

**mindray** 迈瑞

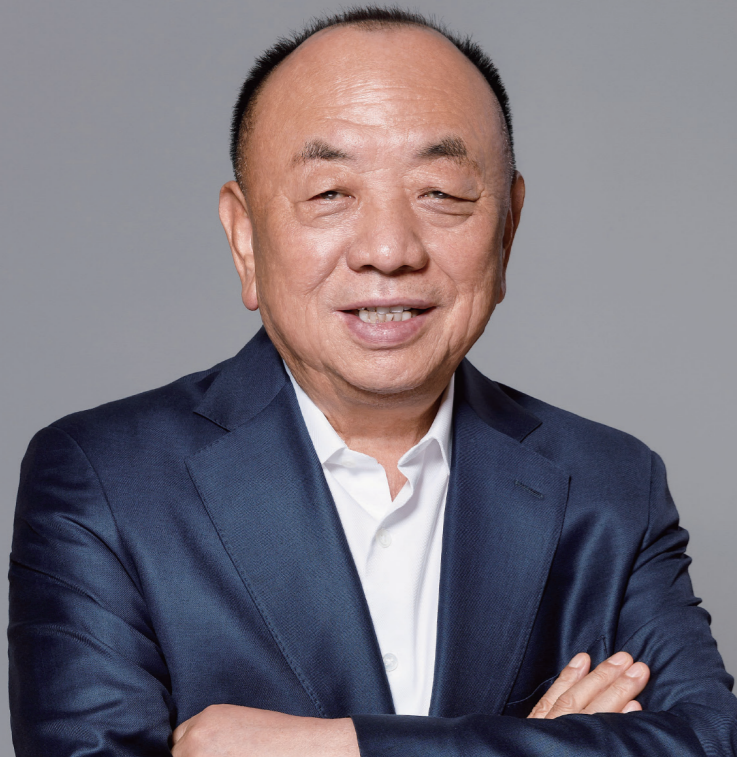
# 2021

## Sustainability Report



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## Message from the Chairman

The past year witnessed the 30<sup>th</sup> anniversary of Mindray. We have made historic new breakthrough and achieved impressive results. However, across the world, the still raging COVID-19, booming digital technology, and escalating geopolitical conflicts have jointly brought about unprecedented changes unseen in a century. The medical industry is also undergoing profound changes — the macro environment, customer needs, technological development, are all experiencing structural changes. We have reached a consensus with our partners worldwide that in order to explore and develop in this changing situation, we must persist in innovation, break the boundaries among disciplines and products, and drive the deep integration of technologies, so as to protect the lives and health of the public in all corners of the world. This is a road of forging ahead specifically paved for Mindray, and it is also a road for us to work together and fulfill the responsibilities as a global citizen.

The year 2021 is of great significance to our sustainability practice. With the beautiful vision of "Better healthcare for all", we focused on six major areas: Corporate governance, Insightful innovation, Value chain collaboration, Green development, Sustainable human resources, and Social responsibility, and developed a customized sustainability strategy. Meanwhile, we further integrated sustainability into the corporate strategy, and issued the *Social Responsibility Management System* to optimize the decision-making process and make social responsibility efforts more regulated, standardized and transparent.

As a healthcare technology company, innovation and development were rooted in our DNA. We believe that innovation is the key to allow more people to share better healthcare. We adhere to the integration of technological innovation and clinical needs, and strive to better meet the diversified health needs. We pay close attention to the two paths of R&D innovation and mergers and acquisitions, and accelerate the master of core technologies to ensure the stability of the supply chain. We continuously make huge investment in R&D, and gradually move towards the "uncharted waters" of technology. Innovation enables us to co-create with our partners, support high-quality development, and build an ecological picture of smart healthcare.

At present, climate change has become and will continue to be an increasingly real and urgent health threat facing the world in the 21<sup>st</sup> century. Serving as the guardian of human health, we actively respond to the United Nations' Climate Action Initiatives and China's "carbon peaking and carbon neutrality" goals, and explore carbon emission reduction goals and action plans. We manage and monitor all business links to adapt to the green and low-carbon development, so as to reduce our negative impact on the environment, improve our climate change resilience, and move towards a low-carbon circular economy.

Our employees are the core driving force behind it all. We firmly believe that only by embracing an inclusive mindset to attract and cultivate talents with different professional and cultural backgrounds can we enhance medical technology, break through technical barriers, better understand the needs of customers in different regions, bring together differentiated advantages and improve sustainable competitiveness. Hence, we continue to improve the employee rights and interests management system, and strive to create diversified promotion channels and a safe and healthy working environment for employees. In addition, we pay attention to the construction of the talent team, and continue to enrich and improve the remuneration incentive system. We have launched the first employee stock ownership plan since IPO as an incentive for core employees and technical backbones, so as to share with outstanding talents the profits brought about by the sustainable growth of the company and motivate them to grow with Mindray.

For us, the performance of business is not only reflected in overcoming challenges to master core technology, but also in the responsibility to give back to the society and benefit the society with innovative achievements and innovative models. We take an active part in the country's rural revitalization, fully utilize our strengths in the healthcare industry, and inject new momentum into rural revitalization with industrial revitalization; we are concerned about the construction of primary medical infrastructure, and enhance the ability of primary medical care through equipment donation and medical training; we persist in fighting the pandemic at the forefront, donating AED, promoting first aid trainings, and providing emergency treatment and medical assistance in the first place to protect people's lives; we establish a medical exchange platform, explore chances of cooperation and empower medical talents; we work hand in hand with global experts to provide various cross-border medical assistance platforms, and advance medical technologies to make healthcare more accessible. We have always been committed to bringing better healthcare to people of different nationalities and ethnic groups, taking positive actions to deal with external impacts and uncertainties, and helping the world to respond to unremitting and recurring human health challenges.

Looking forward, as an important player in the global healthcare industry, we will uphold the concept of sustainability, deepen and broaden our collaboration, and strengthen the integration of corporate strategy and social responsibility, to keep up with the development of the times and the needs of the industry. From responding to health crises, to sharing medical technologies, from committing to communities, to promoting public emergency treatment, we will endeavour greatest effort in sustainable medical care and make contribution to human health.

—— Li Xiting, Chairman of Mindray

# ABOUT THE REPORT

The *Sustainability Report 2021 of Mindray* (hereinafter "the Report") is the fourth sustainability report issued by Shenzhen Mindray Bio-Medical Electronics Co., Ltd. (the previous three were corporate social responsibility reports). The Report is based on the principles of objectivity, standardization, transparency and comprehensiveness to disclose in detail the Group's management strategies, practices and performance in various fields of sustainability such as environmental responsibility, social responsibility and corporate governance in 2021.

This report is available in both English and Chinese, and in the event of any inconsistency between two versions, the Chinese version shall prevail.

## Abbreviations

Abbreviations	Reference
The Group, we, Mindray	Shenzhen Mindray Bio-Medical Electronics Co., Ltd. and its subsidiaries
The Company	Shenzhen Mindray Bio-Medical Electronics Co., Ltd.
Guangming Manufacturing Center	Guangming Manufacturing Center of Shenzhen Mindray Bio-Medical Electronics Co., Ltd.
Nanjing Production bases	Nanjing Mindray Bio-Medical Electronics Co., Ltd. Mindray Nanjing Biotechnology Co., Ltd.

## Reporting Standards

The Report is prepared mainly based on the "Core" option of the *Global Reporting Initiative (GRI) Reporting Standards* (hereinafter "GRI Standards") and the United Nations *Sustainable Development Goals (SDGs) Compass* to continuously improve the disclosure transparency of the Report and to respond to the information needs of stakeholders.

## Reporting Boundary

The Report is an annual report covering the Group's achievements in sustainability from 1 January 2021 to 31 December 2021. In order to enhance the comparability and completeness of the contents of the Report, some contents are retroactive to previous years, as appropriate.

The performance indicators in the Report cover the main businesses of the Group, including Patient Monitoring & Life Support (PMLS), In-vitro Diagnosis (IVD) and Medical Imaging System (MIS). Unless otherwise stated in the Report, the economic performance indicators and social performance indicators cover all entities within the reporting scope of the Company's consolidated financial statements, while environmental performance indicators cover 14 office/production/R&D sites of the Group.

## Confirmation and Approval

The Report was approved for release by the Board of Directors of the Group on 18 April 2022. The Board of Directors of the Group commits to supervising the content of the Report and ensuring that it does not contain any false presentations or misleading statements, and is responsible for the authenticity, accuracy and completeness of the content.

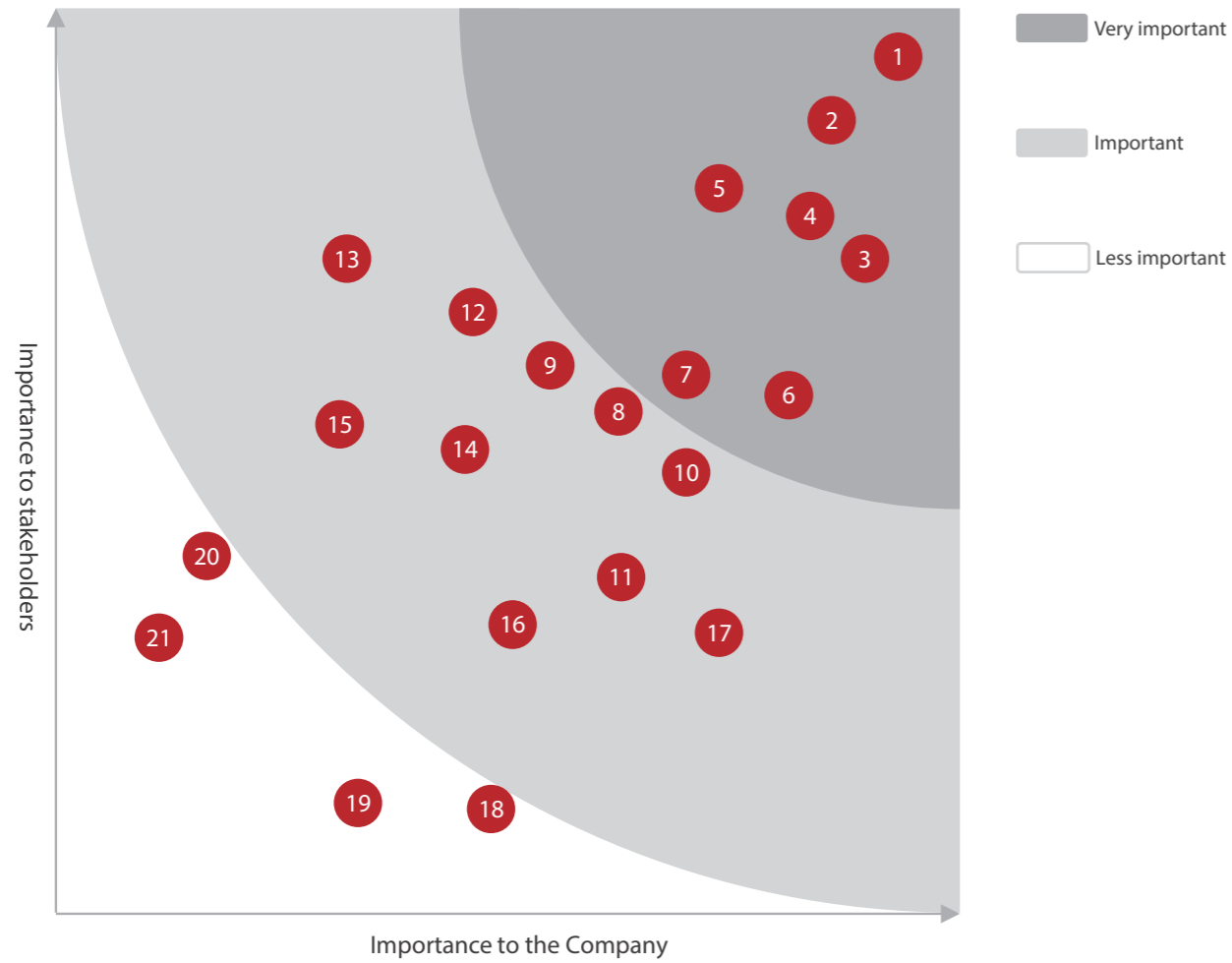
## Access to the Report

The English version of the Sustainability Report is available on the Company's website ([www.mindray.com](http://www.mindray.com)). You are welcome to email us at [mr.esg@mindray.com](mailto:mr.esg@mindray.com) or call us on +86 755-81888398 about the Report or provide suggestions thereon.

## Materiality Assessment

In 2021, based on the sustainability management and business development status of the Group, we conducted internal seminars and stakeholder surveys to identify and evaluate the importance of each applicable sustainability issue to our business and stakeholders. The following materiality matrix and ranking of issues were formed as a result, which will be further discussed in subsequent sections of the Report:

**Materiality Analysis Matrix Regarding ESG Issue of Mindray**



- |                                |  |                                      |
|--------------------------------|--|--------------------------------------|
| 1. Customer service management | 8. Intellectual property protection                        | 18. Fulfilling social responsibility |
| 2. Product quality and safety  | 9. Climate change  | 19. Supplier management              |
| 3. R&D and innovation system   | 10. Talent attraction and retention                        | 20. Sales and marketing              |
| 4. Health and safety           | 11. Governance structure                                   |                                      |
| 5. Compliance operation        | 12. Investor relations                                     |                                      |
| 6. EHS policy and management   | 13. Industry-academics-healthcare professional cooperation |                                      |
| 7. Smart healthcare            | 14. Diversity and equal opportunity                        |                                      |
|                                | 15. Employee training and development                      |                                      |
|                                | 16. Rural revitalization                                   |                                      |
|                                | 17. Green operation  |                                      |

Mindray continues to maintain active and effective communication with stakeholders through various channels, deeply understand the demands, opinions and suggestions of all parties, and integrate sustainability into daily operations to create shared value.

Stakeholders	Issues of concern	Main communication channels
Government and regulators	Compliance operation	Operating in compliance with the laws
	EHS policy and management	Tax compliance
	Climate change	Anti-fraud mechanism
	Green operation	Responding to government policies
	Practicing Social responsibility	Active participation in government projects Contributing to regional development
Shareholders and investors	Governance structure	Press conferences
	Investor relations	Road show
	Intellectual property protection	Investor communication meetings On-site visit
		Announcements on Shenzhen Stock Exchange Company official website Shareholders' meetings
Customers	Customer service management	Customer satisfaction survey
	Product quality and safety	Professional customer service team
	R&D innovation system	Compliance sales and marketing
	Compliance operation	
	Intellectual property protection	
Suppliers and partners	Compliance operation	Clause of cooperation agreement
	Practicing social responsibility	Meetings and trainings
	Supplier management Sales and marketing management	
Employees	Health and safety	Employee compensation and performance management
	Talent attraction and retention	Diversified talent training programs
	Diversity and equal opportunity Employee training and development	Production safety management Employee care activities
Community and media	Coping with extreme weather	Company website
	Climate change	Official accounts at social media platforms
	Green operation	Industry revitalization
	Rural revitalization	Poverty alleviation through education
	Practicing social responsibility	Inclusive products Medical assistance services

# ABOUT MINDRAY

Firmly committed to our mission, we employ advanced technologies and transform them into innovation adapted to clinical scenarios, bringing healthcare within reach with our sound R&D marketing and service network. Mindray's innovations cover a broad spectrum of medical industry. We offer integrated solutions that adapt to different departments to help healthcare providers boost efficiency and optimize management.

Our business segments cover three main product lines including Patient Monitoring & Life Support (PMLS), In-vitro Diagnostics (IVD) and Medical Imaging System (MIS). Over the years, we have expanded our product lines and sought to meet more clinical demands with safe, efficient and easy-to-use "one-stop" products and IT solutions.

After years of development, we have become China's largest and a world-leading supplier of medical devices and solutions. Headquartered in Shenzhen, China, Mindray has established 52 international subsidiaries in over 30 countries in North America, Europe, Asia, Africa, Latin America and other regions, in addition to 21 subsidiaries and nearly 40 branches in China. Mindray has developed a R&D innovation platform based on global resource allocation which includes ten R&D centers in Shenzhen, Wuhan, Nanjing, Beijing, Xi'an, Chengdu, Silicon Valley, New Jersey, Seattle and the European region. Mindray has formed a huge global network that integrates R&D, sales and marketing, and services.

During the Reporting Period, there were no significant changes in the main business of the Company.

### Main business of Mindray



PMLS



IVD



MIS

With the continuous improvement of the products' core competitiveness and the cost performance advantage in three major business areas, the Company has gradually transformed from a supplier of medical devices to a service provider that boosts the overall diagnosis and treatment capabilities of medical institutions.

## Operating Performance

For details of the Company's organizational structure, operating and financial performance, please refer to Mindray's 2021 Annual Report.

## Awards and Recognitions

Mindray adheres to standardized governance and operations, upholds the concept of sustainability, and undertakes social responsibilities. During the Reporting Period, the Company was granted multiple awards for good performance in the industry, the capital market, enterprise operation and management, social welfare, and other areas.

### Awards received by Mindray in 2021 in terms of sustainability



#### Outstanding ESG Cases in China

Hosted by the Economic Observer and in strategic partnership with Shanghai Trust

#### Best Social Responsibility Award

Gelonghui

#### Excellent ESG Enterprise

hexun.com

#### Changchun Award Medical Device Company of the Year

Shanghai United Media Group | Jiemian.com

#### Golden Bull Award Social Responsibility Award

China Securities Journal

# 2021 IN FIGURES

## Corporate Governance

MSCI ESG Rating **BBB**

Established ESG Executive Committee and **2** special sub-committees

The proportion of women in senior management was **33%**

## Insightful innovation

**3,492** R&D experts

**2.726** billion RMB R&D investment, up **30.08%** year-on-year

**7,418** patent applications acquired in total, including **5,308** invention patents

**3,437** patents granted in total, including **1,618** invention patents

**1** project won the second prize of the 2020 National Technology Invention Award

The **1<sup>st</sup>** enterprise in the industry that achieve intelligent connect of Automated Digital Cell Morphology Analyzer and cellular analysis line

Built China's **1<sup>st</sup>** 5G Intensive Care Unit (ICU)

## Value Chain Collaboration

**100%** response to customer complaints

Received and passed a total of **56** quality audits by regulatory and audit bodies

A total of 16 products were sampled by the regulator, with a pass rate of **100%**

**100%** electronic and paperless production of In-vitro Diagnostics (IVD) products

**100%** automation of respiratory parameter performance testing for ventilators and anesthesia machines

Conducted **345** supplier quality training sessions, with **100%** supplier HSF compliance rate

## Green Development

Carbon emission intensity: **0.022** tons of CO2 equivalent per RMB ten thousand

Water withdrawal intensity: **0.38** cubic meters per RMB ten thousand

Environmental compliance rate: **100%**

Reduced outbound shipment of hazardous waste by **2,283.49** tons, down by **52%**

## Sustainable Human Resources

**14,684** employees worldwide, up **24.09%** year on year

**4,206** female employees, accounting for **29%** of all employees

**100%** local staff rate in 19 countries

Over **79.05%** local staff rate in overseas businesses

Recordable incident rate of **0.04**, lost time injury rate of **0.02**

## Social Responsibility

First aid training reached over **500,000** people

**103+** patients who suffered from cardiac arrest in public places in China were successfully treated by Mindray AED

Donated **10** million RMB to Henan Charity General Federation for flood control and fighting

Donated medical devices worth **45** million RMB to Suzhou, Anhui Province

Provided medical devices to a total of **50** countries in Africa



**FEATURED STORIES**

**Advance medical technologies**

"Health for All" , is a key theme of global sustainability. Addressing the threat of disease is a common challenge for all countries in the world. COVID-19 has prompted the international community to pay more attention to health issues and the construction of public health systems. Nevertheless, the overall undersupply of quality medical resources and unbalanced distribution remains a major challenge in global healthcare.

Firmly committed to our mission to "advance medical technologies to make healthcare more accessible" , we have proactively fulfilled our social responsibilities to provide better medical care to the globe, and to make affordable medical resources accessible to more people in a timely, sufficient and safe manner. We are dedicated to developing suitable differentiated products through R&D and innovation to meet the demands under different scenarios. Meanwhile, we empower telemedicine technology to enhance the accessibility of quality medical resources by combining the characteristics of information connectivity in the digital age; we vigorously invest in technological improvements to enhance product availability and reduce use and maintenance costs through lean manufacturing to ensure that quality products continue to reach a wider population; we support the medical service in less developed areas through multi-party cooperation to promote the cross-border communication and development of healthcare industry.

**Advance medical technologies to make healthcare more accessible**

Firmly committed to our mission of "advance medical technologies to make healthcare more accessible" , we adopt and advance critical technologies to rapidly respond to the ever-changing clinical needs, making life technology accessible to more people.



**Promote product accessibility**

- Introduction of ventilators adapted to high altitude
- Real-time ultrasound teleconsultation via MiCo+ platform
- Full coverage of clinics in three competition zones , supporting **30+** hospitals servicing the Winter Games



**Enhance product application**

- Faster discharge and easy-to-use AEDs to make first aid easier



**Advance medical development**

- Inaugurated Mindray standardized laboratories in **246** primary medical institutions
- PMLS** Global Clinical Institute
- Every year, more than **80,000** people in Egypt were diagnosed by Mindray ultrasound



# Promote Product Accessibility

Focusing on customer needs and innovation, Mindray is committed to developing leading products and solutions in the market, to improve medical conditions and reduce medical costs around the world. Driven by this philosophy of sustainable business intelligence, we start from the customers' perspective, analyse differences in scenarios, integrate availability and applicability into our design and innovation. We insist on independent R&D to master core technologies, build strong core competitiveness and maintain high investment in R&D to meet high quality requirements, and to bring healthcare within reach.

## Differentiated products to meet users' needs

As a medical device manufacturer, we build on our own expertise and technological innovation to popularize key medical technologies and functions, reduce the use cost and make basic medical devices more accessible to people; we are committed to improving and optimizing medical technologies to provide high quality medical devices for different scenarios, boosting the development of global healthcare and wellness career, and working together to ensure the safety and health of people.

### Case: Enabling breathing in highlands

Nagqu City in China's Tibet Autonomous Region is located in the heart of the Tibetan Plateau, an alpine and cold region lack of oxygen, where the air contains only half as much oxygen as at sea level. The harsh natural environment has led to underdeveloped local infrastructure, and the rapid growing population have also added headwinds to local healthcare system. Once the ventilator fails, the service staff have to make an arduous journey to repair it. The treatment for the patient may be delayed, not to mention a lot of manpower and time spent. A similar challenge occurs on the other side of the world in La Paz, the capital of Bolivia. The highest capital city in the world undertakes the responsibility of the medical care for local and national residents. Stable and easy-to-use ventilators are vital for the safety and security of the inhabitants of the highlands.

The turbine is the source of power for the flow and pressure output of the ventilator. As altitude increases, the thin air reduces the output of the turbine. At high altitudes, the turbine requires a higher rated power output for ventilation, while the heat from the increased power will shorten the useful life of the turbine. After simulating different altitude environments, output pressures, turbine speeds and temperatures, Mindray's R&D team finally installed an active cooling device to dissipate heat from the turbine, extending the service life of the turbine and ensuring stable output power.

The low pressure environment of the plateau will cause the ventilator sensor to deviate, affecting the monitoring of tidal volume and oxygen concentration. The R&D team has set up an altitude compensation algorithm for the parameters to ensure accurate air delivery to the patient. Meanwhile, Mindray's ventilators are equipped with dual atmospheric pressure sensors, allowing monitoring data to be backed up and mutually checked, and the altitude is automatically calculated based on the monitored atmospheric pressure, finally ensuring accurate and safe altitude monitoring.



A doctor in Nagqu People's Hospital operating Mindray ventilator



# Intelligent application to connect quality resources

The Internet of Everything (IoE) is changing today's medical services. Mindray endeavours to integrate medical devices into clinical scenarios, building a viable hospital-level medical information platform, supporting smart clinical diagnosis and management, helping partners achieve overall quality and efficiency improvements. In this way, we offer more comprehensive, intelligent and efficient technical support to promote the construction of medical consortium and medical community.

With the development of the "Internet + healthcare" model and the promotion and implementation of telemedicine services, Mindray ultrasound "MiCo+" platform and Mindray Laboratory Intelligent Assembly Line M6000 have effectively promoted the provision of quality medical resources at primary hospitals, alleviating the problem of unbalanced allocation of resources in different regions and different medical institutions to a certain extent, and improving the overall medical service capacity of primary hospitals.

## Case: Mindray Laboratory Intelligent Assembly Line adding wings to the upgrade of Shehong Hospital

Shehong City of Sichuan Province is located in the middle of Sichuan Basin, with a registered population of 980,000, spreading over an area of nearly 1,500 square kilometers. In the past, due to inadequate medical technology and lack of medical specialist, only general examinations could be done in the health centers and clinics in Shehong townships. Patients had no choice but to get a ride to the county hospital for medical treatment if they felt unwell. With the development of information technology and transportation, and the advancement of medical consortium model, the Shehong Regional Medical Testing Center is connected to medical institutions at all levels. Blood samples from more than 1,000 medical institutions in 21 townships are transferred to the center in two shifts a day. Residents are able to have their diseases tested at their doorstep, while the increasing number of samples and types of tests has also become a major challenge for the center.

Mindray assisted the center to build an intelligent laboratory assembly line M6000, whose precise tests and intelligent scheduling make it possible to complete all the tests with fewer hands and no extra working hours. Benefiting from its unique product advantages such as integration of four disciplines, three-track transportation and special treatment of abnormal samples, the problems that have long plagued Shehong People's Hospital were resolved, making the testing process more efficient and safer, and allowing residents to enjoy quality medical services from a tertiary general hospital without travelling a lot. On this basis, Mindray proposed an overall solution for standardized laboratories in response to the real needs of the hospital, helping to upgrade the entire operation process of the Shehong Regional Medical Testing Center.

Comparison of work in the laboratory (before and after the installation of Mindray intelligent laboratory assembly line)

Before the installation	After the installation
Average turnaround time of samples <b>384min</b>	Average turnaround time of samples <b>271min ↓</b>
Biochemical immunoassay staff <b>4</b>	Biochemical immunoassay staff <b>3 ↓</b>
Number of samples tested by the laboratory <b>800 - 900</b>	Number of samples tested by the laboratory <b>1,500 ↑</b>



Doctors in the Shehong Regional Medical Testing Center operating the assembly line

## Case: "MiCo+" platform enabling medical treatment spanning 3,000 km

Zayu County, located in the south-eastern of Tibet Autonomous Region, adjacent to India and Myanmar, is one of the border counties of China. The average altitude in Zayu County is over 2,800 m, with high mountains, deep valleys, and dangerous roads, making it very difficult to access medical treatment. In recent years, with the technical support of Mindray, Shenzhen Bao'an District People's Hospital (Group) (hereinafter referred to as Bao'an Hospital) has successfully provided remote healthcare assistance to Zayu, enabling high quality medical treatment spanning 3,000 km.

Bao'an District People's Hospital and Zayu People's Hospital established over 10 contact sites. "MiCo+" platform enables doctors in Bao'an District People's Hospital to view the real-time dynamics of ultrasound examinations from 3,000 km away, including operation techniques, images, audio and video, etc., and guide doctors in Zayu County to complete operations, diagnose, issue reports and held consultations for the people of Tibet.

By August 2021, Bao'an District People's Hospital has successfully carried out about 50,000 interconnections, and held real-time ultrasound imaging consultation for over 2,000 people. With the help of Mindray's technology, the vision of telemedicine has become true, enabling the services of primary hospitals to be "homogenized" with those of large hospitals.



Tele-ultrasound consultation room in Shenzhen Bao'an District People's Hospital



Tele-ultrasound consultation room in Zayu People's Hospital in Tibet

Mindray fully supports top medical institutions to provide medical security for ice and snow sports.



3

Full coverage of polyclinics in 3 competition zones



350+

medical devices directly supporting the Games



30+

Hospitals installation to serve the Games



Nearly 50

employees in the Games-service team



67+

days providing onsite medical support

**Case: Smart connected medical technology guarding ice and snow sports**

Beijing Emergency Medical Center is fully responsible for the medical security, emergency care and transfers related to Beijing Winter Olympics in Beijing competition zones. In the cabin of the 5G ambulance in Beijing Emergency Medical Center, emergency physicians can check the condition of patients by using Mindray BeneHeart D6 defibrillator-monitor. In Zhangjiakou competition zone, the ambulances used at the Chongli Campus, Peking University Third Hospital, the first referral hospital, were equipped with Mindray BeneVision N1 transit monitor and high-end portable ultrasound M9. When an athlete suffers from acute trauma, cardiac distress, etc. on the field, the portable ultrasound M9 can check the physical condition of the athlete during pre-hospital care. After the athlete is admitted to the hospital, the N1 transfer monitor can be directly inserted into the Mindray N series monitor as a basic parameter monitoring module, and the monitoring data could be automatically uploaded at the same time to ensure the integrity of patient monitoring information. The patients' vital signs and medical images collected by the medical devices are transmitted in real time from the 5G ambulance to the emergency command center and the corresponding hospital via "M-Connect" solution and the remote ultrasound platform. Experts in the hospital can understand patients' conditions at the first time and provide remote guidance for the first aid, making teleconsultation a reality and also buying golden treatment time for athletes. "Getting on the ambulance means the start of treatment" is a good example of conducting treatment as soon as possible.

For sports injuries such as organ hemorrhage, muscle injury and joint injury that often happen to athletes, Mindray portable ultrasound has a special emergency trauma mode for rapid on-site trauma assessment. High-end functions such as frame rate angiography and shear wave elastography will also enable better recovery assessment after treatment of muscle and joint injuries.



Mindray supporting hospitals providing medical support for sports events

# Enhance Product Application

With the goal of bringing higher quality, more affordable products to the market, Mindray is committed to providing products that are smarter and, easier to use. Striving to make high-quality healthcare more accessible, we are proactively exploring to lower the entry barriers for equipment use and minimising additional costs for customers.

## Case: Friendly and interconnected devices ensured better emergency care

Committed to comprehensively levelling up the quality and standard of public first aid, Mindray has developed BeneHeart C Series AED, ensuring the efficiency and reliability of first aid equipment while placing more focus on ease-to-use and after-sales management costs.

With the new QShock™ technology that delivers a quick shock in less than 8 seconds from power-on to charging in (excluding the time of applying electrode pads), BeneHeart C Series AED is able to save over 50% of time than conventional technology. The series are up to 5-year life cycle with water and dust proof design and 1.5-meter drop endurance, giving the confidence of coping with various demanding outdoor environments.

In addition, we have created the user-friendly ResQNavi™ technology that makes the device easier to use and ensures a safe and quality rescue: if the rescuer does not apply the electrode pads correctly within a certain period of time, ResQNavi™ will automatically switch to "Unskilled rescuer" mode. Voice and animation coaching prompts matching with the rescuer's proficiency provide targeted intelligent rescue navigation throughout the whole resuscitation process. Further, ResQNavi™ provides comprehensive Cardiopulmonary Resuscitation (CPR) navigation in accordance with the latest European Resuscitation Council (ERC) and American Heart Association (AHA) guidelines to help rescuers perform high quality CPR.

We are the first in the industry to introduce AED-Alert™, a remote AED management system based on the Internet of Things (IoT). Through this system, managers are able to get an overview of all AEDs, receive AED abnormal status alerts, electrode pads & battery expiry reminders and other information, replacing manual inspection with full-lifecycle intelligent management to reduce maintenance costs.



Mindray BeneHeart C Series AED

# Advance Medical Development

Mindray regards accessibility and innovation of medical technologies as important forces in driving the development of medical technology. Siding with frontline staff, we bring medical technology within reach while we incorporate the healthcare improvement into the bigger picture of economic and social development. We work hand in hand with partners, developing advanced technology to conquer medical challenges and taking advantage of internationalization to bring vital care to communities worldwide.

## Work with frontline for better healthcare

We are well aware that only by deeply understanding the basic healthcare needs of frontline and tackling technical weak points, can we truly further ensure medical safety, improve healthcare level, as well as deliver high-quality services to the general public. Therefore, we have maintained close liaison with primary medical institutions for a long time, providing them with high-quality medical devices and assisting them in building standardized laboratories. In this way, we are able to address the most concerned issues of frontline medical staff and patients, and effectively improve the primary healthcare level to truly benefit the whole community.

## Case: "Hundred Cities Action" to promote the standardised laboratories in primary medical institutions

Mindray has rolled out the "Strengthen Grassroots, We Are in Action and 'Mindray Standardized Laboratory' Hundred Cities Action" event since 2020. Targeting at community health service centers, town health centers, and regional medical centers, the campaign aims to promote standardized laboratories, keep rural medical level in pace with developed areas, improve the laboratory testing, diagnosis and operation capabilities of primary medical institutions in all-around manner, and standardize their laboratory management systems, test procedures, and biosafety. This campaign, well-recognized by the National Health Commission and all sectors of the community, has built up replicable standardized medical service experience and improved the overall national medical service level.

From 2020 to 2021, we kept promoting the "Hundred Cities Action (Standardized Laboratory Inauguration)" event, with standardized laboratories listed in 246 primary medical institutions during the period.



Inauguration ceremony of "Mindray Standardized Laboratory"

# Cross-industry communication for tackling medical problems

The rapid development of high-end medical device industry is inseparable from the construction of innovation ecosystem, and the deep integration of medical device industry-academics-healthcare professional cooperation. With a focus on major technical issues in the medical device field, Mindray joined forces with universities, experts and industries across different fields to tackle medical problems and enhance technological innovation. By constructing the practical closed loop of "industry-education-research-medical integration", Mindray turns academic ideas into clinical solutions, assists doctors in diagnosis with its advanced medical devices that bring together the wisdom of top experts, and increases the supply capacity of medical devices and products that are safe, effective, advanced and high-quality.

## Case: PMLS Global Clinical Institute Master Class

In 2018, Mindray set out to create an "Academy of Athens" for anaesthesia and intensive care, and the Patient Monitoring & Life Support (PMLS) Global Clinical Institute was born. It is a global platform to promote different academic opinions in the medical field, build standard consensus, and tackle rare and intractable diseases, thus bringing high-efficiency and high-quality treatment. The international academic activities enable mechanical ventilation treatment theory and practical experience to deposit replicable experience in training notes, which are further promoted to open the path for respiratory medical talents. On 23 August 2021, Mindray organized an online PMLS Global Clinical Institute Master Class Seminar in Luzhou, Sichuan Province, where we invited world-renowned anaesthesia and intensive care experts, Professor Elie Azoulay and Professor Samir Jaber, to have in-depth discussions with 82 outstanding physicians from Asia Pacific, Latin America and other countries and regions. As at 31 December 2021, we have held 3 Master Class seminars that provide high-level interactive training sessions on how to select an academic topic and submit a paper, sharing top resources and rich experience in a manner to promote discipline construction and development. We plan to hold 6 more Master Class seminars to boost global academic communication in 2022.



- In 2021, in order to share top academic resources and shape Mindray as a leading academic communication platform, we held 5 global academic events with 22 experts, attracting more than 10,000 registrations.



- Mindray developed LabClub, the first online community linking global users and laboratory professionals in the industry.

# Supporting for global health and prosperity

Upholding the idea of "shared future for mankind", Mindray actively plays a part in international cooperation, contributing to global friendship, practical cooperation and the construction of a community of common health for mankind.

## Case: Ultrasound cooperation injects new impetus into China-Africa friendship

Egypt is a country with a large population in Africa, but the country's medical devices in the field of obstetrics and gynaecology is relatively underdeveloped, and relevant Hospitals and clinics lack 4D ultrasound equipment and professional technicians. In response to this situation, Mindray has formulated a strategy that meets the actual needs of the local area — provide Egypt with advanced color ultrasound equipment by donation or sales at a preferential price. In addition, Mindray cooperated with local top universities and public teaching hospitals to build 4 training centers and 13 training schools, so as to provide a full range of experience and training services and help cultivate the local medical talent team.

As at 31 December 2021, more than 1,500 obstetrics and gynaecology medical staff in Egypt have completed trainings and have taken up medical positions. Every year, more than 80,000 were diagnosed by Mindray ultrasound.

Since first entering the African market in 2020, Mindray has provided medical devices to 50 countries, almost covering the entire African Continent, and has set up offices in Egypt, Morocco, Kenya, South Africa and Nigeria, with over 40 African employees effectively making contributions to the local work. Through its active involvement in Sino-African medical cooperation, Mindray has successfully escorted the health of African people. Egypt's obstetrics and gynaecology examinations and service levels have thus achieved a leap, and African medical technologies have gradually caught up with international standards.



The first training school of ultrasound for radiology in Egypt was opened at the Medical Training Center of Alexandria University

# SUSTAINABILITY MANAGEMENT

Driven by our mission, we have established our own sustainability strategy and management system, to properly face and overcome challenges and difficulties encountered in sustainability, and operate in a responsible manner.

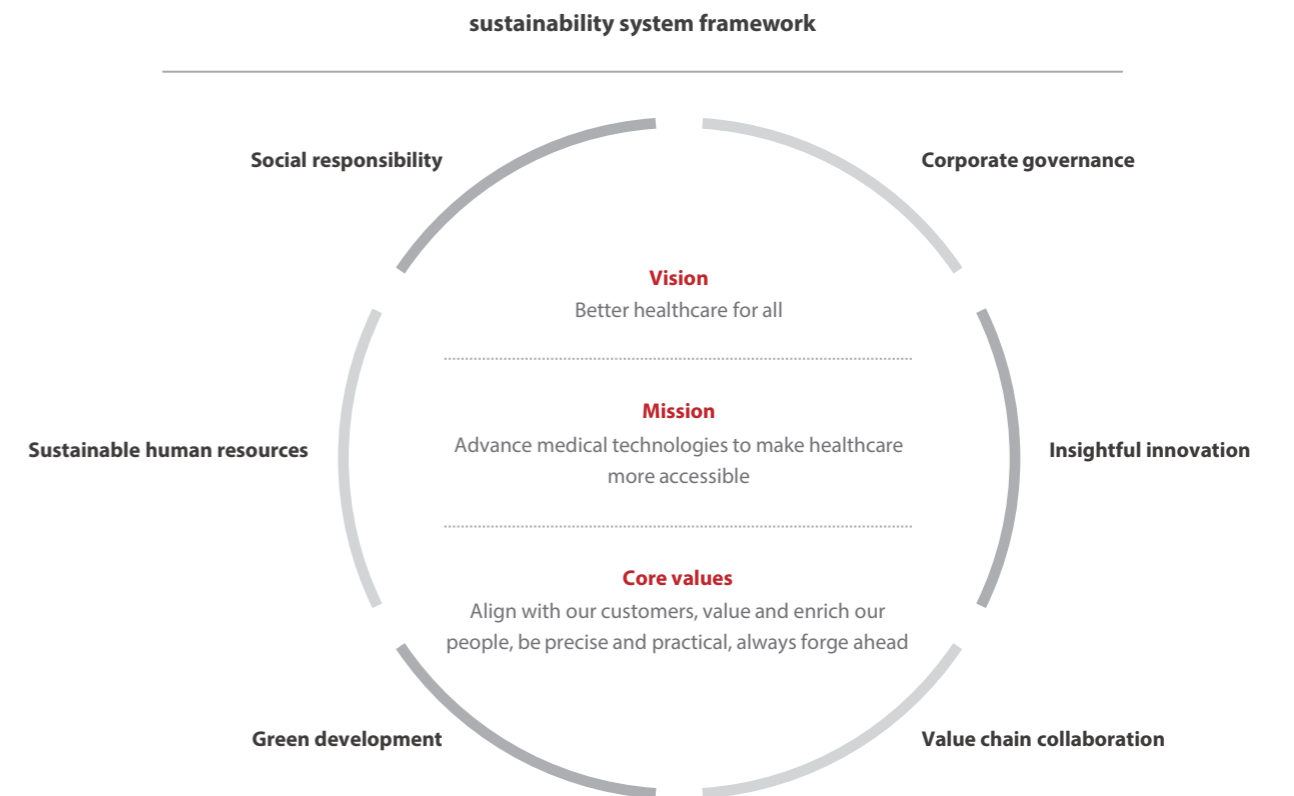
**Issues of concern in this section:**

- Sustainability Strategy
- Sustainability System

## Sustainability Strategy

Mindray is committed to achieving long-term business success by creating value for the economy, environment and society. With our vision of "better healthcare for all", we see sustainability as the heart of our work, a driving force for development and an element of risk management. Our products, solutions and technologies are able to integrate with the United Nations Sustainable Development Goals (SDGs), with the intention of contributing to a better future of health.

Motivated by the mission of "advance medical technologies to make healthcare more accessible", we deeply embed the sustainability concept in the value chain of operations, with a focus on six aspects in our daily operations and business: corporate governance, insightful innovation, value chain collaboration, green development, sustainable human resources, and social responsibility.



## Corporate governance

We believe that the creation of social value relies on our sound business growth. To this end, we create sustainable economic benefits through good corporate governance and comprehensive compliance management.

### Issues of concern

- Governance structure
- Investor relations
- Compliance operation

### Relevant SDGs



## Insightful innovation

R&D innovation is the key to an enterprise's sustainable global competitiveness. Striving to embrace an innovation-driven MPI, we continue to invest in R&D, integrate R&D resources and make technology breakthroughs to satisfy the demands of patients and safeguard healthcare for all.

### Issues of concern

- R&D innovation system
- Innovative smart healthcare
- Intellectual property protection

### Relevant SDGs



## Value chain collaboration

Value chain collaboration is crucial to our sustainability. We pursue the synergy in the whole value chain from design to manufacturing, and from supplier cooperation to customer service, leveraging internal and external resources to deliver safe and reliable high-quality products to our customers.

### Issues of concern

- Product quality and safety
- Customer service management
- Supplier management
- Sales and marketing management

### Relevant SDGs



## Green development

In pursuit of a better environment, we actively take actions to fulfill our environmental governance responsibilities. By managing the environmental impacts of our operations, designing and manufacturing green products, we strive to make contributions to environmental protection during the whole process of realizing product value.

### Issues of concern

- EHS policy and management
- Climate change
- Green operation

### Relevant SDGs



## Sustainable human resources

Employees are the cornerstone of our sustainability. We adhere to creating a safe, equal, diverse and inclusive workplace. Through integrating networks and investing abundant resources, we hope to provide our employees with competitive career opportunities and build a diverse and inclusive team.

### Issues of concern

- Talent attraction and retention
- Employee training and development
- Health and safety
- Diversity and equal opportunity

### Relevant SDGs



## Social responsibility

Health for all is a key theme of global sustainability. Giving full play to our strengths in the healthcare industry, we value and improve the quality of medical resources for the general public to guard the welfare of society.

### Issues of concern

- Rural revitalization
- Industry-education-research-medical cooperation
- Practicing social responsibility

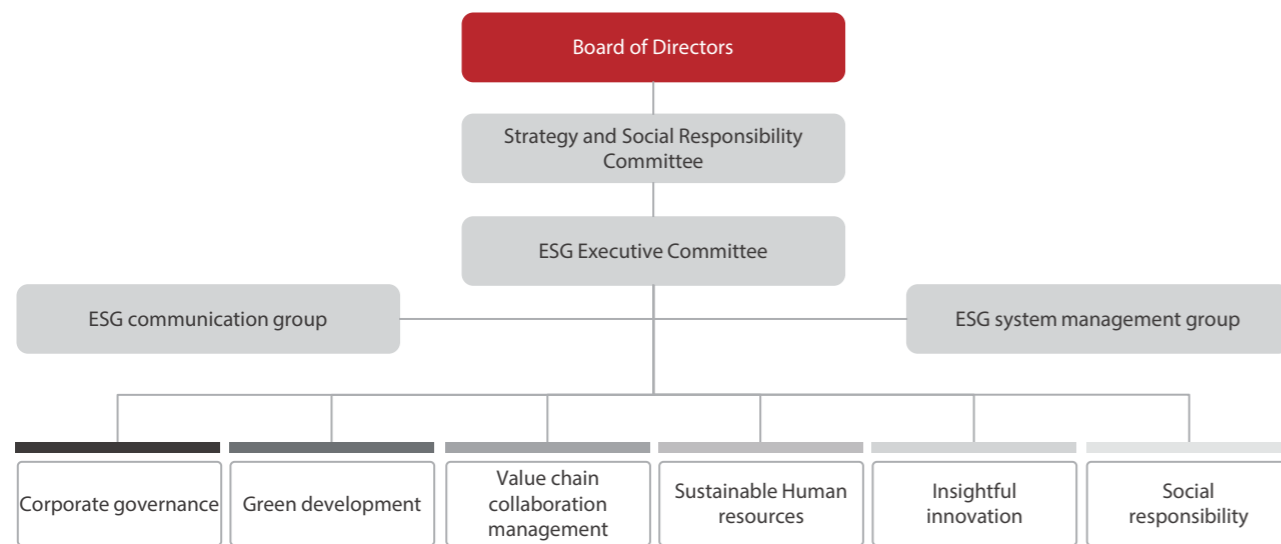
### Relevant SDGs



# Sustainability System

Sustainability is one of our strategic objectives. In order to better guide and deploy the Group's sustainability work, we reviewed and updated our ESG governance system during the Reporting Period. On 27 April 2021, the Group held the 10<sup>th</sup> meeting of the 7<sup>th</sup> session of Board of Directors, at which the *Proposal on Renaming the Strategy Committee to the Strategy and Social Responsibility Committee* and the *Proposal on Formulating and Revising the Corporate Governance System* were approved. As such, the Strategy Committee under the Board of Directors was renamed as the Strategy and Social Responsibility Committee, conducting researches and providing guidance on issues related to sustainability. In addition, to better implement sustainability strategies and policies, we established the Environment, Social and Governance (ESG) Executive Committee.

Meanwhile, we formulated the *Social Responsibility Management System*, which clearly defined our responsibilities during operations, such as practice environmental protection, be responsible to stakeholders and improve corporate governance. When making future strategic goals, we will take economic benefits and rights and interests of shareholders into account while fully secure interests of creditors, value environmental protection, community interests, and rights and interests of employees and customers, as well as promote the common development of the industrial chain, building up a sustainable society.



## Board of Directors

As the decision-making body for social responsibility matters, the Board of Directors makes decisions on major matters in relation to social responsibility and reviews the Group's annual sustainability report.

## Strategy and Social Responsibility Committee

The Strategy and Social Responsibility Committee is responsible for proposing the Group's social responsibility strategies and policies, and monitoring, inspecting, evaluating and making recommendations on the social responsibility performance. The Committee reports to and answers to the Board of Directors.

## ESG Executive Committee

ESG Executive Committee formulates social responsibility strategic plans and goals, establishes the governance structure, deploys and promotes the implementation of projects. And it shall be responsible for the quality and authenticity of information disclosed in external publicity.

## Sub-committees of ESG Executive Committee

The environmental management and social responsibilities management sub-committees under the ESG Executive Committee are responsible for setting goals and planning implementation in areas of carbon emissions and social responsibilities, integrating ESG governance into all aspects of corporate development.

## ESG communication group

ESG communication group is responsible for formulating the management process of ESG-related information release, posting ESG-related information on the official website and official WeChat account, and communicating with external parties on ESG information. Specifically, the Board of Directors office arranges communication and interaction with external investors, research institutions, rating agencies and the media.

## ESG system management group

The ESG system management group, led by the Environment Health Safety (EHS) Management Department, assists the ESG Executive Committee in the management and execution of routine ESG-related affairs. The main responsibilities include: interpret global ESG-related standards with internal publicity and training on sustainability; promote the establishment of sustainability system, and identify risks as well as make continuous improvement; organize the sustainability reporting process.



# CORPORATE GOVERNANCE

Attaching great importance to standardized corporate governance, Mindray strictly abides by relevant laws and regulatory requirements on standardized governance and operations stipulated by China Securities Regulatory Commission and Shenzhen Stock Exchange. We strive to operate in a legal, compliant and honest manner, and cooperate with related parties in accordance with business ethics and corporate governance standards, building a good reputation and image, and sharing the fruits of growth with shareholders.

**Issues of concern in this section:**

- Governance structure
- Compliance operation
- Investor relations

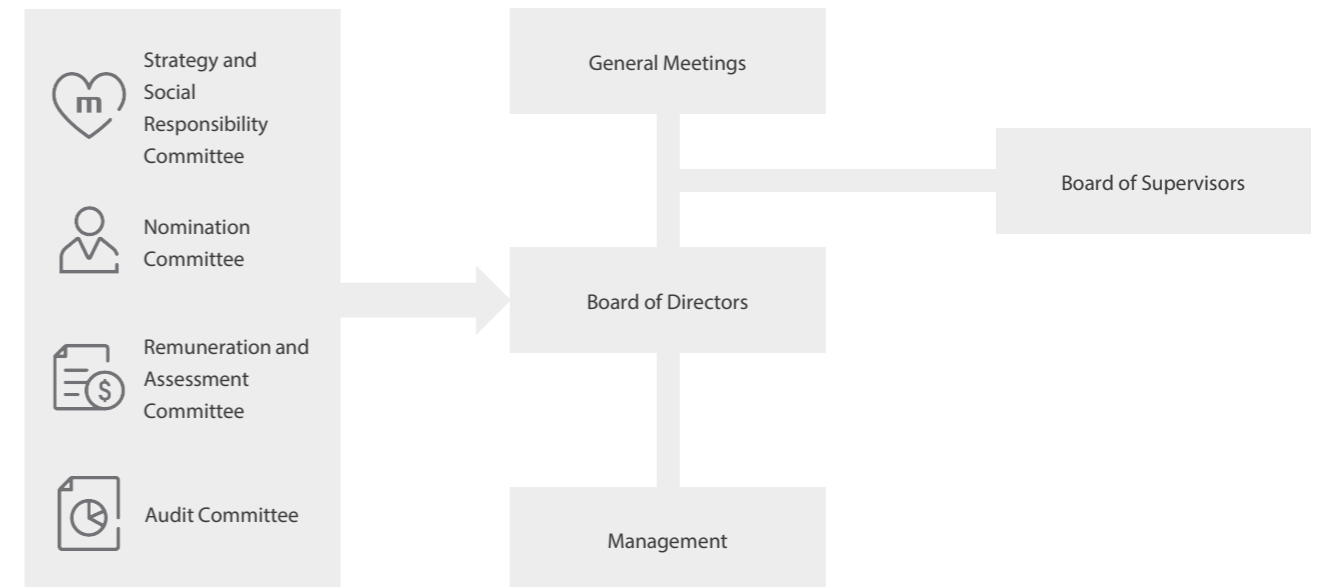
**SDGs in this section:**



## Governance Structure

In strict compliance with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Code of Corporate Governance for Listed Companies* and other laws, regulations and documents, Mindray has formulated the *Articles of Association* as well as tailored regulations and policies for the Group's development, and established a sound corporate governance structure for general meetings, Board of Directors and Board of Supervisors to play their roles in major decision-making, operation management and supervision, so as to protect the rights and interests of shareholders. Meanwhile, with "legal compliance" as our lifeline, we make extensive efforts to establish a compliance management system in line with business development needs and the best practice of medical device industry for us to carry out business activities and processes.

Mindray operates strictly under the governance structure of General Meetings, Board of Directors, Board of Supervisors and senior management. The structure exercises rights of decision-making, execution and supervision within the scope of relevant responsibilities, and establishes a modern corporate governance system that is scientific and standardized, well-balanced and operating effectively.



## Shareholders and General Meetings

The Group strictly follows relevant laws and regulations and the *Articles of Association* for deliberation procedures at the General Meetings, where shareholders exercise voting rights on major matters, including business policy, financing, investment and profit distribution. For each resolution deliberation, we ensure that all shareholders are equal and minority shareholders' voice are heard.

In 2021, the Group held 1 annual general meeting.

## Directors and Board of Directors

There are four committees under the Board of Directors, i.e., Strategy and Social Responsibility Committee, Nomination Committee, Remuneration and Assessment Committee, and Audit Committee, overseeing the Group's affairs of specific areas. The Board of Directors leads and provides guidance for the management directly or indirectly through committees, including monitoring the Group's operational and financial performance by formulating strategies and overseeing the implementation, and developing a sound internal control and risk management system. As at 31 December 2021, the Board of Directors consists of 9 directors, including 4 independent directors and 1 female director.

With a duty towards shareholders, the Board of Directors convenes board meetings in strict accordance with relevant regulations. Board meeting minutes are true, accurate, complete and well-retained, and resolutions are fully accurate and disclosed in a timely manner.

In 2021, the Group held **4** board meetings and **6** committee meetings, specifically:

- 1** Strategy and Social Responsibility Committee meeting;
- 1** Nomination Committee meeting;
- 1** Remuneration and Assessment Committee meetings;
- 3** Audit Committee meetings.

## Supervisors and Board of Supervisors

Accountable to the shareholders, the Board of Supervisors inspects and supervises the Group's operations and the performance of senior management, and effectively safeguarding the legitimate rights and interests of shareholders, the Company and employees, securing the regulated operation of the Group. Procedures for convening, holding and voting of the meetings are in line with the *Rules of procedure for the Board of Supervisors*. As at 31 December 2021, the Board of Supervisors consists of 3 supervisors, including 1 female supervisor.

In 2021, the Group held **3** Board of Supervisors meetings.

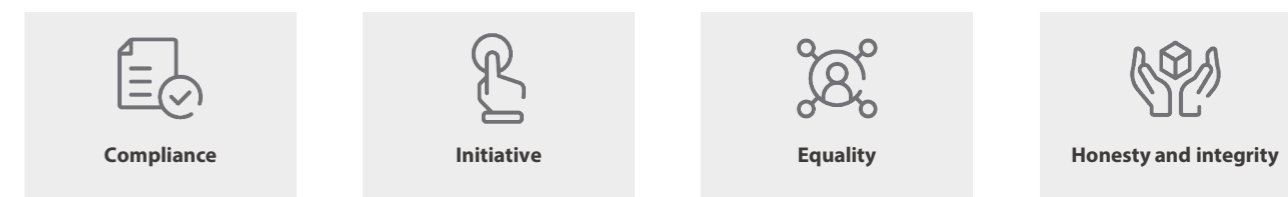
## Senior management

The senior management, composed of experts in the fields of biomedicine, finance, law, sales and marketing, etc., with extensive industry background and project management experience, is able to seize market opportunities and put into effect. As at 31 December 2021, the Group has 9 senior management personnel, including 3 females. The Board of Director is responsible for appointment or dismissal of general manager and other senior management. The general manager leads the management of the Company, organizes the implementation of the board resolutions, and reports to the Board of Director.

## Investor Relations

Strictly abiding by the *Guidelines for Investor Relations of Listed Companies* and the *Shenzhen Stock Exchange Self-discipline and Supervision Guidelines for Listed Companies No. 2 — Standardized Operation of GEM Listed Companies*, Mindray ensures that information disclosure is true, accurate, complete, timely and fair. We organize investor relations management activities to collect investors' opinions and suggestions and timely respond to their claims. In addition, in investor relations management, we treat all investors equally, and create opportunities, especially for minority investors, to be involved in investor relations management. We, as always, value integrity in investor relations management activities, sticking to the bottom line and shouldering responsibilities to foster a healthy and sound market ecology.

### Fundamental principles of investor relations management for listed companies



With various convenient channels available to investors, we communicate with them through telephone, e-mail, investor relations platform, "Investor relations" column on Mindray's official website, media interviews, performance briefings and other channels. We also organize and participate in surveys conducted by investment institutions, disclose company information to the market, establish and maintain good relationships with investors for positive interaction, thus providing scientific, accurate and transparent information for their decision-making and gaining their trust and support.

In 2021, the Group issued **4** regular reports, and **48** interim announcements (including announcement numbers).

In 2021, the Group organized and participated in over **300** investor communication activities, such as company researches, industry strategy meetings, reverse roadshows, telephone calls and investor open days, reaching over **8,000** investors.

In 2021, the Group received **3,065** surveys from investment institutions, making Mindray the only one that was surveyed over **3,000** times in all the A-share listed companies.

Mindray was rated A in 2019-2020 Shenzhen Stock Exchange listed company information disclosure rating.

We are recognized by the stakeholders for our capital market and investor relations performance, and have won the following awards:

Media	Award
Securities Times	The 12 <sup>th</sup> China Listed Company Investor Relations Forum Tianma Award for the Best Board of Directors in Investor Relations of Listed Companies on the ChiNext
Securities Times	The 12 <sup>th</sup> China Listed Company Investor Relations Forum Tianma Award for the Best Investor Relations of Listed Companies in China
The Economic Observer	2020-2021 Outstanding Capital Value Enterprise
Wind	Top 50 Most Popular Listed Companies by Institutions in the Annual List of Listed Company Market Value
China Fund	China Listed Company Investment Value Jinglun Award-Most Valuable Company of the Year
China Fund	China Listed Company Investment Value Jinglun Award-Most Popular Company for Public Offering Fund

In 2021, we held an offline investor open day activity as scheduled for investors. On that very day, we presented our achievements in 2021, latest developments and development direction and goals for the next three years. Management of the Group attended the open day event, where they had in-depth face-to-face discussions with investors on our R&D and innovation, sales and marketing model and opportunities in the post-epidemic era.

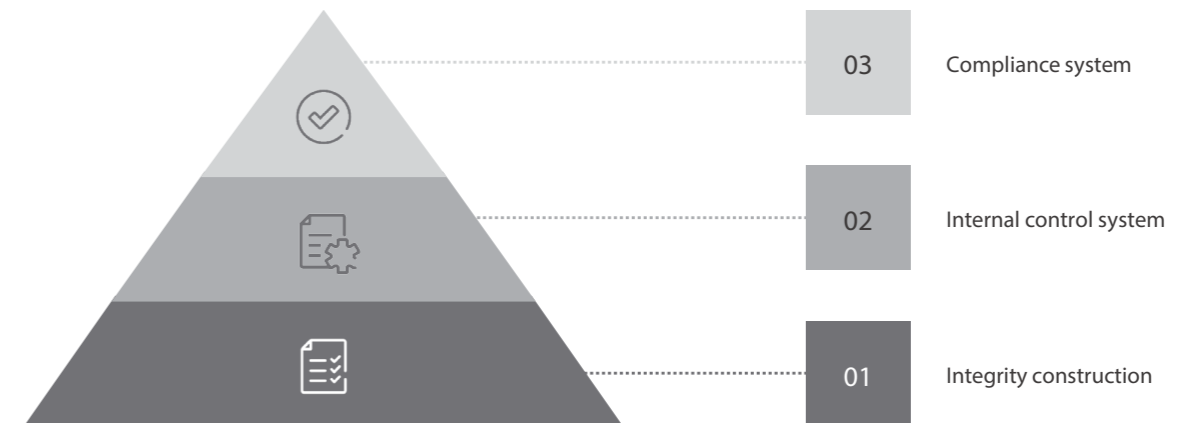


Investor open day

## Compliance Operation

Strictly following the *Guidelines for the Standardized Operation of Companies Listed on the Growth Enterprise Market of the Shenzhen Stock Exchange*, the *Basic Norms of Enterprise Internal Control*, the *Anti-Unfair Competition Law of the People's Republic of China* and other national and regional laws and regulations in which companies operate as well as other applicable supporting guidelines, Mindray has long been building a compliance management system in line with the best industry practice through continuous resource investment, and firmly embedding the end-to-end compliance management in business activities and processes. We attach great importance to and continue to foster a culture of integrity, and require every employee to abide by the code of business conduct.

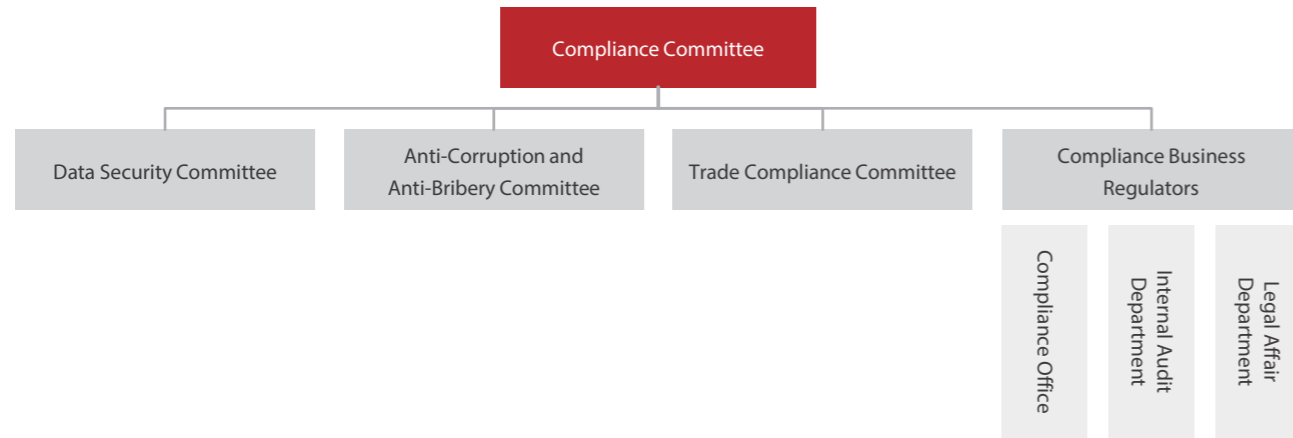
### Compliance operation system



## Compliance management system

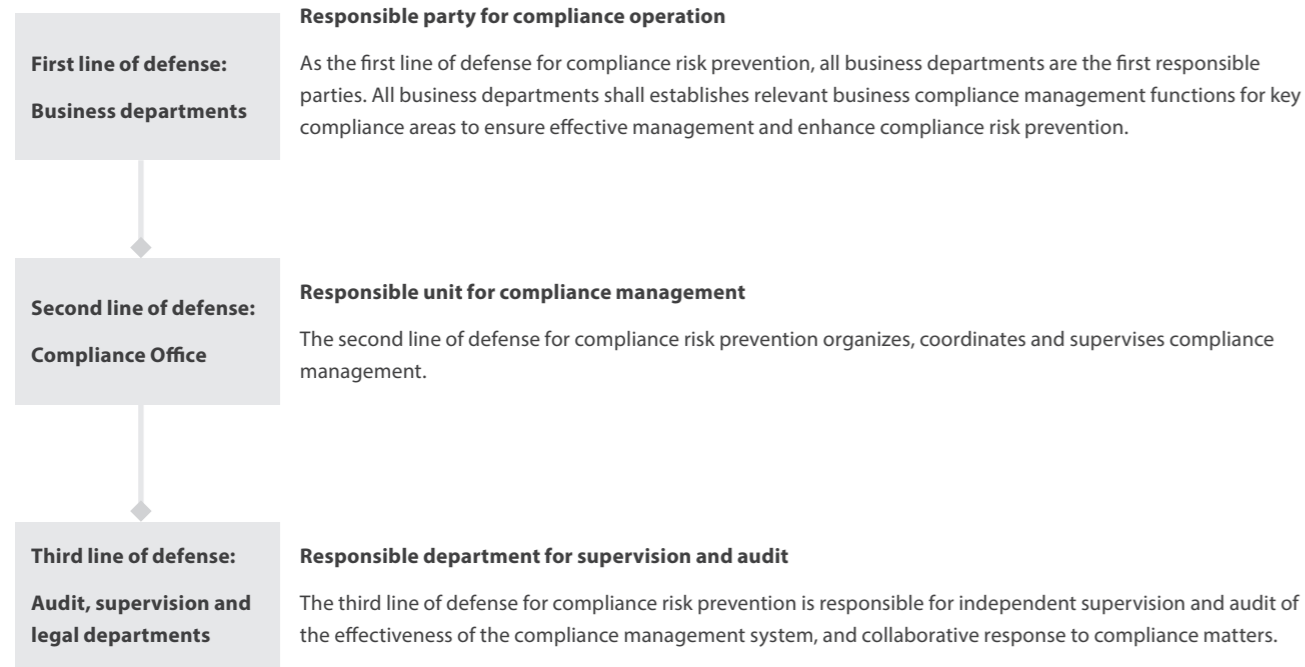
The Group has set up a Compliance Committee as the deliberation and decision-making body for compliance matters. Main responsibilities of the Committee include: reviewing Mindray's overall compliance guidelines; reviewing Mindray's compliance policies and systems; reviewing and approving compliance systems and related standard operating procedures formulated by the Compliance Office; regularly attending briefings by Compliance Office on compliance matters and making decisions on major matters; reviewing internal and external audit results and determining the adoption of recommendations.

**Compliance management system structure**



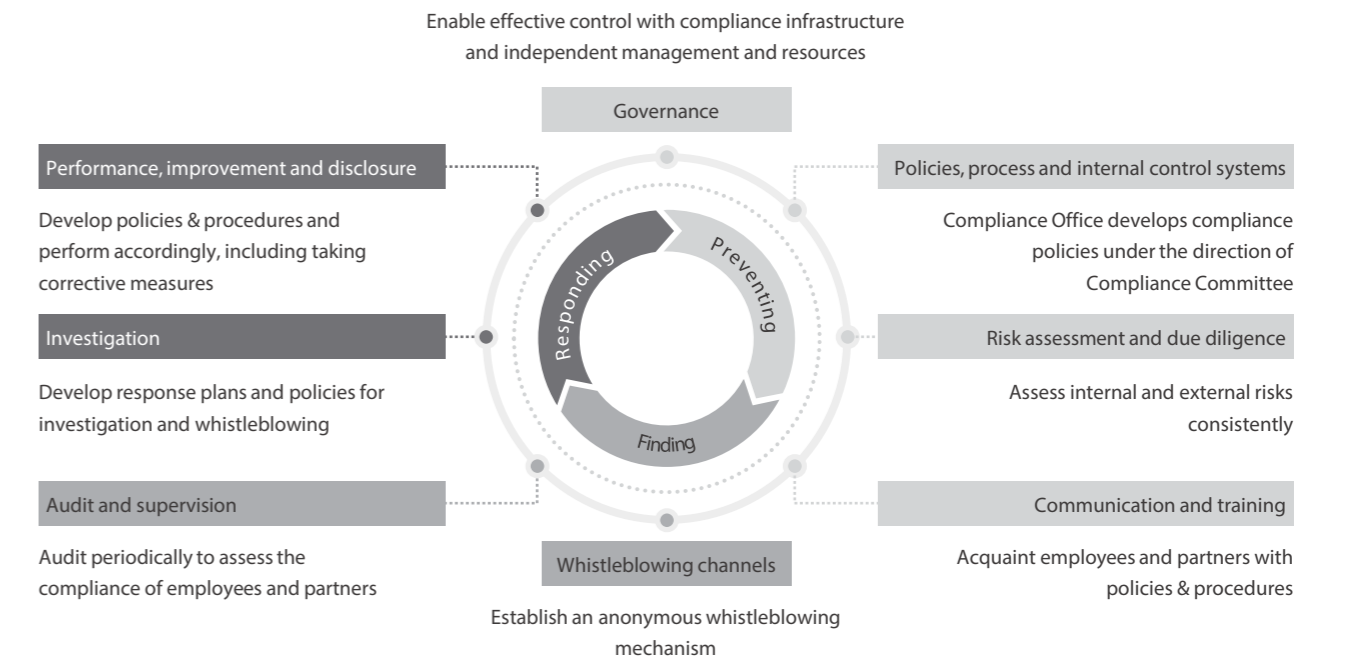
Led by the Compliance Committee, business departments, Compliance Office, as well as audit, supervision and legal departments serve as three lines of defense for compliance management. They perform their own roles through collaboration and effective involvement, forming the synergy of compliance management.

**Three lines of defense for compliance management**



In addition, we have established a compliance management frame ranging from governance to performance, improvement and disclosure, and developed group-wide compliance management procedures covering all employees, all products and full process following the basic process of preventing-finding-responding.

**Compliance management procedures**



In 2021, Mindray launched more than 20 online and offline courses on compliance for employees, with a total of 20,226 participant-time. Meanwhile, Mindray provided online courses on compliance for third parties, with a total of 4,084 participants.



## Risk management and internal control

The Group sets up an Internal Audit Department under the leadership of the Board of Directors and Audit Committee, with independent exercise of authority to oversee the establishment and implementation of internal control systems. The Internal Audit Department is an executing agency of the Group to assess the effectiveness of internal control and secure the realization of internal control objectives in accordance with listing regulatory requirements and risk-oriented principle.

### Internal control system



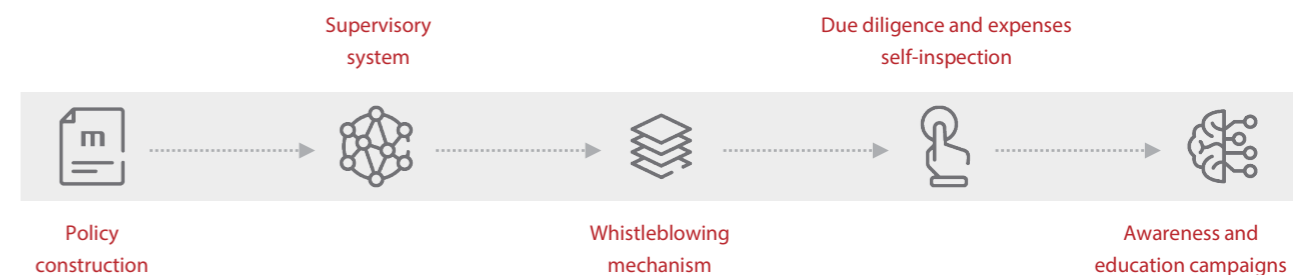
In 2021, the Company assessed the effectiveness of internal control of its 12 subsidiaries, and the proportion of the subsidiaries' total assets and operating income in the corresponding items in the consolidated financial statements all exceeded 90%.

## Anti-corruption and anti-fraud

In strict accordance with *Anti-Money Laundering Law of the People's Republic of China*, laws & regulations of countries and regions where the Group operates and the *Articles of Association*, the Group has established *Anti-corruption Policies* and a business-integrated SOP (standard operating procedure), enriching the all-round supervision system.

In 2021, the Group involved in 0 confirmed corruption incident and case, 0 lawsuit concerning Unfair Competition and Anti-Trust.

### Anti-corruption and anti-fraud process



Adhering to the principle of "combining punishment and prevention, zero-tolerance for fraud", the Group establishes an internal supervisory system to strive to run business justly and honestly. We have formulated and implemented *Whistleblowing Investigation Policy*, *Code of Conduct and Ethics for Employees* and *Anti-fraud Code*, to create a just, fair, open and honest environment for business activities. We have set up the Supervisory Committee, with the Chairman as the director and Supervisory Office to jointly supervise legal, anti-corruption and anti-fraud affairs, as well as publicity and construction of clean governance culture and system.

Besides, we also expect to cooperate with external parties, accept their supervision on our compliance and performance of business ethics, to co-create an honest business environment. Therefore, we have opened special whistleblowing channels and encouraged all stakeholders to report any suspected illegal acts, violations or unfair conducts through the channels. Moreover, we will strictly abide by related regulations to protect whistle blowers' privacy and security.

### Case: Compliance, anti-fraud and anti-corruption training

In 2021, Mindray continued promoting the anti-corruption education and the Supervisory Office organized on-site trainings, which covered over 3,000 participants, for domestic and overseas branches, distributors, suppliers, the Procurement Management Department and procurement personnel. The training focused on compliance, anti-fraud, code of conduct of procurement personnel, criminal compliance and intellectual property protection. Meanwhile, we also launched video training on compliance, anti-fraud and anti-corruption for 8 key branches and set up international marketing system in Brazil, India, Mexico and other key countries and regions, with about 500+ participants.

We invited our top 100 distributors of each product line who had signed contracts with us, totalling about 300 distributors to attend the on-site compliance, anti-fraud and anti-corruption training by product line, to raise the anti-corruption awareness together with partners.



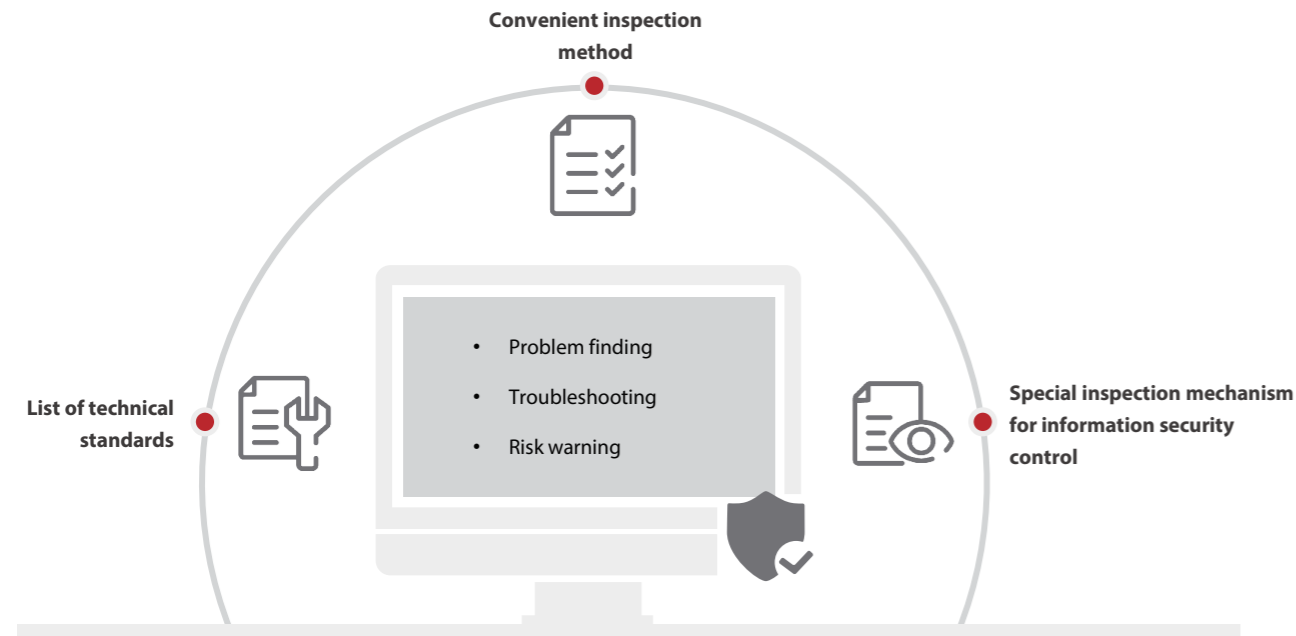
In 2021, the Group launched **56** training sessions on compliance for employees, with **3,890** participants.

In 2021, the Group conducted due diligence for **198** distributors and visited **75** key suppliers.

## Information security

In strict accordance with ISO/IEC 27701: 2019 — Privacy Information Management System, ISO/IEC 27001: 2013 - Information Security Management System and *Information Security Technology — Baseline for Classified Protection of Cybersecurity (GB/T22239-2019)*, we have formulated and implemented *Information Security Conduct Management Specification*, *Information Security Training Specification* and *Sensitive Data Hierarchical Protection Management Regulation* and other policies. We have expanded gradually the applicable scope of ISO 27001 based on its existing scope to improve the overall information security governance level of the Group.

### Information security control



In 2021, we enhanced and thoroughly implemented information security control based on our business features and a deep understanding of the ISO/IEC 27001. With the well-developed security baselines and technical standards of our business system, we have streamlined technical standards and inspection methods and established a special inspection mechanism for information security control. The special inspection mechanism enables us to find out problems and potential risks timely during the construction and operation of information systems, providing risk warnings for the follow-up work. In addition, it improves our information system governance level and ensures the business continuity and development.

In 2021, the security vulnerability scanning rate reached to **100%** for all servers

Not less than **40** security monitoring scenarios were built

Annual review rate for authorities of key departments business system was up to **100%**

Employees' attendance in information security training was **100%**

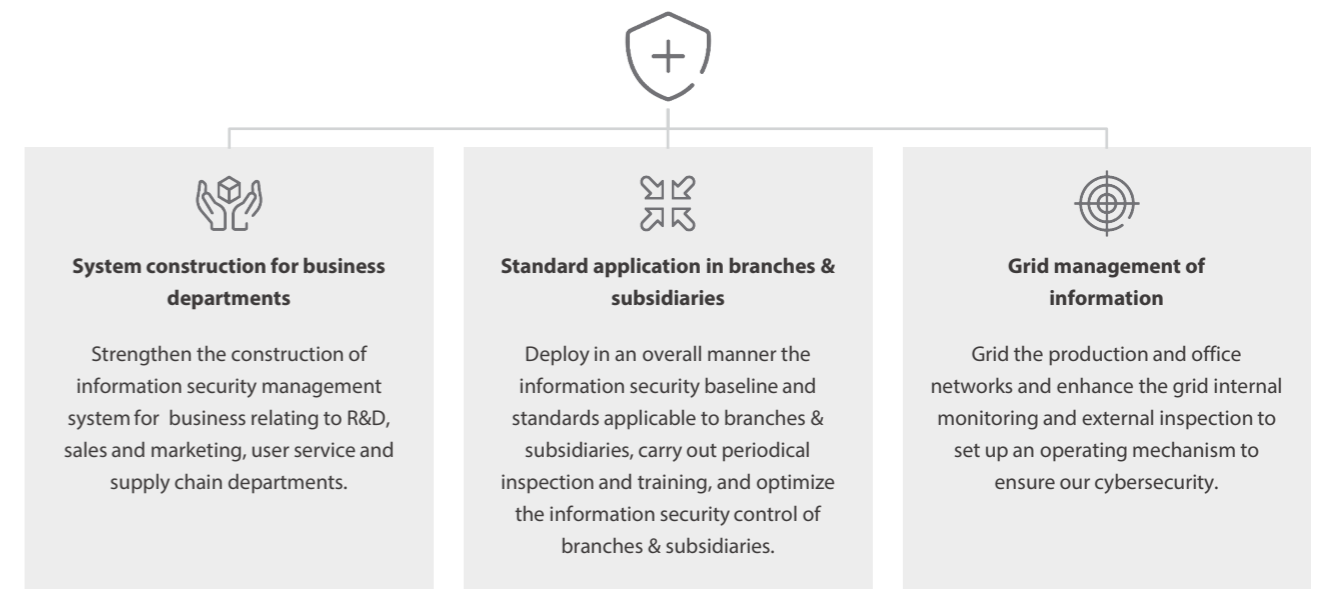
Employees' attendance in training on personal information protection was **100%**

The proportion of compliance in terms of controls overThe compliance rate of personal information protection control reached **100%**

Personal information leakage incident was **0**

Adhering to cybersecurity standards, we will strengthen the construction of information security management system for all business departments. Meanwhile, we will apply the standards in headquarters to all branches & subsidiaries, optimize the risk identification-oriented grid management of network, and set up a scientific information security governance framework to control risks and secure business development.

### Key information security program



# INSIGHTFUL INNOVATION

In this ever-growing era of information, digitalization and intelligence, the increasing demands on precise and personalized healthcare services brings golden opportunity for innovation and development. With the mission of "advance medical technologies to make healthcare more accessible", Mindray believes that R&D innovations are the driving forces of our growth and the cornerstones of social well-being. We keep a high input in R&D and strive to making technology breakthroughs, to satisfy the demands of patients with innovative medical products and build smart healthcare with scenario-based solutions. In addition, we work on filling the gaps in many fields with sci-tech outcomes and drive the overall innovation and development of the medical industry. In the future, we will put continuous efforts in R&D with deeper insights and quicker actions, and construct a health ecosystem with innovations.

#### Issues of concern in this section:

- R&D innovation system
- Intellectual property protection
- Smart healthcare

#### SDGs in this section:



Innovation has been rooted in Mindray's DNA, and served as an engine of our sustainability. In my perspective, innovation is a process of long-term accumulation from quantitative to qualitative changes.

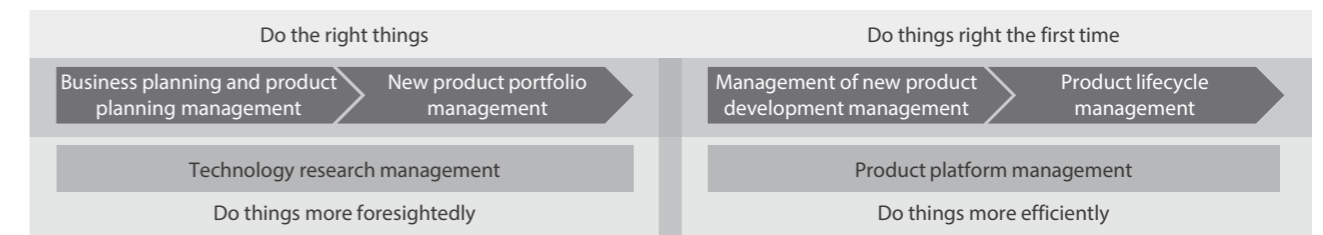
— Xiting Li, Chairman of Mindray

## R&D innovation system

Mindray has established a medical product innovation (MPI) system in line with its features and has optimized it constantly. With years of application and iteration, the system has become more efficient and developed. It is designed to improve our performance in projects, products and portfolios, and systematically add innovation impetus to the development of the Group. MPI has enhanced the cooperation efficiency among strategic planning, sales and marketing, R&D and other functions and increased the reliability, predictability and compliance of R&D projects. Thus, we can constantly launch products that meet customer needs and conform to market trends, shorten the time-to-market of products and improve product competitiveness, supporting the growth goals of the Group in turn.

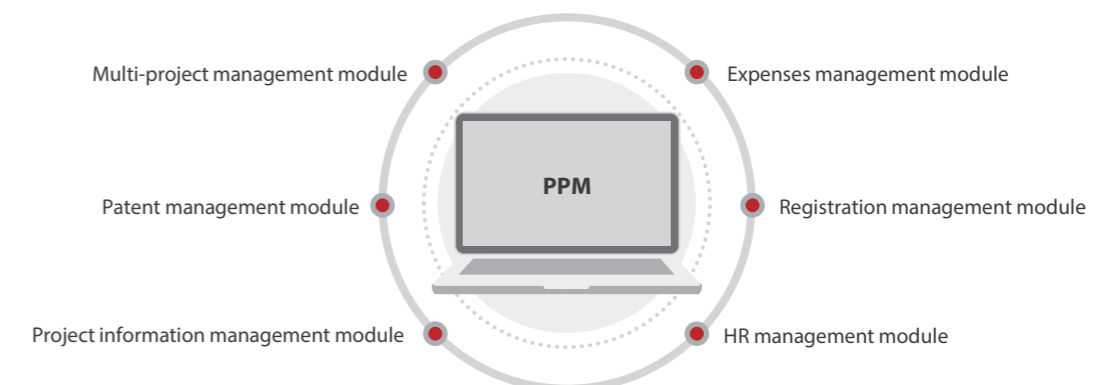
Core ideas of the MPI include: making the product concept clear by carrying out market-based and customer-oriented activities, such as business planning, product planning and product design, contributing to "doing the right things"; proactively enhancing management in product life cycle and product phase-out by means of customer-oriented design, business logic-based decision-making mechanism and structured process enhancing cooperation among functions, ensuring "doing things right the first time"; implementing the practice of "doing things with foresightedness" through technology research and management; and achieving the goal of "doing things more efficiently" by developing a product platform in advance and optimizing products in cost, quality and extensibility.

#### MPI system



With scale expansion and increasing R&D strength of the Group, we build cross-functional teams and connect online data platforms of all business departments to support the management of R&D projects. In 2021, we set up a cross-functional team for sub-business management, which consisted of sub-business managers from all functions, to enhance end-to-end refined management of sub-businesses and bring each sub-business to a world-leading level. The team was responsible for the results and business. In addition, we launched the new version of MPI-based Project Portfolio Management (PPM) platform to optimize resource allocation of a project and share project related information, such as HR data, expenditure data, budget data and organization structure. The big data integration ensures the accuracy of project management data and visualization of project management information, supporting the ability of R&D project management and project decision-making.

#### Project Portfolio Management (PPM) diagram



# Smart healthcare

As technology continues to advance, and doctors and patients expect better medical care and higher efficiency, the construction of smart hospitals has become an irresistible trend. Mindray not only focuses on the innovation of products, but endeavours greater efforts on building total solutions. With the support of modern technologies such as big data, IoT, AI and 5G, we focus on digital transformation and intelligent layout and build an intelligent medical ecosystem and scenario-based smart healthcare. Following the eco-R&D strategy, we make use of advanced resources, clinical experience and cooperate with industrial partners to expand equipment IoT, promote innovative development of medical scenarios and make healthcare more accessible.

## R&D resources

Mindray is committed to making breakthrough in the most cutting-edge medical core technologies. Therefore, we have made considerable investment in research institutions, R&D personnel and R&D funds, and developed an innovative platform based on global resource allocation. As at 31 December 2021, the Group had ten R&D centers in Shenzhen, Wuhan, Nanjing, Beijing, Xi'an, Chengdu, Silicon Valley, New Jersey, Seattle and the European region, forming a global R&D network.

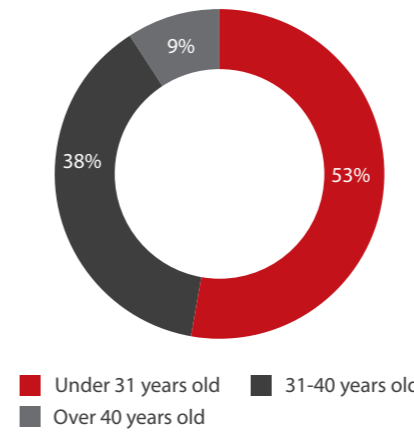
### Distribution map of ten R&D centers



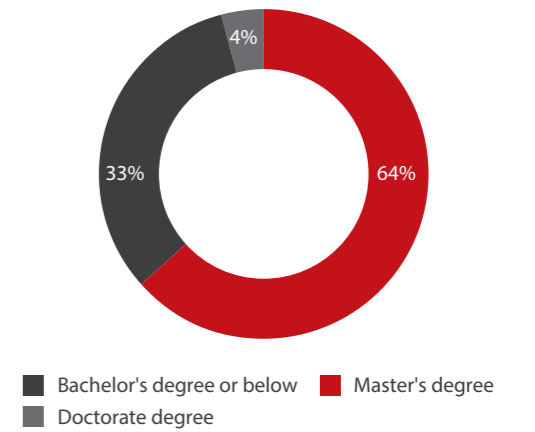
We have built many world-leading R&D laboratories specializing in reliability, hemocyte traceability, power supply, parameter, gas, probe, thermodynamics and other special techniques. The reliability laboratory and hemocyte traceability laboratory are accredited by China National Accreditation Service for Conformity Assessment, and get certified by international third-party laboratories, including laboratories from Intertek Group, SGS Group and TÜV Group.

We focus on cultivating innovation leaders and building a high-quality R&D talent team. As at 31 December 2021, the Group has 3,492 R&D Engineers, accounting for 23.8% of the total employees. 67% of them have a master's degree or above, 91% of them are under 41 years. The extraordinary and young R&D teams provide the Group with strong innovation power and guarantee the Group's R&D strength.

Proportion of R&D employees by age

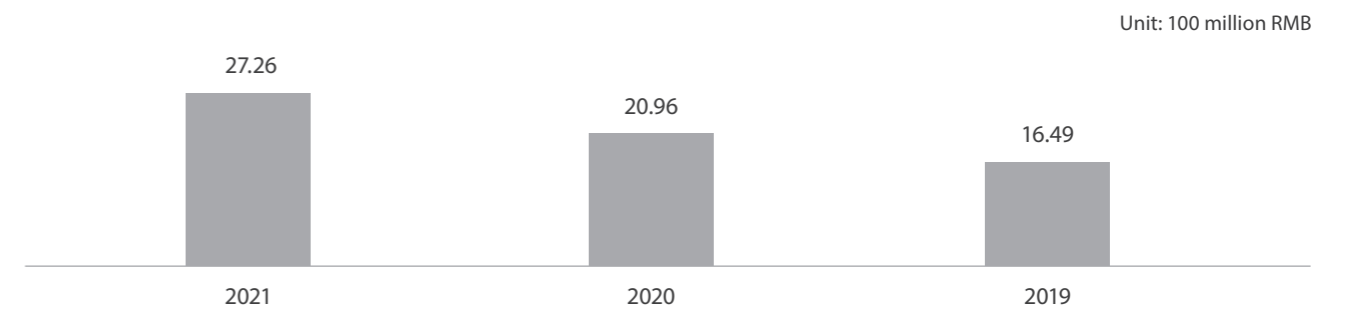


Proportion of R&D employees by education



Our R&D investment has always led the industry, and has maintained growth in recent years. In 2021, R&D investment of the Group amounted to 2.726 billion RMB, with a year-on-year growth of 30.08%.

### R&D investment





## R&D achievements

Following the eco-R&D strategy, Mindray continues R&D innovation with cutting-edge technologies, expands the boundaries of equipment IoT, and launches a series of innovative products & solutions. In 2021, we developed new products on account of various dimensions: customer-oriented, monitoring tools with earlier warning, more effective life support, high-end technologies accessibility and low-carbon footprints. The products and solutions below are typical cases launched in 2021:

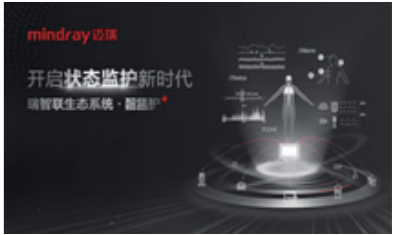




## High-end and accessible, with better user experience

Product name and model	Product description	Product demo photo
Ventilators SV70/SV70S/SV60	Mindray's first professional non-invasive ventilator that provides non-invasive ventilation for adult and pediatric patients. It delivers the optimal man-machine synchrony with the patented breathing-sensing technology and excellent leakage compensation algorithms. In addition, the unique monitoring parameters can assist doctors to make easier and quicker decisions to provide better ventilation support for patients.	
Operating table HyBase V8	Mindray's new-generation V-series operating table is based on brand-new platform that adopts advanced sensing technology and intelligent algorithms to ensure safer operations than before. It is also quite easy to move, operate and clean, thus making the workflow more efficient, esp. for the fast-growing minimally invasive surgeries.	
MC-80 automated digital cell morphology analyzer	Mindray's self-developed MC-80 is the world's first automated digital cell morphology analyzer linked with cellular analysis lines intelligently. Equipped with advanced multi-layer fusion technology, the MC-80 reproduces the pathological features of cells with clear and authentic images, which helps pathologists to detect abnormal cells more easily and make a quicker diagnosis. As traditional morphological screening process is labor-intensive and time-consuming, the MC-80 revolutionizes the process and enables better identification of different cells with high throughput, resulting in greater productivity. With the Mindray Intelligent lab solution, pathologists are able to review results from multiple locations anytime, forming an intelligent diagnosis and treatment network.	
High-speed BS-2800M biochemistry analyzer	This IIPR (independent intellectual property rights) -owned analyzer is developed for tertiary hospitals. Utilizing with the Mindray innovated biochemical technology, it can provide accurate detection results. The high speed brings faster detection capabilities and less workloads for users. The function of one-minute instant test provides test results quickly for the emergency departments in hospital, which can significantly improve the efficiency.	
High-speed CL-8000i chemiluminescence immunoassay analyzer	This IIPR-owned analyzer is developed for tertiary hospitals. Utilizing with the Mindray innovated immunoassay technology, it can provide accurate detection results. Up to 1000T/H speed brings faster detection capabilities and less workloads for users. In addition, functions like non-stop loading of reagents, visual loading, and automatic loading of disposable controls & calibrators greatly reduce daily operation and maintenance in laboratories and improve the management of quality control.	
Diagnostic ultrasound system Resona I9	It provides an entirely new scanning experience, thanks to the innovations from deep insights of complex clinical scenarios and customer requirements: breakthrough design for unlimited scanning flexibility beyond imagination, extremely precise and smart solutions for dedicated clinical applications, and cloud-based remote ultrasound diagnosis for more accessible and homogeneous medical service in broader locations.	

## Intelligent healthcare, building a smart ecosystem



### New products and solutions cases in 2021

Product name and model	Product specification	Product demo photo
M-Connect BeneVision+ Status monitoring solution	The interconnection of all bedside devices allows clinicians to receive patients' diversified vital signs remotely. It provides more standardized, comprehensive and effective services for remote quality control across hospitals, remote consultation in clinical departments, remote teaching, training and discussion in superior and subordinate hospitals and communities.	
Mindray Medical Imaging IT Solution: MiCo+	MiCo+ provides an innovative solution for medical professionals and transboundary communities of creating better medical imaging services. Through connections among multiple imaging modalities, medical professionals, and institutions, it provides a series of dedicated applications for different clinical scenarios, such as telemedicine, online education, imaging quality control and so on.	
The Mindray Intelligent lab solution	The Mindray Intelligent lab solution implements digitalization of the reagent management process. In addition, through connecting "One hospital with multiple areas", it creates an efficient and professional online platform for difficult cases real-time diagnosing and treatment. The solution improves the laboratory management and the test interpretation of primary medical institutions.	

## Green R&D

Mindray is committed to exploring and supporting "circular economy", reducing use of natural resources and providing environment-friendly products. We have been trying to lighten and miniaturize our products to reduce the use of packaging materials. In addition, we have been seeking plastic-free packaging solutions, such as using green and recycling materials instead of plastics, replacing fossil-based plastic layers with plant-based materials. In some settled transport areas or specific areas, we innovatively design recyclable packages and reuse them. The products below show our design concept of lightening and miniaturizing products to reduce use of packaging materials:

**Green design products**

Product name and model	Product specification	Product demo photo
BC-7500 CRP Auto hematology analyzer	We reduce the occupied space and weight of certain instrument of the product by about 10% and downsize certain machine parts to lighten the device by 3% to 5%, thus reducing the use of packaging materials.	
Portable ultrasound system MX/ME series:	The weight and thickness of this portable ultrasound system are reduced by over 40%, with over 20% reduction of power consumption, achieving the effect of environmental protection and energy conservation.	

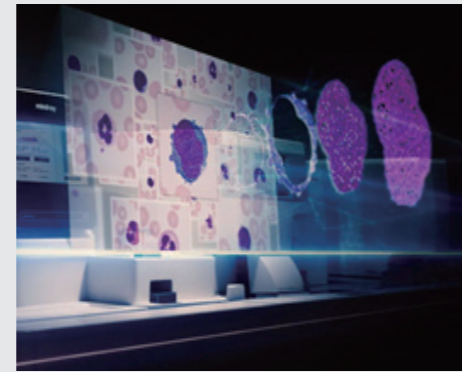
Along the path of transforming advanced technology into reliable products and solutions, Mindray also received many awards and recognitions of technologies & solutions innovation. We consistently invest in innovative products and advanced technologies to lead the industry development and contribute to the improvement of human well-being. In 2021, the awards and recognitions we received are as follows:



- Second Prize of the 2020 China National Science and Technology Awards for Invention
- The 22<sup>nd</sup> China Patent Award - Silver Award
- 2021 Red Dot Design Award
- 2021 German IF Design Award
- The 8<sup>th</sup> Guangdong Patent Award
- 2021 Jiangsu Province Science and Technology Progress First Prize
- 2021 Shenzhen Science and Technology Progress First Prize
- 2021 Shenzhen Patent Award
- 2021 Healthy China Action Demonstration V Innovation Industry List —— "Best Solution in In Vitro Diagnostics"

**Case: The first IVD AI product jointly developed by Mindray and Tencent gets approved**

On 16 March 2022, the automated peripheral hemocyte morphology analyzer jointly developed by Mindray and Tencent AI Lab went through the *Special Approval Procedure for Innovative Medical Devices* of National Medical Products Administration. The *Special Approval Procedure for Innovative Medical Devices* is specially designed for medical devices which are accompanied with invention patents, adopt technologies that are pioneering in China and leading in the world, and have significant clinical application value. With the strictest criteria for approval, it only opens to the top level of medical devices innovation in China.



**Case: China's first 5G ICU**



Based on M-Connect ICU solution, Mindray builds China's first 5G ICU, which can transmit the care information of a patient's bedside devices to the cloud central station by 5G speed at all times and places. Clinicians can access the data of the patient through mobile devices (computer, tablet PC) anytime and anywhere, and check the patient conditions in real time. Moreover, clinicians can review last 240 hours data and trace origins to accurately diagnose the trend of the patient's condition and promptly plan out an effective diagnosis and treatment scheme, gaining more chances for patient recovery.

**Case: Mindray won the China National Science and Technology Awards for Invention**

On Nov 3, 2021, the 2020 China National Science and Technology Awards Conference was held in the Great Hall of the People in Beijing. Mindray was awarded the second prize of the 2020 China National Science and Technology Awards for Invention, for the fluorescent dyes in hematology analysis we co-developed with Dalian University of Technology.



**Participating in setting industrial standards**

While adhering to the high standards of our product quality, we also actively participate in setting domestic and foreign industrial standards, and set strict standards to tackle shortages and lead the high-quality development of enterprises, contributing to standardizing and promoting the industry development. As at 31 December 2021, the Group participated in 60+ international and domestic organizations and associations of medical industry, and participated in the formulation, revision and publication of 41 international standards, national standards and industry standards, as well as 20 national standards and industry standards in progress, including participating in establishing the *General Requirements for Reliability Technology of Medical Electrical Equipment*.

# Intellectual property protection

In strict accordance with the *Patent Law of the People's Republic of China*, the *Trademark Law of the People's Republic of China*, the *Management Standards for the Intellectual Property of Enterprises* and laws & regulations of countries and regions where the Group operates, Mindray has formulated and implemented the *Mindray Intellectual Property Management Manual*, the *Patent Management Regulation*, the *Trademark Registration Management Process*, the *Copyright Management Regulation* and other internal policies to safeguard the intellectual property work and maintain independent innovation advantages of the Group from four dimensions —— "ensuring commercial freedom", "protecting key development fields", "safeguarding intellectual property and properly handling disputes", and "managing intellectual property to create economic benefits". In addition, we have developed the *Patent Reward and Payment Regulation* and incorporated patent fees into assessment of KPI of each department and promotion of R&D personnel, driving the Group's layout of intellectual property.

As at 31 December 2021, Mindray has applied for a total of **7,418** patents, including **5,308** invention patents and authorized a total of **3,437** patents, including **1,618** invention patents.

As a "National Intellectual Property Model Enterprise", we have established a sound global intellectual property management system, which was granted the "Intellectual Property Management System Certificate", to safeguard our independent intellectual property. In 2021, the Group shifted the intellectual property strategy from quantity to quality and took a series of actions to optimize the intellectual property layout.

## Intellectual property management

1 Business-oriented	2 System construction	3 Internal training	4 External sharing	5 Classification
Establish an operation and communication mechanism concerning R&D and intellectual property to improve quality of work and better serves businesses.	Establish an intellectual property process system to standardize the working cycle of intellectual property management, including exploring, reviewing, comping, repling and authorization.	Carry out special training for product managers, project managers and R&D personnel to raise their awareness to protect intellectual property and deepen their understanding of intellectual property.	Encourage patent engineers to attend external training and sharing to improve their expertise and boarden their, and add strategic value to patent work.	Develop a classified management standard for intellectual property and perform evaluation on the intellectual property work of key projects to enhance quality and intellectual property layout.



# VALUE CHAIN COLLABORATION

Mindray always believe that the sustainability of an enterprise is inseparable from value chain collaborative management. We continue to maximize the value of end-to-end collaborative management via a management system covering R&D, procurement, manufacturing, sales and marketing, customer service and post-marketing supervision. Internally, the product quality and safety are guaranteed with total quality management system, which involves a variety of business functions. Externally, we, in partnership with external stakeholders along the value chain, reinforce suppliers and marketing management, jointly contributing to the sustainability of the enterprise.

### Issues of concern in this section:

- Product quality and safety
- Sales and marketing
- Supplier management

### SDGs in this section:



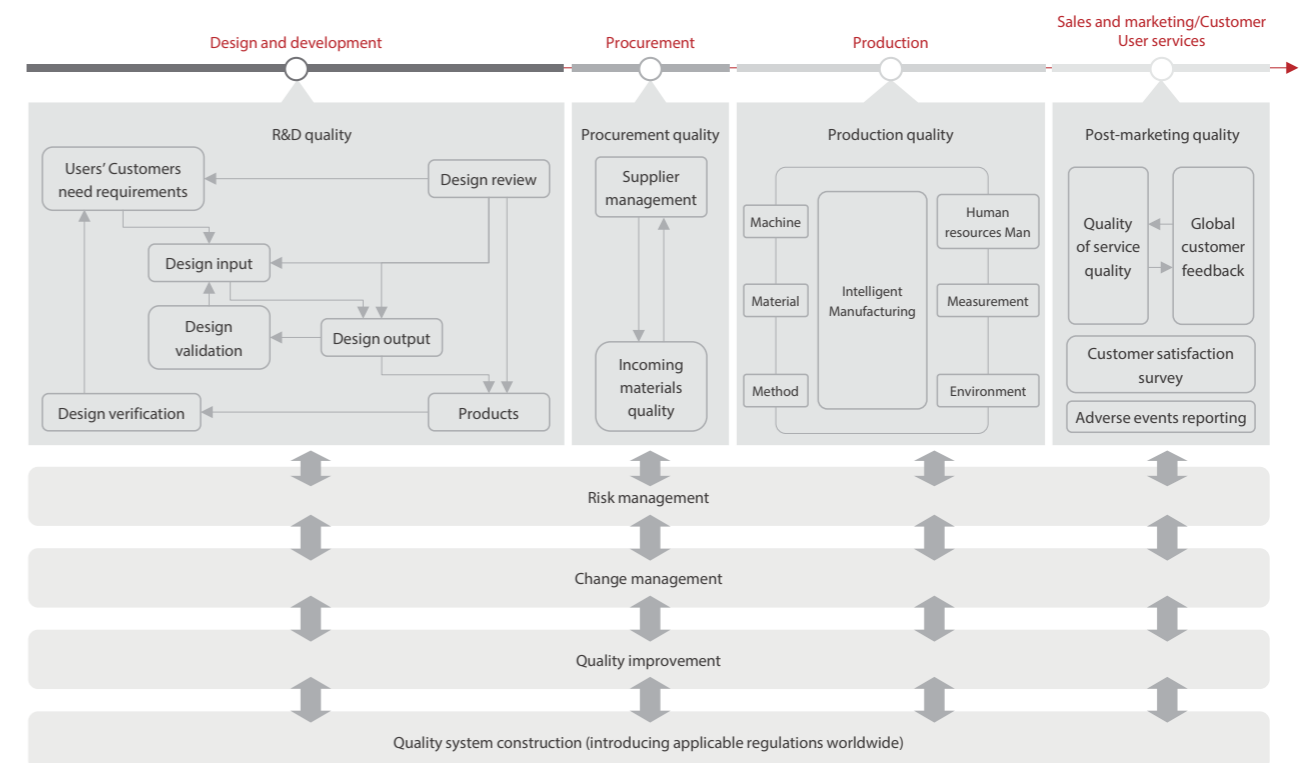
## Product quality and safety

We strictly abide by the applicable laws and regulations in the countries and regions where we operate, such as the *Product Quality Law of the People's Republic of China*, the *Regulations on the Supervision and Administration of Medical Devices*, the *FD&C Act*, the *European Union MDR & IVDR Act*, etc. We firmly believe that the product quality and safety are not only crucial to patient health, but also pivotal to achieving our mission and social responsibility. We have established a strict total quality management system and continuously refine it in line with the increasingly stringent regulatory requirements, under which we monitor product quality at every stage of our value chain, and ensure the product safety and stability with lean management.

## value chain collaborative management system

Mindray's superior quality management system has been serving as an engine for value chain collaborative management. We have set up a total quality management system covering product design and development, procurement, production, sales and marketing, customer services, etc., and utilized the MPI and ISC (Integrated Supply Chain Management) processes to ensure visualization, standardization and traceability throughout product management. We have implemented the management strategy of "applying risk management throughout the product lifecycle", and have formulated the *Risk Management Procedure*, the *Risk Management Work Guide* and other rules and regulations, to integrate risk management into the entire business chain on a systematic basis. We have conducted risk identification, risk assessment and risk control for products at every stage of their lifecycles, and constantly monitored the effectiveness of risk controls. We have been constantly improving the integrity and effectiveness of our quality management system through internal and external audit, as well as management review.

### Overview of value chain collaborative management



Supported by value chain collaborative management, the Group delivers outstanding product quality performance.

In 2021, a total of **16** products of Mindray were sampled by national and provincial regulators, with a pass rate of **100%**.

Moreover, we have been awarded numerous external quality accreditation and gained recognition. In 2021, Mindray's product quality was recognized with awards and accolades as follows:



**Awards and accolades**

- Pharmaceutical equipment manufacturers with outstanding performance in monitoring adverse drug reactions in Guangdong Province in 2021
- 2021 "Shenzhen Top 100 Industry Leaders"
- National Excellent Unit for Monitoring and Evaluation of Adverse Drug Reaction in 2020
- 2020 Guangdong Province Quality Credit Class A Medical Device Manufacturer
- 2020 Tonglu County Government Quality Award

## Quality management system certification and review

During the Reporting Period, the Group upgraded and expanded the existing qualifications and created additional ones, and proactively conducted performed the annual supervision and review of the quality management system. In 2021, 254 products were added into the quality management system (ISO 9001 and ISO 13485) and 98 new products were certified for product safety. As at 31 December 2021, the total comprehensive quality management system of Mindray was certified by following quality regulatory standards and product safety certification:



**Quality management system qualifications**

- ISO9001: 2015 certificate of quality management system
- ISO13485: 2016 certificate of quality management system
- EU Quality Management System Certificate (MDR)
- EU Quality Management System Certificate (IVDR)
- 284 products obtained FDA510(K) market access license with the approval of Food and Drug Administration (FDA)
- More than 900 valid certificates of registration or filing for major medical devices
- The Group's headquarters and subsidiaries passed the review of the Good Manufacturing Practice of Medical Devices for 14 times
- The Group's headquarters and Mindray North America passed the quality system review of the Medical Device Single Audit Program (MDSAP)
- Over 600 product models entered into more than 190 countries and regions upon the on-site approval of FDA



**Product safety certifications**

- Nationally Recognized Testing Laboratory (NRTL) Certification
- Certification Bodies' Scheme (CB)
- Certification of the National Institute for Metrology, Standardization and Industrial Quality (Inmetro)
- Global Wireless Certification

In 2021, Mindray received a total of **56** quality audits , with a passing rate of **100%**.

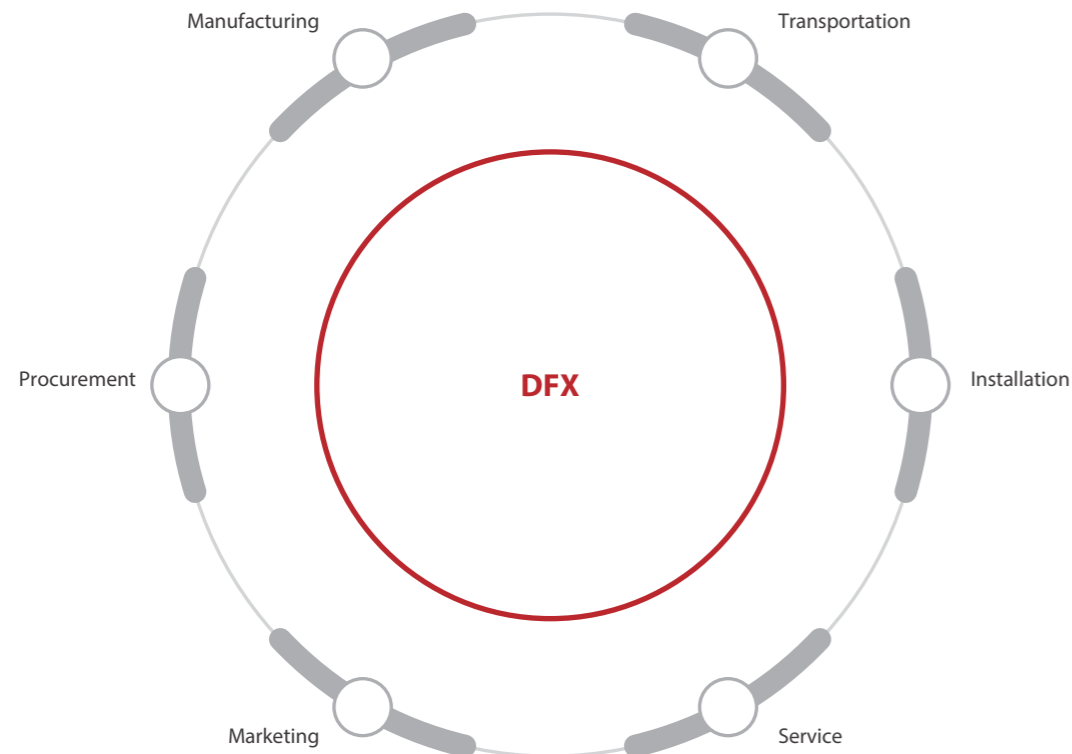
## Design collaborative management

Mindray adheres to market-driven and customer-oriented product design and development. Based on the MPI system, we have built a well-established management process for design and development and an electronic platform for Product Lifecycle Management (PLM), and built upstream marketing teams and product manager teams to collect customers' need in a complete manner for unified product planning.

Insisting on concurrent engineering in product design and development, we integrate users' demand management, risk management and Design for X (DFX) requirement management approach into the product development process. Incorporating the back-end processes of product manufacturability, serviceability and transportability, we realize the traceability of internal and external users' requirements and risk management throughout the whole process. In addition, we set up a dedicated design quality assurance team to perform special audits on the design and development process and the Design History File (DHF), and to manage post-marketing product improvements on a sustained basis.

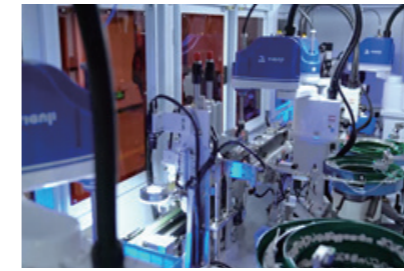
Relying on continuously improving design and development management process, we persist in maintaining an excellent organization and continuously ensure the compliance, safety and effectiveness of our products.

**DFX demand management system**



## Manufacturing collaborative management

With the advanced technology and intelligent platform, Mindray takes the initiative to make a lean improvement with an intelligent manufacturing management mindset, and constantly promotes the intelligent transformation in the manufacturing process. Upholding the concept of "quality by design", in the processes of design and development, prototype trial productions, processing and manufacturing, testing and evaluation, etc., we use a variety of technologies and management methods such as integrated innovation, beforehand improvement, intelligent tooling, intelligent visualization management, comprehensive inspection technology and intelligent scheduling to drive an automated and information-based product manufacturing process on a sustained basis. Moreover, we make continuous improvements in production efficiency while ensuring quality, and achieve the visualization of process and traceability of faults. In 2021, in terms of the intelligent manufacturing, we have the following typical applications, which, on the one hand, improve the efficiency of manufacturing, and on the other hand, greatly enhance the quality assurance capability during the manufacturing process:



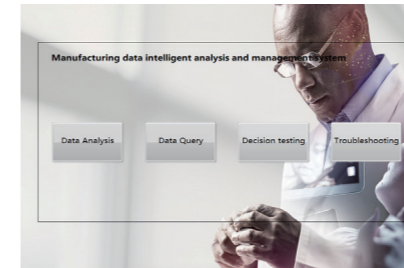
**Automated assembly of IVD (In Vitro Diagnosis) sample racks**

No manual operation involved, solving difficulties in sample rack assembly, and achieving fully automated assembly of over 60 materials, thus increasing production assembly efficiency by 6 times.



**PCBA (Printed Circuit Board + Assembly) processing workshops**

Connected information platforms including Enterprise Resource Planning (ERP), Manufacturing Execution Systems (MES) and Production Auxiliary System, etc., to realize the electronic material management by light, electronic shelf positioning and quantification integrated with the processing equipment, providing guarantee for processing quality.



**ESOP (Electronic Standard Operating Procedure) system and manufacturing data analysis and management system**

The production site of IVD products has achieved electronic and paperless, leaving behind the tedium of techniques searching and data filling, realizing the scheduling of the whole process and automatic uploading of data, connecting the product timing control with the underlying data, enabling automatic judgement and positioning of the underlying data of the instruments through big data, and achieving the closed loop of product quality and process.

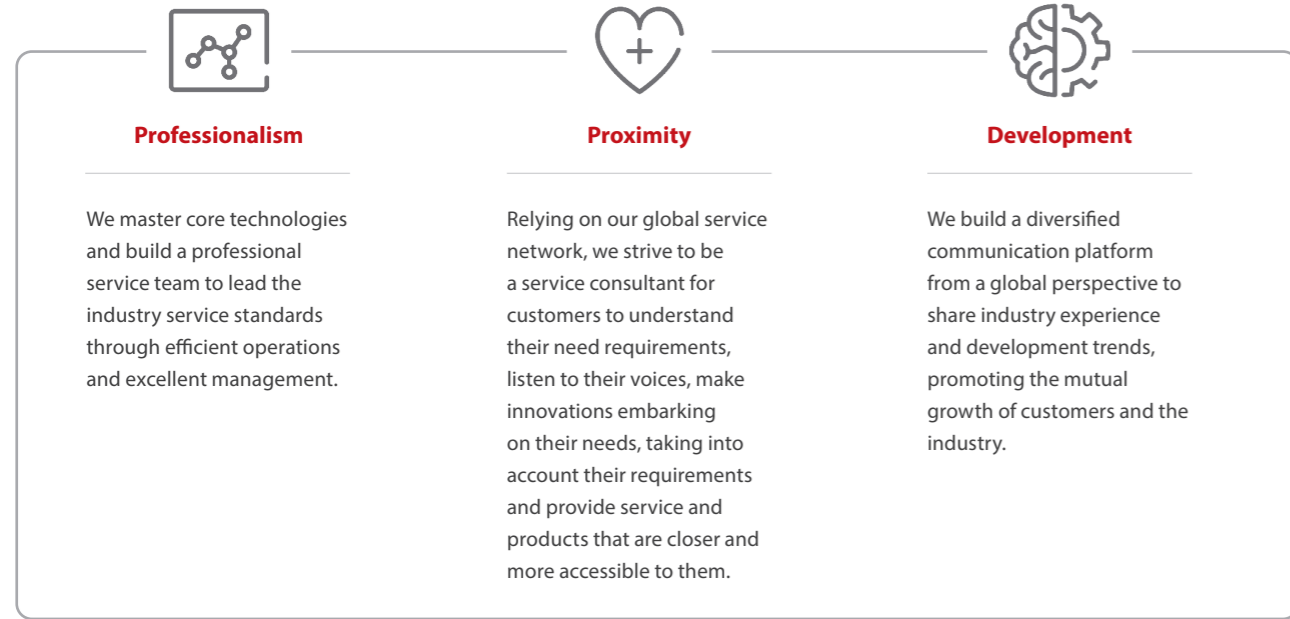
## Customer service collaborative management

"Align with our customers" is one of Mindray's core values. We are committed to considering customer service capability from the design stage. By persistently digging customer demand, rapidly responding to customer complaints, highly securing customer information, proactively conducting customer satisfaction survey, and by virtue of a comprehensive customer service system and abundant service experience, we provide excellent and continue perfecting services for customers and help our institutional customers expand their healthcare business.

### Customer service management

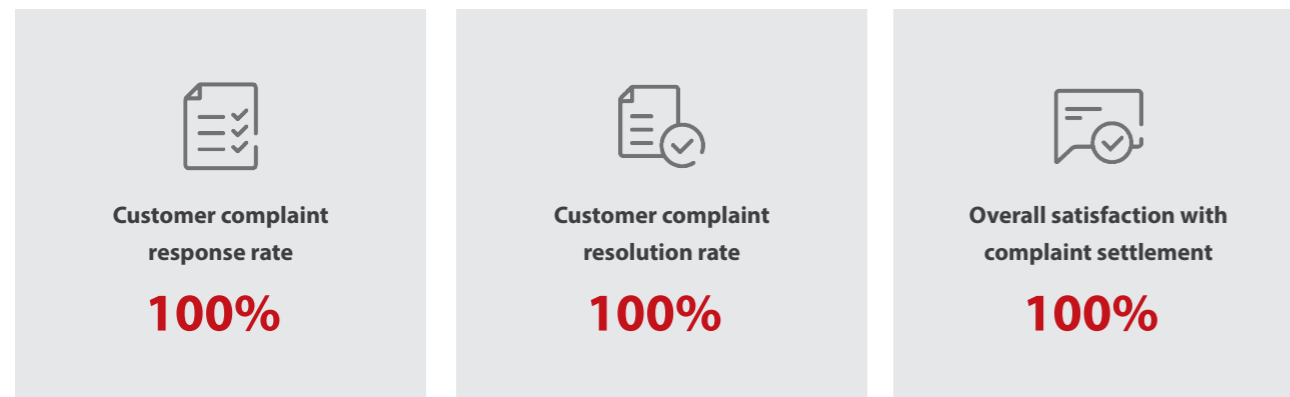
In strict compliance with the polices such as the *Law of the People's Republic of China on the Protection of Consumers' Rights and Interests*, the *Federal Trade Commission Act (FTC Act)*, we have developed an all-round, all-time and all-process after-sales service system. In virtue of our industry-leading customer relationship management platform and remote support platform, we are able to manage the whole service process, proactively prevent breakdowns and ensure service quality.

**Customer service concept**



The Group has developed and implemented the *Service Management Procedure* to establish a global after-sales service system with a dedicated team responsible for handling customer complaints around the world. For overseas customers, we have built a three-tier technical support framework, with global call centers across 22 countries handling customer complaints and more than 100 direct service stations providing on-site services and technical support. In addition, our overseas subsidiaries also offer after-sales technical training services to local end-users and channel resources. For domestic after-sales complaints, we promise to provide "24/7" call center hotline service. We have standardized the complaint handling process with a four-tier service network structure, i.e., "headquarters - branches - direct service stations - service subcontractors", to ensure the integrity and traceability of customer complaint settlement and improve customer satisfaction.

**Customer complaints settlement and customer satisfaction in 2021**

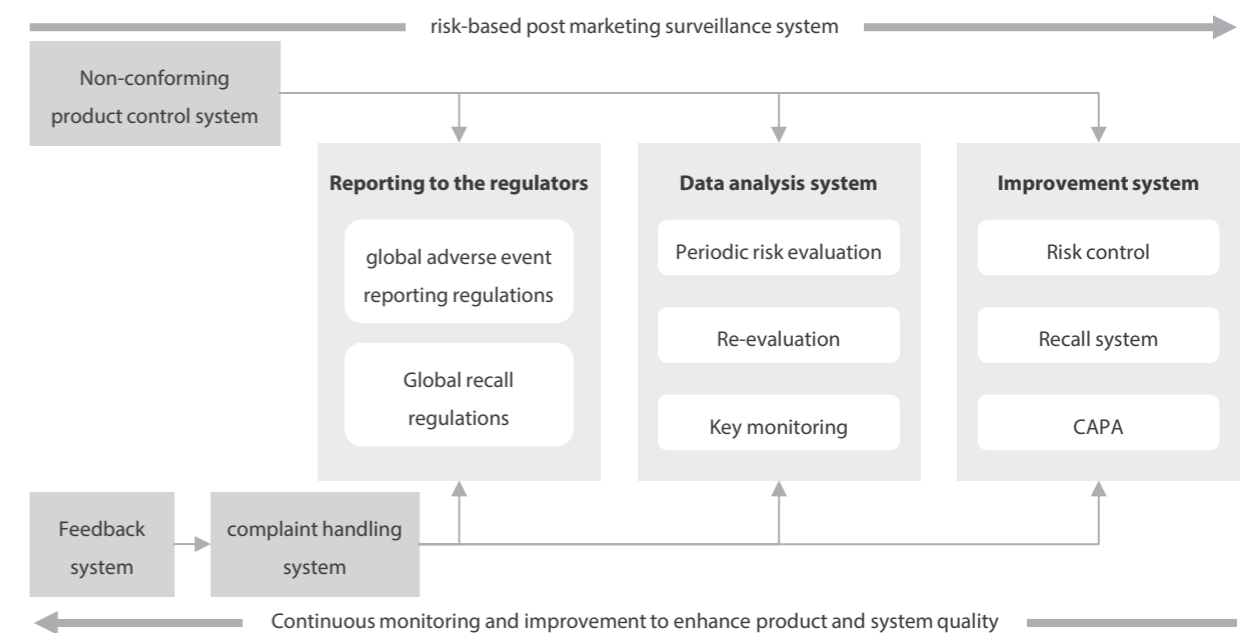


**Post-marketing supervision and management system**

Adhering to the quality management concept of "Early Detection, Early Decision-Making and Early Resolution", Mindray has built a risk-based post-marketing supervision system applicable to various countries and regions worldwide, and improved the global recall decision-making mechanism continuously. In accordance with local laws and regulations, we have established a series of management systems and procedures applicable to adverse product events and recalls to ensure that we strictly comply with regulatory requirements, report adverse events to regulators and initiate product recalls. We have established a global complaint settlement system to handle customer complaints from subsidiaries worldwide and ensure all complaints are dealt with in a timely and appropriate manner. We have set up an independent and professional post-marketing supervision and management team under our Quality Centre, which is dedicated to the adverse event monitoring and product recalls, and constantly improved the post-marketing supervision system in align with relevant internal management mechanisms.

Continuous improvement is an important part of product quality assurance and has always been valued by Mindray. We identify risk signals and trend issues through data analysis system, and continue to improve product quality and process effectiveness through the improvement system (CAPA, quality award, woodpecker award). In 2021, we set up 78 quality award projects, most of which were successfully completed. For example, the "Automated Test Platform for Ventilator and Anesthesia Machine" project achieved 100% automated testing in respiratory parameters, which not only improved the efficiency, but also greatly enhanced the outgoing quality assurance.

**Post-marketing product supervision system**



In 2021, the Group initiated a total of 5 product recalls, all of which were voluntary, and no serious injuries or fatalities occurred as a result of product defects. No quality supervision warnings were received from regulators concerning our products and services.

## Customer satisfaction survey

In order to better solve problems encountered by customers, meet their needs and make continuous improvements, we have formulated the *Customer Satisfaction Survey Operation Guide* and the *Customer Satisfaction Statistical Analysis Work Norms*, and conduct an annual customer satisfaction survey by sending notification text messages and survey website through the customer call centers.

For domestic customers, we collect questions, comments or suggestions on product quality and after-sales service from end-users in regards to main products, and conduct information surveys on customer satisfaction to solve problems encountered by them and strive to satisfy their needs; for international product and service agents, we continuously improve the quality of our after-sales service and product quality through a comprehensive understanding of our agents' overall evaluation of after-sales service, product quality and HSF compliance, achieving ultimate customer satisfaction and winning their loyalty. In 2021, we carried out a statistical analysis of satisfaction based on questionnaires and issued a satisfaction survey report for continuous improvement.

## Customer privacy protection

Respecting and protecting the customer privacy and personal information is one of the important goals of the Group's information security. In strict accordance with the laws and regulations such as the *Data Security Law of the People's Republic of China*, the *Personal Information Protection Law of the People's Republic of China*, and the *General Data Protection Regulation (679/2016, GDPR)*, as well as ISO/IEC 27701: 2019 privacy information management system, we have developed and implemented a series of management systems for information security and privacy protection, including the *Personal Information Protection Management Policy*, the *Personal Information Protection Management Specification*, and the *Personal Information Collection Management System*, to ensure the legality and regularity of information processing procedures, fulfil the obligation of customer information protection, and provide guidance for employees to raise awareness of customer information protection.

We strictly stipulate that the collection, storage, transmission, use, sharing and deletion of customers' personal information must be complied with legal and regulatory requirements, all personal information collected in our daily operations must be handled in a proper and reasonable manner, mitigating information security risks and effectively protecting the rights of personal information owners.

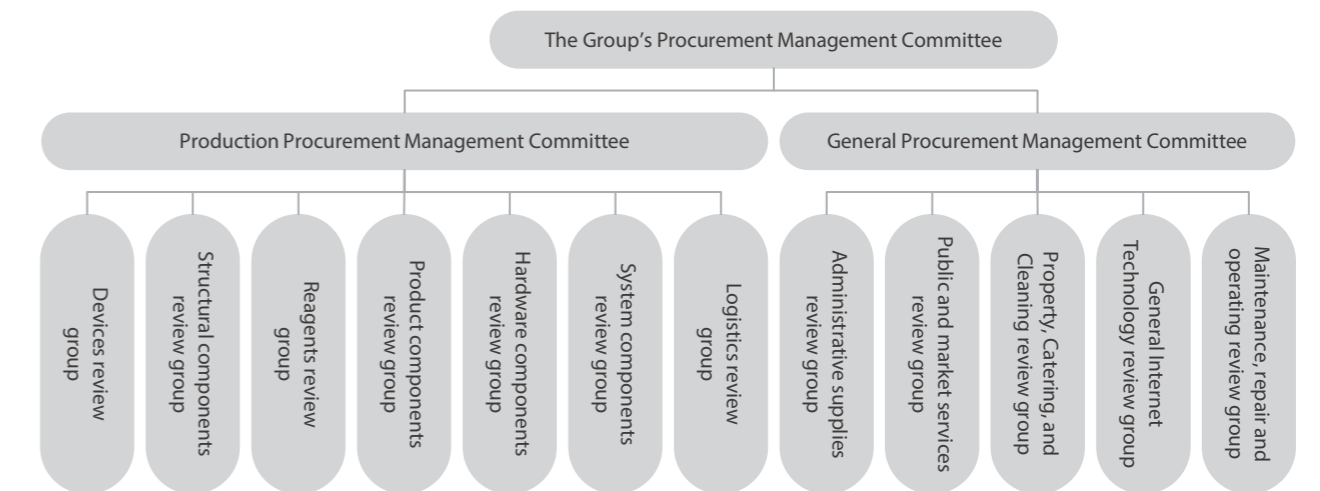
# Supplier management

The quality, resilience and sustainability of the supply chain are critical to Mindray's production and operation. Under the framework of internal collaborative management in product design, development and manufacturing, we have established a supplier management system across the suppliers' lifecycle, which introduces environmental and social performance indicators in the selection and admission of new suppliers, supplier review, etc., to ensure the quality, safety and environmental protection of suppliers and push forward the sustainability of supply chain. For our long-term suppliers, we also insist on dynamic performance assessment and management to move forward in tandem with our partners.

## Procurement management system

To ensure a scientific procurement managerial organization system, we, based on the principles of fairness and justice, have signed documents, such as the *Procurement Cooperation Framework Agreement* and the *Supplier Quality Assurance Agreement* with our suppliers. In order to make continuous progress in internal decision-making management, we have built a three-level procurement management committee (hereinafter referred to as the "Procurement Committee") structure covering multiple functions such as R&D, planning, procurement, sales and marketing, finance and supervision, to make collective decisions on supplier admission, selection, evaluation and elimination in a stratified manner. Through the establishment of a stratified management system, we are able to make unified evaluation on the whole process of supplier management, and incorporate core elements such as financial health, environmental safety, related party relationships and quality system into the supplier evaluation system.

### Organisational structure of the procurement management committee



PP: Production Procurement  
GP: General Procurement

IT: Internet Technology  
MRO: Maintenance, Repair and Operating

#### Level 1 Procurement Committee

Responsible for the review and decision-making on the procurement control system, authorization and operation rules, meeting and decision-making rules, red line constraint rules, traders and agents regulations, etc.

#### Level 2/3 Procurement Committee

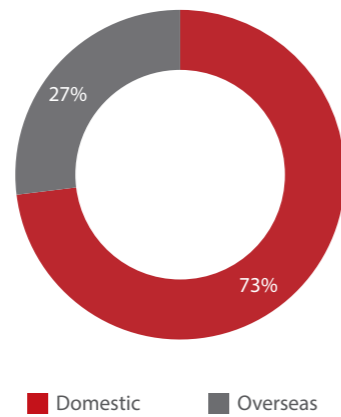
Responsible for supplier certification, supplier selection, supplier information change, supplier management, category management, contract management and other procurement business reviews or decisions



## Supplier categories and distribution

We evaluate suppliers' delivery and quality on a monthly and quarterly basis, and perform a comprehensive assessment of suppliers on a semi-annual and annual basis for quality, delivery, technical communication, cost, etc, in accordance with the *Supplier Performance Assessment Guide*. Based on performance assessments of suppliers, we classify suppliers as strategic suppliers, preferred suppliers, general suppliers and conditional suppliers. Considering suppliers' performance assessments and their portfolios, we formulate the development strategy and plan for each supplier portfolio, which are jointly implemented and tracked by the procurement, business departments and quality centre.

### Supplier development assessment

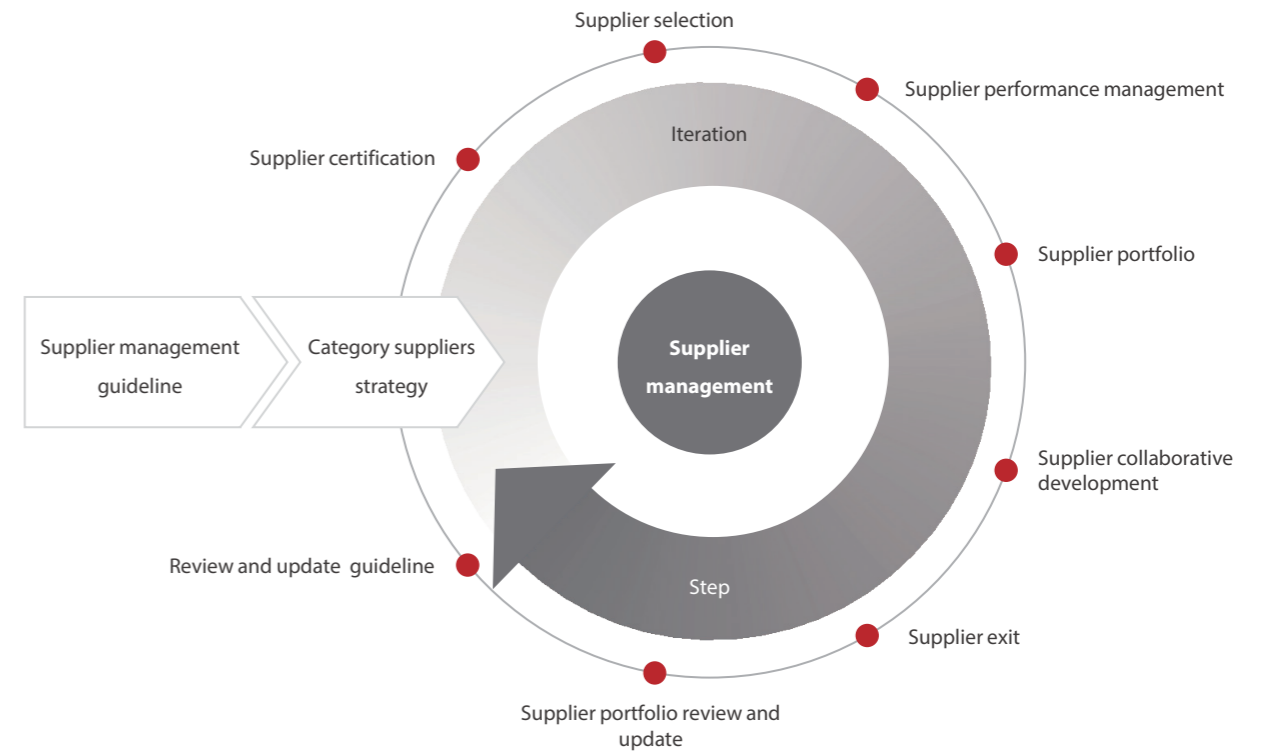


Distribution of suppliers by geography

## Suppliers' lifecycle management

Following the management policies such as the *Supplier Management Procedure*, the *Supplier Certification Work Guide* and the *Supplier Performance Assessment Guide*, Mindray manages and supervises suppliers' lifecycle to optimize workflows of processes, clarifies the value of supplier management and continuously strengthens supplier's compliance management. Meanwhile, we avoid or mitigate the possible impact of suppliers on the society and the environment, and build sustainable partnership.

### Supplier lifecycle management mechanism



Besides, in order to promote efficient and effective total quality management system, in 2021, the Group conducted targeted quality training on procurement management personnel according to quality regulations and standards in different countries and requirements of procurement business, which further enhance the compliance of the procurement quality system, improve the capability of supplier review and coaching, and strongly promote the improvement of supplier management and material quality. As at 31 December 2021, the percentage of the Mindray's suppliers certified by quality, environmental and occupational health and safety management system were 100%.

## Supplier collaboration mechanism

In the planning and product concept phases in Product Business Unit (BU), we prepare business plans and key material lists for product development to formulate processes for early product procurement, including project procurement strategies and procurement requirements management, so as to identify potential suppliers. Through the BU planning, we develop potential suppliers and include them at the pre-research and concept phases, enabling early synergy between R&D and suppliers.

In addition, we conduct Quarterly Business Review (QBR) meetings with strategic suppliers, and communicate performance assessment results, supplier development direction and problems encountered in cooperation to their senior management, pushing forward the system optimization and bottleneck resolution, and establishing a long-term and healthy strategic relationship.

In 2021, Mindray organized a total of **323** supplier communications through QBRs and technical communication conference etc.

A total of **345** trainings on laws and regulations etc. were carried out for suppliers

For conditional suppliers in annual supplier portfolios, we will initiate the supplier exit process if the re-evaluation results are below standard and performance improvement is ineffective during their rectification period.

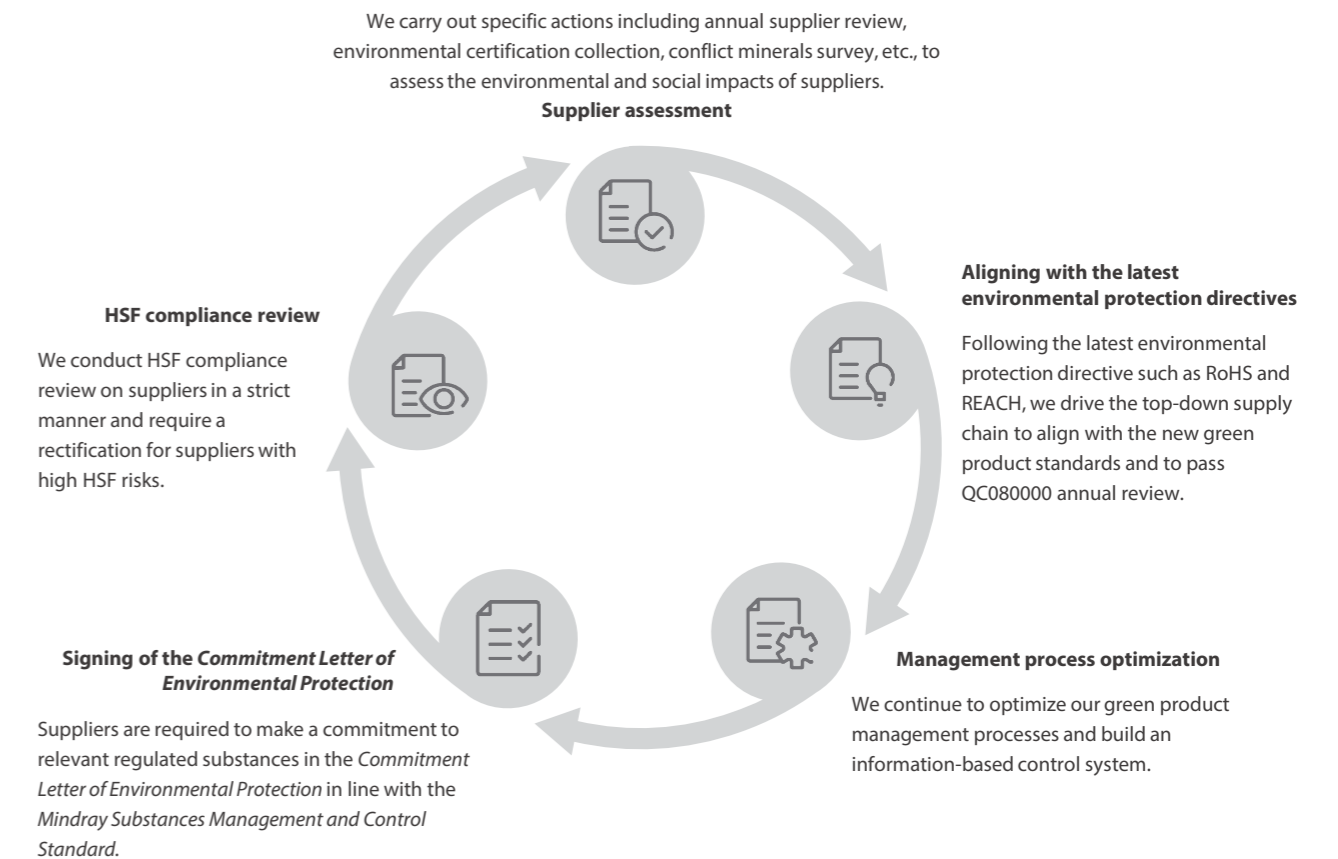
### On-site photos of Supplier technical communications conference



## Mindray's action —— sustainable supply chain

Mindray takes the initiative to undertake the responsibility of sustainability, and actively urges suppliers and partners to fulfil their environmental and social responsibilities. We give priority to environmentally friendly suppliers and promote suppliers to improve the packaging materials used in the inner packaging of raw materials, and replace disposable materials, such as plastic bags and cardboards with reusable materials to reduce waste discharge. We regularly conduct supplier environmental and social impacts evaluation, facilitating to build a sustainable procurement system and contributing to develop a sustainable supply chain. In 2021, supplier Hazardous substances free (HSF) compliance rate was 100%.

### Sustainable supply chain measures



QC080000 refers to the process management system for hazardous substances in electric products and appliances.

# Sales and marketing

The well-being of our users is always our primary concern. We are responsible for ensuring that the personnel involved in sales and marketing within the Group adhere strictly to our marketing and labelling policies, build trust with our stakeholders, and promote and popularize our products to the market with the highest standards of conduct.

## Sales and Marketing management policy and training

In order to ensure the full implementation of responsible marketing, we updated a number of regulations and management measures during the Reporting Period, including the *Marketing System Information Security Management Regulation*, the *Marketing Conference Platform Management Specification*, the *Marketing Systems Distribution Channels Management Regulation*, etc., and strictly controlled the review process for the printing and external dissemination of publicity materials. All materials have been reviewed by business departments, laws and regulations, intellectual property rights and other relevant functional teams to ensure the accuracy of description in promotional contents and consistency with actual businesses. Meanwhile, a regular internal departmental self-review and cross-departmental review mechanism was set up for the promotion of international markets.

In order to implement our standardized management requirements and maintain an accurate and unified brand image, we provide regular training for sales and marketing personnel to ensure that they are fully aware of and familiar with the requirements of responsible marketing.

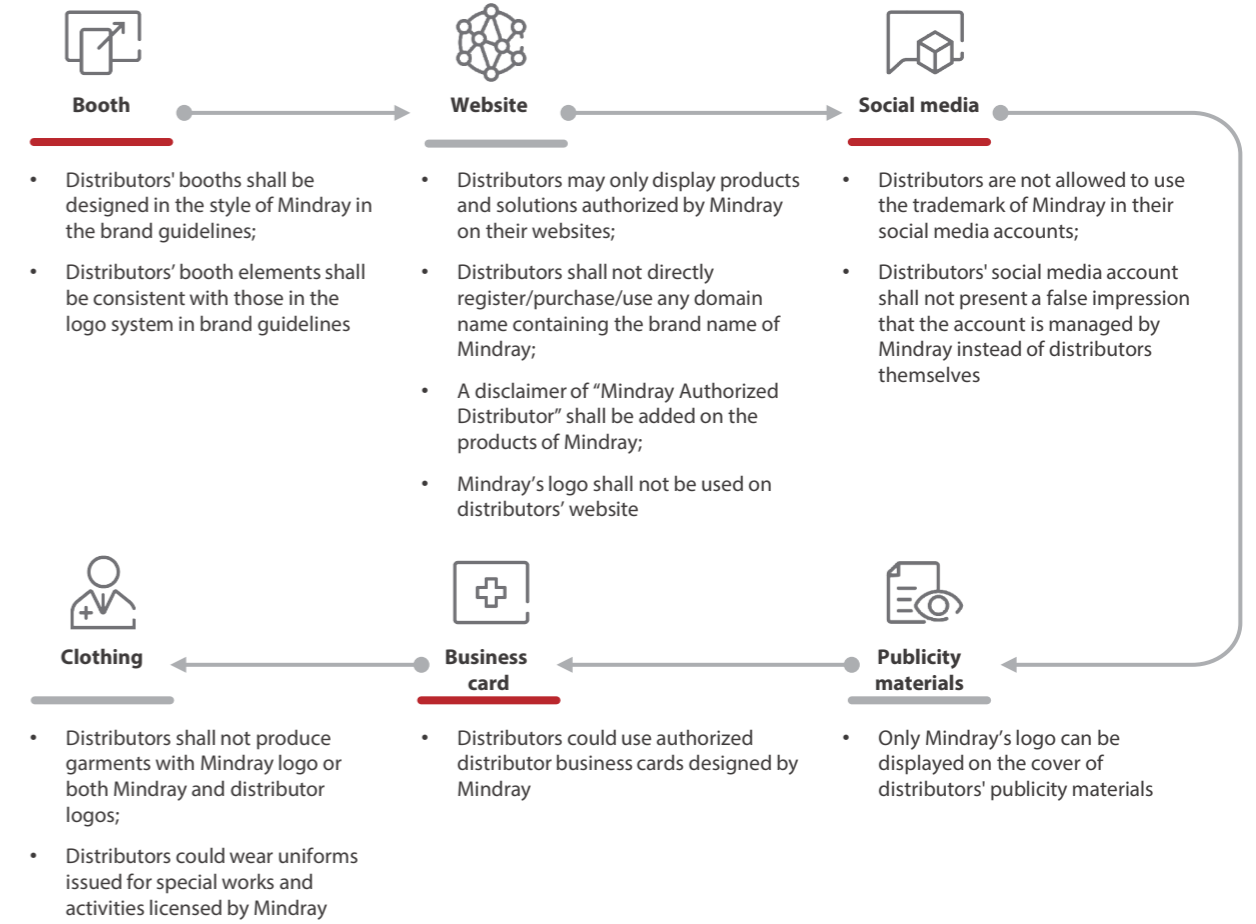
 <b>International digital marketing methods and communication norms training</b>	<b>250</b> persons	A total of 3 training sessions for accumulated 2.5 hours, covering 250 employees involved in international marketing and sales
 <b>Standardized training for international marketing activities</b>	<b>170</b> persons	A total of 5 training sessions for accumulated 9.5 hours, covering 170 employees involved in international marketing, sales, administration, operations, finance and IT
 <b>O&amp;M standardized training for international social media marketing platforms</b>	<b>102</b> persons	A total of 8 training sessions for accumulated 8.0 hours, covering 100 employees involved in international marketing and sales, and 2 external suppliers

In 2021, there was no violation of marketing regulations, product and service information and labelling regulations within Mindray.

## Distributors Management and Regulations

Mindray works with distributors to serve our customers. In order to provide accurate, consistent, professional and responsible marketing services to customers, we have developed the distributors marketing guidelines, agreements and commitments to regulate marketing practices such as booths, websites, social media and publicity materials. Furthermore, we monitor the marketing practices of our distributors, so as to ensure that they comply with our business conduct standards. In the future, we will also include binding clauses on marketing and advertising promotion in the distributor's agreement.

### Distributors marketing management specification



## Online sales governance

In 2021, we carried out a series of governance actions for domain name protection and monitoring to reduce the possibility of fraudulent use of our brand by criminals through tackling fake websites and emails. As at 31 December 2021, we completed the registration and protection of 207 key brand name domain names and reclaimed 3 domain names. In addition, we have proactively increased investments in our brand protection, including monitoring websites, social media and e-commerce platforms, closing infringing websites and removing e-commerce links, actively inspecting and handling external fraud as well as monitoring and identifying fake websites.

## Fight against counterfeit products

In order to effectively protect consumers from infringement of their rights and interests, we take effective measures to fight against counterfeiting of our products or refurbishment of our abandoned products. In 2021, a total of 7 counterfeiting cases were completed with our domestic Legal Department playing a leading role, including 2 administrative enforcement investigations and punishments, 2 criminal investigations and 3 civil prosecutions.

# GREEN DEVELOPMENT

As a market economy entity and a responsible corporate citizen, Mindray understands that green development is not only a legal and social responsibility, but also a practical necessity for survival, requiring us to be a pioneer in bringing healthcare for all. On the way forward, we take responsibility for environmental governance, working with the government and the public to convert our desire for a better environment into effective actions and seek sustainable synergy between the environment and economic growth.

### Issues of concern in this section:

- EHS policy and management
- Green operation
- Climate change

### SDGs in this section:



## EHS policy and management

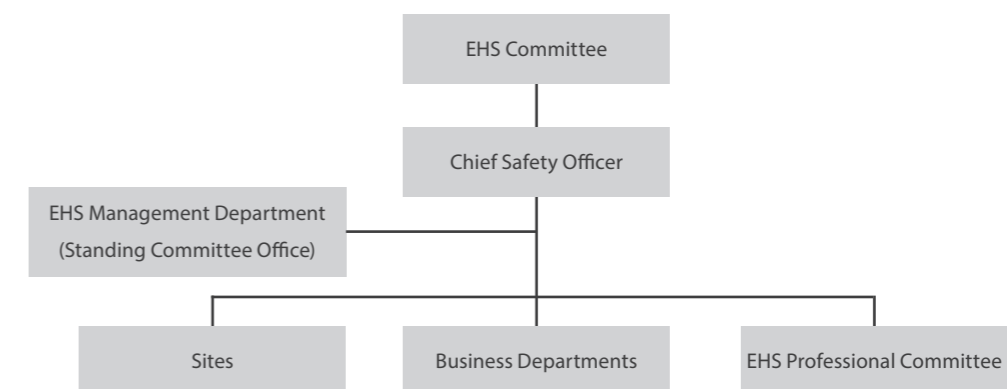
Always insisting on the policy of "implementing advanced technology and scientific management to prevent pollution and protect environment", Mindray strictly follows the *Environmental Protection Law of the People's Republic of China* and other laws and regulations of countries and regions where it operates, and develops and implements a series of environmental management systems involving the *Environmental Management Procedures*. We regulate ourselves to a standard higher than that required by regulatory authorities, and effectively achieve a sound environmental management and ensure our operations are in line with the well-being of our stakeholders as a joint result of EHS governance framework, management system assurance as well as evaluation and certification.

In 2021, not only did we once again achieve "0" environmental violations across the Group, our main production base, the Guangming Manufacturing Center, was awarded by the Shenzhen Municipal Bureau of Ecology and Environment as an excellent enterprise in cleaner production audit in 2021, and was included in the positive list of ecological environment supervision and law enforcement, qualifying for positive incentives in enforcement, environmental assessment, taxation and finance promoted by the government.

## EHS governance structure

Adhering to the principle of "putting equal emphasis on business management and EHS governance" and the guideline of "unified leadership, local supervision, responsibility implementation, hierarchical management, targeted guidance and full participation", we have established an EHS governance framework.

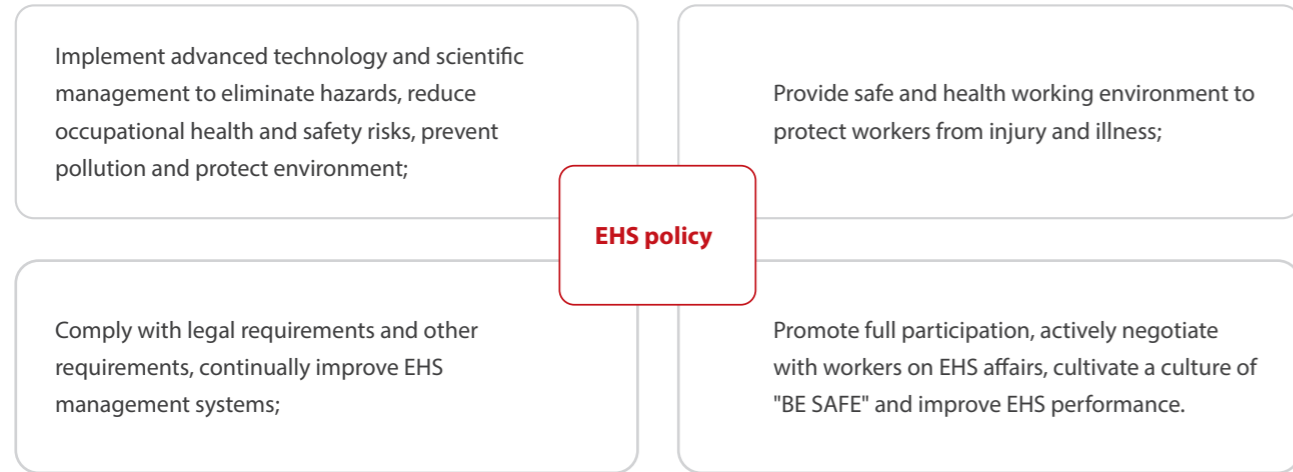
The EHS Committee is the highest decision-making body for the Group's EHS management affairs. The Committee is headed by the General Manager of the Group, with the Executive Deputy General Manager of the Group as Executive Director and the head of each business department as members. The EHS Committee is responsible for proposing the Company's EHS strategies and policies, and monitoring, inspecting, evaluating and making decisions on the Company's EHS management. A Chief Safety Officer is designated by the EHS Committee to organize and implement the decisions made by the Committee and the requirements of relevant regulations, and report to the Committee on a regular basis. Furthermore, we appoint the heads of local sites and business departments as their EHS main person in charge of carrying out the EHS policy and realizing goals of Mindray, and implementing the accountability system and EHS management system. We set up the EHS Professional Committee to provide technical support and implementation coaching.



EHS governance framework

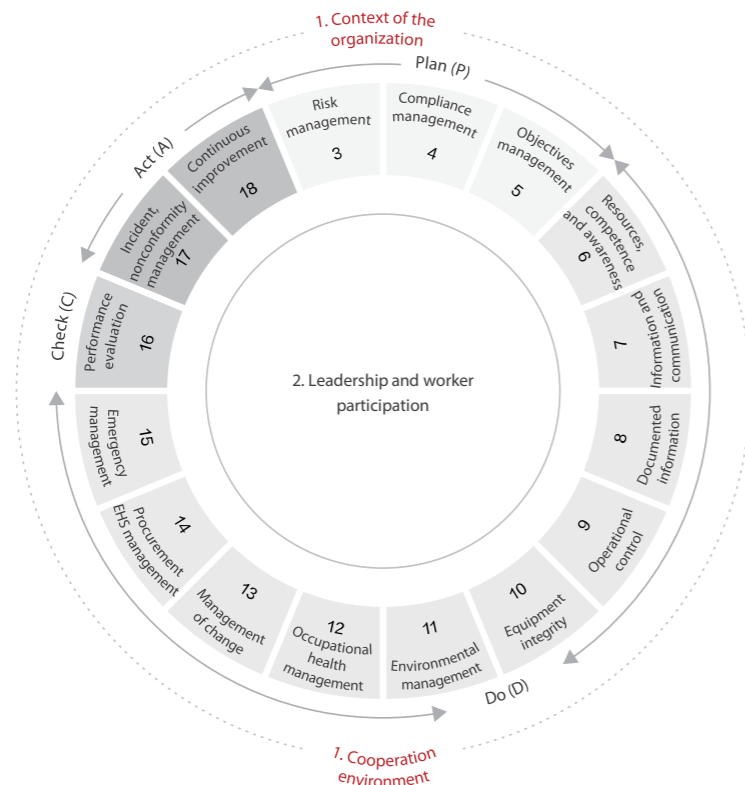
# EHS management system

In order to comprehensively prevent and control EHS risks, Mindray has developed a clear EHS policy to ensure effective guidance on the EHS management system.



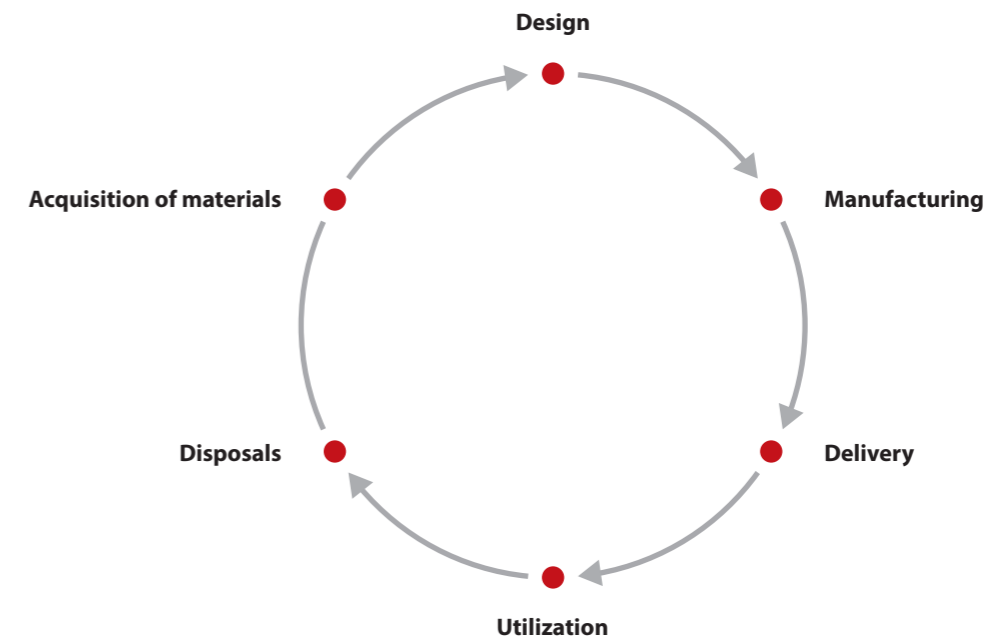
Guided by the EHS policy, we have developed internal management documents under the framework of the *EHS Manual* based on ISO14001:2015 *environmental management systems-requirements with guidance for use* and ISO45001:2018 *occupational health and safety management systems-requirements with guidance for use*, to establish and continuously optimize the Group-wide EHS management system framework. The EHS management system framework consists of 18 elements, with "leadership and worker participation" at its core. Continuous improvement in management performance is achieved through planning, operation and assurance, performance monitoring and improvement.

## EHS management system framework



The environmental management system covers the environmental management issues that may be involved in the entire life cycle of the Group's production operations, namely from material acquisition to disposal, to effectively monitor and prevent environmental risks. Through the full lifecycle environmental management system, we are able to promote resource conservation, pollution reduction and business decarbonization, reduce negative impacts on the environment and achieve green development.

## Full-lifecycle environmental management system

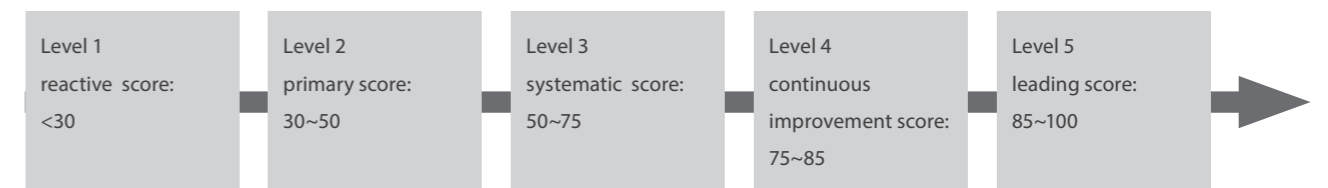


# System evaluation and certification

In 2019, we established a maturity evaluation system based on five levels: reactive, primary, systematic, continuous improvement, and leading. After three years of continuous improvement, the Group's headquarters and its main production base, Guangming Manufacturing Center, were both at the system maturity level of "continuous improvement" in 2021.

Mindray actively engages in certification activities to promote the implementation of environmental system certification at all bases and subsidiaries. As at 31 December 2021, the Group's headquarters and its main production base, Guangming Manufacturing Center, along with its subsidiary, Nanjing production base, passed certifications of ISO14001 Environmental management systems and ISO45001 Occupational health and safety management systems in 2017 and 2021 respectively.

## System maturity level



# Climate change

In the context of global warming, it has become the consensus of the international community to reduce greenhouse gas emissions and actively respond to climate change. On 22 September 2020, President Xi Jinping made an important commitment of China's "3060" goals of carbon peaking and carbon neutrality at the general debate of the 75th session of the United Nations General Assembly, making it a shared responsibility of governments, businesses and society as a human community with a shared future to work together towards a decarbonized future.

Response to climate change is one of the most important issues for Mindray. Our corporate responsibility drives us to constantly measure the effectiveness of our sustainability and to continuously enhance our corporate resilience through practical green and low-carbon practices, while continuing to strengthen our climate change management awareness and actions.

To systematically manage risks and opportunities related to climate change, the environmental management sub-committee under the ESG Executive Committee of Mindray is responsible for identifying risks and opportunities related to climate change, suggesting goals (including carbon goals) and action plans, etc.

## Coping with extreme weather

Mindray strives to improve the business continuity capability of the supply chain under extreme weather, and adopts multi-site and multi-supplier arrangements for key raw materials and multi-site arrangements for manufacturing capacity and product warehouses. We have also formulated disaster recovery strategies for data information storage. In the construction of manufacturing bases and R&D centers, Mindray will adopt earthquake, wind and flood resistant design by taking into account local natural disaster risks and corresponding building codes.

To build up the response capabilities to physical risks driven by extreme weather events, the Group has formulated and implemented internal management documents such as the *Emergency Management Procedure* and the *Natural Disaster Response Plan*, which regulate the prevention, monitoring and early warning measures in response to extreme weather events, and specify the emergency response and rescue measures and aftermath work plan for weather disasters.

In addition, we conduct regular emergency drills to enhance our staff's understanding of emergency procedures and practical skills to ensure that we can respond efficiently and effectively to extreme weather events.

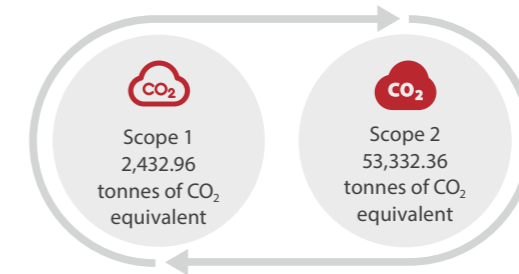
### Case: Typhoon and flood prevention drill

The Group's main production base, Guangming Manufacturing Center, is located in an area with a relatively high incidence of typhoons. In order to improve Guangming Manufacturing Center's capacity to prevent typhoons and floods and minimize the damage caused thereby, Guangming Manufacturing Center conducted typhoon and flood emergency drill in April 2021, which included preparatory work before the arrival of typhoons and rainstorms, patrol and emergency work during typhoons and rainstorms, aftermath work after typhoons and rainstorms.



# Carbon emissions and energy management

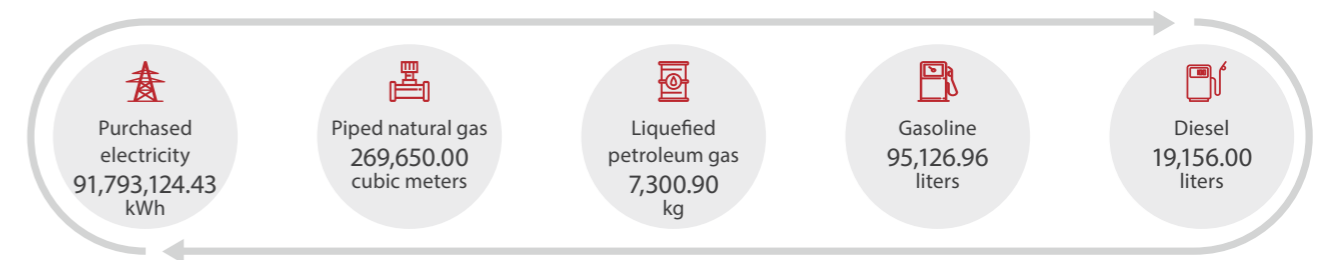
During the Reporting Period, the Group's total carbon emissions arising from its own operations amounted to 55,765.32 tonnes of carbon dioxide equivalent. Currently, the Group is actively exploring and formulating carbon goals, and further mapping out a pathway to reduce carbon emissions based on our operating scenarios.



	2021	2020	2019
Total carbon emissions (tonnes of CO <sub>2</sub> equivalent)	55,765.32	55,496.77	50,093.77
Carbon emission intensity (tonnes of CO <sub>2</sub> equivalent per RMB ten thousand)	0.022	0.026	0.030

Refer to Appendix II: Summary notes on Key Performance Indicators (KPIs) for statistical caliber (1) - (7)

The types of energy required for the Group's operations include electricity, natural gas, liquefied petroleum gas, gasoline and diesel, with electricity being the Group's main source of energy. In our operations we aim to operate sustainably with low energy consumption, to further improve energy efficiency, reduce greenhouse gas emissions and minimize the negative impact of our production operations on the environment.



Refer to Appendix II: Summary notes on Key Performance Indicators (KPIs) for statistical caliber (1)

In addition, we strictly follow relevant laws and regulations in the countries and regions where Mindray operate such as the *Energy Conservation Law of the People's Republic of China*, formulate and implement internal regulations such as the *Resources Management Regulation*, attach great importance to optimizing the structure of energy consumption, and implement energy saving and emission reduction initiatives. At the same time, our energy management system was established by adopting the world-leading energy management standard ISO 50001. We also arrange specialized staff to be responsible for energy management, require each project to formulate energy saving and emission reduction plans, actively monitor energy consumption data and follow up on abnormalities in a timely manner to drive the Group's energy-saving operations.

During the Reporting Period, we further optimized and constructed the existing energy management platform to reduce energy demand at source by replacing high energy-consuming equipment with energy-saving equipment and adopting energy-saving processes, such as replacing fuel vehicles with electric vehicles and replacing thermal power with clean energy. At the same time, before introducing a new equipment or facility, we will assess whether its energy efficiency indicators meet the Group's requirements, to reduce carbon emissions while meeting productivity demands.

### Case: Installation of ice storage central air conditioning

In 2021, the Group's new R&D building was installed with ice storage central air-conditioning. Boasting excellent peak-shifting and valley-filling capabilities, ice storage technology is an important technical tool for electricity demand-side management with the following characteristics:

- Balancing day and night peak and valley power loads on the power grid, improving the utilization of power plants, transmission and distribution systems, and reducing one-off energy consumption such as coals;
- The air conditioning system can be used more flexibly, and ice can be melted for cooling without turning on the refrigeration mainframe under small loads such as holidays and rest days, which avoids inefficient operation of the refrigeration mainframe and achieve obvious energy-saving effects;
- Rational utilization of peak-valley electricity price differences to significantly reduce operating costs on air conditioning system, etc.



Ice storage central air conditioning

In 2021, energy efficiency was greatly improved by replacing current high-energy-consuming equipment with energy-efficient equipment:

- Two lyophilizers: mainly used for the lyophilization process of microbiological test kits, with an energy efficiency improvement of **228%** and annual electricity saving of **270,000 kWh**
- Culture medium filling line: mainly used for the canning process of supporting culture solutions for microbiological test kits, with an energy efficiency improvement of **160%** and annual electricity saving of **12,000 kWh**
- Purified water system: mainly used for the production of highly purified water to meet the demand for purified water, with an energy efficiency improvement of **133%** and an annual electricity saving of **17,500 kWh**

In the future, we will further enhance the construction of our energy management platform to implement intelligent management on major energy-using equipment and facilities, and make further plans to introduce energy-saving equipment such as energy-saving transformers and radar sensor lights for the purpose of reducing energy consumption.

In addition to improving energy efficiency in our operations, we have taken energy efficiency and the following aspects into account when designing our medical devices:

#### 01 Reducing standby power consumption in medical device products

We take full consideration of reducing the standby power consumption of products. On the user side, with the exception of a few medical devices that operate continuously, most medical devices work intermittently and therefore the standby power consumption of the product shall not be ignored.

#### 02 Reducing the operating power consumption of medical device products

We reduce the power consumption of products by boosting power conversion efficiency.

#### 03 Exploring the energy consumption ratio of medical device products

We introduced the concept of "energy consumption ratio" to provide a target direction for the design of products and to achieve the same function and performance with lower power consumption of the device. At the same time, Mindray actively participates in formulating the standard of the YY/T 1738-2020 *Energy Consumption Measurement Methods for Medical Electrical Equipment*.

## Green operation

To reduce our negative impact on the environment, Mindray integrates the green concept into production and operation, practices and explores in water resource protection, clean production and circular economy, and sticks to the goal of green and high quality development.

## Water resource management

In strict compliance with the relevant laws and regulations in the countries where the Group operates such as the *Water Law of the People's Republic of China*, Mindray strictly controls the use of water resources and takes active measures to improve water use efficiency.

When selecting the construction site for a project, the Group will take the local water resources as an important consideration to avoid pressure on local water resources due to the construction of reagent projects that require large amounts of water in water stressed areas.

For local water resource management, we use the four segments of inspection, statistics, training and optimization to improve the intensive use level of water resources and strengthen the protection of water resources. The specific implementation steps are as follows.



The Group also actively adopts water conservation measures in various business segments, including reduction of water consumption in processes, adoption of water-saving taps in production equipment and application of reclaimed water reuse treatment technology.

During the Reporting Period, the Company consumed 971,643.07 cubic meters of water, and water withdrawal intensity was 0.38 cubic meters per RMB ten thousand.

	2021	2020	2019
Water withdrawal (cubic meters)	971,643.07	515,986.00	446,069.00
Water withdrawal intensity (cubic meters per RMB ten thousand)	0.38	0.25	0.27

Refer to Appendix II: Summary notes on Key Performance Indicators (KPIs) for statistical caliber (1)

In December 2021, we engaged a third-party company to conduct a water efficiency benchmarking analysis of our main production base, Guangming Manufacturing Center. The conclusion was that, from 2018 to 2020, the water consumption indicator per unit of reagent product met the leading indicator set in the *Norm of Water Intake Part 2: Industry (DB44/T1461.2-2021)*. In the future, we will continue to compare and analyze, identify gaps and make continuous improvements with internal and external water efficiency benchmarks to improve water efficiency.

## Pollutants and noise management

Mindray has always adhered to the philosophy of pollutant discharge compliance and waste management on the bottom line and the principle of pollutants reduction. Mindray strictly complies with the laws and regulations of the countries and regions where the Group operates, such as the *Water Pollution Prevention and Control Law of the People's Republic of China*, the *Air Pollution Prevention and Control Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Control of Environmental Pollution Caused by Solid Waste*, the *Regulations on the Administration of Medical Wastes* and the *Law of the People's Republic of China on the Prevention and Control of Environmental Noise Pollution*, and has formulated and implemented regulations including the *Pollutants Management Regulation*, the *On-line Monitoring System of Waste Water Working Instruction*, the *Hazardous Wastes Management Procedure* and the *Environmental Facilities Operation Management Regulation* to regulate the management of pollutants including waste water, air pollutants and wastes as well as noise management, and conduct regular environmental monitoring in accordance with the *EHS Performance Management Procedure*. Based on the regulations, we adopt advanced technology and scientific management methods to continuously reduce the generation, discharge and disposal of pollutants such as waste water, air pollutants, wastes and noise, and ensure that all companies within the Group that are required by law to obtain a discharge permit or a pollutant registration are licensed or registered.

As at 31 December 2021, Mindray invested a total of **8,326,000 RMB** in pollutant treatment facilities, which mainly include waste water treatment facilities, air pollutants treatment facilities and hazardous waste concentration treatment and reuse facilities.

During the Reporting Period, all of Mindray's manufacturing branches & subsidiaries achieved **100%** compliance with the emission standards for wastewater, air pollutants and noise, and took effective emission reduction measures to further eliminate or reduce pollutant emissions.

## Waste water management

Mindray treats all types of waste water in accordance with the principles of "separation of clean water and sewage, separation of rainwater and sewage, and up-to-standard discharge", builds a comprehensive waste water management framework, implements an efficient waste water management mechanism, and adheres to the compliance bottom line. Waste water from different sources is classified into industrial waste water, clean water, rainwater and domestic sewage; industrial waste water is then classified into industrial waste water containing Type I pollutants and industrial waste water not containing Type I pollutants depending on the pollutants contained in the industrial waste water. Based on the classification management principle, we implement specific waste water management measures through the following six means:

### Reduction at source

Use water-saving equipment and water-saving technology to reduce wastewater

### Classified collection

Use pipes of suitable materials for source-classified collection of wastewater according to the type of wastewater

### Wastewater treatment

Conduct wastewater classification and treatment according to the nature of wastewater to achieve reliable and efficient treatment

### Daily monitoring

Set early warning lines by means of online monitoring and regular monitoring to achieve continuous compliance

### Back-up and maintenance

Adopt back-up principle for critical treatment facilities and implement routine maintenance

### Reclaimed water reuse

Set high requirements for wastewater treatment and achieve reuse of reclaimed water when possible

### Case: Industrial sewage treatment

This year, Guangming Manufacturing Center invested to build a new industrial sewage treatment station for the treatment of wastewater produced in the R&D and production processes of the plant, with a daily treatment capacity of 378 cubic meters. After treatment, the discharged wastewater complies with the Class IV standard and other applicable standards in the *Environmental Quality Standards for Surface Water (GB3838-2002)*. After the industrial sewage treatment station is put into use, at least 25.9 tonnes of COD, 3.7 tonnes of ammonia nitrogen and 0.4 tonnes of total phosphorus can be reduced annually according to the permitted total amount of sewage discharge.



During the Reporting Period, neither the Company nor its subsidiaries were among the key pollutant-discharging entities of water environment under intensified supervision by the regulatory authorities. The discharge of industrial sewage from the Group's main production base, Guangming Manufacturing Center, is as follows:

Name of main pollutants and particular pollutants	Way of discharge	Number of discharging outlets	Distribution of discharging outlets	Discharge intensity	Discharge Standard of pollutants implemented	Total amount of discharge	Ratified total amount of discharge	Situation of excessive discharge
Chemical Oxygen Demand (COD)	Discharge to municipal sewage treatment plant through pipeline	1	Total industrial sewage outlet on the east side of the park	26.24mg/L	30mg/L	Total amount of industrial sewage discharge (during the Reporting Period): 79499.6 tonnes	Ratified total amount of industrial sewage discharge: 96000 tonnes/year	Up-to-standard
Biochemical Oxygen Demand (BOD5)				20.567mg/L (before modification)	150mg/L (before modification)			
				4.9mg/L (after modification)	6mg/L (after modification)			
Ammonia Nitrogen				1.445mg/L (before modification)	30mg/L (before modification)			
				0.644 mg/L (after modification)	1.5mg/L (after modification)			
Total Phosphorus (TP)				0.220mg/L	0.3mg/L			
Suspended Matter (SS)				8.204mg/L	30mg/L			
PH				7.0	6-9			
Acute Toxicity				0.020 mg/L (HgCl equivalent value)	0.07mg/L (HgCl equivalent value)			
An-ionic surfactant				0.733mg/L (before modification)	20mg/L (before modification)			
	0.2mg/L (after modification)	0.3 mg/L (after modification)						
Total Nitrogen (TN)	3.58mg/L	20mg/L						
Total Organic Carbon (TOC)	6.252mg/L	20mg/L						



Name of main pollutants and particular pollutants	Way of discharge	Number of discharging outlets	Distribution of discharging outlets	Discharge intensity	Discharge Standard of pollutants implemented	Total amount of discharge	Ratified total amount of discharge	Situation of excessive discharge
Nitrobenzene	Discharge to municipal sewage treatment plant through pipeline	1	Total industrial sewage outlet on the east side of the park	Not detected	2.5mg/L	Total amount of industrial sewage discharge (during the Reporting Period): 79499.6 tonnes	Ratified total amount of industrial sewage discharge: 96000 tonnes/year	Up-to-standard
Fluoride				0.053mg/L	1.5mg/L			
Aniline				0.010mg/L	1.5mg/L			
Formaldehyde				0.017mg/L	1.5mg/L			

Note: During the Reporting Period, Guangming Manufacturing Center updated the *Pollutant Discharge Permit* as required due to its existing renovation and expansion projects and the construction of a new industrial sewage treatment station. "Before modification" and "after modification" in the columns of "Discharge intensity" and "Discharge Standard of pollutants implemented" in the above table refer to the discharge intensity and discharge standard implemented respectively before and after the modification of the *Pollution Discharge Permit* of Guangming Manufacturing Center. The pollutants from Guangming Manufacturing Center can meet the requirements of the pollution discharge permit before and after its new renovation and expansion project.

## Air pollutants management

The various types of air pollutants generated by Mindray follow the principle of "classified collection, centralized treatment, and up-to-standard discharge", and there are strict requirements for the generation and collection of air pollutants and the layout of air pollutants pipes: for the production workshops, local air pollutants collection hoods are set up at each point or area where air pollutants are generated by the production lines; for the air pollutants collection pipes, the type of air pollutants to be collected and the flow direction are marked, and suitable materials are selected according to the physical and chemical characteristics of the air pollutants.

During the Reporting Period, neither the Company nor its subsidiaries were among the key pollutant-discharging entities of atmospheric environment under intensified supervision by the regulatory authorities. The discharge of air pollutants from the Group's main production base, Guangming Manufacturing Center, is as follows:

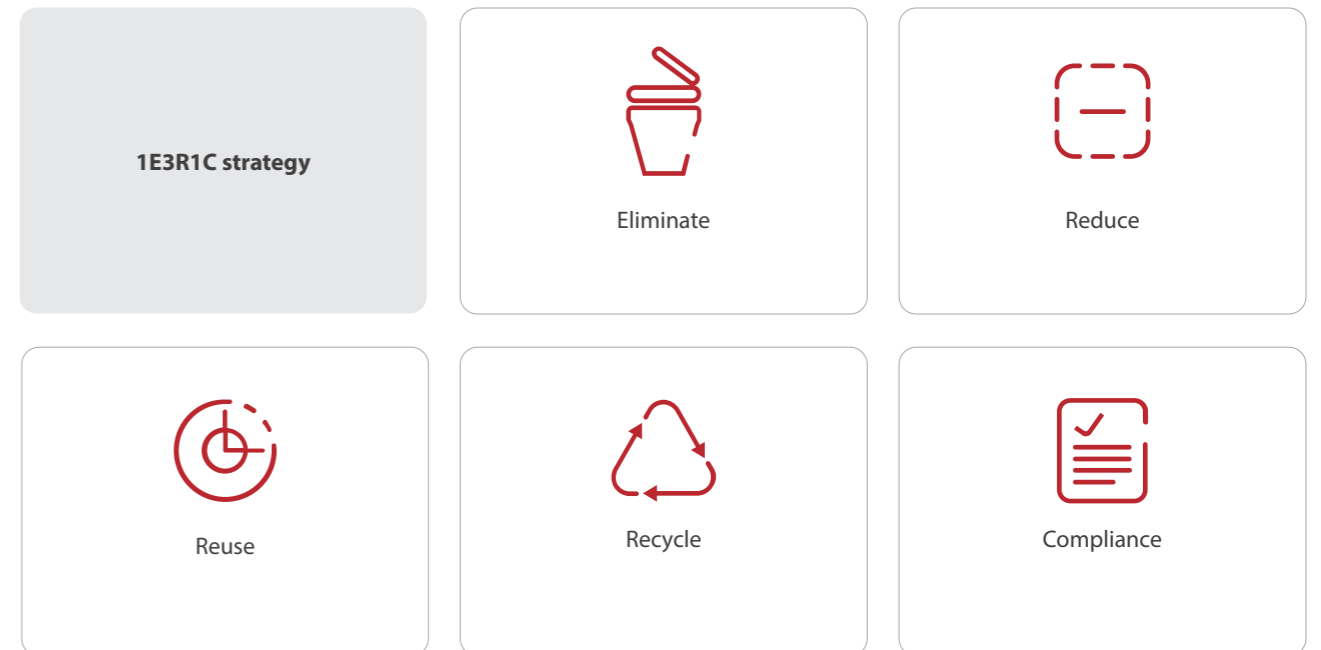
Name of main pollutants and particular pollutants	Way of discharge	Number of discharging outlets	Distribution of discharging outlets	Discharge intensity	Discharge Standard of pollutants implemented	Total amount of discharge	Ratified total amount of discharge	Situation of excessive discharge
Sodium Stannate	Centralized treatment	5	Stacks at roof of buildings No.3, No.5 No.6, and of sewage treatment station	< 0.0023mg/m <sup>3</sup>	8.5mg/m <sup>3</sup>	/	Non- Ratified	Up-to-standard
Non-Methane Total Hydrocarbon (NMTHC)				≤9.83mg/m <sup>3</sup>	120mg/m <sup>3</sup>			
Particulate Matter (PM)				≤19.2mg/m <sup>3</sup>	120mg/m <sup>3</sup>			
Ammonia				≤0.33mg/m <sup>3</sup>	20mg/m <sup>3</sup>			
Hydrogen sulfide				0.041mg/m <sup>3</sup>	5mg/m <sup>3</sup>			
Hydrochloride				Not detected	100mg/m <sup>3</sup>			
Odor concentration				416	2000			

Name of main pollutants and particular pollutants	Way of discharge	Number of discharging outlets	Distribution of discharging outlets	Discharge intensity	Discharge Standard of pollutants implemented	Total amount of discharge	Ratified total amount of discharge	Situation of excessive discharge
Sodium Stannate	Fugitive emission	/	Plant boundary	≤1.72*10 <sup>-4</sup> mg/m <sup>3</sup>	0.24mg/m <sup>3</sup>	/	Non- Ratified	Up-to-standard
Non-Methane Total Hydrocarbon (NMTHC)				≤2.04mg/m <sup>3</sup>	4mg/m <sup>3</sup>			
Particulate Matter (PM)				≤0.142mg/m <sup>3</sup>	1.0mg/m <sup>3</sup>			
Odor concentration				≤12	20			
Hydrochloride				Not detected	0.2mg/m <sup>3</sup>			
Ammonia				≤0.03mg/m <sup>3</sup>	1.5mg/m <sup>3</sup>			
Hydrogen sulfide				≤0.006mg/m <sup>3</sup>	0.06mg/m <sup>3</sup>			

## Waste management

Mindray has assigned specialized staff to manage waste, classify waste by medical waste, hazardous waste, industrial waste, construction waste and domestic waste, formulate targeted treatment measures based on the characteristics of different waste types to achieve scientific treatment of waste, and improve waste transformation and reuse efficiency to reduce waste pollution on the environment.

At the same time, the Group adheres to the 1E3R1C (Eliminate, Reduce, Reuse, Recycle and Compliance) strategy to achieve waste reduction, including the adoption of measures such as raw material substitution, liquid waste concentration and liquid waste classification to eliminate or reduce the amount of disposed waste.



**Case: IVD test waste liquid treatment and reuse**

Liquid waste from In Vitro Diagnostics (IVD) test is treated using low temperature evaporative condensation technology to separate water from the waste liquid and reuse the water in cooling towers and air emission treatment facilities.

As at 31 December 2021, a reduction of 2,283.49 tonnes of waste liquid from IVD test was for outbound shipment, and the amount of reuse water was 1,990.6 tonnes. Subsequently, it is expected to reduce outbound shipment of waste liquid for treatment by approximately 4,600 tonnes per year, which will reduce vehicle exhaust, exhaust emissions and the risk of waste liquid leakage during transportation, and approximately 4,009 tonnes of water can be reused per year, which will correspondingly reduce the consumption of fresh water.



During the Reporting Period, neither the Company nor its subsidiaries were among the key pollutant-discharging entities of soil environment under intensified supervision by the regulatory authorities.

	2021	2020	2019
Hazardous wastes (metric tonnes)	2,106.65	3,228.66	2,863.72
Discharge intensity of hazardous wastes (metric tonnes per RMB ten thousand)	0.0008	0.002	0.002

Refer to Appendix II: Summary notes on Key Performance Indicators (KPIs) for statistical caliber (1)

**Noise management**

Mindray strictly manages noise in accordance with the requirements of the countries and regions where the Group operates. When carrying out construction in the territory, we prefer to use low-noise equipment. When there is a need to use high-noise equipment such as percussion drill we will take noise reduction measures such as installing fences for the construction site. In addition, we prevent environmental noise pollution by means of reasonable layout of fixed equipment, use of low-noise equipment, adjustment of operating hours and improvement of production processes, and configure effective noise pollution prevention and control facilities such as sound absorption, muffling, sound insulation, vibration isolation and vibration damping as required.

**Green office**

Mindray advocates the concept of green environmental protection, integrates green environmental protection awareness into the daily administrative of the Group, and continuously optimizes internal resource management and control measures, including eliminating or reducing resource requirements from the source, using resource-saving equipment and facilities, and considering reuse of resources, to achieve green office by various means:

**green office in practice**

- Set the office air conditioning temperature to 26 degrees Celsius, close the doors and windows when using the air conditioning, and turn off the air conditioning 30 minutes before leaving the workplace.
- Reduce standby power consumption of computer mainframes, monitors, printers, shredders and other office equipment, turn off the power when not in use for a long time, set appropriate brightness for office computer monitors, and shut down the computer when leaving the seat.
- Prioritize "paperless working" and "paperless communication". Do not print unless necessary. Use wastepaper in printing or print on both sides, and try to use small fonts to save paper when there is a need to print.
- Use energy saving lamps and reduce unnecessary light sources. Turn off the lights after work to reduce unnecessary light sources.
- Do garbage classification, and all waste cartons are collected and disposed by the administration to reduce carton waste.
- Save water resources, use water reasonably, control the consumption of water, and reduce the use of bottled pure water

# SUSTAINABLE HUMAN RESOURCES

Mindray always regards employees as the core competitiveness for our sustainability. We respect our employees and protect their legitimate rights and interests; we are committed to creating an equal, diversified and inclusive workplace, providing diversified promotion paths and training opportunities; we care for our employees, provide a healthy and safe working environment along with sound welfare and care initiatives, and share with our employees the benefits from sustainability.

### Issues of concern in this section:

- Talent attraction and retention
- Employee training and development
- Health and safety
- Diversity and equal opportunity

### SDGs in this section:



## Talent attraction and retention

Adhering to the core values of "Align with our customers, value and enrich our people, be precise and practical, and always forge ahead", Mindray attaches great importance to the diversification and sustainability of talents, implements an open and diversified talent recruitment policy, builds an internationally competitive talent network, and cultivates multiple talent teams with solid business capabilities, industry experience and international vision in various fields. In addition, we value talent retention, create an inclusive and belonging workplace for our employees, offer competitive work rewards, open communication channels and a wide range of caring activities to continuously stimulate organizational vitality and talent potential.

## Employee recruitment

Mindray strictly complies with the *Labor Law of the People's Republic of China*, the *Labor Contract Law of the People's Republic of China*, the *Employment Promotion Law of the People's Republic of China*, the *Uniformed Services Employment and Reemployment Rights Act (USERRA)* and other applicable labor and employment laws and regulations, and has formulated and implemented management regulations regarding recruitment and onboarding such as the *Recruitment and Deployment Management Regulation* and the *Employee Manual* to ensure efficient processes and appropriate employment, as well as compliance, humanization, standardization and branding of the recruitment process. At the same time, we give fair and impartial consideration to candidates from different backgrounds in our recruitment to eliminate any possible discrimination or bias.

In 2021, Mindray was awarded Beisen "2021 China Talent Management Mechanism Model Award", LinkedIn "Best Employer Brand Award" and 51job "Outstanding Employer", etc.



2021 Talent Management Awards

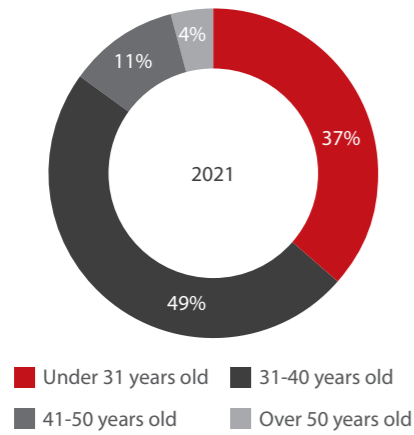
## Employee structure

In 2021, Mindray focused on attraction of R&D experts and recruitment of outstanding fresh graduates from top universities. As at the end of the Reporting Period, we had a total of **14,684** employees, an increase of **24.09%** over the previous year.

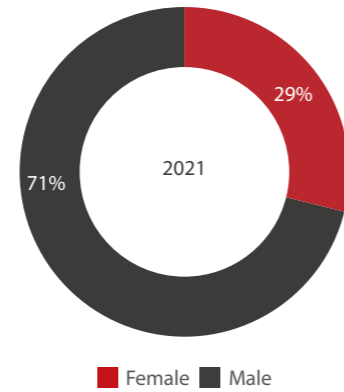
Year	2021	2020	2019
Total employees	14,684	11,833	9,819
Proportion of signing labor contracts	100%	100%	100%

We endeavoured great efforts in diversified talent attraction and retention and formed a global talent network of R&D, sales and management.

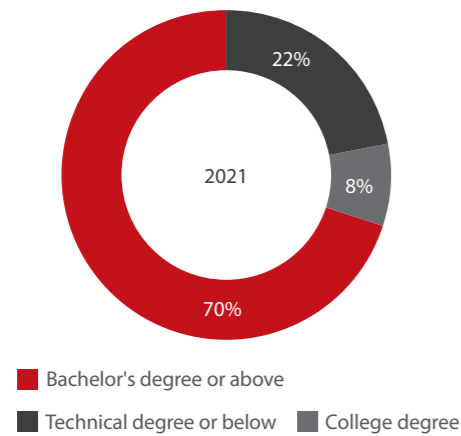
Proportion of employees by age group



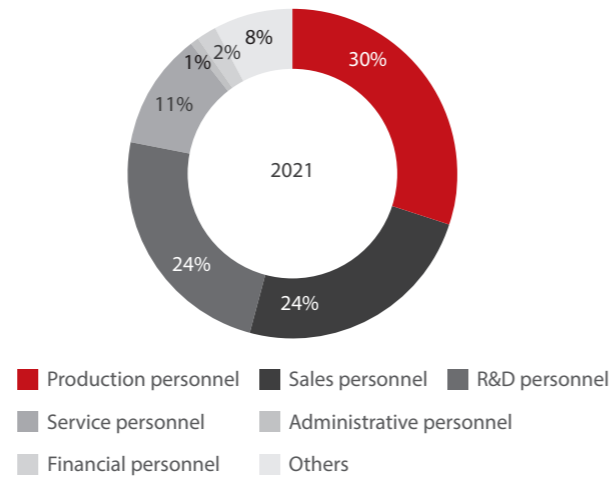
Proportion of employees by gender



Proportion of employees by education level



Proportion of employees by work type



## School-enterprise cooperation

Mindray has maintained long-term and stable relationships with numerous colleges and technical secondary schools to synchronize "talent recruitment" and "talent cultivation" through school-enterprise cooperation. By launching plentiful school-enterprise cooperation projects, meeting the Company's talent needs, our corporate lecturers focus on imparting vocational skills and knowledge to students, helping them improve their employment competitiveness and providing them with employment opportunities, which are widely recognized by the schools and the society.

- Over **200** jobs are provided to students from less developed areas each year, and a total of over **500** highly skilled jobs were provided to graduates of junior colleges and technical secondary schools during the pandemic.
- The "Mindray Class" was successively set up in collaboration with Guilin Normal College and Kunming Vocational and Technical College of Industry to train students in the model of modern apprenticeship, with corporate lecturers participating in the teaching to deepen students' knowledge of industry skills and career planning. There are currently over **200** students in the "Mindray Class", and we provide over **100,000** RMB in scholarships each year to encourage students from remote areas to strive to complete their studies successfully and land a job after graduation.



Opening ceremony of "Mindray Class" and training base

### Case: Collaborative projects with colleges and technical secondary schools

In 2021, Mindray cooperated and signed school-enterprise cooperation agreements with several colleges including the College of Biomedical Engineering and Instrument Science of Zhejiang University, the College of Mechanical and Electrical Engineering (CMEE) of Central South University and Wuhan University of Technology, sponsored competitions including the first China Smart Medical Device Innovation Competition, Career Planning Competition hosted by Xi'an University of Electronic Science and Technology and the "Mindray Cup" Robot Competition hosted by Huazhong University of Science and Technology, and supported competitions including the Industrial Analysis Contest of "The pillars of China" hosted by Harbin Institute of Technology, Career Planning Competition hosted by School of Life Sciences of Wuhan University and the Career Planning Competition hosted by Southeast University.

### Certificates of honor awarded by colleges and universities in partnership with Mindray in 2021

In 2021, Mindray was awarded the "Employment Key Cooperation Unit" by Harbin Institute of Technology and the "Best Partner in Employment and Education" by Xi'an Jiaotong University.



Best Partner in Employment and Education



Employment Key Cooperation Unit

## Employee engagement management

To ensure the sustainability of human resources, improve employees' work efficiency and time management skills, and optimize employees' work input per unit of time, we strengthened the management on employees' work input at daily work in R&D posts, supply chain operation posts and other posts respectively in 2021.



### R&D posts

- Be result-oriented, strengthen project target management, and avoid taking overtime hours as an evaluation indicator for work assessment



### Supply chain operation posts

- Optimize the human resource structure of the supply chain
- Improve the standardization of test platforms and automation of bottleneck processes to reduce labour requirements and the working hours of skilled workers per unit of time
- Create a craftsmanship system and cultivate "dedicated craftsman"



### Daily management

- The Human Resources Center regularly reviews the working hours of employees and reminds employees who work too long
- Remind department supervisors to arrange work intensity in a reasonable manner

## Prohibitions of child labor and forced labor

As a responsible corporate citizen, Mindray is committed to upholding the human rights practices of the *Universal Declaration of Human Rights*. Our mission and core values reflect these principles and are reinforced by the regulations we have formulated for talent attraction and retention, business ethics and supplier management. In 2021, Mindray published and implemented the *Combating Trafficking in Persons Policy*, in which it is regulated that we shall not engage in any form of human trafficking, facilitate commercial sex, employ forced labor, etc.

We have also clearly stipulated in the *Recruitment and Deployment Management Regulation* that candidates must be over 18 years old, and we are committed to prohibiting child labor and restricting the employment of underage labor. In accordance with the *Human Management Regulation*, the *Labor Discipline Management Regulation*, the *Employee Manual* and other relevant regulations, we strictly examine the age of candidates from the process of recruitment to onboarding approval and registration to eliminate employment of child labor.

In accordance with the legal and regulatory requirements regarding working hours in each of our operating locations, we set clear limits on overtime hours for employees; and the Human Resources Center is responsible for guiding the business departments to arrange work reasonably and monitoring them through activities such as process approval and daily management. Overtime work due to work needs will be paid for or be arranged compensatory leave in accordance with the regulations, and department heads or project leaders are required to control employees' monthly overtime hours to ensure their working hours do not exceed the maximum limit stipulated in the regulations.

During the Reporting Period, there was no risk of child labor, forced or compulsory labor in any of our operating locations, and there were no incidents of child labor, underage labor employed in hazardous work, forced or compulsory labor in any of Mindray's operating locations.

## Remuneration and incentives of employees

In strict accordance with the *Labor Law of the People's Republic of China*, the *Pay Transparency Nondiscrimination Provision of the United States* and other applicable labor and employment laws and regulations in the countries and regions where the Group operates, Mindray has developed a performance management and comprehensive compensation system that provides employees with competitive remuneration and benefits in the industry and ensures that employees' remuneration is closely linked to their position, competency and performance. In 2021, we continued to implement the principles of "setting clear goals, being result-oriented, and differentiating incentives" and invested more in our key employees to create a positive and progressive organizational atmosphere while effectively retaining and motivating key employees.

We strictly implement employee-related welfare policies, and also purchase large amount of term life insurance, accident insurance, and major disease insurance for all employees under the premise of ensuring that employees obtain labour remuneration in accordance with law and enjoy social insurance and housing provident fund. We also encourage employees to purchase insurance by themselves using the welfare platform built by the Company; in addition to legal holidays and annual leave, we provide up to 5 days of annual service leave, a unified annual physical examination, interest-free housing loans, and enhance employees' sense of well-being and belonging by conveying concerns for employees' health and development through various means.

### Comprehensive welfare system

Easy onboarding	Carefree Catering	Assisted Housing	Rewarding employment	Risk management	Health management	Work-life balance	Life enjoyment
<ul style="list-style-type: none"> <li>• Advanced loan for settlement</li> <li>• Reimbursement of travel expenses for onboarding</li> <li>• Free transitional hotel accommodation</li> </ul>	<ul style="list-style-type: none"> <li>• Staff canteen</li> <li>• Meal allowance</li> </ul>	<ul style="list-style-type: none"> <li>• Interest-free housing loans</li> <li>• Public rental housing</li> <li>• Household registration in Shenzhen</li> <li>• Rental subsidy</li> </ul>	<ul style="list-style-type: none"> <li>• Fixed salary</li> <li>• Annual service award</li> <li>• Performance bonus</li> <li>• Special bonus</li> <li>• Long-term incentive</li> <li>• Annual salary adjustment</li> </ul>	<ul style="list-style-type: none"> <li>• Statutory social insurances and housing fund</li> <li>• Supplementary commercial insurance</li> </ul>	<ul style="list-style-type: none"> <li>• Annual physical examination</li> <li>• Occupational health examinations</li> <li>• Health lectures</li> <li>• Health Day activities</li> <li>• EAP (Employee Assistance Program)</li> </ul>	<ul style="list-style-type: none"> <li>• Statutory annual leave</li> <li>• Employee children schooling incentives</li> <li>• Mindray exclusive annual leave</li> <li>• Incentive pay leave</li> <li>• Fully paid sick leave</li> </ul>	<ul style="list-style-type: none"> <li>• Staff Clubs</li> <li>• Family open days</li> <li>• Department team building</li> <li>• Holiday gifts</li> <li>• Sickness comfort</li> </ul>

### Remuneration and welfare system

<p><b>Employee children schooling incentives</b></p> <p>Children of employees who are admitted to top universities will be granted a one-time incentive award of 40,000 RMB or 60,000 RMB</p>	<p><b>Public rental housing and interest-free housing loans</b></p> <p>Targeted public rental housing provided by Shenzhen government; Interest-free housing loans of 200,000 RMB to 400,000 RMB for employees</p>	<p><b>Supplementary commercial insurance</b></p> <p>Employees are covered by accident insurance, term life insurance, major disease insurance, accidental medical insurance and hospitalization allowance from the first day of employment</p>
<p><b>Mindray Science and Technology Award</b></p> <p>Match special incentives based on the characteristics of corresponding system / business unit</p>	<p><b>Female employee welfare</b></p> <p>Set up nursing rooms in the workplace; provide maternity leave and breastfeeding leave for female employees during pregnancy and breastfeeding period, etc.</p>	<p><b>EAP services</b></p> <p>Aim to help solve various psychological problems for employees and their family members</p>

**Case:**

**Launched Employee Stock Ownership Plan**

In January 2022, Mindray launched employee stock ownership plan as an incentive for core employees and technical backbones, so as to share with outstanding talents the profits brought about by the sustainable growth of the company and motivate them to grow with Mindray. brought about by the sustainable growth of the Company.

In addition to providing employees with competitive material rewards and guarantees, we also emphasis on giving spiritual recognition of their values. At the end of each year, we will hold award season activities to display photos and deeds of outstanding teams and employees in each operating area for the purpose of showcasing the honors everywhere at Mindray; meanwhile, each functional department will hold a grand award ceremony to reward outstanding teams and individuals, by which employees can achieve a sense of professional achievement and therefore increase the willingness to contribute to Mindray's development in the long run.

## Employee communication and care

We are highly concerned about our employees' happiness and sense of identity and are committed to building a harmonious labor-capital relationship. To promote smooth and effective communication, we have established multi-level and multi-modal communication and feedback channels for employees to create a communication environment of equality and mutual trust, to listen to employees' opinions and suggestions, and to solve their difficult issues of concern in a timely manner. In addition, we are dedicated to creating a warm and relaxing working atmosphere by carrying out rich cultural and sports activities.

### Multi-level and multi-modal communication channels



The Human Resources Center regards employee communication and care as an important responsibility of the department, and has set up a position of employee communication specialist to continuously focus on employees' career growth, physical and mental health and to provide necessary coaching and support through one-on-one communication.

To extensively obtain employees' opinions and suggestions on Mindray's management, team building, corporate culture and other aspects, and to understand and solve employee's most concerned and difficult issues in a timely manner, we have specially set up a Chairman's mailbox to provide a channel for our employees to communicate with the Chairman on a one-to-one basis, through which the Chairman can directly listen to the real voice from employees.



Mindray holds annual general meetings on a regular basis to communicate business development status and development plans to employees.

For any fraud or suspected fraud that may damage or seek interests of the Company, employees can report to the Supervision Office through a special mailbox or complaint hotline.



In addition, we continuously engage in in-depth communication with employees through our internal magazine *Mindray Atmosphere*, official corporate account, e-mail, intranet, staff BBS, face-to-face communication and other channels to ensure employees' voices are heard.

**Case:**

**Setting up "525" communication hotline**

In 2021, Mindray set up a "525" communication hotline, where employees can call if they have any questions or need help, which will help relieve the mental stress of employees and promote the harmonious development of labor-capital relationship while expressing our care for them.

We have launched customized employee care programs for different groups of employees. External authorities were engaged to provide professional and segmented counselling programs; skills contests and talent contests were held at all production bases to offer employees opportunities to show themselves; family open day was held for employees' families to learn about their work; nursing rooms were set up at offices for "nursing moms" in the workplace to care for babies; "Mindray Baby" parent club was established as a platform for our employees to share parenting experience; places to perform rituals were provided to employees with religious beliefs, etc. On top of that, Shenzhen Mindray Headquarters and its branches set up over 20 employee clubs to provide a wide range of options for employees with different hobbies and cultural backgrounds, promoting work-life balance among employees.

**Case: Employee cultural and sports activities**

Promoting work-life balance, Mindray encourages employees to develop personal hobbies and provides a platform to enrich their lives. Staff clubs were established within the Group, including football club, basketball club, badminton club. And to promote the development of the clubs, a Club Management Committee was set up to formulate norms of activities, and provide venues and financial support for club activities. In 2021, a talent contest that lasted for half a year was held at Guangming manufacturing center with many employees signing up, which not only enriched employees' after-work hours, but also fully demonstrated the Company's concept of humanistic care.



## Employee engagement survey

In 2021, we involved Gallup, a third-party agency, to conduct a global employee engagement survey on a voluntary and anonymous online basis, with the results independently processed and released by Gallup's US data team. In 2021, our survey participation rate reached 91%, and the survey showed that our employees generally have confidence in the Company's future, with a score ranking above the 80th percentile of Gallup's global database.

# Employee training and development

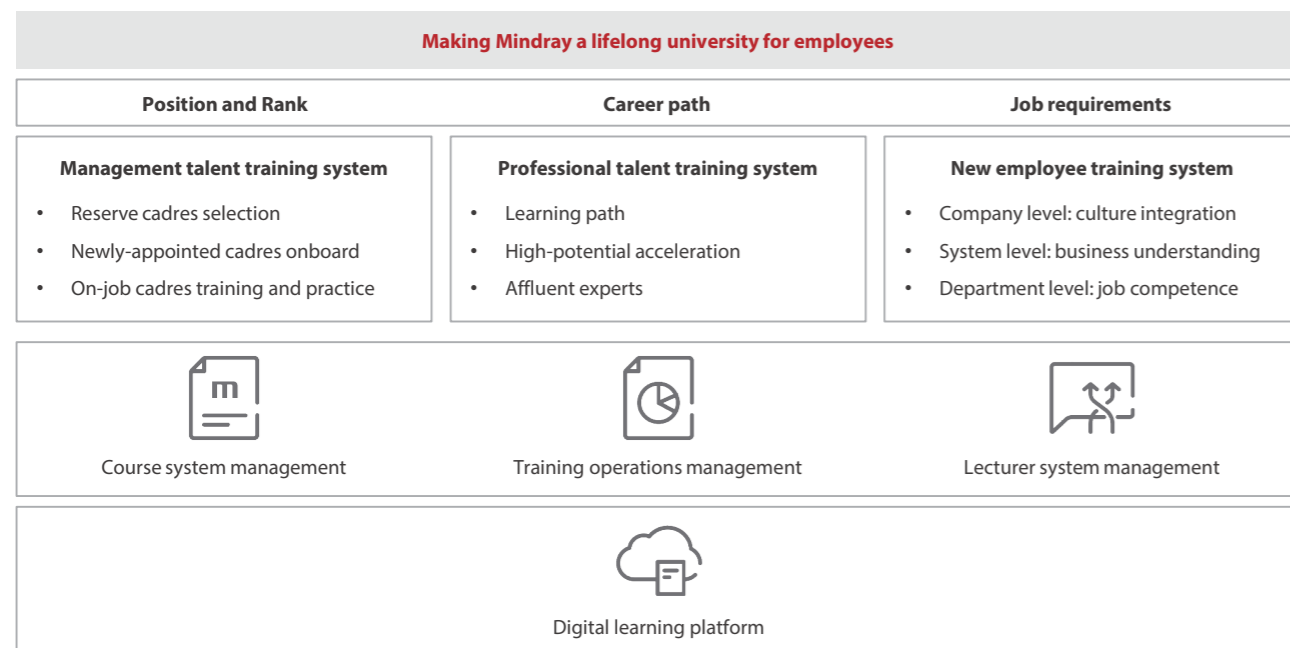
Adhering to the talent cultivation concept of "making Mindray a lifelong university for employees", we attach great importance to employees' value enhancement and self-development. We continuously implement the concept of building up reserve cadre teams with a focus on talent selection, allowing outstanding talents to stand out. We also encourage the internal talent flow and improve relevant mechanisms to drive comprehensive talent development. In 2021, we were determined to build a learning-oriented organization, refined the tiered training system and updated the *Training Management Regulation*, the *Internal Lecturer and Course Management Regulation* and the *Multilingual (excluding English) Learning Reward Regulation*, to further improve employees' professional skills and management capabilities.

## Training and development system

Mindray attaches great importance to capability building and career development of our employees and provide them with sufficient and equal opportunities for training and promotion. This year, guided by the principle of "active learning, training through assessment, training with practice", we placed our focus on capability building of cadres and training of new joiners. Three employee training and development systems customized for management talent, professional talent and new employees were established to help employees achieve knowledge transfer and competence enhancement; internal talent market was built for free flow of talents within the Group, giving full play to employees' expertise; job mentors were assigned for new joiners to help them adapt to job requirements and corporate culture as soon as possible, turning them into driving force of business development.

In addition, extensive learning path courses and themed resources are available to meet employees' self-learning needs and also provide support for them to develop capabilities required on the professional career path. And through learning programs that combine training and practice, we are able to quickly identify and accelerate the growth and development of high-potential talents.

### Training system



To better run the training system to meet employees' needs to learn anytime, anywhere and repeatedly, Mindray launched two digital online learning platforms for domestic and international users in 2021, and continuously improved functions and operation effectiveness of the platforms by adding learning path modules, upgrading the live streaming platform and introducing new learning resources.

We allocate special funds to support courses development, internal lecturers, purchase of books and external exchanges and practice in respect of employee training. In 2021, our total budget for employee training was 19.5 million RMB.

### Case: Experience sharing activities

In 2021, to build the learning-oriented organization, we launched a series of experience sharing activities for all employees, including Global Software Quality & Efficiency Conference (QECon) in 9 sessions and nearly 20 conferences, and 17 sessions of outstanding cases sharing. All these activities were held both online and offline, covering more trainees with higher participation rate and achieving good results.



Mindray QECon technology forum sharing session

As at 31 December 2021, we have provided training to 12,570 employees, covering 96% of total employees.

### Employee training overview

	2021
Total number of trainees	12,570
Total training hours	248,632.7
Average training hours	19.78
Average training hours by gender	
Male	22.88
Female	11.63
Average training hours by rank	
Deputy director level and above	12.68
Deputy manager level and above	25.39
General staff	19.65

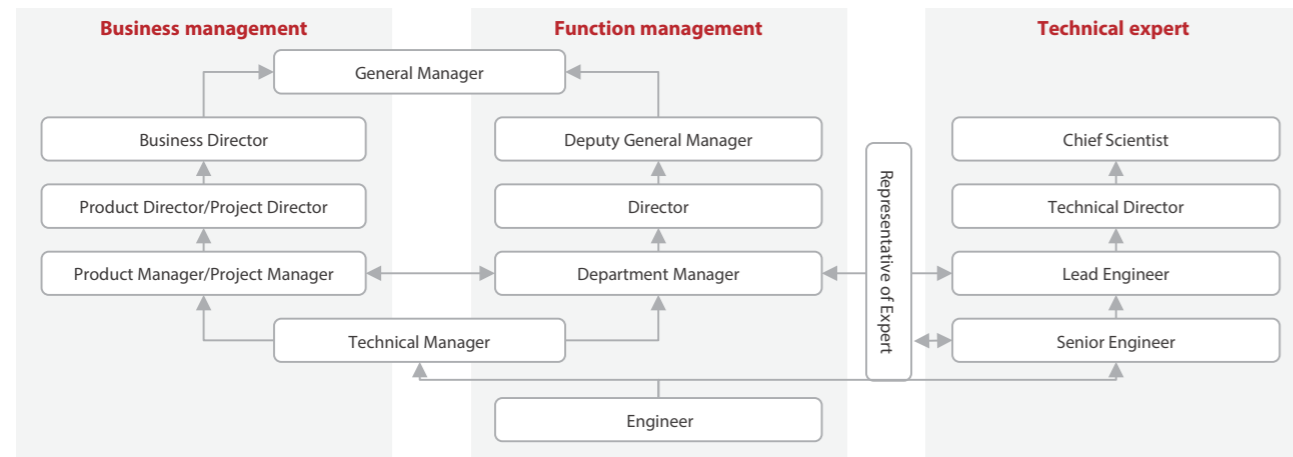
Note:

- (1) Training hours data does not include EHS-related training (the Group's EHS training data is disclosed separately);
- (2) Trainees data does not include employees of Shenzhen Mindray Animal Medical Technology Co., Ltd., and HyTest Invest Oy.

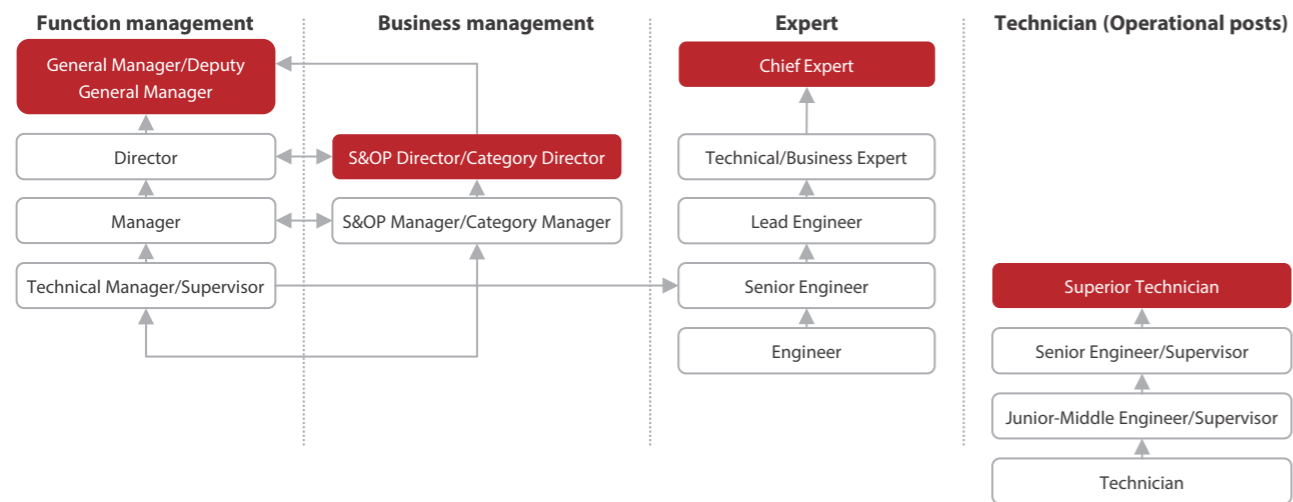
For all training courses, we conduct training assessment in the form of tests to understand employees' learning status and urge them to make progress. Besides trainings, employees need to apply knowledge and skills they learned to projects. During the practice, mentors, observers and people in other roles are all on standby for guidance and supervision.

After making improvements to the multi-channel career development system for R&D and marketing employees in 2020, Mindray further refined the system in 2021 by adjusting the human resource structure of the supply chain system and opening up the promotion channel for employees at operational level; formulating clear rank system and job requirements to satisfy diversified development needs of employees. Meanwhile, we planned clear career path for employees of different areas, guiding them to find the right direction at work.

**Three-channel career development system for R&D employees**



**"3+1" career development channel for supply chain system**



## Internal talents flow mechanism

Mindray encourages horizontal flow of talents within the Group, as it not only meets employees' needs for personal development, but also help foster versatile talents with diversified backgrounds. We also grant credits incentive to management personnel in departments where talents flow out, in a manner to facilitate the flow of talents. On the other hand, we provide employees from Wuhan and Dangshan with opportunities to work near their hometowns, thus enabling the flow of talents in different geographical regions and increasing the effectiveness of talent cultivation and retention.

In 2021, we launched internal recruitment or public competitive selection extensively for positions in each system, with job responsibilities and requirements well specified, developing an open and transparent talent selection and flow mechanism.

## Health and safety

Mindray has always treasured employees as our most valuable asset, and to that end, attaches great importance to their health and safety. We strictly abide by the *Production Safety Law of the People's Republic of China*, the *Law of the People's Republic of China on the Prevention and Treatment of Occupational Diseases* and other applicable laws and regulations related to occupational health and safety in the regions in which we operate. We put forward the "3 Mai safety concept", establish a sound health and safety management system, and enable employees to apply safety knowledge and skills through training and drills. In addition, we regularly arrange pre-job, on-job, off-job and emergency occupational health examinations for employees exposing to occupational hazards, and annual health examinations for all employees. With these management measures and arrangements, we hope that our employees grow in a healthy and safe working environment at Mindray.

### 3 Mai safety concept

Upholding the "3 Mai safety concept" of "I want safety, I have my role, I am taking action", Mindray cultivates the awareness of safety and responsibility among all employees, and encourages them to play a part in the optimization and implementation of the EHS management system.

**"3 Mai safety concept"**





### Case: Safety culture activities centered on "3 Mai safety concept"

During the Production Safety Month and Fire-fighting Month in 2021, our employees produced 507 works in pictures, comics, photos and videos around the 3 Mai safety concept of "Safety, Role, Action", through which, the 3 Mai safety concept was well interpreted and fire safety knowledge was widely spread.



In 2021, our investments in employee health and safety were as follows:

Health and safety investment	Unit	2021	2020	2019
Production safety investment	RMB ten thousand	332.72	355.56	368.60
Occupational health investment	RMB ten thousand	431.06	357.53	216.99

## Safety management

Mindray formulated the *Hazards Evaluation Management Procedure* as a guidance for identifying and assessing hazards and taking appropriate measures. In case of changes in activities, processes, facilities, etc., we will follow the *Management of EHS Change Procedure* to identify and analyze risks timely before changes and take appropriate control measures. Further, with reference to the *EHS Performance Management Procedure*, we regularly monitor the status of hazards and promptly correct unsafe conditions and behaviors.

We communicate with employees the results of hazards identification and assessment, measure requirements and unsafe conditions/behaviors through risk maps, bulletin boards, notification cards, training, pre-shift meetings, etc., encouraging all employees to actively engage in identifying hazards.

## Occupational disease protection

Mindray has developed and implemented the *Project EHS Management Procedure*. In strict accordance with the "three simultaneity" principle, pre-assessment should be conducted on construction projects that may produce occupational hazards, and the occupational disease protection facilities should be designed, constructed and put into use simultaneously with the main part of the project. We have also formulated and implemented management systems, such as the *Occupational Health Management Procedure*, the *Occupational Health Management Regulation*, and made the *Occupational Hazards List*. Based on the monitoring of occupational hazard factors, we determine job positions that require occupational health examinations, and entrust qualified agencies to conduct the regular examinations.

## Epidemic prevention

In 2021, the world was still in the midst of COVID-19 crisis with the Delta variant and Omicron variant continuously causing infections worldwide. Accordingly, our emergency management team provided training for all employees on COVID-19 update based on the new features of the variants, and dedicated staff were assigned to follow up on the latest situation to promptly adjust epidemic prevention policies. In 2021, we have updated the epidemic prevention requirements for 132 times to ensure effective epidemic prevention and control.

## Biorisk management and control

Mindray's operation may expose it to pathogens like HIV, HBV, HCV and TP. In order to better manage biorisk, we have established the Biosafety Management Committee, and gradually built up the biological management system that is in line with the ISO35001: 2019 Biorisk management for laboratories and other related organizations.

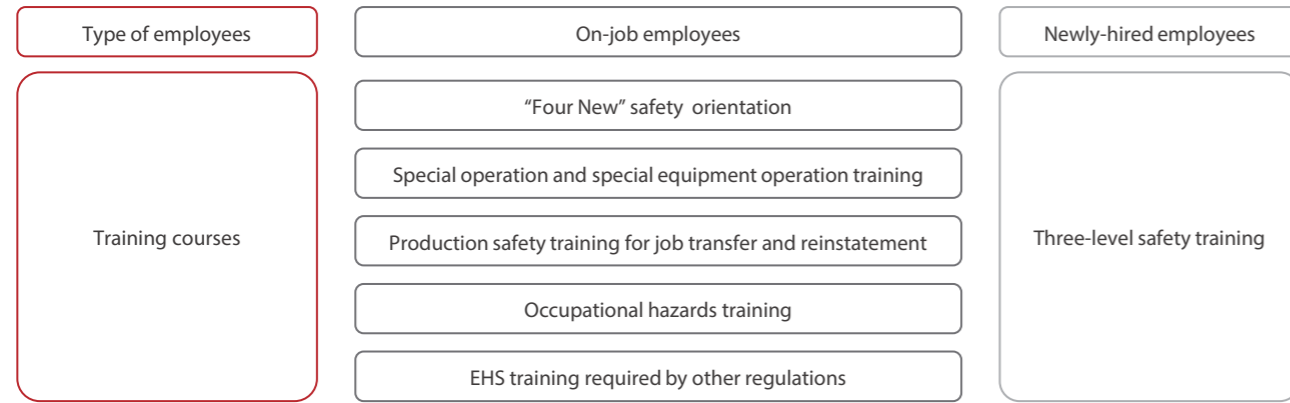
## Dangerous chemicals management and control

Mindray has access to dangerous chemicals including highly toxic chemicals, flammable chemicals, corrosive chemicals and pressurized gases during its operations. To better eliminate potential chemical hazards, we formulated the *Dangerous Chemicals Management Procedure* and supporting management systems to manage dangerous chemicals, and actively made a list of prohibited dangerous chemicals to strictly prohibit explosives and new highly toxic chemicals and other high-risk chemicals. In addition, Guangming Base was taking the initiative to apply digital means to realize intelligent management of highly toxic chemicals.

# Occupational health and safety training and emergency management

Only when an employee knows the risks, understands the requirements and takes right actions, zero harm can be realized. To that end, we formed EHS training matrix in strict accordance with the *EHS Training Management Procedure*. We developed annual training plan accordingly and defined minimum training hour and responsible department for each type of safety training. We enhanced the fun and effectiveness of training in the form of e-classes, publicity activities, drills, and contests, to ensure that our employees are equipped with EHS skills, qualifications and knowledge required for their positions. In 2021, we delivered a total of 105,437 hours of EHS safety training to 39,648 trainees. We also launched various safety activities during the Production Safety Month and Fire-fighting Month, specifically, a total of 6,080 participants attended the fire-fighting viewing activities and learned basic fire-fighting skills; over 580 management attended the online safety accountabilities refreshing training; employees actively submitted 507 safety-themed works.

## Occupational health and safety training system



As per the *EHS Incident Management Procedure*, we conduct closed-loop management on incidents and accidents via the incident management platform, including root cause analysis, the formulation, implementation and follow-up of measures. We launched a targeted "Risk-based 5-Question Card", in which management and employees communicated on risks and control requirements, and verified the reliability and consistency of control measures to prevent the recurrence of similar accidents. Besides, we regularly conduct fire evacuation drills, chemical emergency drills and bio-leakage drills every year to enhance employees' safety awareness and emergency response skills. In 2021, the lost time incident rate and recordable incident rate were 0.020 and 0.040 respectively.



Hazardous chemicals leakage drills

## health and safety services

Mindray strongly believes that the vision of "better healthcare for all" starts from "better healthcare for employees". We offer various of occupational health services every year, including organizing annual health examinations to help employees know better about their physical health; providing employee assistance plan services to care for employees' mental health, etc. In 2021, to help employees develop good habits, we launched the "Health Guardian" activities, including "21-day exercise challenge", on-site psychological counselling, online mental health lectures, etc., with over 5,000 participants involved.



"21-day exercise challenge"

# Diversity and equal opportunity

A diverse workforce is the key driver of Mindray's sustainable innovation and development. We have developed and strictly abided by the *Diversity and Inclusion Policy* to foster an open and inclusive work environment. We respect and embrace employees from different countries and regions, and aim to eliminate any potential discrimination or bias regarding gender, race, color, nationality, religious belief, cultural background, etc., giving fair and equal treatment to all employees. It is our commitment to ensure that every employee equally enjoys rights as stipulated by laws and systems, and equally performs corresponding obligations. Moreover, we recruit disabled people while meeting business requirements, promoting the employment of people with disabilities. During the Reporting Period, we have not received any notice of incidents of discrimination.

In order to boost diversity within our team, we prefer to hire local employees for our overseas sites. As at 31 December 2021, foreign employees accounted for more than 11% of Mindray's total employees and the local staff proportion of employees responsible for overseas business is over 79.05%.

As at 31 December 2021, the Group has set up **52** overseas subsidiaries in about **40** countries;

hire **100%** local employees in **19** countries

the local staff proportion of employees responsible for overseas business is over **79.05%**

At Mindray, we are committed to providing equal opportunity for women and consistently contributing to build a workspace of equality. As at 31 December 2021, female employees accounted for 29% of our total employees, and the proportion of women in senior management was 33%.

## Cultural diversity

Advocating and striving to build a diverse and inclusive corporate culture, Mindray, during the corporate culture construction, fully respects the unique cultures of different countries and regions, and has followed the *Diversity and Inclusion Policy* to introduce a wide range of training courses and materials for local staff, including posters of core value, animated videos, standard materials, etc. in different languages (Chinese, English, Spanish, Portuguese, German, French, Italian, Dutch, Indonesian, etc.). For overseas staff, we purchased Skillsoft, a third-party learning resource platform, to provide substantial online courses and skills training resources; and launched a series of activities based on local culture that attracted numerous local staff, such as 21-day exercise challenge and MindRun. We also invited external agencies to provide cross-cultural management training courses for our marketing system management team, which would effectively encourage our employees to be more open-minded to different cultures, and accelerate the construction of a diverse talent team.



Employees diversity activities

Case: Diversity and equal opportunity — Stories

Mindray adheres to the core value of "Value and enrich our people" to create a diverse and inclusive work environment with equal opportunities.



Miguel Soto joined the Mindray family in 2008, and has been on this journey for 13 years. He shows the spirit of Mindrayer in all positions by rising up to challenges and embracing changes. Under his leadership, individuals and teams all unlocked their potentials, and an overseas team with "Mindray Soul" was born. In 2017, he was granted the Outstanding Contribution Award by the company. Miguel is now the General Manager of Mindray Mexico, and was selected as a representative of "30 star employees over 30 years of Mindray" in 2021.

Abdinur Hassan, a graduate with a Master's Degree from Dalian Medical University, joined a humanitarian agency in his hometown Somalia during his time on campus, providing medical aid to economically disadvantaged and displaced people. It was in a local hospital that Hassan had his first contact with Mindray devices. Impressed by Mindray's vision of "better healthcare for all", he was determined to be part of the family. In 2020, Hassan realized his Mindray dream via campus recruitment, and then joined Mindray football team where he and his teammates won the championship trophy. Immersed in the inclusive culture of Mindray, he grows to like Shenzhen, and sees it as his second home.



During her nearly 10 years of employment at Mindray, Michaela has made great contributions, adapting to new challenges from within and outside the company through non-stop learning. To successfully land the global strategy and structure in Europe, she stayed open-minded in working with the headquarters and was highly recognized by the business teams. In 2021, with Michaela's high alignment with our corporate culture and strong leadership, European companies have recorded remarkable achievements in aspects of organizational structure, cultural understanding and talent recruitment, and she thus was awarded as the Best Manager of 2021.

# SOCIAL RESPONSIBILITY

Shouldering the mission of "Advance medical technologies to make healthcare more accessible", Mindray has been proactively fulfilling social responsibility and continuously finding ways to contribute to sustainable communities and poverty alleviation. Being able to benefit the society with innovative achievements and innovative models has always been one of our key aspirations. We fully utilize our strengths in the healthcare industry, and inject new momentum into rural revitalization with industrial revitalization; we are concerned about the construction of primary medical infrastructure and talent cultivation, and have been endeavouring efforts to make high-quality healthcare more accessible; we persist in fighting the pandemic and disasters at the forefront, providing emergency treatment and medical assistance in the first place to protect people's lives; we value biodiversity and have developed targeted equipment to help protect rare animals. As such, we will continue to take on social responsibility and be a health guardian for the society.

#### Issues of concern in this section:

- Rural revitalization
- Fulfilling social responsibility
- Industry-academics-healthcare professional cooperation

#### SDGs in this section:



## Rural revitalization

The key of rural revitalization lies in industrial revitalization. Giving full play to our strengths in the healthcare industry, Mindray drives rural development in Dangshan, Anhui Province with industrial investment. We donate medical devices and provide medical training in areas with weak medical infrastructure to promote rural revitalization.

### Drive rural revitalization with industrial revitalization

Dangshan County, a county of Suzhou City, Anhui Province, lies on the boundaries of four provinces of Anhui, Jiangsu, Shandong and Henan. As a farming-dependent county, Dangshan had always been a national poverty-stricken county till 2020. So how can Mindray promote the transformation and upgrading of local industrial structure and bring new impetus to economic development of Dangshan? Following the principle of mutual benefit, Mindray and Dangshan County leveraged their own strengths to deepen industrial cooperation and strengthen talent cultivation.

As an old line goes, "Plant the plane tree to attract the phoenix", the investment in the construction of Mindray Medical Technology Industrial Park in Dangshan County not only contributes to Mindray's long-term development, but also introduces excellent industrial projects and talents to Dangshan County, which will drive employment and economic growth to further attract more desirable projects, and build a virtuous cycle of sustainability. And as implied by "Give a man a fish and you feed him for a day. Teach him how to fish and you feed him for a lifetime", we look forward to empowering the rural revitalization of Dangshan County with the technology introduction and coordinated development of healthcare industry.

**Case: Dangshan Mindray Medical Technology Industry Development Co., Ltd. devoted into rural revitalization**

Mindray signed an agreement with Dangshan County in December 2020 to build the Dangshan Mindray Medical Technology Industry Development Co., Ltd., introducing advanced medical manufacturing into Dangshan County. In September 2021, after prudent research, Mindray positioned Dangshan Mindray Medical Technology Industry Development Co., Ltd. as Mindray Dangshan Production Base (hereinafter referred to as "Dangshan Base"), making it one of Mindray's main production bases across the nation.

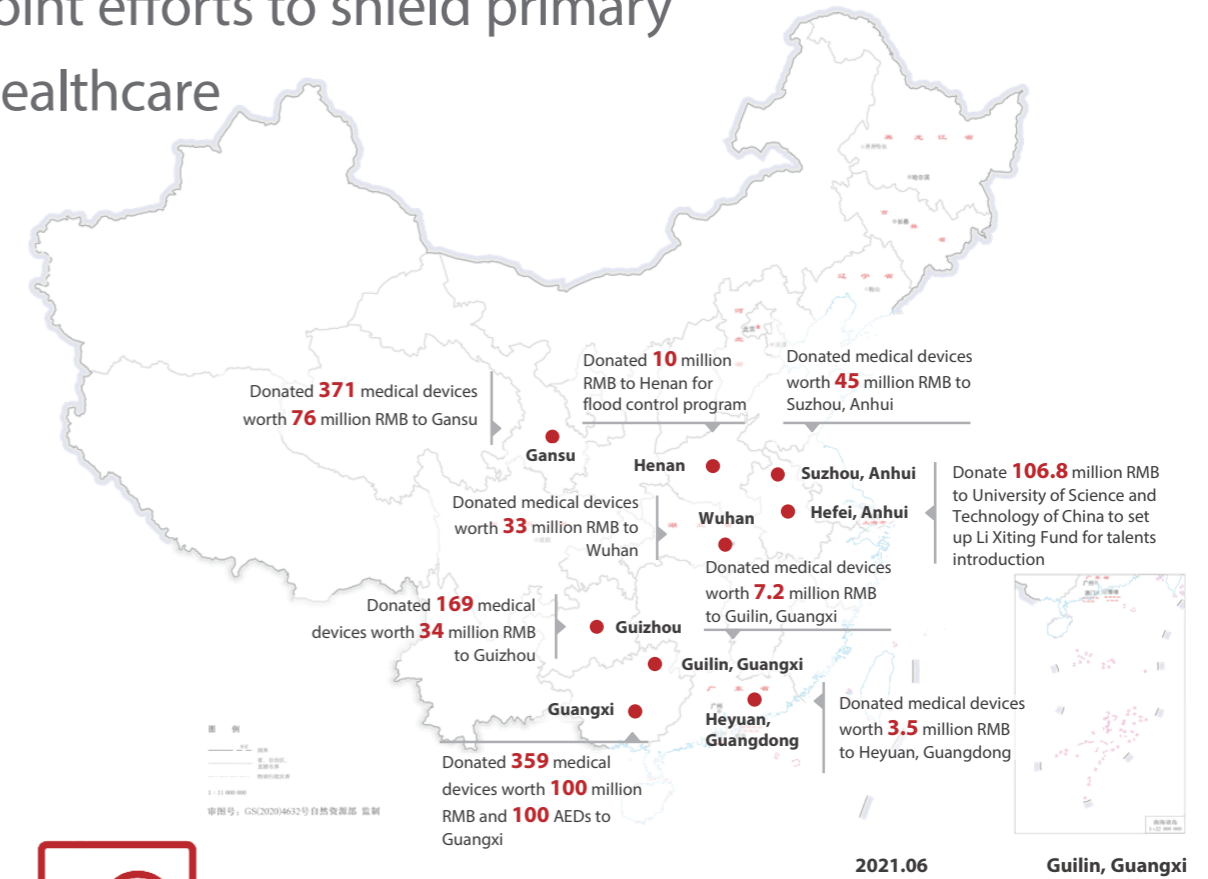
Dangshan Base will gradually take over orthopaedics equipment production and machining processing functions of Mindray, seizing the chance to take the lead in industrial development by building intelligent and information-based factories. Expected to satisfy our needs for greater capacity and enhanced automated production, Dangshan Base will develop into a modern, green and garden-like industrial park, with 15-story office building and 90,000-square-meter modern plants for precision machinery processing. In addition, it will also be equipped with conference center in line with international conference standards, indoor gymnasium, parking building, and pedestrian corridors leading to the entire park, as well as green orchards with local features.

In the future, Mindray plans to set up a vocational and technical college, to better cultivate local technical talents. This move, while adapting to strong social demands and preparing for the local industry upgrade, will also lay the foundation for the reservation of high-quality talents at Dangshan Base. As at 31 December 2021, the first batch of recruitment for Dangshan Base was successfully completed. We will further send selected employees from Dangshan Base to Shenzhen for training on production skills, and build up a talent pool for the local areas, well demonstrating our pioneering role in the industry.



Dangshan Base Design

**Joint efforts to shield primary healthcare**



Time	Location	Description
Early 2020	Wuhan	Donated medical devices worth 33 million RMB to designated medical institutions in Hubei Province, including Huoshenshan Hospital, Leishenshan Hospital, Wuhan Tongji Hospital and Wuhan Union Hospital.
2020.06	Guangxi	Donated 359 sets of medical devices to hospitals at all levels in Baise and Hechi in Guangxi Zhuang Autonomous Region, with a total equipment value of 102.5 million RMB.
2020.06	Hefei, Anhui	Donated 106.8 million RMB to University of Science and Technology of China (USTC), and established the "Li Xiting Fund", which will focus on the cultivation, introduction of high-end talents, and high-tech innovative research and development, etc.
2020.11	Gansu	Donated 371 sets of medical devices with a worth of 76.1 million RMB to the health system of Gansu Province and distributed to 65 medical institutions in 12 cities and prefectures in Gansu Province, including Wuwei, Longnan and Baiyin.
2020.12	Guizhou	Donated 169 sets of medical devices with a worth of 34.4 million RMB to 22 medical institutions in Qianxinan, Guizhou Province.
2021.05	Guangxi	Donated 100 sets of AED equipment to Guangxi Zhuang Autonomous Region.
2021.06	Heyuan, Guangdong	Donated medical devices with a worth of 3.5 million RMB to Lianping County, Heyuan City.
2021.06	Guilin, Guangxi	Donated medical devices with a worth of 7.17 million RMB to Ziyuan County and Longsheng County, Guangxi.
2021.7	Henan	Donated 10 million RMB to Henan Charity General Federation to support the "fight against floods in Henan" project.
2021.06	Guilin, Guangxi	Donated medical devices worth 7.2 million RMB to Guilin, Guangxi.
2021.06	Guilin, Guangxi	Donated medical devices worth 3.5 million RMB to Heyuan, Guangdong.
2021.06	Guilin, Guangxi	Donated medical devices worth 34 million RMB to Wuhan.
2021.06	Guilin, Guangxi	Donated 169 medical devices worth 34 million RMB to Guizhou.
2021.06	Guilin, Guangxi	Donated 371 medical devices worth 76 million RMB to Gansu.
2021.06	Guilin, Guangxi	Donated 10 million RMB to Henan for flood control program.
2021.06	Guilin, Guangxi	Donated medical devices worth 45 million RMB to Suzhou, Anhui.
2022.01	Suzhou, Anhui	Donated medical devices with a worth of 45 million RMB to Suzhou.

Suzhou City in Anhui Province, to which Dangshan County belongs, is in short supply of local high-quality medical resources, and thus patients often have to seek medical treatment in other regions. Over the years, Mindray has been following up on the construction of medical infrastructure and public health system in Suzhou, and has been committed to making high-quality medical resources more accessible, addressing the difficulty of receiving medical treatment.

**Case: Contribution to the construction of medical infrastructure and public health system in Suzhou, Anhui**

Li Xiting, the Chairman of Mindray made several donations to support Suzhou's poverty alleviation, local education, and local public healthcare to improve well-being of Suzhou residents. In 2017, Mindray donated 100 Automated External Defibrillators (AEDs) to Suzhou and helped the municipal government build the Public Healthcare First Aid Demonstration Project. In December of the same year, Mr. Li donated 20 million RMB for the poverty alleviation in Suzhou, and 10 million RMB for tourism development in Dangshan County. In September 2019, he made another donation of 4.5 million RMB as healthcare and poverty alleviation funds to Dangshan County to build 5 standardized village clinics.

On 24 January 2022, Mindray donated medical devices with a worth of 45 million RMB to Suzhou.

This batch of medical devices advances the testing capacities of local primary hospitals enabling them to provide municipal-hospital-like medical services, and facilitates accessible treatment for local people.



Baise City and Hechi City of Guangxi Zhuang Autonomous Region (hereinafter referred to as "Guangxi") are located in the southwest border of China, lagging behind in primary medical facilities and high-quality medical services, with phenomena of poverty or returning to poverty due to illness. Mindray joined hands with Guangxi to deepen medical cooperation in poverty-stricken and undeveloped areas, enhancing the capacity of Guangxi's health system.

- Mindray donated medical devices worth 131.15 million RMB in total to GZAR in recent three years.
- Directed by the Primary Health Department of National Health Commission of China, Mindray has carried out a comprehensive capacity enhancement program for healthcare system managers since 2019 based on the academic resources of Tsinghua University. The program was convened in GZAR twice, covering 39 counties and districts.

# Industry-academics-healthcare professional cooperation

Specialized talents are crucial for advancing high-quality healthcare services. Industry-academics-healthcare professional cooperation plays a vital role in the technical innovation of Mindray, and also acts as a key link to push forward medical technologies and develop talents training. Adhering to our mission and responsibility, Mindray always keeps an eye on shortage of primary healthcare system. We have cooperated with medical institutions and universities for years and are devoted to training talents, improving primary healthcare conditions, and making healthcare accessible to more people.

## Focusing on primary healthcare improvement and talents training

Directed by the Primary Health Department of National Health Commission, Mindray has carried out a comprehensive capacity enhancement program for healthcare system managers since 2019 based on experiences in advanced districts and academic resources of Tsinghua University, to build a community with shared medical resources in counties. In 2021, Mindray joined hands with the School of Public Health of Peking University to carry out medical education and training activities in the forms of on-site communication, experience sharing and visits, aiming at improving the professional skills and management capacity of primary healthcare managers.



Seminars on capacity enhancement for health system managers

- In 2021, Mindray cooperated with top universities in China and carried out 8 sessions of training course for primary health managers, including 2 sessions cooperated with Tsinghua University and 6 sessions with Peking University.
- Since the initiation of the comprehensive capacity enhancement program for healthcare system managers in 2019, Mindray has carried out 20 sessions by the end of 2021, with 724 administrative units participated in.

## Cooperating with universities to benefit students

Education is the foundation of social development. Mindray values cooperation with schools, sets up scholarship and provides financial aids to students, contributing to promoting fairness in education, helping students grow better and cultivating talents for the society. As a win-win model, school-enterprise cooperation can not only share resources and information mutually, but also achieve complementarity in equipment and technology.

### 27 April 2021

At the donation ceremony held in West China Hospital, Sichuan University on 27 April 2021, Mindray donated three ventilators to assist students in operating and granted student subsidies.



### 28 May 2021



The opening ceremony of the 2021 Westlake International Forum on Ultrasound in Medicine and Biology (WIFUMB) in conjunction with the International Contrast Ultrasound Society (ICUS) Conference was held on 28 May 2021. Mindray sets up the "Mindray Scholarship of Zhejiang University School of Medicine" to promote the sustainability of medical imaging education and cultivate youth talents.

### 21 December 2021

Inner Mongolia University for the Nationalities (IMUN) Medical School held the "2020 - 2021 Mindray Scholarship Granting Ceremony" on 21 December 2021 and issued certificates to scholarship winners.



# Fulfilling social responsibilities

In response to public health emergencies, Mindray takes the initiative to undertaking the responsibility of protecting the health and safety of the public. Over the years, we spare no effort in promoting the public access defibrillation (PAD) program, donate AED equipment and actively carry out first aid trainings to improve the first aid awareness and skills of the public. In case of a disaster, Mindray provides relief supplies and medical equipment at first, sets up an emergency user service team and rushes to the frontline to support the installation and commissioning of equipment, ensuring technical support of the emergency access. Mindray actively develops animal medical technology, aiming to conserve the country's biodiversity and preserve endangered animals, contributing to creating a harmonious home for all biology.

## Taking precautionary measures and popularizing AED

The sudden cardiac arrest deaths in China reach 540,000 every year, ranking the first in the world. There are about 1,500 deaths of sudden cardiac arrest every day, and 90% of them happened outside hospitals. Almost half of patients of sudden cardiac arrest can be revived if they are given AED and cardio-pulmonary resuscitation (CPR) in 4 minutes, and this is called "Golden 4 minutes". Therefore, installing and popularizing AED in public is vital to pre-hospital care.

Bearing in mind public life safety, Mindray is dedicated to raising first aid awareness and popularizing the use of AED to save lives. Technically, Mindray always applies the state-of-the-art technologies to AED and innovates continuously from easy to use, efficiency, reliability and management cost, to comprehensively improve the quality and standard of first aid in public. As for installation and implementation, Mindray promotes the popularization of AED installation in public places, accelerating the installation in developed areas, aligning with international configuration standards, and strengthening the popularization in undeveloped areas. To strengthen cultural promotion, Mindray leverages new media resources channels to deepen the public's awareness of AEDs and enhance the public's ability to use AEDs in a vivid and interesting manner.

- Now, AEDs are widely installed in public places at home and abroad, such as airports, railway stations, universities and stadiums. By December 2021, 103 patients who suffered from sudden cardiac arrest in public places in China have been treated by Mindray AEDs.
- Except for continuous donation of AED and training equipment to the Red Cross, schools and scenic spots, Mindray also cooperates with government institutes and communities to launch first aid training for the public to improve their first aid awareness and skills. In 2021, Mindray promoted first aid training for over 500 thousand participants directly or indirectly.

### Case: "A lesson of life saving" with Mahua Fun Age

On 25 November 2021, Mindray joined hands with Shenzhen Rescue Volunteers Federation to carry out activities named "A lesson of life saving", to popularize AED knowledge. This training was carried out in the theatre of Mahua Fun Age in Shenzhen, where lecturers and trainees present the public an interesting, fascinating and vivid show of life saving in the immersive theatre. Lecturers from Shenzhen Rescue Volunteers Federation circulated their knowledge on potential emergency scenarios and solutions in daily life to trainees by means of theoretical knowledge sorting, drills, Q&A and scene plays, etc. We make creative designs for AED popularization activities raising the awareness on first aid knowledge of the whole society, sowing the "seed" of guarding life safety. These activities let more people know first aid, treat it seriously and then actively participate in it, and build a community with well-developed facilities.



"A lesson of life saving" activity

## Rush to the rescue in floods and disasters

Maintaining a global vision, Mindray gathers forces from all sides to defend human health. Adhering to the concept of "People first, life first", Mindray continuously mobilizes technical service resources to support medical needs in flood fighting and disaster relief.

### Case: Support the fight against floods in Henan Province with medical supplies

In July 2021, an extreme rainstorm hit Henan Province, causing serious waterlogging, casualties and property losses in many cities. Li Xiting, the Chairman of Mindray donated 10 million RMB to Henan Charity General Federation to support the "fight against floods in Henan" project. Meanwhile, Mindray paid close attention to the operation of medical devices in the affected areas and urgently mobilized customer service teams in frontline to deliver inventories to the affected hospitals at first time. Customer service engineers were busy with maintenance of medical devices in hospitals, replacing damaged parts, picking up medical staffs, delivering materials and checking the operation of devices in the flooded areas. Our business teams were on call 24 hours for a whole week and worked with all service partners in Henan to ensure the smooth operation of devices in hospitals.



Providing service support to affected hospitals in Henan Province



## Saving endangered species and conserving biological diversity

Conservation of biological diversity is a consensus of international community. Mindray actively develops animal medical technology, aspiring to save endangered species. Considering the diversity and complexity of animal species, we focus on R&D of medical equipment. In March 2021, we launched the new Veta-series animal anaesthesia machine to address anaesthesia and ventilation problems of animals during operation.

To protect the giant panda, known as China's "national treasure" from extinction, Mindray Chengdu R&D Center collaborated closely with panda veterinarians in Panda Base to develop the BC-5000Vet 5-Diff Auto Hematology Analyzer, which was designed with a special mode to test the blood samples of giant pandas based on their characteristics. This device has greatly improved the efficiency of blood tests for disease prevention and treatment.

To protect the endangered ceratotherium simum cottoni, Mindray cooperated with non-governmental organizations and developed the M7Vet ultrasound solution for in-vitro fertilization, and successfully collected oocyte of female ceratotherium simum cottoni.

## Appendix I: Index of GRI Standards

Disclosure ID (GRI)	Disclosure title (GRI)	Sections of report	Page
<b>General Disclosure</b>			
<b>Organizational profile</b>			
102-1	Name of the organization	ABOUT MINDRAY	P7
102-2	Activities, brands, products and services	ABOUT MINDRAY	P7
102-3	Location of headquarters	ABOUT MINDRAY	P7
102-4	Location of operations	ABOUT MINDRAY	P7
102-5	Ownership and legal form	ABOUT MINDRAY	P7
102-6	Markets served	ABOUT MINDRAY	P7
102-7	Scale of the organization	ABOUT MINDRAY	P7
102-8	Information on employees and other workers	SUSTAINABLE HUMAN RESOURCES	P83
102-9	Supply chain	VALUE CHAIN COLLABORATION SUMMARY OF KEY PERFORMANCE INDICATORS	P60-64 P117
102-10	Significant changes to the organization and its supply chain	During the Reporting Period, Mindray's organization scale, structure, ownership and supply chain had no significant change.	
102-12	External initiatives	SUSTAINABILITY MANAGEMENT	P25
<b>Strategy</b>			
102-14	Statement from senior decision-maker	CHAIRMAN'S STATEMENT	P1
102-15	Key impacts, risks and opportunities	CHAIRMAN'S STATEMENT	P1
<b>Ethics and Integrity</b>			
102-16	Values, principles, standards and norms of behavior	CORPORATE GOVERNANCE	P30
102-17	Mechanisms for advice and concerns about ethics	CORPORATE GOVERNANCE	P37
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102-18	Governance structure	CORPORATE GOVERNANCE	P30
102-19	Delegating authority	SUSTAINABILITY MANAGEMENT	P27
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102-21	Consulting with stakeholders on economic, environmental and social topics	ABOUT THE REPORT	P6
102-22	Composition of the top governance body and its committees	CORPORATE GOVERNANCE	P30
102-24	Nominating and selecting the top governance body	CORPORATE GOVERNANCE	P30

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102-29	Identifying and managing economic, environmental and social impacts	SUSTAINABILITY MANAGEMENT	P27
102-30	Effectiveness of risk management processes	CORPORATE GOVERNANCE	P37
102-31	Review of economic, environmental and social topics	SUSTAINABILITY MANAGEMENT	P27
102-32	Highest governance body's role in sustainability reporting	ABOUT THE REPORT SUSTAINABILITY MANAGEMENT	P4 P27
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102-34	Nature and total number of critical concerns	ABOUT THE REPORT	P4
<b>Stakeholder Engagement</b>			
102-40	List of stakeholder groups	ABOUT THE REPORT	P6
102-42	Identifying and selecting stakeholders	ABOUT THE REPORT	P4
102-43	Approach to stakeholder engagement	ABOUT THE REPORT	P4
102-44	Key topics and concerns raised	ABOUT THE REPORT	P5
<b>Reporting Practice</b>			
102-45	Entities included in the consolidated financial statements	ABOUT THE REPORT	P4
102-46	Defining report content and topic boundaries	ABOUT THE REPORT	P4
102-47	List of material topics	ABOUT THE REPORT	P5
102-48	Restatements of information	In the Report, no information provided in previous reports has been restated.	
102-49	Changes in reporting	ABOUT THE REPORT	P3
102-50	Reporting period	ABOUT THE REPORT	P4
102-51	Date of the most recent report	The date of the most recent report is April 2020	
102-52	Reporting cycle	ABOUT THE REPORT	P4
102-53	Contact information for questions regarding the report	ABOUT THE REPORT	P4
102-54	Claims of reporting in accordance with the GRI Standards	ABOUT THE REPORT	P3
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<b>Economic Performance</b>			
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201-2	Financial implications and other risks and opportunities due to climate change	GREEN DEVELOPMENT	P71
201-3	Defined benefit plan obligations and other retirement plans	SUSTAINABLE HUMAN RESOURCES	P86
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203-1	Infrastructure investments and services supported	FEATURED STORIES	P11-22
203-2	Significant indirect economic impacts	FEATURED STORIES SOCIAL RESPONSIBILITY	P11-22 P99-109
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205-2	Communication and training about anti-corruption policies and procedures	CORPORATE GOVERNANCE SUMMARY OF KEY PERFORMANCE INDICATORS	P37-39 P117
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<b>Energy</b>			
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302-1	Energy consumption within the organization	GREEN DEVELOPMENT SUMMARY OF KEY PERFORMANCE INDICATORS	P72 P118
302-3	Energy intensity	SUMMARY OF KEY PERFORMANCE INDICATORS	P118
302-4	Reduction of energy consumption	GREEN DEVELOPMENT	P73
302-5	Reductions in energy requirements of products and services	GREEN DEVELOPMENT	P73
<b>Water and Effluents</b>			
303-1	Interactions with water as a shared resource	GREEN DEVELOPMENT	P74
303-2	Management of water discharge-related impacts	GREEN DEVELOPMENT	P74
303-3	Water withdrawal	GREEN DEVELOPMENT SUMMARY OF KEY PERFORMANCE INDICATORS	P74 P118
303-4	Water discharge	SUMMARY OF KEY PERFORMANCE INDICATORS	P118
303-5	Water consumption	SUMMARY OF KEY PERFORMANCE INDICATORS	P119
<b>Biodiversity</b>			
Management approach		SOCIAL RESPONSIBILITY	P109
304-1	Operational sites owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside protected areas	During the Reporting Period, Mindray had no operational sites owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside protected areas	

Disclosure ID (GRI)	Disclosure title (GRI)	Sections of report	Page
304-2	Significant impacts of activities, products and services on biodiversity	SOCIAL RESPONSIBILITY	P109
304-3	Habitats protected or restored	During the Reporting Period, Mindray had no habitats protected or restored	
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	During the Reporting Period, Mindray had no IUCN Red List species and national conservation list species with habitats in areas affected by operations	
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Management approach		GREEN DEVELOPMENT	P72
305-1	Direct (Scope 1) GHG emissions	GREEN DEVELOPMENT SUMMARY OF KEY PERFORMANCE INDICATORS	P72 P119
305-2	Energy indirect (Scope 2) GHG emissions	GREEN DEVELOPMENT SUMMARY OF KEY PERFORMANCE INDICATORS	P72 P119
305-4	GHG emissions intensity	GREEN DEVELOPMENT SUMMARY OF KEY PERFORMANCE INDICATORS	P72 P119
305-7	Nitrogen oxides (NOx), sulphur oxides (SOx), and other significant air emissions	GREEN DEVELOPMENT	P76
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306-1	Waste generation and significant waste-related impacts	GREEN DEVELOPMENT	P78-79
306-2	Management of waste-related significant impacts	GREEN DEVELOPMENT	P78-79
306-5	Waste directed to disposal	GREEN DEVELOPMENT SUMMARY OF KEY PERFORMANCE INDICATORS	P79 P119
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Management approach		GREEN DEVELOPMENT	P68-70
307-1	Non-compliance with environmental laws and regulations	GREEN DEVELOPMENT SUMMARY OF KEY PERFORMANCE INDICATORS	P68 P119
<b>Supplier Environmental Assessment</b>			
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308-2	Negative environmental impacts in the supply chain and actions taken	VALUE CHAIN COLLABORATION	P64
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Management approach		SUSTAINABLE HUMAN RESOURCES	P82-88

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403-1	Occupational health and safety management system	SUSTAINABLE HUMAN RESOURCES	P92
403-2	Hazard identification, risk assessment, and incident investigation	SUSTAINABLE HUMAN RESOURCES	P92-95
403-3	Occupational health services	SUSTAINABLE HUMAN RESOURCES	P95
403-4	Worker participation, consultation, and communication on occupational health and safety	SUSTAINABLE HUMAN RESOURCES	P87-88
403-5	Worker training on occupational health and safety	SUSTAINABLE HUMAN RESOURCES SUMMARY OF KEY PERFORMANCE INDICATORS	P95 P110
403-6	Promotion of worker health	SUSTAINABLE HUMAN RESOURCES	P92-95
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	SUSTAINABLE HUMAN RESOURCES	P93-95
403-8	Workers covered by an occupational health and safety management system	SUSTAINABLE HUMAN RESOURCES	P92
403-9	Work-related injuries	SUSTAINABLE HUMAN RESOURCES SUMMARY OF KEY PERFORMANCE INDICATORS	P95 P120
403-10	Work-related ill health	SUSTAINABLE HUMAN RESOURCES SUMMARY OF KEY PERFORMANCE INDICATORS	P93-94 P120
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Management approach		SUSTAINABLE HUMAN RESOURCES	P89-91
404-1	Average hours of training per year per employee	SUSTAINABLE HUMAN RESOURCES SUMMARY OF KEY PERFORMANCE INDICATORS	P90 P120
404-2	Programs for upgrading employee skills and transition assistance programs	SUSTAINABLE HUMAN RESOURCES	P89-91
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405-1	Diversity of governance bodies and employees	SUSTAINABLE HUMAN RESOURCES SUMMARY OF KEY PERFORMANCE INDICATORS	P96 P121
<b>Non-discrimination</b>			
Management approach		SUSTAINABLE HUMAN RESOURCES	P82 P96
406-1	Incidents of discrimination and corrective actions taken	During the Reporting Period, Mindray had no incidents of discrimination	
<b>Child Labor</b>			
Management approach		SUSTAINABLE HUMAN RESOURCES	P85
408-1	Operations and suppliers at significant risk for incidents of child labor	During the Reporting Period, Mindray had no operations and suppliers with significant risk for incidents of child labor	
<b>Forced or Compulsory Labor</b>			
Management approach		SUSTAINABLE HUMAN RESOURCES	P85
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	During the Reporting Period, Mindray had no operations and suppliers with significant risk for incidents of forced or compulsory labor	

Disclosure ID (GRI)	Disclosure title (GRI)	Sections of report	Page
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	Management approach	SOCIAL RESPONSIBILITY	P99-109
413-1	Operations with local community engagement, impact assessments and development programs	SOCIAL RESPONSIBILITY	P99-109
413-2	Operations with significant actual and potential negative impacts on local communities	During the Reporting Period, Mindray had no operations with significant actual and potential negative impacts on local communities	
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416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	During the Reporting Period, Mindray had no incidents of non-compliance concerning the health and safety impacts of products and services	
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417-1	Requirements for product and service information and labeling	VALUE CHAIN COLLABORATION	P65-66
417-2	Incidents of non-compliance concerning product and service information and labeling	During the Reporting Period, Mindray had no incidents of non-compliance concerning product and service information and labeling	
417-3	Incidents of non-compliance concerning marketing communications	During the Reporting Period, Mindray had no incidents of non-compliance concerning marketing communications	
<b>Customer Privacy</b>			
	Management approach	VALUE CHAIN COLLABORATION	P59
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the Reporting Period, Mindray had no substantiated complaints concerning breaches of customer privacy and losses of customer data	
<b>Socioeconomic Compliance</b>			
	Management approach	CORPORATE GOVERNANCE	P34-36
419-1	Non-compliance with laws and regulations in the social and economic area	During the Reporting Period, Mindray did not breach laws and regulations in the social and economic area	

# Appendix II: Summary of Key Performance Indicators

## General disclosure

### Information on employees and other workers

Indicators	Unit	Data in 2021
<b>Total headcount</b>	<b>Person</b>	<b>14,684</b>
<b>Total headcount by gender</b>		
Male	Person	10,478
Female	Person	4,206
<b>Total headcount by geographical region</b>		
Mainland China	Person	13,007
Overseas	Person	1,677
<b>Total headcount by educational background</b>		
Bachelor's degree or above	Person	10,260
Associate degree	Person	1,212
Technical degree or below	Person	3,212
<b>Total headcount by employee category</b>		
Production personnel	Person	4,443
Sales personnel	Person	3,540
Technical personnel	Person	3,492
Financial personnel	Person	275
Administrative personnel	Person	135
Service personnel	Person	1,674
Others	Person	1,125
<b>Employee engagement survey</b>		
Participation rate of employee engagement survey	%	91

## Supply Chain

Indicators	Unit	Data in 2021
<b>Proportion of qualified suppliers by geographical regions</b>		
Mainland China	%	73
Overseas	%	27

## Economic indicators

### Indirect Economic Impacts

Indicators	Unit	Data in 2021
<b>Infrastructure investments and services supported</b>		
Number of participants in rescue training	Person-times	Over 500 thousand

### Anti-corruption

Indicators	Unit	Data in 2021
<b>Communication and training about anti-corruption policies and procedures</b>		
Times of anti-corruption training	Times	56
Number of participants in anti-corruption training	Person	3,890
<b>Confirmed incidents of corruption and actions taken</b>		
Number of confirmed incidents of corruption	Case	0

## Environmental indicators<sup>1</sup>

### Energy

Indicators	Unit	Data in 2021
<b>Energy consumption</b>		
<b>Total energy consumption within the organization</b>	<b>GJ</b>	<b>440,467.82</b>
<b>Total consumption of non-renewable fuel<sup>2</sup></b>	<b>GJ</b>	<b>110,002.76</b>
Gasoline	GJ	3156.81
Diesel	GJ	700.45
Piped natural gas	GJ	104,977.44
Liquefied natural gas	GJ	822.66
Liquefied petroleum gas	GJ	345.41
<b>Power and heat purchased for consumption</b>	<b>kWh</b>	<b>91,795,923.34</b>
Power consumption	kWh	91,793,124.43
Heat consumption	kWh	1,399.45
<b>Energy intensity</b>		
<b>Internal energy intensity<sup>3</sup></b>	<b>GJ/RMB ten thousand</b>	<b>0.174</b>

### Water and Effluents

Indicators	Unit	Data in 2021
<b>Water withdrawal</b>		
<b>Total water use in all regions</b>	<b>Cubic meter</b>	<b>987,673.67</b>
Third-party facilities (municipal water supply)	Cubic meter	971,643.07
Others (reuse of reclaimed water)	Cubic meter	16,030.60
<b>Water discharge</b>		
<b>Total water discharge to all regions</b>	<b>Cubic meter</b>	<b>621,685.28</b>
Third-party facilities (total)	Cubic meter	605,654.68
Others (reuse of reclaimed water)	Cubic meter	16,030.60

Notes:

(1) Environmental indicators disclosed in 2021 cover the headquarters of the Group, and 14 office/R&D/production sites in which the Company held more than 50% interests & rights and which were put into operation all year round during the reporting period; those disclosed in 2019 and 2020 cover the headquarters of the Group and Guangming Manufacturing Center.

(2) Refer to the *Guidance for Accounting Method and Reporting of GHG Emissions by Industrial Enterprises* published by National Development and Reform Commission on 6 July 2015 for the calorific value conversion factor for consumption of non-renewable fuels; as for the volume-weight conversion factor for gasoline & diesel and the calorific value conversion factor for power consumption and heat consumption, refer to *Energy Statistics Manual* published by International Energy Agency.

(3) The internal energy intensity covers consumption of gasoline, diesel, piped natural gas, liquefied natural gas, liquefied petroleum gas, purchased power & heat used by entities which environmental indicators are disclosed. The internal energy intensity is calculated by taking the Group's revenue in 2021 as denominator.

Indicators	Unit	Data in 2021
<b>Proportion of effluents for harmless treatment (IVD)</b>	%	52
<b>Water consumption</b>		
<b>Total water consumption in all regions</b>	Cubic meter	365,988.40

## Emissions<sup>4</sup>

Indicators	Unit	Data in 2021
<b>Direct (Scope 1) GHG emissions<sup>5</sup></b>		
Direct (Scope 1) GHG emissions	Tonnes of CO <sub>2</sub> equivalent	2,432.96
<b>Energy indirect (Scope 2) GHG emissions<sup>6</sup></b>		
Energy indirect (Scope 2) GHG emissions	Tonnes of CO <sub>2</sub> equivalent	53,332.36
<b>GHG emissions intensity<sup>7</sup></b>		
GHG emissions intensity	Tonnes of CO <sub>2</sub> equivalent per RMB ten thousand	0.022

## Waste

Indicators	Unit	Data in 2021
<b>Waste directed to disposal</b>		
Weight of hazardous wastes	Tonne	2,106.65
Intensity of hazardous wastes <sup>8</sup>	Tonne/RMB ten thousand	0.0008

## Environmental Compliance

Indicators	Unit	Data in 2021
<b>Violation of environmental laws and regulations</b>		
<b>Significant fines and non-monetary sanctions for violation of environmental laws and/or regulations</b>		
Total monetary value of significant fines	RMB	0
Total number of non-monetary sanctions	Times	0
Case filed by dispute settlement body (DSB)	Times	0

Notes:

(4) As the coverage was adjusted in 2021, during the calculation of GHG emissions, as for the emission factor for power, refer to the national grid emission factor stipulated in the *Notice on Key Points Concerning Reporting and Management of Enterprise GHG Emissions in 2022* published by Ministry of Ecology and Environment of the PRC on 15 March 2022; as for emission factor for flow combustion source & refrigerant and global warming potential, refer to the *Reporting Guidance on Environmental Key Performance Indicators* published by Stock Exchange of Hong Kong Limited on 28 May 2021; as for calorific value factor and emission factor for other energies, refer to *Guidance for Accounting Method and Reporting of GHG Emissions by Industrial Enterprises* published by National Development and Reform Commission on 6 July 2015; In 2019 and 2020, as the GHG emissions disclosed only cover Shenzhen, the emissions are calculated according to *Specification with Guidance for Quantification and Reporting of the Organization's Greenhouse Gas Emissions* (SZDB/Z69-2018).

(5) GHG emissions (Scope 1) generated include emissions from burning of stationary combustion sources (except for power installation) for power, heat or steam generation, including burning of gasoline, diesel, piped natural gas, liquefied natural gas and liquefied petroleum gas; emissions from burning of flow combustion sources, including gasoline consumption for official vehicles; HFCs & PFCs emissions from using freezing and air-conditioning equipment; CO<sub>2</sub> emissions generated by materials.

(6) GHG emissions (Scope 2) generated include emissions generated by using purchased power & heat.

(7) Intensity of GHG emissions = sum of the Group's GHG emissions (Scope 1) and GHG emissions (Scope 2) in 2021 / the Group's revenue in 2021

(8) Intensity of hazardous wastes = weight of the Group's hazardous waste for disposal in 2021 / the Group's revenue in 2021

## Others

Indicators	Unit	Data in 2021
<b>HSF (Hazardous Substances Free)</b>		
Acceptance rate of HSF	%	100.00
Test pass rate of HSF	%	100.00

## Social indicators

### Occupational Health and Safety

Indicators	Unit	Data in 2021
<b>Occupational health and safety training for workers</b>		
Total hours of occupational health and safety training for workers	Hour	105,437.00
Total number of employees attending occupational health and safety training	Person-times	39,648
<b>Work-related injuries</b>		
Deaths and death rate arising from work-related injuries	Person; %	0; 0
Lost time injury rate	%	2.00
Recordable case rate	%	4.00
<b>Work-related ill health</b>		
Deaths arising from work-related health issues	Person	0
<b>Occupational health and safety investment</b>		
Investment in employee health and production safety	RMB ten thousand	332.72
Investment in occupational health and safety	RMB ten thousand	431.06

### Training and Education

Indicators	Unit	Data in 2021
<b>Average hours of training per year per employee</b>		
<b>Average training hours by gender</b>		
Male	Hour/person	22.88
Female	Hour/person	11.63
<b>Average training hours by rank</b>		
Deputy director level and above	Hour/person	12.68
Deputy manager level and above	Hour/person	25.39
General staff	Hour/person	19.65

## Diversity and Equal Opportunity

Indicators	Unit	Data in 2021
<b>Diversity of governance bodies and employees</b>		
<b>Percentage in governance bodies</b>		
<b>By gender</b>		
Male	%	66.67
Female	%	33.33
<b>Percentage of employees by category</b>		
<b>By gender</b>		
Male	%	71.36
Female	%	28.64
<b>By job level</b>		
Deputy director level and above	%	0.31
Deputy manager level and above	%	4.12
General staff	%	95.57
<b>By age</b>		
Under 31 years old	%	36.75
31-40 years old	%	48.61
41-50 years old	%	10.60
Over 50 years old	%	4.04

## Child Labor, Forced or Compulsory Labor

Indicators	Unit	Data in 2021
<b>Operations and suppliers with significant risk for incidents of child labor</b>		
<b>Operations and suppliers at the following significant risks</b>		
Child labor	/	0
<b>Operations and suppliers with significant risk for incidents of child labor</b>		
Operations and suppliers at significant risk for incidents of forced or compulsory labor	/	0

## Non-discrimination

Indicators	Unit	Data in 2021
<b>Incidents of discrimination and corrective actions taken</b>		
Total number of incidents of discrimination during the Reporting Period	Case	0

## Supplier Social Assessment

Indicators	Unit	Data in 2021
Proportion of suppliers passed the quality, environmental, occupational health and safety management system certification	%	100.00
Frequency of communication with suppliers by meeting, on-site communication	Times	323
Training times of suppliers	Times	345

## Customer Health and Safety

Indicators	Unit	Data in 2021
<b>Incidents of non-compliance concerning the health and safety impacts of products and services</b>		
Any incident in which a fine or penalty is imposed for violation of regulations	Case	0
Any incident in which a warning is imposed for violation of regulations	Case	0
Any incident against code of voluntary	Case	0

## Marketing and Labeling

Indicators	Unit	Data in 2021
<b>Incidents of non-compliance concerning product and service information and labeling</b>		
Any incident in which a fine or penalty is imposed for violation of regulations	Case	0
Any incident in which a warning is imposed for violation of regulations	Case	0
Any incident against code of voluntary	Case	0
<b>Incidents of non-compliance concerning marketing communications</b>		
Any incident in which a fine or penalty is imposed for violation of regulations	Case	0
Any incident in which a warning is imposed for violation of regulations	Case	0
Any incident against code of voluntary	Case	0

### Customer Privacy

Indicators	Unit	Data in 2021
<b>Substantiated complaints concerning breaches of customer privacy and losses of customer data</b>		
Complaints received from outside parties and substantiated by the organization	Case	0
Complaints from regulatory bodies	Case	0
Total number of identified leaks, thefts, or losses of customer data	Case	0
Substantiated complaints concerning breaches of customer privacy	Case	0

### Customer Services

Indicators	Unit	Data in 2021
<b>Number of products and services related complaints received and how they are dealt with</b>		
Customer complaint response rate	%	100
Customer complaint resolution rate	%	100
Overall satisfaction with complaint settlement	%	100

### R&D and Innovation of Products

Indicators	Unit	Data in 2021
<b>R&amp;D resources and patent application</b>		
R&D investment	100 million RMB	27.26
R&D engineer	Person	3,492
Number of patents applied	Case	7,418
Number of invention patents	Case	5,308
Number of authorized patents	Case	3,437
Number of authorized invention patents	Case	1,618



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