



# LEADING CHANGE

Honest & Reliable


Open & Inclusive

Collaborative & Accountable

Professional & Innovative

# 2019

Sustainability Report



# LEADING CHANGE

While the world is facing unprecedented changes in decades, changing to respond to change and welcoming change over responding. Tigermed proactively adapts to changes in regulations, customer needs and social patterns, and keeps innovating its own mindsets, technologies and operational models to lead industry development.

Amidst complex changes, keeping a clear goal helps one stay on course. Tigermed stays true to the mission of "serving healthcare partners through innovation, advancing human health through excellence", and builds itself on the core values – honest & reliable, open & inclusive, collaborative & accountable, professional & innovative. Tigermed positions itself as a compliant business and works hand in hand with stakeholders towards sustainability.

CONTENTS

02 LEADER’S SPEECH

04 ABOUT TIGERMED

08 CORPORATE GOVERNANCE

16 FEATURE: COUNTERMARCHING,  
IN THE FIGHT AGAINST COVID-19

DRIVING INNOVATION  
OF CLINICAL RESEARCH

20



POWERING GLOBAL MEDICAL INNOVATION

22

BECOMING A TRUSTED CLINICAL RESEARCH PARTNER

25

UPHOLDING QUALITY AS THE CORE OF THE BUSINESS

28

PROMOTING INDUSTRY  
DEVELOPMENT

30



ACCELERATING THE DEVELOPMENT OF HEALTH INDUSTRY LOCALLY

32

SHARING IDEAS AND RESOURCES WITH INDUSTRY PEERS

34

BUILDING A STRONG TALENT POOL FOR HIGH-QUALITY INDUSTRY  
DEVELOPMENT

36

GUIDING OUR PEOPLE IN THE  
QUEST FOR SUCCESS

38



ENSURING EMPLOYEES’ BASIC RIGHTS AND INTERESTS

40

ACTIVAING TALENT AND UNLEASHING POTENTIAL

42

FOSTERING AN ENGAGING TIGERMED CULTURE

44

CONTRIBUTING TO A  
SHARED FUTURE

46



GREEN TIGERMED: STRENGTHENING  
ENVIRONMENTAL MANAGEMENT

48

CARING TIGERMED: IMPROVING HEALTH  
AWARENESS AT COMMUNITY LEVEL

50

52 KEY PERFORMANCE

54 OUTLOOK

56 HONG KONG STOCK EXCHANGE  
ESG (ENVIRONMENTAL, SOCIAL AND  
GOVERNANCE) REPORTING GUIDE INDEX

58 GRI (GLOBAL REPORTING INITIATIVE)  
INDEX

60 ABOUT THIS REPORT

## TO LEAD TO INNOVATE

" We have deeply felt the profound changes of the era, thus upgrading ourselves proactively to adapt to changes in regulations, customer needs, and social and cultural patterns. We keep innovating our own mindsets, technologies, service and operational models to respond to changes in the pharmaceutical industry and the rapid growth of the Company. "

In the past 2019, Tigermed worked towards accelerating the launch of more innovative drugs for the benefit of patients. We yielded fruitful results and ushered in a number of important milestones.

During the year, the continued reform of China's drug and medical device reviewing and approval brought us new opportunities and challenges. We concentrated our efforts on innovative drugs and medical devices, and put more health products to the market to drive the development of innovative drugs in China. We were behind a number of innovative products, such as BeiGene's Zanubrutinib, the first FDA-approved anti-cancer drug developed in China, the first China-made biosimilar Rituximab Injection developed by Henlius, and the first China-made artificial heart "Yongrenxin". As of the first quarter of 2020, we had helped cumulatively 36 Chinese Class I innovative drugs go on the market, rendering patients more options.

In 2019, our projects passed numerous inspections with outstanding performance, and won wide recognition from customers. We took pride in the trophies and letters of thanks handed to us: Hua Medicine (Shanghai) granted us the Handin-Hand Progress Award; Hutchison MediPharma (Shanghai) bestowed Hangzhou Simo the Excellent Team Award; and 3DMed named Fantastic Bioimaging the Best Partner. We are chosen by more customers, and every year we remained



Dr. Ye Xiaoping  
Co-founder and Chairman

100% of top ten customers. Such a success hinged upon the pragmatic cooperation of our clinical research team. Through industrial chain extension and regional service capacity building, we provided customers with all-round solutions, timely response and effective countermeasures to address their demands.

This year, we continued to expand our business landscape in the Asia Pacific Region, Europe and the United States, and further internationalized ourselves. We set up a joint venture with the Japanese company Accerise Inc. to provide international multi-center clinical trial services in Japan. Our first international multi-center clinical trial in Singapore enrolled the first subject. We acquired 100% stake in Tigermed-BDM Inc. in U.S. and integrated its data statistics and management resources into ours to adapt to global competition. By the end of the reporting period, we have set up 17 overseas operation sites across 12 countries and regions in the Asia-Pacific region, North America and Europe to fuel drug clinical trials by leveraging the wide-coverage service network.

2019 was a year of milestones. We released the first social responsibility report to demonstrate our responsibilities, commitments and practices. Our subsidiary, Frontage Holdings (1521 HK), launched a listing on the Hong Kong Stock Exchange to further globalize itself as a pharmaceutical CRO. Hangzhou Combak Hospital Co., Ltd. passed the GCP accreditation and obtained the Qualification Certificate of Drug Clinical Trial Institution. "Small Shield" APP developed by Hangzhou SlanHealth Co., Ltd., our investee, was successfully licensed as a medical device – an Auxiliary Management Software for Prevention Mother-to-Child Transmission of Viral Hepatitis B (VHB) by Zhejiang Medical Products Administration.

Product quality is the lifeline of Tigermed, and the foundation of all our accomplishments. Not long after our inception, we developed a quality management system in line with ICH-GCP Guideline to ensure project quality. We have fostered a quality culture to raise employees' quality awareness and gradually influence their work pattern and mindset. In the meantime, we incorporate the same quality standards into the supply chain to tighten quality management with suppliers. Our priority on quality wins us lasting trust from and cooperation with more customers.

Dedication of every employee has led to Tigermed's sustained and rapid growth. As talent is the most important asset of a CRO, we have developed management systems for talent selection, employment, training and retention, and customized management and training systems for professional and managerial personnel respectively. We are proud that our mid-level and above managers benefit a lot from internal training. Many employees have joined us right after graduation, grown

fast in work practice and are entrusted with key positions. Many senior managers are veteran employees who have worked with us for over ten years. We believe the development of the Company and the growth of employees go hand in hand.

We have witnessed the development of innovative drugs in China over the past 10 years. Drug innovation in China evolved from one man's fight to a battle of thousands of innovators, and in the meantime, the regulatory system keeps innovating in alignment with global practices. We have deeply felt the profound changes of the era, thus upgrading ourselves proactively to adapt to changes in regulations, customer needs, and social and cultural patterns. We keep innovating our own mindsets, technologies, service and operational models to respond to changes in the pharmaceutical industry and the rapid growth of the Company. Our robust growth is predicated on the commitment to corporate mission and values, and on compliance management, which underpin our ability to lead the change.

Looking forward to 2020, Tigermed will ride the trend of worldwide innovation and waves of continued reform in the Chinese pharmaceutical industry, and continue to fulfill its mission. We will adhere to the strategy of "Global Excellence, China Expertise", and align with high quality standards in the R&D of COVID-19 drugs. We will fuel the clinical development of more new drugs through efficient operation, and contribute to the health of humankind.



Ms. Cao Xiaochun  
Co-founder and General Manager





# ABOUT TIGERMED

Hangzhou Tigermed Consulting Co., Ltd. is committed to supporting clients in their clinical development in the best possible way. As the leading clinical Contract Research Organization (CRO) in China, Tigermed is dedicated to provide services for new drug research and development and other supporting services to global and Chinese pharmaceutical and biotechnology companies. Since our inception in 2004, Tigermed has always embraced new technologies and partnerships to accelerate product development and generate the clinical evidence that our clients require to demonstrate real-world value.

The Company was listed on the Growth Enterprise Market (GEM) of the Shenzhen Stock Exchange (stock code: 300347.SZ) on August 17, 2012, and on the main board of the Hong Kong Stock Exchange on August 7, 2020 (stock code: 3347.HK).

## Business Overview

Tigermed builds an integrated and all-round platform that covers the whole industrial chain of clinical research, and spans across the overall development cycle of new drugs and medical devices. In the pre-clinical stage, we offer bioanalysis, pharmaceutical research (including Chemistry, Manufacturing and Control), bio-equivalency (BE) trials, and PK/PD services. For Phase I to IV trials, our service covers project management and implementation, medical writing (such as clinical protocol and report), clinical monitoring, data management and statistical analysis, central imaging, pharmacovigilance, and site management organization (SMO). In addition, we provide regulatory submission & approval service, medical translation, Good Manufacturing Practice (GMP) qualification, training and auditing, and other integrated clinical services for medical devices from pre-clinical to post-launch stage.



**Patient Centric**

By collaborating closely with regulatory agencies, medical research institutes, hospitals, and our global customers, we provide high-quality medical solutions for unmet patient needs.

**Operational Excellence**

We are committed to building a stable and high-quality team with a strong sense of responsibility. We provide professional services and execute efficiently through rapid response and internal coordination.

**Quality Priority**

We strictly abide by the ethics and regulations in clinical research and are committed to quality. To this purpose, we provide standardized, efficient, and proven clinical trial services and we assure product safety with a scientific, rigorous, and professional attitude.

**Continuous innovation**

Looking forward to the future, we challenge ourselves to explore innovative solutions internally and externally. Through continuous optimization and breakthroughs, we enable our clients to market their products successfully worldwide and to ensure the sustainable development of our company.

Headquartered in Hangzhou, Tigermed runs 123 service outlets in China's mainland, Hong Kong and Taiwan. To drive the internationalization of pharmaceutical R&D, the Company has also opened overseas subsidiaries and offices in 10 countries and regions, including Korea, Japan, Malaysia, the United States, Romania and Switzerland.



**1898**

Number of total customers (by the end of the reporting period)

**130+**

Number of global branches and service outlets (as of Q1 2020)

**36**

Number of Class I Chinese innovative drugs successfully launched (as of Q1 2020)

According to the report of Frost & Sullivan, Tigermed has become the largest clinical CRO in China and among top ten in the world in terms of the operating revenue of 2019.

## Honors

Tigermed		
<p>The 12th China Pharmaceutical Strategy Conference co-sponsored by China National Pharmaceutical Industry Information Center and Taizhou Medical New &amp; High-tech Industrial Development Zone's Management Committee</p> <p><b>Innovative Chinese CRO of 2019</b></p>	<p>The 11th China Healthcare Summit of Entrepreneurs, Scientists, and Investors and Pharmaceutical Achievement Exhibition of the 70th Anniversary of the Founding of the P.R.C. held by China Pharmaceutical Enterprises Association and China Medicinal Biotech Association</p> <p><b>"Top 10 Chinese Listed Pharmaceutical Companies in Investment Value of 2019"; and "Outstanding Enterprises of the Pharmaceutical Industry in Celebration of the 70th Anniversary of the Founding of the P.R.C."</b></p>	
<p>"2020 China Enterprise Credit Development Forum and the 11th Integrity Public Welfare Ceremony" held by China Enterprise Reform and Development Society Association and China Cooperative Trade Enterprises Association</p> <p><b>2019 Top 500 Trustworthy Listed Companies in China</b></p>		
<p>Hua Medicine (Shanghai) Ltd.</p> <p><b>Hand-in-Hand Progress Award</b></p>	<p>Hangzhou Municipal Bureau of Commerce</p> <p><b>Model Hangzhou Company in Service and Trade</b></p>	<p>Zhejiang Association for Corporate Social Responsibility</p> <p><b>2019 Model Company in Corporate Social Responsibility in Zhejiang Province (for Practice Dimension)</b></p>
Hangzhou Simo	Fantastic Bioimaging	
<p>Hutchison MediPharma (Shanghai) Ltd.</p> <p><b>Excellent Team Award</b></p>	<p>The District Economic Work Conference and Mobilization Meeting for Building the Strongest Digital Economy Zone held by Hangzhou High-Tech Zone (Binjiang)</p> <p><b>Excellent Young Eagle Enterprise</b></p>	
<p>Beijing Cancer Hospital</p> <p><b>2019 Beijing Cancer Hospital Best SMO Award for Clinical Trials</b></p>	<p>3DMed</p> <p><b>Best Partner Award</b></p>	
<p><b>Frontage Laboratories</b></p>	<p><i>Life Science Leader</i> magazine</p>	<p><b>2019 CRO Leadership Awards</b></p>

# CORPORATE GOVERNANCE

## Overview

In accordance with the law, we have established the general meeting of shareholders, the Board of Directors and the Board of Supervisors, launched a system of independent directors, and set up special committees under the Board. We have clearly defined the roles, powers, procedures and obligations of the general meeting, the Board of Directors, the Board of Supervisors and the management in decision-making, implementation and supervision. As a result, we have leveraged well according to the duties of authorities, decision-makers, business units, and supervisors, creating a governance mechanism of checks and balances. We act in strict accordance with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China* and regulations, as well as the internal control system including the *Articles of Association*, the *Rules of Procedure of General Meeting*, and the *Procedural Rules of the Board of Directors* to continuously improve the corporate governance system, and lay a solid foundation for regulated operations and sustainable development.

During the reporting period, as our international development strategy was further implemented, and the industrial chain continued to extend, we launched organizational reforms and built a "headquarters + business units" structure to empower the headquarters in creating value. We have established six business units and functional headquarters to better accommodate development needs.

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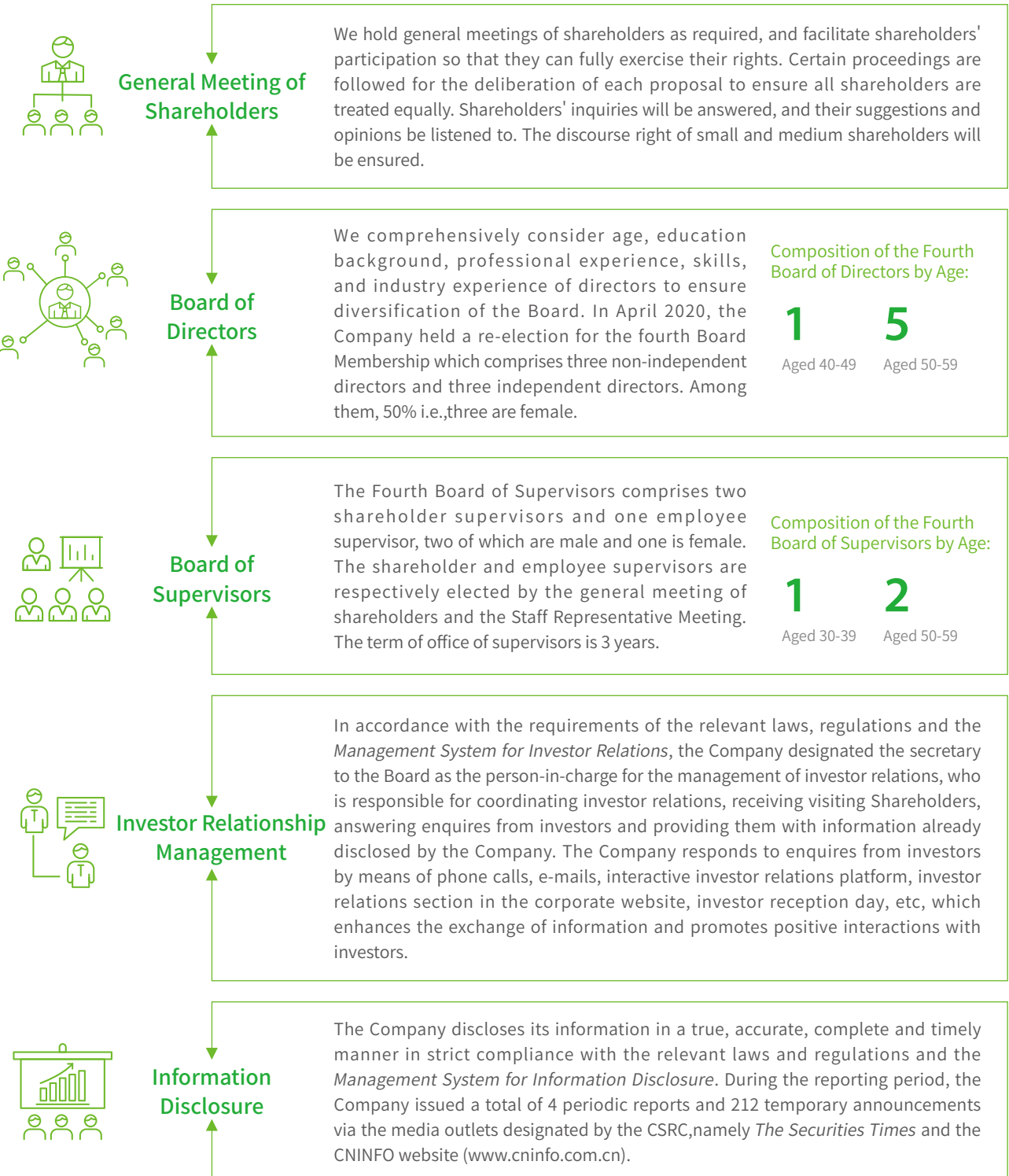
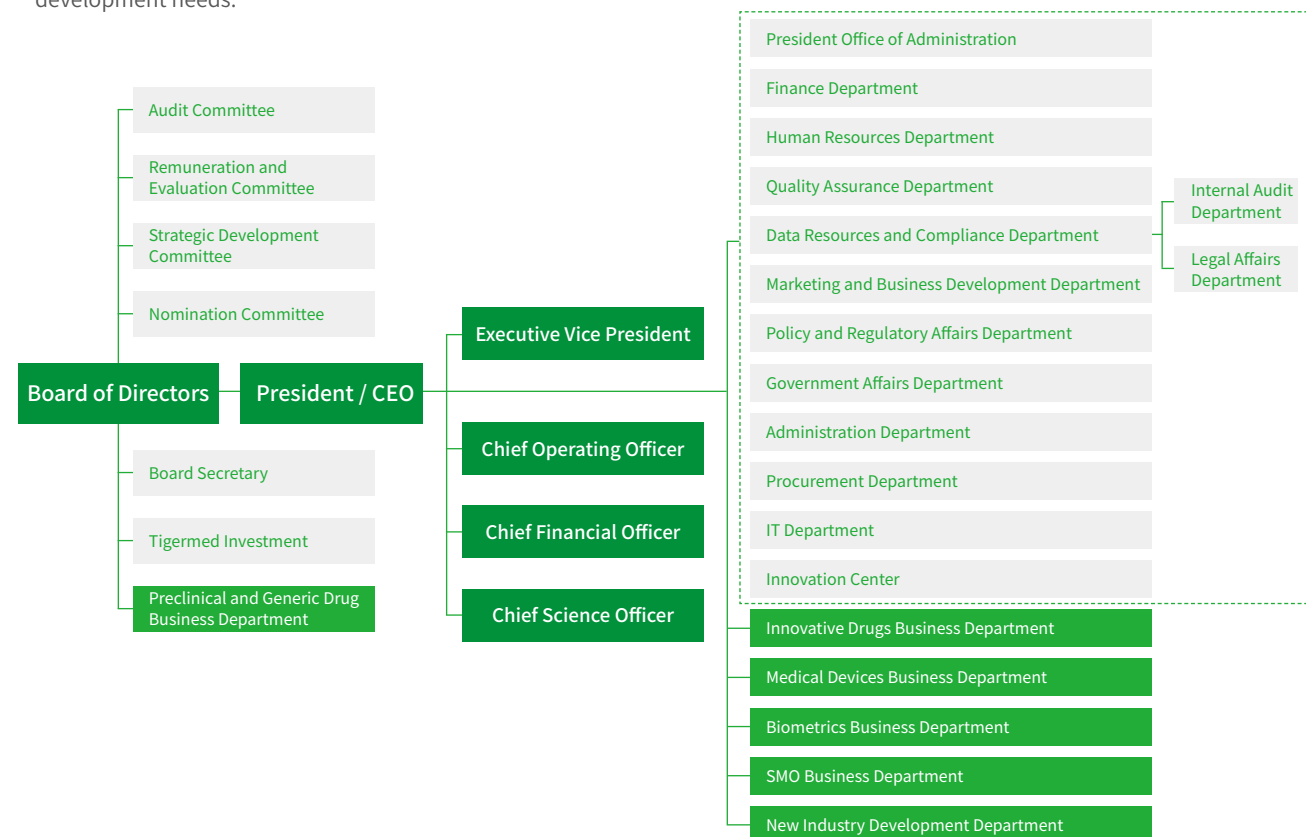
Number of general meetings of shareholders

15

Number of meetings of the Board of Directors

8

Number of meetings of the Board of Supervisors



In 2019

2.78

Dividend per 10 shares (tax included) (RMB)

269.9168

Total cash dividend (including share repurchase in 2019) (million RMB)





## Compliance Management

Tigermed's steady development cannot be separated from its culture of compliance, integrity and honesty. We strictly abide by national laws and regulations, international conventions and business ethics, and constantly improve the internal supervision mechanism and risk control system. We boost integrity management to adapt to increasingly stringent supervision and regulations, and live up to compliance requirements for internationalization.

### Anti-corruption

We conduct business with high ethical standards and strictly implement *Policies of Anti-bribery and Anti-corruption of Tigermed* and *Policies of Conflict of Interest*. During the reporting period, we issued the *Notice on Strengthening Compliance Management of Tigermed*, and appointed compliance and data security officers to strengthen compliance management across the Company. As our presence in the global marketplace increases, we employ local legal consultants and develop standard operating procedures (SOP) to align operations to local policies and regulations. For example, we come up with *Tigermed Physician Payments Sunshine Act* referring to relevant regulations in the United States to meet compliance requirements.

100%

Coverage of staff anti-corruption training

### In 2019

According to the *General Data Protection Regulation* (GDPR) of the European Union, we have improved SOPs and management systems regarding legal affairs, IT and other departments involving personal information of project personnel. We invited European lawyers to carry out assessment and certification, and organized training sessions for all employees to enhance the awareness of personal information protection and compliance management.

### Raising Employees' Anti-corruption Awareness



Anti-corruption has been incorporated into our routine training. We cover all employees with anti-corruption training and assessment to raise their compliance awareness. During the reporting period, we provided special anti-corruption training to the management, including members of the Board, to enhance compliance awareness at the leadership level in clinical research and business operation.

### Protecting the Rights and Interests of Whistleblowers



**Protection of privacy:** The personal information and tips provided by the whistleblowers are kept strictly confidential. Other units, departments and individuals have no right to access the information unless authorized.

**Guard against retaliation:** We have set up a mechanism to guard against retaliation against informants. When the reports come from the inside, the Company will follow up to protect whistleblowers from workplace exclusion and retaliation. When the reports come from suppliers and partners, the Company will take measures to protect their rights and interests. Once it is confirmed that the informant has been retaliated, the Company will strictly deal with the personnel involved.



### Clearing Reporting Channels

#### Official website

The column of "Compliance Concern" was opened up on the home page of our official website. Informants shall fill in the form according to the guidance and may choose to report either anonymously or in real name.

#### Hotline

Tip-off hotline for noncompliant conducts: 400-687-272-02

#### Email addresses

For anti-corruption and compliance: [compliance.officer@tigermedgrp.com](mailto:compliance.officer@tigermedgrp.com);  
For data security: [DPO@tigermedgrp.com](mailto:DPO@tigermedgrp.com)

The tips will go straight to our compliance officer / data protection officer, who will set up a working group for investigation, and deal with the reported matters according to investigation results. Since the establishment of the reporting channels, the Company has not received any reports on compliance violation.

### Launching Internal Audits



We have established an internal supervision and management system composed of both business units and functional departments, such as risk supervision, compliance management, and audit departments. A multi-level supervision mechanism was also put in place to cover the headquarters, subsidiaries & branches and business units, to supervise and inspect the Company's financial status, operation & management, salary distribution, and the performance of directors and senior executives on either a regular or irregular basis. The audit department should inspect and evaluate the audit supervision of the headquarters and holding and joint-stock companies, and submit internal audit reports to the Board of Directors.

### Strengthening Supply Chain Compliance Management



We integrate compliance requirements for suppliers into our anti-bribery and anti-corruption policies. Cooperation is grounded on observance of the aforementioned requirements. Suppliers should sign a third-party anti-bribery and anti-corruption statement in the bidding process, which specifies that suppliers shall not offer economic incentives in any form to Tigermed employees. With these measures, we swear to strengthen compliance management from the very start of the supply chain.

Risk management and control

We have built a corporate governance structure consisting of the general meeting of shareholders, the Board of Directors, the Board of Supervisors and the management, and a risk control framework of the internal audit department, audit committee and business QA with a clear division of duties, either of risk assessment or of risk management strategy. We have also set up risk assessment and control systems to standardize the management of business, finance, legal affairs, internal audit and information to improve security and guarantee sound and sustainable development.

IPR protection

We have put in place an intellectual property right management system. We manage intangible assets carefully, and strictly abide by provisions of our asset management system, scientific research management system, and personnel management system. And we actively reach out to the National Copyright Administration to apply for and renew software copyrights and utility model patents.

Clinical trial ethics

We strictly follow the *Declaration of Helsinki* and include it in staff training in the hope of encouraging more employees to understand, support and participate in clinical research, and of accelerating the R&D of new drugs to contribute to public health.

As of March 31, 2020

19  
Number of registered patents

377  
Number of software copyrights

100%  
Coverage of ethics training for clinical trial practitioners



CSR Management

We work tirelessly to integrate social responsibility into corporate governance and operation, and push for sustainability management and practices. We also continuously deepen the harmonious relationship with stakeholders to safeguard health for mankind, fulfill social responsibility, and achieve sustainable development.

Leading organization and working mechanism

We have set up a well-coordinated organizational structure to promote sustainability management. As a decision-maker, the Board of Directors is charged with the top-level design of sustainable development affairs. The Social Responsibility Department, as a coordinator and supervisor, is responsible for promoting and monitoring implementation progress. The subordinate business units under the guidance of the headquarters perform CSR-related tasks as designated.



Tigermed's Social Responsibility Management Mechanism

Goals and objectives

We continue to consolidate the foundation of social responsibility management. We focus on CSR management, responsible practices and sustainability branding to enhance the capacity for sustainable development and build competitiveness.

CSR management	CSR practices	Sustainability branding
Improve the sustainable development mechanism and put forth policies and systems to promote normalized CSR management	Fulfill social responsibility and summarize model cases in line with our sustainable development strategy and key sustainability concerns of the industry	Through releasing social responsibility reports (sustainability reports), we spread our sustainable development philosophy and gradually create a brand image as a sustainable enterprise



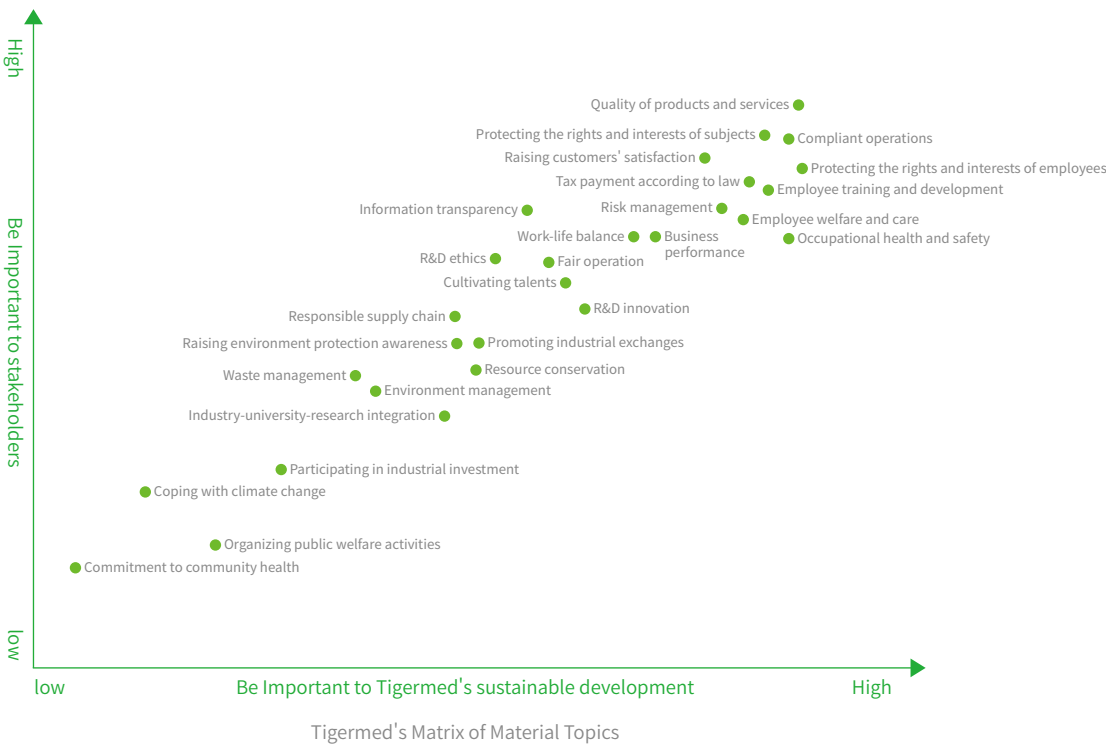
Sustainable relationship with stakeholders

We conscientiously identify and manage the impacts of our decisions and operations. We prioritize material topics closely related to our own development, and regard the government, shareholders, customers, employees, partners, environment, and community as important players propelling our continued development. We are committed to answering for each and every stakeholder.

Material Topic Management







We refer to ISO 26000 Guidance on Social Responsibility, GRI Sustainability Reporting Standards issued by the Global Sustainability Standards Board, and Environmental, Social and Governance Reporting Guidelines of the Hong Kong Stock Exchange, to benchmark ourselves against outstanding practices in and outside China. Then, we proceed from the realities of the industry and our own conditions to identify material topics for us and our stakeholders.

To fully grasp the expectations and needs of stakeholders, we conducted research and survey (with 454 valid questionnaires collected), and analyzed material topics from two dimensions, namely "relevance to stakeholders" and "relevance to Tigermed's sustainable development" for accurate results.



Communication with Stakeholders

We maintain active communication with all stakeholders. Through diversified mechanisms and channels, we listen to the voices and concerns of all parties for mutual benefit and sustainable social development.

Stakeholders	Demands	Communication channels
 Government and regulators	<ul style="list-style-type: none"><li>Tax payment according to law</li><li>Compliance operation</li><li>Fair operation</li><li>Creating jobs</li></ul>	<ul style="list-style-type: none"><li>Inspection visits by leaders and competent departments</li><li>Regular work summary and official document exchanges</li><li>Daily policy implementation</li></ul>
 Shareholders and investors	<ul style="list-style-type: none"><li>Economic performance</li><li>Information transparency</li></ul>	<ul style="list-style-type: none"><li>The general meeting of shareholders</li><li>Information disclosure through regular reports and official website</li><li>Investors' hotline</li><li>Online platform irm.cninfo.com.cn of Shenzhen Stock Exchange</li></ul>
 Customers, including sponsors and hospitals	<ul style="list-style-type: none"><li>Product and service quality</li><li>R&amp;D ethics compliance</li><li>Reduce R&amp;D costs</li><li>Improve R&amp;D efficiency</li></ul>	<ul style="list-style-type: none"><li>Customer visits</li><li>Daily communication by email and telephone</li><li>Customer satisfaction survey</li></ul>
 Partners	<ul style="list-style-type: none"><li>Fair partnership</li><li>Responsible procurement</li></ul>	<ul style="list-style-type: none"><li>Cooperation agreement</li><li>Industrial activities, such as exhibitions, and seminars</li></ul>
 Employees	<ul style="list-style-type: none"><li>Protection of basic rights and interests</li><li>Personal growth and career development</li><li>Work-life balance</li></ul>	<ul style="list-style-type: none"><li>Internal emails</li><li>Internal publications</li><li>Channels of soliciting demands</li></ul>
 Communities and the general public	<ul style="list-style-type: none"><li>Promoting community health</li></ul>	<ul style="list-style-type: none"><li>Health knowledge seminars</li><li>Public consultation and complaints</li></ul>

## FEATURE

# Counter marching, in the Fight Against COVID-19

If one compares the fight against COVID-19 to a war without gunfire and smoke.

Then those people who risk their lives to grapple with the lethal virus are not born heroes sent from the heaven.

They are instead, ordinary people sacrificing their lives for the greater good.

Tigermed chose to counter march in the looming shadow of the pandemic.

## Rendering Immediate Support to Countermarchers on the Front Line

As the Spring Festival of the year of 2020 approached, COVID-19 spread rapidly from Wuhan to the whole China. The pharmaceutical industry was racing against the clock to find potential effective antiviral drugs and rush to put them in clinical trials.

Among them, one drug showed sound antiviral activity against SARS coronavirus and MERS coronavirus in early cell and animal experiments, and was regarded as a potential therapeutic drug in the early stage of the outbreak. It was of great significance to find out its clinical effect and to verify its efficacy and safety.

At this critical moment, employees of Tigermed were informed that the China-Japan Friendship Hospital had already kicked off the study in Jinyintan Hospital of Wuhan. They volunteered to step into the epicenter and threw themselves into the research.

In addition to the clinical studies (for drugs, diagnostic reagents, and vaccines) at the onset of the pandemic, Tigermed donated money and supplies to the epicenter through specialized agencies. In the case of shortage of materials, the Company leveraged its own resources in the medical industry chain to purchase protective supplies for front-line medical personnel.



On January 25, 2020, Dr. Ye Xiaoping, Chairman of Tigermed, and Ms. Cao Xiaochun, General Manager of Tigermed, along with all Tigermed's medical staff, donated RMB 2.08 million to support the fight against COVID-19 in Wuhan.

"I'm a mom. I'm racing for life."

—Li Mei, after learning that the potential drug was about to go through Phase III clinical trial, picked up the phone and volunteered to help with the researcher just ten days after giving birth to her child.

"Please, drive me there ASAP!"

—Gong Yunyan, CRA based in Beijing, asked her sister to drive her to commute between the hospital and printing stores. With their efforts, our clinical trials got approved.

"This Spring Festival is meaningful. I'm heading out!"

—Guo Tingting, project manager, after hearing the news, immediately informed her family and rushed to the hospital for help.

"Darling, wait for me back."

—Cao Lianjun, project manager, left his months-old child and hurried off to the hospital to help researchers expedite trials.

"Count my dad in."

—Wan Yan, CRA based in Wuhan, recommended her father as a volunteer to support transportation work during the Wuhan's lockdown.

"My baby will take pride in me."

An Mingru, an expectant mother at 36 weeks of pregnancy, still kept on working.

Issued by the Party Committee of Binjiang District of Hangzhou City in recognition of the outstanding contribution of Tigermed during the fight against the pandemic.

### "Binjiang's Power in Anti-COVID-19 Fight" Award

Issued by Zhejiang Association for Corporate Social Responsibility in recognition of Tigermed's impressive sense of social responsibility and patriotism reflected in the donations.

### 2020 Outstanding Contribution Award of Zhejiang Enterprises in Anti-COVID-19 Fight

Letter of Thanks to the Family Members of Tigermed Staff

In the battle against COVID-19, we deeply appreciate the efforts of your families. It's an honor of Tigermed to have such a group of excellent employees. We believe they will be able to complete the task smoothly and look forward to their safe return.

Dr. Ye Xiaoping, Chairman of Tigermed

Ms. Cao Xiaochun, General Manager of Tigermed

## Delivering High-quality Service as Always

At 10:00 on January 23, 2020, Wuhan was locked down, and the fast-running city was put on hold.

However, our responsibility towards the sponsors and patients never ends.

After informed of the outbreak before the Spring Festival, Tigermed immediately established an emergency response team for epidemic prevention and control. We launched the business continuity plan (BCP), and made detailed arrangements for research projects with sponsors to minimize the impact of the pandemic.

After learning Wuhan's lockdown, our project team members in Wuhan took immediate actions. They entered the research center after obtaining permission to transfer project data urgently and keep the test drugs properly.

To minimize the impact of the pandemic on clinical trials and ensure the health and safety of subjects, CRAs and project managers, we introduced various solutions, such as online follow-up, online monitoring, and mailing samples and drugs, to ensure uninterrupted clinical operations and medication supply to the subjects.



The Wuhan team did a marvelous job for the recent projects. Hope they and their families are all fine.

— Tigermed delivered products on time despite the pandemic, and was highly praised by our American client.



## Safeguarding Employees' Health Wholeheartedly

"Saving others is saving oneself."

Considering the pandemic and the unique nature of clinical trials, we pay high attention to the health and safety of employees.

We established the emergency response team, worked online, supported functional teams, provided one-on-one services, initiated employee assistance program (EAP), popularized protection knowledge, and sent our regards via the Labor Union...

Our care for employees permeate the slightest matters.

The pandemic tests the resilience of all enterprises. Despite the year-on-year decrease in business volume, we insist on no salary cuts and no layoffs to reassure our staff, and do our best to maintain social stability.

As of the date of this report, there was not a single case of infection or suspected infection in Tigermed.

As a company specialized in medical and health services, we stay true to the mission of "serving healthcare partners through innovation, advancing human health through excellence". There are still cascades of difficulties in beating COVID-19. Therefore, we are pressing ahead with clinical trials of therapeutic drugs worldwide to secure the final victory of the battle, and contribute to public health.

### Tigermed Timeline of Fight Against COVID-19







## POWERING GLOBAL MEDICAL INNOVATION

## BECOMING A TRUSTED CLINICAL RESEARCH PARTNER



## UPHOLDING QUALITY AS THE CORE OF THE BUSINESS



# DRIVING INNOVATION OF CLINICAL RESEARCH



### Our Actions:

- Provide clinical trial services and bring new and effective drugs to patients
- Promote innovation and marketization of pharmaceutical products
- Expand clinical research business in Asia Pacific, North America and Europe
- Protect the basic rights and interests of subjects
- Strengthen quality management and integrate quality control into the whole supply chain

Innovation is in the genes of Tigermed. The Company takes innovation as the key to harness changes in science and technology, in domestic and foreign pharmaceutical policies, and in customer demand. We embrace innovation in technology, management and service to speed up corporate development, facilitate global pharmaceutical R&D, and safeguard the health of mankind.

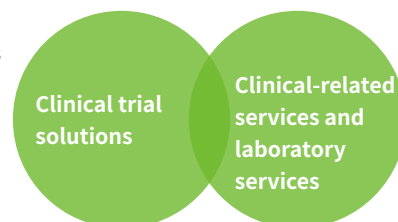
## POWERING GLOBAL MEDICAL INNOVATION

Under the policy guidance of the national pharmaceutical regulators, China's pharmaceutical industry has ushered in an era of boosting innovative drug R&D rather than confining itself to generic drug production. It is now more actively engaged in global pharmaceutical innovation. The development and application of innovative technologies such as big data and cloud computing also empower the digital transformation of the CRO industry.

### Powering Drug Innovation, Bringing Patients New Hope

China is now vigorously promoting the R&D of new drugs. It is committed to launching more innovative drugs to the market to endow patients with more options. Since its inception in 2004, Tigermed has developed a sound pharmaceutical R&D service system that provides integrated and comprehensive clinical trial solutions for innovative drug R&D.

Tigermed focuses on clinical trial operation services for innovative drugs, generic drugs and medical devices, as well as complementary services directly associated with clinical trial operations such as medical writing, translation and registration services and pharmacovigilance services.



Services for Pharmaceutical Innovation

Tigermed provides other important services in the drug development process, including data management and statistical analysis, site management and patient recruitment, medical imaging as well as laboratory services.

**Contributed to the Approval of the First China-made Artificial Heart "Yongrenxin", creating a medical miracle to regain a new life by new heart**

Case

Patients with heart failure and in need of heart transplantation are often plagued by problems such as the lack of donors and the necessity of long-term anti-rejection and anti-infection treatments. The artificial heart has brought new hope for such patients. To break the monopoly of developed countries in the artificial heart technology and better address the needs of domestic patients, artificial heart "Yongrenxin" developed by Chongqing Yongrenxin Medical Devices was approved to be launched in the market in August 2019. Tigermed provided clinical research and technical services throughout the product's R&D. "Yongrenxin" fills the technical gap in the field of artificial heart in China. The innovative product will rekindle the hope of patients for life.



In 2019

**124**

R&D investment (million RMB)

**4.43%**

R&D investment to operating revenue

**7**

Among the 13 Class I drugs approved in China, 7 were developed with the assistance of Tigermed or its subsidiaries.

As of Q1 2020

**319**

Number of clinical research projects of Class I Chinese innovative drugs Tigermed participated in

**36**

Number of Class I Chinese innovative drugs gained approval to market with the support of Tigermed

**Facilitated the Marketing of the First Indigenous Anti-cancer Drug in the US**

Case



Once, it was taken for granted that effective anti-cancer drugs are only developed by foreign companies. Only after years of marketing overseas can these drugs finally enter China, depriving many patients of the best timing for treatment. In November 2019, the U.S. Food and Drug Administration (FDA) approved Zanubrutinib, a novel anti-cancer drug independently developed by Chinese biomedical enterprise BeiGene. Zanubrutinib thus became the first China-developed anti-cancer drug approved by the FDA. Hangzhou Simo provided SMO services throughout the clinical research process, while Frontage Laboratories manufactured the experimental drug and conducted heart safety clinical studies for Phase I trial.

### Driving the "Go Global" of China's Innovative Drugs

In 2019

**116**

Number of updated and improved SOPs for supporting global project cooperation

In the wave of the globalization of pharmaceutical R&D, China became a member of the International Conference on Harmonization (ICH) in 2017 and has aligned with global standards for more global cooperation. To accommodate the growing demands for overseas R&D projects, we actively plan our overseas business layout, and extend our businesses step by step to Asia Pacific, Europe and the United States to boost our international competitiveness and bring China's innovative drugs to the international arena.

**Participating in international projects**

Riding the trend of globalized pharmaceutical R&D, we actively carry out multicenter trials worldwide.

**Building strategic partnership**

We join hands with overseas pharmaceutical enterprises and laboratories to promote innovation and research.

**Joining hands with overseas organizations**

We communicate with overseas pharmaceutical organizations and learn from their best practices to narrow the gap.

**The First Subject Successfully Enrolled in Singapore for International Multi-Center Trials**

Case

In July 2019, Jiangsu Alpha Biopharma Technology's study of the new generation of oral small-molecule reversible epidermal growth factor receptor (EGFR) tyrosine kinase inhibitor (TKI) - AZD3759 successfully enrolled the first subject for a Phase II/III international multi-center trials and finished administration in Singapore. For Tigermed, this is the first international multicenter trial project and the first subject enrollment in Singapore, which sets a shining example for following research and development in Southeast Asian countries.



**Teddy Clinical Research Laboratory Established Strategic Partnership with MLM (European)**

Case

To better adapt to the trend of international multi-center clinical trial cooperation and meet the needs of global customers, Teddy Laboratory has formally established strategic partnership with MLM, a European based medical lab. Both sides will carry out extensive cooperation in international multi-center trials and one-stop laboratory services.

**Jiaxing Clinflash Officially Recognized as a Member of CDISC to Deliver High-Quality Service**

Case

As an active advocate of the globalization of clinical trials, Jiaxing Clinflash was recognized as a gold member of CDISC in May 2019. CDISC is a global open non-profit organization (NPO) of whole disciplines. It aims to integrate best practices in the industry and establish unified standards for clinical R&D, to support the electronic acquisition, exchange, submission, and archiving of clinical and preclinical data. Through CDISC's platform, Jiaxing Clinflash will continue to improve its system and service quality, meet CDISC standards, and enhance the efficiency and benefits of pharmaceutical enterprises.



## Ushering in Organizational Reforms in the Digital Age

The digital reform in the medical industry has been unveiled and accelerated by COVID-19. We embrace the changes by integrating innovative technologies into our strategy and decision-making. We formulate prudent digital upgrade plans to keep up with the fast-pace industrial transformation, and shoulder due responsibility for customers and patients.

**Business data collection**

We appoint Chief Innovation Officer (CIO) for the first time. Through reasonable data use, we gradually build a digital management platform and an office collaboration platform to improve the transparency and efficiency of business operation, and lay a solid technical foundation for international collaboration.

**Digital business scenarios**

We combine traditional business scenarios with digital technologies to facilitate the innovation, development and application of drugs.

**Digital culture**

We set up an innovation center to enhance the awareness of all staff at all levels, and tap into the potential of each employee for innovation.



## BECOMING A TRUSTED CLINICAL RESEARCH PARTNER

Tigermed's popularity among customers hinges on the hard-working and pragmatic clinical research team. We tirelessly extend the industrial chain and build regional service capacity to provide comprehensive and timely solutions, and strive to become a reliable clinical research partner for sponsors, clinical trial centers / researchers, and subjects.

The sense of mission is deeply embedded in the mind of Tigermed employees. We feel proud when the product we processed is marketed and benefiting patients. The recognition of customers is our perpetual source of motivation.

——Ms. Cao Xiaochun, General Manager of Tigermed



Continuously Upgrading Service Capacity

To improve the efficiency of clinical trials, we build stronger professional service capacity to improve customer experience and protect the rights and interests of subjects. We strictly guarantee the security of clinical trials and research data to safeguard the privacy of all parties.

Improve the ability of on-site service

We set up a clinical trial center management organization (Hangzhou Simo) to assist research institutions and researchers in clinical trial management. We have also developed standard operating procedures (SOP) for Hangzhou Simo to standardize management and improve the quality and progress of clinical trials. As of the first quarter of 2020, Hangzhou Simo had provided professional services in 956 sites across 106 cities.

Protect the rights and interests of subjects

We sign the Informed Consent Form with subjects beforehand to protect their right to be informed. And we provide sponsors and research institutions with patient health training and academic seminars to protect the safety, welfare and rights of subjects. By the first quarter of 2020, we had recruited over 7,100 subjects.

Safeguard information security

We formulate information security policies and specify the responsibilities and requirements of confidentiality, as well as the processing procedures and transfer requirements of personal data. We organize regular trainings for all employees to enhance their awareness of data and information security. During the reporting period, there was no major information leakage or data/agreement loss.

100%

Annual retention rate of top ten customers

Voice from a CRC: Charging Forward with the Hope for Life Case

Tigermed is home to teams of hardworking frontline staff in clinical trials, whose daily routine is full of hustle and bustle. These people choose to march forward with the hope of marketing more new drugs for public use.

"When will Patient 02 be here and has he made an appointment?" "The data for the interim analysis must be ready by next Wednesday." "The first PK blood sample of subject 1001 was hemolyzed just now. Do we need to give additional explanation?"

As a clinical research coordinator (CRC), he/she often says the following:

And he/she often must face such incidents:

Patient A failed to store urine samples from this morning as required; Patient B failed to complete CT examination as scheduled; Patient C refused to return for safety follow-up.

As a CRC, one may thus feel discouraged, but always holds on to this belief:

"I am a CRC, a bridge connecting doctors fighting for lives and patients struggling to survive. To let patients access the latest treatment, I will not give up."

After years of arduous work, the new drugs are finally put on the market. Once again, in the battle between life and death, our clinical research team seizes the final victory.

Over the years, I have grown from a novice to a veteran with the memories of dozens of patients engraved on my mind. There were hard times when mounting difficulties blocked our way; and there were good times when the new drugs we worked on finally hit the market. Eventually, the good trumped the bad. Marketing a new drug, for doctors, subjects, and CRCs alike means hope for survival and for life.

—An anonymous CRC



In September 2019, Hutchison MediPharma (Shanghai) awarded top-performing suppliers for the first time, and Hangzhou Simo won Excellent Team Award.

Establishing Complaint Handling Mechanism

According to the satisfaction survey results in 2019 (10 points in total)

9

Average score of PM satisfaction of sponsors / CRO

9.7

Average score of researchers' satisfaction of CRC

As a service-oriented enterprise, customer satisfaction is our goal. We have built a comprehensive customer feedback mechanism which allows us to understand customer demand, timely solve problems, and improve customer satisfaction through visits, telephone calls, survey and other means of communication.



Customer Complaint Handling Mechanism

The Company keeps detailed records of customer complaints and divides them into four categories, namely major (key issues), moderate (serious issues), minor (general issues) and invalid complaints for efficient management. In 2019, we received 17 complaints from customers and handled all effectively.

## UPHOLDING QUALITY AS THE CORE OF THE BUSINESS

Drug quality concerns life and death. Only by putting quality first can Tigermed gain a foothold in the market, win more trust and sustain long-term cooperation. We continue to optimize the quality management system, create a quality culture with full participation of staff, integrate quality control into the supply chain, and work with suppliers to ensure quality throughout the clinical research process.

### Continuously Optimizing the Quality Management System

We build a quality control system composed of the Quality Management Committee, Quality Assurance Department and Internal Audit Department, and constantly upgrade the system by adopting the PDCA (Plan-Do-Check-Action) approach. In 2019, we integrated the SOPs of domestic and foreign subsidiaries to build a unified quality management system, and improved the current processes in line with the US and European regulations and the international strategy of Tigermed to better adapt to global development.

We formulated regulations and SOPs such as *Measures of Handling Non-Compliance*, and *Corrective Action and Preventative Action* to deal with major or serious quality incidents. Our Quality Assurance Department will investigate the incidents at once, implement handling measures, formulate corrective and preventive measures, and optimize the process according to the PDCA principle to control risks and prevent the recurrence of similar problems.



In 2019

**13**

Number of projects passing inspection by NMPA

**15**

Received 15 audits of both domestic and overseas customers with no major issues found, and the reception and follow-up work were highly recognized by our customers.

In 2019

**4**

Number of meetings on the quality management system

**1**

Number of annual meeting on quality management

## Cultivating a Culture of Quality

High-quality clinical research results cannot be guaranteed without a powerful culture of quality. We focus on cultivating the quality awareness of employees during production and operation. Through orientation special training and regular trainings, we gradually change the way employees work and think, improve their awareness and make sure they understand and shoulder due responsibility.

**Held the First Annual Quality Management Meeting to Improve Quality Awareness of the Leadership**

Case

In September 2019, Tigermed held the first annual quality management meeting in Shanghai. The meeting welcomed 72 senior managers, 66 of which were heads of departments of the headquarters and subsidiaries in China and 6 were from overseas institutions. The meeting, focusing on three themes: quality management, annual quality management activities and annual quality management audit reports, introduced the Company's annual quality management progress to the senior managers to consolidate the quality awareness of the management and clinical teams from top to bottom, and create a quality-oriented corporate culture.



## Integrating Quality Control Into the Supply Chain

To control quality throughout the clinical research process, we incorporate supplier management into the SOPs, and formulate specific management procedures for suppliers engaged in clinical trials with key performance indicators. In this way, we aim to further integrate quality control into the supply chain, and work with suppliers to strengthen quality management.

In 2019

**1604**

Number of suppliers

**1028**

Domestic suppliers

**576**

Overseas suppliers

**8**

Number of supplier audits completed

Strict supplier management

We have formulated the *Supplier Management System* to clarify the responsibilities and approval authority of buying requisition, approval, purchase, acceptance, warehousing, payment, and inventory. We select suppliers based on principles like fairness and justice, full competition, integrity and self-discipline, and evaluate candidates from multiple dimensions to reduce economic, social and environmental risks threatening product quality and business ethics.

Supplier audit

We include supplier audit into the annual audit plan, and examine the quality performance of suppliers involved in clinical trials on a regular basis. We carry out on-the-spot on-cause audit of quality incidents, and understand the whole operation process from personnel qualification and training to the establishment and improvement of the quality system through communication, to help suppliers identify defects and enhance their quality management system.



# PROMOTING INDUSTRY DEVELOPMENT



## Our Actions:

- Fuel the development of regional healthcare industry
- Establish platforms for industry exchange and cooperation
- Cultivate talents for the industry
- Empower SMEs

As a leading clinical CRO in China, Tigermed leverages its experience, resources and expertise to build a sound and enabling healthcare ecosystem together with industry peers, contributing to health for all.



**ACCELERATING THE  
DEVELOPMENT OF HEALTH  
INDUSTRY LOCALLY**



**SHARING IDEAS AND  
RESOURCES WITH  
INDUSTRY PEERS**



**BUILDING A STRONG TALENT  
POOL FOR HIGH-QUALITY  
INDUSTRY DEVELOPMENT**



## ACCELERATING THE DEVELOPMENT OF HEALTH INDUSTRY LOCALLY

Rising health awareness has led to increasing public demands for high-quality healthcare. Tigermed seizes the opportunity to assist in the reform of local healthcare industry and capitalizes on the clinical research expertise and best practices it has built up over the years to expedite drug innovation and R&D, and benefit more patients.



### Assisted in Developing National Biomedical Industry Base in Pingshan District, Shenzhen

Case

The biomedical industry is developing rapidly in the Guangdong-Hong Kong-Macau Greater Bay Area, one of the most open and economically vigorous regions in China. Tigermed and Shenzhen Pingshan District People's Government have entered into cooperation to build an integrated service platform for clinical research. Building on Tigermed's expertise in the clinical research of drugs and medical devices as well as the solid foundation for developing the biomedical industry in Pingshan District, we make full use of local preferential policies and favorable business environment to empower more biomedical innovation companies in the area, and to make it a highland for biomedical innovation.



Tigermed has signed a framework agreement with Shenzhen Pingshan District People's Government to build an integrated service platform for clinical research.

### Contributed to the Biomedical Industry in Wuxi

Case

Biomedicine is one of the strategic emerging industries of Wuxi City. Tigermed is the first partner of AstraZeneca in founding Wuxi International Life-Science Innovation Campus (iCampus). We hope to share best practices and achievements in international business with innovative pharmaceutical companies, help Chinese companies go international, and introduce foreign innovative drugs and medical devices into China. We are committed to building a patient-centered and innovation-enabling ecosystem across the entire industry chain.



Dr. Ye Xiaoping (right front), Chairman of Tigermed, attended the iCampus Signing Ceremony.

## SHARING IDEAS AND RESOURCES WITH INDUSTRY PEERS

Based on professional service capacity in new drug clinical research and rich global resources for collaboration, Tigermed strives to build a high-level exchange and cooperation platform for industry partners at home and abroad. Through sharing best practices and opinions, players in the industry could grasp new frontiers of the industry, come up with new ideas, and thereby generate continuous industry breakthroughs.

### Sharing Experience

- Early-stage clinical R&D is key to the development of innovative drugs. Tigermed held the Seminar on Early-Stage Clinical R&D of Innovative Drugs to create opportunities for industry peers to share experience and insights in this regard.
- Tigermed organized the First Anhui Institutional Development Conference to strengthen ties between CROs and SMOs, and improve the efficiency and quality of clinical trials.
- Tigermed, together with three subsidiaries: Talent MedConsulting, Frontage Laboratories, and Jiaxing Clinflash, participated in the Third New Drug Clinical Development Summit and shared requirements for new drug application and measures for clinical research risk control.
- Tigermed and Korea National Enterprise for Clinical Trials (KoNECT) signed an MOU to promote exchanges, cooperation and experience sharing between CROs in the two countries.

Experience sharing for  
GCP improvement

Tapping the enormous potential  
of innovative biologic drugs

- Tigermed shared ways to cut R&D expenditure and shorten the R&D cycle of biosimilars at the 2019 Biopharma Developer Innovation Conference & 1st Turning Point Annual Meeting, to expedite the "go global" of Chinese new drugs.

Tigermed exchanges with industry peers

Tigermed actively participated in major international conferences, such as the DIA 2019 Global Annual Meeting, the Biotechnology Innovation Organization (BIO) International Convention, BIO-Europe, Europe's largest biotechnology partnering conference, and the 38th Annual J.P. Morgan Healthcare Conference, where the Company shared the latest progress and achievements of China's clinical research with international counterparts and built a two-way bridge for high-quality medical products at home and abroad.



At the 2019 China Clinical Trial Organizations - Innovation - Practice Summit Forum, Mr. Wu Qiang, Vice President of Tigermed Project Management Department, introduced the development situation of Chinese clinical trial organizations, and shared insights about opportunities and challenges brought by the new clinical trial policy. He also shared the experience of cooperating with clinical trial organizations.

### Offering Advice and Suggestions for Industry Development

Tigermed participated in the seminar of ICH E8 (R1) Guideline on General Considerations for Clinical Trials organized by the National Medical Products Administration, and offered key takeaways from frontline practices to help push the Guideline to enter the third phase. In addition, Tigermed was invited to share its experience as a private enterprise in a meeting soliciting opinions for the *Regulations on the Promotion of Private Enterprises in Zhejiang Province*.



Ms. Chang Jianqing, Vice President of Tigermed Policy and Regulations, was invited to the DIA China Drug Discovery Innovation Conference, where she introduced key points relevant to clinical research in the *Drug Administration Law of the People's Republic of China*.





# BUILDING A STRONG TALENT POOL FOR HIGH-QUALITY INDUSTRY DEVELOPMENT

The CRO industry is currently in a stage of rapid development, with a growing demand for high-quality talents. To achieve further progress and high-quality development, advance preparation and talent pooling matter. We invest a lot in finding industry talents and building a clinical research talent pool by adding systematic clinical research courses to the current medical education curriculum and adding clinical research-related content to the standardized training of resident doctors.

Students may not have a clear idea of what kind of job they want to take. The project of cooperation between schools and enterprises provides us with a valuable opportunity to understand the CRO industry. The project has equipped me with not only theoretical knowledge, but also hands-on skills, and prepared me for the industry and the job in a short time.

—— Xu Siqing, an intern and then an employee of Tigermed  
Graduated from Zhejiang Pharmaceutical College in 2019

## Forms of cooperation

### Our actions

### Value contribution

#### Giving lectures

- Tigermed jointly established the Beijing Clinical Research Ability Training Center with Beijing Ditan Hospital, Capital Medical University.
- Tigermed co-opens courses on Clinical Trial Management with Zhejiang Pharmaceutical College and Hangzhou Medical College.
- Tigermed built a China-South Korea clinical research exchange and cooperation platform and sent lecturers abroad to give courses to international industry peers.

- Tigermed works with top hospitals and has developed a unique and innovative CRC training model, which will help the domestic healthcare industry build core competitiveness.
- Tigermed jointly develops clinical research-related courses with universities and colleges, which will help arouse students' interest in clinical research, and thereby cultivate talents for the industry.
- The China-South Korea clinical research exchange and cooperation platform creates good opportunities for building an international industry-university-research team.

#### Internships

- Tigermed offers internships for more than 20 universities and colleges including Zhejiang Pharmaceutical College, Shenyang Pharmaceutical University, Nanjing Medical University, Beijing University of Chinese Medicine, Zhejiang Chinese Medical University, China Pharmaceutical University, and Guangxi Medical University.

- Tigermed expands employment channels for college students and creates opportunities for students to know more about clinical research, so as to build a sustainable talent pool.

#### Scholarships

- Tigermed set up the "Tigermed Scholarship" at Hangzhou Medical College."

- Tigermed supports clinical research education by improving school conditions.
- Tigermed strives to boost its attractiveness to talents and enhance the popularity of clinical research in universities.

Tigermed carries out extensive cooperation to train talents for the future

Tigermed gives play to its resources and technical expertise to provide financial and technical support for start-up pharmaceutical companies, contributing to the lasting development of the innovative healthcare industry.

### Funded Pharmaceutical Start-ups to Enable Their Rapid Growth

#### Case

At present, pharmaceutical innovation in China is in its infancy, and high-quality innovation projects are often forced into suspension due to lack of financial and technical support. Tigermed has directly invested in a number of leading biopharmaceutical companies in China, such as CANbridge, Genor Biopharma and Shanghai Zerun Biotechnology. Among them, Shanghai Zerun Biotechnology leads the domestic industry in the clinical progress of the 9-valent HPV vaccine. And Genor Biopharma plans to launch several new drugs within two years. Besides direct investment, we have also invested in eight leading domestic healthcare funds, in the hope of providing both financial and intellectual support to innovative healthcare industries like innovative drugs, innovative medical devices, medical AI, big data, and cellular immunotherapy. Our investment will empower recipient enterprises and drive the development of China's healthcare industry.



**ENSURING EMPLOYEES'  
BASIC RIGHTS AND  
INTERESTS**



**ACTIVATING TALENT  
AND UNLEASHING  
POTENTIAL**



**FOSTERING AN  
ENGAGING TIGERMED  
CULTURE**

**GUIDING OUR PEOPLE  
IN THE QUEST FOR  
SUCCESS**



**Our Actions:**

- Protect the fundamental rights and interests of employees
- Pay attention to employee growth and development
- Care for female employees

Talents are invaluable assets and the cornerstone of sustainability for Tigermed. We always put people first, respect the value of employees, and support them in career development. While helping employees grow and fulfill themselves, we retain them and grow into a talent-backed industry leader.



## A People-centered Approach for Common Development

Talents define Tigermed's core competitiveness. While we are growing fast, we adopt a more scientific and reasonable approach in selecting, employing, training and retaining talents. Our employees have a strong sense of happiness, not only because they echo with our corporate culture, but also because they find Tigermed to be the right place for unleashing their talent. While our employees strive for excellence in work, we give them all-round support and care in mental health counseling, relocation and returning to work after childbirth, etc. Such challenges are fully identified and properly handled at Tigermed. We are committed to becoming a talent magnet in the CRO industry and keep investing in a stable and high-quality talent pool.

## ENSURING EMPLOYEES' BASIC RIGHTS AND INTERESTS

We act in strict accordance with relevant laws and regulations, such as the *Labor Law of the People's Republic of China* and the *Company Law of the People's Republic of China*, international conventions and labor standards, and eliminate child labor and forced labor. We effectively protect the legitimate rights and interests of employees, and endeavor to maintain equal and harmonious labor relations. All our employees are treated equally regardless of gender, age, educational background, ethnicity and nationality, and enjoy equal and inclusive development and promotion opportunities.

**100%**

Employee labor contract signing rate

**100%**

Social insurance coverage

### Key Indicators

Employees	Professional teams	Excellent educational background	Employees worldwide
<b>4959</b> Number of employees  <b>1064</b> Number of employees of the parent company	Technical staff <b>89.31%</b> Financial staff <b>1.63%</b> Marketing staff <b>2.88%</b> Administrative staff <b>6.18%</b>	Master's degree and above <b>25.29%</b> Junior college and lower <b>11.71%</b> Bachelor's degree <b>63.00%</b>	<b>4959</b> Asia-pacific region [China included] <b>239</b> Asia-pacific region [China excluded] <b>428</b> North America <b>12</b> Europe

Note: The statistics above were current as at the end of December 2019. Please refer to "KEY PERFORMANCE" on P52-53 for more HR statistics.

## Consolidating the Compensation and Performance Management System

Tigermed offers diversified salary packages to win the war for talent in the pharmaceutical R&D industry. We combine salary with equity incentives, and evaluate the performance of employees by introducing multi-dimensional KPIs to perfectly balance employees' efforts and gains. We have formulated a set of human resource management systems such as the *Employee Handbook*, *Organization Performance Management System*, *Employee Performance Management System* and *Remuneration Management System*, to ensure the openness and transparency of the performance evaluation standards and procedures for directors, supervisors and senior executives, as well as the transparency and law compliance of the appointment of senior executives.

## Occupational Health and Safety

Tigermed defines occupational health as mental and physical health. To ensure that clinical laboratories are health-friendly and safe, we have formulated safety management systems such as the *Laboratory Facilities, Environment and Sanitation Procedures*, and *Procedures for Responding Risks and Opportunities*, to keep testing and environmental facilities under strict control. We also arrange annual health checkups for employees, and all our employees received health checkups last year.

The CRO industry is full of challenges, and employees face high pressure from work and interpersonal relationships. To help employees better address challenges, we have launched the Employee Assistance Program (EAP), the first of its kind in the CRO industry.





## ACTIVATING TALENT AND UNLEASHING POTENTIAL

Tigermед continues to help employees boost their value. We have formulated the *Training Management Policy*, *Personal Training* and relative SOPs, and on the basis of which, established a full-coverage, multi-pronged training framework. At Tigermед, one can learn anywhere, anytime as long as he or she wants. We offer a platform for employees to grow fast, and thus nurture and retain the high-quality talent team.

### Launching the recruitment management system

To meet the needs of Tigermед's group-oriented and international development, and to build an employer brand of Tigermед, we integrate the recruitment of all subsidiaries into one platform, and launch a recruitment management system for full-process human resource management, including job vacancy posting, candidate screening, ability assessment, and talent pool construction. The platform allows us to continuously improve recruitment efficiency, and find top talents who fit in with our vacancies and agree with our corporate values, thus laying a good foundation for medium and long-term development of Tigermед.

Selection

### Expanding the career development ladder

We offer a dual career development ladder for technical and managerial talents to give full play to each employee's ability in the most suitable position and to fully recognize the value created by employees in different positions. To meet the needs of business development, we added a site management promotion channel during the reporting period as a novel and exclusive pipeline for CRCs on the frontline of clinical research.

Employment

### Internal Job Transfer Encourages Proactive Career Management of Employees

Case

Tigermед is fully aware that employees may seek job transfer at different stages of life due to personal or family reasons, to obtain opportunities for further fulfilling themselves. To this end, we have put in place an internal job transfer mechanism. When an employee applies for a job transfer, as long as there is a vacancy and the applicant is qualified, he or she can switch the role unimpededly. During the reporting period, 55 employees had switched positions, including CRCs, CRAs and senior executives who have been with Tigermед for more than 15 years.

During the reporting period

192

Number of employees promoted through the professional talent channel

120

Number of employees promoted through the managerial talent channel

During the reporting period

3580

Number of employees trained

37

Average training hours per employee

4.67

Investment in employee training (million RMB)

Training

### Sparing no efforts in empowering employees

Tigermед provides targeted training programs to employees at different levels and positions. From new hire training to MBA and EMBA degree education for senior executives, from vocational skill training to management capacity building, we are committed to providing employees with uninterrupted and full-course training resources, to empower them and render them into productive, efficient and creative talents who have excellent problem-solving skills and take pride in their jobs.

### Project Manager Enabling Program

To help employees better adapt to the new role as Project Manager (hereinafter referred to as PM), grow faster and improve team productivity, Tigermед has customized a two-year Backbone PM Enabling Program. The program aims to help PMs consolidate basic know-how, improve the ability of managing clinical trial projects, strengthen hands-on skills, and thereby lay a solid foundation for career development.



The PM training program is mainly in five forms: IDP (Individual Development Plan), coaching, training, case sharing, and group learning. It aims to unleash constant and conscious enthusiasm of trainees for learning and growth and enable them to learn by themselves, so as to sustain long-term individual development.

### Private Board meetings for senior executives

Senior executives at Tigermед often need to cope with complex and everchanging issues. Only with higher overall quality and leadership can they address challenges smoothly. During the reporting period, we organized three private Board meetings for the senior management team and invited coaches to strengthen their leadership and corporate management skills. At the same time, senior executives were paired up to solve management problems together. Such methods have helped improve the cohesion and capabilities of our senior management team.

During the reporting period

535

Key technical (business) personnel participating in the equity incentives program

Retention

### Retaining key talents with incentive policies

During the reporting period, Tigermед continued to foster the KPI-oriented corporate culture mainly based on company-level and department-level bonuses. We also released incentive measures such as equity incentives for talents at key positions and core managerial personnel, and continuously enhanced the competitiveness of our overall compensation package to attract outstanding external talents to join us. Our employee turnover rate is lower than the industry average.

## FOSTERING AN ENGAGING TIGERMED CULTURE

Tigermед cares about how employees feel, listens to their needs, and provides them with all-round care and support, making the Company a big loving family.

### An Unblocked Internal Communication Mechanism that Allows Employees to Share Their Views

Tigermед endeavors to establish an efficient internal communication mechanism that meets the new demands brought by business expansion and fresh blood, and ensures the accuracy, timeliness and transparency of information transmission.

#### Senior leadership

We inform employees of the Company's strategy and business performance, commend outstanding employees, and send holiday greetings via the email of the President Office of Administration, annual meetings, celebration activities, and HRBP email.

#### Middle management

We optimize the reporting and instruction mechanism, and share professional knowledge and best practices across the Company through monthly meetings, Monthly Talking Points and live streaming.

#### Employee engagement

Employees can give feedback and suggestions on corporate development through the internal IT platform, employee salons, Tigermед innovation talks and various other channels.

Internal Communication Mechanism of Tigermед



Reading salon for new employees to be familiar with corporate culture

## Supporting Work-life Balance of Employees

Tigermед attaches great importance to the work-life balance of employees and encourages employees to work hard and live a healthy life. We vigorously enrich employees' cultural life by providing benefits such as badminton clubs, football clubs, photography clubs, and free gyms to ease their work pressure. Employees are encouraged to participate in public welfare activities. They donated clothes to Limin Vocational School in Yushu Tibetan Autonomous prefecture of northwest China's Qinghai Province via the second "Love transcending distance" activity, and donated KRW 2.89 million (about RMB 17,315) to an orphanage in South Korea to support children in need. By doing this, employees themselves have become more responsible and more grateful.



Tigermед Northern China Badminton Competition 2019

## Caring for Female Employees

Tigermед pays attention to the workplace and life challenges faced by female employees, and responds to national policies of guaranteeing benefits and career development opportunities for women. We make it easier for female employees to become mothers by providing wedding leave, maternity leave, breastfeeding leave, prenatal care check-up leave, pregnancy leave, and birth control leave, and allow paternity leave for male employees. According to work arrangements, we create work flexibility for female employees in pregnancy and provide them with child care subsidies of the highest local standard. Moreover, we have set up maternity rooms in the Company to support new moms return to work. As of December 31, 2019, more than 1,000 "Tigermед babies" had been born.

**68.29%**

Women in management

**2.67%**

A year-on-year increase of



"Tigermед babies"



# CONTRIBUTING TO A SHARED FUTURE



## Our Actions:

- Popularize knowledge of clinical trials
- Support the "Small Shield" project for blocking hepatitis B mother-to-child transmission
- Regulate waste disposal strictly
- Advocate green office

Healthy ecosystem and social system are the foundation for the survival and development of mankind. As a member of the global village, Tigermed links its own development with the goal of sustainable development of the world. While supporting drug R&D to protect people's health, we actively respond to climate change and other environmental challenges faced by the world, and take on the responsibility to increase public awareness of clinical trials, so as to change the world for the better.



**GREEN TIGERMED:  
STRENGTHENING  
ENVIRONMENTAL  
MANAGEMENT**



**CARING TIGERMED:  
IMPROVING HEALTH  
AWARENESS AT  
COMMUNITY LEVEL**

# GREEN TIGERMED: STRENGTHENING ENVIRONMENTAL MANAGEMENT

Tigermed strictly complies with laws and regulations, such as the *Environmental Protection Law of the People's Republic of China*. We pursue green development in everyday office tasks and clinical research, and have gradually developed our own EHS (Environment, Health and Safety) management system by drawing from best practices of advanced industry peers. We are also integrating green development requirements into business operations to reduce our environmental footprint and achieve green development.

## Regulating Waste Disposal Strictly

The Company's non-hazardous waste mainly includes office wastepaper, cleaning supplies waste, food waste, and hazardous waste mainly consists of toxic liquid waste generated during clinical trials. Reducing waste discharge is one of our environmental goals. To fulfill the goal, we sort and manage non-hazardous office waste in a rigorous manner, and handle it to environmental protection authorities for proper treatment on a regular basis. Laboratory environment management procedures have been formulated. And a specific department was established to be in charge of registering and handling laboratory waste, helping strengthen laboratory waste treatment and prevent the waste from affecting water and soil.

Laboratory waste disposal	Low-toxic and non-toxic waste liquid	→ Poured into designated recycling bins for waste liquid and collected regularly by partner agencies
	Waste acid and alkali	→ Discharged after being neutralized with dilute alkali or acid
	Exhaust gas	→ Chemical experiments that produce exhaust gases are done in labs with fume hoods to treat and vent exhaust gases
	Everyday solid waste	→ Landfilled after collection
	Biological waste	→ Inactivated before disposal



In 2019  
**88.453**  
Non-hazardous waste such as domestic and office waste (ton)  
  
**0.055**  
Emissions per capita (ton)

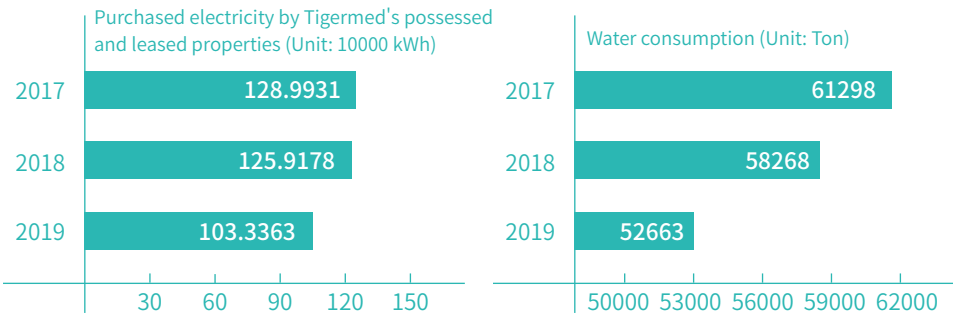
We hand over hazardous office waste, such as empty toner cartridges and waste fluorescent tubes, to third-party agencies or the real estate management service for disposal.

In 2019  
**0.0640**  
Electricity consumption per capita (10000 kWh)

**32.6087**  
Water consumption per capita (ton)

## Saving Resources

We strictly control water and electricity use by continuously strengthening the inspection and maintenance of water equipment and facilities, phasing out outmoded electricity-consuming appliances, and managing water and electricity consumption statistics. We have enhanced employees' awareness of resource conservation through communication, putting up slogans on saving water and electricity and other means to help build a resource-saving society. We use municipal water and haven't posed any major risk to the environment.



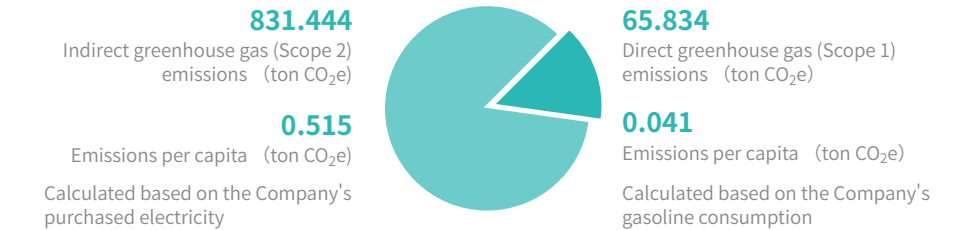
Catchy electricity slogan in the office area

In 2019  
**181.561**  
The Company's total direct and indirect greenhouse gas emissions decreased by 181.561 tons CO<sub>2</sub>e on a year-on-year basis.

Note: Please refer to "KEY PERFORMANCE" on P52-53 for the scope and calculation method of environmental data, and more emissions statistics.

## Combating Climate Change

As a CRO, Tigermед's day-to-day energy consumption mainly comes from electricity consumption of office equipment such as computers and lighting facilities, and oil consumption of vehicles. We keep a close eye on the impact of our daily operation on climate change, and work hard to reduce pollution by launching a remote online collaborative office system, promoting green office (such as replacing printed business cards with electronic ones), and effectively controlling and managing self-owned vehicles.





## CARING TIGERMED: IMPROVING HEALTH AWARENESS AT COMMUNITY LEVEL

The development of an enterprise is inseparable from the engagement and support of the community, while the development of a community also requires the invention and contribution of enterprises. For Tigermed, health is a key issue on our agenda to contribute to community development. We strive to open a communication channel between the Company and society, spread our health philosophy to more people through benign interactions, and thereby enhance health awareness of the entire society.

### Popularizing Knowledge about the Clinical Trials of Drugs

Clinical trials are still misunderstood by the general public. Most people believe they will be treated like "guinea pigs" in such trials and won't benefit much. However, clinical trial is a key link before bringing a new drug to the market, and the participation of subjects is indispensable. In fact, subjects could access new drugs or new therapies with better efficacy for free in clinical trials. Thus, Tigermed is actively popularizing knowledge of clinical trials among the public, helping the general public, especially subjects, know that such trials are scientific and advanced. By doing this, the Company contributes to building a healthy, virtuous, and trustworthy pharmaceutical R&D ecosystem.



In September 2017, Tigermed and large hospitals, pharmaceutical companies and other organizations from across China jointly established the Clinical Research Promotion Fund (CRPF), and opened an official WeChat account to popularize clinical research knowledge, publish latest news on clinical research, and educate subjects.



We answer questions from subjects on the CRPF official WeChat account:

Doctor, are the trials and tests free? What obligations do I need to fulfill?



Hi, we encourage and respect every subject for the clinical trials of a new drug. Since the uncertainties and safety issues are unknown before a new drug is launched to the market, to avoid risks, it is necessary for subjects to take regular tests in accordance with the protocol. In this way, to comply with necessary obligations is to better protect the rights and interests of subjects themselves, and to ensure the safety of clinical trials.

The CRPF uses vivid animation to disseminate knowledge about clinical trials to the media and the public:



Scan the QR code to learn about clinical trials of new drugs



Scan the QR code to learn about clinical trials of generic drugs

My genuine opinion (on being a subject) is that patients spend less or even no money to get good treatment, while also providing true data for the R&D of the new drug and paving the way for future drug users. It is beneficial to the subjects themselves, to drug R&D institutions, and to future subjects.

——A comment on the CRPF official WeChat account

## Blocking Mother-to-Child Transmission of Hepatitis B with the "Small Shield"

### In November 2019

The "Small Shield" APP obtained the medical device license of Auxiliary Management Software for Blocking Mother-to-Child Transmission of Hepatitis B issued by the Zhejiang Medical Products Administration. It was the first officially approved mobile APP software device license in the field of liver disease prevention and treatment since the implementation of the new list.

In 2015, the "Zero Mother-to-Child Transmission of Hepatitis B" project (the "Small Shield"), initiated by the Chinese Foundation for Hepatitis Prevention and Control and fully supported by Tigermed, was officially launched. With the establishment of the management network that includes pregnancy demonstration bases, project hospitals and community-level hospitals, and with the help of the "Small Shield" APP, a mobile medical tool developed by the Company's investee Hangzhou SlanHealth Co., Ltd., the project aims to carry out follow-up management of pregnant women with hepatitis B and their babies in accordance with standard procedures to minimize or even completely block mother-to-child transmission of the disease. As of the end of the reporting period, the "Small Shield" project had covered nearly 200 hospitals in 31 provinces, municipalities, and autonomous regions, with more than 1,600 registered doctors serving 30,000 expectant mothers carrying hepatitis B virus. The success rate of blocking mother-to-child transmission was above 99.5%.



KEY  
PERFORMANCE

Economic performance				
Indicator	Unit	2019	2018	2017
Total assets	RMB 100 million	75.33	42.80	35.83
Operating revenue	RMB 100 million	28.03	23.01	16.87
Net profit of shareholders of listed companies	RMB 100 million	8.42	4.72	3.01
Taxes payable	RMB 100 million	1.12	0.79	0.43
Basic earnings per share	RMB per share	1.13	0.94	0.61
Number of R&D personnel	/	468	426	378
Proportion of R&D personnel	%	9.44	10.93	11.76
R&D investment	RMB 100 million	1.24	0.88	0.50
R&D investment to operating revenue	%	4.43	3.83	2.94
Drug clinical research project	/	287	283	218

Social performance				
Indicator	Unit	2019	2018	2017
Total count of active employees	/	4959	3898	3214
Female employees	/	4217	3233	2667
Employees aged 30 and below	/	3623	2874	2320
Employees aged 31 to 50	/	1296	994	860
Employees aged 51 and above	/	40	30	34
Women in management	%	68.29	65.62	66.84
Average paid vacation days	/	13.85	12.34	9.3
HSE investment	RMB 10000	740	620	460
Health checkup coverage	%	100	100	100
Staff turnover rate	%	18.7%	20.7%	23.0%
Work-related fatalities	/	0	0	0
Number of suppliers	/	1604	1896	1507
Cumulative donations	RMB 10000	870.60	767.60	652.60

Environmental performance				
Indicator	Unit	2019	2018	2017
Non-hazardous waste such as domestic waste and office waste	Ton	88.453	73.950	59.520
Purchased electricity by Tigermed's possessed and leased properties	10000 kWh	103.3363	125.9178	128.9931
Water consumption	Ton	52663	58268	61298
Mileage of the Company's light vehicles (<=2.5 tons)	Kilometer	112567	105548	95477
Mileage of the Company's light vehicles (2.5-3.5 tons)	Kilometer	132000	130000	135000
Gasoline consumption	Liter	24312	24264	23332
Emission of nitrogen oxides	Kilogram	252.03	243.51	240.37
Emission of particulates	Kilogram	23.74	22.93	22.61
Emission of sulfur oxides	Kilogram	0.36	0.37	0.34
Direct greenhouse gas (Scope 1) emissions	Ton	65.834	65.704	63.180
Indirect greenhouse gas (Scope 2) emissions	Ton	831.444	1013.135	1037.878

Note 1: The environmental data comes from Tigermed's Hangzhou Office, Jiaxing Office and Shanghai Office. The Company will gradually expand statistics management to cover the entire group.

Note 2: The emission of nitrogen oxides and particulate matter are calculated based on the mileage of light vehicles held by the company; the emission of sulfur oxides and direct greenhouse gases (Scope 1) are calculated based on gasoline consumption; and the emission of indirect greenhouse gases (Scope 2) are calculated based on purchased electricity. The calculation method is in line with the environmental KPI reporting principles in the Environmental, Social and Governance Reporting Guide (ESG Guide) formulated by Hong Kong Stock Exchange. The emission coefficient of indirect greenhouse gases (Scope 2) is 0.8046, which is derived from the China Regional Power Grid Baseline Emission Factors for Emission Reduction Projects in 2017 issued by the Ministry of Ecology and Environment.



In an ever changing world, change is the only constant. Successful organizations bear the mark of the times.

—by John P. Kotter, author of *Leading Change*



## OUTLOOK

In the global wave of pharmaceutical innovation, the emergence of new technologies like big data and AI and breakthrough therapies will change the original CRO model. As China has become the second largest pharmaceutical market in the world, and Healthy China 2030 has become a national strategy, the government is now vigorously promoting pharmaceutical innovation by mounting policy, capital, and industry support. **Tigermmed will actively embrace the era of pharmaceutical R&D and innovation, stand firm on being quality-oriented and innovate in services to cope with changes in the industry and across the world.**

In 2020, Tigermmed will stay true to the mission of "service innovation, health for all" and adhere to the strategy of "Excellence in Every Trial for Every Patient" to serve the cause of innovative medicine. **We will orient our efforts toward customer demand and globalization, expedite the set-up of a global clinical service network, and continuously improve the ability of operating and managing global projects, thus providing integrated solutions and one-stop services for global pharmaceutical R&D, and contribute to the health of humankind.**



### Quality and qualification

Riding on the global trend of pharmaceutical R&D, we will consolidate SOPs of subsidiaries, continuously optimize quality management procedures, and foster a quality culture with full participation of employees, in an effort to build Tigermmed into a CRO aligned with global quality management standards.



### Talent strategy

In terms of human resource management, we will stick to the people-centered approach for common development, and create a sound development platform for employees. We retain employees with corporate culture and career growth opportunities, and grow along with them.



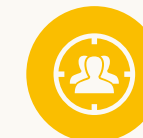
### Excellent operation

We have established a global operation system. With a competent and stable team and reliable quality assurance, we will be able to deliver 100% projects on time with guaranteed quality, and sustain our competitive profitability.



### Market strategy

We pay attention to new business drivers such as real-world evidence (RWE), with a focus on developing non-regulated businesses. We will go global together with our customers, and build an international operation team with the support of overseas projects of our strategic customers, so as to expand our market to the Asia-Pacific, North America and Western Europe.



### Customer first

We are always customer-focused. We will timely learn and analyze the needs and expectations of customers and the market, and continue to optimize customer relationship management, improve the communication mechanism and complaint management, and strive to become a trustworthy clinical research partner.



### Innovation-driven development

We closely follow frontier technologies in the industry and develop our own leading technologies based on strengths in different business lines. We will follow up with innovative business models such as RWE and risk-based monitoring (RBM), and improve customer service procedures through innovation.



### Responsibility management

We will further implement the sustainable development philosophy by formulating and improving policies and regulations and strengthening the roles of key departments, especially the Board of Directors, in the sustainability management of Tigermmed.

# HONG KONG STOCK EXCHANGE ESG (ENVIRONMENTAL, SOCIAL AND GOVERNANCE) REPORTING GUIDE INDEX

This report has complied with the "non-compliance and interpretation" provisions set out in the Environment, Social and Governance Reporting Guidelines.

Aspect	Environmental			
	Indicator		Page	Note
A1 Emissions	General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant standards, rules and regulations on air and greenhouse gas emissions, discharges into water and land, and generation of hazardous and non-hazardous waste	P48-49	
	A1.1	The types of emissions and respective emissions data	P53	
	A1.2	Greenhouse gas emissions in total (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	P49	
	A1.3	Total hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	P48	We entrust a third party to dispose of hazardous office waste and do not acquire relevant data
	A1.4	Total non-hazardous waste produced (in tons) and, where appropriate, intensity (e.g. per unit of production volume, per facility)	P48	
	A1.5	Description of measures to mitigate emissions and results achieved	P48	
	A1.6	Description of how hazardous and non-hazardous wastes are handled, reduction initiatives and results achieved	P48	
A2 Use of Resources	General Disclosure	Policies on the efficient use of resources, including energy, water and other raw materials. Resources may be used in production, in storage, transportation, in buildings, electronic equipment, etc.	P49	
	A2.1	Direct and/or indirect energy consumption by type (e.g. electricity, gas or oil) in total (kWh in '000s) and intensity (e.g. per unit of production volume, per facility)	P49	
	A2.2	Water consumption in total and intensity (e.g. per unit of production volume, per facility)	P49	
	A2.3	Description of energy use efficiency initiatives and results achieved	P49	
	A2.4	Description of whether there is any issue in sourcing water that is fit for purpose, water efficiency initiatives and results achieved	P49	
	A2.5	Total packaging material used for finished products (in tons) and, if applicable, with reference to per unit produced	Not applicable	Our clinical research of drugs do not involve packages
A3 The Environment and Natural Resources	General Disclosure	Policies on minimizing the operation's significant impact on the environment and natural resources	P48-49	
	A3.1	Description of the significant impacts of activities on the environment and natural resources and the actions taken to manage them.	P49	
Aspect 4: Climate Change	General Disclosure	Policies on identification and mitigation of significant climate-related issues which have impacted, and those which may impact, the issuer.	/	
	A4.1	Description of the significant climate-related issues which have impacted, and those which may impact, the issuer, and the actions taken to manage them.	P49	
Aspect	Social			Note
	Indicator		Page	
B1 Employment	General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant standards, rules and regulations on compensation and dismissal, recruitment and promotion, working hours, rest periods, equal opportunity, diversity, anti-discrimination, and other benefits and welfare	P40-41	
	B1.1	Total workforce by employment type, age group and geographical region	P40	
	B1.2	Employee turnover rate by age group and geographical region	P53	

B2 Health and Safety	General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant standards, rules and regulations on providing a safe working environment and protecting employees from occupational hazards	P41	We comply with China's laws and regulations, including <i>Work Safety Law of the People's Republic of China</i> , and <i>Prevention and Control of Occupational Diseases Law of the People's Republic of China</i>
	B2.1	Number and rate of work-related fatalities	P53	
	B2.2	Lost days due to work injury.	/	
	B2.3	Description of occupational health and safety measures adopted, how they are implemented and monitored	P41	
B3 Development and Training	General Disclosure	Policies on improving employees' knowledge and skills for discharging duties at work. Description of training activities	P42-43	
	B3.1	The percentage of employees trained by employee category (e.g. senior management, middle management)	P43	
	B3.2	The average training hours completed per employee by employee category	P43	
B4 Labor Standards	General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant standards, rules and regulations on preventing child and forced labor	P40	
	B4.1	Description of measures to review employment practices to avoid child and forced labor	P40	
	B4.2	Description of steps taken to eliminate such practices when discovered	/	No violation
B5 Supply Chain Management	General Disclosure	Policies on managing environmental and social risks of the supply chain.	P11, P29	
	B5.1	Number of suppliers by geographical region	P29	
	B5.2	Description of practices relating to engaging suppliers, number of suppliers where the practices are being implemented, how they are implemented and monitored.	P29	
	B5.3	Description of practices used to identify environmental and social risks along the supply chain, and how they are implemented and monitored.	P29	
	B5.4	Description of practices used to promote environmentally preferable products and services when selecting suppliers, and how they are implemented and monitored.	P29	
B6 Product Responsibility	General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant standards, rules and regulations on health and safety, advertising, labelling and privacy matters relating to products and services provided and methods of redress	P26-29	We comply with China's laws and regulations, including <i>Drug Administration Law of the People's Republic of China</i> , and <i>Provisions for Drug Registration</i> .
	B6.1	Percentage of total products sold or shipped subject to recalls for safety and health reasons.	/	No such incident
	B6.2	Number of products and service related complaints received and how they are dealt with	P27	
	B6.3	Description of practices relating to observing and protecting intellectual property rights	P12	
	B6.4	Description of quality assurance process and recall procedures.	P27-28	
	B6.5	Description of consumer data protection and privacy policies, how they are implemented and monitored	P26	
B7 Anti-corruption	General Disclosure	Information on: (a) the policies; and (b) compliance and material non-compliance with relevant standards, rules and regulations on bribery, extortion, fraud and money laundering	P10-11	
	B7.1	Number of concluded legal cases regarding corrupt practices brought against the issuer or its employees during the reporting period and the outcomes of the cases.	/	No such litigation
	B7.2	Description of preventive measures and whistle-blowing procedures, how they are implemented and monitored	P11	
	B7.3	Description of anti-corruption training provided to directors and staff.	P10-11	
B8 Community Investment	General Disclosure	Policies on community engagement to understand the communities' needs where it operates and to ensure its activities take into consideration the communities' interests	P50-51	
	B8.1	Focus areas of contribution (e.g. education, environmental concerns, labor needs, health, culture, sport)	P50-51	
	B8.2	Resources contributed (e.g. money or time) to the focus area	P53	



GRI (GLOBAL REPORTING INITIATIVE)  
INDEX

This report has been prepared in accordance with the GRI Standards: Core option.

Disclosure Items		Page	Note
Organizational profile	102-1 Name of the organization	P04	
	102-2 Activities, brands, products, and services	P04-06	
	102-3 Location of headquarters	P06	
	102-4 Location of operations	P06	
	102-5 Ownership and legal form	P04	
	102-6 Markets served	P06	
	102-7 Scale of the organization	P06,P40	
	102-8 Information on employees and other workers	P40	
	102-9 Supply chain	P29	
	102-10 Significant changes to the organization and its supply chain	P08	
	102-11 Precautionary Principle or approach	P12	
	102-13 Membership of associations	P24	
Strategy	102-14 Statement from senior decision-maker	P02-03	
	102-15 Key impacts, risks, and opportunities	P02-03,P12	
Ethics and integrity	102-16 Values, principles, standards, and norms of behavior	P06	
	102-17 Mechanisms for advice and concerns about ethics	P12	
Governance	102-18 Governance structure	P08	
	102-29 Identifying and managing economic, environmental, and social impacts	P14	
	102-30 Effectiveness of risk management processes	P12	
	102-31 Review of economic, environmental, and social topics	P14	
	102-32 Highest governance body's role in sustainability reporting	P13	
Stakeholder engagement	102-40 List of stakeholder groups	P15	
	102-42 Identifying and selecting stakeholders	P15	
	102-43 Approach to stakeholder engagement	P15	
	102-44 Key topics and concerns raised	P15	
	102-46 Defining report content and topic Boundaries	P15,P60	
	102-47 List of material topics	P15	
	102-48 Restatements of information		No restatements of information
	102-49 Changes in reporting		No significant changes
	102-50 Reporting period	P60	
	102-51 Date of most recent report	P60	
	102-52 Reporting cycle	P60	
	102-53 Contact point for questions regarding the report	P60	
	102-54 Claims of reporting in accordance with the GRI Standards	P58	
	102-55 GRI content index	P58	

Disclosure Items		Page	Note
GRI 200 Economic	GRI 103 Management Approach	P8-12,P22-29	
GRI 201 Economic Performance	201-1 Direct economic value generated and distributed	P52	
	201-3 Defined benefit plan obligations and other retirement plans	P41,P43	
GRI 203 Indirect Economic	203-2 Significant indirect economic impacts	P51	
GRI 205 Anti-corruption	GRI 103 Management Approach	P10-11	
	205-2 Communication and training about anti-corruption policies and procedures	P10-11	
	205-3 Confirmed incidents of corruption and actions taken		No corruption
GRI 206 Anti-competitive Behavior	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices		No such litigation
GRI 300 Environment	GRI 103 Management Approach	P48-49	
GRI 302 Energy	302-1 Energy consumption within the organization	P49	
GRI 303 Water	303-1 Water withdrawal by source	P49	
	303-2 Water sources significantly affected by withdrawal of water	P49	No such influence
GRI 305 Emissions	305-1 Direct (Scope 1) GHG emissions	P49	
	305-2 Energy indirect (Scope 2) GHG emissions	P49	
	305-5 Reduction of GHG emissions	P49	
	305-7 Nitrogen oxides (NOX), sulfur oxides (SOX), and other significant air emissions	P53	
GRI 306 Effluents and Waste	306-2 Waste by type and disposal method	P48	
	306-3 Significant spills		No significant spills
GRI 307 Environmental Compliance	307-1 Non-compliance with environmental laws and regulations		No violation
GRI 400 Society	GRI 103 Management Approach	P38-44,P50-51	
GRI 401 Employment	401-1 New employee hires and employee turnover	P53	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	P40-43	
GRI 404 Training and Education	404-1 Average hours of training per year per employee	P43	
	404-2 Programs for upgrading employee skills and transition assistance programs	P42-43	
GRI 405 Diversity and Equal Opportunity	GRI 103 Management Approach	P40	
	405-1 Diversity of governance bodies and employees	P40	
	405-2 Ratio of basic salary and remuneration of women to men	P41	
GRI 406 Non-discrimination	406-1 Incidents of discrimination and corrective actions taken		No discrimination
GRI 408 Child Labor	408-1 Operations and suppliers at significant risk for incidents of child labor		No such incident
GRI 409 Forced or Compulsory Labor	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		No such incident
GRI 411 Rights of Indigenous Peoples	411-1 Incidents of violations involving rights of indigenous peoples	P10	No such incident
GRI 413 Local Communities	GRI 103 Management Approach	P45,P5-51	
	413-2 Operations with significant actual and potential negative impacts on local communities		No such location of operations
GRI 414 Supplier Social Assessment	414-1 New suppliers that were screened using social criteria	P11	
GRI 417 Marketing and Labeling	417-1 Requirements for product and service information and labeling	P26	
	417-2 Incidents of non-compliance concerning product and service information and labeling		No such incident
	417-3 Incidents of non-compliance concerning marketing communications		No such incident
GRI 419 Socioeconomic Compliance	GRI 103 Management Approach	P10-12	
	419-1 Non-compliance with laws and regulations in the social and economic area		No violation

## ABOUT THIS REPORT

### Reporting Period

The time frame for the report is January 1 to December 31, 2019, though some contents may extend beyond the stated reporting period.

### Release Cycle

The report is released annually. And the first social responsibility report was released on August 22, 2019.

### Reporting Boundary

This report covers Tigermed's headquarters and subsidiaries. For the convenience of readers, "Hangzhou Tigermed Consulting Co., Ltd." is also referred to as "Tigermed", "the Company" and "we" in the report. "Hangzhou Simo Co., Ltd." is referred to as "Hangzhou Simo". "MacroStat (China) Clinical Research Co., Ltd." is referred to as "MacroStat". "Jiaxing Tigermed Data Management Co., Ltd." is referred to as "Jiaxing Tigermed". "Jiaxing Clinflash Computer Technology Co., Ltd." is referred to as "Jiaxing Clinflash". "Hangzhou Talent MedConsulting Co., Ltd." is referred to as "Talent MedConsulting". "Frontage Laboratories, Inc." is referred to as "Frontage Laboratories". "Fantastic Bioimaging Co., Ltd." is referred to as "Fantastic Bioimaging", and "Teddy Clinical Research Laboratory (Shanghai) Limited" is referred to as "Shanghai Teddy".

### Reporting Commitment

Tigermed assures that the report contains no false records, misleading information or material omission, and is responsible for the authenticity, accuracy, and integrity of its content.

### Data Sources

Data in the report is mainly from the statistical reports and official documents of Tigermed from January 1 to December 31, 2019.

### Compilation Conformance

This report is compiled in accordance with the *ISO 26000: Guidance on Social Responsibility*, the *GRI Sustainability Reporting Standards* (GRI Standards) issued by Global Sustainability Standard Board (GSSB) and the *Environmental, Social and Governance Reporting Guide* (ESG Guide) formulated by Hong Kong Stock Exchange.

### Contact Us

Corporate Social Responsibility Department, Tigermed

Email: CSR@tigermedgrp.com

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

**Note:** Tigermed's headquarters (Hangzhou) relocation is estimated to be completed by the end of August 2020. Please refer to our official website for the new address.



Scan the QR code to give feedback on the report.



# 2019 TIGERMED Sustainability Report



We print on degradable, eco-friendly recycled paper.