine well-known hospitals from different countries and regions.

On December 12, 2020, Tumor Marker Committee of China Anti-Cancer Association and Integrated Oncology Branch of China Anti-Cancer Association jointly held the "Chinese Academic Conference on Tumor Biomarker and The 14th Young Scientists Forum on Tumor Markers". At the meeting, Mindray's project that engaged in "A Multi-Center Joint Study on Reference Intervals of Biomarkers for Lung Cancer in Chinese Population" published the research results of "clinical evaluation of lung cancer markers and establishment of risk prediction model for early screening of lung cancer". On promoting the development of common diseases, Mindray has made continuous efforts, aiming to let Chinese patients obtain the best life quality while co-existing with diseases and let each patient enjoy the health bonus.

Boosting the launching of "Multicenter Research on Reference Range for Chinese Adults' Normal Blood Lipid"

Blood lipid is traditional risk factor that leads to atherosclerosis. By establishing a normal reference interval, it will provide reference for the early detection of atherosclerosis. Research shows that blood lipid varies with different places and races. Especially, no research report of LDL-cholesterol, Lipoprotein "Little A" has been made on large sample and multi-center of Chinese population.

To settle this problem, supported by Chinese Association of Integrative Medicine, in July 2020, A Multi-Center Study on Reference Range of Chinese Adults with Healthy Blood Fat spearheaded by Beijing Anzhen Hospital, Capital Medical University and co-sponsored by Mindray was officially launched. At the inauguration, Mindray made a report on Background and Significance of Multi-Center Study on Lipids. It detailed the significance of sd-LDL-C and Lp (a) in clinical diagnosis and treatment and the study status of the reference range of the two projects.

In the future, Mindray will give full play to its unique advantages and functions to contribute to the prevention of cardiovascular and cerebrovascular diseases.



Signing Ceremony between Mindray and CAICT

100 million yuan donation in support of the personnel development of University of Science and Technology of China

In June 2020, Mr. Li Xiting, chairman of Mindray and a member of 732 alumni of University of Science and Technology of China (USTC), donated 106.8 million yuan to USTC, his alma mater, in his own name, and established the "Li Xiting Fund", which focus on the cultivation and introduction of high-end personnel, high-tech innovation and R&D, etc.

From 2010 to 2018, Mr. Li Xiting donated nearly 30 million yuan to his alma mater for the faculty scholarships and the procurement of medical instruments for the university's hospital and the first affiliated hospital. Of this, he donated 120 automatic external defibrillators (AEDs) worth 3.6 million yuan to his alma mater in April 2016, making the USTC the first Chinese university equipped with AEDs.



Donation certificate

Looking around the world, promoting China-foreign exchange

Mindray actively participating in global medical academic exchange activities and promoting China-foreign exchange is an important impetus for Mindray development and also a key link of Mindray going abroad and gaining wide recognition of global medical workers.

Assisting in Building the bridge for Global Medical Academic Exchange

In February 2020, "New Concepts and New Opportunities, Sino-Spain Webinar on MDT for Complex Childhood Epilepsy" co-sponsored by Mindray was smoothly held. At the meeting, the topics discussed by guests and experts of various branch venues were highly dominated by MDT comprehensive treatment of intractable epilepsy. The organizers Hainan Women and Children's Medical Center and SJD Barcelona Children's Hospital Spain highly appreciated the exchange activities of new mode and said that in-depth academic exchange would lead to willingness of cooperation between China and Spain more effectively.

The era of COVID-19 normalization may continue, but the pace of international academic exchange will never stop. Mindray will continue to exploit the advantages of global resources and develop the heritage accumulation of the domestic market in the past 3 decades, explore the ways of promoting international medical exchanges and join hand with the world to make contributions to "protecting human health".



INCLUSIVE HEALTH CARE, GUARDING HEALTH

Guarding Health and Realizing the Chinese Dream

The medical reform continuing to expand and the social health equity markedly improving all reflect the vitality of the booming Healthy China cause. Integrating and optimizing medical resources allocation and constructing

the system of tiered diagnosis and treatment is an important component of realizing "Healthy China". Mindray has long committed to popularizing high-end medical technology and participating in the implementation of "Healthy China" strategy to realize "Healthy China Dream" with "Mindray Dream".

Popularizing Public First Aid, Protecting Every Heartbeat

According to the Report on Cardiovascular Disease in China 2016 published by the National Center for Cardiovascular Diseases, around 544,000 people die of sudden cardiac death in China every year. 90% of the cases occur outside the hospital and the rescue success rate is less than 1%. Equipping and popularizing AED (Automatic External Defibrillator) in public places is an important part of the pre-hospital first aid system.

Mindray has been assisting in the construction of the first-aid security system in various cities. China's first AED with an absolutely independent intellectual property developed by Mindray is a first-aid devices designed for the first aid on the spot, which is easy to carry and operate. Even a non-professional can use the AED to rescue patients of sudden cardiac death and finish rescue within the "golden 4 minutes". Nowadays, AED is widely deployed in public areas in China and abroad such as airport, high-speed rail, university, and stadium. It rescues successfully multiple times and saves the precious life of patients. In recent years, Mindray has totally donated thousands of AEDs and training devices to the Red Cross, schools, scenic spots, airports and railway stations and continued. In 2020, Mindray proceeded with its charity donations and first aid training to improve people's awareness and skills of first aid.



Continuing to Fight Poverty, Preparing Primary Health Security Network

Mindray always adheres to the missions of "advance medical technologies to make healthcare more accessible", actively fulfills its social responsibilities and takes targeted health poverty alleviation as a focal point. The company actively develops its advantages in the health industry to help the construction of basic medical facilities in poverty-stricken regions, donate medical devices, provide medical training and let world-leading medical devices benefit poor people and regions.



2020 was a decisive year for China in poverty alleviation. Relying on the relationship between Shenzhen, and Baise, Hechi in Guangxi Zhuang Autonomous Region of offering assistance through pairing programs, in accordance with the demand for medical devices reported by local medical institutions, Mindray donated more than 300 medical devices worth 107.263 million RMB to Baise and Hechi in June 2020 to help the two cities combat poverty. As of the end of the reporting period, the company has delivered the better part of the medical devices. In the future, we will continue to complete the targeted poverty reduction in Baise and Hechi in Guangxi according to the poverty alleviation program so as to assist in addressing the problem of poverty caused by illness or getting poor again because of illness.

Meantime, the company donated medical devices worth 76.0704 million RMB and 34.385 million RMB to the health system in Gansu Province and Qianxinan Buyi-Miao Autonomous Prefecture of Guizhou Province in the end of 2020 to help them improve medical and health conditions and enhance the medical and health service level. By the end of the reporting period, the company has completed a small amount of delivery according to the local demand.

Alongside this, in recent years, plus medical devices, the company also devoted itself to poverty alleviation through building training centers, carrying out free treatment, medical training, and donating poverty alleviation funds and actively assisted in the poverty alleviation program of the state.

In the future, the company will continue to implement and advance the decisions and plans of the Central Committee of the CPC and State Council on "targeted poverty reduction and alleviation", focus on the construction of basic medical facilities in poverty-stricken areas in China and do its bit for the poverty-stricken areas adhering to the vision of "better healthcare for all".

Spreading the Voice of Chinese Medical to the World

To improve the influence of Chinese medical, Mindray and Zhongshan Hospital jointly initiated the project of building Shanghai into an "Asian Medical Center" to serve the medical industry in East Asia and Southeast Asia. Additionally, we also assisted Chinese hospitals in popularizing technology and service of pediatric liver transplantation to Indonesia, Malaysia, etc. Not only did Mindray cooperate with domestic top medical institutions to promote professional improvement and collectively nudge the sustainable development of the academic level of Chinese medical researchers. And in the meantime, it also cooperated with Mayo Clinic, Johns Hopkins Hospital to build the global academic exchange platform, and actively assisted clinical experts between Chinese and foreign hospitals in exchanging frontier clinical engineering concepts and sharing scientific and research achievements.



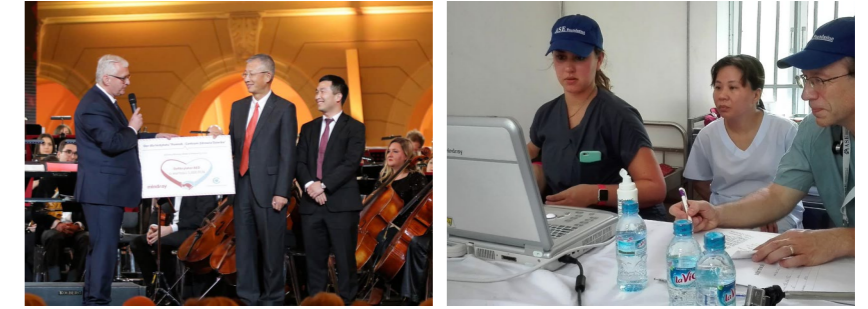
Inclusive and unceasing healthcare

While focusing on innovation and development, Mindray has been engaged in popularizing medical technology in the world. From Southeast Asia, Eastern Europe, Africa to South America, we cooperate with local medical associations and medical institutions to provide portable and easy-to-use medical devices. We share professional knowledge and experience with doctors from all over the world and train doctors in areas with sparse medical resources on the usage of medical devices so as to provide medical services for more people even better. On the road of popularizing and propelling the development of medical technology, Mindray will continue to move forward and spread technical application knowledge to let the warm strength of medical technology accessible in every corner of the world.

Healthcare within reach

In Africa, Mindray has long cooperated with hospital and women's organizations in Kenya, South Sudan, etc. In Poland, Mindray cooperated with the largest non-governmental charity organization GOCC to provide public welfare assistance for children and newborns. In Vietnam, Mindray cooperated with American Society of Echocardiography Foundation to train local doctors for free and provide free treatment in rural areas. In North America, Mindray team has long supported the Operation Smile to provide more free treatment opportunities for children with cleft lip and palate and malformations of the head and face from poor families in developing countries.

Over the years, we have cooperated with non-profit medical institutions around the globe to participate in public welfare projects, provide medical training, support free treatment and provide cross-border medical assistance. In an effort to popularize ultrasound technology in remote areas around the world, Mindray has been cooperating with associations and local hospitals around the world to provide free ultrasound skill training for doctors and serve portable and easy-to-use ultrasound system. For the time being, Mindray has carried out medical assistance activities in a number of countries such as Kenya, Sudan, Zimbabwe, Nigeria, India, and Brazil. We firmly believe that medical technology will change human life. In the future, Mindray will continue to join hands with global charity organizations to jointly boost the transmission and popularization of high-end medical technology.



Life Care around the World

In 2017, when Liu Yandong, the then vice premier of the State Council visited South Africa, she donated Mindray devices to Stevebiko hospital in South Africa on behalf of the Chinese government. Before then, Stevebiko had planned to purchase devices from Mindray. Taking this opportunity, Chinese government donated Mindray devices to South Africa to continue to enhance exchanges between the two countries. Mindray, with the sense of mission and responsibility, continued to carry out humanitarian assistance through donating medical devices and offering technical training so as to try hard to let the care of life technology available all around the world. Up till now, we have donated medical devices of urgently-needed to countries like Indonesia, Serbia, Vietnam, Myanmar, Thailand, North Korea, Nepal, Pakistan, Kenya, Ethiopia, and Zimbabwe, continuing to spread life care.



GREEN CARE: FOUNDATION OF ENVIRONMENT

Mindray regards environmental and occupational health and safety as the foundation of sustainable development and operations. While maintaining stable operation, we strictly follow the EHS (Environmental Health and Safety) policy, actively establish an EHS management system, effectively reduce and prevent EHS risks, fully perform environmental protection responsibilities, and vigorously protect the occupational health and safety of the employees.

06

EHS POLICY AND MANAGEMENT

The company has formulated a clear EHS policy to effectively guide the operation of the EHS management system. In 2020, we have continuously optimized EHS management methods based on the corporate business needs and the concept of sustainable development, and effectively promoted the improvement of corporate EHS performance by standardizing the management's EHS responsibility system. Through the publicity and education on the environmental awareness, occupational safety and protection awareness of grassroots employees, we have promoted the construction of corporate EHS culture in an orderly manner.

EHS policy

In 2019, Mindray amended its EHS policy to further optimize the EHS management system. During the reporting period, we strengthened the assessment and implementation of the responsibility system under the guidance of the new policy, and actively investigated hidden dangers to eliminate and reduce environmental and safety risks, and adopted an information-based approach to gradually integrate EHS management requirements into various business processes and business links.

Mindray's EHS policy

We also adopted advanced technology and scientific management methods to eliminate sources of danger and reduce occupational health and safety risks, prevent pollution and protect the environment.

Provide safe and healthy working conditions to prevent injuries and diseases;

Comply with laws, regulations and other requirements, and continuously improve the environmental health and safety management system;

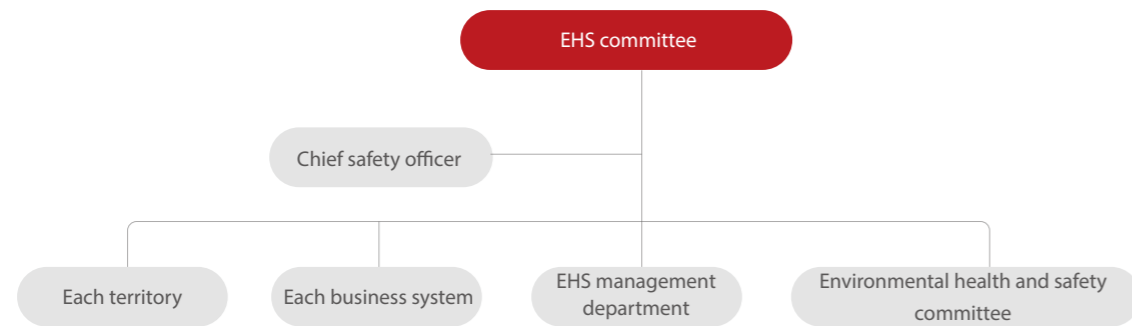
Promote the participation of all employees, actively negotiate environmental, health and safety issues with employees, construct a culture of "My safety first", and improve environmental health and safety performance.

EHS management

Mindray establishes an EHS governance architecture in accordance with the principle of "safety-based business management" and the guidelines of "unified leadership, territorial supervision, implementation of responsibilities, hierarchical management, classified guidance, and all staff participation".

The first level of the company's EHS management is the EHS committee, with the group president serving as the director, and the executive vice president as the executive director. The members include those highest individuals in charge of each business system. A committee office has been set up in the EHS management department. The ESG management holds meetings regularly to discuss and make decisions on major EHS issues; the business systems of all regions are responsible for implementing EHS requirements; the environmental, health and safety committee provides technical support and implementation guidance.

To effectively implement the Three-my safety concept: My Safety, My Role and My Action, we have strengthened the professional team construction of the safety culture and performance team during the reporting period, and newly established full-time EHS management personnel in the R&D system and added part-time safety committee members, with an increase of 28.6%.



EHS management and governance structure

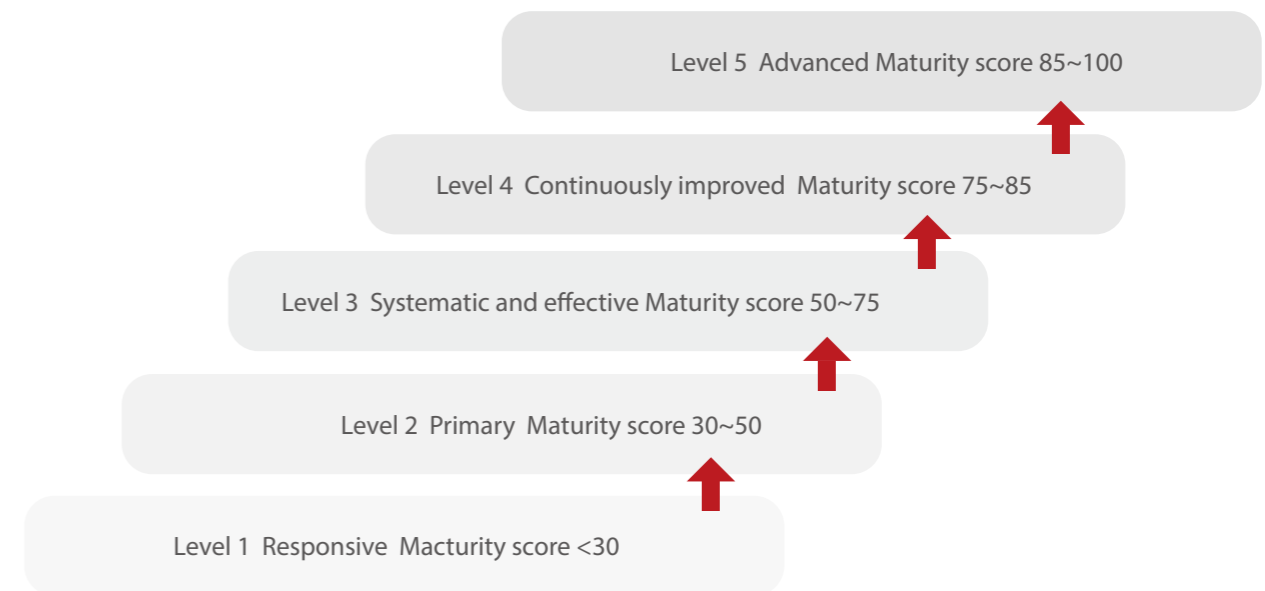
Mindray formulates an EHS management system in strict accordance with the requirements of ISO 14001 and ISO 45001. During the reporting period, on the basis of the 24 original management procedures, we mainly optimized the management procedures related to fire protection and electrical safety in accordance with the requirements for continuous risk improvement, aiming to prevent and evade the potential risks of EHS.

Applicable to responsibility performance and ability training for employees	EHS Responsibility Management Procedure EHS Training Management Procedure
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Procedures related to EHS risk management

Applicable to specific fields of EHS	Hazardous Chemical Management Procedure Hazardous Operation Safety Management Procedure Contractor EHS Management Procedure Environmental Management Procedure Occupational Health Management Procedure Emergency Management Procedure
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A well-designed system must be implemented in full before it can prevent risks and accidents. The company adopts training and publicity to empower personnel, and promotes the system implementation and improvement through departmental inspections, territorial supervision, and surprise checks by the Group, special audits by the technical professional committee, and comprehensive internal and external audits. To acquaint each business department with the system implementation level and make clear the improvement goals, the company has created the system maturity scoring method for comprehensive internal audit.



EHS "Woodpecker" Award

We have set up the EHS "Woodpecker" Award and EHS Contribution Award since 2017 to encourage brainstorming among employees in the business department and their voluntary involvement in daily quality improvement. During the reporting period, we have 98 programs that received the Woodpecker Award, ranging from risk elimination (like discontinuing the use of flammable butane in the dismantling of rigid endoscope) to technological process improvement (like reducing the noise of the blood cell reagent assembly line to below 70 decibels, and optical debugging). This has further enhanced the company's overall risk control level.

Hidden danger investigation

In the reporting period, to identify and eliminate hidden danger and optimize EHS management, we continued to involve management personnel in the investigation of hidden danger. There was 4,020 involvement of management personnel in EHS inspections throughout the year. The company's front-line employees also actively participated in the investigation and reported 4,032 hidden dangers. The company has taken measures to rectify all hidden dangers identified, and so far all the hidden dangers have been addressed.

ENVIRONMENTAL PROTECTION

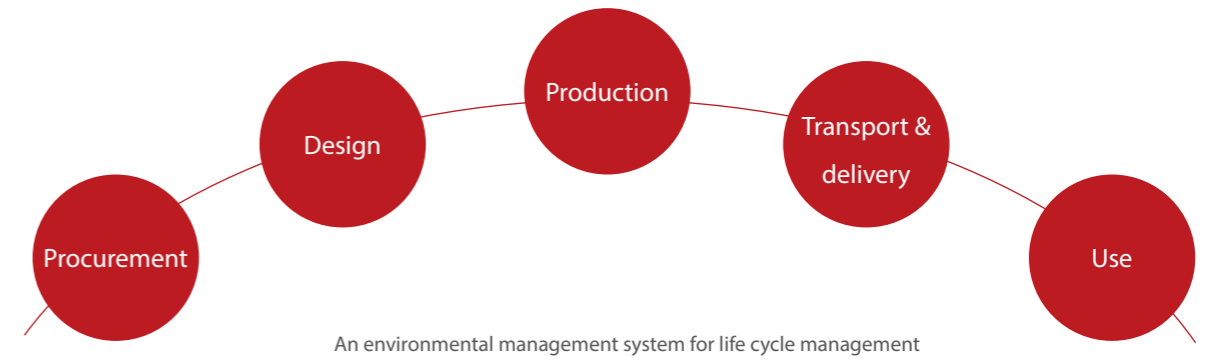
We are committed to building a sustainable, green and environmentally friendly enterprise, adhere to the full implementation of the scientific development concept, and regard green development as a key part of the company's high-quality development in the new era. In accordance with national and local environmental protection laws and regulations and emission indicators, we use our advanced technologies and take scientific management measures to effectively protect and improve the environment, and reduce negative impacts on the environment. We also vigorously spread the green culture and strengthen the environmental responsibility awareness of all employees.

We have passed ISO 14001 environmental management system certification, and has been rated as an environment-friendly enterprise (blue card) in terms of environmental credit evaluation. During the reporting period, Mindray's Guangming manufacturing center passed the "Green Enterprise Certification" organized by Guangming Branch of Ecology Environment Bureau of Shenzhen Municipality, and the "Environmental Safety Standard Certification for Hazardous Waste Enterprises" organized by the Ecology Environment Bureau of Shenzhen Municipality. In the future, we will continue to contribute to the creation of a pleasant ecological environment.

During the reporting period, there is no major environmental incidents occurred. In 2020, the company invested approximately 26.1191 million RMB in the field of environmental protection, mainly used for pollution prevention and treatment, like the construction of wastewater treatment stations and waste gas treatment systems

Environmental Management

The company is maintaining and continuously improving the EHS management system based on the ISO14001 standard. We have formulated management systems that exceed the requirements of national and local environmental laws and regulations, including the Environmental Management Procedures, EG029 Pollution Management System, Three Wastes and Noise Management System, Operation of Online Monitoring System of EG060 Wastewater and Resource Management System. This is to fully implement environmental management to achieve resource and energy conservation, pollution prevention and governance from the perspectives of environmental impact assessment, pollution discharge permit management, environmental data monitoring, maintenance of environmental protection facilities, and three-waste discharge management.



We have always used advanced technology and scientific management means to fulfill our environmental responsibilities, and encourage business departments to actively explore and implement feasible solutions to achieve the strategic goal of preventing pollution and protecting the environment.

Green factories

Pollutant discharge management

Eco-friendly and determined to build green factories, we act up to pollutant discharge policies including the Environmental Management Procedures and Hazardous Chemical Safety Management Procedures for constant improvement of waste water and gas treatment, and regularly monitor our waste water and gas discharge to ensure compliance and effective reduction of pollutant discharge.

During the reporting period, we consistently promoted rectification in ten materials areas according to the EU ROHS 2.0. On the basis that veterinary products comply with standards, we raised the compliance rate of products and materials for human use by Mindray headquarters in Shenzhen and its subsidiary Shenzhen Mindray Technology to over 80%, and it is expected to achieve full compliance in 2021. Mindray consistently tightens pollution control in the field of medical electronic equipment to achieve the reduction and substitution of toxic and hazardous substances in the medical electronic product industry for environmental protection.

In 2020, We once again realized **100%** up-to-standard wastewater discharge and waste gas emission, and disposed its hazardous wastes according to relevant laws and regulations, without exceeding relevant limits, and realized **100%** up-to-standard hazardous waste discharge as well.

	Unit	2020	2019	2018
Total discharge of hazardous wastes	t	3,228.66	2,862.36	1,884.42
Discharge density of hazardous wastes	t /10,000 RMB	0.002	0.002	0.001

Note: The statistical caliber of hazardous waste discharge only covers the headquarters and Guangming manufacturing center.

Highlights of pollutant discharge control in 2020:

Reduce immune production waste liquid and aging liquid waste	Eliminate chromium-containing waste generated by biochemical instrument testing	Reduce food waste
<p>A reduction of more than 67% of liquid waste discharge throughout the year, over-fulfilling the set goal of 60%;</p> <p>Waste liquid discharge reduced by 267t throughout the year</p>	<p>The goal achieved throughout the year: zero discharge of chromium-containing waste, equivalent to full elimination of 120t of chromium-containing hazardous waste.</p>	<p>The restaurant of building 4 in Guangming manufacturing center used kitchen waste compressors and adopted oil residue compression technology to separate the water and oil in the food by squeezing.</p> <p>Almost 35% of kitchen waste reduced throughout the year, thereby diminishing exhaust emissions and gasoline consumption in the transportation of kitchen waste</p>

The company and its subsidiaries are not the key pollutant-charging companies announced by the environmental protection department. The company headquarters does not discharge industrial wastewater and waste gas. The company voluntarily discloses information on environmental protection by the Guangming manufacturing center, its main production place, during the reporting period.

Types of pollutants	Names of main pollutants and particular pollutants	Discharge methods	Number of discharge outlets	Distribution of discharge outlets	Actual emission concentration	Pollutant discharge standards adopted	Actual total emissions	Total emissions approved	Excessive emissions
Industrial wastewater	Chemical oxygen demand	Pipelined discharges	1	General industrial wastewater discharge outlet on the east side of the park	40.6mg/L	300mg/L	Total industrial wastewater discharges (during the reporting period); 48,139.90 tons	Approved total industrial wastewater discharges; 49,509 tons/year	Within standards
	5-day BOD				14.21mg/L	150mg/L			
	Ammonia nitrogen				6.51mg/L	40mg/L			
	Total phosphorus				0.118mg/L	4.5mg/L			
	Suspended matter				8.08mg/L	200mg/L			
	PH				7.0	6-9			
	Acute toxicity				0.02 mg/L (HgCl equivalent value)	0.07 mg/L (HgCl equivalent value)			
	Anionic surfactant				0.158mg/L	20mg/L			
	Total nitrogen				1.72 mg/L	20mg/L			
Total organic carbon	12.07 mg/L	20mg/L							
Industrial waste gas	Tin and its compounds	Centralized treatment and up-to-standard discharges	4	Top of buildings 5 and 6 in the park	< 0.0054mg/m ³	8.5mg/m ³	/	Total unapproved emissions	Within standards
	Non-methane hydrocarbon				< 2.27mg/m ³	120mg/m ³			
	Particulates				< 2.3mg/m ³	120mg/m ³			
Industrial waste gas	Tin and its compounds	Fugitive emissions	/	Boundaries of the factory	< 6.71*10 ⁻⁶ mg/m ³	0.24mg/m ³	/	Total unapproved emissions	Within standards
	Non-methane hydrocarbon				< 0.92mg/m ³	4mg/m ³			
	Particulates				< 0.121mg/m ³	1.0mg/m ³			
	Odor concentration				< 11	20			

Energy management

During the reporting period, adhering to the principle of energy saving and consumption reduction, low carbon and environmental protection, the company promoted and implemented energy management certification, and obtained ISO 50001 energy management system certification in December 2020.

For the purchase of general energy-consuming equipment and office consumables, we give priority to products with high efficiency and low energy consumption under the condition of ensuring safety and quality. Meanwhile, we encourage energy conservation and optimization of energy use structure and use of new energy or renewable energy, with increased effort in technological transformation and upgrading of the old, high-energy-consuming equipment.

Mindray in Action -- Energy Saving Management

During the reporting period, the company proceeded with its efforts to build energy management projects, including reviewing the data of water and electricity consumption in key areas through the energy management system, using professional software for analysis, strengthening the supervision of the actual use of water and electricity, and adopting administrative measures like technological transformation or system governance for energy-saving management. In 2020, we continued to promote LED lighting and replaced 201 LED tubes at Mindray Nanjing plant, saving 8,784kwh annually.



Site of the Cleaner Production training

		Unit	2020	2019	2018
Energy consumption	Natural gas	m ³	174,441.31	170,883	180,805
	Diesel	t	1.32	0.26	3.59
	Gasoline	t	58.12	47.53	48.29
	Outsourced electricity	MWh	57,881.48	52,227.38	45,716.85
Carbon emission	Total carbon emission	tCO ₂ e	55,496.77	50,093.77	43,511.77
	Comprehensive carbon emission per 10,000 RMB of income	tCO ₂ e/10,000	0.026	0.030	0.032

Note 1: Statistics on energy consumption are based on standards set by the headquarters and Guangming manufacturing center
 Note 2: Data on carbon emissions are calculated according to the SZDB/Z 69-2018 "Guidance for quantification and reporting of the organization's greenhouse gas emissions"

Note 3: The increase in diesel consumption in 2018 and 2020 is caused by temporary disruption of municipal power supply

Water resources management

During the reporting period, upholding the principle of water conservation, we strictly controlled the water consumption per unit density during the production process and achieved a decrease year by year.

Environmental data	Unit	2020	2019	2018
Total water consumption	m ³	515,986	446,069	393,328
Comprehensive water consumption per 10,000 yuan of income	m ³ /10,000	0.25	0.27	0.29

Note: The statistical caliber of water consumption data covers the headquarters and Guangming manufacturing center.

Green office

We actively advocate green office, energy conservation and consumption reduction. To make employees more environmentally conscious, we set up environmental protection-related posters and slogans in conspicuous spaces in office and public areas, carry out relevant education to call on employees to contribute to environmental protection by starting from their daily behaviors, like saving paper and other office sources, sorting garbage and wasting no food.



Guideline on garbage sorting

Poster advocating paper-saving

Poster advocating energy-saving



OCCUPATIONAL HEALTH AND SAFETY

The company takes the guarantee of production safety and occupational health of employees as the key task in production and operation, and strictly abides by the national laws, regulations and standards related to occupational health. To reduce occupational health risks, and prevent, control, and eliminate occupational hazards arising from operational activities, we have established an occupational health and safety assessment system under OHSAS18001 and passed ISO45001 OHSAS certification in 2020.

During the reporting period, the company's health and safety investment is as follows:

Unit: 10,000 RMB

Health and safety investment	2020	2019	2018
Safety production investment	355.56	368.60	182.60
Occupational health investment	357.53	216.99	151.04

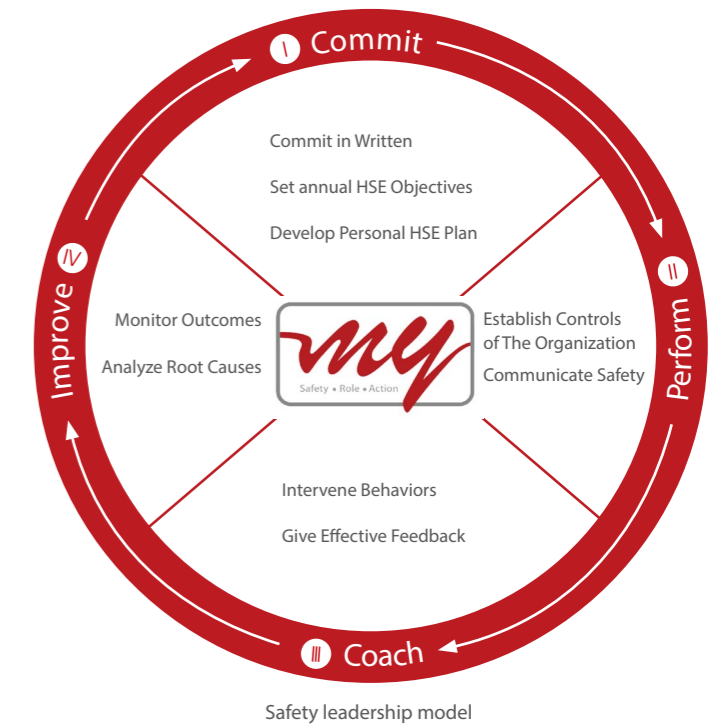
Note1: The above statistical caliber covers the headquarters and Guangming manufacturing center.
Note2: Occupational health investment data of 2018 only covers the headquarters.

In 2020, the company maintained the results of 0 death, 0 suspected occupational disease and 0 occupational disease.

In addition, during the reporting period, we established a dual prevention mechanism consisting of hierarchical control of safety risks and investigation and control of hidden dangers, including risk identification, risk analysis, risk assessment, risk control, and investigation and control of hidden dangers, so as to promote the transition of occupational health and safety control from back-end rectification to front-end risk prevention. During the reporting period, the company had one work-related accident and zero serious injury accident.

Safety philosophy

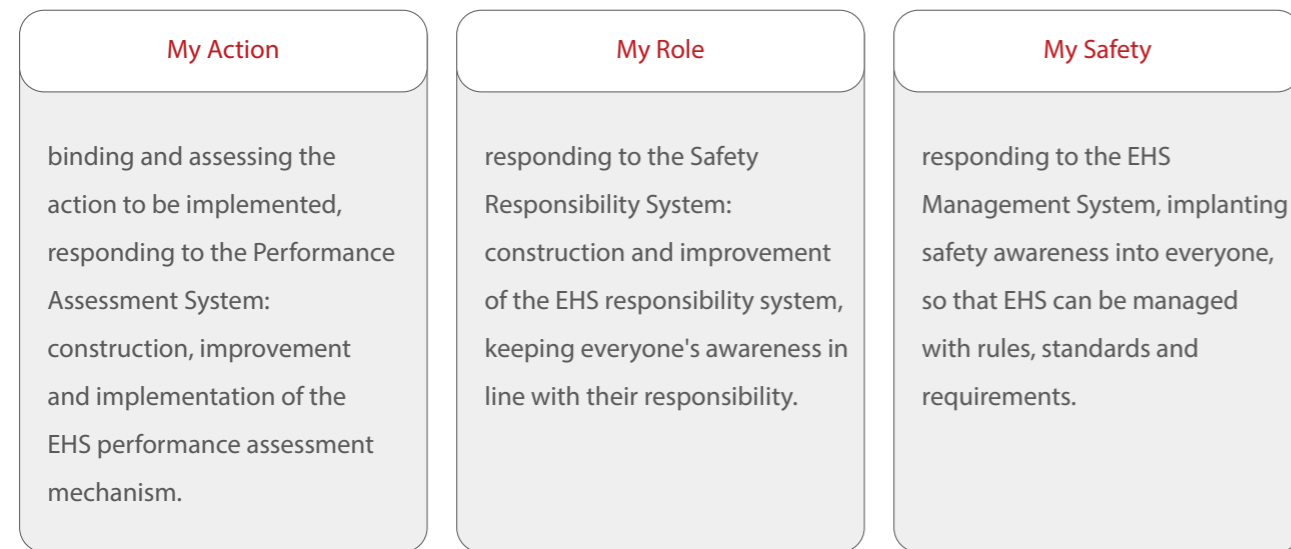
In 2019, in order to achieve sustainable development, the company for the first time proposed the philosophy of "My Safety, My Role and My Action". During the reporting period, we built a safety leadership improvement model, and implemented among the management the Five Questions on Risk in the safety leadership improvement model.



The Three-my safety philosophy

During the reporting period, we continued to adopt the Three-my safety philosophy, encouraging active involvement of all employees and related parties in the construction and implementation of the EHS management system to help make the EHS performance better.

Mindray's safety philosophy



Guided by awareness > Guaranteed by responsibility > Measured by action

Hazard Installations Management

The company has formulated Hazard Installation Evaluation Management Procedure and other related management procedures for the identification, control, and monitoring of hazard installations. During the reporting period, we continued to manage hazard installations, eliminated hazard installations in a timely manner, or conducted risk control on unsolved hazard installations. In 2020, we adopted and carried out a series of measures and projects for optimization and improvement.

Oil mist improvement in the machining workshop

The CNC equipment in the machining workshop gives off oil mist during operation, and currently China does not impose regulations on occupational exposure limits for oil mist. To make the air quality in the workshop better, we introduced the oil mist improvement project in 2020. On the basis of CNC already mounted with oil mist collectors, we installed the fresh air ventilator, and this improvement has further reduced the oil mist concentration by 62%.

Elimination of hazardous chemicals in endoscope cleaners

It's common that the industry of endoscope cleaners that contain ether, which is a second-class precursor drug as well as a highly volatile flammable product. In 2020, to minimize the use of flammable and hazardous chemicals, we conducted experiments repeatedly and successfully replaced the ether contained in cleaners.

During the reporting period, the company, in addition to taking the above improvement measures, also carried out the routine air inspections in the workshop, provision of labor protection supplies, and occupational health examinations in accordance with the risk control and related laws and regulations, and adopted measures to ensure that all protective measures in place are reliable and effective. Regarding the uncontrollable risks caused by different changes, we managed the layout and technological changes of new materials, facilities and rooms in accordance with the Change Management Procedure; as for the risks of introducing new chemicals, we included the review of new chemicals introduction into the procurement IT process to ensure the necessity, compliance and risk control of introduction of new hazardous chemicals. Meanwhile, the company launched the incident management system on the PC and mobile ends, in order to follow the same analysis on cause of accidents to identify the root cause and prevent the recurrence of incidents (including near incidents and accidents).

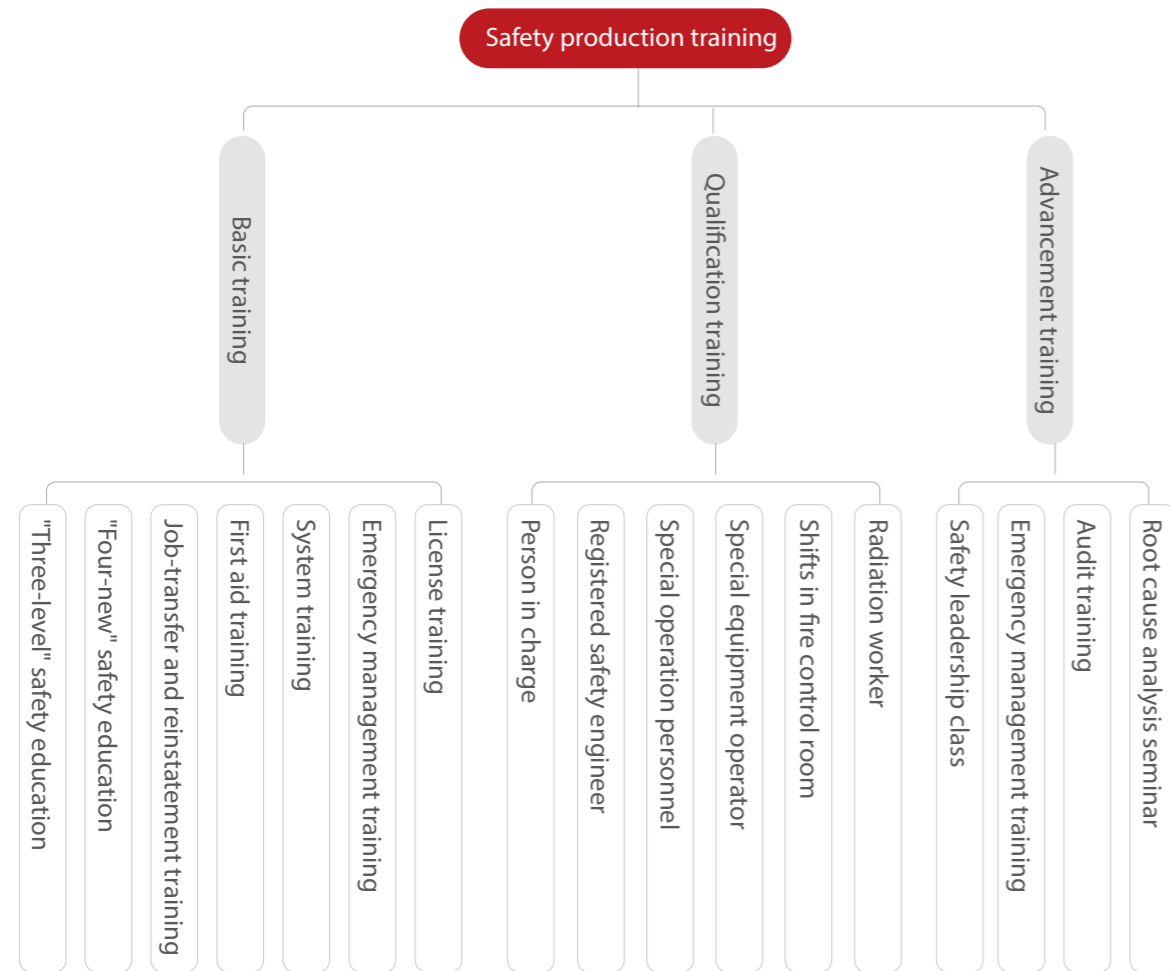
Safety training

During the reporting period, the company continued to take action on the EHS empowerment to ensure all employees have the capabilities for their positions. Committed to building the EHS capabilities required for future business development, we have followed the Management Procedures of EHS Training and taken many steps to establish the training matrix to identify training needs, formulate training plans and carry out e-classes, lectures, drills and competitions to improve the effectiveness of the occupational health and safety training.

EHS Training matrix



The company divides production safety training into three categories: basic training required by regulations, qualification training and advancement training for business development.



Example of safety production training



Leadership training

Electrical fire training

First-aid training

EHS Training	Unit	2020	2019	2018
Total hours	Hour	156,547	61,456	67,957
Total trainees	Person-time	35,904	5,069	5,118

Note: The above statistical caliber covers the headquarters and Guangming manufacturing center.

Mindray in Action -- Safety Production

Safety Production Month

In June 2020, we held a series of Safety Production Month activities themed on "eliminating hidden dangers and strengthening safety defense". Because of the COVID-19 threat, the Safety Production Month activities this year were carried out by ways of Portal, indoor promotional devices, banners, display racks and posters. Activities like Safety Week, proposal improvement appraisal and EHS works collection were held to get all employees involved in the Safe Production Month.



The award-winning work

Fire Safety Month

In November 2020, we implemented a diversity of publicity activities centered on "Heed Fire Control, Life First", including inviting fire investigation experts from the Public Security Bureau to conduct on-site fire hazard demonstration and inspection and provide training on fire protection responsibility to increase the management's awareness of fire hazard investigation and safety; an online contest of fire fighting knowledge was held to make all employees aware of the fire risks around them and further spread fire emergency knowledge; the annual fire-fighting evacuation drill was also conducted to inform all employees of the routes and tips of evacuation. During the reporting period, the headquarters, Guangming production base and seven subsidiaries conducted the evacuation drills.



MUTUAL GROWTH: FOUNDATION OF FUTURE

Mindray is committed to protecting the rights and interests of employees and creating an equal, diversified and sustainable workplace. The company has established a sound career development and training system and organized a diversity of activities to increase employees' satisfaction with their work, life and study in the company, so as to enable the mutual growth of the company and employees and provide talent guarantee for the company's medium and long-term strategic goals.

07

SUSTAINABLE WORKPLACE

Adhering to the core value of "value and enrich our people", the company regards employees as its precious wealth and the foundation for development. Cherishing talents and knowing how to identify them, the company is constantly building a united and efficient team with great potential and making the workplace sustainable for employees. The company strives to build an organizational atmosphere of respecting and cherishing talents, and creates multiple development channels for employees. The year 2021 is the 30th anniversary of Mindray's founding, and the company intends to issue customized souvenirs to all employees, and customized long-term service souvenirs to employees with more than 10 years of seniority as a token of appreciation for their hard work. In addition, the company will select 30 outstanding representatives among all employees and award them the honorary title of "Mindray's 30 Years, 30 People". So far, there are 2,254 employees who have been working for more than 10 years in Mindray.

Employment

Mindray always puts a premium on the construction of talent team. In 2020, the company put forward the strategic policy of "becoming the key driving factor for business success". Under the guideline of "Foresight, Focus and System", it has further promoted the organizational reform of all business systems, strengthened the connection of business lines and integration of platform resources, and made its global operation more effective.

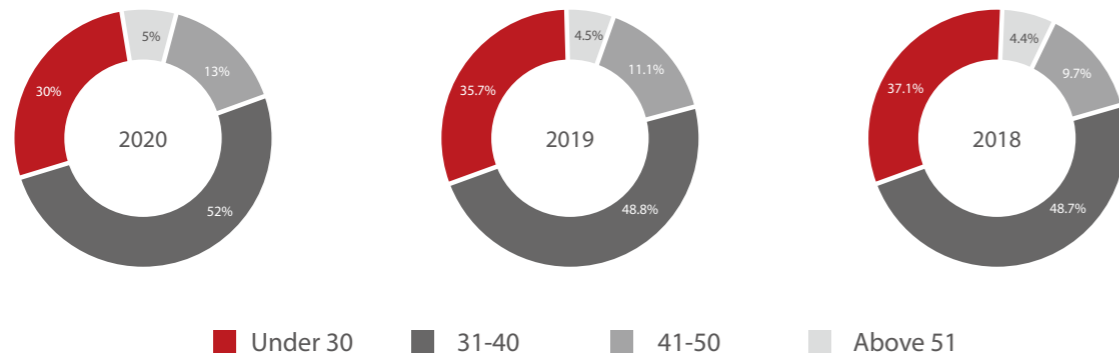
Talent cultivation and organization construction policy

- Improve the concept of reserve cadre echelon construction with selection as the core
- Promote the development and flow of talents and let outstanding talents stand out
- Shape a responsible and aggressive organizational atmosphere and corporate culture
- Continuously motivate and guide employees positively to create more value for the company, community and social development

Staff structure

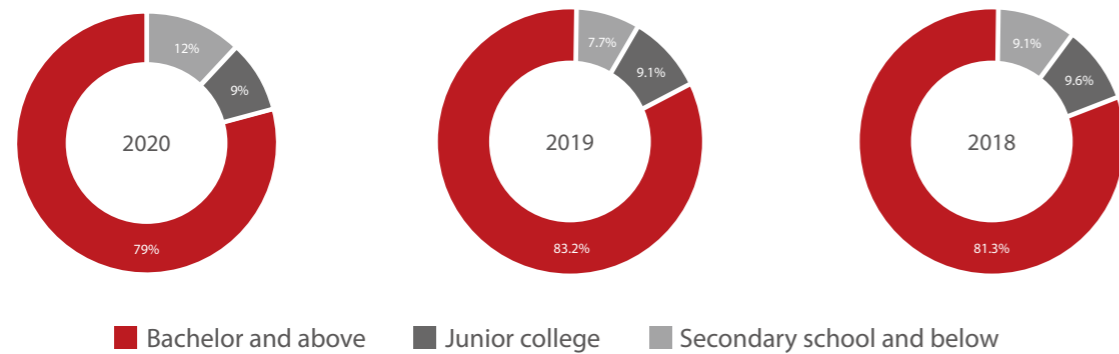
	2020	2019	2018
Total staff	11,833	9,819	9,234
Proportion of signing the labor contract	2020	2019	2018
	100%	100%	100%

Age proportion



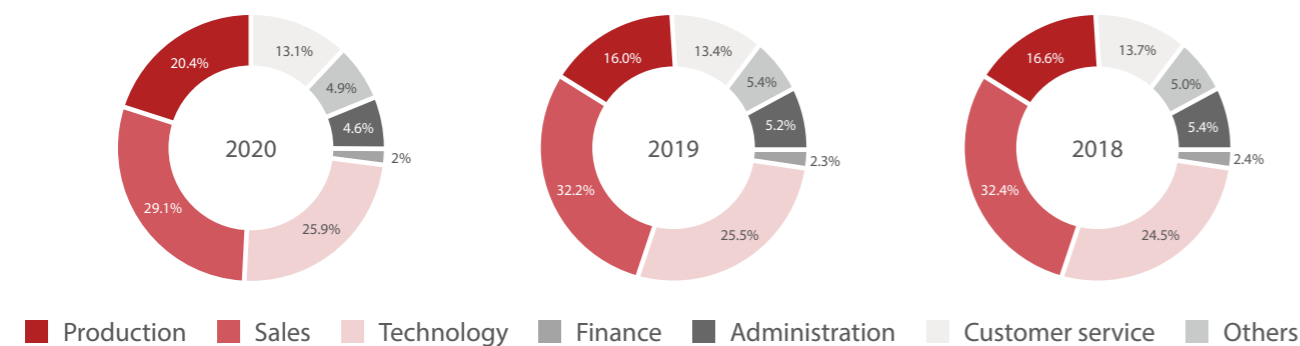
To meet the growth needs of the company, we have further employed people with rich and professional experience, continuously strengthening the comprehensive quality of staff. As of the end of 2020, the proportion of the company's employees over the age of 40 has increased to 18%.

Educational level proportion



The company has a diversified talent reserve. As of the end of 2020, the company's employees with a bachelor degree and above accounted for 79%.

Profession proportion



In recent years, the company has been introducing R&D personnel to promote its scientific research and innovation. As of the end of 2020, the company's R&D personnel accounted for 25.94%, showing an upward trend for 4 consecutive years.

Employees around the world

Mindray has set up a balanced overseas layout, and nearly half of its revenue comes from overseas. Equipped with an international talent team, the company has more than 10,000 employees around the world, and more than 12% of them are foreigners. By combining the advantages of foreign employees and local teams, the company has managed to maximize the effect of their cooperation and achieved mutual growth.

Equal and compliant employment

To Mindray, diversity and inclusiveness means accepting and recognizing the differences between people and groups, and embracing the philosophy of "Agree to Disagree". The company advocates an equal and simple working relationship between employees, and converts such difference into a diversified and global advantage, bringing together experts from different backgrounds and countries to achieve sincere cooperation and provide customers with the most valuable and innovative products and solutions.

Committed to creating a good corporate atmosphere around the world, Mindray makes sure that all employees are not discriminated against or harassed during their work due to their race, religion, color, nationality, age, gender, family background, disability and marital status, or subject to such discrimination and harassment as prohibited by the applicable law. In 2020, no confirmed incidents of child labor and forced labor were found.

As of the end of 2020, Mindray has established 39 subsidiaries overseas, with native-born employees accounting for more than 95%. Both the Chinese and native-born employees share the same goal, that is to work together towards the company's business goals.

Employee compensation & incentives

The company has created a diversified employee value system and a distribution system that decides compensation based on post, skills, performance, and benefits, which ensure that all employees can receive reasonable compensation that corresponds to their skill level and post. Also, the company has established a sound performance management and incentive mechanism.

In 2020, the company continued to apply the principle of "specific goals, result-oriented and widening the gap" at the corporate level, and increased investment to effectively retain and motivate key employees while creating a positive and aggressive organizational atmosphere. The original long-term incentive plan is maintained to affirm the outstanding contribution made by employees to the company's development. At the system/business unit level, in combination with the systematic strategic goals and the organizational performance requirements, the company has set up the corresponding special awards, like Mindray Science and Technology Award and Mindray Star Product Award, to encourage innovation and effectively guide the achievement of goals.

Strictly obeying the relevant laws and regulations, Mindray formulates all human resources policies on a "legal", "reasonable" and "humanistic" basis. In order to continuously improve the company's management level, increase work efficiency and stimulate the enthusiasm of employees, the company mainly updated the following human resources policies in 2020:

<p>Policy for Mindray's Public Rental Housing Management</p> <p>Eligible employees (more than 1,000) may apply online at any time and wait in turn, and check the status of their turn in real time. This ensures that all public rental housing resources are open, transparent and updated in real time.</p>	<p>Policy for Rewarding Employees</p> <p>This policy has updated the incentive measures, selection criteria and process and helped motivate employees' morale and create a positive and aggressive organizational atmosphere.</p>
<p>Policy for Internal Lecturer and Course Management</p> <p>This policy has updated the course classification, course development, rules for lecturer certification, evaluation and promotion, which can encourage more people with rich experience to come to the class to share their experience and practice, promote the precipitation and inheritance of internal knowledge and experience and improve organizational capabilities.</p>	<p>Policy for Rewarding the Learning of Foreign Languages (Excluding English)</p> <p>As a new policy to encourage employees to learn languages related to the company's business and improve their language skills, this gives rewards to employees who have signed up for language level examinations and obtained the certificates of a certain level.</p>

Employee training and development

Adhering to the talent cultivation philosophy of "building Mindray into a lifelong university for employees", the company provides employees with all training and learning resources to enhance their skills and social competitiveness and make their career development sustainable.

Employee training

The company provides employees with a learning and development platform to help them improve their professional skills and knowledge.



Upon the request of Shenzhen Government, the company has declared a new apprenticeship project for enterprises in Guangming area. Every year, more than 30 apprentices are picked out to receive training on theory and skills to improve their comprehensive skill level.



Mindray School of Management has established a sound internal lecturer training and management system, which serves as a platform for development and practice, providing professional and systematic training and certification mechanisms for employees who aspire to become internal lecturers. This is to build a professional team of internal lecturers who know how to provide good education, which could also be a highlight in their resumes.



The company can sign up for exams of different skills certificate on behalf of employees in related positions, like the electrician certificate, welder certificate, etc., and it bears all the costs of certification and review to enhance the social competitiveness of employees.



The company provides a number of leadership improvement training programs for managers at all levels, including internal courses based on role conversion and management practices, and external training courses based on advanced management concepts and tools, so as to help managers make continuous progress.



The company purchases professional learning course resources through the online learning platform, which are open to all employees for free. The content covers professional skills, general skills, career attainment, leadership and more, so that employees may keep learning new knowledge and improving themselves.



Attaching importance to language proficiency, the company has established a system to reward learners of minority language while extensively initiating the English learning projects, providing rewards to or paying the learning costs for employees who have acquired the proper language proficiency.

What's more, with the guideline of "independent learning, training through examinations, and training and practice together", the company has built a three-level system for training new employees, a professional talent training and development system based on qualifications, a reserve talent development system based on selection and identification, an in-service cadre training system based on role recognition and a sound online learning platform and course system.

New employee training

In 2020, according to its talent development system and employee training program, the company launched 4 corporate-level sessions of training on new employees recruited from society, annual training on new employees recruited from schools - "New Force Star Power", and multiple system-level sessions of "New R&D", "New Sales" and "New Manufacturing" training on new employees, as well as the department-level training. This helped new employees fit into the corporate culture and learn the knowledge and skills required for the job, so that they may qualify in their positions more quickly.

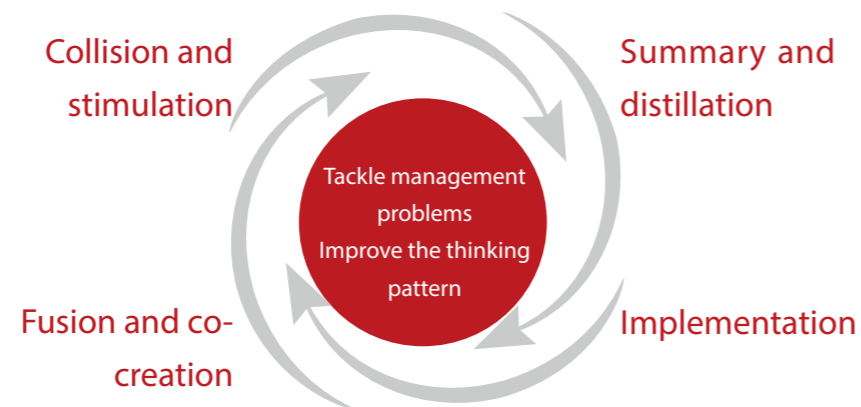
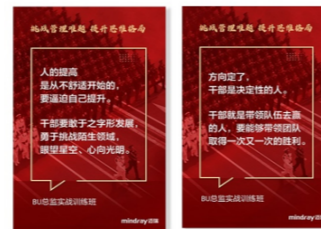
On-job employee training

For in-service managers, in addition to the "90-day Conversion Program" to help new managers quickly change their roles and adapt to the new positions, we have also launched a role-oriented learning and empowering project based on job responsibilities, so that managers may better understand the job requirements and improve their leadership ability.

In addition, there are projects such as the director training class and advanced research class to broaden the horizons of senior managers, improve their way of thinking and help them achieve self-breakthrough.

BU director training class

To deepen the middle-level managers' thinking of end-to-end business across the value chain, enhance their way of thinking, enable the mutual collision of ideas and refinement of management concepts, and reach consensus and enhance the leadership ability, the company organized in July 2020 the BU director training class, and reported the training results every two months. Also, creative concepts have been shaped and released to solve management challenges and improve the managers' way of thinking.

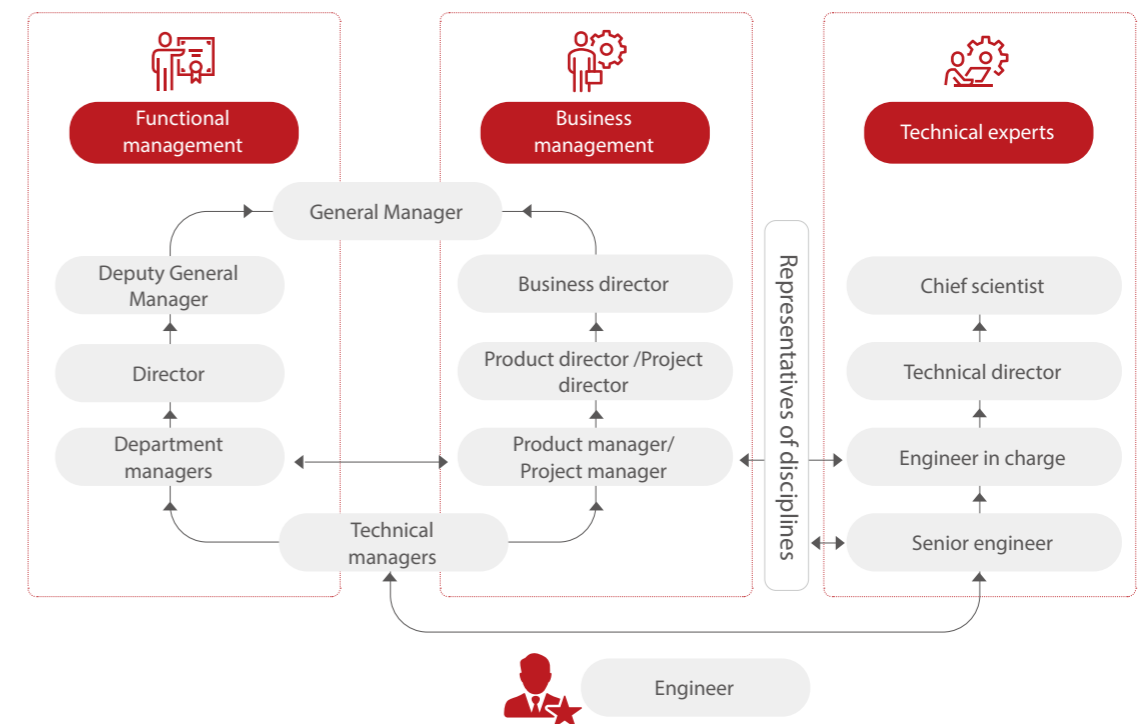


Because of the pandemic threat in 2020, the company accelerated the implementation of online learning platform upgrades and mobile learning solutions. It launched the new one-stop online learning solution "Mindray e-Class", and introduced live learning to let more employees in different places benefit from the training courses. The construction of the mobile platform has enabled fragmented learning and improved the learning efficiency. For overseas employees, the learning resources of different regions have been linked together, and the SF LMS (SF Learning Management System) has been launched, so that more learning resources of the headquarters can be accessed by native-born employees in all regions overseas.

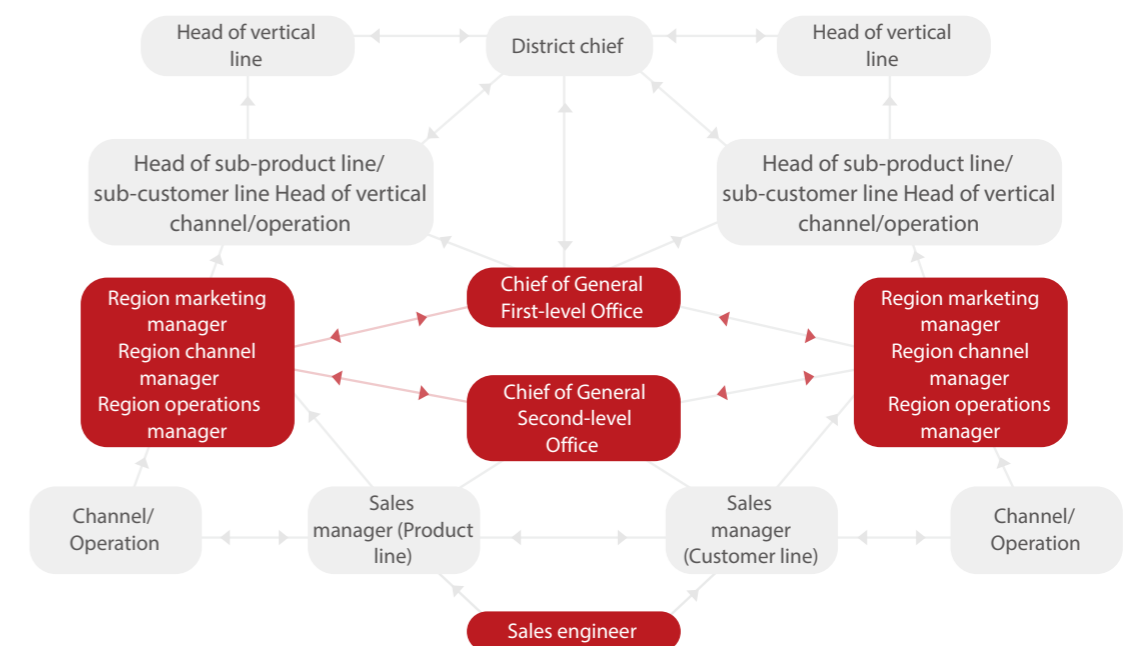
Employee development

To help employees develop deeper in their professional channels, the company promotes the "two-channel" or "three-channel" development route in various business systems, and supports employees to select their desired career routes based on their own willingness and abilities. In 2020, the company further improved the qualification standards, updated the learning path map, upgraded professional courses and strengthened the extraction of internal experience, so as to encourage employees to learn voluntarily and improve themselves.

R&D talent development channel



Marketing talent development channel



Communication with Employee

Mindray has always attached great importance to communication with employees. Employees may provide feedback or suggestions to department heads or other responsible persons at any time via face-to-face conversation, WeChat, phone or email. In addition, departmental meetings are held regularly to encourage employees to speak out what they think and need. The company assigns department employees to the front line to figure out what they think and need, so as to identify and correct problems in the company or department management in the earliest time.

In addition, the company also frequently keeps employees informed of its development and important activities through intranet Portal, internal magazine Ruifeng, electronic screen in the office area, and e-mails to build up their sense of belonging and pride.



Intranet



Internal magazine



Large screen



Email

Employee communication mechanism

The HR department has set up a communication group that adopts a one-to-one communication channel for exchange of employee information. This is to listen to and collect employees' feedback and clarify doubts, and convey positive information to guide employees. Also, there is positive propaganda to help solve the common issues, so as to strengthen the communication and attention of the employees at the operation post.

Employee engagement survey

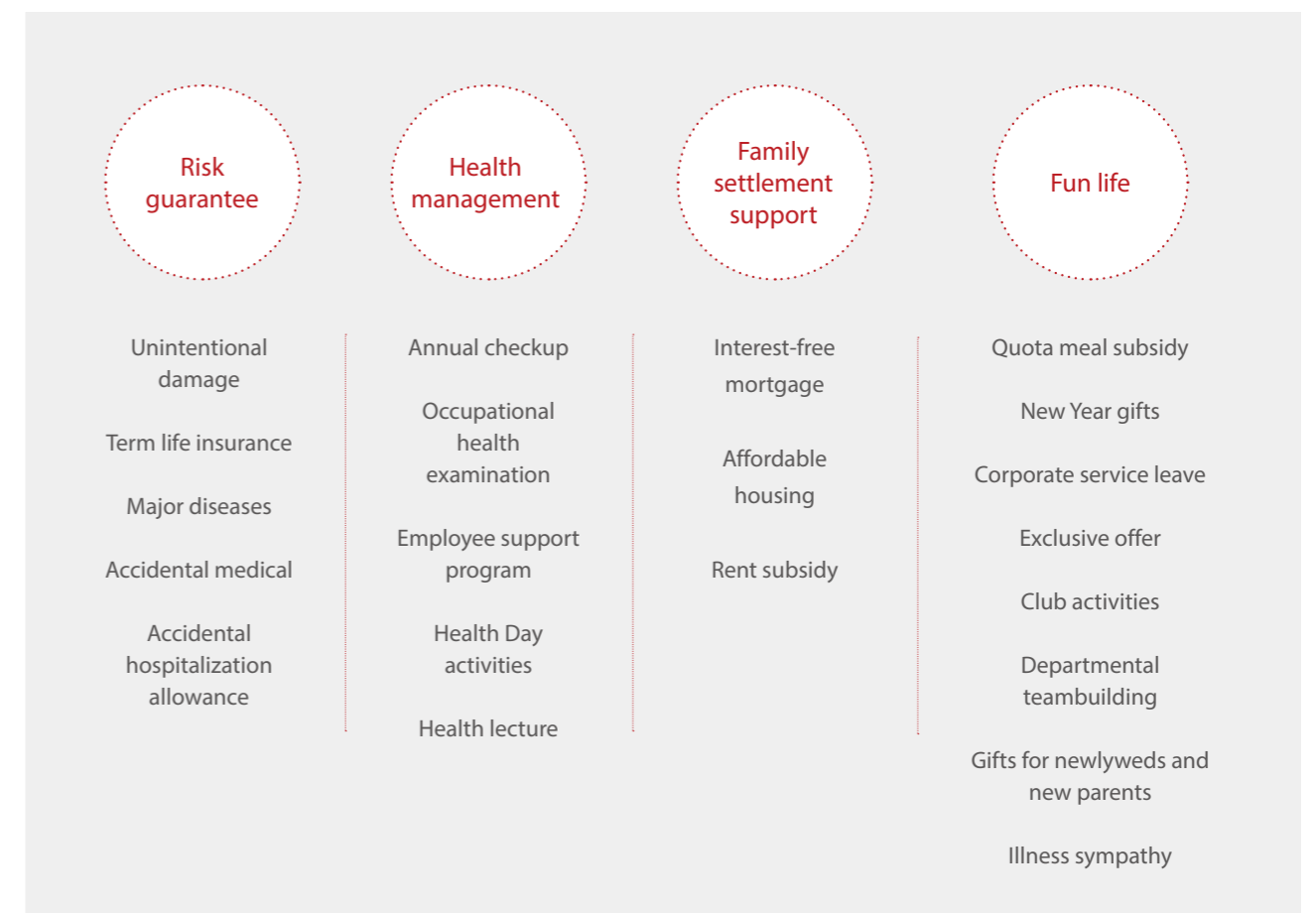
Mindray protects and respects the right of employees to express their opinions freely, and each employee can play a major role. Therefore, the company hires a third-party organization to carry out the employee engagement survey to identify their needs and opinions on the working environment and work content, so as to make the workplace better for them. The 2020 employee engagement survey was also carried out on the Internet in an anonymous form, and the results were independently handled by the third-party organization. In 2020, the effective rate of participation in the survey was about 90%, and the score was 4.22 (5 points in full), an increase of 0.04 from the previous year, reflecting a high degree of employee engagement.

HUMANISTIC CARE AND EMPLOYEE WELFARE

The company regulates its personnel and labor management in accordance with the Labor Law of the People's Republic of China, the Regulations Prohibiting Child Labor and the Law of the People's Republic of China on the Protection of Minors, so that the company has rules to follow for its employment, position, appointment, removal, transfer and retirement. In addition, it provides a competitive salary and welfare guarantee that helps maintain its advantage in the talent market.

Employee welfare system

Mindray provides all welfare for employees as required by the relevant national and regional laws. In addition to the statutory "five insurances and one housing fund" for all employees, Mindray also provides comprehensive welfare that covers risks, health, house purchase and life, so as to enhance the happiness of employees at Mindray and effectively attract and retain talents.



COVID-19 Containment and Health Guarantee

To effectively deal with the COVID-19 and protect the health of employees, Mindray has adopted a series of management measures. Externally, we put a strict control on guest reception; internally, we provide necessary protective materials and training for employees and check up on the health conditions of all concerned.

Reception management and health checkup

- All visitors must show their health code and COVID-19 control statement before entering the designated reception area.
- Personnel are set up in each working park to measure the body temperature.
- Develop an App to require employees to check in and report their health condition every day. Any discomfort is immediately recorded and vacations are arranged.

Protective materials and training

- Issue masks to employees every day, even in the early stage of the COVID-19 when protective materials are short of supply.
- Place hand sanitizer in check-in areas, elevators, toilets and restaurants on each floor.
- Set up the hotline for both mental and physical health consultation, launch the online seminars and offline publicity to spread knowledge about personal protection and hygiene.

Environmental disinfection and new working mode

- Disinfect the work and production areas and all kinds of facilities every day.
- Limit the number of people in elevators and canteens for each time.
- Ventilate the work areas and shuttle buses.
- Reduce the occasions for meeting and travel and encourage web-based collaboration.



Disinfect the canteen



Disinfect the building



Issue the protective materials

疫情常态化下的心理调试 以变应变 创新突破

课程内容:

- 1.疫情常态化下,常见的心理现象与压力表现。
- 2.疫情常态化下,工作与生活压力的来源。
- 3.如何自我关怀,管理压力和情绪的具体方法。



Work-life balance

The company has always attached importance to the care for employee and construction of corporate culture. During the COVID-19 rampage, the company initiated a diversity of Cloud Health Month activities for all employees, including the "Online Learning & Check-in Interaction for the Open Class of Positive Psychology, Tsinghua University", "Mental Regulation with the COVID-19 Normalization", "What Exercise Is Right for You" and "Your Body, Your Decision". This is to help employees build up their confidence and raise their concern about mental health.



The company is also highly concerned about the physical and mental health of employees. As the COVID-19 was turning for the better, the company held the first "21-Day Sports Check-in Challenge", which was attended by 5,012 employees successively, setting off a popularity of health campaign throughout the company.



Also, to spice up the employees' spare-time life, the company held a 4-month-long "Bright Mindray Cup" talent show. When employees showcase their talents on the stage, they are also exhibiting the spirit of "Responsibility, Dedication and Perseverance" they have demonstrated during the fight against the COVID-19.

ABOUT THIS REPORT

This is the third social responsibility report released by Shenzhen Mindray Bio-Medical Electronics Co. Ltd., and the last report was released in April 2020. Based on the principles of objectivity, standardization, transparency and comprehensiveness, this report discloses in detail the company's practice and performance in fulfilling its responsibilities for environment, society and corporate governance in 2020.

Description:

As an annual report, it covers relevant data from January 1, 2020 to December 31, 2020. Part of the report involves previous years and the year 2021 to make the content more comparable and complete.

This report covers Shenzhen Mindray Bio-Medical Electronics Co. Ltd. and its operating subsidiaries in the People's Republic of China and overseas business.

Reference:

- The Global Reporting Initiative Standards (GRI Standards)
- The 2030 Agenda for Sustainable Development by the United Nation
- Guidelines on Corporate Social Responsibility Reporting for Chinese Enterprises (CASS-CSR 4.0) of Chinese Academy of Social Sciences

Statement:

The disclosure of this report coincides with that of the Annual Report of Shenzhen Mindray Bio-Medical Electronics Co. Ltd. in 2020. There are no false or misleading statements in this report, and the collection process and calculation method for the data in this report are consistent with the indicators disclosed in the company's annual report. Unless otherwise specified, the currency for this report is in Renminbi.

For convenience of presentation and reading, "Shenzhen Mindray Bio-Medical Electronics Co. Ltd." in the report is also referred to as "Mindray Medical", "Mindray", "the company", "we" and "us".

Access:

The Mindray Social Responsibility Report is originally published in Chinese and shall prevail in the event of any inconsistency with the English translation. The original Chinese version could be accessed under "Investor Relations" at Mindray's Chinese official website.

If you have any questions or suggestions about the report, please do not hesitate send an email to ir@mindray.com or call 86-755-81888398.

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