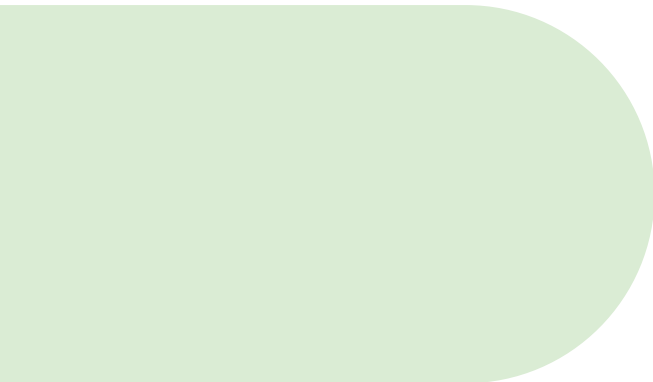




爱尔眼科
AIER EYE HOSPITAL



2025

Sustainability Report

AIER EYE HOSPITAL GROUP CO., LTD.

About the Report

Introduction

The *2025 Sustainability Report of Aier Eye Hospital Group Co., Ltd.* (also known as the *2025 Social Responsibility Report of Aier Eye Hospital Group Co., Ltd.*, hereinafter referred to as the "Report") is the 17th social responsibility report issued by Aier Eye Hospital Group Co., Ltd. Following the principle of objectivity, normativity, transparency, and comprehensiveness, the report provides a genuine and exhaustive disclosure of the Group's management strategies, practices and performances in environmental, social and governance (hereinafter referred to as "ESG") aspects and other spheres of social responsibility in 2025. The report intends to effectively communicate with all stakeholders and systematically respond to their expectations and requirements.

Reporting Period

The reporting period is from 1 January 2025 to 31 December 2025. To enhance the comparability of the report, some contents extend beyond this scope.

Release Cycle

The report is an annual report. The previous report was published in April 2025.

Reporting Scope

The report covers Aier Eye Hospital Group Co., Ltd. (hereinafter referred to as "Aier Eye Hospital," "the Group," or "we"), including its operating subsidiaries in the People's Republic of China and its branches in Hong Kong, China, the United States, Europe, and Southeast Asia.

Preparation Basis

Global Reporting Initiative (GRI Standards) issued by the Global Sustainability Standards Board (GSSB)

Self-Regulatory Guidelines No. 17 for Companies Listed on Shenzhen Stock Exchange—Sustainability Report (For Trial Implementation) (hereinafter "SZSE Guidelines")

GEM Listed Companies Self-Regulatory Guideline No. 3—Preparation of Sustainability Reports (2026 Revision)

China's National Standard - Guidance on Social Responsibility Reporting (GB/T 36001-2015)

Guidelines on Corporate Social Responsibility Reporting for Chinese Enterprises issued by the Chinese Academy of Social Science (CASS-ESG 6.0)

ISO 26000:2010 - Guidance on Social Responsibility issued by the International Standardization Organization

Data Sources

The data in the report are sourced from public data released by government departments, internal statistical reports of Aier Eye Hospital, and third-party documents and reports. Aier Eye Hospital guarantees that the report is free of any false records, misleading statement, or material omissions.

Data Specification

The data and case studies presented in this report are primarily sourced from official documents and statistical reports of Aier Eye Hospital and have been reviewed by relevant departments. Unless otherwise specified, all monetary figures in this report are denominated in Chinese Yuan (CNY).

Language

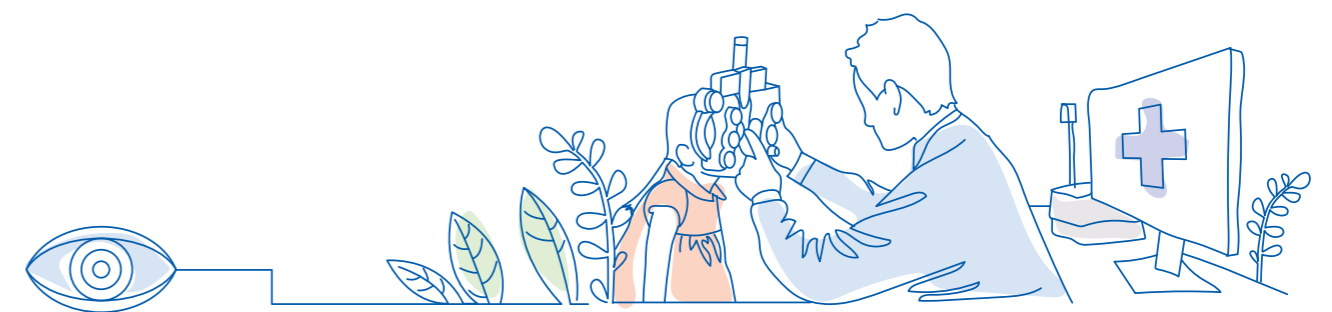
The report is published in both simplified Chinese and English. In case of any discrepancies, the simplified Chinese version shall prevail.

Statement

The report has been reviewed and approved by the Board of Directors. No false records, misleading statements, or material omissions have been identified.

Report Disclosure

The report is available in Chinese and English on the official website of Aier Eye Hospital (www.aierchina.com) for download. For any questions or suggestions regarding the report, please email us at zhengquanbu@yeah.net or call us at +86-0731-85136739.



Message from the Chairman



Looking Ahead, Forging a New Path

China's ophthalmic medical service industry has entered a major change unseen in 30 years. This can be clearly seen from the macroeconomy, demand trend, industry structure and policy orientation. Under this background, how can Aier Eye Hospital stay grounded to forge a new path, look ahead to scale greater heights, so as to bring light to more patients, contribute to Healthy China, set a benchmark for industry progress, and build momentum for its own development? Aier people around the world have forged ahead with unwavering determination through trials and tribulations, delivering solid results year after year while embracing new challenges each year.

In 2025, more eye disease patients walked out of Aier Eye Hospitals with satisfied smiles on their faces, and the company's outpatient visits exceeded 18.89 million, a year-on-year increase of 11.52%; The number of operations was 1.68 million, a year-on-year increase of 5.77%. Looking back in the spring of 2026, Aier people maintained their determination in "seeking progress while maintaining stability" and took the initiative to change in "transformation and upgrading" in

2025: the annual revenue, outpatient volume and surgical volume rose steadily, and the core healthcare quality indicators continued to improve. Achievements belong to the past. Today, I would like to talk with all Aier colleagues on a critical question: As we look ahead to the future, what path should we take?

We are in a new normal of fundamental change.

The economy is shifting from high-speed development to high-quality and steady development, and improving quality and efficiency has become the main theme; Residents' consumption trends are becoming increasingly diversified, and their expectations for medical services have been upgraded from "seeing a doctor and seeing a good doctor" to "getting a warm and dignified medical experience"; The "15th Five-Year Plan" for National Economic and Social Development has established higher standards for the regulated growth of the healthcare sector. Enhancing quality, fostering distinctive development, and advancing diversified complementarity are inevitable trends for the long-term evolution of the healthcare system.

This means that the medical service industry will bid farewell to the expansive growth of the past, and the future competition will focus more on healthcare quality, patient reputation, technological innovation and operational efficiency. We must change from "serving once" to "serving for a lifetime"—providing patients with full life cycle eye health management; From "serving one person" to "serving one family"—paying attention to the whole population and the visual needs of every family member; From the slogan of "patient-centered", it has been implemented into the concrete action of "every patient-centered". The long-term principle of the Group should be reflected in the long-term principle of each colleague; The "people-oriented" of the Group should be implemented in every hospital and every service. This not only requires the management of the Group to change its concepts and implement them in actions, but also requires every hospital manager and every front-line colleague to deeply understand and implement them.

The medical service industry needs time to precipitate to form a cumulative effect, and it can't be achieved quickly by short-term capital investment. We are fully aware of this and full of patience. That said, this is no passive waiting period. We must anchor our strategies in future industry trends, fully leverage our inherent strengths, and further enhance our proactive initiative and innovative capacity, and change from "addition" to "multiplication" and from "plane" to "three-dimensional". For example, the supply of high-quality medical services, the accumulation of massive clinical cases, the standardized operating system formed by long-term market practice, and the patient trust and brand reputation precipitated by continuous high-quality services are the "yeast" for us to build our core competitiveness in the new era. There is a huge space for development behind "National Eye Health", but this space only belongs

to those institutions with clear strategies, flexible mechanisms and strong execution. We must have a deep sense of mission and crisis, but also a sense of youth—not bloated because of large size, not conservative because of deep qualifications, dare to go to zero, dare to try new, and always keep curious about new technologies, sensitive to patients' needs, and courage to change and upgrade. Only in this way can we gain a firm foothold in the reshuffle of the industry and break the waves in the tide of the times.

Last year, I was honored to receive the title of "National Outstanding Builder of Socialism with Chinese Characteristics" jointly awarded by several central departments. This honor belongs not to me personally, it belongs to every Aier colleague. This is not only encouragement but also a driving force. For Aier people, it is essential to look beyond past achievements and focus on how much more we can accomplish and how well we can do it in the future. 17 years after listing, Aier Eye Hospital is no longer the startup company that can "move quickly in small steps and adjust as it goes". The larger the volume, the greater the impact of each decision; The heavier the responsibility, it means that every deficiency may be magnified. We are committed to upholding higher standards and embedding a spirit of excellence in every aspect of our work, thereby ensuring sustainable and healthy development.

This year, we put forward the "three-year tackle" plan, aiming to make significant strides in strengthening foundations, advancing technological innovation, driving digital and intelligent transformation, and expanding our global footprint. We should develop existing hospitals with high quality and fully release their potential: The mature hospitals should upgrade, make major breakthroughs in healthcare quality, service model, technological innovation, discipline construction, talent training, grade evaluation, etc., and become regional benchmarks; The mid-tier hospital should strengthen the medical capacity building, expand the service volume, diagnosis and treatment volume, and become the backbone of the Group's sustainable development; A large number of grassroots and newly established hospitals are positioned to closely serve the public, becoming reliable "eye health stewards" for communities. Through high-quality services, they achieve notable profitability and evolve from "potential players" into "niche leaders." According to the actual situation of each hospital, the Group and the provinces should formulate a plan of "promoting, lifting and assisting". All functional departments at the headquarters should go deep into frontline operations and provide on-site support, firmly eliminating "large enterprise syndrome," to further energize and invigorate the entire Group and truly unleash the collective strength of our "army-style" organization.

Digitalization and intelligence are important subjects for future development. We will continue to increase investment in independent R&D, transforming the vast and rapidly growing data accumulated over the years into significant new quality productivity in ophthalmology, thereby comprehensively enriching the ecosystem of "AI + Technology + Ophthalmology." Building on our extensive talent pool, profound R&D expertise, advanced facilities, and comprehensive scenario coverage, we will continue to drive industry advancement and transformation.

After more than 20 years, we have built the world's largest ophthalmic medical service. Looking ahead, we will deepen our presence in the Chinese domestic market and focus on strengthening and optimizing our existing hospitals. On this basis, we will pay more attention to overseas high-potential markets, further expand overseas incremental space, achieve a significant increase in the proportion of overseas revenue, and promote the closed loop of empowerment between the export of excellent domestic experience and the introduction of overseas advanced resources. International expansion must be grounded in the continuous broadening of a global perspective, and it must represent holistic progress in capabilities, systems, and vision.

As the "Healthy China" strategy advances, multi-tiered and widespread eye health needs—driven by myopia prevention and control, age-related eye diseases, and the growing burden of vision issues across all demographics—continue to rise. Aier Eye Hospital must align with these trends and lead through innovation. With great responsibility on our shoulders, we remain vigilant day and night. Committed to our purpose, we are confident that every endeavor will be accomplished.

Time is the best witness. The further we go and the more we experience, the more Aier people understand the weight of "responsibility" and the value of "steadiness". Improving ourselves, benefiting patients, and giving back to society—this simple belief has made us go all the way to today, and will support us to go further tomorrow.

Chairman of Aier Eye:

About Aier

Performance Highlight in 2025

Outpatient Visits and Surgeries

The number of outpatient visits reached **18.8917** million, with a year-on-year increase **11.52%**

The number of operations was **1.68** million, with a year-on-year increase **5.77%**

Healthcare Quality

The incidence of endophthalmitis after cataract surgery was **0.0124%**
(about 0.03% in Grade-A tertiary hospitals according to national data)

The incidence of endophthalmitis after vitrectomy was **0.0445%**
(about 0.05% according to domestic and international data)

The average hospital prescription qualification rate was **98.0%**; The average doctors' advice qualification rate was **99.7%**; The utilization rate of antibacterial drugs for inpatients **2.54%**
All the above indicators have reached the evaluation standards of national tertiary ophthalmic hospitals

The results of patient satisfaction survey was **99.1%**

Environment Management

Total greenhouse gas emissions were **100,210.33** tonnes of CO₂ equivalent

Total greenhouse gas emission intensity was **0.045** tonnes of CO₂ equivalent per RMB 10,000 of revenue

According to local conditions, the construction of distributed photovoltaic power generation system was promoted, and the renewable energy consumption was **39,098** KWH

The compliance rate of wastewater discharge of all branches has reached **100%**

Scientific Research Achievements

144 papers were indexed in SCI/Medline journals, and **72** papers were published in Chinese core journals/statistical source journals

139 patents granted during the year, **1,228** patents accumulated

Employee Growth

Employee training coverage rate reached **100%**, and the total training hours amounted to **852,636**

42% of female executives at Deputy Director level or above in the Group

Compliance Governance

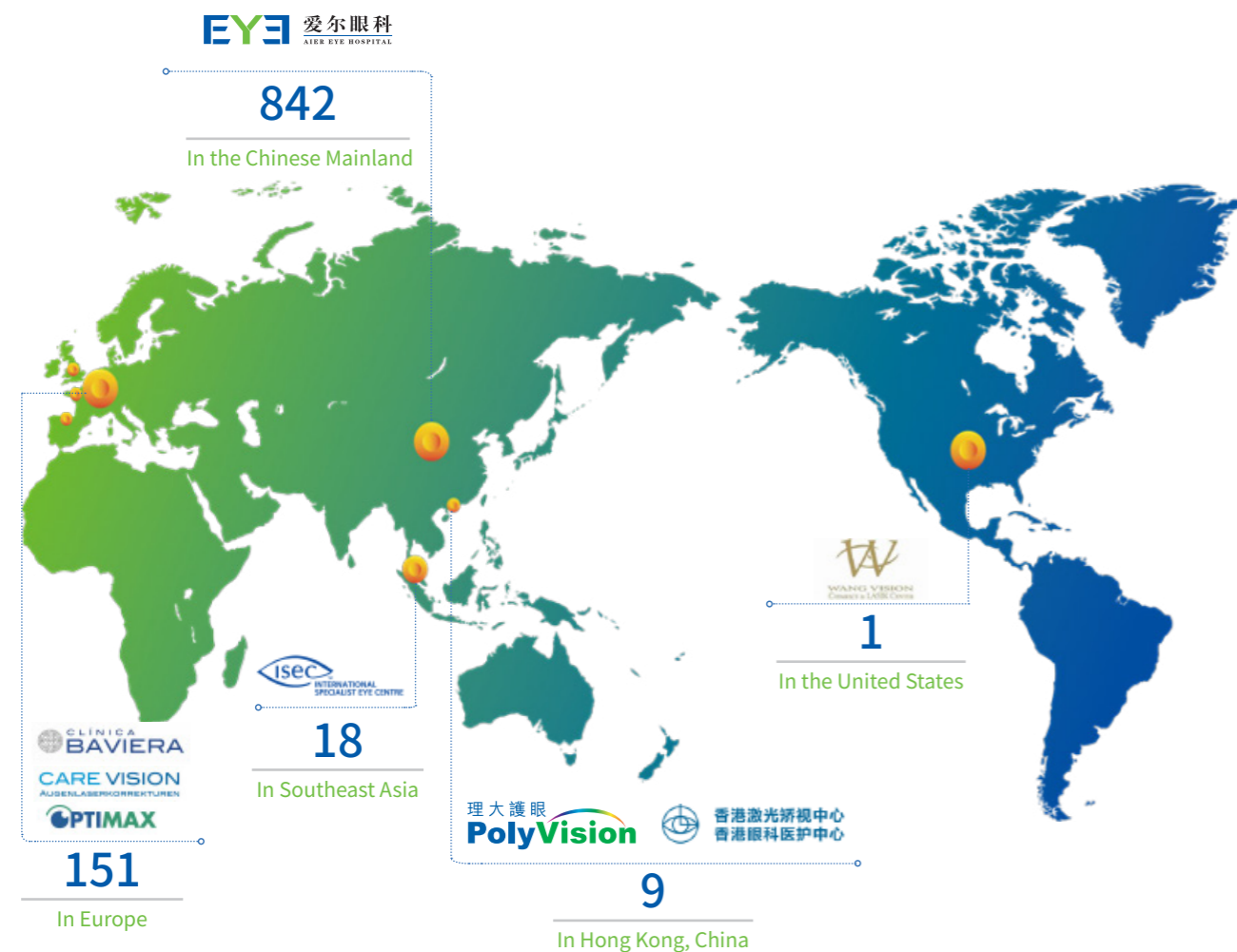
The cash dividend distribution reached RMB **1,670** million in 2025

The Group paid tax of RMB **1,005** million in 2025 and has been rated as **class-A** taxpayer by the State Taxation Administration for many consecutive years

Company Profile

Basic Information

Aier Eye Hospital, established in 2003, has a vast medical presence in Asia, Europe, and North America. Aier Eye Hospital was listed in 2009 on the Shenzhen Stock Exchange (stock code: 300015), and its branches in Europe and Southeast Asia were listed in Madrid, Spain (CBAV.MC) and Singapore (SGX:40T), respectively. As of December 31, 2025, there were 1,021 eye hospitals, eye centers and clinics under Aier Eye brand globally. Among them, there were 842 in the Chinese mainland (including 663 under the Group and 179 under M&A Funds), 9 in Hong Kong, China, 1 in the United States, 151 in Europe, and 18 in Southeast Asia.



* The logos in the picture are medical institutions of Aier Eye at home and abroad

Business Layout

Aier Eye Hospital is the world's largest ophthalmic medical group. As a specialized chain of ophthalmic medical institutions, the Group is primarily engaged in the diagnosis and treatment of various eye diseases, surgical services, and medical optometry with optical services, committed to providing comprehensive, multi-tiered ophthalmic care for diverse patient groups. Key medical services include but are not limited to:

Refractive Surgery

Refractive surgery corrects refractive errors (e.g., myopia, hyperopia, astigmatism) and is categorized by surgical site into corneal refractive surgery, intraocular refractive surgery, and scleral refractive surgery. Aier Eye Hospital has developed a customized refractive surgery portfolio tailored to patients' conditions and needs, including: ICL (Implantable Collamer Lens) Surgery, SMILE (Small Incision Lenticule Extraction) Surgery, Precision LASIK (Personalized Femtosecond Surgery), TransPRK (Transepithelial Photorefractive Keratectomy) Surgery, Presbyopia-Correcting Surgery. With these five core technologies, Aier Eye Hospital has maintained China's highest annual volume of myopia surgeries for consecutive years.

Optometry

Non-surgical correction for refractive errors, including myopia, hyperopia, presbyopia, and astigmatism. Aier Eye Hospital has introduced the "5P Myopia Prevention and Control Model," offering children and adolescents a comprehensive, personalized diagnosis and treatment solution that integrates "prevention archiving, scientific prediction, intervention control, and public education". For broader refractive error populations, Aier Eye Hospital delivers binocular vision function-based comprehensive vision solutions, aligning with international advanced concepts and treatment methods, and gradually enhancing technical advantages and social recognition.

Cataract

Cataract is one of the most common blinding eye diseases globally, and surgery is the primary treatment method. Aier Eye Hospital's cataract project continuously upgrades the service quality, keeps pace with the international cutting-edge refractive cataract diagnosis and treatment technology, and customizes personalized treatment plans based on individual eyes. It has established a high-quality technical service brand image. The mid-to-high-end surgical methods maintain a good development trend. While meeting the diversified needs of patients, it continuously increases the added value of services.

Cornea and Ocular Surface

Aier Eye Hospital is one of the pioneers in China in performing complex corneal transplantation, pterygium, and corneal cross-linking surgeries. The Group continues to advance in clinical training, talent echelon building, scientific research, academic activities, and application of new technologies. It was the first in China to carry out femtosecond laser-assisted corneal transplantation and Descemet's membrane endothelial keratoplasty without posterior lamellar removal. It has also developed and introduced the "modified Perfect pterygium triple surgery" (Jingzhi®). In terms of outpatient and surgical volume for corneal and ocular surface diseases, it ranks among the top in China.

- Eye Bank: To alleviate the shortage of corneas for transplantation, Aier Eye Hospital has actively built eye banks and expanded corneal donation programs. By the end of 2025, 9 Aier Eye Hospital Banks had been established, along with over 60 corneal donation reception stations, providing a solid foundation for corneal transplant surgeries. It was also the first in China to launch a public welfare project for corneal transplantation, offering surgical assistance to economically disadvantaged corneal-blind patients and training grassroots doctors in the diagnosis and treatment of corneal blindness through expert tours.

Retina & Vitreous Diseases

Retina & vitreous diseases mainly refer to lesions in the retina, choroid, optic nerve, and vitreous body, including inflammation, vascular changes, degenerative alterations, and congenital abnormalities. Common retina & vitreous diseases include diabetic retinopathy, macular degeneration, high-myopiarelated retinopathy, retinal detachment, and floaters. Aier Eye Hospital has specifically established specialized clinics such as the Diabetic Eye Disease Clinic, Diabetic Eye Disease Patient Management Clinic, High Myopia Retina & Vitreous Diseases / Multidisciplinary Joint Clinic, Uveitis Clinic, Macular Disease Clinic, Floater Clinic, and Neuro - Ophthalmology Clinic, as well as an intravitreal injection center, to provide precise treatment plans and exclusive service processes for patients.

Glaucoma

Glaucoma is the leading cause of irreversible blindness globally. It is primarily caused by relatively or absolutely elevated intraocular pressure, which exceeds the tolerance of the optic nerve, resulting in optic nerve damage and visual field defects. The treatment principle is to lower the patient's intraocular pressure. Aier Eye Hospital has introduced new international-level glaucoma treatment technologies and established a glaucoma difficult-case diagnosis and treatment base. It is committed to building a unique glaucoma chronic disease management medical consortium, which integrates the management of difficult-case admissions, medical resource allocation, and clinical training and teaching to meet patients' needs as much as possible.

Strabismic and Amblyopia

Strabismic and amblyopia refer to vision below the normal level that cannot be corrected to normal vision in the absence of obvious ocular pathology. The treatment outcomes are closely related to the patient's age, the severity of amblyopia, and the timeliness of treatment. Treatment methods include refractive correction, occlusion therapy, visual training, pharmacological treatment, and surgical intervention. Aier Eye Hospital has a professional technical team composed of experienced experts who can accurately diagnose strabismus and amblyopia and develop personalized treatment plans based on the patient's specific conditions.

Nystagmus

Nystagmus is an involuntary, rhythmic, oscillating eye movement, often caused by diseases of the visual system, extraocular muscles, inner ear labyrinth, and central nervous system. Aier Eye Hospital has established a Visual Rehabilitation Research Institute led by a renowned professor, conducting related difficult-eye-disease big-data management and scientific research and innovation. It has also set up the first "Nystagmus and Visual Rehabilitation International Diagnosis and Treatment Center" in Hunan, carrying out clinical work in the direction of nystagmus, pediatric strabismus and amblyopia, congenital cataracts, and congenital myopia.

Lacrimal Diseases

Lacrimal diseases disorders are common in ophthalmology, mainly including lacrimal duct obstruction, dacryocystitis, and canaliculus stenosis. Aier Eye Hospital provides comprehensive and professional medical services for the diagnosis and treatment of lacrimal diseases. With advanced treatment technologies, a professional medical team, rich academic exchanges, and patient education, it offers high-quality medical experiences and effective treatment plans for patients with lacrimal diseases.

Orbital Diseases

Orbital diseases are lesions occurring in the orbital tissues, divided into inflammation, tumors, trauma, congenital diseases, metabolic and endocrine diseases, and parasitic diseases. Aier Eye Hospital has a top-notch team of experts who have developed six core technologies in clinical practice: ophthalmic imaging diagnosis technology, personalized precise decompression for thyroid-related eye disease (TAO), comprehensive diagnosis and treatment of orbital malignant tumors, 3D-printed repair technology for orbital fractures, comprehensive diagnosis and treatment of ocular tumors and orbital diseases, and navigation-assisted endoscopic optic nerve decompression. The Group has organized or participated in the formulation of several domestic diagnostic standards, treatment norms, and guidelines for orbital and ocular tumors, and ophthalmic imaging, and has strong clinical research capabilities to tackle difficult orbital diseases.

Specialized Outpatient Clinics

Dry Eye Diagnosis and Treatment Clinic

Aier Eye Hospital was one of the pioneers in China to establish a dry eye clinic. Many renowned professors from the Group have participated in the formulation of several national expert consensus on dry eye. The Group has applied advanced technologies such as ocular surface analyzers, intense pulsed light (IPL), and thermodynamic pulsation in the specialized diagnosis and treatment of dry eye. It has also developed and introduced more than ten dry eye treatment solutions, including RouRun® Dry Eye SPA, GuangRun® Dry Eye IPL treatment, and JianRun® Thermodynamic Pulsation treatment. Aier Eye Hospital is committed to building a comprehensive prevention and control system for dry eye as a chronic disease, bringing better diagnosis and treatment experiences to patients.

Myopia Prevention and Control Clinic for Adolescents

Aier Eye Hospital has proposed the "5P Myopia Prevention and Control Model". It will fully rely on the advantages of its disciplinary experts, diagnostic and treatment technologies, and services. The hospital is committed to providing children and adolescents with a one-stop personalized treatment plan for myopia that includes "prevention archiving, scientific prediction, intervention control, and public education". It aims to safeguard the bright future of children and adolescents from multiple dimensions and in an all-round way.

Presbyopic Correcting Cataract Clinic

Aier Eye Hospital has opened Presbyopic Correcting Cataract Clinics in many of its hospitals. The clinics aim to further promote precise medical treatment and diagnosis. While saving patients' time and cost of seeking medical care, the clinics fully utilize Aier Eye Hospital's strengths in ophthalmology disciplines, technologies, experts, and its multinational chain. Based on the "3 major solutions and 5 safeguard systems", the clinics take into account each patient's different adaptation conditions and personalized diagnostic and treatment needs to provide more precise medical services.

Diabetic Eye Disease Clinic

Aier Eye Hospital has established a specialized clinic for diabetic eye diseases, aiming to build a four-tier defense system for eye health, namely "early prevention, early detection, early diagnosis, and early treatment", for diabetic patients. Combined with Aier Eye Hospital's tiered diagnosis and treatment system and tele-medical platform, it provides scientific diagnostic and treatment plans for diabetic patients and implements lifelong dynamic eye health monitoring to reduce the risk of blindness.

Presbyopia Correction Multidisciplinary Team (MDT) Clinic

An important upgrade in comprehensive eye health practice, the MDT Clinic addresses the growing vision improvement needs of presbyopia (age-related farsightedness) patients amid an aging population. Many of these patients also present with conditions such as myopia, cataracts, glaucoma, retina & vitreous diseases, or even systemic health issues. Traditional "single-specialty diagnosis and treatment" models struggle to achieve precise and comprehensive vision quality enhancement. To address this challenge, Aier Eye Hospital has established a MDT Unit, launching "Presbyopia Correction MDT Clinics" in over 30 hospitals nationwide. By breaking down disciplinary barriers and integrating expertise from multiple specialties, the clinics provide a true "one-stop" solution for complex visual problems.

Intravitreal Injection Center

Given the characteristic of intravitreal injection that requires multiple treatments, the center focuses on the core value of "completing the diagnosis and treatment process in one visit, a one-stop diagnostic and treatment plan, and lifelong eye health protection". It provides patients with a fast-track diagnostic and treatment process. Meanwhile, through follow-up reminders and appointments for re-examination and re-visit, it helps patients achieve standardized treatment.

Floater Clinic

Floaters are a very common type of retina & vitreous diseases that severely affects patients' visual quality. Some Aier Eye Hospitals have opened floater clinics, positioning themselves as "guardians of high-quality visual life" and providing patients with systematic solutions for floaters.

Macular Disease Clinic

Macular degeneration is a type of retina & vitreous diseases that severely affects patients' central vision and visual function, with a high risk of blindness. The macular disease clinic of Aier Eye Hospital integrates cutting-edge examination, diagnosis, laser, and surgical core medical resources to safeguard the vision of patients with macular diseases.

Uveitis Clinic

Uveitis is one of the difficult-to-treat diseases in ophthalmology. Based on a high-level medical team and advanced ophthalmic examination and laboratory techniques, Aier Eye Hospital has opened a uveitis clinic. It provides precise diagnosis and personalized treatment plans, as well as a comprehensive service model including rehabilitation and prevention guidance, to reduce the recurrence and harm of the disease.

Neuro-Ophthalmology Clinic

Some Aier Eye Hospitals have opened neuro-ophthalmology clinics, covering a wide range of optic nerve diseases such as hereditary optic neuropathies, optic neuritis, ischemic optic neuropathies, optic nerve contusion, toxic optic neuropathies, and optic nerve tumors. These clinics provide comprehensive diagnostic and treatment services for patients with optic nerve diseases.

High Myopia Retina & Vitreous Diseases Clinic

Patients with high myopia are at high risk of blindness. Aier Eye Hospital has established specialized clinics for high myopia retina & vitreous diseases in many hospitals and has built a multidisciplinary joint diagnosis and treatment mechanism covering retina & vitreous diseases, glaucoma, cataracts, corneal diseases, refractive surgery, optometry, pediatric ophthalmology, etc. This mechanism helps patients with high myopia to treat a series of problems caused by pathological changes in the eyes and prevents blindness due to high myopia.

Scleral Lens Technology Diagnosis and Treatment Clinic

Scleral lenses are large-diameter rigid gas-permeable contact lenses. The fitting process is complex, difficult, and time-consuming, and it demands high-level skills from doctors and optometrists. As one of the first professional ophthalmic medical institutions in China to conduct scleral lens fitting, Aier Eye Hospital specializes in providing optical correction solutions for difficult cases such as high myopia, high astigmatism, moderate-to-severe keratoconus, complications after refractive surgery, irregular astigmatism after ocular trauma, after corneal transplantation, and moderate-to-severe dry eye. It continues to lead the clinical standards and technological innovation in this field.

Thyroid-Associated Ophthalmopathy Clinic

Thyroid-associated ophthalmopathy (TAO) is the most common orbital disease in adults, with typical manifestations including eyelid retraction, exophthalmos, and diplopia. In recent years, the incidence of thyroid-associated ophthalmopathy has been increasing year by year. Aier Eye Hospital has actively explored this area and formed a master's and doctoral medical team composed of multiple experts. The hospital is a major participant in the formulation of diagnostic and treatment guidelines for TAO. It has carried out high-difficulty surgeries such as orbital decompression combined with corneal transplantation and continues to provide patients with standardized management throughout the entire cycle of prevention, diagnosis, treatment, and rehabilitation. Aier Eye Hospital aims to create a "one-stop" high-quality diagnosis and treatment service for TAO.

Ecological Strategy

With the growing strategic value of our "Eye Healthcare Ecosystem", we make sustained efforts in six dimensions, namely hierarchical chain, intra-city network, digital ophthalmology, education and technology, globalization, and sustainable public welfare. By doing so, Aier aims to promote holistic development and become the world's leading innovative eye healthcare service group.

Hierarchical Chain

To address the "difficulty in accessing medical care" situation caused by the asymmetric allocation between the population center of gravity and resource supply, Aier Eye Hospital has explored and established a hierarchical chain mode, covering "flagship hospitals in central cities, hospitals in provincial capital cities, hospitals in prefecture-level cities, and hospitals in county-level cities". In this mode, hospitals of higher level could support those of lower level with medical technologies, while hospitals of lower level could transfer patients suffering intractable diseases to higher-level hospitals. We strive to cover more cities and counties in China and provide more patients with high-quality and affordable eye health services.

"1+8+N" strategy

Aier Eye will fully promote the "1+8+N" strategy: 1 world-class eye hospital, 8 national and regional eye medicine centers, N provincial first-class eye hospitals and N city leading eye hospitals, effectively serve the majority of eye disease patients, improve China's overall ophthalmic medical technology capabilities, catch up with the world's advanced level. Aier Eye Hospital strive for every hospital to establish a good reputation of patients, maintain a continuous and stable level of business, in the course of development, slowly become the infrastructure of urban services, urban medical supporting hardware, urban history of the famous landmark.

Intra-City Network

As an active practitioner of the "Healthy China" strategy, to achieve hierarchical diagnosis and treatment, make hospital visits more orderly, and bring convenience to patients, Aier Eye Hospital has established an Intra-City Network Ecology, which takes ophthalmic hospitals as the technology hub, ophthalmic (optometry) clinics as the main body, and Aier Eye E-stations as the extensions. Through standardized diagnosis and treatment procedures, intelligent referral platforms, and an expert on-site diagnosis mechanism, it achieves the precise downward distribution of high-quality medical resources, optimizes the allocation of regional medical resources, further improves the efficiency of diagnosis and treatment, and enhances the patients' medical service experience.

Digital Ophthalmology

Placing considerable value on precision medicine, Aier Eye Hospital has made full use of digital intelligence technology to develop digital products and encourage interdisciplinary integration, striving for breakthroughs in medical technology, management efficiency, and innovative scientific research. Through the construction of the data center, we strengthen the practical application, research and development optimization, as well as the delivery and operation and maintenance of various types of data, improve the digital application level of key hospitals in the region, and promote the full regional coverage of the medical cloud platform system. By launching the Aier digital human "Eyecho" equipped with AierGPT, a large-scale model independently developed in the field of ophthalmology, we accelerate the implementation of digital scenarios, enhance the application of AI intelligent diagnosis, launch the federated learning platform, and improve the capabilities of digital ophthalmology. We comprehensively create an intelligent medical service network, establish new standards for digital ophthalmology, and promote the construction of an eye health service system covering the entire population and the entire life cycle.

Education and Technology

Scientific research, innovation and talent cultivation are the foundation of long-term development. We develop comprehensive education and training systems through independent school operation, school-enterprise cooperation, and establishment or co-establishment of training centers. By setting our sights on clinical applications and major scientific problems in ophthalmology and visual science, we have made coordinated efforts to accelerate the layout of scientific research and set up a "multi-location" ophthalmology research system, achieving breakthroughs. Relying on the model of "platform + project + talent", we continue to speed up the development and research of cutting-edge technologies, common industry technologies and clinical practical techniques, so as to create a closed loop of "clinic, research, incubation, conversion", thereby contributing our wisdom and strength to the evolution of ophthalmology and visual science in China.

Aier Eye Hospital has reached strategic partnerships with many well-known universities and colleges in hospital co-construction, talent and teacher cultivation, and scientific research, in the hope of setting an exemplary model of a "renowned university + prestigious enterprise". Meanwhile, we constantly promote the construction of talent introduction and cultivation system, work out a talent supply chain plan for meeting development needs, and develop a diversified training and teaching mechanism, to guarantee talent supply for our development and provide more excellent ophthalmology talents for the society.

Based on the above, Aier Eye Hospital has been constantly building an all-dimension scientific research platform. As of the end of 2025, we had achieved a clinic-teaching scientific research-integrated innovation pattern nationwide, consisting of "multiple hospitals/schools", "multiple institutes", "four stations", "five bases", "seven centers", "one platform". Making use of rich clinic resources, and connecting the academic education, scientific research, physician training, and clinical practices, we have truly transformed the research fruits into treatment approaches and teaching cases, and thereby improve the clinical service quality.

Globalization

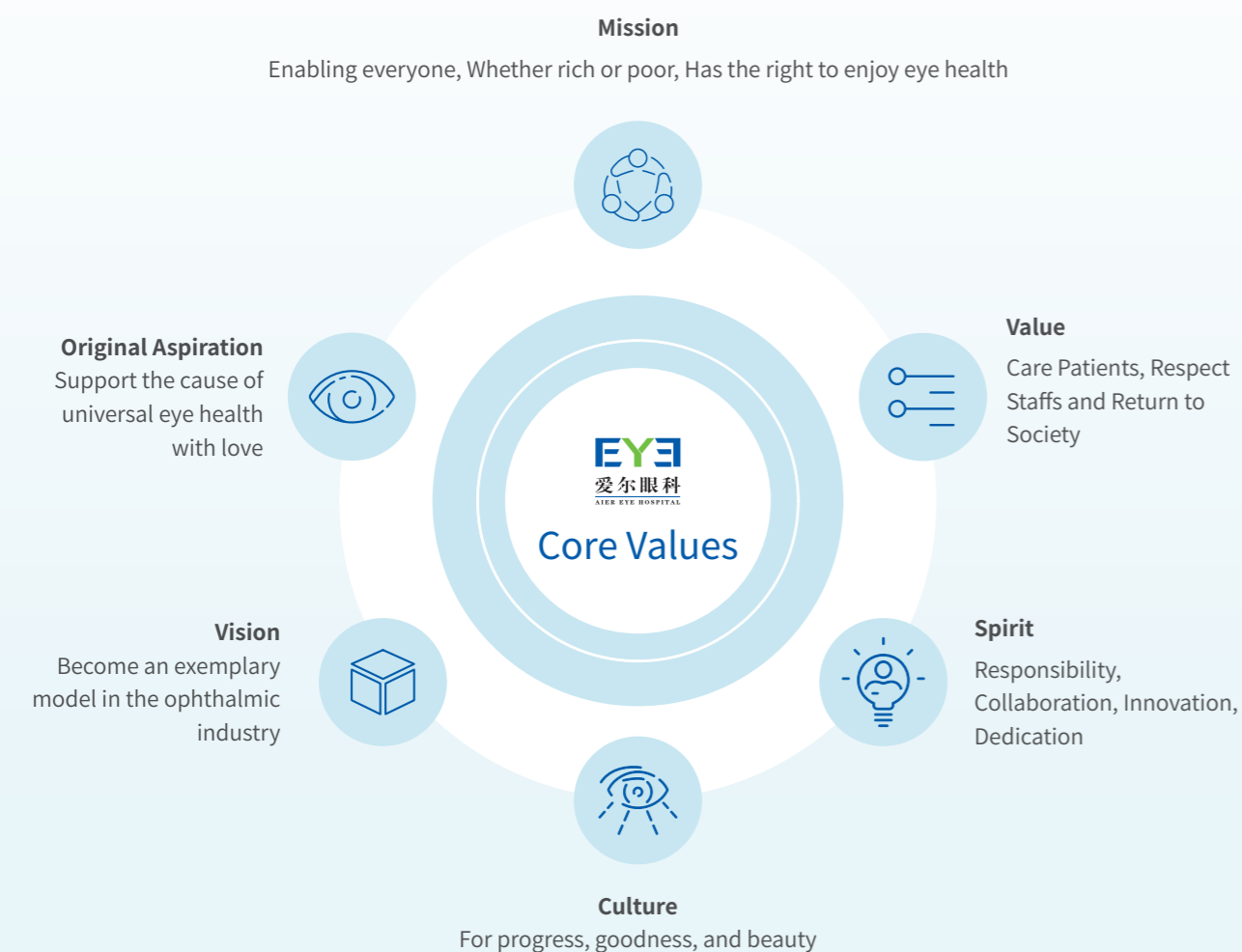
While concentrating on the Chinese market, Aier Eye Hospital is trying to strike a balance whereby domestic and overseas markets reinforce each other. Aier Eye Hospital has been steadily implementing its globalization strategy to learn high-end medical service models and concepts, cutting-edge and leading diagnosis and treatment technologies as well as management experiences. It has acquired and merged with leading ophthalmic institutions such as Hong Kong Asia Medical, Wang Vision Institute in the United States, Clínica Baviera.S.A in Europe, ISEC Healthcare Ltd in Southeast Asia and Optimax Eye Care Group in UK. Also, we have introduced globally leading technical equipment, built a sharing platform for the world's ophthalmic doctors and scientists, and carried out comprehensive strategic cooperation with well-known ophthalmology and vision science institutions in the world. We have also established research and incubation platforms for technological innovation in many countries and regions, such as Europe and North America, in order to achieve two-way empowerment in medical technology, education and training, scientific research and other dimensions. All these are anticipated to promote the popularization and application of international advanced technologies in China, strengthen, broaden and deepen our goal of "share global ophthalmic wisdom", constantly broaden Chinese path of ophthalmic innovation and development, advance the development and progress of human ophthalmology and visual science, and ultimately demonstrate the international influence of Chinese medical brands.

Sustainable Public Welfare

Taking on its social responsibility actively, Aier Eye Hospital seeks to strike a harmonious balance between fulfilling social responsibility and achieving better development. In the Chinese medical field, it has pioneered a sustainable "cross-subsidy" public welfare model, effectively helping economically disadvantaged patients with eye diseases. Eye health education knowledge is popularized at the grassroots level, and the "Healthy China" strategy is truly implemented through ophthalmic medical services. Moreover, international ophthalmic aid is continuously carried out, offering medical assistance and technical training to developing countries and regions, thus boosting the progress of local ophthalmic medical standards. Meanwhile, closely following the company's strategic plan for sustainable development, we strengthen cooperation on public welfare projects. We collaborate with the Eye Care Foundation to increase the intensity of charitable medical assistance; and work with the Xiangjiang Philanthropy Foundation to continuously enhance the educational and research levels in ophthalmology and visual science. By doing so, we aim to continuously expand our public welfare influence and project a positive public welfare image in China's ophthalmic medical industry.

Corporate Culture

Aier Eye Hospital promotes the development of human eye health business with love. In line with national policies and industry development trends, the Group adheres to the team medical spirit of responsibility, collaboration, innovation, and dedication, practices long-termism, gathers and shares global ophthalmic wisdom, integrates various resources, and moves forward together with ophthalmic peers and partners. We continuously improve the level of medical technology and innovates the medical service model to effectively meet the diverse needs of patients, enabling everyone, whether rich or poor, has the right to eye health. At the same time, the Group also keeps making progress in its own discipline construction, digital and intelligent medical care, talent development, innovative management, patient care, employee respect, social contribution and other aspects, striving to become a benchmark force leading the development of the ophthalmic industry.



Awards and Recognitions



Bang Chen, Chairman, Honored as "Outstanding Builder of Socialist Socialism with Chinese Characteristics"

In 2025, Aier Eye hospital continued to improve its medical services, participated in social welfare activities, assumed social responsibility, and won numerous governmental commendations and awards as well as recognition and positive evaluations from government departments, the industry and the public in the areas of medical services, public welfare and charity, discipline construction, health science and technology, scientific and technological innovation, grass-roots party building. There are 369 awards and honors issued by government departments, about 85 honors for medical services, 91 honors for medical technology and professional competitions, 44 honors for discipline construction, 93 honors for health popularization and technological innovation, 56 honors for grass-roots party building, 262 person-times were newly appointed to positions in industry societies/associations, the National People's Congress, the Chinese People's Political Consultative Conference and other relevant social organizations. Also, 268 awards (recognitions) were received from various social organizations and 2,073 banners, thank-you letters, paintings, plaques, etc. were received from patients.

Honor/Award Name	Award - granting Organization
Bang Chen, Chairman, Honored as "Outstanding Builder of Socialist Socialism with Chinese Characteristics"	United Front Work Department of the CPC Central Committee, Ministry of Industry and Information Technology, Ministry of Human Resources and Social Security, State Administration for Market Regulation, All-China Federation of Industry and Commerce
China's Top 500 New Economy Enterprises	China Enterprise Evaluation Association
Consumer Satisfaction Special · Medical Industry Consumer Satisfaction Enterprise	National Standardization Administration
China's Top 500 Service Enterprises	China Enterprise Confederation, China Enterprise Directors Association
2025 Top 500 Digital Economy Enterprises	China Enterprise Evaluation Association, China Academy of Information and Communications Technology
Bang Chen, Chairman, Elected Vice President of China Guangcai Foundation for Social Progress	China Guangcai Foundation for Social Progress
2025 Listed Company Sustainability Best Practice, Board of Directors Best Practice, Board Office Best Practice, 5A- level Evaluation of the Performance of the Secretary of the Board of Directors ¹ , Internal Control Best Practice, Cash Dividend List	China Association for Public Companies
2024 Investor Relations Management Best Practice, Annual Results Briefing Best Practice	
Tianma Award for Listed Company Investor Relations Management, Innovation Practice Award	Securities Times
Hunan Provincial Science Popularization Base "Excellent" Rating	Hunan Provincial Department of Science and Technology
2024-2025 Information Disclosure Rating A ²	Shenzhen Stock Exchange
2025 China Listed Company Yinghua Award · A-Share ESG Demonstration Case	China Fund News
"AierGPT and Aier Digital Human" 2025 Best Demonstration Award	ICCSE & ICAA
2025 People's Corporate Social Responsibility Forum · Rural Revitalization Case	People's Daily Online

¹ 5A - level Evaluation of the Performance of the Secretary of the Board of Directors for 4 consecutive years

² For 10 consecutive years and is the 13th time to receive it

* The above list does not include subsidiary awards



















Sustainability Management

Aier Eye Hospital adheres to the lofty mission of "Enabling everyone, whether rich or poor, has the right to enjoy eye health", actively promotes the "1+8+N" strategy, makes every effort to build a "world-class ophthalmic medical center", and is committed to realizing the unity of commercial value and social value.

Aier's Sustainable Development Goals


Aier Eye Hospital has deeply integrated the practice of social responsibility into its corporate strategy. On the basis of providing professional ophthalmic medical services, it actively undertakes corporate citizenship responsibility and is committed to creating social shared value. Taking the United Nations Sustainable Development Goals (SDGs) as the framework, we continue to improve services, promote innovation, care for employees and protect the environment, and jointly promote the process of sustainable development through collaboration with various stakeholders to achieve long-term and inclusive value creation. The following are our sustainable development goals and practical directions:

Our Directions	Materiality Issues Involved	Our Actions	Major Contributions to the SDGs
Adhering to the Origin of Medical Care and Protect the Bright Vision	Product Safety and Quality	<ul style="list-style-type: none"> Formulate technical specifications and quality control standards for key medical service projects, build a standardized system, promote the standardization of operation and quality control, and ensure the safety of diagnosis and treatment and service quality Establish a three-tier quality and safety supervision mechanism of "Group-Province-Hospital", and regularly carry out healthcare quality and safety supervision in hospitals Regularly organize all employees to carry out healthcare quality and safety training, and build a hierarchical and multi-dimensional quality and safety training system Certified under the ISO 9001 Quality Management System 	   
	Excellent Medical Services	<ul style="list-style-type: none"> Continue to iterate the construction of service standards and refine the service quality requirements of different patient groups Upgrade the digital service platform to provide patients with convenient, personalized and accurate diagnosis and treatment services Improve the supervision mechanism of normalized medical services to ensure standardized procedures and stable quality Build a systematic service training system to strengthen the two-way improvement of service ability and awareness Broaden and optimize patient communication channels and improve feedback response mechanism to improve service adaptability 	   
	Compliant Publicity	<ul style="list-style-type: none"> Establish a compliant content management mechanism covering pre-release review and post-release archiving, and ensure that the whole process of publicity and education complies with regulatory requirements through regular audits Organize employees to receive special training on compliant publicity, improve compliance publicity and education capabilities, effectively safeguard patients' rights and interests, and create a professional and credible service image 	   
	Patient Rights and Health Education	<ul style="list-style-type: none"> Improve the multi-departmental dispute handling process and establish a closed-loop feedback mechanism to ensure effective resolution of patient problems Optimize patient opinion collection and analysis mechanism, and incorporate its system into service optimization and product upgrade Carry out popular science publicity on eye health knowledge on a regular basis to enhance the public's cognition and protection ability of eye health 	   

Our Directions	Materiality Issues Involved	Our Actions	Major Contributions to the SDGs
Adhering to the Origin of Medical Care and Protect the Bright Vision	Data Security and Customer Privacy Protection	<ul style="list-style-type: none"> Set up a special information security leading group to formulate and promote the implementation of the Company's overall information security strategy Perform regular information security audits covering internal and external environments to identify risks and ensure continuous compliance Formulate and continuously improve the <i>Privacy Policy</i>, and effectively protect users' right to know and control their personal information through comprehensive measures combining active defense and emergency response 	   
	Responsible Supply Chain Management	<ul style="list-style-type: none"> Establish a supplier full-process management system covering entry, evaluation and exit, and improve its life cycle monitoring and audit mechanism Incorporate ESG standards into the supplier evaluation and management system, perform internal audits on suppliers on a regular basis, ensure the continuous compliance of their qualifications and products supplied, and build a sustainable supply chain Establish a communication mechanism with suppliers, hold supplier exchange activities from time to time, share resources and knowledge, and deepen cooperative relationships 	  
	Equal Treatment of Small and Medium-Sized Enterprises	<ul style="list-style-type: none"> Adhering to the principle of fairness and justice, we will provide equal opportunities for small and medium-sized enterprises in terms of policy support, resource allocation and market access, and jointly build a healthy competitive environment Ensure equitable treatment of SMEs in the value chain and support their sustainable development by building open and transparent cooperation mechanisms 	
Consolidate the Foundation of Discipline and Gather the Fountain of Wisdom	Innovation-Driven	<ul style="list-style-type: none"> Build a Medicine-Education-Research Integrated Platform encompassing "multiple hospitals/schools", "multiple institutes", "four stations", "seven centers", "five bases", "two platforms" and "one laboratory" Continuously improve the scientific research management system and scientific research incentive mechanism Set up 16 professional academic teams to cultivate scientific research and innovation talents Accelerate the clinical transformation of scientific research results, independently develop a variety of applications, and continuously improve the quality of medical services Comprehensively promote the construction of "Aier AI Smart Hospital", promote the deep integration of artificial intelligence technology and ophthalmic diagnosis and treatment scenarios, and realize intelligent closed-loop management of the whole process of eye health services Continuously expand the research breadth and exploration depth in the frontier fields of ophthalmology, and provide research support for clinical diagnosis and treatment 	    
	Protection of Intellectual Property Rights	<ul style="list-style-type: none"> Improve the intellectual property management system and strengthen the whole process management of scientific research achievements such as patents and copyrights Strengthen intellectual property training and scientific research information management to ensure accurate and safe attribution of achievements 	 
	Ethics of Science and Technology	<ul style="list-style-type: none"> Strictly implement the ethical norms of science and technology, improve the ethical organization system and the ethical review mechanism of the whole process Continuously carry out internal and external training to improve the level of ethical review and management ability Pay attention to the construction of scientific research integrity and academic style, and take multiple measures to build a clean and upright academic ecology 	 
	Industry Cooperation and Development	<ul style="list-style-type: none"> Continue to deepen cooperation with universities, scientific research institutions and industry organizations to promote medical research collaboration and achievement sharing Actively build a high-level academic exchange platform to promote the dissemination of cutting-edge technologies, clinical experience and research results Participate in the formulation of industry standards, expert consensus and diagnosis and treatment specifications, and help the standardized development of the industry 	
	Healthcare Accessibility	<ul style="list-style-type: none"> Continuously promote the sinking of service networks, optimize the allocation of regional medical resources, and improve the accessibility of primary ophthalmology services Deepen the construction of telemedicine, medical consortium and hierarchical diagnosis and treatment, and promote cross-regional sharing of high-quality medical resources Innovate shared diagnosis and treatment, reduce the burden of patients' medical treatment, and improve the coverage of high-quality ophthalmology services 	

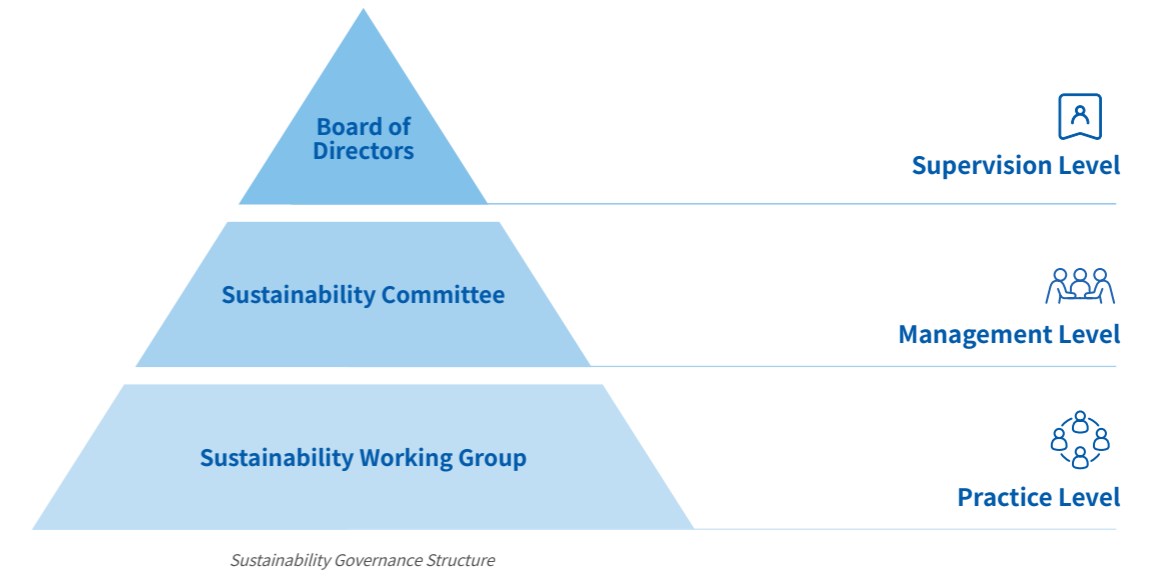
Our Directions	Materiality Issues Involved	Our Actions	Major Contributions to the SDGs
Transmitting Bright Warmth and Taking Social Responsibility	Social Contributions	<ul style="list-style-type: none"> Focusing on four major aspects: supporting rural revitalization, promoting eye health public welfare projects, building a global health community, and encouraging employee volunteer activities, we effectively served patients with difficulties and actively fulfilled our social resp 	
	Rural Revitalization	<ul style="list-style-type: none"> Incorporate the improvement of rural eye health service level into the strategic plan, clearly aim to achieve the homogenization of urban and rural medical care, and continue to promote the sinking of service network Fully integrate the "cross-subsidy" public welfare model and the advantages of "graded chain" operation, and build a "county, township and village" three-level eye health public health service system with upper and lower linkage, interoperability and sharing 	
	Compliant Employment	<ul style="list-style-type: none"> Strictly abide by labor law and other laws and regulations, and clearly regulate the whole process management of human resources Adhere to compliant employment, take "fairness, justice and openness" as the core principle of recruitment, and engage in multi-channel joint recruitment to attract professional talents 	
Planting Fertile Ground for Growth and Cultivating Talent Forest	Employee Rights and Benefits	<ul style="list-style-type: none"> Place a high priority on ensuring equal opportunities for professional development for female employees, who make up 78% of our workforce. Respect the right of employees to freedom of association, conduct collective bargaining meetings on demand, and sign the <i>Collective Wage Bargaining Agreement</i> Continuously improve the remuneration incentive mechanism and build a diversified non-remuneration welfare system 	
	Diversity, Equality and Inclusion	<ul style="list-style-type: none"> Adhere to the principles of diversity, equality and inclusion, hold zero tolerance towards any form of discrimination, and seriously investigate and deal with all kinds of discrimination and harassment Develop human rights due diligence systems and procedures to systematically identify human rights risks and promote actions to mitigate them 	
	Employee Training and Development	<ul style="list-style-type: none"> Carry out leadership and skills training for employees at different stages of career development, covering 100% of employees Rely on the remote education platform and cloud classroom livestreaming platform of Aier Management College, and develop AI learning and intelligent teaching functions to improve training efficiency Deepen the continuing education and training of employees by taking the academic education platform jointly built by schools and enterprises as the carrier Establish a talent echelon training system covering operation management training, medical management training and core medical talent training Set up seven major position sequences to build a dual-channel promotion channel for employees with management talents and professional talents 	

Our Directions	Materiality Issues Involved	Our Actions	Major Contributions to the SDGs
Planting Fertile Ground for Growth and Cultivating Talent Forest	Occupational Health and Safety	<ul style="list-style-type: none"> Implement various measures to protect the health and safety of employees and build a strong occupational safety protection barrier Continuously improve the occupational health and safety guarantee system, establish a safety risk monitoring and assessment mechanism, and prepare emergency plans for occupational hazards Establish a regular safety training mechanism for all employees, carry out fire safety and other emergency drills, and strengthen employees' emergency response capabilities 	
	Compliance Operations	<ul style="list-style-type: none"> Establish and improve the corporate governance structure and clarify the rights and responsibilities at all levels Strictly implement information disclosure and tax compliance requirements to improve standardized operation Optimize investor relations management and effectively protect the legitimate rights and interests of shareholders, investors and other stakeholders 	
Adhering to the Principle of Integrity and Compliance	Risk Management	<ul style="list-style-type: none"> Establish the "three lines of defense" risk management and control system, and strengthen risk identification, assessment, early warning and response mechanisms Formulate and implement the <i>Risk Management Policy</i> to integrate risk management requirements into the whole process of operation and management Continuous optimization of risk database, digital risk control tools and internal audit mechanism to enhance risk prevention and control capabilities 	
	Business Ethics and Anti-Corruption	<ul style="list-style-type: none"> Improve the integrity and compliance management system and adhere to "zero tolerance" for any form of corruption and bribery Improve the mechanisms for accepting, investigating and handling reports and protecting whistleblowers, and unblock diversified reporting channels Continuously carry out ethical audits, integrity training and integrity culture activities, and strengthen business ethics and anti-corruption supervision 	
Practicing the Concept of Environmental Protection and Protecting a Green Future	Environmental Compliance Management	<ul style="list-style-type: none"> Formulate and continuously update environmental management policies and procedures, and establish a normalized supervision mechanism to ensure their effective implementation Implement internal environmental audits covering key aspects of waste, wastewater and energy consumption to assess compliance and identify opportunities for improvement Certified to the ISO 14001 Environmental Management System 	
	Waste Disposal	<ul style="list-style-type: none"> Establish standardized waste disposal procedures and establish management ledger Promote waste classification and resource utilization to systematically reduce waste generation 	

Our Directions	Materiality Issues Involved	Our Actions	Major Contributions to the SDGs
Practicing the Concept of Environmental Protection and Protecting a Green Future	Pollutant Discharge	<ul style="list-style-type: none"> Establish a full-process compliance management system covering medical pollutants Relying on logistics information platform for real-time monitoring and intelligent analysis of emission data to achieve accurate regulation and control of the whole process 	
	Energy Utilization	<ul style="list-style-type: none"> Steadily promote the application layout of clean energy such as photovoltaic and reduce the dependence on traditional energy Relying on information platform to monitor emission data, and based on this, formulate and implement energy-saving measures Set up a special working group on energy conservation and consumption reduction to coordinate special rectification, capacity training and performance evaluation 	
	Water Resources Utilization	<ul style="list-style-type: none"> Standardize the establishment of water metering and ledger records Implement water-saving measures, strengthen daily management and maintenance, and improve water efficiency 	
	Circular Economy	<ul style="list-style-type: none"> Guided by circular economy, combining garbage classification and recycling system with 6S management method to promote closed-loop management of medical materials from use to regeneration, and realize continuous optimization of resource efficiency 	
	Response to Climate Change	<ul style="list-style-type: none"> Continuously improve the relevant mechanisms and measures in four aspects: governance, strategy, risk management, and metrics and targets, with reference to the Task Force on Climate-related Financial Disclosures (TCFD) framework 	
	Ecosystem and Biodiversity Conservation	<ul style="list-style-type: none"> Strictly abide by the requirements of the ecological protection red line, and reduce the pressure on the ecological environment by implementing greening, adopting environmentally friendly building materials and optimizing the energy structure Promote the coordinated development of medical services and ecological protection, and build a green and sustainable medical operation model 	

Sustainability Governance Structure

Through regular communication with stakeholders, in-depth research on sustainable development policies, improving important issues, setting development goals and proposing improvement plans, Aier Eye Hospital has deeply integrated the concept of sustainable development into corporate operation and management, constantly reviewed its own sustainable development practices, optimized the management system, strengthened the management and control of all links, and promoted the organic integration of sustainable development and business. The Group has established a three-level sustainability governance structure comprising the Board, the Sustainability Committee and the Sustainability Working Group, with the President acting as the Chief ESG Executive Officer, which clarifies the responsibilities of each level to ensure efficient top-down supervision, management and execution of sustainability affairs, ensure the steady progress of sustainable development strategies and promote the realization of long-term value.



Board of Directors

- Overall responsibility for the Group's ESG matters and oversight of the Group's sustainability and climate change risk management and performance;
- Responsible for reviewing and approving the ESG vision, strategy, objectives and policies;
- Responsible for the review and approval of the Group's ESG report.

Sustainability Committee

The Strategy Committee of the Board is responsible for coordinating sustainability issues, with the Sustainability Committee under it:

- Make decisions on the Company's sustainable development strategy;
- Continuously monitor the implementation of the Group's strategies to address sustainability-related risks;
- Consider the identification results of material issues of sustainable development;
- Review the Company's sustainability report;
- Provide recommendations to the Board on sustainability management.

Sustainability Working Group

Working groups of each functional department:






- Coordinate and coordinate with various departments to implement the sustainable development work plan, promote the implementation of important ESG issues in accordance with management requirements, and ensure that risks in all relevant areas are properly managed and implemented;
- Regularly report to the Sustainability Committee on the progress of achieving the goals;

Work contact person of each functional department:

- Collaborate with the ESG Working Group to collect data, track operational performance and assist in preparing ESG reports.

Stakeholder Engagement

Aier Eye Hospital attaches great importance to stakeholder participation and communication, and continues to pay attention to the impact of the Group's operational activities on stakeholders. We systematically collect and respond to the expectations and demands of all parties through various methods such as shareholders' meetings, on-site research, meetings and interviews with government agencies, and social announcements, so as to set sustainable development goals and promote relevant practices. At the same time, we actively listen to the suggestions of shareholders and investors, customers, employees, suppliers, government agencies and communities, and integrate them into management improvements and actions to jointly promote the process of sustainable development by relying on various online and offline channels. During the reporting period, the stakeholder communication of the Group can be summarized as follows:

Stakeholders	Expectations and Requirements	Main Communication Methods	Communication and Response
 Patients	<ul style="list-style-type: none"> Service quality and safety Patient service quality Information privacy security Protection of patient rights and interests 	<ul style="list-style-type: none"> Patient satisfaction survey WeChat official account Service consultation hotline 	<ul style="list-style-type: none"> Optimization of service quality Enhancement of privacy and data security Improvement of complaint and feedback mechanism Full-process control of medical services
 Government/Regulatory Authority	<ul style="list-style-type: none"> Compliance with laws and regulations Tax payment according to law Climate change response Economic development 	<ul style="list-style-type: none"> Information submission Information disclosure Institutional inspection 	<ul style="list-style-type: none"> Compliance with laws and regulations Identifying climate risks and opportunities Ensuring sustained profitability
 Shareholders/Investors	<ul style="list-style-type: none"> Company information disclosure Return on investment and growth Legitimate and compliant operation 	<ul style="list-style-type: none"> General Meeting of Shareholders Performance briefing Investor phone/email Company's official website Surveys on headquarters/hospitals Roadshow 	<ul style="list-style-type: none"> Expanding investor communication channels Responsible investment Compliance system building
 Suppliers	<ul style="list-style-type: none"> Integrity and fairness Stable supply demand Fair pricing Climate change response 	<ul style="list-style-type: none"> Supplier audit Supplier assessment Supplier communication Supplier training 	<ul style="list-style-type: none"> Open tendering Responsible procurement initiatives Fostering integrity culture Building a sustainable supply chain
 Partners	<ul style="list-style-type: none"> Market synergy Resource sharing 	<ul style="list-style-type: none"> Expert training Communication meeting Company research activities 	<ul style="list-style-type: none"> Holding industry knowledge forums Empowerment and support by professional teams Establishing market collaborative information base

Stakeholders	Expectations and Requirements	Main Communication Methods	Communication and Response
 Employees	<ul style="list-style-type: none"> Employee compensation and benefits Talent development and training Diversity and equality Employee care Occupational health and safety 	<ul style="list-style-type: none"> Workers' congress Employee care activities Management suggestion box Employee research activities Employee training 	<ul style="list-style-type: none"> Enriching employee welfare mechanism Improving the employee training system Establishing diversified internal communication channels Organizational diversity employee activities Ensuring a safe working environment
 Local Communities/ Public Welfare Organizations	<ul style="list-style-type: none"> Protection of the community environment Commitment to social welfare Promoting community development 	<ul style="list-style-type: none"> Press reports Company's official website WeChat official account Volunteer services Community activities 	<ul style="list-style-type: none"> Promoting green operation Organizing public welfare activities Encouraging employees to participate in volunteer activities

Double Materiality Assessment

In order to further enhance the systematic nature of sustainable development management and the standardization of information disclosure, Aier Eye Hospital conducted a double materiality assessment of ESG issues in 2025. In accordance with the requirements of the SZSE *Guidelines* and with reference to the methodological interpretation and professional counseling of authoritative experts, the Group has established a systematic evaluation mechanism covering the evaluation process, scoring method and issue ranking model, identifying and determining issues that are important to the Group's business development and stakeholders, providing important support for sustainable development policies, strategic direction, management priorities and goal setting, and serving as an important reference for the preparation and disclosure of the ESG Report this year.

Assessment Methods and Assumptions

From the two dimensions of "financial materiality" and "impact materiality", we invited all stakeholders to participate in the materiality assessment of issues, and comprehensively analyzed the impact of sustainability issues on the Company's finances and the Company's impact on the economy, society and the environment. The double materiality assessment for the Year is mainly qualitative analysis, combined with appropriate quantitative analysis where conditions permit. Looking ahead, we will continue to optimize the evaluation process and method, gradually enhance the applicability and accuracy of quantitative evaluation, and continuously enrich the participation channels of stakeholders to ensure that the evaluation results are more scientific and reasonable, and truly reflect the management priorities and external expectations of the Group's sustainable development.

◎ Scope

For our own operations, we systematically assessed the impact of the Group on the environment and society, as well as the risks and opportunities it faced in the context of sustainable development. In terms of impact materiality assessment, we fully considered the positive and negative, current and potential impacts related to various ESG issues, covering various effects of the Group's activities on the external environment and social systems. In the financial materiality assessment, we focused on the possible positive or adverse impact of these issues on the Group's business, including existing and potential financial risks and development opportunities.

◎ Stakeholder Engagement

As the application of the double materiality principle has far-reaching implications for our management and disclosure affairs and involves numerous ESG issues, and some of its assessment requirements have certain threshold requirements for the assessor's industry understanding, we invited internal and external stakeholders to participate widely in the impact materiality assessment, and limited the stakeholders in the financial materiality assessment to a limited number of internal senior management and external sustainability experts.

◎ Scoring

When assessing the "severity" of the impact, we considered and scored the scale and scope of the impact, that is, comprehensively assessed the extent of the impact on humans or the environment, the breadth of the impact coverage, the time and economic cost of repairing the damage, etc.; In assessing the "likelihood of occurrence" of an impact, we scored the potential impact based on the probability of occurrence within five years. The weights affecting "severity" and "likelihood of occurrence" were 1:1.

In assessing the financial "impact scale", we used a certain percentage of our pre-tax profit for 2024 as the judgment threshold; When assessing the "likelihood of occurrence" of a financial risk or opportunity, we scored it on the basis of its probability of occurrence within five years. The financial "impact scale" and "likelihood of occurrence" weights were 1:1.

◎ Threshold

We ranked issues 1 to 5 in importance and set a materiality threshold: less than 2 as "relevant", 2 to 3 as "important", and 4 and above as "core". Issues that reached the corresponding threshold were considered relevant, important, or core. The impacts, risks and opportunities (IROs) and their associated ESG issues that were ultimately assessed as "core" were considered as material IROs and issues.

Assessment Process

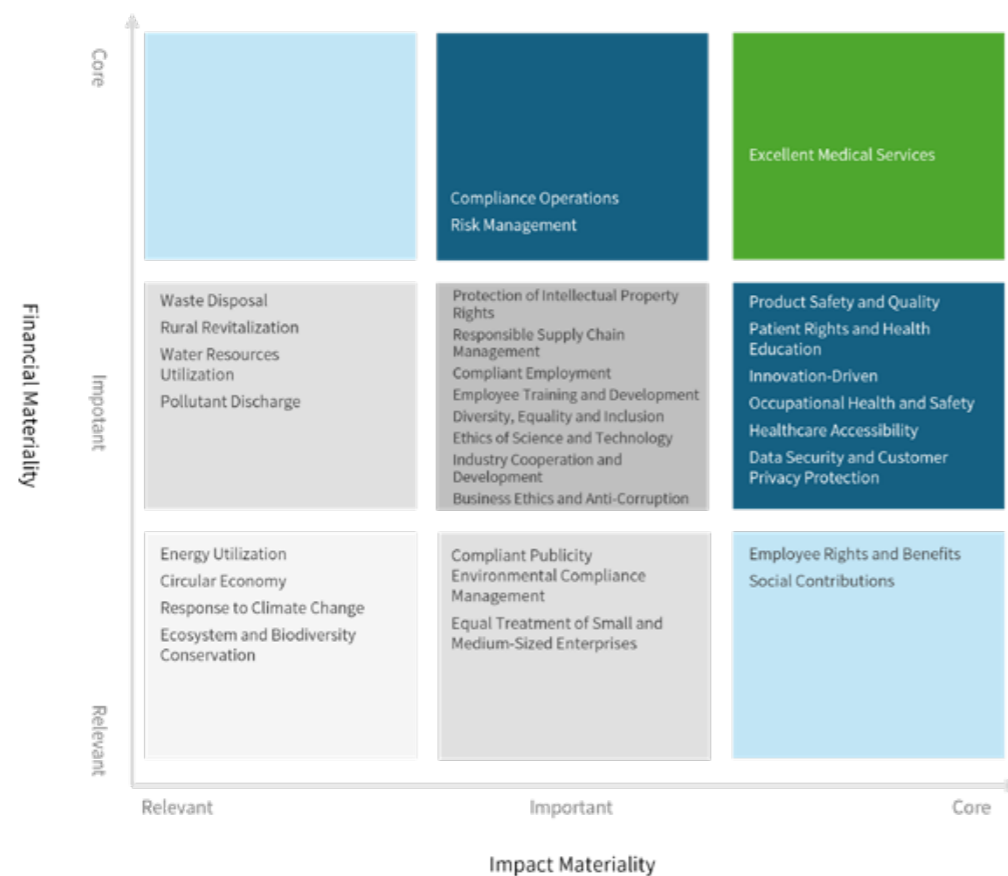
We conducted materiality assessment of ESG issues through stakeholder surveys, industry analysis and expert opinion consultation, and further analyzed their IRO through interviews between senior management and experts.



Assessment Results

The results of the double materiality assessment show that Excellent Medical Services, Compliance Operations, Risk Management, Product Safety and Quality, Patient Rights and Health Education, Innovation-Driven, Occupational Health and Safety, Healthcare Accessibility, Data Security and Customer Privacy Protection, Employee Rights and Benefits and Social Contributions are our most important sustainability issues. Among them, Excellent Medical Services is identified as the core issue with double materiality due to its high relevance to both the Group's financial and external impacts.

Healthcare quality and service level are not only related to patient safety, treatment effectiveness and medical experience, but also directly affect the credibility, brand reputation and operational resilience of medical institutions. For Aier Eye Hospital, excellent medical services are not only an important foundation for responding to patients' needs and maintaining trust between doctors and patients, but also the core capability to support the long-term value creation of enterprises. Inadequacy in healthcare quality, safety management or diagnostic accuracy may adversely affect patients' health and medical choices, and further transmit to brand image and business performance. Based on this, we continue to improve healthcare quality management and service capacity building and promote the development of diagnosis and treatment services towards a safer, more accurate and better direction, consolidating the foundation for sustainable development. For the specific content of "Excellent Medical Services", please refer to the chapter "Adhering to the Origin of Medical Care and Protect the Bright Vision".



The following table shows the assessed significant sustainable development-related impacts, risks and opportunities faced by Aier Eye Hospital, and the measures and actions taken to monitor, prevent, manage and control them will be further developed in subsequent sections.

ESG Issues	Impact Materiality			Financial Materiality		Time Period ¹	Response Action
	Principal Impact	Impact Category ²	Level of Materiality ³	Key Risks/Opportunities	Level of Materiality		
Excellent Medical Services	High-quality medical services are the core foundation for the Group to win the trust of patients, improve the follow-up visit rate and brand reputation, and are directly related to the diagnosis and treatment effect, medical experience and long-term customer stickiness. The continuous improvement of service standardization, refinement and humanistic care will not only help to enhance patient satisfaction, but also further consolidate the Group's competitive advantage in the field of ophthalmic medical services, and have a positive impact on the improvement of public eye health.	+	III	Risk: If there are omissions in the process of diagnosis and treatment, communication, follow-up or service connection, it may lead to patient complaints, doctor-patient disputes or public opinion events, which may affect the brand reputation and normal operation. Opportunity: By continuously optimizing the diagnosis and treatment process, improving the service capability of specialized diseases, improving the post-operative follow-up and patient care mechanism, and improving service efficiency with the help of digital means, it will help to create a high-quality and sustainable medical service experience, enhance brand recognition and industry influence.	III	Short-term	Adhering to the Origin of Medical Care and Protect the Bright Vision
Compliance Operations	Compliance operation is the foundation for the steady development of the medical service industry, covering multiple dimensions such as legal practice, medical insurance management, advertising, medical documents and records, and information disclosure. If compliance management is not in place, it may disrupt the order of medical services, damage the rights and interests of patients and social trust, and adversely affect the fair, just and transparent development of the industry.	-	II	Risk: If there are problems such as irregular practice, advertising violations, improper medical insurance management, etc., it may lead to administrative penalties, qualification restrictions, suspension of business for rectification or joint reputation loss. Opportunity: By continuously improving the compliance system, strengthening the internal control process and supervision and accountability mechanism, and strengthening the cultivation of compliance culture, it will help to enhance governance transparency and operational resilience, and enhance the trust of regulatory authorities, patients and partners.	III	Short-term	Adhering to the Principles of Integrity and Compliance
Risk Management	A sound risk management system helps the Group to identify and respond to risks in various aspects such as healthcare quality, production safety, data security, legal compliance, supply chain and public opinion, and is an important support for ensuring business continuity and enhancing organizational resilience. A sound risk management mechanism also helps to improve management efficiency and strategic execution capability.	+	II	Risk: Imperfect risk identification, classification, early warning or response mechanisms may lead to medical safety incidents, data risks, operational fluctuations or public opinion crises, which may affect the stable operation of the Group. Opportunity: By continuously optimizing the comprehensive risk management system and strengthening the dynamic monitoring of major risks and cross-departmental collaborative handling capabilities, it will help to enhance the Group's ability to cope with complex operating environments and support high-quality and sustainable development.	III	Short-term	Adhering to the Principles of Integrity and Compliance

¹ Combined with the industry in which Aier Eye Hospital operates, the Company's strategic planning and operation practice, we define short-term, medium-term and long-term as: short-term (0-1 year); Medium-term (1-5 years); Long-term (5+ years).

² "+" stands for positive impact and "-" stands for negative impact.

³ The level of materiality is the importance of the issues determined by Aier Eye Hospital in each dimension. The more I, the higher the importance.

ESG Issues	Impact Materiality			Financial Materiality		Time Period	Response Action
	Principal Impact	Impact Category	Level of Materiality	Key Risks/Opportunities	Level of Materiality		
Product Safety and Quality	The quality and safety of medical services are directly related to the accuracy of patients' diagnosis and treatment, treatment effect and postoperative recovery, and are also an important embodiment of the core professional competence and social trust of medical institutions. Continuous strengthening of healthcare quality and safety management will help improve patient satisfaction, reduce the risk of disputes and consolidate the Group's long-term competitiveness.	+	III	<p>Risk: If there is misdiagnosis or missed diagnosis, fluctuations in surgical quality, improper management of pharmaceutical equipment or insufficient control of hospital infection, etc., it may directly affect the health of patients, resulting in complaints, medical disputes, regulatory penalties and brand damage.</p> <p>Opportunity: By improving the healthcare quality management system, strengthening pharmaceutical and device management, promoting the construction of standardized diagnosis and treatment and quality control system, and enhancing the capabilities of key specialties, we can continuously enhance medical safety and patient trust.</p>	II	Short-term	Adhering to the Origin of Medical Care and Protect the Bright Vision
Patient Rights and Health Education	Patient informed consent, health education, preoperative and postoperative education and eye health science popularization are important links to protect patients' rights and interests and enhance mutual trust between doctors and patients. Strengthening patient rights protection and health education will help improve patient understanding and participation, reduce misunderstandings and disputes, and promote the formation of a safer, transparent and friendly medical environment.	+	III	<p>Risk: If the content of health education is not rigorous, the informed information is insufficient, or the communication is improperly expressed, it may lead to patient misunderstanding, complaints and even regulatory concerns.</p> <p>Opportunity: By continuously carrying out authoritative science popularization, preoperative and postoperative health education and eye health publicity activities for all ages, and improving the quality of patient communication and publicity, it will help to enhance patients' sense of security, participation and brand favorability.</p>	II	Medium-term	Adhering to the Origin of Medical Care and Protect the Bright Vision
Innovation-Driven	Ophthalmic medical services are accelerating their development towards digital, intelligent and precise Direction. Innovation capability is not only related to diagnosis and treatment efficiency, service model and scientific research transformation level, but also will affect the Group's long-term competitiveness in AI eye health, digital ophthalmology, telemedicine and specialty service upgrades.	+	III	<p>Risk: If the innovation and Direction are misjudged, the progress of technology transformation is not as good as expected, or the input and output are not matched, the efficiency of resource allocation and technological leadership may be affected.</p> <p>Opportunity: By promoting the construction of "Aier AI Smart Hospital", deepening the application of AI in screening, image analysis, patient management and other scenarios, and relying on scientific research platforms and industry cooperation to accelerate the transformation of achievements, it will help to enhance the Group's scientific and technological content, service efficiency and industry influence.</p>	II	Long-term	Consolidating the Foundation of Discipline and Gathering the Spring of Wisdom
Occupational Health and Safety	Medical practitioners face long-term risks such as infection exposure, visual fatigue, occupational stress, and psychological load. Strengthening occupational health and safety management helps to safeguard the physical and mental health of employees, maintain the stability of the team, and lay the foundation for the continuous provision of high-quality medical services.	+	III	<p>Risk: If occupational protection, hospital infection management or mental health support are not in place, it may lead to work-related accidents, occupational exposure or employee turnover, which may affect service continuity and operation stability.</p> <p>Opportunity: By improving the occupational health and safety management mechanism, strengthening risk assessment and emergency prevention and control, and strengthening employee care and psychological support, it will help to enhance employees' sense of safety, work efficiency and organizational cohesion.</p>	II	Short-term	Planting Fertile Ground for Growth and Cultivating Talent Forest

ESG Issues	Impact Materiality			Financial Materiality		Time Period	Response Action
	Principal Impact	Impact Category	Level of Materiality	Key Risks/Opportunities	Level of Materiality		
Healthcare Accessibility	As people's demand for eye health continues to grow, improving the coverage and accessibility of high-quality ophthalmic medical services has become an important Direction for the development of the industry. Through the sinking of the service network and the expansion of telemedicine and specialized disease services, the Group can better meet the needs of patients at the primary-level and different age groups, and further enhance its ability to create social value.	+	III	<p>Risk: Insufficient service capacity building, inadequate quality control or excessive cost pressure during the process of resource sinking may affect operational efficiency, brand consistency and service sustainability.</p> <p>Opportunity: By improving the regional medical network, promoting telemedicine and hierarchical diagnosis and treatment, and expanding the service layout of specialized disease Outpatients and drug injection centers, it will help to improve the accessibility of ophthalmology services in remote and primary-level areas, and achieve synergy between social benefits and business development.</p>	II	Medium-term	Consolidating the Foundation of Discipline and Gathering the Spring of Wisdom
Data Security and Customer Privacy Protection	Medical data and patient privacy are highly sensitive. With the deepening of AI and digital ophthalmology applications, the importance of data governance has further increased. If data security management is not in place, it may infringe the privacy rights of patients, weaken public trust and adversely affect the development of the Group's digital healthcare services.	-	III	<p>Risk: In case of system attacks, improper authority management or employee irregularities, data leakage, privacy infringement, compliance penalties and reputation loss may occur.</p> <p>Opportunity: By continuously improving data classification, access control, encryption protection and review mechanisms, and strengthening information security training for all employees, it will help to improve data governance capabilities and patient trust level, and lay a solid foundation for the development of digital healthcare.</p>	II	Short-term	Adhering to the Origin of Medical Care and Protect the Bright Vision
Employee Rights and Benefits	Ophthalmic medical services are highly dependent on professional talent and the stability of the service team. Protecting the legitimate rights and interests of employees, improving remuneration and benefits and career development channels will help to enhance employee satisfaction, enhance team stability, and support the continuous improvement of medical service quality.	+	III	<p>Risk: If employees are insufficiently motivated, have limited development or have high work pressure for a long time, it may lead to the loss of core talents, which may affect the consistency of medical services and organizational stability.</p> <p>Opportunity: By building a more attractive remuneration and welfare system, improving training and development mechanisms and employee care measures, it can enhance team cohesion and talent retention capabilities, and accumulate human capital for the long-term development of the Group.</p>	I	Medium-term	Planting Fertile Ground for Growth and Cultivating Talent Forest
Social Contributions	As a medical service group focusing on eye health, Aier Eye Hospital assumes important responsibilities in raising public awareness of eye health, promoting the balance of medical resources and responding to social health needs. The Group continued to carry out public welfare for eye health, primary-level assistance and health education, which helped to enhance the Group's social influence and enhance public trust.	+	III	<p>Risk: Public evaluation and corporate social image may be affected if public welfare projects are not promoted sufficiently, implemented irregularly or society responds in a timely manner.</p> <p>Opportunity: By continuously carrying out eye health public welfare projects, science popularization activities and primary-level service support, and encouraging employees to participate in voluntary actions, it will help to enhance social recognition, enhance brand popularity and create long-term social value.</p>	I	Medium-term	Transmitting Bright Warmth and Taking Social Responsibility

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Adhering to the Origin of Medical Care and Protect the Bright Vision

Adheres to the core mission of "Guarding Vision", Aier Eye Hospital regards medical security as the lifeline of high-quality development of the enterprise, and integrates it into the whole cycle of operation and management. Based on building a solid foundation for healthcare quality and safety, the Group continued to improve the core service concept of "patient-centered", and fully utilized digital technology to enhance product and service quality. At the same time, we strictly implement supply chain compliance management and quality control measures, transform the national requirements for high-quality medical services into concrete actions, and are committed to providing patients with high-quality eye health solutions they can trust.

Contribution to the SDGs



Ensuring Quality and Safety

Aier Eye Hospital regards healthcare quality and safety as the cornerstone of eye health. We have established a standardized control system covering the entire diagnosis and treatment cycle, supervised and consolidated the execution responsibilities of each link through cross-regional normalized quality control, and strengthened safety awareness and operating standards through hierarchical and classified training for all employees. We always adhere to our original intention of safeguarding vision, and are committed to building a solid eye health and safety moat for every patient through the synergistic efforts of system construction, dynamic supervision and capability empowerment.

Healthcare Quality and Safety Control

Aier Eye Hospital regards healthcare quality and safety as the core of the "Healthy China" strategy. Abiding by the quality policy of "operate with integrity, quality first", the Group has systematically established a quality and safety management system covering the whole process of diagnosis and treatment, optimizes the system, clarifies rights and responsibilities, and consolidates the management foundation. Concurrently, we have refined the dynamic risk management system to enhance capabilities in risk identification, assessment, and closed-loop resolution. At the same time, we strictly implement the full chain management mechanism of healthcare supplies and pharmaceutical matters to ensure the compliance and traceability of drugs and devices from access, storage to clinical application. The three systems are synergistically integrated and mutually supportive, ensuring the rigor and reliability of healthcare services.

The Group has obtained the ISO9001 Quality Management System Certification, which effectively ensures the quality of ophthalmic medical products and services we provide. We are committed to meeting customer needs and continuously improving our management level. During the reporting period, the Group did not experience any major safety or quality liability accidents related to products and services.



2025

Incidence of endophthalmitis after cataract surgery
(about 0.03% in Grade-A tertiary hospitals according to national data)

0.0124 %

Incidence of endophthalmitis after vitrectomy
(about 0.05% according to domestic and foreign data)

0.0445 %

Incidence of unplanned return to operating room
(national standard: incidence of unplanned return to operating room ≤ 0.18%)

0.12 %



Aier Eye Hospital ISO9001 Quality Management System Certification Certificate

Quality and Safety Management System

In strict compliance with laws, regulations and policy requirements such as the *Law of the People's Republic of China on Basic Healthcare and Health Promotion*, the *Law on Doctors of the People's Republic of China*, the *Measures for the Administration of Healthcare quality*, the *Measures for the Administration of the Clinical Application of Medical Technology*, and the *Regulations on the Administration of Medical Institutions*, we systematically formulated and dynamically improve the *Aier Eye Hospital Healthcare quality and Safety Management Plan*, the *Aier Eye Hospital Medical Risk Management Plan*, the *Eighteen Core Systems for Healthcare quality and Safety*, and the *Aier Group Ophthalmology Surgical Skills Assessment Management Measures*. Through the establishment of a policy system, we have clarified the management responsibilities at the three levels of the Group, provinces and regions, and the hospitals, and have realized the standardized management of the entire process from diagnosis and treatment to surgical quality assessment. During the Year, we revised the *KPI for President and Medical Director of Aier Eye Hospital Group (2025 Edition)* and the *Detailed Rules for Medical Examination and Scoring of Aier Eye Hospital Group (2025 Edition)*. By optimizing performance evaluation and quality control standards, we have consolidated management responsibilities, and driven continuous improvement in healthcare quality through institutionalized measures, providing a solid guarantee for the implementation of the three-year tackling plan.



We have established a systematic healthcare quality and safety management system. At the institutional level, we have formulated management systems such as the *Complaint and Dispute Management System of Aier Eye Hospital Group*, the *Reporting System of Medical Safety Incidents of Aier Eye Hospital Group*, and the *Management Measures for Points of Bad Practice Behaviors of Medical Staff of Aier Eye Hospital Group* to strengthen the reporting and rectification management of medical safety incidents, strictly regulate medical behaviors and realize the full traceability of responsibilities. During the Year, we newly formulated operating specifications and quality control standards covering key projects such as cataract surgery, intravitreal injection, dry eye treatment and orthokeratology lens fitting, to build a standardized clinical operation system and provide institutional guarantee for homogeneous diagnosis and treatment and patient safety.

In terms of risk management, the Group adheres to the concept of "prevention first" and has built a risk management system that covers all regions and runs through the Group and hospitals in all provinces and regions. The Healthcare quality and Safety Management Committee of the Group coordinates and monitors key areas such as qualification compliance, medical record quality and medical insurance standards through quarterly regular meetings, and conducts regular risk warning and notification of typical events. In response to medical safety risk events, we have established a closed-loop management mechanism of "regular notification-rectification-feedback-evaluation" and a cross-departmental emergency response system. Through systemic risk identification, special inspections and root cause analysis, we continuously improved the ability to foresee, respond and handle safety events. In addition, we have built an information platform for emergency consultation to strengthen the front-end prevention of difficult and urgent risks.

Based on the systemic risk identification and early warning system, combined with regular and irregular review and rectification of medical safety incidents, joint supervision and improvement of high-risk incidents, the Group guides and urges hospitals in all provinces and regions to implement rectification measures, improve the closed-loop management level for adverse events, and promote hospitals in all provinces and regions to continuously improve the continuous improvement cycle of "discovery-analysis-improvement" to ensure compliance, safety and orderly medical operations.

Aier Eye Hospital will establish a real-time digital monitoring index system for healthcare quality and safety covering the entire group and throughout the entire diagnosis and treatment process. The system will set 203 monitoring indicators across four dimensions: service capability and quality safety, quality control of key surgeries, quality control of key specialties, and resource allocation with operation data, this framework comprehensively encompasses core processes ranging from outpatient to inpatient care, and from general treatment to specialized surgeries. By automatically connecting the key data of each hospital every day, the system realizes real-time indicator collection, automatic abnormal early warning and continuous trend tracking, ensuring that problems are promptly identified and addressed.

Relying on the digital management platform of healthcare quality and safety, the Group has formed a closed management loop covering the whole cycle of monitoring, early warning, analysis and improvement. In view of the abnormalities or risks found during monitoring, we conducted in-depth traceability and responsibility implementation through mechanisms such as difficult case discussion, unplanned reoperation tracking, and medical dispute case analysis, and regularly carried out special quality improvement projects to promote the continuous optimization of clinical paths and operating specifications, strengthen the bottom-line control of quality and safety, and provide patients with safer and more reliable ophthalmic diagnosis and treatment services.



Improve the Surgical Quality Monitoring System of AHIS¹ Platform

In order to improve the refinement of surgical quality control, the Group optimized the surgical quality monitoring function in the AHIS (Aier Hospital Information System) platform this year, and added 7 sub-specialties/diseases, including corneal and conjunctival, lacrimal duct, strabismus, posterior sclera reinforcement, eyelid surgery, orbit & ocular oncology, and refractive surgery, as well as key quality indicators of ambulatory surgery and some outpatients surgery, all of which are subject to continuous monitoring. At the same time, the platform strengthened the function of automatic push and reporting of unplanned surgical events, realized the closed-loop real-time monitoring and quick response of abnormal situations, and effectively strengthened the risk management and control capability of the surgical process.

Medical Supplies and Pharmaceutical Affairs Management System

We strictly abide by national laws and regulations, implement full-chain closed-loop management of medical supplies and pharmaceuticals, and implement quality responsibilities from qualification screening and procurement to acceptance inspection, storage, and standardized usage, with quality responsibilities enforced at each stage, thereby providing a robust safeguard for clinical safety.

¹ AHIS (Aier Hospital Information System) is an important part of Aier informatization construction. Its goal is to improve hospital management efficiency, provide high-quality medical services, and realize digital collaboration of medical services.

Quality and Safety Control of Medical Supplies

The Group strictly adheres to laws and regulations such as the *Regulations on the Supervision and Administration of Medical Devices*, the *Measures for the Supervision and Administration of Medical Device Business*, the *Good Distribution Practices for Medical Device*, and the *On-site Inspection Guidelines for the Quality Management of the Good Distribution Practices for Medical Device*. We formulate and implement a series of internal management systems such as the *Unqualified Medical Device Management System*, the *Medical Device Complaint, Incident Investigation and Handling Management System*, and the *Medical Device Adverse Event Report Form*. We defined the responsibility matrix for the whole process from procurement and acceptance, warehousing and maintenance to clinical application, and consolidated the responsibilities at each level to ensure that each medical device is traceable, evaluable and accountable. During the Year, we formulated the *Warning Report on Key Varieties of Concern for Drug Adverse Events* to monitor and report potentially risky drugs, further enhance the capability of pharmaceutical risk prevention and control, and ensure drug safety and healthcare quality. During the Year, 100% of the key medical facilities and devices we owned are certified to ISO 9001 Quality Management System.

To ensure the safety and reliability of medical devices, we control the performance and quality of medical supplies from the source, and ensure that all medical devices put into use are imported from the original factory. At the same time, the Group requires hospitals in all provinces and regions to conduct monthly inspections on the compliance of medical supplies, conduct regular quality and safety risk screening and assessment, and formulate improvement measures based on the assessment results. In addition, the Group and hospitals in all provinces and regions conduct special inspections on the quality and safety of medical devices and drug consumption from time to time. As of the end of the Reporting Period, the Group and various provinces and regions had carried out special inspections on drug consumption management in 209 hospitals and equipment management in 150 hospitals.

Pharmaceutical Quality and Safety Control

Aier Eye Hospital complies with various laws and regulations such as the *Medicinal Product Administration Law of the People's Republic of China*, the *Measures for the Administration on Report and Monitoring of the Side Effect of Pharmaceuticals*, the *Medicinal Product Administration Law*, the *Good Supply Practice for Pharmaceutical Products*, the *Measures for the Supervision and Administration of Circulation of Pharmaceuticals*. We formulate and implement internal management systems such as the *Quality Risk Management System* and the *Quality Policy and Target Management System*, and carries out refined quality risk control for the whole process of pharmaceuticals from procurement, warehousing, storage, maintenance, sales, transportation to after-sales support. By establishing a sound risk identification mechanism, we detect quality-related risks in a timely manner, and takes effective measures to prevent and control them. We clearly define the responsibilities and functions of each level in pharmaceutical quality management in the system, set quantifiable and comparable indicators and targets for relevant departments and responsible persons, and promote the continuous improvement of the Group's drug quality management level.

We have formulated a total of 164 standards and requirements, including the *Compilation of Pharmaceutical Quality and Safety Management System* and the *Compilation of Ophthalmic Clinical Drug Application Guidelines and Pharmaceutical Management System*, and continuously deepened the construction of the quality and safety system of medical supplies, providing a solid institutional basis for the daily use, management, supervision and inspection of drugs, and enabling rules to follow for pharmaceutical management and clinical rational drug use.

Drug Certification

- All the drugs and consumables we used are certified by National Medical Products Administration (NMPA), the Food and Drug Administration (FDA) and other institutions.

Drug Use

- We have formulated management policies related to clinical drug use, such as the *Provisions for the Administration of Adjuvant Drugs*, the *Provisions for the Administration of Botulinum Toxin Type A for Clinical Use*, and the *Provisions for the Administration of Temporarily Prepared Eye-Drops Preparations*, to ensure the rational, safe and standardized use of clinical drugs.
- We have compiled templates such as the *Hospital Pharmacy Quality Communication Template* and the *Pharmacy Work Record* for hospitals to promote the standardized management of drug quality and safety.

Drug Recovery and Recall

- We have formulated the *Provisions for the Administration of Drug Recovery* and the *Provisions for the Administration of Drug Recall* to guide the recovery or classified recall of sold drugs with safety hazards or significant quality issues based on the actual situation;
- In response to the drug recovery incident, we lock the recovered inventory drugs, notify the purchasing unit to immediately stop selling and using the drugs, and require it to return the recovered drugs within the specified time limit; In response to drug recall incidents, we actively assist suppliers to fulfill their drug recall obligations, and timely collect, convey, feedback and summarize drug recall information in all aspects of drug circulation supervision;
- We conduct quality confirmation on recovered and recalled drugs, report damage and destroy drugs confirmed as unqualified by acceptance according to the *Provisions for the Administration of Unqualified Drugs*, and keep detailed records of drug disposal on file.

The Group continues to promote the construction of standardized platform, build a group-based drug standard platform and implement indicator monitoring. We built a three-level management structure of "Group-Province-Hospital", a pharmaceutical data cloud platform, to supervise clinical rational drug use from multiple dimensions, provide scientific drug use data support for hospitals, provinces and groups management, and effectively promote the improvement of rational drug use. At the same time, we constructed a multi-center prescription review and evaluation system for ophthalmology, improved the functions of the pre-prescription review system, and continuously optimized the ophthalmology rule base. All hospitals have fully implemented the evaluation system, aiming to effectively standardize physician medication behavior and comprehensively ensure the safety of patients' medication.

This year, the platform added and revised more than 30 detailed pharmaceutical monitoring indicators such as antimicrobial drugs and intravenous infusion rate, and added more than 110 hospitals to launch pre-review prescriptions, continuously improving the ophthalmic drug standard information database and review rule database, and relying on AHIS system to strengthen the intelligent prescription prompt function. In addition, the platform has added an allergy information early warning module to strictly standardize the prescription process and restrict the prescription management. We implement the supervision model of "global monitoring and key warning", constantly improve the statistics of pharmaceutical quality monitoring indicators, and help clinically rational drug use.



2025

Average hospital prescription qualification rate was

98.0%

Average doctors' advice qualification rate was

99.7%

The utilization rate of antibacterial drugs for inpatients **2.54%**

All the above indicators have reached the evaluation standards of national tertiary ophthalmic hospitals.

We set up a professional pharmaceutical risk control supervision team to comprehensively investigate potential risks through in-depth on-site inspection of pharmacy layout, drug storage conditions, and check drug entry and exit records. At the same time, we conducted regular and accurate monitoring of pharmaceutical indicators and adverse drug reactions/events in hospitals within the Group, and regularly published the *Aier Eye Hospital Group Pharmaceutical Quality Newsletter* every month to provide timely feedback on problems and share experiences, so as to promote the steady improvement of pharmaceutical risk control management in each hospital. During the Year, we have released 12 pharmaceutical quality newsletters to provide support for improving the homogenization and refinement of the Group's pharmaceutical management.

In addition, we attach great importance to the cultivation of drug quality and safety awareness, and strengthen the drug safety awareness and capabilities of relevant employees through a combination of regular publicity and special training. During the Year, we used online platforms to disseminate knowledge on safe medication, and have published 22 popular science contents and 12 issues of medication-related knowledge. At the same time, we organized a special pharmacy training program, completed the skills certification of 836 professionals, empowered the pharmacy professional team, and built a solid foundation for clinical drug safety practice.

Quality and Safety Supervision Mechanism

Aier Eye Hospital has established a three-tier quality and safety supervision mechanism of "Group-Province-Hospital", and continuously strengthened the supervision of healthcare quality and safety of the group and various provinces. We strictly supervise the implementation of healthcare quality and safety management measures in each hospital through various methods such as group inspections/unannounced inspections, provincial supervisions/cross-inspections, and hospital self-inspection and self-correction. Based on the inspection results, we accurately identify problems and put forward rectification suggestions to relevant hospitals, and urge them to formulate and implement targeted improvement strategies to improve the overall healthcare quality and safety management levels. In order to promote hospitals' self-management and improvement, we require all hospitals to regularly submit reports such as the *Group Medical Safety Incident Notification and Healthcare quality and Safety Information Briefing*. These reports enable hospitals to intuitively understand their own healthcare quality and safety status, detect potential problems in a timely manner, provide accurate basis for self-supervision, and then quickly initiate improvement processes, optimize internal management processes, and enhance the ability to handle medical safety incidents.

We supervised the implementation of 18 core policies in various provinces, regions/hospitals in the form of joint unannounced inspections by multi-departments of the Group's healthcare quality and safety, provincial supervision and quarterly routine medical self-assessment, and continued to improve the Group's healthcare quality and safety management system. In 2025, we conducted quality and safety inspections in the fields of medical treatment, nursing, pharmacy and inspection, and the inspection results are timely fed back to hospitals in relevant provinces and regions, and the implementation of rectification are continuously tracked. At the same time, the Group issued the *Group Healthcare Quality and Safety Special Rectification Action Plan* and the self-examination and self-correction list. This year, all provinces, autonomous regions and hospitals have completed preliminary self-examination, and established a "problem ledger" to clarify the responsible parties, corrective measures, rectification deadlines, and acceptance deadlines. Key issues are subject to special supervision, while common issues undergo systematic rectification and process reengineering. The reporting rate of self-examination of healthcare quality in each quarter has remained above 90%. All provinces and autonomous regions with complete management structures have organized special quality supervision of hospitals within their jurisdictions, forming a routine internal supervision mechanism.

Quality and Safety Training

Aier Eye Hospital continues to promote the construction of quality and safety culture, focusing on improving employees' quality and safety literacy and strengthening their practical application capabilities, and built a quality management ecosystem with full participation. We have formulated regular and targeted training plans for employees in different business lines and levels of the Group, provinces, regions and hospitals, including temporary employees and outsourced employees, conduct training and assessment at least once a quarter for employees in the medical, nursing and medical technology sectors, and conduct annual training for employees in other sectors. The training contents include professional knowledge, professional skills, operation procedures, laws and regulations, industry norms, internal control requirements, professional ethics, excellent cases, etc. related to quality and safety. All employees have been trained over the years. Through regular training related to healthcare quality and safety, from the in-depth popularization of theoretical knowledge to the practical strengthening of technical capabilities, the healthcare quality and safety level of all employees has been comprehensively improved.

To deepen the practical application of healthcare quality and safety knowledge in provincial hospitals, we set up professional academic groups at the provincial level to systematically improve employees' mastery of quality management tools and continuously strengthen relevant practical capabilities through a combination of theoretical lectures and practical drills.

At the same time, we adopt special training, practical competitions and other methods to help medical management personnel apply knowledge and accumulate experience in actual combat, and effectively enhance their professional capabilities in quality control. In 2025, the Group conducted 305 healthcare quality and safety training activities, with 29,876 employees participating, achieving full coverage of healthcare quality and safety training.



Strengthen the Construction of Professional Quality Management Talent Team

Aier Eye Hospital actively cooperates with the National Ophthalmology Professional Quality Control Center to build a more strict and professional quality control network. In 2025, the Group identified 5 core hospitals as quality monitoring sentinels, and selected 55 medical managers to participate in professional training organized by the National Ophthalmology Professional Quality Control Center, aiming to systematically improve the homogeneity and professionalism of ophthalmology quality control in the whole network.

Through the combination of external authoritative standards and internal execution capabilities, we continued to improve the construction of medical professional talent team, and laid a solid organizational and talent foundation for the safety and quality of ophthalmology diagnosis and treatment.



Carry out special training and competition on healthcare quality and safety

In 2025, the Group held two special training sessions on healthcare management, covering more than 300 medical management personnel, aiming to systematically improve the standardized management level and risk prevention and control capabilities of healthcare quality in each hospital. At the same time, we launched the third healthcare quality continuous improvement case competition to encourage frontline teams to refine and share best practices, strengthen the clinical thinking of medical staff and the application ability of quality management tools, and form a virtuous circle of "promoting learning through competition and promoting reform through learning" through the promotion of benchmark cases, injecting impetus into the endogenous and continuous improvement of healthcare quality.

In addition, Aier Eye Hospital continued to strengthen the capacity building of multidisciplinary diagnosis and treatment, increased investment in key disciplines such as internal medicine and anesthesiology department, and improved the perioperative safety system. Through systematic training and in-depth analysis of typical cases, we improved the perioperative management ability of medical staff for patients with systemic diseases, built a solid bottom line of surgical safety, and provided high-quality medical services to patients.

Providing High-Quality Medical Service

Aier Eye Hospital adheres to the patient-centered approach, systematically builds a standardized system covering the whole service process, and relies on digital technology to continuously optimize the service reach efficiency and response mechanism. We have established a normalized service quality supervision system, continuously carried out service capacity building and training, and continuously optimized the medical treatment environment and procedures. We strive to create an ophthalmic medical service ecosystem with both professional and humanistic warmth, making high-quality medical care sensible, accessible and sustainable. High-quality medical services are closely related to patient satisfaction, operating effectiveness and social impact. We enhance patient trust and satisfaction through high-quality services, reduce costs and increase efficiency through process and resource optimization, and promote the synergy and positive cycle of economic benefits and social values.

The Group continues to pay attention to changes in the internal and external environment, build and continuously improve the medical service strategic system, establish dynamic risk assessment and early warning adjustment mechanism, optimize resource allocation, actively grasp the development trend of "artificial intelligence + healthcare", and deeply empower the high-quality development of eye health services. During the Year, marking the 10th anniversary of the healthy China initiative, the Group actively responded to the major decision of "accelerating the construction of a Healthy China" as outlined in the 15th Five-Year Plan, combined with the hierarchical diagnosis and treatment system of ophthalmology specialties and the layout of the same-city network, improved the construction of digital service platforms including artificial intelligence. We continued to implement the *Aier Eye Hospital Group Implementation Plan for the Thematic Campaign to Improve Medical Experience and Enhance Patient Satisfaction (2023–2025)* to improve service capabilities and patient satisfaction, and contribute to build a high-quality and efficient modern medical and health service system.

Improving Service Quality

From the perspective of patients, Aier Eye Hospital deepens the application of intelligent technology in the whole process of medical treatment, and improves the convenience and humanization of services. By optimizing the design of medical treatment process, strengthening link connection and efficiency improvement, improving the diagnosis and treatment environment and deepening humanistic care, we have built a smooth and efficient modern eye health medical service system, enhanced service accessibility and quality, and enabled patients to obtain a reliable, convenient and humanistic medical experience.

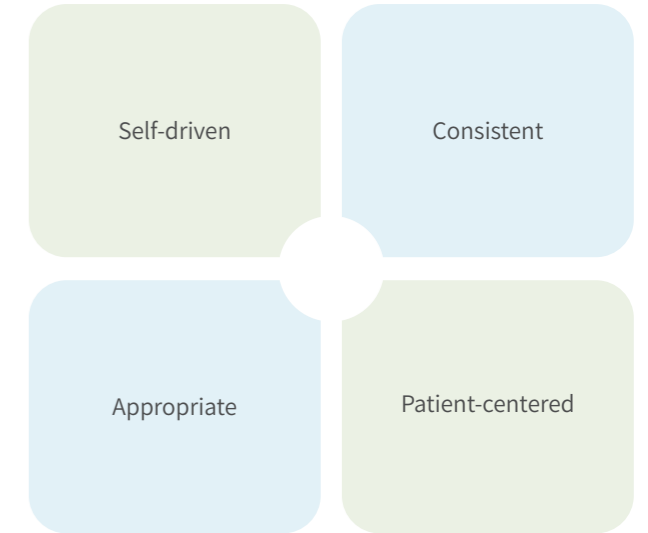
We continued to optimize the Group's medical service management system and established a three-level medical service quality governance framework of "Group Headquarters-Provincial-Regional Hospitals". The service management department of the Group is responsible for the supervision and management of medical services, and all provinces, autonomous regions and local hospitals are responsible for the implementation of specific service matters. All levels work closely together to form a complete closed loop from planning and deployment, specific implementation to supervision and rectification, and continuously improve the quality of medical service management.

Service Standard Construction

With the service program of "full participation, full guarantee and quality first", Aier Eye Hospital has established a scientific and rigorous service standard framework, and formulated and implemented a series of service standard documents such as *Personnel Quality Standards*, the *Public Area Post Service Standards* and *Aier Eye Hospital Respect and Safeguard Patients' Legitimate Rights and Interests System*, forming a standardized management foundation. At the same time, according to the evolution of patient needs and business development, we continued to promote the iterative upgrading of service standards and norms in various provinces and regions to ensure that service quality was steadily improved through standardized and systematic management.

Service Regulations (Partial)
Norms of Personnel Quality
Service Standards for Public Area Positions
Norms for Nursing Service Leadership in Refractive Surgery Departments
Management Measures for Patient Claims on Digital Platform of Aier Eye Hospital Group
Patient Satisfaction Survey System of Aier Eye Hospital
System for Respecting and Safeguarding Patients' Lawful Rights and Interests of Aier Eye Hospital
System for Protecting Patient Privacy of Aier Eye Hospital
System of Patient Health Education of Aier Eye Hospital

Service Regulations (Partial)



Four Service Principles

During the Year, the Group formulated the *Guidelines for the Construction of "One-Stop Service Center" of Aier Eye Hospital Group in Outpatients – Trial Edition* to promote the hospital's integration of decentralized service functions and optimization of processes, so as to improve the overall service efficiency and patient experience. At the same time, we focused on the "one old and one young" group, compiled the *Guidelines for the Construction of Child-Friendly Services in Aier Eye Hospital* and the Guiding Opinions on the Construction of Elder-Friendly Institutions in Aier Eye Hospital, and guided the subordinate medical institutions of the Group in various provinces and regions to improve the service process and environment according to the specific needs of patients of different ages. Among them, Kunming Aier, Zhengzhou Aier, Shanxi Aier and Taiyuan Aier have all been certified by local governments.



Optimize the standard system of specialist services

In 2025, the Optometry and Pediatric Ophthalmology Division sorted out and upgraded the service standard system with the goal of "standardizing service processes, refining doctor-patient communication and differentiating customer experience". By focusing on the complete service process of patients from admission to discharge, the department refined and released *Optometry and Pediatric Ophthalmology 2025 Full-Process Mandatory Procedures and Statements*, which is regarded as the basic service specification uniformly implemented by all hospitals across the country. At the same time, Optometry and Pediatric Ophthalmology Division innovatively launched the *Drill Record Book of Large Optometry Admission Scenario*. Centered on "standardization from the patient's perspective", this initiative employs scenario-based and drill-oriented methods to transform service protocols from textual understanding into practical behaviors and communication habits. This solves the fault problem that employees are "easier to know than to do" in the implementation of standards, ensuring that standards are truly integrated into departments, workstations, and daily routines.

Aier Eye Hospital adheres to the "four service principles", and strictly standardizes the medical service staff from multiple dimensions such as image shaping, behavior standardization, language expression and job responsibility definition to ensure the professionalism and standardization of the medical service team. On this basis, we introduced the 6S¹ lean management model to systematically plan and steadily promote service work, continuously improving the standardization of service processes. At the same time, we have continuously strengthened the professionalism of our medical service team through special improvement programs such as service etiquette training and doctor-patient communication ability building, providing patients with a high-quality service experience that combines professionalism and humanistic care.

Guided by the core values of "Aspiration, Benevolence, and Beauty", the Group has built a service management mechanism covering the whole cycle of prevention, diagnosis, treatment and rehabilitation. This initiative aims to address pain points in patient care journeys and enhance patients' sense of gain, happiness and security. In 2025, to thoroughly implement the National Health Commission's "Action Plan for Improving Medical Care Experience and Enhancing Patient Satisfaction (2023-2025)", the Group launched the "Five-Heart Service to Create Excellence, Brilliant Experience to Win the Future" quality service hospital selection activity. The initiative aims to establish service benchmarks, foster a "patient demand-oriented" service culture, and promote the development of ophthalmology services toward greater professionalism, humanization, and refinement. This activity closely focuses on the six dimensions and 18 key tasks put forward by the National Health Commission, takes the whole process of patients' medical experience as the main line, focuses on key links such as appointment, diagnosis and treatment, and postoperative care, systematically optimizes service details, and effectively implements a series of measures such as intelligent consultation, time-based appointment and humanistic care, so as to provide patients with a "Five-Heart" service experience of "Assurance, Convenience, Attentiveness, Comfort, and Warmth", and set a benchmark of high-quality service.

During the Year, the Group awarded 2 outstanding provincial service management awards, 24 five-star service awards and 10 service management medals, covering hospitals in Wuhan, Chengdu, Zhengzhou, Wuxi and other places. The award-winning hospitals have formed distinctive practice models in improving patient experience and optimizing hospital management, providing a demonstration path that can be used for reference for the continuous improvement of the Group's overall service quality.

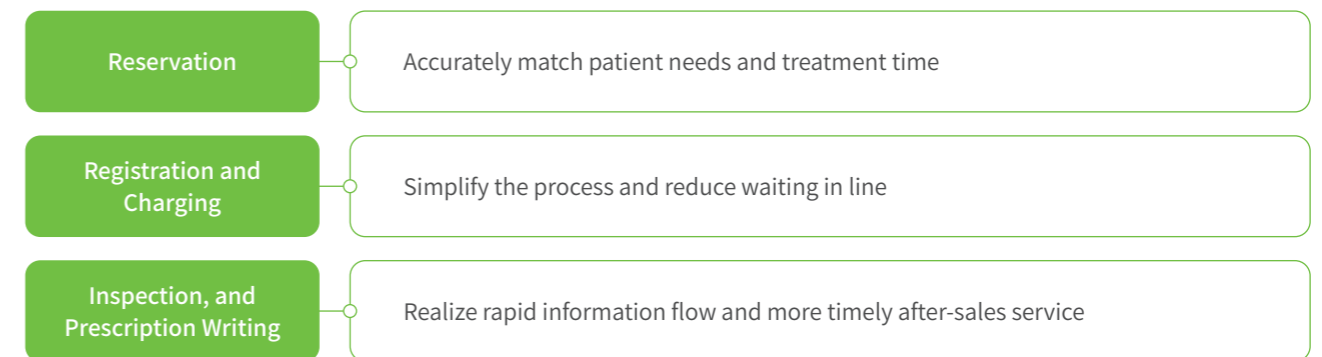
Empowering Services with Digital Intelligence

Aier Eye Hospital actively responds to the national policy guidance on developing "Internet + Healthcare" and promoting smart hospital construction, further advancing the in-depth integration of digital transformation and service capabilities. We continued to improve the application of artificial intelligence technology, independently developed a series of business information systems, smart hospitals, telemedicine cooperation terminals, telemedicine and other medical systems, and built an intelligent service ecosystem with online and offline integration and data-driven decision-making. The system centers on patient full-cycle health management, effectively improves the efficiency of diagnosis and treatment and healthcare accessibility through process optimization, resource collaboration and experience reshaping. It provides systematic support for implementing graded medical care and optimizing resource allocation, contributing practical efforts to the construction of a healthcare service system centered on people's health.

¹ 6S is SEIRI, SEITON, SEISOU, SEIKETSU, SHITSUKEI, and SAFETY.

◎ AHIS Business Information System

Guided by patient needs, we further promoted digital transformation and innovation in ophthalmic outpatient management and services. Relying on the AHIS business information system, we optimize the multi-scenario process of outpatients through in-depth analysis and efficient use of data.

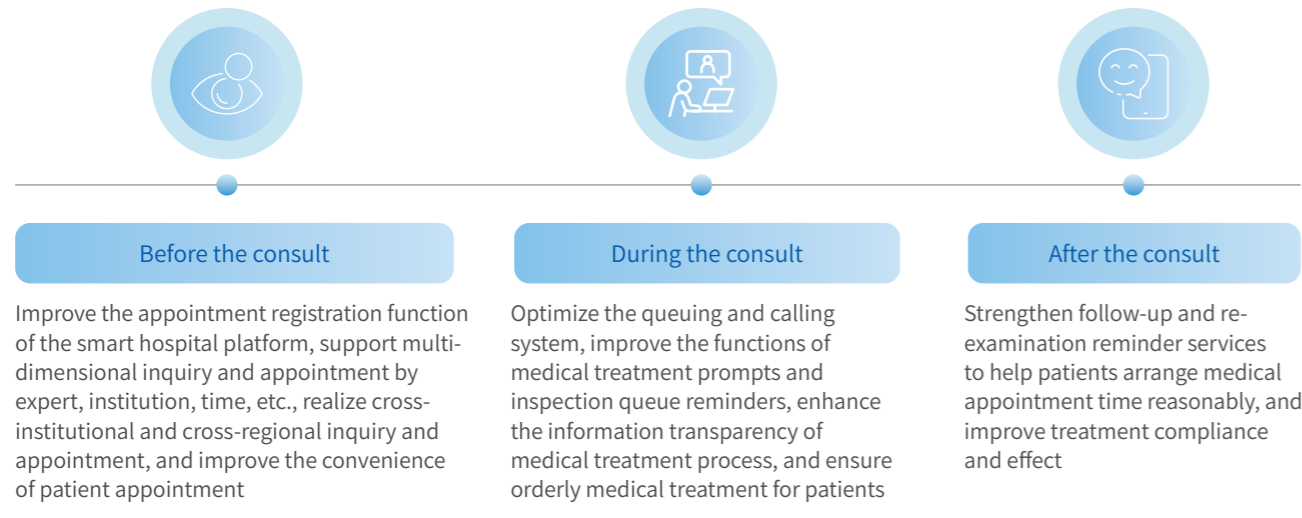


We continued to promote the in-depth application of the AHIS system, and strived to strengthen the digital management and control capabilities of healthcare quality and technology. During the Year, the Group embedded 35 core healthcare quality system indicators into the AHIS system to achieve real-time monitoring and improve the timeliness and accuracy of quality management. Simultaneously, the informatization supervision of new technologies was started, and the annual planned development rate of new technologies and new projects reached 69.6%. In terms of medical record management, we issued the Regulations on the Management of Electronic Medical Records of the Group (V1.0) and launched an AI-powered quality control feature for outpatient medical records. This initiative promotes the digital management of medical record metrics, consolidate the quality of medical record data, and provide a high-quality data base for patients' medical services.

In 2025, relying on the AHIS platform, the Group launched a fundus patient follow-up system in 131 hospitals to achieve standardized and continuous health management for postoperative patients. Through regular tracking and data feedback, we have improved follow-up efficiency and coverage.

◎ Aier Eye Smart Hospital

By integrating cutting-edge technology and high-quality resources, Aier Eye Hospital has built a full-cycle, all-round and personalized eye health service system based on in-depth insight into users' eye health needs, from preventive health care, precise diagnosis and treatment to rehabilitation tracking, to achieve the full-process protection of users' eye health, accurately matching patients' eye health needs at different stages. In 2025, Aier Eye Smart Hospital provided online appointment registration services for a total of 7,088,414 people and online payment services for 955,364 people, and digital empowerment significantly enhanced the accessibility and convenience of healthcare.



In 2025, the Group uniformly deployed the queue notification system for medical treatment, implementing it in a total of 141 medical institutions. After the system launched, the average duration of a physician's initial consultation decreased to **33.35** minutes, with the rate of consultations completed within 30 minutes increased to **74.95%**; The average duration for 2-hour completion visits have shortened to **97.48** minutes, the completion rate increased to **76.06%**, and all efficiency indicators were steadily improved.

We continue to promote platform construction focusing on medical diagnosis and treatment services, health education services and mobile medical insurance payment.

- Medical diagnosis and treatment services**
We have optimized appointment registration, realize appointment first and then medical insurance number collection, and improve the success rate of number collection. Additionally, we have restructured the outpatient payment business, enable automatic categorization of medical insurance and self-payment items, simplifying the self-payment process. We have also launched in-hospital medical treatment functions such as online medical record mailing and copying, examination scheduling, pre-consultation for outpatient services, outpatients electronic medical record inquiry, corneal topography report inquiry. These initiatives are designed to comprehensively improve patient convenience and experience of medical treatment.
- Health education services**
Strengthen the online platform's pre-hospital and post-hospital patient service capabilities, launch online nursing and medication consultation, expand family eye health services to meet the needs of patients of all ages. Optimize the online drug purchase platform, broaden service boundaries, and improve patient satisfaction.
- Medical insurance mobile payment**
Continue to expand the coverage of mobile medical insurance payment, optimize the medical insurance mobile payment process, and provide payment success rate.

During the Year, the Group continued to deepen the construction of mobile terminals of smart hospitals based on patient needs, launched and improved functions such as "Medication Guide Inquiry", "Intelligent Medical Treatment Reminder" and "Instant Reminder and Acquisition of Electronic Invoices". These initiatives alleviated the asymmetry of information between doctors and patients and reduce non-essential round trips of patients through information transparency and online services, with a view to improving the convenience of medical treatment and overall satisfaction.

In addition, relying on the smart hospital platform, we optimized the construction of the prevention and control system for adolescent myopia, integrated chronic eye disease management and family eye health service modules to realize a closed-loop digital eye health management for all age groups. At the end of the reporting period, the total number of services had exceeded 58 million, and data-driven myopia prevention intervention was used to improve the eye health level of the group.

◎ Aier Eye Hospital AI Application

Aier Eye Hospital makes full use of cutting-edge technologies such as AI, deeply optimizes the intelligent service system, and comprehensively upgrades product performance and service efficiency.

AI Ophthalmologist	With the strategic guidance of "Innovation-driven, Technology-Enable Aier Eye", the Group launched the "AI Ophthalmologist" system. Leveraging artificial intelligence technology, this system enables precise preoperative diagnosis and the design of personalized surgical plans, while providing patients with comprehensive professional consultation and health management throughout the postoperative recovery process. This initiative drives the intelligent upgrading of diagnostic and treatment workflows, enhancing surgical safety and patient satisfaction. At the same time, the Group integrates "AI Ophthalmologist" with cutting-edge technologies such as LLM ¹ , RAG ² and machine vision to simulate real diagnosis and treatment paths and build an ophthalmic diagnosis and treatment agent. The system can provide doctors with explainable auxiliary diagnosis suggestions and intervention predictions based on patient electronic medical records and medical images in outpatient scenarios, effectively improving the accuracy and efficiency of diagnosis and treatment. In 2025, seven "AI ophthalmologist" agents have been launched on the medical platform for application.
AI Customer Service	Relying on advanced big language model technology, the intelligent interaction of real customers has been comprehensively upgraded. Through continuous training and optimization of the model, we improved the factuality and accuracy of intelligent Q&A, accurately responded to customer inquiries, significantly improved user experience, and provided patients with efficient and caring online services.
AI Assistant	Developed independently by Aier Digital Ophthalmology Research Institute, our AI solution integrates advanced Large Language Models with specialized medical knowledge bases to empower customer service and private domain operations. This innovative application enhances operational efficiency while ensuring high-quality service delivery across all business lines.

¹ Large language model refers to a deep learning model trained using a large amount of text data so that the model can generate natural language text or understand the meaning of language text.

² A technique that combines information retrieval with text generation to solve the problem of large language model (LLM) knowledge update lag and illusion.

◎ Aier Eye Hospital Telemedicine

In response to the national policy guidance of optimizing the allocation of medical resources and promoting hierarchical diagnosis and treatment, the Group systematically promoted the construction of telemedicine centers. By integrating high-quality expert resources and digital platforms, Aier Eye Hospital has built core service capabilities covering consultation, outpatients and film reading, and widely used them in diverse scenarios such as telemedicine of difficult eye diseases, postoperative reexamination in different places, and community visits, breaking geographical restrictions and helping primary medical institutions to improve their diagnosis and treatment level. The construction of telemedicine centers has promoted the implementation of the mode of "first diagnosis at the grass-roots level and linkage between upper and lower levels", improved the accessibility and balance of ophthalmic services, and enabled more patients to enjoy convenient and professional eye health protection.

In 2025, we systematically upgraded the functions of telemedicine, remote outpatients and remote film reading, expand the application scenarios, innovatively introduced the "slit lamp AI + manual remote film reading" model. By integrating digital slit-lamp systems with our proprietary "Slit-Lamp AI Image Analysis System," we achieved efficient identification of various anterior segment diseases—including lens diseases, pterygium, and subconjunctival hemorrhage—effectively empowering primary-care screening and medical consortium collaboration. By the end of the reporting period, Aier Eye Hospital Telemedicine Center had gathered more than 500 experts, completed over 1,000 remote consultations and outpatient visits, and more than 800,000 remote film readings in telemedicine and outpatients. Our services covered 25 provinces and autonomous regions across the country, effectively improving the accessibility and service efficiency of high-quality ophthalmology medical resources.



Accurate diagnosis and treatment across mountains and seas: Digital remote platform empowers equalization of eye health services

We use digital technology to build a remote diagnosis and treatment system to efficiently sink high-quality medical resources.

In Xinjiang, a patient with vision loss due to ocular trauma had a "face-to-face" consultation with the group's ophthalmology expert team through the remote platform of Aier Eye Hospital, and clarified the fine plan of eyeball protection treatment.

In Chongqing, for a patient with complex glaucoma and Alzheimer's disease whose condition was not well controlled by medication, the local hospital successfully performed precision surgery under the real-time video guidance of the Group's glaucoma experts, with the support of the remote consultation center. The patient's intraocular pressure quickly returned to normal after the surgery.

Our telemedicine platform relies on digital tools such as high-definition image transmission and full-process data traceability to effectively break through geographical restrictions, enabling patients with difficult eye diseases to receive the same diagnosis and treatment services as central cities locally.

Service Quality Supervision

Aier Eye Hospital has built a sound and normalized service quality supervision mechanism, further improved the three-level three-dimensional supervision system of the group, province and hospital. Through normalized service inspection and special supervision, we comprehensively improved the hospital's service management capability to effectively ensure consistency and stability of service quality. The Group adopted a combination of service experience and special public inspection to accurately gain insight into the shortcomings in hospital service management and carried out targeted special supervision to achieve closed-loop rectification. During the Year, the Group launched the digital construction of the service supervision platform, aiming to further strengthen the efficiency of service quality supervision through informatization and mechanism innovation.

Through internal special inspection and supervision, online research and offline interviews, we investigated and evaluated the service quality of the whole process of patient treatment in each hospital from four dimensions: personnel quality, core process, medical treatment environment and service process. On the basis of conducting unannounced inspections on a regular basis, we implemented the "Group + Province" joint service inspection mode, and compiled the *Service Inspection Question List* based on the unannounced inspections of service quality, assisted hospitals to explore the room for improvement of service quality and formulated special improvement plans, and urged hospitals to take measures to optimize them. Through the normalized regional inspections of provinces and regions, we were able to discover hospital service problems in time, provide improvement guidance, and carry out special supervision and related skills and management training for the problems, to help hospitals standardize and carry out normalized service self-inspection, self-inspection and self-improvement.

In 2025, unannounced inspections of service quality were carried out in 24 hospitals at the Group level, 15 hospitals were accurately supervised by the Group in conjunction with provinces and regions, and more than 140 hospitals were independently inspected in each province and region within its jurisdiction. A total of 1,347 service problems were found during the unannounced inspection, and the closed-loop rectification rate after the inspection reached 97%.

We also encourage hospitals in the region to share excellent service experience with each other, achieve resource sharing and complementary advantages, and promote the overall simultaneous improvement of service quality in the region. According to its own characteristics, each region will create a unique service quality supervision mode to improve its service quality and competitiveness in an all-round way.

Service Capacity Building

With the goal of enhancing the perceived value of services, Aier Eye Hospital carries out hierarchical and scenario-based service quality training. Focusing on the whole process of patient treatment, strengthen the standardized implementation, communication, coordination and emotional support ability of medical staff, and realize the leap from "following standards" to "creating experience". Through continuous ability shaping and cultural infiltration, we aim to make every diagnosis and treatment contact a link to convey professionalism and warmth, to build a solid cornerstone of patient trust.

We integrated the Group's service training resources, developed a series of service capability training courses, cultivated professional internal service trainers, optimized the online learning platform. Through diverse formats, we implemented multi-dimensional and comprehensive service training programs for the Group, provinces and hospitals, covering areas such as service philosophy and culture, general service standards, department-specific service procedures, and refined service management.

In the design of training programs, the Group customized targeted training programs and developed special courses according to the characteristics of different business units, and integrated learning resources from provinces and regions to provide rich training courses for regional hospitals, effectively enhancing the endogenous development and overall level of hospital services. We strengthened the practical level of medical staff by combining practical training, focusing on four thematic courses, including service culture, personnel quality and service communication, to enhance employees' service awareness and ability through practical drills, and promote the comprehensive improvement of hospital service quality. We integrated various forms such as online video courses, online live broadcasts, offline face-to-face teaching, group discussions, role-playing and brainstorming on demand, and adopted diversified teaching methods to fully stimulate the active service awareness, innovation awareness and work enthusiasm of employees in various positions. This empowered our healthcare staff to deliver superior patient experience and contributed to the continuous improvement of the Group's service quality.

During the Year, Aier Eye Hospital Group continued to deepen the service concept of "patient-centered", taking the "Five-Heart" service of assurance, convenience, attentiveness, comfort, and warmth as the benchmark, and cultivating the "Six Forces" of professionalism, stress-resistance, flexibility, creativity, communication and empathy of employees as the core driving force, systematically built and implemented a three-dimensional service quality training system of "hierarchical classification, online and offline, and combination of training and war". This system aims to empower the whole chain service team and provide patients with high-quality medical experience that exceeds expectations. By continuously promoting the systematic construction of courses and developing scenario-based SOP video courses, we have formed a complete content matrix of "theoretical guidance + practical exercise", which provides solid support for the unification of service standards and the sustainable improvement of team quality.

<p>Guided by the Group, Focusing on Standardized Management</p>	<p>For the core service management team, the Group held two special trainings in March and September 2025, focusing on the unification of service standards and closed-loop management construction. The sessions emphasized enhancing the professionalism and overall coordination of managers to ensure the efficient implementation of the Group's service strategy.</p>
<p>Driven by Provincial Coordination, Building Regional Service Models</p>	<p>In response to regional differentiated needs, we organized provincial and regional special trainings in seven regions: Guangxi, Sichuan, Jiangxi, Heilongjiang, Shanxi, Beijing-Tianjin-Hebei and Gansu-Qinghai-Ningxia, covering 806 people throughout the year. The curriculum focused on key areas such as provincial-level trainer development, service supervision, doctor-patient communication and complaint prevention. These efforts aimed to strengthen the empathy, communication and stress resistance of front-line teams, shaping regional service models characterized by thoughtfulness and warmth.</p>
<p>Empowered by Hospital Implementation, Strengthening Scenario-Based Operational Capabilities</p>	<p>Going deep into the grass-roots level, we carried out 33 customized hospital training sessions, covering 3,254 people. Focusing on specific service scenarios, we conducted practical teaching on service standards, communication skills and the application of "Six Forces", directly enhancing employees' job professionalism and real-time problem solving ability, and making the medical treatment process for each patient smoother and more comfortable.</p>



In 2025, Aier Eye Hospital conducted **68** patient service training sessions, cumulatively covering more than **9,000** patients.



Training on Instructional Skills for Service Course Lecturers



Standardized Training on Business Management for Hospital Patient Service Managers

At the same time, to improve the standardization of core diagnosis and treatment services and patient experience, we focus on key business scenarios to carry out precise empowerment.

<p>In terms of service process optimization</p>	<p>we carried out 749 dry eye consultation scenario drills nationwide to ensure the standardization of service links; Through 10 offline full-process management trainings for fundus chronic diseases and 12 special trainings for net recommendation services, we strengthened our chronic disease management ability and service reputation awareness.</p>
<p>In terms of nursing training and collaboration</p>	<p>during the year, we held special training courses for physiotherapists in 20 provinces and autonomous regions, simultaneously promoted the establishment of 11 nursing collaboration groups, and promoted cross-hospital experience exchange and standards unification; We set up 9 refractive nursing micro-classes, covering 420 nursing staff, so that cutting-edge nursing knowledge and practical skills can be efficiently and widely disseminated.</p>

We continued to promote the STAR project, and this year, the training was conducted in 10 regions across the country, including eastern Zhejiang, Jingzhou, Qinghai and other places, covering over 500 visits in 80 hospitals. The initiative aims to systematically introduce and solidify high-quality service standards, transforming the "Five Hearts" service concept into executable and evaluable daily actions for frontline employees. In addition, we conducted the star-rated service outpatients evaluation to evaluate the implementation of the "Five Hearts" service standard, promoting the continuous optimization of professionalism and service capabilities of each outpatients. During the year, 68 hospitals stood out in the star service outpatient evaluation.

The Group continued to promote the construction of digital learning platform and launched 13 online courses throughout the year, covering 5,014 employees. The learning content of the platform covers patient service sharing, AI technology application and information tool publicity. The initiative aims to stimulate employees' flexibility and creativity, make convenient and efficient learning the norm, and thus empower employees to bring smarter and more worry-free service experience to patients.

Optimization of Healthcare Facility Environment

Hospital is the carrier of medical humanistic care. Aier Eye Hospital abides by national laws and regulations such as the *Regulations for the Management of Surface Cleaning and Disinfection of Medical Institutions* and the *Guiding Principles for the Planning of Medical Institutions*, and systematically improves the setting of guiding signs, the configuration of service staff and the spatial layout of medical treatment areas to create a convenient, clean and hygienic physical space. By equipping facilities such as anti-slip and noise-reducing floor adhesive, sofas and wheelchairs, we strengthened the details of safety and comfort in consulting room, waiting area and inpatient ward, integrating convenience, safety and comfort into space moving lines and auxiliary facilities.

To deeply optimize the patient's medical experience, the Group continued to promote the pilot work of the pre-medical treatment model, uniformly deployed the time-consuming monitoring report of outpatient medical treatment, and improved the relevant platform functions. By accurately monitoring the time-consuming situation of patients waiting for treatment and each stage of medical treatment, the Group comprehensively improved the operation efficiency of each medical treatment link. This helped the hospital shift resource scheduling from passive response to active management, improving the efficiency of patient medical treatment and enhanced the sense of medical treatment of patients. At the same time, it improved the overall management efficiency of the hospital, promoting further the quality improvement and efficiency enhancement of medical services.



Carry Out the Theme Activity of "Lean 6S Management to Build Five Hearts Hospital"

In March 2025, the Group launched the theme monthly activity of "Lean 6S Management to Build a Five Hearts Hospital", aiming at creating a safe, clean and efficient medical treatment environment for patients through the optimization of on-site management, and fulfilling the "Five Hearts" service commitment with practical actions.

This activity takes "sorting, rectification, cleaning and safety" as the core link, focusing on the investigation of potential safety hazards and the maintenance of facilities and equipment. The Group comprehensively upgraded the standardized "6S Management Work Package" to provide clear operating guidelines and evaluation standards for all hospitals. At the same time, to ensure the effective implementation of the activities, we organized special online tutoring courses, covering the interpretation of 6S management lean certification standards and the presentation of specific requirements of theme month activities, so as to ensure the synchronous transmission of management concepts and implementation standards.

This theme monthly activity deeply integrated the concept of lean management into the cultural construction process of daily operation, effectively reduced the safety risks of the diagnosis and treatment environment, improved the efficiency of space utilization and employee work efficiency, and finally transformed into better patient experience and perceived value.

Maintaining Patient Satisfaction

Aier Eye Hospital regards patient satisfaction as the core criterion of medical service quality. By building a closed-loop system of "communication-feedback-improvement", we enhance patient trust by providing high-quality services and establishing effective communication. We adhere to the principle of "first complaint responsibility system, patient-centered and quick response" and establish a standardized communication process to ensure timely response to patients' demands. In terms of complaint management, we have established an agile response mechanism to transform risks into opportunities for service optimization, promoting the two-way improvement of medical service quality and risk management efficiency. Through data-driven improvement, we continued to strengthen the humanistic warmth and professional depth of medical services, and built a bridge of trust between doctors and patients with sincere communication.

Patient Complaint Management

Aier Eye Hospital strictly abides by laws and regulations such as the *Regulations on the Prevention and Treatment of Medical Disputes*, the *Measures for the Administration of Complaints in Medical Institutions* and other laws and regulations. We have formulated internal norms such as the Aier Reporting System of Medical Incidents and the *Aier System for Management of Disputes and Complaints* to clarify the management process of patient disputes and complaints. We formulated and revised the *Complaint and Dispute Management System* from time to time, clarifying the principles of legal, fair, timely and convenient handling. We put forward new requirements from the aspects of handling process, responsibility identification and closed-loop management, strengthened organizational structure construction, improved the complaint handling process and responsibility traceability mechanism, and effectively protected the rights and interests of patients.

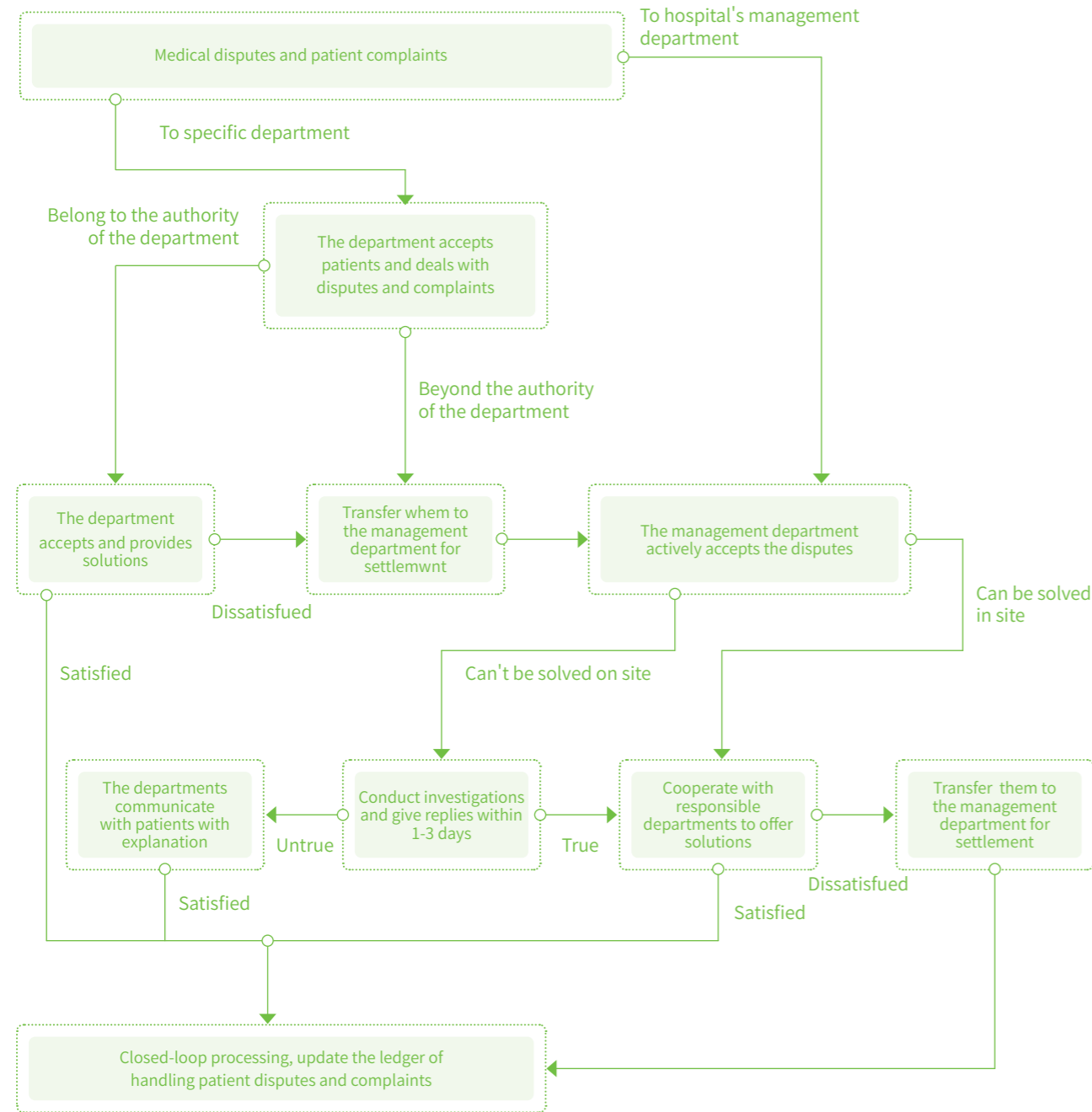
The Group has established and continuously improved a multi-department linkage mechanism for handling disputes between doctors and patients, and set up a special management department to collect feedback from patients' complaints and follow up on follow-up measures. In 2025, the Group deepened the reform of its organizational structure by integrating service management functions into the overall planning of the medical management center, enabling unified coordination of healthcare quality, nursing services, and patient experience management. This move strengthened the closed-loop management capability of the whole process from complaint acceptance, classified handling to continuous improvement. Through efficient resource integration and service process optimization, the Group has tangibly enhanced both healthcare quality and patient satisfaction.

We have established a 24-hour patient complaint supervision hotline, publicize the complaint process and contact information in prominent positions on online platforms and offline venues of all hospitals. This creates a multi-dimensional feedback collection network designed to respond promptly to patient needs and transparently communicate the progress of complaint handling. At the same time, we continuously improve the standard operating procedures (SOPs) for business acceptance of complaint supervision hotline, optimize the accuracy of information flow and the efficiency of collaboration between departments. This standardizes the whole process from acceptance, investigation, disposal to feedback improvement, and transform every patient communication into actions to improve service responsiveness, optimize medical experience and drive continuous improvement of healthcare quality.



In 2025, the Group recorded **18,891,700** outpatient visits, accounting for **0.0058%** of complaints, and the completion rate of complaint handling during the year was **97%**.

In response to the patient complaints and feedback received, we strictly follow the patient complaint and problem resolution process for rapid response and closed-loop rectification:



Patient Complaint and Problem Solving Process

Patient Communication

To build a lasting and reliable doctor-patient relationship, Aier Eye Hospital has built a diversified patient communication matrix. Through channels such as the Group and provincial hospital official websites, corporate social media accounts, customer service on local lifestyle platforms, and the Aier Eye Hospital mini-program, we have created an always-on, multi-touchpoint communication network. This network not only delivers professional eye health knowledge to enhance patients' awareness and ability to protect their vision but also emphasizes listening and dialogue, providing timely consultation responses through the Aier intelligent customer service. On this basis, we introduced an AI-based large-scale patient satisfaction survey system. From dimensions such as medical service quality performance and professional competence, we conducted intelligent analysis and in-depth mining of massive patient feedback, transforming patients' subjective feelings into measurable, actionable objective data and specific improvement initiatives. By continuously collecting patient feedback and combining scientific insights, we systematically optimize service processes, improve healthcare quality and enrich patient experience, making communication a key link in the closed-loop system of continuous medical service improvement.



In 2025, we conducted AI intelligent satisfaction voice return visits to **47,800** patients, collected patients' medical experience evaluations, and actively linked hospitals to respond to patients' medical demands for more than **590** times.

To systematically measure and report the service quality performance, the Group has established a standardized quantitative monitoring system for patient satisfaction, and set up a dedicated Supervision Department to oversee service quality inspections. Through multiple channels, including real-time notifications via the Smart Hospital platform, offline questionnaires, focus groups, and telephone follow-ups, the system comprehensively collects feedback on service quality from both inpatients and discharged patients, achieving a 100% survey coverage rate that aligns with the patient satisfaction measurement objectives. The collected structured data such as satisfaction score and repeat medical treatment rate are systematically analyzed to form a special report, which serves as the basis for continuous improvement to promote the implementation of rectification. Each hospital must strictly implement the timely response and return visit mechanism, and enter the problems and treatment results into the work order system, forming a complete management closed loop from collection, processing to tracking. By regularly summarizing and analyzing the work ledger, we identified weak links in services and promoted targeted rectification, to achieve continuous improvement in service.



In 2025, we have conducted service quality satisfaction surveys through multiple channels, reaching over **1.8** million people, with an overall satisfaction rate of **99.1%**.

Compliance Communication – Patient Health Education

Aier Eye Hospital abides by laws and regulations including the *Advertising Law of the People's Republic of China*, the *Medical Advertising Management Measures*, the *Guidelines for Enforcement of Absolutist Terms in Advertising*, and the *Measures for the Administration of Internet Advertising*. We formulate and implement the Responsible Marketing Policy, which clearly stipulates that our marketing activities must strictly comply with laws and regulations and the company's values, accurately and truthfully disclose product and service information, uphold ethical principles to interact with patients and medical staff, protect patients' privacy, and actively fulfill environmental protection and social responsibilities. The Group has established an audit and supervision mechanism, conducted training for all employees and the management supervision to ensure the effective implementation of policies and all activities are conducted in a lawful, compliant, and responsible manner.

We have established a comprehensive management framework for responsible marketing. The CEOs of each hospital within the Group serve as the primary responsible parties for ensuring responsible marketing practices. The heads of health education at each hospital oversee compliance management for marketing and promotion activities, while marketing channel personnel are responsible for the specific implementation of these tasks. The Group has established an advertisement review, publication and archiving mechanism, urged the health education team to thoroughly study laws and regulations, and organized various hospitals to carry out self-examination and self-correction to ensure that the compliance requirements for responsible marketing are strictly implemented. At the same time, we have established a unified library of design materials to control the compliance of materials from the source and prevent infringement and violation of regulations. Relying on the advertising monitoring system, we conduct real-time compliance oversight of online promotional activities, content, and materials across social media and other digital channels. We follow up on any violations to ensure corrective actions are taken and supervised, thereby achieving end-to-end control that encompasses preventive measures, real-time alerts, and post-incident rectification.

Aier Eye Hospital has established and continuously optimized the responsible marketing audit mechanism. The Group's Audit and Risk Control Department regularly organizes reviews of marketing activities, and conducts compliance audits of marketing materials, non-marketing materials involved in marketing activities and distribution channels. The Group conduct responsible marketing audits at least once a year, and each hospital completes responsible marketing audits at least once every 2 – 3 years. By establishing a full-process supervision system of prior prevention, process monitoring and post-audit, we systematically ensure that marketing activities are carried out legally and in compliance with regulations. By the end of the year, the Group's audits for responsible marketing basically covered all hospitals. All hospitals had been audited.

The Group continued to strengthen the capacity building of responsible marketing, carried out a series of online trainings for publicity-related positions, focused on compliance requirements in key areas such as social media operation and content publicity, and focused on knowledge transmission and practical application, aiming to comprehensively improve the accuracy, authenticity and standardization of publicity contents in each hospital, ensure the legality and compliance of publicity activities, and consolidate patient trust and brand credibility.

Information security and privacy protection

Aier Eye Hospital regards data security and privacy protection as the cornerstone of the medical digitalization process, strictly follows regulatory requirements, continuously improves digital infrastructure, improves information security governance structure, builds a sound information security management system, and effectively protects the data rights and interests of the Group, patients and other parties through accurate management and control covering the whole life cycle of data, and builds a solid foundation for a trusted digital medical ecosystem.

Data Security and Customer Privacy Protection

The Group strictly abides by laws, regulations and industry standards such as the *Cybersecurity Law of the People's Republic of China*, the *Data Security Law of the People's Republic of China*, and the *Personal Information Protection Law of the People's Republic of China*. We have formulated the *Network and Information Security Management System Guide* and set up the Process and Standards Committee. The committee is responsible for developing business processes, systems, and standards for the Group and its hospitals' information systems. It regularly reviews the Group's information security policies and implementation results, flexibly adjusts data security strategies, and implements data hierarchy and classification management. The committee collaborates with multiple departments, including the Audit and Risk Control Center, Information Center, and Legal Supervision Center, to ensure standardized and standardized operation, and comprehensively improve information security capabilities.

The Group has established an information security governance structure with clear levels. The Group President is responsible for overseeing privacy and data security and leading the Information Security Leadership Team, which serves as the decision-making body for privacy and data security. This team formulates the company's information security strategy and leads to the establishment of an information security management system, focusing on hospital emergency plans, medical data management systems, and information security incident reporting systems. To strengthen accountability, the Group links information security performance to management evaluations, ensuring effective implementation of information security protection measures. In addition, the Group designates the Audit & Risk Control Center and the Information Center as permanent execution and supervision departments, which are responsible for formulating policies, supervising the implementation, and enhancing the safety awareness of all employees through regular training, to provide continuous guarantee for the safe and stable operation of the information system.



Aier Eye Hospital Information Security Management Framework

The Group systematically conducted internal and external audits on information security every year. The audit comprehensively covers the evaluation of compliance and effectiveness of information security policies, processes and control measures, specifically including reviews of the system security in areas such as network security, data security, access control and identity authentication. Additionally, the audit examines the effectiveness of data backup and recovery mechanisms and evaluate the status of employee information security training and awareness initiatives to ensure ongoing compliance with internal control requirements and applicable laws and regulations.

The Group continued to promote data classification and hierarchical management, strengthened information security audits, increased the frequency and scope of audits. Based on traditional physical security, network security and system security audits, we conducted special data security audits to check and evaluate information system permission configuration and data access permissions. Through the implementation of comprehensive audit strategies, we accurately identified potential security risks, and formulated and implemented corresponding prevention and rectification measures in a timely manner. During the Year, the Group carried out special risk monitoring for important information systems and BI data systems. Through identification, assessment, and early warning mechanisms, we promptly detected and issued alerts regarding potential risks of improper authorization, while driving relevant departments to implement corrective and control measures, continuously optimizing the Group's information security framework.

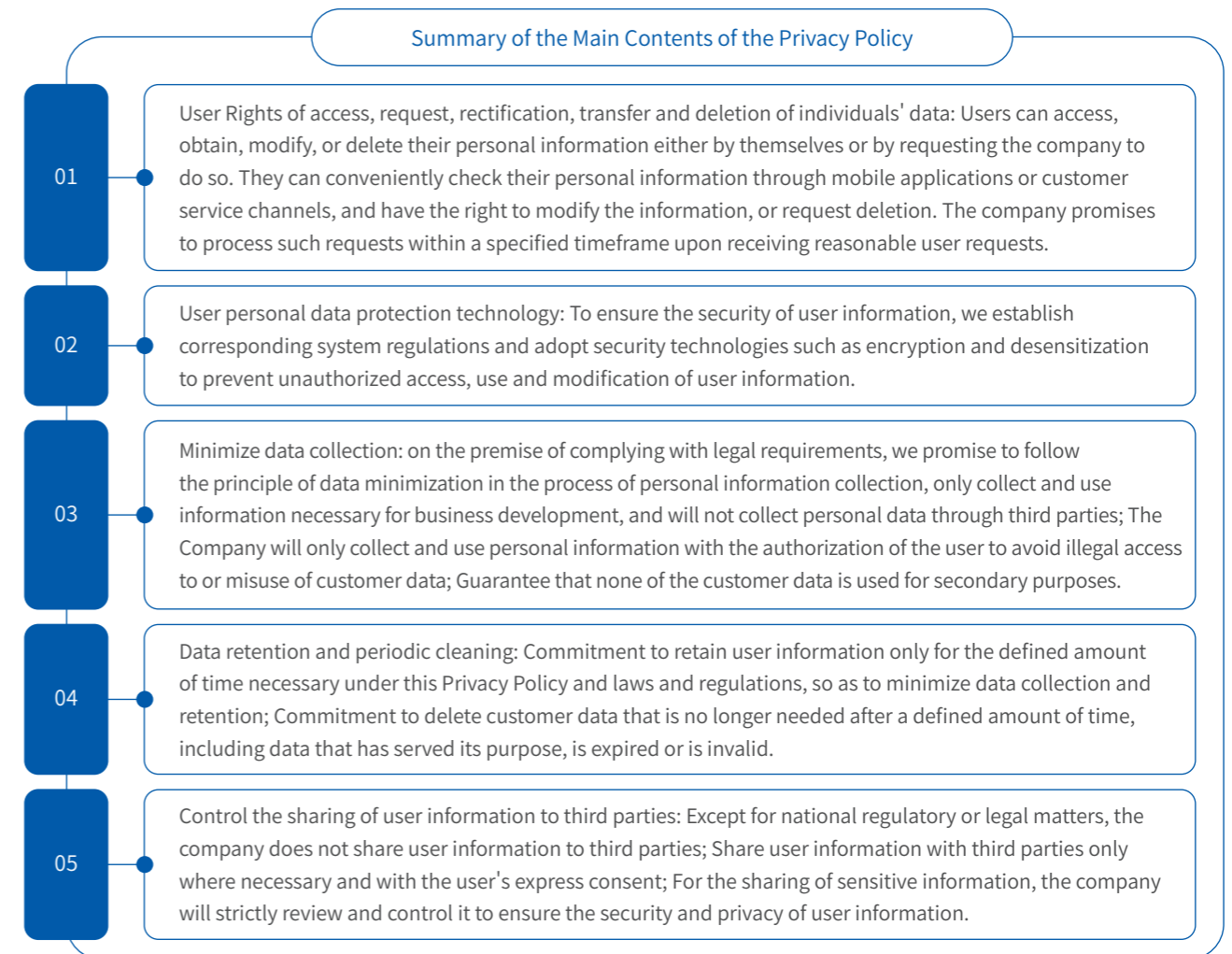
To enhance the professionalism and comprehensiveness of audit, the Group engaged a third-party auditor with rich experience and professional knowledge for special information security audits, and carefully followed the auditor's professional suggestions to optimize the Group's information security policies and systems. Following the national standard specified in the *Baseline for Classified Protection of Cybersecurity (GB/T 22239-2019)*, we hired a third-party professional testing institution for the annual classified protection evaluation. Comprehensive external evaluations on our information business systems were conducted, making the systems more secure.



Level 3 Classified Protection Certification of Network Security

Measures for Information Security and Privacy Protection

Aier Eye Hospital attaches great importance to the protection of users' privacy and data rights. The Group has published the Privacy Policy on the official website, which is applicable to all the hospitals and business lines of Aier Eye Hospital. The *Privacy Policy* clearly states that users have the right to access, amend and delete their personal data. Aier Eye Hospital is committed to protecting users' control over their personal information to the greatest extent and promises not to use users' data for secondary purposes other than the conduct of our business. The Group had set up a special review team consisting of professionals from the audit and risk control, legal, information, and operating departments for an internal review on the *Privacy Policy* in terms of its policy terms, implementation, and the degree to which the terms are consistent with our business developments. Meanwhile, the team conducted a comprehensive and professional review on the effectiveness of the Privacy Policy based on user feedback and complaints, to identify and correct problems in a timely manner. In addition, the Group carried out internal training, strengthened publicity and other measures to ensure that all employees understood and implemented the privacy protection policy. At the same time, we enhanced the effectiveness of notification of users' rights and interests, and implemented privacy protection in multiple dimensions.



For details of the Privacy Policy, please refer to the original policy: https://www.aierchina.com/privacy_policy/

The Group protects users' information security and privacy rights from two aspects: technical protection and system management. In terms of technology, we integrate privacy protection measures into the design and architecture of IT systems and business practices, and continue to strengthen data and privacy protection capabilities to prevent unauthorized access, tampering and leakage; In terms of initiatives, Aier Eye Hospital and the Chinese Academy of Sciences carried out medical big data security research, introduced a "zero trust" architecture, and built an eye health big data protection platform that integrates security, efficiency, integration and sharing.

Information Security and Privacy Protection Technology

Access Control and Audit

- Meticulous authority control systems are embedded in products and services, special security management systems and data security procedures are established to ensure the security of users' personal information, and strict data usage and access systems are adopted to ensure that only authorized personnel can access users' personal information;
- Record all access operations to the data for later audit and traceability.

Encryption/de-identification Technology

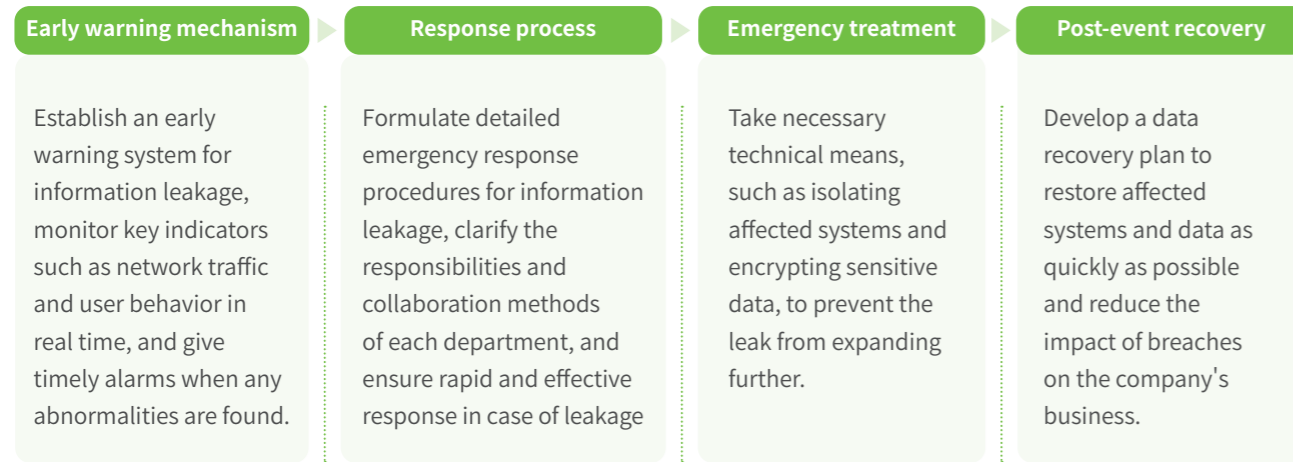
- Implement security coding specifications, requiring the development team to implement security measures such as data encryption, input verification and output filtering when writing code to prevent risks such as data leakage and injection attacks. Each iteration of the version needs to undergo strict security review and testing;
- Encryption technology, anonymization and other reasonable and feasible means are adopted to prevent unauthorized access, use and modification of user information;
- Use security protection mechanisms to prevent users' personal information from being maliciously attacked;
- Multi-factor authentication is used to accurately authenticate the user's identity, access control strategy is adopted to restrict unauthorized access and tampering, and plaintext watermark is kept on the system interface to restrict propagation.

Data Protection Safeguards Integrated Into Product and Service Development

- Provide clear data security and privacy protection tips when users log in to the APP application, official website and other online service platforms of Aier Eye Hospital;
- Follow the user's opt-in consent mechanism. Before any information push or service provision, clearly inform the user of the content and purpose, and obtain their explicit and voluntary consent.
- When sending information to users, explicitly prompt "If you do not want to receive such advertisements, reply 'R' to unsubscribe", giving users the right to refuse advertisements pushed without their permission;
- All software applications, websites and other online service systems of the Company automatically detect the strength of passwords set by users, and prompt users to strengthen the complexity of passwords to improve the security of accounts;
- Regularly remind users to change their passwords, and give warnings when users have not changed their passwords for a long time to reduce the risk of passwords being guessed or cracked.

To ensure the deep integration of data security governance with the overall risk management and control system, we incorporate user data and privacy security-related risks into the Group's risk compliance management framework to achieve a closed loop of more effective risk identification, assessment and prevention. To systematically prevent and control the risk of information leakage, damage and loss, the Group formulated and implemented the *Emergency Plan for Information System Failures* and established a standardized emergency response mechanism. It is clear in the plan that when an information security incident occurs, users must be transparently informed of the incident, the scope of impact and the progress of disposal in a timely manner, and protection guidance must be provided simultaneously. At the same time, we will report to the regulatory authorities in accordance with regulations to ensure that the whole process is controllable and compliance.

During the Reporting Period, the Group did not experience any data security incidents.



Emergency Response Mechanism for Information Security Incidents

We proactively take measures to prevent the occurrence of information security incidents, and adopt internal and external security testing mechanism and multi-layer linkage to systematically prevent potential risks. We conduct regular penetration tests to assess the security of our systems and networks by simulating hacker attacks, enabling us to promptly identify and address potential vulnerabilities and mitigate security threats. We entrusts third-party security organizations with CISAW (National Information Security Level Certification) and other qualifications to carry out full-scope penetration tests on core information systems every year. The testing covers network layer, Web application layer, mobile terminal and social engineering attack simulation to verify the effectiveness of the defense system. We carried out internal vulnerability scanning and manual review, repaired high-risk vulnerabilities within 48 hours, medium-risk vulnerabilities within 7 working days, and included low-risk vulnerabilities in the continuous rectification plan, forming a continuous closed-loop active defense system.

In addition, we guide staff at all levels of hospitals to conduct regular emergency drills and improve their ability to handle information system emergencies. In this way, we are preventing information system security failures from affecting the Group's normal operations. In 2025, the Company and its subsidiaries and branches did not experience major information technology infrastructure failures and information security/network security incidents, and the effectiveness of IT security and network security processes and infrastructure was fully verified.

We conducted regular security awareness cultivation for users and developed online courses on data security and privacy protection for users, covering basic knowledge, privacy management and risk prevention. We also regularly send security reminders via email and text messages, using multiple channels to help users acquire protective skills and build a solid foundation for public information security.

Construction of Information Security Culture

Aier Eye Hospital has built and continuously improved the information security and privacy protection awareness training system, formulated the *Management Measures for Safety Education and Training*, and carried out regular publicity and implementation through diversified forms. The Group organizes professional training covering all employees (including temporary employees and contractors) at least once a year, focusing on basic information security knowledge, the Group's information security policies, privacy protection measures and codes of conduct, security awareness, etc., to ensure that employees keep abreast of the latest information security and privacy protection policies and understand excellent industry practices. In addition, the Group organizes hospitals in various provinces and regions to participate in offensive and defensive drills held by regulatory units from time to time, and comprehensively tests and enhances the emergency response and collaborative handling capabilities of security teams by simulating real attack.

On the supervision and evaluation front, the Group has integrated the information security performance into the employee performance evaluation system. Through a comprehensive assessment that includes daily observations and information security knowledge tests, we thoroughly evaluate employees' ability to respond to information security incidents. We set up multiple channels such as a 24-hour monitoring and reporting hotline, exclusive email and social platforms to encourage employees to report violations by real names or anonymously, and strictly keep the information of whistleblowers confidential. For employees who violate the information and network security regulations, the Group imposes disciplinary actions ranging from warnings, fines, and demotions to termination, depending on the severity of the offense. This approach strengthens the sense of responsibility among all employees and solidifies the human resource management foundation for information security.

Information Security Management of Partners

Aier Eye Hospital strictly implements information security and privacy protection management in supply chain cooperation. Before cooperation, we require all suppliers and partners to sign a contract containing confidentiality clauses or a *Data Confidentiality Commitment*, which requires them to comply with our information security and customer privacy policies. These documents clarify the responsibilities and obligations of both parties in data collection, storage and transmission. We also require suppliers and partners to comply with laws and regulations and the Group's information security and customer privacy protection policies, and strictly prohibit the illegal use or disclosure of any sensitive information exposed during the cooperation process. By the end of the reporting period, 100% of our suppliers and partners had signed confidentiality agreements.

The Group conducts special training on information security and privacy protection for all suppliers, and regularly conducts information security and privacy protection management inspections for all suppliers and business partners involved in critical data processing, system access or service provision (such as data storage, transmission, analysis). For high-risk partners who handle sensitive data (such as personally identifiable information, financial data, health data, etc.), we require them to submit privacy policies and confidentiality agreements annually. These should cover aspects including but not limited to data access control, data encryption, data backup and recovery, privacy protection measures. We conduct comprehensive inspections of the compliance of their information security and privacy protection policies and the implementation of management measures through on-site audits, technical testing, and other methods. For low-and medium-risk partners, we require them to submit privacy protection policies and cooperative confidentiality agreements every two years, and evaluate their information security management systems through document review and other methods. If a supplier or partner is found to violate regulations, the Group will urge rectification, and if the circumstances are serious, we have the right to terminate cooperation with them to ensure safety control throughout the supply.

Building a Resilient Supply Chain

With the concept of win-win cooperation, Aier Eye Hospital continues to improve the supplier management system, and promotes the quality and efficiency of the supply chain through professional resource sharing. We have established and maintained an open and efficient communication mechanism to work with suppliers to build a healthy, stable and sustainable supply chain ecosystem.

Supplier Management System

Aier Eye Hospital supplier system covers three core categories: medical equipment, consumables and pharmaceuticals. The Group strictly abides by laws and regulations such as the *Pharmaceutical Administration Law of the People's Republic of China*, the *Good Supply Practice for Pharmaceutical Products*, and the *Regulations for the Supervision and Administration of Medical Devices*. We have formulated the *Aier Eye Hospital Medical Devices Procurement Management Policy*, the *Aier Eye Hospital Review and Approval Policy for New Medical Devices*, the *Supplier Approval, Assessment, and Removal Management Policy* and the *Management Rules on Procurement Guide*, and continuously improved the supplier management system to ensure product and supply safety from the source.

At the same time, the Group has established a three-level procurement management system of "centralized procurement by the Group, centralized procurement by province-specific branches and procurement by hospitals". Through hierarchical management and control and resource integration, the Group gives full play to the advantages of large-scale procurement, realizes cost optimization, ensures the stability, high efficiency and high quality of the supply chain, and provides efficient and high-quality material support for medical services.

Aier Eye Hospital enhances the risk-resistant capability of the supply chain through diversified procurement channels, enhanced the risk-resistant capability with independent control, and ensured the stable operation of the business. By actively using our ophthalmic vertical large model "Aier GPT" to empower supply chain management, we achieve cost reduction and efficiency increase. We take multiple measures to build a solid foundation for supply chain stability and business continuity, ensuring patient needs through whole-chain collaboration. This reflects our commitment to safeguarding eye health and our long-term pursuit of sustainable development.

Supplier Approval

Aier Eye Hospital has established a standardized management system covering the entire supplier lifecycle, with clear processes and standards for supplier approval, assessment, and removal. The Group signs the *Quality Assurance Agreement for Pharmaceuticals and Medical Devices* with suppliers and conducted audits from various dimensions such as quality, qualification, price, environmental protection and social responsibility performance. We conduct regular inspections and assessments of suppliers, issuing targeted rectification requirements based on evaluation results. Suppliers that fail to meet the Group's standards within the specified correction period will be terminated. In addition, the Group conducts special audits on selected suppliers annually to ensure the compliance and reliability of the supply system.

We deeply integrate the environmental, social and governance (ESG) concept into the supplier screening process. The process focusses on evaluating suppliers' performance in key ESG areas, including environmental protection, product quality and safety, privacy protection, business ethics, health and safety, and human rights, as well as identifying potential negative risks posed by suppliers in terms of ESG. At the same time, we conduct scientific assessments of commodity-

specific risks for suppliers' goods, forming a basis for access decisions. This enables early prevention and control of ESG impacts across the supply chain and continuous management, promoting the development of a responsible and sustainable supply chain.

Supplier Quality Control

Aier Eye Hospital attaches great importance to supplier quality management as the cornerstone of service and product quality and safety. We strictly abide by relevant laws and regulations and GSP¹ (Good Supply Practice) norms, and formulate internal systems such as the *Procurement Quality Review Management System* to ensure the qualifications of upstream suppliers and the compliance of products supplied. The Group conducts systematic audits on centralized procurement and regional suppliers at least once a year, covering access management, supply capacity and product quality. Based on the audit results, we promote suppliers to carry out rectification and optimization to ensure continuous compliance and reliable delivery of the supply chain. In 2025, the Group's supplier audits covered more than 600 centralized purchasing/regional suppliers. All our suppliers had been audited.

For indirect suppliers and sub-suppliers, the Group conducts internal quality and safety audits every year, requiring them to provide key certification materials such as complete authorization documents, enterprise qualifications and product quality inspection reports, which are filed for management after strict verification. At the same time, we have established a dynamic monitoring and early warning mechanism for abnormal information, implemented full-cycle tracking of relevant manufacturers and products, ensured comprehensive supervision coverage, and achieved effective control over indirect suppliers and sub-suppliers. For raw material quality management, the Group regularly reviews the quality status of raw materials provided by suppliers and establishes a quality event traceability mechanism covering the whole process of adverse events. We require suppliers to fully record the information of each supply link and check the product traceability data during the acceptance process to ensure the traceability of the whole process from raw materials to finished products.

To further improve management efficiency, we have established a quality database of optometry products, classified and analyzed quality data according to multiple dimensions such as brand and category, and required relevant departments to conduct internal notification of quality data monthly. In addition, relying on the laboratory of inspection and analysis of optometric products, we regularly conduct sampling testing of raw materials, and once any non-compliance with standards is found, we will hold the corresponding suppliers accountable in accordance with regulations, and continuously strengthen the closed loop of quality control.

¹ Good Supply Practice (GSP) refers to the product supply specification. The current GSP is a mandatory administrative regulation issued by the National Medical Products Administration, which is a set of management procedures to control all factors that may cause quality accidents in the circulation of pharmaceutical commodities and thus prevent quality accidents.



Supply Chain Sustainability

Aier Eye Hospital incorporates environmental, social and governance (ESG) performance into the supplier assessment system, formulates and publicly publishes the *Code of Conduct for Business Partners*, which puts forward clear requirements for suppliers in terms of product quality, business ethics, labor rights and compliance operations. We promote all suppliers to sign the Integrity Agreement, to create a sustainable and transparent cooperation atmosphere and gradually build a sustainable and responsible supply chain.

In terms of the implementation of supplier ESG management, the Group systematically evaluated the standardization and process capabilities of suppliers' sustainable development management construction with reference to the three-system certification standards of "quality, environment and occupational health and safety". We have established an internal supplier management mechanism, taking relevant system certification as the key evaluation basis. We regularly review suppliers' ESG performance from dimensions such as product quality and safety, integrity and compliance, and environmental protection, and prefer the suppliers with better ESG performance, promoting continuous improvement of suppliers, and achieving sustainable management and risk prevention and control in the supply chain.

Business Ethics	<ul style="list-style-type: none"> • Anti-corruption: All business partners shall ensure that in the course of their business dealings with Aier Eye Hospital, they shall not provide, promise or give undue benefits to the employees of Aier Eye Hospital through their employees, subcontractors or agents for the purpose of obtaining orders or other preferential treatment; • Data protection and data security: Business partners should ensure the right to information self-determination, the protection of personal data and the security of all business information and personal data in all business processes.
Product Service and Quality	<ul style="list-style-type: none"> • The Group expects all business partners to establish sound quality control standards, and carry out regular quality review and certification to ensure that the products and services provided meet the quality requirements; • When the product specifications, service plans, indirect suppliers, raw materials, component manufacturers or places of origin provided by business partners change, the relevant business leaders of Aier Eye Hospital should be informed in advance and the potential impact should be explained.
Labour Rights	<p>The Group hopes that all business partners will always respect and actively protect labour rights and interests, including but not limited to:</p> <ul style="list-style-type: none"> • Ensuring the right of employees to fair labour conditions; • Eliminate all forms of forced labor; • Do not discriminate or harass individuals on the basis of identity attributes such as race, color, age, religion, sex, pregnancy, disability or sexual orientation.
Occupational Health and Safety	<ul style="list-style-type: none"> • Business partners should at a minimum comply with national standards regarding workplace safety and hygiene and take appropriate measures to meet occupational health and safety requirements to guarantee healthy working conditions.
Environmental Protection	<ul style="list-style-type: none"> • Adopt efficient operation methods as much as possible to reduce the risks arising from their own business behaviors to people and the environment; • The production process, production site and production raw materials shall comply with applicable legal requirements and environmental protection standards.

Details of the Code of Conduct for Business Partners can be found in the original policy: https://www.aierchina.com/uploadfile/spr/2023cbec_en.pdf

Supplier Communication

We establish an equal, transparent and efficient multi-level dialogue and empowerment mechanism with suppliers. We conducted quarterly and monthly regular exchanges with strategic suppliers, and signed memoranda of cooperation in key areas such as industry trends, technological development and academic management. For our core suppliers, we organize high-level meetings every six months to jointly plan the direction for future cooperation. In addition, the Group holds supplier forums, special seminars and other activities from time to time to review the results and explore opportunities with suppliers at all levels.

In terms of sustainable development, the Group actively conveys environmental, social and governance-related concepts and practical experiences to suppliers. We provides targeted empowerment support through knowledge sharing and case interpretation to help suppliers improve their ESG awareness and management capabilities. We are committed to transforming one-way management into two-way empowerment, promoting the synergistic improvement of the overall supply chain in compliance, quality, innovation and sustainability, and achieving value co-creation and long-term win-win results.



In 2025, we provided **1,237** trainings to suppliers, covering **201** suppliers, and empowered suppliers to grow in multiple dimensions.

Aier Eye Hospital and Zeiss Medical Deepen Strategic Cooperation to Empower Precision Eye Health Service

On September 5, 2025, during the 29th National Ophthalmology Academic Conference of the Chinese Medical Association, Aier Eye Hospital Group and Zeiss China Healthcare reached several strategic cooperations. The two parties jointly announced the establishment of several special technical cooperation units covering high myopia cataract surgery, presbyopia-correcting intraocular lens surgery, astigmatism correction and digital precision refractive surgery, and celebrated the milestone of over 20,000 SMILE Pro surgeries carried out by VISUMAX 800, a new generation of robotic full femtosecond surgical equipment.

This collaboration marks a shift from technology introduction to joint innovation, establishing a new paradigm for ophthalmic medical cooperation. It strengthens technical synergy and knowledge sharing within the supply chain, further enhances Aier Eye Hospital Group's service capabilities in the field of high-end ophthalmic surgery, and provides solid practical support for implementing the concept of "Sharing Global Ophthalmic Wisdom" and responding to the "Healthy China" strategy. Ultimately, this initiative will benefit a wide range of patients and drive the overall improvement of eye health service standards.



Aier Eye Hospital and Zeiss Medical Have Reached Several Strategic cooperations

02

Consolidating the Foundation of Discipline and Gathering the Spring of Wisdom

Guided by "improving healthcare quality, enhancing clinical efficiency, and promoting industrial upgrading", Aier Eye Hospital insists on building a foundation with professionalism, storing energy with innovation, and gathering forces with synergy, continuously consolidating the foundation of discipline development, gathering industry wisdom, and enhancing the kinetic energy of high-quality development. The Group continuously strengthens its innovation capabilities, promotes the deep integration of cutting-edge technologies, scientific research results and clinical practice, and actively joins hands with all parties to promote industry exchanges, cooperation and synergistic progress. Meanwhile, we continue to improve the coverage and accessibility of high-quality ophthalmic medical services, providing multi-level diagnosis and treatment services for all age groups.

Contribution to the SDGs



Consolidating Innovation Capabilities

Facing the new trend of change and technological evolution in the field of eye health, Aier Eye Hospital firmly implements the strategy of "driven by innovation and excel with technology". We promote the deep integration of cutting-edge technologies such as big data, cloud computing and artificial intelligence with medical practice, constantly expand the boundary of ophthalmology diagnosis and treatment and services, and improve the ability of accurate diagnosis and treatment and achievement transformation, injecting stronger kinetic energy into high-quality development and industry innovation and upgrading.

Scientific Research and Innovation System

With "Platform-Project-Talent" as the core, Aier Eye Hospital has built a scientific research innovation system that deeply integrates medical services, education, and research. Focusing on improving scientific research capabilities, the Group continues to improve the layout of scientific research platforms, and promotes the coordinated development of academic research and clinical applications by jointly establishing research institutions and talent training bases with universities. At the same time, we continuously optimize the scientific research management mechanism and team building, improve the arrangement of capital investment and achievement incentives, and accelerate the transformation of scientific research results, consistently strengthening the leading position in the industry.



In 2025, the Group's R&D investment amounted to RMB **302** million, accounting for **1.35%** of its operating revenue.

The number of R&D personnel reached **1,375**, representing **3.21%** of the total workforce.

Building Scientific Research Platform

Based on the overall layout of coordinated development of medical services, education, and research, the Group continues to deepen the coordination and linkage between medical, education and scientific research, coordinates the construction of scientific research platform system, and forms an innovative development pattern that takes into account both basic research and application transformation. We have set up a Medicine-Education-Research Integrated Innovation Platform System encompassing "multiple hospitals/schools", "multiple institutes", "four stations", "seven centers", "five bases", "two platforms" and "one laboratory". During the reporting period, the "Global Ophthalmology Research Center of Aier Eye Hospital" was awarded the "Changsha Leading Enterprise R&D Center" and received special funding support; The Group was approved as the "Hunan Provincial Engineering Research Center of Digital Ophthalmology", further consolidating the technical foundation in the field of digital ophthalmology; Successfully approved as the "Changsha Ophthalmology

Scientific and Technological Achievements Pilot Transformation Platform", constantly improving the achievement transformation path; The Group took the lead in undertaking the national artificial intelligence medical device innovation task "Unveiling the List" project (ophthalmic ultrasound intelligent auxiliary diagnosis system), and undertook a national major digital transformation project for the first time; Approved a number of provincial key digitalization projects; The first national key R&D program led by the Group, the inter-governmental scientific and technological innovation cooperation project "Development and Application of UltraWidefield Highspeed Peripheral Refractor (UPER)", passed the acceptance inspection with high scores, and a number of digital and artificial intelligence application achievements were recognized by the industry. At the same time, the Group continues to engage in high-level academic exchanges; numerous experts have published their research findings in internationally renowned journals. By leveraging relevant platforms to advance medical talent development and academic collaboration, the Group's influence within the industry has continued to grow, and the strengths of its integrated medical education and research platform system have become increasingly evident.

Important bases for medical education and clinical research:

Clinical schools and research institutes established in cooperation with several colleges and universities

Research institutes in ophthalmology:

Ophthalmic Research Institute, Optometry Research Institute, Corneal Disease Research Institute, Refraction Research Institute, Retina Research Institute, Glaucoma Research Institute, Cataract and Intraocular Lens Research Institute, Digital Ophthalmology Research Institute, European Ophthalmology Research Institute, Visual Rehabilitation Research Institution, etc.

Resource integration:

Hunan Provincial Furong Laboratory (Precision Medicine) Co-built Enterprise

Smart healthcare services:

The Open Innovation Platform of Changsha for AI-supported Auxiliary Diagnostic System of the New Generation, Changsha Ophthalmology Scientific and Technological Achievements Pilot Transformation Platform

Scientific research talent cultivation platforms:

National Postdoctoral Research Station, Hunan Provincial Expert Workstation, Hunan Provincial Foreign Expert Workstation, Hunan Provincial Optometry Society Changsha Service Station

Attracting and nurturing high-level talents:

Hunan Provincial HOME Program Work Base, Hunan Provincial International Science and Technology Cooperation Base for Optometry, Hunan Provincial Demonstration Base for Talents Introduction, Hunan Provincial Eye Health Science Popularization Base, Hunan Provincial Science Popularization and Education Base

Advanced research in the field of ophthalmology:

Hunan Provincial Optometry Engineering Technology Research Center, Hunan Provincial Glaucoma Intelligent Assisted Diagnosis and New Material Application Engineering Technology Research Center, Hunan Provincial Ocular Surface Disease Clinical Medical Research Center, Hunan Provincial Enterprise Technology Center, Hunan Provincial Engineering Research Center of Digital Ophthalmology, Changsha Enterprise R&D Center, Changsha Digital Ophthalmology Technology Innovation Center

We consistently enhance our allocation of hardware and software resources, establishing multiple high-level research platforms—including those for basic research animal experimentation, visual behavior research, and ophthalmic magnetoencephalography—while deepening industry collaboration and partnerships to provide robust support for basic research, clinical translational medicine, and the industrial development of the healthcare sector.

Ophthalmology OPM-MEG Magnetoencephalography System

We have introduced China's first ophthalmic OPM-MEG (Optical-Photon-Magnetoencephalography) system based on atomic magnetometers and are collaborating with the Institute of Biophysics, Chinese Academy of Sciences, to develop compatible hardware and software, thereby establishing a comprehensive visual pathway research platform for ophthalmology. This platform integrates a magnetic shielded room, MEG sensors, a signal acquisition and analysis system, and a visual stimulation system. In 2025, the experimental R&D platform, along with the supporting Propixx high-precision visual stimulation system and the non-magnetic compatible response acquisition system, were fully established and passed technical acceptance. Leveraging this platform, the Group has initiated R&D on magnetoretinography (MRG) technology and research into the central mechanisms of defocused signal processing.

Basic Research Animal Experimentation Platform

We have advanced basic research in myopia prevention and control, systematically established various animal models of refractive errors, and innovatively developed an animal model for non-conventional LASIK laser surgery, thereby further expanding research pathways into the mechanisms of refractive development and methods for myopia prevention and control. The platform also collaborates with the molecular research platform to conduct mechanistic studies, identify potential drug targets, and enhance the scientific rigor and efficacy of therapeutic strategy research. During the reporting period, the Experimental Animal Center continued to optimize the layout of its ventilation systems, established a routine inspection mechanism and a monthly public disclosure system, and strengthened guidelines for the use of anesthetics. These efforts resulted in a 46% reduction in the mortality rate of transgenic mice and juvenile mice, further improving experimental success rates and animal welfare standards.

Visual Behavior Research Platform

By incorporating advanced human-computer interaction technologies to build a visual behavioral research platform that integrates virtual reality devices, eye tracking, motion tracking, and gesture tracking, the platform can objectively and quantitatively collect behavioral metrics and accurately record patients' visual responses and psychological behaviors in real-life scenarios. By combining scenario simulation with clinical applications, the platform is gradually establishing a database of psychological behaviors for patients with visual impairments and exploring innovative visual diagnosis and treatment solutions based on virtual reality and motion sensing technologies, thereby providing technical support for personalized interventions.

Ophthalmology Magnetoencephalography Research Platform

Focusing on the mechanisms of visual processing in the brain and the diagnostic and therapeutic needs for major eye diseases, we are continuing to advance the development of an ophthalmic magnetoencephalography research platform. By highlighting the critical role of visual processing in the brain for assessing visual quality and diagnosing and treating diseases, we are driving the optimization of hardware and software systems and the innovation of diagnostic and therapeutic algorithms. Building on research achievements in areas such as MRG, the platform continues to explore the mechanisms of eye-brain coordination and new pathways for the precise diagnosis and treatment of eye diseases, thereby providing technical support for the integration of basic ophthalmic research and clinical applications.

Molecular and Cellular Research Platform

We have improved the management system of the molecular and cellular experimentation platform, developed and implemented 15 standard operating procedures (SOPs), and promoted the standardization of experimental workflows and the production of high-quality research outcomes. The platform collaborates with the animal experimentation platform to conduct multi-level mechanistic research, providing stable support for basic ophthalmological research and clinical translation.

Pediatric Eye Disease Biobank

To meet the needs of pediatric ophthalmology research, we are continuously improving the development of our biobank. Guided by the principles of "distributed design, standardized management, and digital integration", we have established a "single-bank, multi-site" management model to ensure comprehensive lifecycle management of samples—from collection and storage to integration and utilization. Currently, the main biobank at the Changsha Medical Center is fully operational, while branch sites in Wuhan, Beijing, and other locations have entered the trial operation phase, providing scientific support for research into the pathogenesis of pediatric eye diseases, as well as for early diagnosis and precision interventions.



Joining Hands with the Institute of Computing Technology of the Chinese Academy of Sciences to Deepen the New Paradigm of Industry-Academia-Research Integration

Since 2020, Aier Eye Hospital has continuously deepened its collaborative innovation with the Institute of Computing Technology, Chinese Academy of Sciences, and explored the development path of cross-integration of ophthalmology and artificial intelligence. During the reporting period, with rich experience and giving full play to their own advantages, the two parties jointly promoted the research and transformation of direction such as auxiliary diagnosis of explainable rare fundus diseases, digital human synthesis and interaction, multi-modal data governance and disease database construction, virtual ophthalmic surgery training and intelligent identification of multiple ophthalmic diseases around the intersection fields of ophthalmology and visual science and artificial intelligence. At the same time, the *Development and Application of High-Reality Personalized Ophthalmology Digital Human Base* independently developed by Aier Digital Ophthalmology Research Institute was selected as one of the "100 Landmark Projects of Digital New Infrastructure in Hunan Province in 2025", further reflecting the positive progress made by the Group in collaborative innovation and achievement transformation in the field of digital ophthalmology.

In order to continuously improve the scientific research management system, we have established and continuously improved the scientific research management system, covering key links such as project approval, research process supervision, intellectual property protection, scientific research fund management, achievement evaluation and project completion, forming a relatively complete closed-loop management mechanism for scientific research. Through scientific and standardized institutional arrangements, we further clarify the responsibilities and authorities of scientific researchers, standardize the process and standards of scientific research work, and ensure the efficient operation and continuous optimization of the scientific and technological innovation system.

As of the end of the reporting period, our major scientific research-related management policies are as follows:

Measures for the Management of Research Projects of Aier Ophthalmic Research Institute

Proposal for Project Application of Aier Ophthalmic Research Institute

Policies on the Use of Biohazard Labels of Aier Ophthalmic Research Institute

Waste Management Policy

Laboratory Technical Manual of Aier Ophthalmic Research Institute

Emergency Plan

Laboratory Biosafety Manual of Aier Ophthalmic Research Institute

Measures for the Management of Research Topics of the Digital Ophthalmology Joint Lab Project

Measures for the Management of Research Funds of Aier Ophthalmic Research Institute

Measures for the Management of Intellectual Property Rights of Aier Ophthalmic Research Institute

Measures for the Management of Fixed Assets of Aier Ophthalmic Research Institute

Regulations on the Management of Laboratory Personnel of Aier Ophthalmic Research Institute

Laboratory Inspection Policy of Aier Ophthalmic Research Institute

Policies and SOPs for Biobank

Policies and SOPs for Experimental Animal Center

Aier Eye Hospital Scientific and Technological Achievement Award Management Measures V4.0

Construction of Scientific Research Team

The Group regards scientific research talents as an important support for innovation and development, and focuses on the talent needs in different fields of clinical, basic and translational research, and coordinates the cultivation and capacity building of scientific research teams. Relying on its self-run education platform, institution cooperation mechanism and joint training resources, the Group has continuously broadened talent training paths, promoted more systematic and accurate training of scientific research talents, and injected professional strength into scientific research innovation.

We strengthen the construction of various ophthalmology professional academic teams, form a network of scientific research talents with a reasonable structure and wide coverage, and further enhance teamwork and discipline leadership capabilities. As of the end of the reporting period, we have set up 16 professional academic teams, and under the leadership of team leaders and core experts, various scientific research work was carried out in an orderly manner, providing a strong talent guarantee for the Group to improve its technological innovation capability.



We enhance the introduction and training of scientific research talents, and improve the talent construction mechanism linking the introduction of high-level talents, the cultivation of young and middle-aged talents and professional and technical development. In 2025, we actively introduced scientific research and platform technical talents, and were approved for a number of provincial-level talent projects such as Hunan Province Foreign Expert Project, Hunan Province Furong Program High-Level Talent Introduction Project, Science and Technology Innovation Young Talent Project and Youth Promotion Project, and made positive progress in professional title promotion, industry appointment and expert database selection, further consolidating the scientific research talent echelon. Meanwhile, we set up a diversified academic exchange platform, organized special training, and supported scientific researchers to participate in industry exchanges and project cooperation, so as to continuously improve the comprehensive quality, innovation ability and professional level of scientific researchers.

Special Trainings

We continue to carry out the "Aier Eye Hospital Young and Middle-Aged Scientific Research Capability Acceleration Camp", focusing on the three major sectors of basic research, clinical and translational application, and comprehensive literacy of scientific and technological innovation, closely keeping up with the international scientific research frontier and integrating the development trend of artificial intelligence. In 2025, we completed 17 sessions of 33 courses, with a total of more than 1,600 scientific researchers participating, forming a relatively complete scientific research capability improvement and training system. At the same time, we regularly organize professional skills training based on the needs of scientific research practice, covering laboratory safety education, cell culture technology, information management system operation, chemical management specifications, equipment use standards, animal experimental facility management and animal experimental operation skills, etc., to provide systematic knowledge and skills support for scientific researchers and help scientific research work to be carried out with high quality.

Communication Activities

We have built a multi-level academic exchange platform to create an open and collaborative scientific research atmosphere. In 2025, we invited domestic and foreign experts to conduct 7 expert lectures to the Group, sharing cutting-edge scientific research trends, research methods and practical experience, and conducting face-to-face exchanges and answers with scientific researchers to further enhance scientific research thinking and professional quality. At the same time, we regularly hold expert lectures, academic salons, research group exchange meetings and other activities to help scientific researchers update their knowledge, expand their horizons and enhance their innovation capabilities.

Improvement of Scientific Research Incentive Mechanism

The Group continues to improve the scientific research incentive mechanism, further stimulates the innovation vitality of scientific researchers and enhances the sustainability of scientific research work and the ability to produce results through multi-dimensional support such as funding guarantee, scientific research services and achievement rewards.

In terms of funding guarantee, we provide financial support for the steady implementation of scientific research projects and the continuous operation of research platforms. Ophthalmic Research Institute of the Group has set up "Aier Ophthalmic Research Institute Research Fund Project", "Ophthalmic Research Institute Public Expenditure Research Fund" and "Aier Ophthalmic Research Institute Shared Platform Construction and Maintenance Fund" to support infrastructure construction, platform operation and maintenance and various scientific research activities, providing a solid guarantee for the construction of scientific research platform and the implementation of research tasks.

In terms of scientific research services, we strengthen the service awareness and professional capabilities of the scientific research management department, and continuously optimize the scientific research support system. By improving administrative guarantee, resource coordination and logistics services, we create favorable conditions for scientific researchers to focus on academic research and technological innovation, and improve the collaborative efficiency and support level of scientific research.

In terms of achievement incentives, we continue to implement the *Reward Policy for Scientific Research Achievements of Aier Ophthalmic Research Institute* and newly revised the *Aier Eye Hospital Scientific and Technological Achievement Award Management Measures V4.0* to further enhance the standardization, fairness and transparency of the incentive mechanism. We implement a quarterly reward system for scientific and technological achievements, and give material rewards and honorary recognition to achievements such as scientific research platform construction, project establishment, core paper publication, monograph publication and patent authorization obtained in the name of the Group, effectively stimulating the enthusiasm of scientific researchers to carry out innovative research.

Research Support Mechanism

Aier Eye Hospital strives to build a standardized, orderly, collaborative, efficient, honest and prudent scientific research ecology, focuses on guaranteeing the whole process of scientific research activities, continuously improves the intellectual property management mechanism, strengthens the empowerment of scientific research information system, and promotes the construction of scientific and technological ethics, so as to effectively ensure the innovation vitality and achievement quality of scientific research teams.

Intellectual Property Management

The Group always attaches great importance to the protection of intellectual property rights, strictly abides by national laws and regulations such as the *Copyright Law of the People's Republic of China* and the *Patent Law of the People's Republic of China*, and earnestly safeguards the legitimate intellectual property rights of itself and others. In order to enhance the standardization and systematization of intellectual property management, we have established an intellectual property management agency and continuously improved the internal systems such as the *Aier Eye Hospital Patent and Copyright Management Policy* and the *Measures for the Management of Intellectual Property Rights of Aier Ophthalmic Research Institute*, clarifying the management requirements of key links such as patent application, examination standards and achievement transformation and continuously improving the whole process management mechanism of patents, trademarks, copyrights and other copyrights.

We pay attention to cultivating a good atmosphere of respecting knowledge and advocating innovation, actively guide scientific researchers to enhance their awareness of intellectual property protection and achievement transformation, and stimulate their enthusiasm for patent mining and application. We continue to strengthen the intellectual property literacy

of our employees through various methods such as special training and curriculum promotion. During the reporting period, the Group carried out publicity and implementation of intellectual property management policies and patent application training to further deepen scientific researchers' understanding of intellectual property management requirements, patent application process and practical points, and promoted the better integration of intellectual property management concepts into scientific research innovation and business development practices.

In 2025, we continued to promote open innovation, actively explored new models, new technologies and new services in the field of eye health management and diagnosis and treatment, and achieved remarkable results.



Scientific Research Information System Support

The Group continues to deepen the informatization and digitalization of scientific research management, improve the scientific research management support system, and strive to improve management efficiency, resource synergy level and achievement transformation capability. Relying on the "Aier Eye Hospital Comprehensive Management Platform for Science and Technology Innovation", we implement integrated management of key elements such as scientific research projects, scientific and technological talents, innovation platforms and scientific research achievements, and establish an online closed-loop mechanism covering project solicitation, declaration, project evaluation, process tracking to completion acceptance. Through standardized process templates, key node management and control and data visualization boards, we dynamically present core information such as project progress, fund use, personnel input, platform performance, talent structure and achievement output, providing data support for science and technology statistics, special analysis and strategic planning, and promoting more standardized, efficient and collaborative management of science and technology innovation.

During the Year, we further improved the construction of the scientific research information system, completed the development and official launch of the basic module of the laboratory animal management system, covering the functions of user registration, project management, ethical review, animal ordering, experimental application, consumable procurement application, quarantine breeding, etc., and improved the standardization and convenience of experimental management; Iteratively upgraded the information management system of the Institute, covering core scenarios such as personnel management, training application, equipment management, consumables management and control, and realized the traces in the whole link of scientific research management and the controllability of key nodes through digital processes, significantly improving the efficiency and transparency of scientific research management.

Science and Technology Ethics

The Group strictly implements the requirements of national, provincial and municipal laws, regulations and normative documents on science and technology ethics, covering a number of institutional norms such as the *Administrative Measures for Science and Technology Ethics Review (Trial)*, the *Opinions on Strengthening the Governance of Science and Technology Ethics*, the *Ethical Norms for the New Generation of Artificial Intelligence*, and the *Good Clinical Practice (GCP) for Drug Clinical Trials (2020)*. For the ethical management of laboratory animals, we have formulated and implemented supporting systems such as the *Simplified Review Policy*, the *Conference Review Management Policy*, the *Follow-Up Review Policy* and the *Supervision Policy for Welfare and Ethics Review of Laboratory Animals*, to further consolidate the foundation of compliance management of scientific research activities and ensure that the whole research process is standardized, orderly, controllable and traceable.

We have established a well-established ethical review organization system, comprising the Laboratory Animal Ethics Committee and the Ethics Committees of each hospital, which conducts the review work independently and is subject to the supervision of the Department of Science and Technology and the Health Commission. All basic research involving human tissues and cells must be reviewed and approved by the Ethics Committees before implementation; Studies involving laboratory animals must be approved by the Ethics Committees before animal ordering and related experiments can be carried out. We continue to improve the whole-process ethical review mechanism for scientific research projects, and before the project application, we conduct rapid review in accordance with the application requirements and issue an ethical permission letter for project application; After the project is established, a formal ethical review will be organized in time, the ethical feasibility of the project will be demonstrated and the review documents will be approved, so as to provide guarantee for the standardized and orderly progress of scientific research projects. In addition, we are actively preparing to establish an AI Ethics Review Committee to further enhance our ability to respond to ethical issues in the development of cutting-edge technologies.

In order to improve the level of ethical review and management capabilities, we constantly promote science and technology ethics training and coordinate internal learning and external communication to continuously strengthen the professionalism of ethics committee members and related personnel. In 2025, we organized a number of internal training sessions on science and technology ethics topics, and selected personnel to participate in external training such as AI science and technology ethics review training organized by Hunan Provincial Committee on Science and Technology Ethics Governance, so as to further enhance the understanding and review ability of cutting-edge science and technology ethics issues.

We attach great importance to the construction of scientific research integrity and academic style, and strive to improve the scientific research integrity management system with the characteristics of ophthalmology experiments with the goal of "embedding the whole process and supervising without blind spots". We have formulated the *Management Measures for Academic Papers of Aier Ophthalmic Research Institute* and the *Specification on Original Data of Aier Ophthalmic Research Institute*, which incorporate the requirements of scientific research integrity throughout the whole process of project establishment, research implementation and achievement output. Scientific researchers and project leaders are required to sign a commitment letter of scientific research integrity before participating in scientific research projects, clearly abide by scientific research integrity standards and assume corresponding responsibilities. At the same time, we give full play to the supervisory function of the Academic Ethics Committee, implement the management of scientific research integrity files, improve the restraint and accountability mechanism of scientific research behavior, strictly implement the "one-vote veto" of academic misconduct in the work of professional title evaluation, doctoral supervisor selection and annual performance appraisal, and insist on the "zero tolerance" of academic misconduct. In addition, we have also strengthened training and learning, strengthened educational guidance, deepened exchanges and cooperation, and strict inspection and supervision to ensure the authenticity and reliability of scientific research activities, and taken multiple measures to build a clean and honest academic ecosystem. As of the end of the reporting period, the Group has not committed any academic misconduct or violation of science and technology ethics.

Training and Learning

All researchers are required to thoroughly study the relevant documents and regulations concerning "research integrity and academic ethics". They must fully implement the specific provisions and requirements related to research integrity, and consistently integrate the spirit of these guidelines into their daily research practices to promote a culture of ethical scientific innovation.

Education and Guidance

During each mid-term evaluation and final review meeting of research projects, expert reviewers emphasize the importance of research integrity by addressing various aspects such as the investigation and handling of research misconduct, as well as the different types of academic violations. This approach aims to strengthen researchers' awareness and respect for research integrity.

International Exchange

We actively engage in exchanges and collaborations with international academic organizations and research institutions, drawing on advanced global practices to enhance the Group's capabilities in building research integrity.

Inspection and Supervision

Experts are organized to inspect the progress and outcomes of research projects, with a particular focus on the authenticity and completeness of research data, as well as the compliance of research processes, to ensure the reliability of research results.

Artificial Intelligence (AI) Management

The Group implements relevant management around the safety, compliance, transparency and controllability of artificial intelligence applications in medical scenarios.

Authority and Scenario Management

The Group's AI is mainly used in scenarios such as auxiliary diagnosis and treatment, intelligent customer service, voice electronic medical record generation, report interpretation and post-image structuring of medical records, and does not involve sensitive AI capabilities such as face recognition and video surveillance, and implements hierarchical authorization according to job roles.

Transparent Identification and Prudent Application

AI-generated contents for doctors and patients are all set with "AI-generated" labeling. Auxiliary diagnosis and treatment suggestions are only for doctors' reference, and the final diagnosis and treatment decision is made by licensed doctors.

Model Governance and Risk Control

The input and output of the model are reviewed and optimized through AI security guardrails, intent detection and model version update mechanisms to ensure output quality and use safety.

Fairness and Bias Prevention and Control

Prevent discriminatory and prejudicial content through content compliance audit, review and confirm AI suggestions by doctors in auxiliary diagnosis and treatment scenarios, and reduce potential bias risks through "human-machine collaboration".

Energy Efficiency, Appeals and Continuous Improvement

Improve the overall energy utilization efficiency through computing power scheduling, inference optimization and energy management and heat dissipation system relying on professional data centers, set up customer service hotline, manual service channel and satisfaction survey mechanism to accept relevant appeals, and continuously improve the quantitative evaluation system for the impact of AI applications to operational efficiency and resource conservation.

Research Highlights and Achievements

With the support of the "multi-location integration" scientific research and innovation system, Aier Eye Hospital has given full play to the advantages of clinical resources, promoted the coordinated development and application of clinical practical technologies, industry common technologies and cutting-edge leading technologies, deepened the integration of scientific research and clinical practice, accelerated the transformation and application of scientific research results, and continuously improved the quality of medical services.

Digital Ophthalmology Construction

The Group aims to "build an AI smart hospital system with open ecological integration, active innovation clusters, ubiquitous super scenarios, agile governance and safety, and build a highland of artificial intelligence eye health industry clusters with international influence", and comprehensively promotes the construction of "Aier AI Smart Hospital". Focusing on eye health-related artificial intelligence technology research and development, software and hardware product development, system application and integration transformation services, we accelerate the construction of a "five-in-one" layout of "key basic capacity building — big data governance — intelligent model development — big network connection — intelligent agent application" to promote the deep integration of artificial intelligence technology and ophthalmology diagnosis and treatment scenarios. Our digital ophthalmology-related R&D projects have covered the whole process of eye health prevention science popularization, high-risk group screening, clinical imaging analysis, treatment plan formulation, postoperative rehabilitation monitoring and long-term health management, and are committed to breaking through data barriers and service breakpoints, building a closed loop of digital eye health services integrating prevention, health care, diagnosis, treatment, rehabilitation and management, better meeting the multi-level and full-cycle eye health needs of patients, and continuously improving the accuracy, convenience and accessibility of diagnosis and treatment services. In 2025, we released the *Aier Eye Hospital AI Strategy White Paper* to share our practical experience and technical thinking with industry chain partners, empower upstream and downstream enterprises, and jointly promote the evolution of industry technical standards and ecological health and sustainable development.

[Highlight Project 1] AierGPT Ophthalmology-Specific Large Model Upgraded for Multi-Scenario Applications

In 2025, Aier Eye Hospital continued to promote the iterative upgrade of AierGPT ophthalmology-specific vertical large model. We built a unified large model service Entrance, deeply integrated the professional knowledge base in the field of eye health, added AI intelligent Q&A, document analysis, summary of meeting minutes and other functions, and extensively empowered clinical diagnosis and treatment, scientific research and teaching and daily office work. AierGPT adopts the hybrid architecture of "domain native model core + cognitive fusion + dynamic knowledge engine". By combining full fine-tuning with efficient fine-tuning of parameters, it integrates technologies such as query rewriting, document blocking and reordering, and ophthalmology knowledge map, which effectively improves the reasoning ability and credibility in professional medical scenarios. During the reporting period, the achievements related to AierGPT and Aier Digital Human were awarded the Best Presentation Award 2025 by ICCSE & ICAA, an international academic organization. As of the end of the reporting period, AierGPT has accumulated 32,712 calls, 189,143 items of knowledge base data were processed, and the total number of knowledge graph evaluations exceeded 20,000 times.



AierGPT and Aier Digital Human Won ICCSE&ICAA 2025 Best Presentation Award

[Highlight Project 2] Aier Digital Human Eyecho Upgraded to Enhance Smart Eye Health Services

The digital human "Eyecho" developed by Aier Eye Hospital integrates cutting-edge technologies such as generative artificial intelligence, computer graphics and neural rendering, and continues to expand smart eye health service scenarios. In 2025, Eyecho completed a number of technology upgrades and officially accessed the DeepSeek R1 inference model, further improving the ability to handle complex problems, the accuracy of interactive question answering and the system concurrency performance. Relying on the vertical large model capability of Aier Eye Hospital, Eyecho has formed core application scenarios such as preoperative education, virtual bilingual display, and postoperative companionship. It can provide real-time interactive services around adolescent myopia prevention and control, refractive surgery, cataract, glaucoma and retina and vitreous diseases, and support in-hospital display, international communication and long-term postoperative health management. Since its release, Eyecho has been put into use at the Group's headquarters and some flagship hospitals, continuously promoting the upgrade of eye health services to a more intelligent and accurate Direction.



Aier Digital Human Eyecho

[Highlight Project 3] AI-Assisted Fundus Imaging Diagnosis Empowers Multi-Disease Screening and Precise Identification

Aier Eye Hospital continues to promote the research and development of intelligent fundus image analysis technology, and builds an AI-assisted fundus imaging diagnosis system integrating image quality control, multi-disease detection, disease staging diagnosis and standardized report generation. Based on computer vision technology, combined with the ability of large language model, the system can intelligently recognize fundus color photographs, and provide auxiliary diagnosis and decision support for doctors. At present, the system has been able to identify 11 common eye diseases such as diabetic retinopathy and macular degeneration, with a total of 670,934 calls. At the same time, the Group simultaneously promotes the research and development of ultra-wide-angle fundus imaging assisted diagnosis system, trained multi-classification models based on Transformer architecture, with a comprehensive diagnosis accuracy of over 85%, and completed internal and external data verification. The relevant achievements have further improved the screening efficiency and accurate identification ability of fundus diseases, and provided strong support for early detection, early diagnosis and early intervention of eye diseases.

[Highlight Project 4] AI-Powered Specialty Diagnosis and Treatment System Supports Clinical Decision-Making for Refractive Errors and Dry Eye

Focusing on the diagnosis and treatment scenario of specialty, Aier Eye Hospital continues to promote the construction of intelligent diagnosis and treatment systems such as AI refractive doctors and AI dry eye doctors, relying on the large model capabilities of localized deployment. Based on the Group's refractive surgery diagnosis and treatment SOP and industry standards, AI refractive doctors cover the whole process of preoperative evaluation, surgical recommendation, risk screening, etc., and support surgical adaptability evaluation, contraindication screening, keratoconus identification, auxiliary diagnosis of fundus lesions and personalized surgical plan recommendation, covering 35 hospitals. Based on the Group's dry eye outpatients diagnosis and treatment SOP and expert consensus, AI dry eye doctors have built a full-process diagnosis and treatment system covering disease diagnosis, grading and classification, treatment recommendation and effect tracking. The accuracy of internal test classification and classification of the model reaches 90%. At the same time, we have also developed an AI dry eye opportunity screening model, which can automatically prompt the risk tendency of dry eye during routine examination process, helping to realize early identification and early intervention.

[Highlight Project 5] AI-Enabled Medical Record Quality Control Drives Improvements in Healthcare Quality and Efficiency

In order to improve the quality of medical record management and the efficiency of healthcare quality control in outpatients, Aier Eye Hospital developed and launched the AI Medical Administration Department Doctor (Medical Record Quality Control) system, focusing on 15 key quality control points such as outpatients medical record complaints, past history, visual acuity and intraocular pressure, and carrying out intelligent screening based on MOE hybrid expert language model, taking into account reasoning performance and response speed, while realizing efficient identification and quality verification of medical record content. During the reporting period, the system completed more than 10,000 AI quality control medical records per day, with a comprehensive accuracy of over 90%, effectively improving the automation and standardization level of medical record quality control, and providing strong support for the digital transformation of healthcare quality management.

[Highlight Project 6] AI-Powered Myopia Management Model Supports Personalized Intervention and Management

Focusing on the needs of adolescents' myopia prevention and control, Aier Eye Hospital developed an AI myopia prevention and control doctor model to explore the application of artificial intelligence in long-term eye health management. The model is based on data regarding changes in diopter and axial length of people with different intervention methods in Optometry Clinic of the Group, and is modeled and trained through machine learning methods, which can predict the change curves of the axial length and diopter of adolescents up to the age of 18, and assist doctors in carrying out education on myopia prevention and control intervention methods and individualized management suggestions. The project combines data-driven analysis with clinical prevention and control practice, which helps to improve the pertinence and forward-looking of myopia prevention and control programs, and provides intelligent support for the scientific management of adolescent myopia.

Exploration of Frontiers

In 2025, under the strategic layout of equal emphasis on basic research and translational medicine, we continued to deepen cutting-edge research in key areas such as high myopia, eyelid tumors and age-related macular degeneration (AMD), promoted the coordinated development of international cooperation, intelligent diagnosis and disease mechanism analysis, and continuously expanded the Group's research breadth and exploration depth in the cutting-edge field of ophthalmology. During the reporting period, the Group made positive progress in international cooperative research, research and development of intelligent diagnostic technology and disease mechanism research, which provided important support for early identification, precise diagnosis and treatment of related diseases and optimization of intervention strategies.

International Collaborative Research

We continue to advance the Aier-SERI international collaboration project, focusing on research into the mechanisms underlying the progression of high myopia to pathological myopia and the exploration of optimal intervention and treatment strategies. Spanning a decade, the project has recruited over 400 patients with high myopia, published 11 SCI-indexed papers, and supervised 2 doctoral students.

Exploring Intelligent Diagnostics

In collaboration with Beijing Tongren Hospital and the University of Cologne in Germany, we conducted research on the intelligent identification of eyelid tumors. The findings were published in *npj Digital Medicine* and the *British Journal of Ophthalmology*, respectively. These two studies provide innovative solutions for the automatic identification of benign and malignant eyelid tumors and for intelligent diagnosis.

Research on Disease Mechanisms

In collaboration with Shenzhen People's Hospital, we conducted a study titled "Elucidation of the Potential Pathogenesis of AMD Using Single-Cell Transcriptome Sequencing", the findings of which were published in *iScience*. This research provides a crucial theoretical foundation for the discovery of biomarkers for the early diagnosis of AMD, the development of targeted therapies, and the prediction of disease risk.

Driving Industry Progress

Focusing on the long-term development of the industry, Aier Eye Hospital continues to deepen cooperation with universities and all parties in the industry, promote the integrated development of scientific research and education, and strive to cultivate high-level ophthalmology talents. At the same time, it actively carries out academic exchanges at home and abroad, promotes the coordination and mutual promotion of medical research and clinical practice, and participates in the formulation and co-construction of industry standards, providing strong support for the continuous innovation and high-quality development of ophthalmology.

Cultivating Professional Talents

Adhering to the concept of "innovative mechanism, integrated advantages, and coordinated development", Aier Eye Hospital has continuously deepened strategic cooperation with Central South University, Jinan University, Tianjin University, Northwest University, Dalian Medical University, North Sichuan Medical College, Hunan University of Chinese Medicine and other universities, and continuously improved the training system of high-level ophthalmology talents by combining the disciplinary advantages of cooperative institutions with the Group's practice accumulation in medical, scientific research and industrial fields. Focusing on the main line of improving the quality of postgraduate training, we have concentrated our efforts on key areas such as tutor team building, postgraduate enrollment and training, education and teaching management and training quality optimization, and promoted the organic integration of medical education, clinical practice, scientific research innovation and industrial application. During the reporting period, the Group issued the *Clinical Ability Training and Assessment Manual for Professional Doctoral Students (2025 Edition)* and took the lead in implementing it in Changsha Medical Center, further strengthening the management and quality control of the training process, and laying a solid talent base for deepening discipline construction and improving medical service capabilities.



By the end of 2025, Aier Eye Hospital:

Reached strategic cooperation with **16** colleges and universities, including jointly training ophthalmology graduate students with **12** colleges and universities, and jointly training optometry medical technical talents with **4** colleges and universities.

There are **147** on-the-job tutors in cooperative colleges, including **34** doctoral tutors and **113** master's tutors.

A total of **553** full-time graduate students were trained, including **148** doctoral students and **405** master's students.

A total of **238** masters and doctors with equivalent academic qualifications were trained, including **142** doctors with equivalent academic qualifications and **96** masters with equivalent academic qualifications.

The full-time graduate students have published **376** academic papers, including **223** papers included in SCI and **153** papers in Chinese core journals.

Joining Hands with Hunan University of Chinese Medicine to Build a Joint Training Base for Top-Notch Innovative Graduate Talents in Hunan Province

In 2025, the Traditional Chinese Medicine Ophthalmology Graduate Myopia Prevention and Control Innovation Training Base, jointly built by Aier Eye Hospital and Hunan University of Chinese Medicine, was successfully selected into the recommended list of joint training bases for top-notch innovative talents for graduate students in Hunan Province. Relying on the synergistic advantages of the Group's "medical service, education, research and industrial application" and the discipline resources of Hunan University of Chinese Medicine, the two sides systematically promoted the deep connection between education and teaching, scientific research, clinical practice and achievement transformation around the training of high-level talents in the field of myopia prevention and control, and strived to build a demonstration platform for the integration of production and education in the field of optometry. The selection of this base further strengthens the Group's practical foundation in school-enterprise collaborative education, and also provides a higher level of support for cultivating ophthalmology talents with both professional ability and innovative qualities.

Clinical Practice and Surgical Skills Training of Aier Students Continued to Deepen

In 2025, Aier Eye Hospital continued to improve the teaching system of clinical practice for graduate students, and organized master's and doctorate students of partner universities to participate in six open days of Aier Eye Hospital International Clinical Training Center (AICTC), with a total of more than 30 participants, helping students expand their professional horizons, deepen their understanding of clinical and scientific research practice of ophthalmology, and further enrich the practical teaching scenarios of graduate students. At the same time, the Company held microsurgery skills training courses, which covered microsurgery theory teaching by frontline clinical experts, dry-lab instrument operation and wet-lab animal eye practical assessment, forming an integrated teaching mode of "theory-practical training-assessment". The passing rate of practical assessment reached 100%, which improved the clinical operation ability and professional quality of students, and accumulated practical experience for the optimization and improvement of ophthalmology talent training mode.

The 2nd Aier Eye Hospital Group Postgraduate Symposium Built a Platform for Youth Academic Exchange

In 2025, Aier Eye Hospital Group hosted the second Aier Eye Hospital Group Postgraduate Symposium (APS), with the participation of 5 partner institutions and the solicitation of nearly 100 manuscripts. The symposium adopted the three-dimensional mode of "academic seminar + education practice + social interaction", focusing on the display of scientific research achievements, the exchange of academic views and the collision of innovative thinking, etc., and set up an important platform for young students to share research results, expand academic horizons and promote interdisciplinary cooperation. The activities further stimulated the scientific research enthusiasm and innovation vitality of graduate students, and also enhanced the communication and linkage between schools, which injected new impetus into the continuous improvement of the training ecology of high-level ophthalmology talents.

Promoting Academic Exchanges

Aier Eye Hospital continues to deepen academic exchanges at home and abroad with an open and cooperative attitude, and actively builds a high-level academic platform covering the global ophthalmology field. By hosting and participating in various academic forums, seminars and professional exchange activities, we have continuously strengthened dialogue and collaboration with global ophthalmologists, conducted in-depth exchanges on cutting-edge technologies, clinical practices and common industry topics, promoted knowledge sharing, mutual learning of achievements and collaborative innovation, and gathered more wisdom and strength for the high-quality development of eye health.



In 2025, the Group actively participated in several domestic and overseas academic conferences:

International academic conferences:

15 participants

10 speakers

8 accepted conference papers

Domestic academic conferences:

178 participants

85 speakers

66 accepted conference papers

Aier Eye Hospital Hosted the 2025 Global Vision for Children Conference

In April 2025, the "2025 Global Vision for Children Conference, The 1st Anniversary of Changsha Aier Children's Eye Center", sponsored by Hunan Optometry Society and Aier Eye Hospital Changsha Medical Center, hosted by Changsha Aier Children's Eye Center and co-organized by Strabismus magazine, was held in Changsha, Hunan. The conference invited more than 50 Chinese and foreign ophthalmologists to have in-depth exchanges around cutting-edge topics related to children's visual health through special speeches, roundtable forums, speech reports and case discussions, and simultaneously carried out online live broadcasts. This conference set up an international and professional academic exchange platform, promoted the sharing of cutting-edge achievements and mutual learning of diagnosis and treatment experience in the field of children's ophthalmology, and provided strong support for promoting the development of clinical practice and discipline construction in the field of children's visual health.



2025 Global Vision for Children Conference



Aier Eye Hospital held the 9th Xiaoxiang International Ophthalmology Summit Forum

In May 2025, the 9th Xiaoxiang International Ophthalmology Summit Forum and Hunan Difficult Retina and Vitreous Diseases/Ocular Trauma Training Course were held in Changsha, Hunan Province. The conference set up 22 academic units, invited more than 120 experts and scholars to carry out academic sharing, attracted more than 500 representatives from primary medical institutions to participate, focused on the transformation of cutting-edge ophthalmology technology, interdisciplinary clinical research and strategic cooperation in eye health, and jointly explored the road of collaborative innovation and development of ophthalmology medicine. Through special seminars and experience sharing, this conference promoted the dissemination of cutting-edge achievements and mutual learning of clinical experience, and injected new kinetic energy into promoting the collaborative innovation and development of ophthalmic medicine and improving the level of regional ophthalmic diagnosis and treatment.



Experts from Aier Eye Hospital's Academic Team were Invited to Attend the 11th World Glaucoma Congress

In June 2025, the 11th World Glaucoma Congress was held in Hawaii, USA. Duan Xuanchu, leader of Aier Eye Hospital Glaucoma Team, Dai Chao and Zhao Ping, deputy leaders, were invited to attend, and conducted academic sharing around the frontier of glaucoma diagnosis and treatment and basic research. At this conference, three achievements of Professor Duan Xuanchu's team were displayed in the form of posters, and a research by Dean Dai Chao's team was selected as an exchange project. Professor Zhao Ping shared the research progress of his team. Aier Eye Hospital's experts actively participate in international high-level academic exchanges, have a deep understanding of the cutting-edge trends in the field of international glaucoma diagnosis and treatment, fully demonstrate the achievements of Aier Eye Hospital in the field of glaucoma prevention and treatment, and have been widely recognized by the international industry, contributing China's strength to global glaucoma prevention and treatment.



11th World Glaucoma Congress



Aier Eye Hospital Promoted Academic Exchange and Development of Orbital Diseases

In August 2025, "the 4th Academic Forum on Difficult Orbital Diseases and the 39th National Imaging Continuing Learning Class for Orbital Diseases", sponsored by Beijing Academy of Optometry, supported by HNXJ Philanthropy Foundation, co-organized by Aier Eye Hospital Group and implemented by Heilongjiang Province, Aier Eye Hospital, were held in Harbin. The conference conducted in-depth exchanges around basic research, clinical diagnosis, imaging diagnosis, new technologies and methods of orbital diseases, brought together more than 30 experts and scholars to bring more than 30 academic reports, attracting physician representatives from more than 20 provinces, cities and regions across the country to participate, and nearly 10,000 colleagues attended the conference online and offline. The conference promoted the exchange of cutting-edge achievements and the dissemination of standardized diagnosis and treatment experience in the field of orbital diseases through special seminars, sharing of difficult cases and continuing education classes; At the same time, the "Heilongjiang Provincial Orbit & Oculoplastics & Lacrimal Duct Team" was established to further improve the regional diagnosis and treatment collaboration network and promote the new development and future in the field of diagnosis and treatment of orbital diseases.



The 4th Academic Forum on Difficult Orbital Diseases and the 39th National Imaging Continuing Learning Class for Orbital Diseases



Aier Eye Hospital appeared at the 29th Congress of Chinese Ophthalmological Society (CCOS 2025)

In September 2025, the 29th Congress of Chinese Ophthalmological Society (CCOS 2025) opened in Hangzhou. With the theme of "Building Consensus, Keeping Integrity and Innovation", the conference attracted more than 10,000 ophthalmologists, scholars and industry representatives from home and abroad to jointly discuss the academic frontiers of ophthalmology and the new progress of clinical technology. During the conference, Aier Eye Hospital submitted more than 4,000 articles, covering cataract, refraction, optometry, retina and vitreous diseases, glaucoma and other professional fields. More than 100 experts were invited to participate in important academic links such as conference hosting, special speeches and paper speeches, which fully demonstrated the Group's comprehensive strength in clinical diagnosis and treatment, scientific research innovation and discipline construction. At the same time, Professor Wang Mingxu, CEO of Aier Eye Hospital USA, was awarded the "Honorary Member of Overseas Chinese" by the Ophthalmology Branch of Chinese Medical Association, demonstrating the professional influence of the Group's experts in the international ophthalmology field.



The 29th Congress of Chinese Ophthalmological Society (CCOS 2025)



Aier Eye Hospital Deepens Cutting-Edge Research Exchange and Clinical Mutual Learning in Pediatric Ophthalmology

In November 2025, the National Academic Conference on Strabismus and Pediatric Ophthalmology was held in Hefei. The conference focused on basic and clinical research in the fields of strabismus, amblyopia, and children's optometry, aiming at promoting the standardization and internationalization of diagnosis and treatment and strengthening academic exchanges. More than 100 experts and scholars from Aier Eye Hospital were invited to attend the conference, of which 9 experts shared academic reports on the spot, exchanged cutting-edge achievements around core topics such as epidemiology of children's eye diseases, myopia prevention and control, anisometropia and diagnosis and treatment of strabismus and amblyopia, systematically demonstrated the clinical research progress and practical experience of diagnosis and treatment in the field of pediatric eye diseases and visual rehabilitation in Aier Eye Hospital, further advanced the implementation of technological innovation and research results, promoted the two-way empowerment of academic research and clinical practice in the field of pediatric ophthalmology, and provided better diagnosis and treatment plans for children with eye diseases and strabismus and amblyopia.



2025 National Academic Conference on Strabismus and Pediatric Ophthalmology



Aier Eye Hospital Co-Hosted International Retina Symposium of 100 (IRS100) · 2025

In November 2025, the International Retina Symposium of 100 (IRS100) · 2025 was held in Changsha, Hunan. With the theme of "Focusing on Clinical, Integrating Innovation and Building Bright Together", the conference set up four parallel forums: retinal innovation, transformation and investment forum, keynote speech, and "fundus surgery", "fundus medicine", "basic research" and "future ophthalmology", bringing together more than 300 ophthalmologists and scholars from many places around the world to conduct in-depth exchanges around cutting-edge direction such as gene therapy, artificial intelligence, surgical robots and stem cell research, focusing on the latest research progress and diagnosis and treatment trends of retinal medicine. As one of the organizers of the conference, Aier Eye Hospital actively promoted scientific research collaboration, academic exchanges and achievement sharing in the global retinal field, and contributed to promoting the innovation and development of disciplines and improving the diagnosis and treatment of complex eye diseases.



International Retina Symposium of 100 (IRS100) · 2025

Co-Building Industry Standards

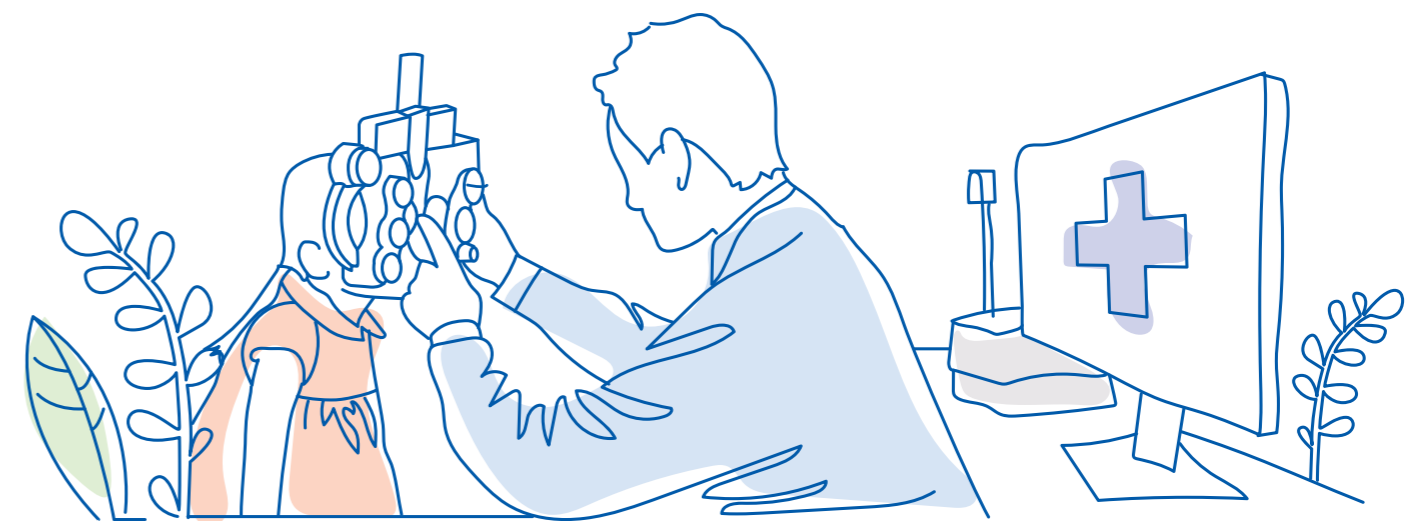
Aier Eye Hospital actively participates in the co-construction of industry standards in the field of eye health, and continues to promote the improvement and coordinated development of the industry standards system. We have in-depth cooperation with domestic and foreign medical institutions, industry organizations and ophthalmologists, and continue to make efforts in academic exchanges, standard formulation and platform construction to promote the sharing of advanced experience and the exchange of high-quality resources. Since 2016, as the standing committee unit of the Chinese Non-Government Medical Institutions Association and the deputy chairman unit of the Ophthalmology Committee, Aier Eye Hospital has continuously promoted the coordinated development of multiple institutions to help build a standardized, orderly, collaborative and innovative eye health ecosystem.



During the Year, the Group participated in the formulation of:

8 standards including 1 international standard 3 industry standards 4 group standards

14 expert consensus



Relying on the advanced scientific research capabilities of Aier Eye Hospital, a number of senior experts of the Group are invited to lead and participate in the formulation of a number of important research reports, standards, guidelines and clinical treatment plans at the international, national and industry levels. These jobs cover many ophthalmology professional fields such as lacrimal diseases, orbital diseases, retina and vitreous diseases, cataract, corneal diseases, optometry, etc., and constantly contribute the valuable wisdom of Aier experts to the ophthalmology medical industry. By the end of 2025, we have achieved a series of representative research results, some of which are as follows:

Subspecialties of Ophthalmology	Name of Research Report, Industry Standards, Guidelines and Clinical Plans
Lacrimal Duct	Clinic Plan for Double-Canalicular Catheterization in Lacrimal Duct Obstruction
Orbit	Guidelines for Diagnosis and Treatment of Thyroid-Associated Ophthalmopathy
	Guidelines for Filling Materials in Cranio-Orbital Repair
Cataract	Operation Specifications and Quality Control Standards for Cataract Surgery of Aier Eye Hospital (2025 5th Edition)
	Quality Control Standards for Refractive Cataract Surgery of Aier Eye Hospital (2025 Edition)*
	Expert Consensus on Digital Navigation of Cataract Surgery*
Cornea	Study on Impact Factors and Forecasts of Keratoconus Treatment Efficacy -Hubei Provincial Health Commission Project
	Study on the Effect of Chitosan on Corneal Collagen Cross-Linking - Wuhan Municipal Health Commission Project
	Fungal Keratitis Cloud Diagnosis Platform Project
	PERFECT Big Data for Pterygium Improvement
Fundus	Organ Culture Preservation Solution
	Popularization and Application of "Minimally Invasive Vitreous Surgery with Two-Step Anesthesia"
	Popularization and Application of "Minimally Invasive Vitrectomy and Triple Operation of Cataract and Artificial Lens Implantation"
Glaucoma	Chinese Expert Consensus on Clinical Diagnosis and Treatment of X-Linked Retinoschisis (2025)*
	Quality Control Standards for Intravitreal Drug Injection (2025 Edition)*
	Expert Consensus on Green Channel for Acute and Severe Glaucoma Referral of Aier Eye Hospital*
Optometry	National Standard of Test Method for Refractive Index of Eyeglass Lenses
	National Standard of Eyeglass Lens Edging Machine
	National Standard of Ophthalmic Instruments Corneal Topographic Mapper
Ophthalmic Imaging	Group Standard of Orthokeratology Lens Fitting Procedure
	Expert Consensus on the Application of Color Doppler Flow Imaging in the Diagnosis of Ocular Diseases (2024)
Medical Examination	Ocular Ultrasound Visualization Biospecification Measurement Guidelines (2024)
Laser Therapy	Standard Operating Procedures for Medical Testing of Aier Eye Hospital (SOP)
	Expert Consensus on China Excimer Laser Therapeutic Keratectomy (2026)*

Note: * is newly added

Promoting Healthcare Accessibility

With the continuous growth of people's eye health demand, problems such as uneven distribution of high-quality ophthalmic medical resources and insufficient supply of primary-level services are still prominent, and the accessibility and balance of eye health services need to be further improved. In response to this demand, Aier Eye Hospital continues to promote the sinking of medical service network, expand the coverage of eye health services, optimize the layout of specialties, improve the level of refinement of diagnosis and treatment, and rely on digital means to continuously improve service efficiency and quality, striving to make more people see eye diseases and see eye diseases well, and promote the development of ophthalmic medical services to an accessible and accurate direction.

Promoting Access to Healthcare

Aier Eye Hospital has always adhered to "patient-centered", practiced the strategy of "strengthening primary-level departments, setting targets, and promoting integration", continuously optimized the allocation of regional medical resources, and promoted the extension of ophthalmic medical network to urban and rural counties and closer to patients' needs. We strive to improve the primary-level service network, promote the sharing of high-quality resources and innovation of service models, and continuously expand the coverage of services, so that more people can get high-quality and accessible ophthalmic medical services at their doorsteps.



In collaboration with over **100** ophthalmologists, we have conducted more than **1,000** outreach clinics, covering **28** provinces and regions (including municipalities), and provided services to **20,000** patients with eye conditions.

124 hospitals joined the compact medical treatment alliances, covering **926** medical sites and serving nearly **30,000** people.

In 2025, some of the highlights of our teams of specialist experts in promoting healthcare accessibility were as follows:

Cornea	Carried out 12 "five-rate" sharing sessions on dry eye process management, 12 online micro-classes on cornea and 1 COE training session in LipiFlow Salon to continuously improve the diagnosis and treatment capabilities of ocular surface diseases at the primary level.
Refraction	Organized 1 all-optical plastic training course, covering 55 people in 37 hospitals; One ICL training course was organized, covering 27 people in 27 hospitals. 19 special refractive training sessions were carried out, with 295 offline trainings and over 1,000 online trainings, and continued to promote the sinking of new refractive technology specifications.

Fundus	The fundus camera equipped with AI algorithm has served more than 1,000 primary-level public health service centers, completed more than 1.2 million fundus films, and helped more than 100,000 patients find eye diseases; In 2025, 26 young and middle-aged doctors passed the vitrectomy examination, and 11 young experts completed the training of "Uveitis Talent Reservation Plan".
Lacrimal Duct	10 people passed the intermediate lacrimal duct surgery assessment, and the lacrimal duct cleaning service covered 70 hospitals, continuously improving the coverage of lacrimal duct specialist services.
Orbit and Ocular Oncology	We carried out special training around tituumab and held a study class on thyroid-related eye diseases. More than 50 doctors participated in the training offline and more than 6,000 people participated in the meeting online, which continued to promote the standardized application of new drugs and new technologies and the sinking of the ability to diagnose and treat difficult eye diseases.
Oculoplastics	17 prosthetic eye piece customization centers have been established, and the supply of diagnosis and treatment services related to oculoplastics has been continuously expanded.



Femtosecond Laser-Assisted Cataract Surgery with One Machine Multi-Hospital Sharing New Model to Enhance the Accessibility of Cataract Diagnosis and Treatment

In 2025, Aier Eye Hospital innovatively landed the mode of "Femtosecond Laser-Assisted Cataract Surgery with One Machine and Three Hospitals Sharing" in Chongqing's hospital, and promoted the extension of advanced cataract surgery technology to prefectures and counties through the mobile rotation of equipment, so that local patients can enjoy high-quality diagnosis and treatment services at their "doorstep". This mode has been in operation for 5 months, and a total of 215 cases of cataract surgery have been carried out, effectively improving the service capability and healthcare accessibility of cataract surgery in the county. In the future, Aier Eye Hospital will continue to promote the replication and promotion of this model in more regions, and promote high-quality ophthalmic resources to further sink to the primary level.

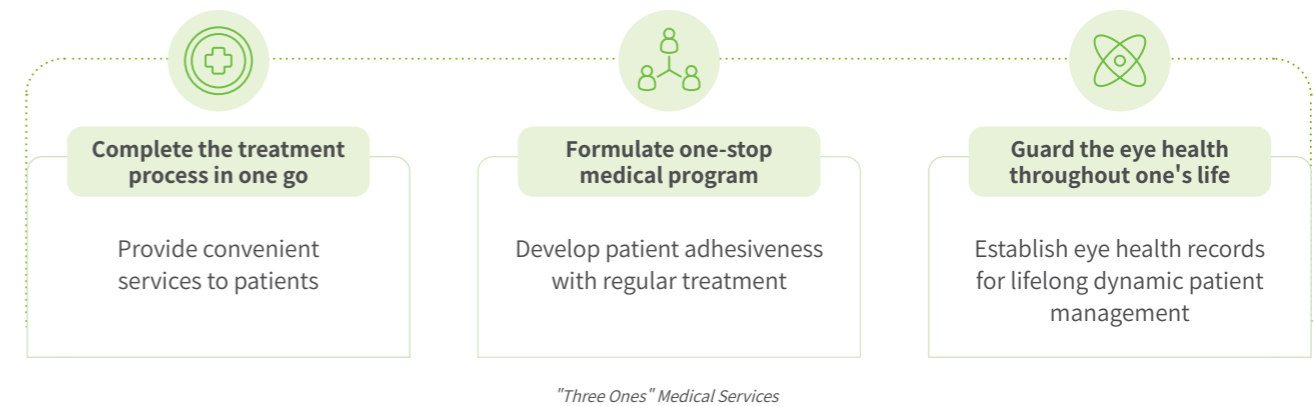
In addition, we use information technologies such as Internet diagnosis and treatment and telemedicine to promote the construction of service models such as remote outpatients, remote diagnosis, remote film reading, teleconsultation, remote treatment and remote surgery, and improve the cross-regional sharing of high-quality ophthalmic medical resources. At the same time, we promote the implementation of hierarchical diagnosis and treatment, extend optometry services such as myopia screening, optometry glasses and orthokeratology lenses to the primary level, establish a closed loop of "prevention-screening-intervention", establish dynamic eye health records for children, and provide public welfare glasses services to improve the accessibility of eye health services.

Strengthening Precise Medical Services

Aier Eye Hospital continues to promote the construction of specialized disease diagnosis and treatment system, focusing on the eye health needs of different groups and stages, and continuously improving the professionalism and refinement of clinic's services. In 2025, the Group further expanded the layout of specialized diseases in clinics, and has established clinics for thyroid-related eye diseases in 26 hospitals, including Sichuan Ophthalmology and Chongqing Aier, and clinics for difficult eye diseases in eastern Guangdong, and planned to simultaneously open MDT clinics for presbyopia correction in more than 30 hospitals, continuously expanding fine diagnosis and treatment service scenarios to better meet the diversified medical needs of patients.

Diabetic Eye Disease Clinic

The Group has built a characteristic comprehensive prevention and treatment system for diabetic eye diseases, built four lines of defense and four-fold service guarantees covering "early prevention, early detection, early diagnosis and early treatment", and provided full-process and dynamic management services such as fundus examination, sugar net screening, surgical treatment, eye health record establishment and personalized long-term review for diabetic patients. In order to create better conditions for the diagnosis and treatment of diabetic eye disease, we provide patients with "Three Ones" diagnosis and treatment services, create a full-link patient management path, and protect patients' health with benevolence. As of the end of the reporting period, we have established more than 200 Diabetic Eye Disease Clinics and Diabetic Eye Disease Patient Management Clinics across the country, continuously improving our capabilities in early screening, early diagnosis, early treatment and long-term management of diabetic eye disease.



We continue to promote the construction of the Intravitreal Injection Center. During the reporting period, a total of 169 hospitals have set up Intravitreal Injection Centers, and more than 80% of the centers have obtained the "dual-channel" settlement qualification for day surgery or special outpatient drugs. We continue to optimize the medical treatment process, shortening the diagnosis and treatment time of drug injection to within 4 hours and the re-examination time to less than 2 hours at the fastest, promoting patients to achieve same-day treatment and discharge, and significantly improving the convenience of treatment and medical experience. At the same time, we carried out "Advanced Certification of Intravitreal Injection Center" training in five regions/provinces, covering over 200 people, further enhancing the management standards and operational capabilities of intraocular drug injection centers. Focusing on the long-term treatment needs of patients with intraocular drug injection, we constantly improve the patient management standards, and effectively ensure the continuity of treatment and long-term efficacy through the whole process management such as preoperative education, postoperative return visits, regular appointments and care follow-up visits.



Upgrading the Academic Brand of the Retina & Vitreous Diseases Forum to Empower Primary-Level Diagnosis and Treatment Capabilities

In 2025, the academic brand of "Aier Eye Hospital Retina & Vitreous Diseases Forum" was further upgraded, guided by the core value of "facing patients, based on the primary level, and solving problems". While demonstrating the technical and academic advantages of Aier's retina and vitreous diseases discipline, it further promoted the integration of high-quality academic resources and primary-level diagnosis and treatment practice, shortened the distance between high-quality medical resources and patients, and improved the ability and efficiency of diagnosis and treatment of difficult retina and vitreous diseases. Throughout the year, the Group held a total of 12 retina and vitreous diseases forums, covering over 2,000 ophthalmologists, and continued to promote the sinking of academic resources and the improvement of retina and vitreous diseases diagnosis and treatment capabilities at the primary level, helping to achieve the goal of empowering the primary level and benefiting patients.

Presbyopic Correcting Cataract Clinic

Relying on the "3 Major Solutions, 5-Fold Guarantee System", the Presbyopic Correcting Cataract Clinic of the Group fully considers each patient's different adaptation conditions and personalized diagnosis and treatment needs, and tailors surgical diagnosis and treatment plans, so that high-quality medical services can reach every patient more quickly. Since the opening of outpatients, the service volume of femtosecond laser cataract surgery in Aier Eye Hospital has steadily increased, and the overall scale has continued to expand. This is not only the result of the Group's continuous promotion and popularization of cataract diagnosis and treatment technology, but also demonstrates the deep integration of technological innovation and clinical application, and continues to provide a strong guarantee for middle-aged and elderly people to improve their visual quality and quality of life.



An experienced cataract surgery team, advanced inspection technology in line with international standards, advanced surgical techniques in line with international standards, a variety of intraocular lens options to meet different patient needs, and exclusive value-added services for aging cataracts.



"Treating Cataracts and Saying Goodbye to Reading Glasses" Public Awareness Campaign

From September to November, 2025, in order to promote the "new model of diagnosis and treatment of presbyopia" and help more middle-aged and elderly patients understand and cope with the dual visual distress caused by presbyopia and cataract, Aier Eye Hospital jointly launched the education promotion activity with the theme of "Treating Cataracts and Saying Goodbye to Reading Glasses" with more than 200 hospitals across the country. The activity focused on the eye health needs of middle-aged and elderly groups, and enhanced patients' awareness of related diseases and willingness to see a doctor by strengthening the popularization of disease awareness and the promotion of joint diagnosis and treatment models. During the event, more than 7,000 middle-aged and elderly patients were served, further improving the coverage and accessibility of related diagnosis and treatment services, and helping more patients to obtain convenient and appropriate eye health services.

Presbyopia Correction MDT Clinic

With the accelerating aging of the population, presbyopia has become a major public health problem that affects the visual quality and quality of life of hundreds of millions of middle-aged and elderly people. Most patients with presbyopia are not a single disease, but often complicated with eye diseases such as cataract, glaucoma, fundus lesions, and even accompanied by systemic diseases, which require multidisciplinary collaborative diagnosis and treatment.

In order to solve the pain point of "decentralization" of presbyopia diagnosis and treatment, Aier Eye Hospital took the lead in setting up the "Presbyopia Management MDT (Multidisciplinary) Team", which gathered authoritative experts in refraction, cataract, optometry, glaucoma, retina and vitreous diseases and other fields at home and abroad. Relying on this team, the Group will simultaneously open "Presbyopia Correction Clinic" in more than 30 cities across the country. This clinic breaks through disciplinary barriers, integrates multidisciplinary professional forces, and builds a full-process closed-loop service system for patients from accurate screening, joint diagnosis and treatment to rehabilitation management, truly realizing a "one-stop" solution to complex visual problems.



Aier Eye Hospital hosted the 2025 International Forum on Refractive Cataract Surgery (IRCS) and the 1st International Summit Forum on Multidisciplinary Collaboration (MDT) Management of Presbyopia Correction

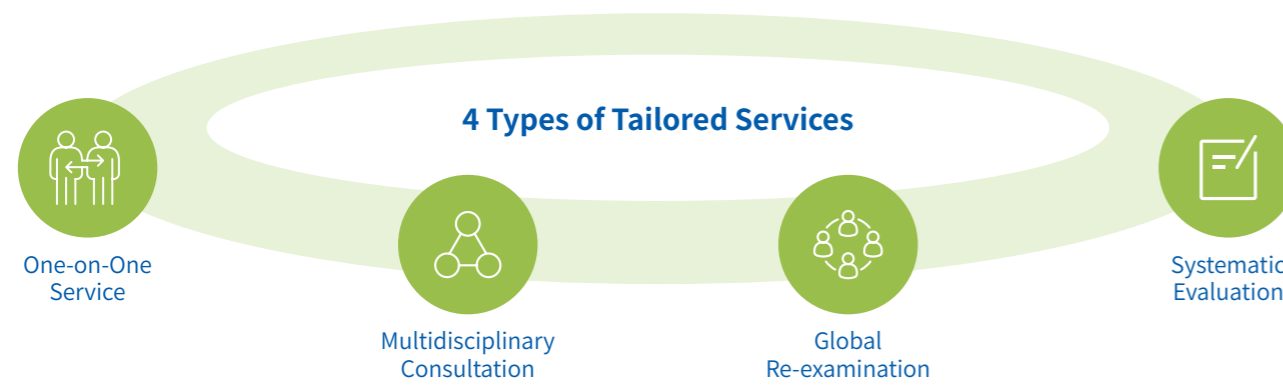
In September 2025, the International Forum on Refractive Cataract Surgery (IRCS) and the 1st International Summit Forum on MDT Management of Presbyopia Correction were held in Hangzhou. With the theme of "Gathering Wisdom, Precision, Integration and Innovation", more than 30 authoritative ophthalmologists from three continents, four countries and regions and more than 400 ophthalmologists at home and abroad conducted in-depth exchanges around the cutting-edge technologies of refractive cataract surgery and presbyopia correction. During the forum, Aier Eye Hospital released the *Expert Consensus on Digital Navigation of Cataract Surgery* and the *Quality Control Standards for Refractive Cataract Surgery of Aier Eye Hospital (2025 Edition)*, set up the "Presbyopia Management MDT Team", and opened the "Presbyopia Correction MDT Clinic" in 30 cities across the country, further promoting the precise, standardized and coordinated development of related diagnosis and treatment technologies, and helping to continuously improve the ability of ophthalmology diagnosis and treatment.



2025 International Forum on Refractive Cataract Surgery (IRCS) and the 1st International Summit Forum on MDT Management of Presbyopia Correction

High Myopia Clinic

Based on the international synchronized diagnosis and treatment plan for high myopia correction, the Group continues to set up a multi-department ophthalmologist joint consultation mechanism for people with myopia above 600 degrees, providing an overall solution for high myopia that integrates examination, treatment and correction. We carry out the diagnosis and treatment of patients with high myopia and cooperate with lens surgery for vision correction, and gradually promote the implementation of ICL's latest lens products.



The First Batch of EVO + ICL (V5) Lens Implantation Surgery in China

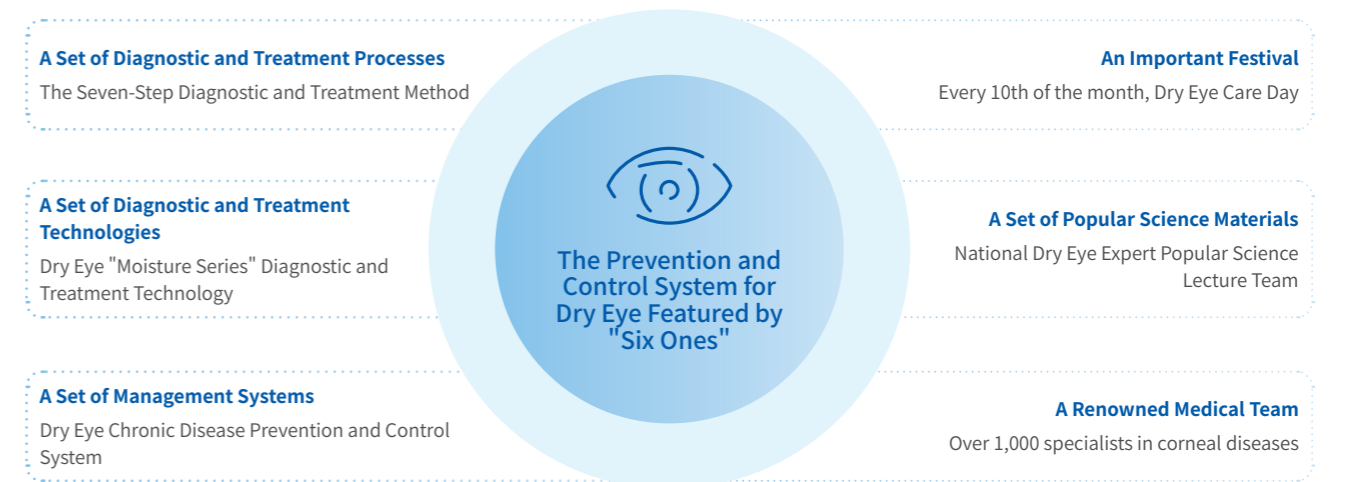
In December 2025, Guangzhou Aier Eye Hospital successfully completed the first batch of EVO + ICL (V5) lens implantation surgery in China, taking the lead in introducing this upgraded version of ICL "addition" surgery into clinical application, further enriching the personalized diagnosis and treatment options in the field of refractive surgery. The first batch of operations were jointly completed by Professor Wang Zheng and Professor Xiong Lu, which reflected the hospital's professional ability and technical accumulation in the field of refractive diagnosis and treatment. After the operation, Guangzhou Aier Eye Hospital was awarded the "EVO + ICL (V5) Clinical Research Alliance Member Unit", which further demonstrated its active exploration in clinical application and academic collaboration of cutting-edge technologies. Up to now, EVO + ICL (V5) lens implantation surgery has been carried out in many Aier Eye Hospitals.



Aier Experts Complete the First Batch of EVO + ICL (V5) Lens Implantation Surgery

Dry Eye Clinic

Relying on synchronous international diagnosis and treatment technology, the Group has built a "Six Ones" Dry Eye Clinic chronic disease prevention and control system, providing patients with one-stop dry eye type assessment and analysis and personalized diagnosis and treatment plans. We set up "1+8" Difficult Dry Eye Diagnostic and Treatment Centers, focusing on building Changsha Aier Eye Hospital located at our headquarters into a world-class difficult dry eye diagnosis and treatment center, and built 8 national and regional first-class Difficult Dry Eye Diagnostic and Treatment Centers in Beijing, Shanghai, Guangzhou, Shenzhen, Chengdu, Chongqing, Wuhan and Shenyang. We also continue to develop the Intense Pulsed Light (IPL) Diagnostic and Treatment Center and the Internet Hospital Dry Eye Clinic platform, and open up the "online + offline" integrated, full-link diagnosis and treatment process and services.



The 6th "1010 Dry Eye Care Day" Activity

In 2025, Aier Eye Hospital held the 6th "1010 Dry Eye Care Day" activity, jointly carried out the public welfare project of "Love for Veterans and Guard the Light" with China Aging Development Foundation and Hunan Love Eye Charity Foundation, and launched the "Pay Attention to Dry Eye and Family Eye Protection" dry eye examination and care plan. We released the "Dry Eye 'Run' Series Joint Treatment Plan" and "Family Care Package", and launched the "AI Dry Eye Doctor". Through the four-dimensional linkage of "public welfare screening + technology upgrade + digital intelligence empowerment + home care", the Group focuses on solving the pain points of dry eye patients in disease cognition, precise diagnosis and treatment and chronic disease management, promotes the extension of dry eye services from hospitals to families, and upgrades from single treatment to full care, and gradually builds a family dry eye care system covering "prevention-health care-diagnosis-treatment-rehabilitation", further enhancing the coverage and accessibility of dry eye diagnosis and treatment services.



The 6th "1010 Dry Eye Care Day" Activity

Thyroid-Associated Ophthalmopathy Specialty Clinic

In the modern fast-paced life, the incidence of thyroid diseases is increasing year by year. As one of the most common complications, thyroid-associated eye diseases are seriously threatening the visual health and quality of life of patients. Some patients may develop severe exophthalmos, diplopia and even blindness, which brings a heavy burden to individuals and families.

Facing this severe challenge, Aier Eye Hospital, with its deep accumulation in the field of ophthalmology, introduced orbital decompression surgery into China for the first time, carried out the first orbital decompression combined with keratoplasty in China, took the lead in introducing innovative drugs (such as tituumab), and continued to lead technological innovation. Under the premise of national network layout, hierarchical diagnosis and treatment model and other advantages, it took the lead in deploying the Thyroid-Associated Ophthalmopathy (TAO) Specialty Clinic nationwide. We are committed to breaking down the barriers of traditional diagnosis and treatment models, and provide TAO patients with one-stop, full-cycle solutions from early screening, accurate diagnosis to personalized treatment and long-term follow-up by integrating top domestic expert resources, introducing international advanced technologies, and implementing standardized diagnosis and treatment procedures.

◎ Distribution of National Chain Outlets and Graded Diagnosis and Treatment Capability

Thyroid-associated eye disease is a difficult eye disease, with complicated diagnosis and treatment, and scarce experts. The national distribution of Aier Eye Hospital specialized disease clinics and the sinking of hierarchical diagnosis and treatment mode have solved the problems of "difficult and expensive medical treatment" for this disease, so that patients can access medical resources at their doorstep.

01	<p>Solve the pain point of patients' "difficulty in seeing a doctor"</p> <ul style="list-style-type: none"> Establish regional diagnosis and treatment centers to realize graded diagnosis and treatment in counties, cities and provinces, and smooth patient circulation Integrate national experts, technology and data to realize Telemedicine and online consultation of difficult cases, and help patients seek medical treatment accurately
02	<p>Solve the problem of "expensive medical treatment" for patients</p> <ul style="list-style-type: none"> Establish the "Orbital Protection Bright" Orbit and Ocular Oncology Fund, and have provided assistance to thousands of patients in need
03	<p>Fill the regional medical gap and improve the overall level of the industry</p> <ul style="list-style-type: none"> More than 20 TAO Specialty Clinics have been set up in major cities across the country, making medical treatment "within reach" Through cross-regional visits by experts, alleviate the scarcity of TAO surgery experts and meet the needs of patients Improve the level of early screening for diseases through cooperation with close medical consortia such as endocrinology department Promote the standardized development of the industry through academic exchanges and technology exports



◎ Promote Standardized Diagnosis and Treatment

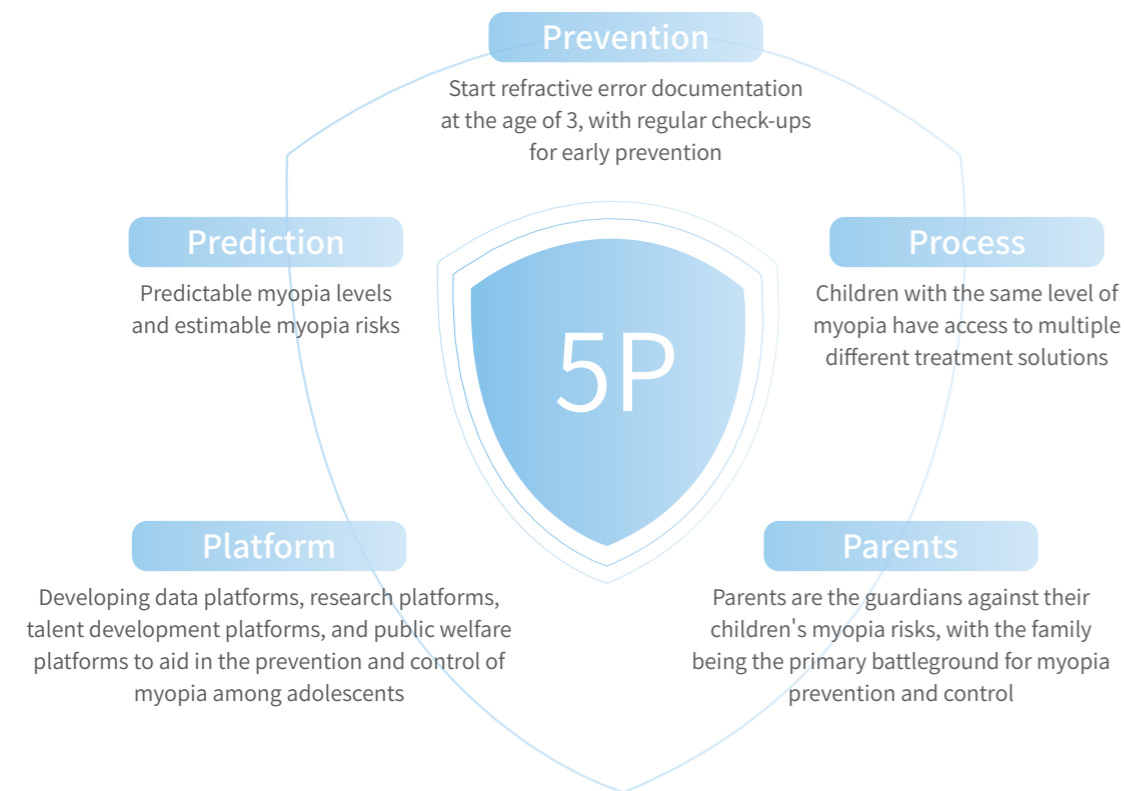
We strictly follow the national diagnosis and treatment guidelines, rely on the strength of Aier brand, implement patient hierarchical and staged management, provide one-stop services from examination, treatment to follow-up, and provide reliable diagnosis and treatment guarantee.

Standardization of Clinical Pathways	One-Stop Service Process	Full-Cycle Patient Management
<p>Strictly adhere to the <i>Chinese Guidelines on the Diagnosis and Treatment of Thyroid-Associated Ophthalmopathy</i>, implement stratified management based on active and inactive phases, and ensure the standardization and consistency of diagnosis and treatment.</p>	<p>Patients can receive a full range of services within the hospital from thyroid function tests and specialized eye examinations to targeted drug therapy, surgical evaluations, and postoperative follow-ups without the need for referral.</p> <ul style="list-style-type: none"> Fully equipped diagnostic facilities and optimized service processes Implementation of multidisciplinary team (MDT) collaboration to shorten treatment cycles Advancement of data-driven management and remote expert consultations to ensure consistent quality of care Provision of personalized treatment plans and rehabilitation guidance tailored to each patient's condition 	<p>Establish electronic patient records to enable end-to-end data management throughout the entire treatment cycle from initial screening, diagnosis, and treatment to post-recovery follow-up and continuously optimize treatment outcomes.</p> <ul style="list-style-type: none"> Establish comprehensive electronic patient records covering the entire treatment cycle Conduct online and offline patient education and public awareness campaigns Build patient communities to provide ongoing support and care

Highlighting Myopia Prevention and Control

Myopia Prevention and Control System

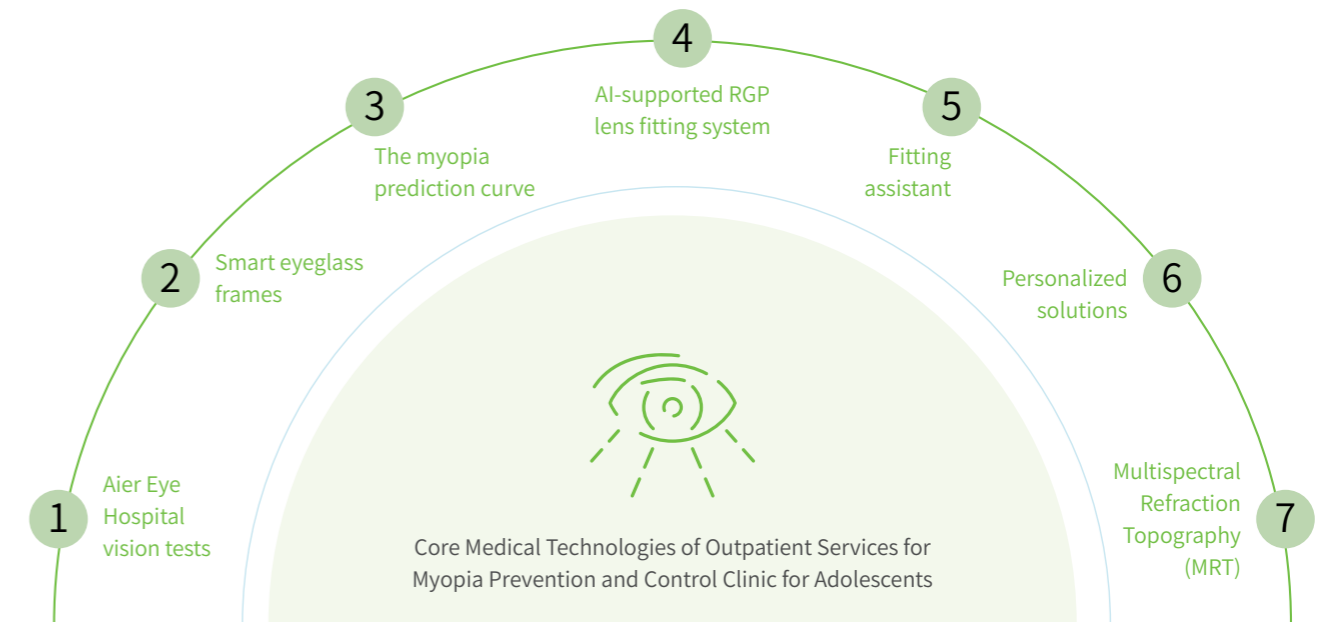
Aier Eye Hospital continues to respond to the national myopia prevention and control strategy, fully supports national policies such as the *National Eye Health Plan under the "14th Five-Year Plan" (2021-2025)* and the *Myopia Prevention and Treatment Guidelines (2024 Edition)*, and helps to build a "five-in-one" comprehensive myopia prevention and control system¹. We have established the Myopia Prevention and Control Clinic for Adolescents, fully implemented the "5P Myopia Prevention and Control Model", continuously promoted the new upgrade of comprehensive solutions for myopia management for children and adolescents in China, and built an integrated and all-round comprehensive service system for children and adolescents from myopia screening, prevention, prediction, personalized myopia correction program and myopia correction effect tracking.



5P Myopia Prevention and Control Model of Aier Eye Hospital

We are continuously upgrading our eye health screening and management system for children and adolescents and implementing initiatives such as vision screening, eye health examinations, eye usage behavior analysis and risk assessment, promoting the screening service from single myopia prevention and control to multi-disease collaborative screening and the upgrade of the whole process management of eye health. By introducing two key visual function evaluations, namely ocular alignment examination and Worth 4-dot test, we have built a four-in-one screening system of "vision-refraction-eye position-binocular vision function" to realize "one screening and multiple early warnings", and further enhance the professionalism, systematicity and accuracy of screening services.

Also, we promote the strategy of "phased intervention and whole-process management" to clarify the key points of myopia prevention and control according to different growth stages, namely preventing myopia before the third grade, controlling its progression from the fourth to the sixth grade, managing the diopter during junior high school, and preventing high myopia and complications during high school, so as to delay and block the development of myopia. Focusing on post-diagnosis management, we promote the family eye health management model, focusing on "grasping early, grasping small and grasping the key", starting prevention from the golden period of vision development, cultivating scientific eye use habits, and combining evidence-based medicine measures to carry out precise intervention, gradually forming an integrated management system of "in-hospital diagnosis and treatment-family management-regular follow-up", and strengthening the participation of families in the prevention and control of myopia in children and adolescents.



While continuously advancing the implementation of the system, Aier Eye Hospital has continuously consolidated the professional support of myopia prevention and control services. In 2025, we jointly launched the "Joint Initiative on Standardizing Myopia Prevention and Control" with a number of authoritative ophthalmology institutions and industry partners, adhering to the industry guidelines of "formal institutions, formal sources and formal products", and continuing to play a professional leading role. Relying on the healthcare quality control system for myopia prevention and control, we use big data analysis to dynamically track and evaluate the diagnosis and treatment quality of hundreds of institutions across the country, and establish a normalized training and continuous improvement mechanism to continuously improve the standardization and reliability of myopia prevention and control services. At the same time, we continue to promote the construction of "technology-empowered" myopia prevention and control system, and provide more scientific, accurate and personalized vision management services for children and adolescents through technological innovation, product research and development and platform construction.

¹ The "Five-in-one" system includes prevention, inspection, diagnosis, protection and management.

<p>VPR</p>	<p>The Wide-Field Retinal Refractive Topography Device (VPR) enables rapid measurement and mapping of wide-field retinal refractive errors, laying a critical technological foundation for personalized fitting of myopia and achieving better myopia control outcomes.</p>
<p>Xiaoqingkui Smart Glasses for Children's Vision Care</p>	<p>These smart glasses serve two primary functions: First, they are equipped with intelligent modules that enable a range of features, including monitoring reading distance, ambient light levels during reading, duration of close-up use, wearing posture, data storage and cloud computing, as well as AI-powered predictions of visual health. Second, the smart glasses utilize multi-zone positive defocus technology to enhance comfort for young wearers, helping to slow axial length growth and thereby prevent and control the progression of myopia to a certain extent. As one of the core products of the "5P Myopia Prevention and Control Model", "Xiaoqingkui" continues to undergo upgrades and iterations to provide scientifically sound myopia management solutions for adolescents.</p>
<p>Light and Display Research Laboratory</p>	<p>Aier Eye Hospital's "Light and Display Research Laboratory" is dedicated to exploring the relationship between lighting environments and visual health, with a particular focus on the impact of natural light, artificial light sources, and electronic display devices on eye health. The laboratory collaborates with universities and optical technology companies to advance cutting-edge research in areas such as spectral modulation and low-blue-light technology. It also develops innovative, scenario-based solutions, such as the "Natural Light Myopia Prevention Classroom" to provide scientific support for creating healthy lighting environments and promoting myopia prevention and control among adolescents.</p>

Education on Myopia Prevention and Control

The Group actively fulfills the responsibility of science and education on the prevention and control of myopia for children and adolescents, and joins hands with parents, schools and the society to protect the bright future of children. In 2025, we cooperated with institutions at all levels to continue to promote hierarchical and classified education and awareness campaigns on myopia prevention and control and campus screening. Among them, kindergarten vision screening filing and education and awareness campaigns have covered more than 10,000 kindergartens; Hundreds of hospitals have been designated as "juvenile myopia prevention and control bases" or cooperated in screening and education, covering more than 21,000 primary and secondary schools; More than 2,000 students' eye health awareness lectures were held, covering high schools and universities across the country.

The 11th Master Lecture Series on Myopia Prevention and Control for Children and Adolescents in China

In June 2025, "Vision China 2025 11th Master Lecture Series on Myopia Prevention and Control for Children and Adolescents in China" jointly sponsored by Aier Eye Hospital Research Institute of Central South University, Optometry Hospital affiliated to Wenzhou Medical University and Aier Optometry Institute was held in Xi'an, Shaanxi Province. The activity focused on the themes of "myopia prevention and control, grasping early, grasping small and grasping key" and "the application of AI in popularizing myopia prevention and control science", as well as the hot issues of myopia prevention and control that parents are concerned about, conducted in-depth discussions and authoritative interpretations, further enhanced the public's scientific awareness of myopia prevention and control of children and adolescents, and promoted the spread of scientific eye protection concepts and the popularization of myopia prevention and control knowledge.



The 11th Master Lecture Series on Myopia Prevention and Control for Children and Adolescents in China

Eye Health Digital Human Service Station

In May 2025, Aier Eye Hospital donated "Eye Health Digital Human Service Station" to Nanjing Chaotiangong Ethnic Primary School. Supported by digital human interaction technology and AierGPT, a vertical large model of ophthalmology, it provided schools with intelligent and personalized solutions for accurate prevention and control of teenagers' myopia and science and education. Students can conveniently obtain personalized eye health knowledge guidance through the virtual interactive interface, further enhancing the intelligent level of campus eye health management. This donation is an innovative practice of the Group to promote the deep integration of artificial intelligence technology and adolescent eye health management, and also provides a replicable and popularizable digital application demonstration for campus science popularization and myopia prevention and control.



Eye Health Digital Human Service Station

Pediatric Eye Disease and Myopia Prevention and Control Training Program for Primary-Level Doctors

Since March 2025, Aier Eye Hospital has actively responded to the national policies of "moving forward the eye care gate for children aged 0-6" and "sinking high-quality medical resources to the primary level", and joined hands with HNXJ Philanthropy Foundation to jointly carry out the training program of pediatric eye disease and myopia prevention and control for primary-level doctors, and systematically improved the professional ability of primary-level doctors around the identification of pediatric eye diseases, standardized diagnosis and treatment of myopia prevention and control, early screening and early diagnosis and scientific intervention. As of December 2025, the project has held a total of 19 training stations, empowering more than 20,000 primary-level doctors, effectively improving the ability of primary-level medical institutions to detect, diagnose and treat pediatric eye diseases, and promoting the transformation of primary-level children's eye health services from passive treatment to active intervention, which has played a positive role in promoting the sinking of high-quality ophthalmic medical resources and improving the prevention and treatment level of primary-level children's eye diseases.

Promoting Eye Health Education

A "Healthy China" lies in public awareness of health. The Group is deeply involved in the field of eye health education, focusing on advancing disease prevention, and securing the "first line of defense" of eye disease prevention and control. Focusing on the prevention and control of myopia in adolescents, common eye diseases in adults and blinding eye diseases in the elderly, we continue to enrich and optimize educational content, innovate digital communication forms, and improve the accuracy and effectiveness of our outreach. We have built a systematic nationwide eye health education network, forming a three-tiered system of provincial, municipal, and county-level coordination to continuously promote eye health knowledge to a broader audience. By building a health education system that covers all age groups and scenarios, we are constantly strengthening public health awareness and fortifying the national eye health protection network.

Science and Education Awards	Issuing Authority
Aier Eye Health Education Base was rated "Excellent"	Hunan Provincial Department of Science and Technology
Hunan Eye Health Industry Innovation Consortium	Hunan Provincial Department of Science and Technology



There were more than **6,371** education activities, affecting more than **2.84** million people, and providing eye health filing services for more than **613,000** people.

We actively use digital achievements to empower eye health services and build an "Eye Health Science and Education Museum", which takes the exhibition hall as the core carrier and integrates multi-dimensional resources such as science and technology, education and culture to realize the popularization of scientific research achievements, educational content and cultural assets. In order to enhance the national awareness of eye health, we continue to develop diverse education products such as high-quality education videos, original books and interactive mini programs, and deepen the construction of systematic and professional eye health education columns such as "Super Eye Talker". We gather experts from the Group and hospitals across the country, continue to carry out education dissemination on themes such as myopia prevention and control, strabismus and amblyopia in children, and continuously expand the scope of professional eye health knowledge. At the same time, we rely on the Group's platform and community to carry out a series of live broadcasts on topics including expert education and health questions and answers, so as to further improve the efficiency and interactivity of digital education. To enhance the interest and dissemination power of education content, we introduce digital human images into the eye health education scene, innovate content presentation methods, and carry out diversified eye health education activities for different groups such as children, adolescents and adults, continuously enhancing the public's attention and acceptance of eye health knowledge.

Eye Health Science and Education Museum

In 2025, Aier Eye Health Science and Education Museum adhered to the public welfare orientation, and was open to the public for no less than 308 days for free throughout the year. Real-name appointments were made through the official website of the education base, WeChat official account and other platforms, and more than 50,000 appointments were accepted throughout the year. During the year, the Science and Education Museum carried out more than 600 education practice activities, and received more than 60,000 people from the public. At the same time, the Science and Education Base actively "went out", linked schools, enterprises, communities and primary-level institutions to carry out more than 20,000 "Education Six-In" activities, serving over 1.5 million people; And relying on new media platforms such as WeChat official account and WeChat video channel to continue to spread eye health knowledge, reaching more than 5 million people in total, further promoting the formation of an eye health education pattern with online and offline collaboration and multi-scenario coverage.



Myopia Management Education Fairy Tale Drama "Light Chasing Little Detective"

In 2025, Aier Eye Hospital upgraded and launched the second season of myopia management education fairy tale drama "Light Chasing Little Detective" on the basis of the first season of "Dream Country", which integrated "five myopia prevention and control technologies" into vivid plots to enhance children's and adolescents' understanding and acceptance of scientific eye protection knowledge. The drama completed its S-class premiere in Chongqing on October 26th and was successfully performed for two performances, which received positive responses from the local education commission, the Association for Science and Technology, the media and the audience. A total of 4,857 performances were performed nationwide, covering more than 340,000 people, and a lightweight B-level version was launched in December, continuously expanding the coverage and influence of eye health science popularization for children and adolescents.

03

Transmitting Bright Warmth and Taking Social Responsibility

Staying true to its original aspiration and mission of "Enabling everyone, whether rich or poor, has the right to enjoy eye health", Aier Eye Hospital actively gives back to and nurtures society while pursuing its own development. The Group's public welfare footprint extends across the globe and covers all 31 provinces, autonomous regions and municipalities in China. It focuses on four key areas — supporting rural revitalization, promoting eye health public welfare, building a global health community, and encouraging employee voluntary activities — to effectively serve disadvantaged patients and actively fulfill its social responsibility as a corporate citizen.


Contribution to the SDGs



Adhering to Our Public Welfare Journey

Public Welfare Strategy

In the process of pursuing its own development, Aier Eye Hospital has always closely aligned itself with the national development strategy, actively fulfilling its social responsibilities by combining "eye disease assistance" with "ophthalmology empowerment". Leveraging its advantages in talent, technology, resources, and other aspects, it has boosted the development of grassroots ophthalmology, supported rural revitalization, and cared for disadvantaged groups. Meanwhile, the Group continues to strengthen R&D and innovation in digital ophthalmology, accelerate the deployment of digital technologies, and expand the application scope of digital ophthalmology. It is committed to enhancing clinical efficiency through technology, promoting high-quality development, and driving new breakthroughs in the eye health industry. In the future, we will advance eye health public welfare initiatives in a more standardized and efficient manner, actively foster volunteer teams, focus on the eye health needs of vulnerable groups, bring warmth and vision to more people in need of care, and contribute even more "Aier Power" to China's blindness prevention efforts.



By the end of 2025,

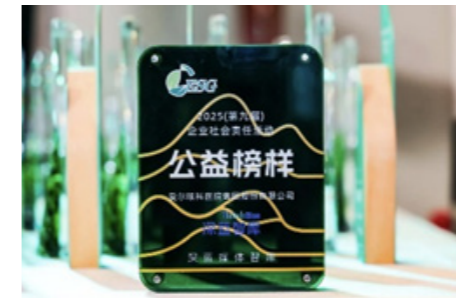
Aier Eye Hospital had a public welfare footprint covering more than **360** regions across **31** provinces, autonomous regions, and municipalities nationwide, and had supported a total of **1,100** public welfare projects cumulatively.

In 2025, the total amount donated reached RMB **120** million.



Honors and Recognitions

Honors and Awards in 2025 (Partial)



2025 Corporate Social Responsibility Public Welfare Model



2025 Corporate ESG "Jinze Award" - Best Responsibility and Progress Award



The 22nd China Charity List (2025)



Annual Responsibility in Action Public Welfare Project



The 6th Dream Builders Public Welfare Conference "Annual Public Welfare Contribution" Award



Rural Revitalization Case of the 2025 People's Corporate Social Responsibility Forum

Supporting Rural Revitalization

In order to consolidate the health cornerstone of rural revitalization, Aier Eye Hospital has incorporated improving rural eye health services into its strategic plan, aiming to achieve homogenization of urban and rural medical care and continuously expand its service network to grassroots areas. The Group has established a leading group for rural revitalization. Through in-depth visits and surveys in assisted areas and analysis of local realities, the Group systematically builds a long-term assistance mechanism that combines "blood transfusion" with "hematopoiesis". This mechanism helps rural areas comprehensively upgrade their eye health services, enhance public well-being, and lay a solid foundation for the efficient implementation of the rural revitalization strategy.

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Building a targeted assistance mechanism to consolidate the poverty prevention safety net

- Focusing on the needs of vulnerable patients, with precision assistance at its core, we are building a rural eye health charitable support mechanism to prevent poverty due to illness and its recurrence. By reaching out to grassroots communities, especially remote rural areas, we extensively carry out free clinics, screenings, health education, and surgical aid. Gradually, we have established an eye health care and assistance system covering vulnerable groups, including the elderly, children, women, and individuals with disabilities, and addressing multiple eye conditions such as cataract, glaucoma, retina & vitreous diseases, corneal diseases and myopia prevention.

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Building a three-tier service system to bridge the last mile in service delivery

- To extend the reach of rural eye health services, Aier Eye Hospital fully integrates the cross-subsidy public welfare model with the advantages of its tiered chain operation. It has established a coordinated, interconnected, and resource-sharing three-tier county-township-village public health service system for eye health, effectively empowering rural medical institutions and personnel, and promoting the expansion of service networks to the grassroots level.

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Building grassroots capacity to continuously empower rural medical services

- To enhance grassroots ophthalmic diagnostic and treatment capabilities, Aier Eye Hospital prioritizes support to township health centers and village clinics. Through a combination of equipment donation and medical training, it systematically strengthens the foundation of rural eye health services and comprehensively enhances eye health service capacity at the county, township, and village levels.

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Promoting the deployment of digital technologies to the grassroots level to enhance the efficiency and accessibility of disease prevention and treatment

- To advance the homogenization of urban and rural ophthalmic services, Aier Eye Hospital is strengthening the R&D and application of digital ophthalmology technologies, thereby facilitating the targeted, grassroots-level deployment of eye disease prevention and treatment solutions. Leveraging remote consultation platforms and AI-assisted diagnostic tools, rural patients can access specialist services without the need to travel long distances, while grassroots medical workers are able to improve the accuracy of disease identification. Together, these efforts enhance the affordability and overall quality of eye health services in rural areas.

Major Initiatives for Supporting Rural Revitalization



Free Medical Consultation Activity



In 2025,

Aier Eye Hospital invested RMB **54.0277** million in support of rural revitalization.

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Brightness Project: Cataract Restoration Program

Since 2020, Aier Eye Hospital has been actively investing in and supporting the "Brightness Project: Cataract Restoration Program," jointly initiated by the National Administration for Rural Revitalization and the National Health Commission. In 2025, under the coordination of the China Rural Development Volunteer Service Promotion Association, Aier Eye Hospitals are providing cataract treatment across 25 provinces, with a special focus on key areas for rural revitalization, including county towns, former poverty-stricken areas, revolutionary base areas, ethnic regions, and border regions. As of November 2025, the program completed a total of 256,700 cataract surgeries, reinforcing the health foundation for rural revitalization.




Brightness Project: Cataract Restoration Program

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Liaoning Province Grassroots Ophthalmic Diagnosis and Treatment Capacity Building Project

In 2023, Aier Eye Hospital launched a grassroots ophthalmic diagnosis and treatment capacity building project designed to systematically address the gaps in ophthalmic services provided by primary medical institutions in Liaoning Province. By the end of 2025, it had supported the establishment of 524 eye health workstations, organized 4,922 training sessions for grassroots doctors, conducted 8,236 community education and screening events, and created eye health records for over 1.25 million residents. These efforts have effectively enhanced the accessibility of eye health services and strengthened disease prevention and treatment capabilities at the county, township, and village levels.



Liaoning Province Grassroots Ophthalmic Diagnosis and Treatment Capacity Building Project

Promoting Eye Health Public Welfare

Aier Eye Hospital actively aligns itself with national health strategies, fulfilling its mission of safeguarding eye health through systematic public welfare initiatives. By collaborating with medical institutions and partners from all sectors of society nationwide, we uphold the principle of "giving priority to prevention while combining prevention with treatment." Targeting a diverse range of groups, we implement public welfare eye health programs and community services, channel high-quality medical resources to the grassroots level, strengthen the public's awareness of eye disease prevention, and enhance the accessibility of ophthalmic services.



Eye Health Care Program for Children in Difficult Circumstances

In response to the call of "Healthy China 2030," Aier Eye Hospital has established a closed-loop, full-chain service model covering "screening, diagnosis, intervention, and followup" to address the eye health problems of children in difficult circumstances. The first phase of the program was piloted in Xiangxi Prefecture, Hunan Province. From April to December 2025, a team of medical volunteers visited 7 charity homes and schools, creating eye health records for 8,049 children, dispensing subsidized prescription glasses to 124 children with refractive errors, and successfully performing corrective surgeries on 8 children with strabismus and other conditions, all of whom achieved corrected visual acuity of 0.8 or above.



Eye Health Care Program for Children in Difficult Circumstances



"Eye Care Cup" — The 2nd National Children's Eye Care Drawing Competition

In June 2025, Aier Eye Hospital supported the holding of the "Eye Care Cup" — the 2nd national children's eye care drawing competition. Under the theme "Guarding the Windows of the Soul, Pursuing the Light of Dreams," the event solicited themed artworks from children and adolescents across 31 provinces, autonomous regions, and municipalities nationwide. Through artistic creation, it aims to promote eye care knowledge, raise awareness of visual health among children and adolescents, and foster a positive social atmosphere focused on eye health.



"Eye Care Cup" — The 2nd National Children's Eye Care Drawing Competition



"Caring for Veterans, Restoring Vision" Public Welfare Initiative

Aier Eye Hospital launched the "Caring for Veterans, Restoring Vision" public welfare initiative in 2023. The initiative currently covers 23 provinces, providing surgical funding for 46,800 cataract patients among veterans and their family members. Through this initiative, the hospital actively provides services such as free medical check-ups and surgical assistance to entitled special care recipients, easing their medical burden and helping them regain their eyesight and enjoy a healthy, fulfilling life.



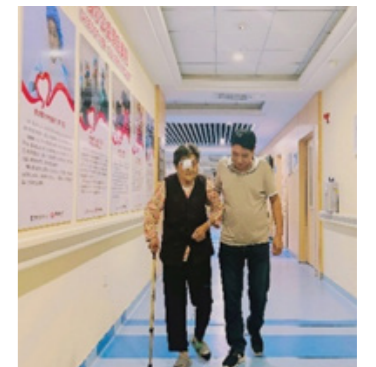
"You Are My Eye" Corneal Blindness Public Welfare Relief Program

In 2016, Aier Eye Hospital launched the "You Are My Eye" corneal blindness public welfare relief program. Drawing on its eye banks, corneal donation receiving stations, and professional medical resources, the hospital provides financial assistance for corneal transplant surgeries to patients in need. By the end of 2025, the program had covered 23 provinces, autonomous regions, and municipalities nationwide. Through the "Tongju" corneal donation and transplant coordination system, the hospital has improved the efficiency of medical resource matching and successfully helped more than 2,000 patients regain their eyesight.



"Public Welfare Diagnosis and Treatment Areas" Project

Since 2023, Aier Eye Hospital has been establishing "Public Welfare Diagnosis and Treatment Areas," dedicated to ensuring that all eligible patients in difficult circumstances with eye diseases receive the care they need. By setting up exclusive spaces such as public welfare information desks, consultation rooms, and inpatient wards, these areas create a caring and warm environment for diagnosis and treatment. In parallel, the project is building an online-offline integrated, full-chain assistance platform that covers everything from fundraising to treatment services, actively mobilizing social forces to participate and jointly promoting the systematic and routine development of eye health public welfare services.



During the Year, Aier Eye Hospital and the Hunan Eye Care Foundation continued their partnership in advancing the "Eye Care Community Guardianship Program." Focusing on the actual needs of community residents, they carried out a variety of health services and educational activities, effectively raising residents' eye health awareness and improving their eye health, thus contributing to the grassroots development of the national eye health initiative.

Building a Global Health Community

Through its overseas subsidiary Clinica Baviera's Fundación Baviera Responsable, Aier Eye Hospital carries out public welfare initiatives across Europe and Africa, covering areas such as eye health protection, care for vulnerable groups, and environmental public welfare. In 2025, Aier Eye Hospital and its overseas subsidiaries continue to strengthen close cooperation with local charitable organizations and foundations, actively contributing to the advancement of international public welfare.

Aier Eye Hospital upholds the spirit of international public welfare, embraces a global perspective, and joins forces with diverse partners to actively engage in global philanthropic endeavors. In 2025, through actions such as supporting cross-border medical assistance and conducting charitable eye screenings for children, we have given back to society through public welfare and demonstrated our corporate social responsibility and commitment through concrete actions.

Protecting Eye Health

- Through multi-dimensional initiatives including financial support, personnel training, expert deployment and health education, we have ensured the continuous operation of the Meki Eye Clinic in Ethiopia. In 2025, we provided preventive eye health education to 2,614 local students and promoted basic hygiene practices.
- We continued to provide public welfare services for vision health, such as vision screening for children in the Sahara, eye examinations for the homeless, and vision testing for children at a soup kitchen in Madrid.
- In partnership with non-governmental organizations, we organized medical volunteers to travel successively to Kenya, Senegal and Sierra Leone, carrying out aid missions that included equipment donations, health education, vision screening and financial support.

Caring for Vulnerable Groups

- We provided assistance to vulnerable groups at soup kitchens and nursing homes in Spain. In 2025, the aid campaign covered 24 cities and provided financial support to all partner soup kitchens.
- In partnership with Fundación Ruta de la Luz and Fundación Onesight Essilor Luxotica, we provided free glasses to those in need after vision screening.
- We supported small-scale public welfare events held by the Alzheimer's Family Association in various locations.

Activities and projects

Contribute to the fight against poverty through national/international cooperation projects that prioritise the defence of the most vulnerable rights.



Supporting Cross-Border Medical Assistance

In February 2025, through its Fundación Baviera Responsable (FBR), Aier Eye Hospital supported a cross-border medical assistance project initiated by the NGO Visió Sense Fronteres. In collaboration with doctors from Alicante, the project successfully provided specialized medical care to a 4-year-old boy who had suffered severe burns on both hands as a result of abuse, helping him embark on the road to recovery.



Supporting Cross-Border Medical Assistance



Charitable Eye Screening for Saharan Children

In August 2025, Aier Eye Hospital launched a public welfare vision screening initiative for Saharan children living with Spanish foster families. Approximately 170 children received comprehensive vision screening, and based on the results, more than 40 of them who were found to have visual impairments were provided with free custom-made glasses.



Charitable Eye Screening for Saharan Children

Encouraging Employee Voluntary Activities

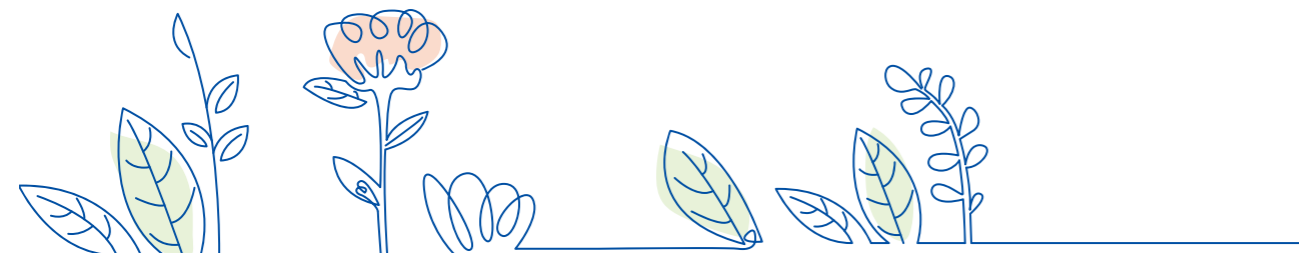
By establishing the Aier Eye Hospital Volunteer Service Team, the Group has actively organized eye-care volunteer activities and strengthened its collaboration and engagement with the community. With the core goal of "raising public awareness of eye care and improving residents' health literacy," we have continuously disseminated eye health knowledge through our volunteer services, effectively enhancing community residents' understanding of eye health and their ability to protect it.

Liaoning Aier Eye Health Volunteer Service Team Carries Out the "Sunshine Walk to Prevent Blindness" Public Welfare Initiative

In July 2025, Liaoning Aier Eye Hospital actively responded to the call of the "Sunshine Walk to Prevent Blindness" community blindness prevention project by organizing a professional volunteer service team to reach out to local communities. Through health education lectures and health counseling sessions, and utilizing professional equipment, we provided over 30 community residents with one-stop services including vision screening, computerized optometry, and fundus examinations, while simultaneously establishing personalized eye health records for them. This initiative effectively raised the public's eye health awareness and early intervention capabilities, demonstrating the Group's commitment to community health and its contribution to universal health coverage.



Scenes from the "Sunshine Walk to Prevent Blindness" Public Welfare Initiative



Changsha Aier Eye Health Education Volunteer Service Initiative

In 2025, leveraging the Eye Health Science Museum, Changsha Aier Eye Hospital established a regular, systematic volunteer service framework for public eye health education. For teenagers, we carry out fun, interactive science activities and "Little Doctor" role-play experiences to encourage healthy eye habits. For middle-aged and elderly residents, the focus is on the prevention and treatment of common eye conditions such as cataracts, along with post-operative home follow-up visits. At the same time, in collaboration with organizations like the Disabled Persons' Federation, we provide tailored eye examinations and medical assistance for people with disabilities. Through segmented and targeted health education, the initiative systematically enhances eye health literacy across all age groups, contributing to the development of healthy communities.



Changsha Aier Eye Health Education Volunteer Service Initiative



In 2025, Aier Eye Hospital carried out over **80,000** eye health education activities.

As of the end of 2025, Aier Eye Hospital had approximately **4,500** volunteers, organized into around **800** volunteer service teams.

04

Planting Fertile Ground for Growth and Cultivating Talent Forest

Guided by the corporate culture of "co-creation, sharing, and win-win," Aier Eye Hospital is committed to upholding the legitimate rights and interests of its employees. We maintain a scientific and equitable compensation and benefits system, supported by a multi-track career progression mechanism, and provide a comprehensive development support framework aimed at advancing both medical management capabilities and professional skills. The Group strictly implements occupational health and safety measures and continuously strengthens diversified employee care initiatives, fostering mutual empowerment between employee growth and corporate development. This approach lays a solid foundation for cultivating a talent pipeline with core competitiveness.

Contribution to the SDGs



Building a Positive Workplace Environment

Aier Eye Hospital Group adheres to the people-oriented concept, ensuring employees enjoy fair working conditions. The Group has established a scientific incentive system linking remuneration to performance, and provides diversified benefits that cater to both the professional and personal needs of employees. These efforts are dedicated to strengthening employees' sense of belonging and building a stable talent team.

Compliance Employment

Staff Recruitment

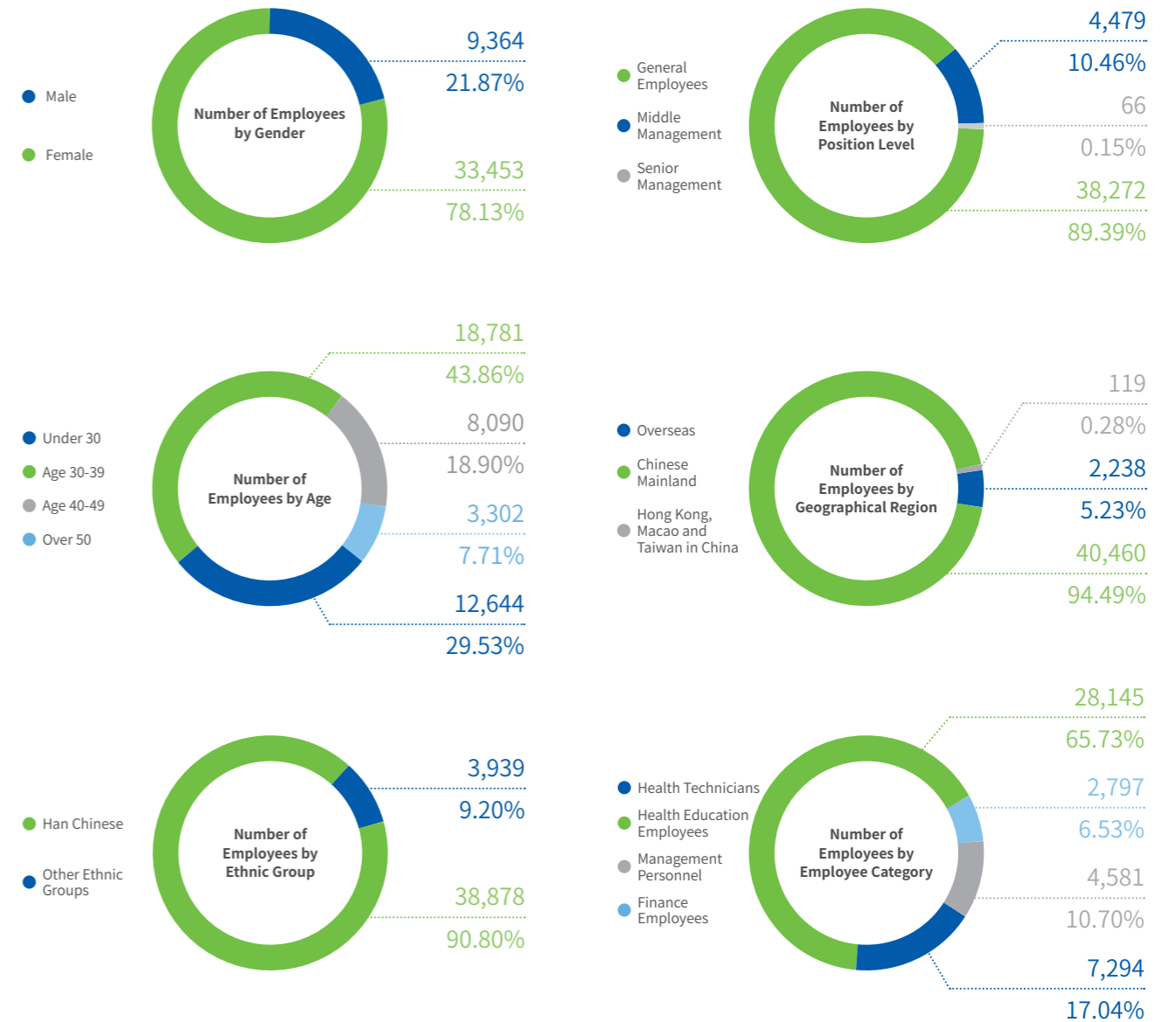
The Group strictly complies with relevant laws and regulations such as the *Labour Law of the People's Republic of China*, the *Labour Contract Law of the People's Republic of China* and the *Employment Promotion Law of the People's Republic of China*, and formulates and implements systems such as the *Employee Handbook (third edition)*, the *Measures for the Administration of Inbound Transfer and Outbound Transfer* and the *Measures for the Administration of Employment Contracts* based on internal conditions to clearly standardize the whole process management of human resources. We adhere to the recruitment principle of "fairness, justice and openness", leveraging multi-channel initiatives such as campus recruitment, social recruitment, and internal referrals to attract professional talents. This approach solidifies the talent foundation for the Group's development.

In alignment with national strategic directions and healthcare industry trends, Aier Eye Hospital advances the "BeiDou Program", which proactively cultivates and prepares interdisciplinary professionals capable of leading developments in smart healthcare, precision medicine, and translational medicine, including:

Tower-Type Strategic Talent	Strategic vision, interdisciplinary integration, original contributions and recognized achievements, alignment with national strategic needs
Helmsman-Type Leading Talent	Leadership in clinical, teaching, and research teams, tackling key technical challenges, facilitating industrial translation
Composite-Type High-Caliber Talent	Expertise in specialized fields or industries, clinical research, application of outcomes in clinical practice
Mid-Level Elite Talent	Teaching or research experience, clinical expertise and innovation capability, proficiency in diagnosing and treating complex diseases
Innovative High-Potential Talent	Clinical practice skills and research foundation, engagement in innovative and interdisciplinary research
Future-Oriented Promising Talent	Background in ophthalmology, strong commitment to clinical work, young and creative
Comprehensive Management Talent	Background in medicine and management, global perspective, experience in healthcare operations and management

As of the end of 2025, the Group had a total of 42,817 employees. The types of employees by gender, age group, employee type and employee ethnicity as follows:

Year	2025	2024	2023
Total employees	42,817	42,693	36,718
Labor contract signing rate of regular employees	100%	100%	100%
Percentage of employees covered by social insurances and housing fund	100%	100%	100%



Protection of Employees' Rights

Aier Eye Hospital has always adhered to the principle of respecting and protecting human rights. In the *Human Rights Policy*¹, it explicitly prohibits improper labor practices such as forced labor, human trafficking and child labor. We strictly abide by the *Provisions on the Prohibition of Child Labour*, the *Provisions of the People's Republic of China on the Special Protection of Juvenile Workers* and the laws and regulations of overseas operations, and formulate the *Measures for the Administration of Employment Contracts of Aier Eye Hospital*, which clearly stipulates that hospitals in various provinces and regions are not allowed to sign labor contracts with minors under the age of 16. At the same time, we strictly comply with national regulations regarding working hours, rest periods, and holidays. We advocate for a culture of efficient work and do not encourage overtime. By regularly monitoring working hours data including overtime management data across the system, we conduct special oversight and corrective actions for hospitals with abnormal increases in overtime hours, focusing on eliminating unnecessary overtime and preventing the risk of excessive working hours. For overtime that is required due to work needs, we strictly follow relevant laws, regulations, and internal policies to provide employees with adequate compensatory time off or pay overtime work wages in full accordance with legal standards.

In the *Code of Business Conduct*², the Group clearly undertakes to abide by the seven core conventions of the International Labour Organization ratified by China and the International Bill of Rights, the Declaration of the International Labour Organization on *Basic Principles and Rights at Work*, the *Ten Principles of the United Nations Global Compact*, and the *basic principles of the United Nations Principles on Business and Human Rights*, and hopes that our business partners respect and actively protect labour rights and interests.

The Group pay attention to the protection of the rights and interests of female employees, strictly abide by laws and regulations such as *the Constitution of the People's Republic of China*, *the Law of the People's Republic of China on the Protection of Women's Rights and Interests* and *the Special Provisions on Labor Protection of Female Employees*. We have fully implemented the principle of equal remuneration for equal work and have incorporated the monitoring of gender pay gap into our routine management processes. Throughout the entire career development cycle, including recruitment, training, and promotion, we ensure the equal development rights of female employees and strive to build a fair and equitable employment environment. By the end of 2025, the percentage of female employees within Aier Eye Hospital was 78%. We also attached importance to female role in senior management, with 42% of female executives at Deputy Director level or above in the Group.



Share of female employees
78%

Share of female executives at Deputy Director level
or above in the Group **42%**

¹ For details of the Human Rights Policy, please refer to the original policy: https://www.aierchina.com/uploadfile/spr/humanrights_en.pdf

² For details of the Code of Business Conduct, please refer to the original policy: https://www.aierchina.com/uploadfile/spr/2023cbec_en.pdf

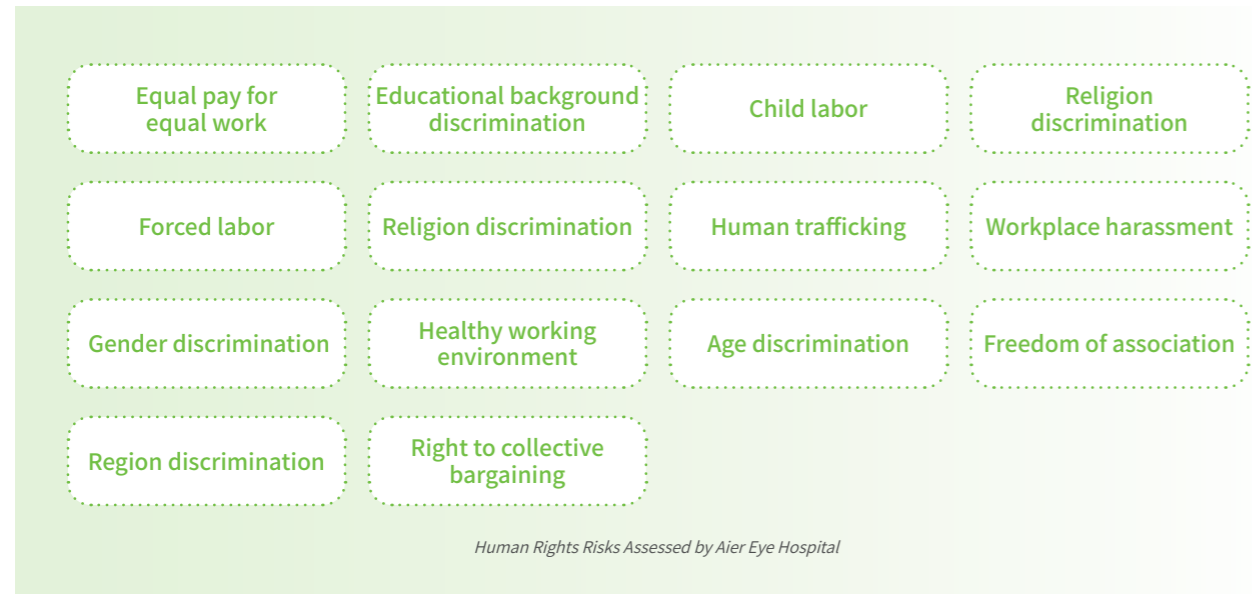
We respect our employees' right to freedom of association. Since its establishment in 2005, our trade unions have always complied with laws and regulations such as the Trade Union Law of the People's Republic of China and the Provisions on Collective Contracts. All employees of the Group automatically become members of the trade union when they join the Group, and the trade union has achieved coverage of 100% of the employees of the Group. The Group holds collective bargaining meetings as needed to negotiate on an equal footing with employee representatives on matters such as the wage distribution system, wage distribution form and wage income level in the Collective Wage Agreement. On the basis of consensus, sign the Collective Wage Negotiation Agreement with 100% of employees. The Group plans to carry out collective bargaining in 2026 in the third quarter of 2026. Employee representatives will conduct collective bargaining with the Company on matters related to working conditions, such as salary and benefits, work and rest time, public welfare activities, employee activities, training lectures, etc., and sign collective bargaining agreement.

Diversity Management

The Group adheres to the principles of diversity, equality, and inclusion, building a diverse talent matrix and fostering an inclusive and supportive workplace environment. We maintain a zero-tolerance attitude towards any form of discrimination, and prohibits discrimination or harassment of individuals based on race, skin color, age, religion, gender, pregnancy, disability, sexual orientation and other factors. During the reporting period, the Group did not have any major incidents of discrimination or harassment.

To rigorously investigate and address all forms of discrimination and harassment, and to effectively protect employees' rights, we have formulated relevant systems to regulate the investigation and handling procedures of discrimination and harassment incidents, including communication and complaints, incident investigation, issuance of handling opinions, and appeal results. For employees who verbally attack or insult colleagues' ethnicity, gender, religion, region, education and other factors, and sexually harass colleagues, patients or their families, we will give written warnings, notification of criticism, termination of labor contracts and other punishments depending on the seriousness of the case. If the circumstances are serious and suspected of illegal crimes, they will be handed over to judicial organs for legal treatment to ensure that such incidents are properly resolved. At the same time, to foster a workplace atmosphere grounded in equality, respect, inclusion and goodwill, we regularly organize training and awareness campaigns on workplace discrimination and harassment for all employees.

We have formulated human rights due diligence systems and procedures applicable to all hospitals and business lines of Aier Eye Hospital, aiming to systematically identify, assess, and mitigate human rights risks. At the same time, it is clear that the human resources department and its affiliated trade union department should assume the responsibility of protecting the human rights of all employees from infringement. In the past three years, we have formed a risk list of 14 human rights issues for all hospitals and business lines of the Group, among which we have assessed five types of human rights risks, including gender discrimination, age discrimination, educational background discrimination, workplace harassment and healthy working environment. The risk groups involved are mainly contractors, female employees, employees over 40 years old, employees with non-high education and employees with non-local residence.



In 2025, the Group took actions to mitigate human rights risks against its subsidiaries. We regularly organize human rights knowledge training courses for all employees, including domestic labor laws and regulations and the Company's internal management of human rights risks, to ensure that employees develop a strong awareness of human rights and are equipped to identify and mitigate related risks in their daily work. At the same time, the human resources department, in conjunction with the trade union department, conducts a systematic review of the identified risk list of human rights issues every year. The contents of the review mainly include whether there are new risks, whether the severity of the original risks has changed, and whether the risk mitigation or remedial measures taken are effective. According to the review results, the corresponding measures are adjusted in time and the contents of the risk list are updated. For the human rights risks that have been caused, we have implemented 100% remedial measures, such as personnel position adjustment, internal penalties, apologies and commitments to rectify, to minimize the negative impact that has been caused.

On the basis of conducting human rights risk investigations on its own businesses, the Group focuses on human rights risk identification for relevant parties in the value chain. We conduct strict screening of suppliers, mainly to assess their risks in terms of healthy working environment and protection of labor rights and interests, and ensure that suppliers do not engage in human rights violations such as child labor and forced labor. At the same time, before carrying out major strategic activities such as mergers, acquisitions and joint ventures, we set up a special due diligence team to investigate the human rights risks of the target enterprises in terms of employee employment, labor disputes, employee welfare, working environment safety and security, to ensure that the target enterprises do not have significant human rights risks.

Staff Stability

The Group's talent structure maintains a healthy, stable and dynamic development trend. In 2025, the Group's employee turnover rate was 11.9%, of which 8.3% constituted voluntary turnover. We value the feedback from departing employees and actively conduct analyses of employee turnover. By gaining a deep understanding of their reasons for leaving, we have identified key influencing factors such as family, career development, working ability and health. Based on these insights, we have formulated and implemented a series of targeted improvement measures. Aier Eye Hospital has not experienced major layoffs in the past three years, nor have there been any significant mergers and acquisitions that have had a major impact on employees.

Family Factors

1. Reasonably adjust working hours to help employees achieve a balance between work and family;
2. Strengthen the communication between employees and their families through activities such as family days, and enhance the understanding and recognition of the company by employees' families.

Career Development Factors

1. Clarify the promotion channels and career development paths to provide employees with a clear blueprint for their career development;
2. Regularly organize career planning and training activities to help employees improve their skills and achieve personal growth;
3. Encourage internal job rotation and cross-departmental cooperation to increase employees' work experience and broaden their interpersonal relationships.

Work Ability Factors

1. Establish a mentoring system for new employees to help them quickly adapt to the working environment and improve work efficiency;
2. Conduct regular performance evaluations and feedback to help employees understand their own strengths and areas for improvement, and formulate improvement plans;
3. Strengthen employees' skill training and knowledge reserve, enabling employees to have the ability to cope with work challenges.

Health Factors

1. Implement health management and physical examination plans, pay attention to the physical and mental health of employees, and promptly detect and solve health problems;
2. Carry out health education and promotion activities, such as regularly holding health lectures and organizing employees to participate in sports activities, to enhance employees' health awareness;
3. Optimize the working environment by improving office facilities, setting up rest areas and other measures to relieve employees' work pressure.

Employee Turnover Reduction Initiatives

Compensation and Benefits

Aier Eye Hospital strictly complies with national laws and regulations, including the *Labor Law of the People's Republic of China*, the *Social Insurance Law of the People's Republic of China*, and the *Minimum Wage Provisions issued by the Ministry of Labor and Social Security*, as well as local minimum wage standards. We ensure that the wages of all employees are not lower than the applicable minimum wage standards at their respective work locations, thereby supporting the estimated cost of living through compliant and reasonable compensation.

The Group has formulated remuneration and welfare management systems such as the *Hospital Remuneration and Welfare Management System* and the *Hospital Human Resources Remuneration Budget Management System*. According to the characteristics of different jobs, we formulated and implemented salary incentive systems such as the *Salary Adjustment Document for Optometrists, Eye Examiners and Opticians*, the *Nursing Fixed Salary Adjustment System* and the *Nursing Grade Assessment System*. We align compensation with the value of each position and the professional contributions of employees, thereby motivating their growth. At the same time, we have implemented a linked evaluation system for compensation and talent appointments, continuously optimizing our core talent reserves to support the Group's strategic development. Furthermore, we continuously optimize our compensation plan by conducting regular surveys on industry and regional salary benchmarks. Factors such as employee competency, professional skills, position value, local compensation standards, individual contributions, and job intensity are fully considered to reasonably determine salary and bonus levels. This approach ensures internal pay equity while maintaining the competitiveness of our compensation system within the talent market.

In terms of performance appraisal, we have established a multi-dimensional evaluation system that covers all employees. Guided by the principles of comprehensiveness and developmental focus, this system links assessment outcomes with compensation incentives, thereby strengthening employees' sense of purpose and execution capabilities. Additionally, by regularly reviewing and analyzing performance results, we identify key challenges in implementation and refine evaluation standards and processes. This ensures that incentives and assessments work in synergy to effectively enhance employee motivation and performance.

Performance Appraisal Objects	Performance Appraisal Frequencies	Performance Appraisal Methods
All employees of Aier Eye Hospital Group (including management and non-management employees)	Annually, Quarterly, Monthly	Diversified methods such as setting Key Performance Indicators (KPI), position coefficients, workload scoring, grade assessment, management by objectives, 360-degree feedback, team-based performance evaluation, and agile conversations

The Group continues to refine its diversified incentive system to provide short-term, long-term, special incentives and other cash incentives to employees of different positions and ranks, of which special incentives and other cash incentives are cash incentives for employees. For the long-term equity incentive plan, during the reporting period, the Company's restricted stocks were unlocked and listed on schedule. The Restricted Stock Incentive Plan covers 12.48% of employees below the senior management level. We continued to promote the implementation of the partner plan and partially fulfilled it, and fully implement the development concept of "co-creation, sharing and win-win" to enhance the cohesion of employees. In addition, we attach great importance to recognizing the spiritual value of employees, set up a hospital development fund to reward outstanding employees, and set up a series of awards such as "Team Contribution Award", "Excellent Employee Award" and "Touching Aier People". By combining specialized incentives with honorary recognition, we encourage employees to enhance their work performance and overall contribution.

Short-Term Incentives	Long-Term Incentives	Special Incentives	Other Cash-Based Incentives
<ul style="list-style-type: none"> Basic Annual Salary Performance-Based Bonus 	<ul style="list-style-type: none"> Partners Scheme Equity Incentive 	<ul style="list-style-type: none"> Clinical Coaching Bonus Reward for Achievements in Scientific Research Bonus and Salary Adjustment for Obtaining Professional Certification, and Participating in Resident Physician Training and Surgery Operation 	<ul style="list-style-type: none"> Project Completion Bonus, Competition/Rating bonus, Points Bonus, New High Award, Talent Introduction Bonus, Project Construction Bonus, Investment Project Bonus, and Mentor's Allowance

In addition to remuneration and various incentives, the Group has established a comprehensive range of non-pay benefits designed to meet the diverse needs of all employees. We strictly adhere to legal requirements by paying the five types of social insurances and one type of housing fund for all employees. At the same time, we offer a variety of supplementary non-pay benefits, including paid annual leave, work-related subsidies, and cash allowances. Statutory benefits and non-statutory benefits cover 100% of the Group's employees (including all full-time employees, part-time employees and contractors). Also, we provide all eligible employees with paid maternity and family leave, which includes parental leave (encompassing maternity and paternity leave), breastfeeding leave, and other related allowances. The duration and scheduling of these leaves strictly comply with national and local regulatory policies. Furthermore, we provide employees with part-time working options. Employees can work part-time in educational institutions, professional groups, professional associations, public welfare organizations, CPPCC, National People's Congress and other institution.

Statutory Benefits	<ul style="list-style-type: none"> Pension insurance, work-related injury insurance, unemployment insurance, maternity insurance and medical insurance Housing provident fund Statutory holidays and paid leaves such as annual leave, sick leave, marriage leave, maternity leave, and paternity leave
Non-statutory Benefits	<ul style="list-style-type: none"> Subsidies for meals, high and low temperatures, communication, etc. Allowances for traditional festivals, Women's Day, Doctor's Day, Nurses's Day, hospital anniversary, marriage, hospitalization, and condolence money for the passing of immediate family members, etc. Characteristic recreational and sports activities such as reading parties, internal competitions, sports activities, salons, and social gatherings

Consolidating the Talent Development System

Aier Eye Hospital regards talent as the core driver of the Group's high-quality development. By establishing a diversified training system and clear promotion pathways in management and specialized fields, we continuously unlock the potential and creativity of our employees. This fosters deep integration between personal growth and Group development, enabling employees to achieve significant career advancement while simultaneously building a solid talent foundation to ensure healthcare quality and service excellence.

Training System

Aier Eye Hospital has established the *Aier Eye Hospital Hospital Group Training Management System* and other training management systems, and continuously optimizes its talent development framework. We align training initiatives with both the specific requirements of each position and the individual career development goals of employees. To support employees (including all full-time employees, part-time employees and contractors) at all career stages, we provide stratified and categorized training in management, leadership, and professional skills. The training content covers management ability, professional technology and industry literacy, etc., to help employees expand their skill sets and strengthen their overall job performance. Meanwhile, we provide employees with opportunities to take up different positions, fully tap their potential, stimulate their motivation, embodying the principle of "using roles to drive training, and training to foster talent". Ultimately, this strategy propels the Group's sustained innovation and high-quality development through talent growth.

The Group has established and refined an internal trainer certification and talent empowerment mechanism. Through the formulation of the *Human Resources Internal Lecturer Management System*, we encourages employees to transform their professional knowledge and practical experience into standardized courses. Furthermore, we regularly conduct TTT (Training the Trainer to Train) training, cultivate a professional internal lecturer team with the three-stage development model of "on-site learning, classroom practice, after-class lectures", and enhance trainers' communication skills, leadership, and professional influence throughout the process of course development and delivery.



2025 Aier Eye Hospital Vitrectomy TTT Training Course



In 2025, the total training hours of employees amounted to **852,636** hours, with an average training hours of **19.91** hours, covering **100%** of employees (including all full-time employees, part-time employees and contractors).

In 2025, the expenditure on training was RMB **15.361** million.

Leveraging the distance education platform of Aier Management College, the Group has established a training system covering various business segments such as clinical, nursing, management and operation, covering all employees of the Group (including all full-time employees, part-time employees and contractors). The system comprehensively supports employee development and extends the reach of training initiatives. During the reporting period, we further advanced digital training by developing AI-powered intelligent learning and smart teaching functions. These enhancements improve the operational efficiency of training programs and accurately align with the personalized learning needs of employees.

The Training Performance of the Distance Education Platform of Aier Management College in 2025

70 online virtual colleges

308 new courses

790,100 cumulative learning hours

The Training Performance of the Livestreaming Platform of the Cloud Classroom of Aier Management College in 2025

18 teaching sessions accumulated

118 teaching hours

2,676,806 viewing minutes

49,711 person-times view

Support Employees to Upgrade Skills

The Group strongly supports all full-time employees in enhancing their capabilities and strengthening their core competitiveness by pursuing further education and obtaining professional qualifications. We have formulated and implemented the *Measures for the Administration of Academic Degree Upgrading Expenses of Aier Eye Hospital Medical Talents* to provide tuition reimbursement and living allowance incentives for employees with different types of academic degree upgrading, and create favorable learning conditions for employees. During the reporting period, the Group's academic qualification improvement program covered 1,849 employees and supported 1,464 employees to obtain certificates.

Through university-enterprise collaborative education platforms, we continuously deepen the continuing education and development of in-service medical employees. Utilizing a three-tier selection system of "Medical English Preliminary Test, Ophthalmology Specialty Re-examination, Comprehensive Competency Final Assessment," we identify and sponsor core physicians with strong English proficiency and outstanding professional competence to pursue master's and doctoral degrees through equivalent academic credential programs at partner institutions such as Central South University, Jinan University, Wuhan University, and Henan University. This initiative establishes a clear pathway for talent development through advanced education. During the reporting period, the Group organized key assessments for jointly cultivated master's and doctoral candidates. This included unified qualifying examinations, thesis proposal reviews, mid-term evaluations, and degree defenses for graduate students across the country, covering the entire cultivation process. A total of 23 assessment sessions were conducted, involving approximately 160 graduate student participations. As of the end of 2025, a total of 238 doctors have enrolled in study programs at our partner universities.



Aier Eye Hospital 2025 Joint University-Enterprise Graduate Program Launch Camp (Guangzhou Session)

Business Management Training

Aier Eye Hospital has built a talent echelon training system covering business management training, medical management training, and core medical talent training, aiming to comprehensively improve the comprehensive quality of managers and the professional capabilities of strategic talents, and then empower talent growth and contribute to the development of the Group. During the reporting period, the Group conducted a total of 58 strategic training programs, with 3,634 employees participating, including 1,087 training for core medical talents and 2,547 training for core management talents.

	Training Objectives	Training Contents	Training Results
Yuelu Project	Management talents	Each period lasts for 2 years, and adopts the learning methods of "course teaching + case study + investigation and exchange + project practice" to complete 6 major modules of thematic learning	As of the end of 2025, a total of 92 core managers from the Group headquarters and various provincial regions had been selected for the "Yuelu" project (including the first, second, third, and fourth cohorts)

	Training Objectives	Training Contents	Training Results
Plan E	Hospital CEO	Relying on the self-developed sand table course "People-Job Matching and Empowering Management" operated by the hospital committee, we comprehensively improve the core qualities of CEO such as strategic planning, business decision-making, and excellent leadership	In 2025, 4 sessions were conducted, covering 61 employees
Xiangjiang Project	Reserve cadres of ophthalmology management	Each academic period lasts for 3-6 months. Through online self-study, centralized training, and benchmarking study tours, employees complete a three-stage learning program. The stages include: foundational and standardized introduction, specialized enhancement and project operations, and practical application with a final project presentation	In 2025, 4 sessions were conducted, covering 142 employees
Kunpeng Project	Senior Health Education Service Elite	Adopt four hybrid training methods: online course learning, offline training empowerment, department rotation probation, and job practice improvement to improve employees' leadership, professionalism and general ability	In 2025, 1 session was conducted, covering 28 employees
Spotlight Program	Middle-level cadres in provinces and hospitals	Based on professional business line training, help hospital middle-level cadres master basic management ability, complete the turn to the role of manager, and motivate the team to achieve goals	In 2025, 5 sessions were conducted, covering 226 employees



"Yuelu Project" Third and Fourth Cohorts Training



"Plan E" Phase Seven On-site Study and Training



"Xiangjiang Project" Phase Twelve Reserve Cadet Training Camp



"Kunpeng Project" Phase Five Training

Medical Management Training

	Training Objectives	Training Contents	Training Results
Chief Hospital President's Training Course	Chief hospital president with advanced medical management experience	Focus on leadership development, enhance strategic undertaking and overall management awareness, talent introduction ability and regional talent echelon building ability	In April 2025, the Group held the 2025 Business Management Seminar for Newly Appointed Chief Hospital Presidents under the theme "Pooling Wisdom, Fostering Integration, and Discussing Deep Cultivation." By establishing a dedicated platform for exchange among hospital presidents, the seminar facilitated a comprehensive understanding of the Group's strategy among the new chief hospital presidents, thereby injecting momentum into the Company's high-quality development
Hospital President's Training Course	Mature hospital president with management experience	Focus on developing management competencies, enhancing mentoring capabilities, and strengthening team-building skills. It supports the establishment of a robust talent pipeline within individual hospitals, thereby elevating their medical management capacity and contributing to the Group's achievement of high-quality development.	In 2025, a total of 2 classes were in training, covering 56 employees
Hospital Executives Visiting	Senior management of the Group and core management of 1+8 hospitals	Visit top domestic universities from the aspects of discipline construction, talent introduction, training and incentive mechanism, scientific research and management, informatization and digital application, etc., and conduct visits and studies to assist the Group's 1+8 strategic hospital construction plan	In 2025, the Group organized the Hospital Operations Management Study Program at the Huaxi Hospital Management Institute of Sichuan University, with a total of 53 senior managers. The program supports the development of the Group's "1+8" strategic hospitals through benchmarking and best-practice learning



Newly Appointed Chief Hospital President Business Management Seminar



Huaxi Hospital Study

Core Medical Talent Training

	Training Objectives	Training Contents	Training Results
Talent Program	Professional young talents in the field of optometry and pediatric ophthalmology	The training lasts for three years, covering a series of courses on emerging professional technologies, latest advancements, multicultural perspectives, and international outlooks. Through diverse formats such as domestic and international intensive training, the program aims to cultivate outstanding young key talents with exceptional professional skills, strong mentoring capabilities, and the ability to independently conduct regional optometry technical training	As of the end of 2025, the Talent Program had graduated a cumulative total of 131 employees from the first to four phases. In 2025, the program's fifth phase completed two intensive training sessions and one graduation session. The sixth and seventh phases each completed two centralized training sessions, covering a total of 103 employees
Kirin Program	Ophthalmology Experts from Various Provinces and Regions	Focusing on reputation building and refractive specialty services, the program precisely aligns with the Group's business development needs. By decentralizing training locations to provincial and regional levels, it achieves the regional dissemination of high-quality resources	In 2025, the Kirin Program completed two phases of specialized training, covering a total of 160 employees
Star-Maker Program	Young Ophthalmology Residents	Guided by the competency requirements for ophthalmology residents, we have established a three-stage progressive training system. This system covers five key modules: professional ethics, foundational ophthalmic theory, enhanced disease diagnosis, microsurgical skills, and basic surgical practice. It is dedicated to cultivating high-quality ophthalmology professionals who demonstrate exemplary medical ethics, exceptional expertise, and standardized service delivery	As of the end of 2025, the Star-Maker Program had cumulatively trained 957 ophthalmology residents



"Talent Program" Phase Six and Seven Research Capability Training



"Kirin Program" Phase Five Training



"Star-Maker Program" Foundation Level

Medical Skills Training

During the reporting period, the Group carried out targeted skills training in cataract surgery, refractive surgery, optometry and pediatric ophthalmology, retina & vitreous diseases, cornea diseases. These initiatives were designed to comprehensively enhance the specialized diagnostic and treatment capabilities of clinical practitioners, standardize surgical procedures, and establish a robust technical foundation for improving the overall quality of medical services and supporting the refined development of each specialized business line.

Training Contents	Training results
Cataract Surgery Training Continue to deepen the training of submerged cataract phacoemulsification surgery, and establish standardized refractive cataract surgery training courses and speaker database	In 2025, a total of 12 training sessions were completed, including 1 session on refractive cataract surgery / femtosecond laser-assisted cataract surgery, and 11 sessions on phacoemulsification (covering fundamental, advanced, and complex case levels)
Refractive Surgery Training Carry out all-round refractive surgery training around theoretical basis, simulation practical operation, case discussion, teaching standards and other aspects	In 2025, a total of 181 surgeons were trained, and 41 training sessions were conducted, covering 2,630 surgeons
Optometry and Pediatric Ophthalmology Training Focusing on the construction of the "30+1" talent system for optometry, we cultivate talents in multiple positions such as optometrists, optometrists, opticians, opticians, quality inspectors, and base teaching teachers	In 2025, a total of 125 training sessions were conducted, covering 23,703 person-times
Retina & Vitreous Diseases Training Relying on the existing ophthalmic medical talent base, we carry out a four-in-one training model of "theory + practice + assessment + competition"	In 2025, a total of 23 fundus trainings were conducted, covering 1,400 person-times
Corneal Training In collaboration with four major research and teaching groups on dry eye, pterygium, corneal transplantation, and basic conjunctival and corneal diseases, 10 types of training and assessment activities were organized and conducted	In 2025, 20 special training sessions for physiotherapists were conducted, covering 1,200 employees



Cataract Phacoemulsification Surgery Planning Training



Fundus Surgery Training



Aier Eye Hospital Invited International Experts to Conduct Specialized Training on AI-empowered Ophthalmic Healthcare

In April 2025, Aier Eye Hospital, addressing the industrial transition changes driven by AI technology, invited experts including the Scientific Director of the Singapore Eye Research Institute (SERI) to deliver a sharing session on cutting-edge topics in AI within ophthalmology — "Opportunities and Challenges of AI in Clinical Practice." This training attracted over 50 participants from across the Group. It focused on the current applications and future directions of AI technology in areas such as Diabetic Retinopathy (DR) screening, glaucoma detection, myopia screening, and progression monitoring. The initiative aims to build a foundation of talent and skills to advance the transformation of ophthalmic healthcare toward an "AI-empowered" future.



On-site of the Training on AI-Empowered Ophthalmic Healthcare



The 12th Academic Symposium on Ophthalmic Endoscopic Minimally Invasive Surgery & The 4th Minjiang Lacrimal, Orbital, Oculoplastic, Corneal, and Ocular Surface Diseases Training

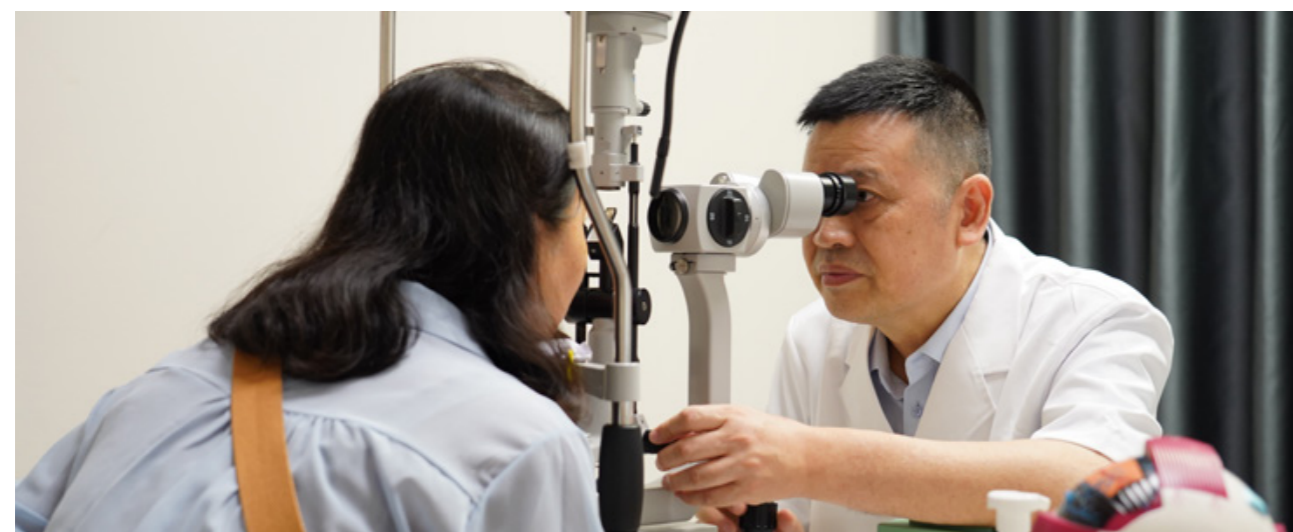
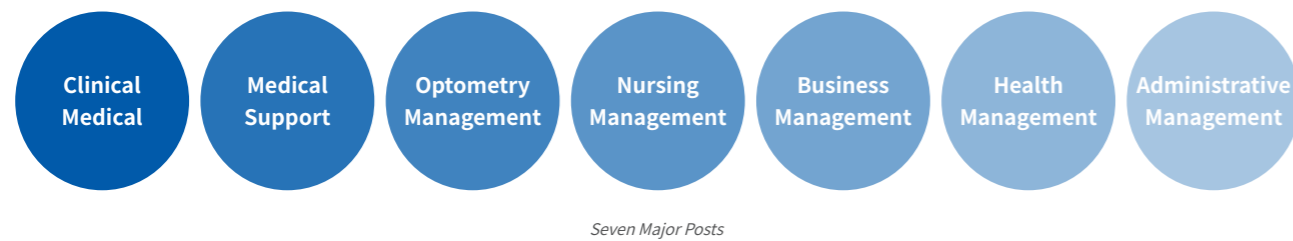
From July 10 to 13, 2025, Aier Eye Hospital, in collaboration with the Eye Hospital of Wenzhou Medical University, jointly organized the national continuing medical education project "The 12th Academic Symposium on Ophthalmic Endoscopic Minimally Invasive Surgery & The 4th Minjiang Lacrimal, Orbital, Oculoplastic, Corneal, and Ocular Surface Diseases Training". The training brought together over 50 ophthalmic industry experts and more than 300 ophthalmology professionals for learning and exchange. It focused on standardized diagnosis and treatment as well as cutting-edge advancements in the fields of lacrimal, orbital, oculoplastic, corneal, and ocular surface diseases. Through various formats such as live surgery broadcasts of challenging cases, a clinical case competition for young and middle-aged physicians, lectures by renowned experts, and discussions on complex cases, the training deepened academic integration and exchange, contributing to the advancement of ophthalmic diagnosis and treatment technologies toward minimally invasive and intelligent approaches.



Young and Middle-aged Doctors and Experts Who Participated in the Training

Promotion Mechanism

Focusing on employees' growth needs, the Group has established a dual-channel career development system encompassing both "management and professional" paths. Seven job sequences have been defined, each with clear appointment criteria for various levels. Through fair and transparent promotion mechanisms and diversified growth pathways, we actively motivate employees, ensuring that corporate development goals and employees' career advancement progress in synergy.



Protecting the Physical and Mental Health of Employees

Aier Eye Hospital places high importance on employee occupational health protection and continuously builds an Occupational Health and Safety (OHS) system covering all employees across multiple work scenarios, reinforcing a robust OHS framework. We strictly abide by the *Law of the People's Republic of China on Production Safety*, the *Law of the People's Republic of China on Prevention and Control of Occupational Diseases*, the *Regulations on Work-related Injury Insurance* and the *Fire Protection Law of the People's Republic of China* and other applicable OHS-related laws and regulations in the locations where we operate, and promise to continuously improve OHS-related management performance in the *Environmental, Occupational Health and Safety Management (EHS) Policy*¹, and regularly conduct various safety training and emergency drills to protect the occupational health and safety of our employees.

Occupational Health and Safety Management

The Group has formulated OHS-related systems such as *Personnel Health Management System*, *Personal Protection System*, *Production Safety Management System*, *Pressure Vessel Safety Management System*, *Radiation Diagnosis and Treatment Safety Protection Management System*, *Dangerous Goods Management System* and *Occupational Exposure Prevention and Control Work System*, which clarify the boundaries of occupational health and safety responsibilities, operational standards, protective measures, and emergency response procedures for each position, fostering a culture of "all-staff participation, whole-process control, and comprehensive coverage" in OHS management. At the same time, we encourage employees to make suggestions on the formulation and implementation of OHS-related systems through trade union feedback, individual feedback and other channels, and jointly formulate and implement improvement measures. In addition to complying with strict OHS management requirements, we set clear standards for OHS management when signing procurement contracts with suppliers to ensure that the purchased goods and services of our partners meet the OHS standards of the Group.

The Group has obtained the ISO45001 Occupational Health and Safety Management System certification. Guided by international standards, we continuously refine our OHS control mechanisms, systematically enhance the safety standards of the working environment, and effectively strengthen employees' sense of security in occupational health and safety.

¹For details of the *Environmental, Occupational Health and Safety Management (EHS) Policy*, please refer to the original policy: https://www.aierchina.com/uploadfile/spr/ehs_en.pdf



Employee Health and Safety Safeguard Measures

- The labor union regularly organizes employees of the Group to voluntarily participate in health check-ups to help employees promptly understand their own health status;
- Provide ventilation facilities, air freshening equipment, disinfection and isolation equipment and other safety and sanitary facilities, install them reasonably in different regions, and maintain them regularly to ensure the normal operation of the equipment;
- Standardized protective equipment for medical personnel, including medical protective masks, uniforms, gloves, goggles, and regular inspection and replacement;
- Disinfect the hospital environment regularly, disinfect contaminated or possibly contaminated areas in time, and create a healthy and good working environment;
- Properly handle medical hazardous wastes in accordance with national regulations, and standardize the storage and labeling management of chemicals, disinfectants and fungicides;
- Regularly carry out safe water and electricity inspections in hospitals, dormitories and canteens, and timely rectify potential safety hazards;
- Carry out OHS-related training such as health lectures to popularize occupational health knowledge.

The Group comprehensively promotes safety risk monitoring and assessment management, regularly conducts OHS risk and hazard assessment that cover all work areas of our hospitals, and identifies various occupational health risks such as infection risks during ophthalmic surgery operations and potential safety hazards caused by improper use of medical equipment. Based on the evaluation results, we scientifically formulate, prioritize and integrate the action plan, and establish quantitative goals, such as reducing the incidence of employee eye diseases caused by long-term exposure to medical imaging equipment as a specific goal. At the same time, we have established a closed-loop tracking system to continuously evaluate progress in preventing health risks against quantitative goals, utilizing data statistics and analysis to dynamically evaluate the effectiveness of OHS risk prevention and control measures, thereby enabling ongoing optimization of our control measures. Furthermore, we regularly carry out internal safety inspections and conduct comprehensive inspections on the facilities and equipment, operation procedures and protective measures of the hospital to ensure that all work complies with legal norms and system requirements.



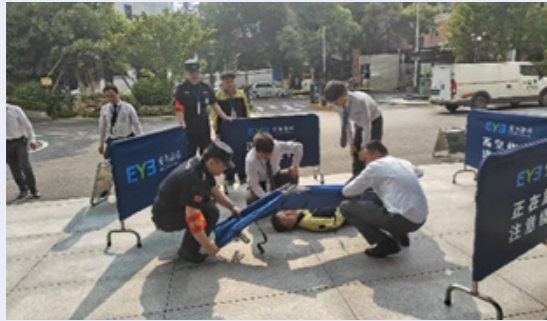
For potential acute occupational health emergency, we have developed emergency response plans and equipped our facilities with appropriate emergency facilities and first-aid supplies. In the event of a workplace injury, the Group immediately initiates the investigation procedure, forming a dedicated team composed of key personnel from the hospital safety management department and senior medical staff to conduct the investigation.



Investigation Procedures for Work-related Accidents or Work-related Illnesses

OHS Training and Drills

To deepen the effectiveness of safety management, the Group has established a regular and comprehensive OHS training mechanism. We conduct regular specialized safety training and emergency skills training covering core scenarios such as safe operation of medical equipment, handling of medical waste leakage, operational safety regulations, and on-site emergency medical care. This comprehensively enhances employees' ability to address safety issues in medical settings. At the same time, we actively carry out multi-scenario emergency drills, such as fire safety drills and elevator entrapment drills. By simulating real-life emergency scenarios, we strengthen employees' emergency response and on-site handling capabilities, thereby minimizing the potential harm and losses from unforeseen emergencies.



Safety Production Emergency First Aid Training



Safety Management Training for Working at Heights

Building Employee Engagement Platform

Aier Eye Hospital actively establishes diverse and convenient communication channels, building an equal and transparent internal communication mechanism. It widely listens to employee feedback and incorporates reasonable suggestions, ensuring employees have the right to express opinions and recommendations on the Group's daily operations, compensation and benefits, and other matters. At the same time, the Group organizes a variety of employee activities and launches multiple employee care initiatives, effectively enhancing employees' sense of well-being and belonging.

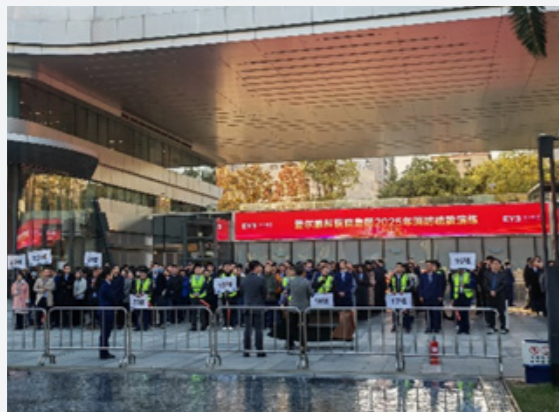
Democratic Communication

Aier Eye Hospital advocates for an open and democratic communication culture, consistently strengthening the two-way communication bond between employees and management. By establishing multi-dimensional communication channels and a closed-loop mechanism of "collecting feedback—prompt response—implementation and follow-up", we transforms reasonable employee suggestions into driving forces for organizational optimization and advancement. This fosters a harmonious ecosystem where employees and the Group thrive together.



Fire Emergency Drill

In November 2025, the Group organized a fire emergency drill at the Aier Building, with approximately 500 participants. This event adopted a "theoretical training + practical drill" model. The theoretical segment covered interpretations of fire safety laws and regulations, key points of fire source control, and the principles and operational standards of firefighting equipment. During the practical segment, participants engaged in an emergency evacuation drill simulating a real fire alarm scenario to ensure all staff members mastered rapid and orderly evacuation procedures. This activity strengthened employees' fire safety awareness and effectively enhanced their practical skills in fire prevention, initial fire response, and proper evacuation procedures, further consolidating the fire safety foundation in office areas.



Fire Emergency Drill Site



Employees can provide feedback to the management through various channels such as WeChat, corporate WeChat, telephone and email. At the same time, we set up a hospital president's mailbox to collect employees' opinions and suggestions on hospital management, medical services, working environment and other aspects, so as to effectively understand employees' demands and make improvements.



In compliance with relevant requirements such as the *Articles of Association of China Trade Unions* and the *Trade Union Law of the People's Republic of China*, we set up employee representatives, regularly hold communication meetings of and employee meetings to communicate with employees on important matters such as the Company's development strategic planning, business performance and major decisions, and protect employees' rights to know, participate, express and supervise.

Staff Communication Channels

We have established a smooth and confidential employee reporting mechanism, set up multiple reporting channels such as WeChat, telephone and email, and set up a separate complaint mailbox for employee rights reports, to facilitate employees to conveniently and timely feedback internal violations of regulations and disciplines. Upon receiving a report, a designated officer is assigned to record the entire process in a closed-loop manner. The report is then categorized according to dimensions such as medical administration, business operations, and employee relations management, and forwarded to relevant functional departments, including the Medical Management Center, Human Resources Center, and Finance Center. These departments initiate a rigorous compliance investigation procedure, with a clear requirement to promptly provide feedback on the investigation progress and outcomes. This process upholds internal compliance standards and safeguards the legitimate rights and interests of employees.

During the Year, the Group systematically promoted the integrated survey and evaluation of employee satisfaction and engagement for the ninth consecutive year, relying on the three-dimensional evaluation system and adopting an online and offline model, covering 100% of employees. We have constructed an evaluation framework with 6 core dimensions and 28 detailed indicators, including research factors such as employee job satisfaction, sense of purpose, happiness and stress level, and simultaneously optimized the three-level feedback model to significantly improve the scientific nature of the survey tools and the granularity of the data.

In 2025, the target score for the employee satisfaction and engagement survey was set at **85** points, while the actual survey result achieved a score of **88** points, an increase of 1.5 points year-on-year in 2024.

We have built a long-term mechanism of "appeal response—rectification implementation—effect tracking" based on our in-depth insight into the survey data. Based on the survey feedback and combined with the differentiated characteristics of the institutional level, the "XX Aier 2025 Survey Question Feedback List (Hospital Level Feedback)" was issued, and a special plan to improve employee satisfaction and engagement was formulated to help hospitals implement targeted optimization measures. Based on the survey findings, the Group systematically extracts best management practices and shares experiences across all hospitals to optimize management approaches, thereby steadily enhancing employee satisfaction and engagement.

Enriching Employee Activities

We pay attention to the physical and mental well-being of employees. Both the Group and hospitals regularly organize a diverse range of employee activities, including fitness sessions, birthday celebrations, themed gatherings, interactive psychological games, and outdoor team-building events, all designed to comprehensively enhance workplace happiness. Furthermore, we provide support to help employees balance their professional and personal lives. This includes establishing facilities such as breastfeeding/lactation facilities, employee childcare study rooms, and hosting inaugural complimentary summer camp for employees' children this year.



Employee Activities

Employee Caring in Critical Illness Assistance Plan

- In addition to the national basic medical insurance, we have further enriched employee insurance coverage system. We provide commercial supplementary medical insurance for regular employees aged 18 to 70 who have completed three years of service. This insurance offers coverage for 100 critical illnesses, providing an annual medical insurance benefit of up to RMB 4 million per person for employees diagnosed with a major illness, as well as a daily hospital allowance of RMB 200 per person for major illness-related hospitalization. This effectively alleviates the financial burden on employees due to high medical costs associated with serious illnesses;
- In 2025, new claims were filed by 87 employees, with a total payout of RMB 1.56 million. By the end of 2025, the number of employees covered by commercial supplementary medical insurance reached 33,654.

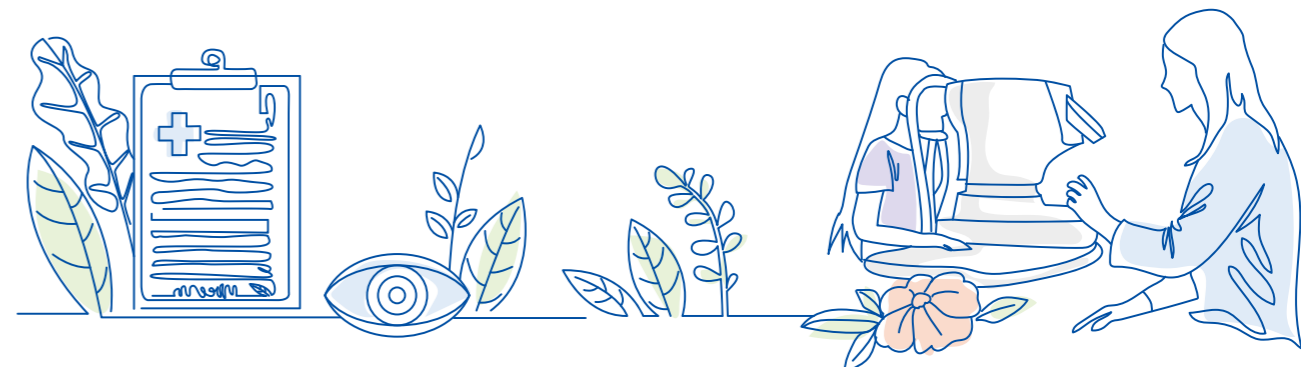
Employee Caring in Employees' Children Assistance Plan

- Qualified employees who died of accidents or illnesses can be included in the plan after the application is approved, and the tuition fees and living expenses of their children will be borne by the Group until their children graduate from universities or reach the age of 23;
- In 2025, 4 employee family was newly included in the plan. By the end of 2025, 15 employee families had been subsidized by the plan.

Employee Mental Health Caring Project

- A dedicated psychological wellness center has been established, staffed with full-time professional counselors. It provides complimentary services to all employees, including mental health lectures, individual counseling sessions, psychological assessments, wellness training programs, care-oriented activities, and crisis intervention. Furthermore, regular mental wellness initiatives are consistently conducted;
- In 2025, we provided individual counseling services to 102 employees, conducted psychological assessments for 888 participants, and conducted follow-up interviews with 254 of those assessed.

Employee Caring Plan



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Adhering to the Principles of Integrity and Compliance

Aier Eye Hospital has always adhered to the core principle of "upholding integrity in medical practice, executing governance with diligence", integrated standardized governance into the context of enterprise development, and constantly consolidated the internal support of stable operation with system consolidation, integrity and party building. We continue to improve our governance system, strengthen risk prevention and control, strictly adhere to business ethics, deepen the guidance of party building, promote the synergistic improvement of corporate governance and sustainable development capabilities, and win the trust of all parties in society with more standardized, transparent and responsible business practices.

Contribution to the SDGs

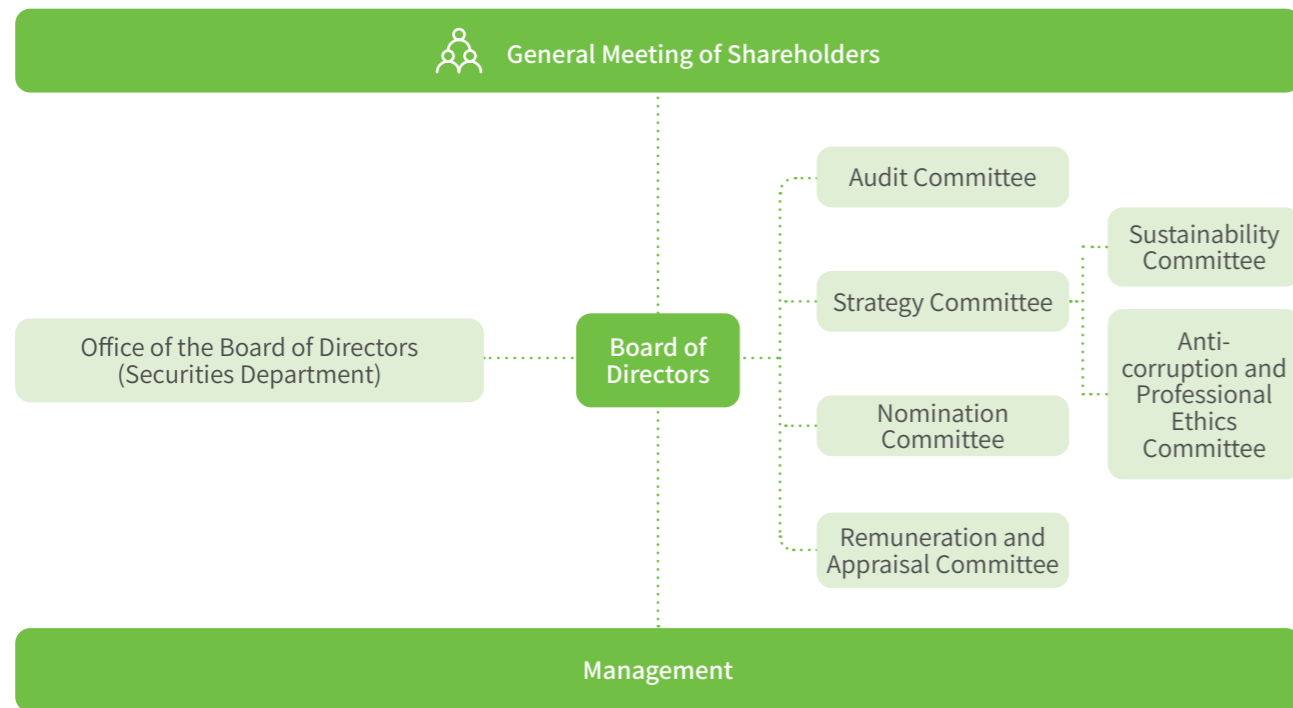


Building a Solid Foundation for Compliance

Aier Eye Hospital adheres to compliance operations, continuously optimize the corporate governance structure and improve the risk management and internal control system. We effectively protect the rights and interests of all shareholders and actively maintain investor relations, laying a solid foundation for the long-term steady development of the Company.

Corporate Governance

Aier Eye Hospital strictly complies with the *Company Law of the People's Republic of China*, the *Securities Law of the People's Republic of China*, the *Stock Listing Rules of Shenzhen Stock Exchange* and other laws and regulations, and continues to improve its corporate governance system in accordance with the Group's *Articles of Association*. In order to continuously improve the level of compliance governance and promote the high-quality development of the Group, we have established a governance structure with clear powers and responsibilities, mutual checks and balances and efficient operation. The General Meeting of Shareholders, the Board of Directors and the management of the Company perform their respective duties to jointly promote the sound operation of the Group.



Aier Eye Hospital's Governance Structure

Governance Structure

Shareholders and the General Meeting of Shareholders

- The Group regulates the convening, holding and voting procedures of the General Meeting of Shareholders in accordance with the *Articles of Association*, the *Discussion Rules of General Meeting of Shareholders* and other relevant regulations, and considers the appointment and removal of members of the Board of Directors, their remuneration plans and payment methods by ordinary resolutions. We are committed to safeguarding the legitimate rights and interests of shareholders, insisting on treating all shareholders fairly, and actively promoting shareholders' substantive participation in corporate governance by continuously optimizing meeting arrangements to enhance the convenience of participation.



Aier Eye Hospital Annual General Meeting of Shareholders

On May 20, 2025, Aier Eye Hospital successfully held its annual General Meeting of Shareholders at Aier Building, its headquarters, and conducted in-depth and transparent exchanges with investors, analysts and media from across the country. The management actively responded to key issues relating to industry competition, global strategy, technological innovation and shareholder returns, and demonstrated an open and prudent governance attitude. Aier Eye Hospital has made it clear that it will continue to focus on medical care, improve service quality by deepening digital empowerment and discipline construction, firmly follow the road of high-quality development, be committed to creating long-term value for patients, and continue to lead the development of eye health.



Annual General Meeting of Shareholders

Directors and the Board of Directors

- We have formulated and continuously optimized the *Discussion Rules of Board of Directors* to effectively regulate the procedures for the election, convening, convening and deliberation of the Board of Directors, stipulating that general elections shall be conducted every three years through a director election mechanism, and that members of the Board of Directors shall be elected or replaced by the General Meeting of Shareholders. As of the end of the reporting period, the Board of Directors of the Group consisted of 7 directors, including 1 female director, accounting for 14%; and 3 independent directors with professional backgrounds in finance, law and other fields.
- The Board of Directors of the Group reviews the remuneration of the senior management of the Company in accordance with the *Remuneration Management Policy for Directors, Supervisors and Senior Management*, and has four professional committees, namely audit, strategy, nomination, and remuneration and appraisal, which are responsible for supporting the decision-making of the Board of Directors and are accountable to the Board of Directors. The members of the Audit, Nomination, and Remuneration and Appraisal Committee of the Group are all independent directors and strictly abide by the *Work Policy for Independent Directors* to ensure their independence and fairness in performing their duties.



In 2025, the Group convened a total of **4** General Meeting of Shareholders

A total of **17** Board meetings were held, with an attendance rate of **100%** of Board members



Information Disclosure

In strict compliance with the requirements of laws and regulations such as the *Measures for the Administration of Information Disclosure by Listed Companies*, the *Rules Governing the Listing of Shares on the ChiNext Market of Shenzhen Stock Exchange* and the *Guidelines for Standardized Operation of Listed Companies on ChiNext in Shenzhen Stock Exchange*, we have formulated and implemented internal regulations such as the *Information Disclosure Affairs Management Policy* to standardize the Company's information disclosure behavior, strengthen the management of the Company's information disclosure affairs, and promote the Company's legal and standardized operation, safeguarding the legitimate rights and interests of the Company's shareholders, especially the public.

The Chairman of the Group is the first person responsible for information disclosure, and the Secretary of the Board of Directors is the person directly responsible for information disclosure and is responsible for managing information disclosure. The Board of Directors is the organization responsible for information disclosure of the Company, and the Office of the Board of Directors, as the management department of information disclosure, is responsible for collecting and sorting out the information to be disclosed by the Secretary of the Board of Directors.

Through the designated business platform of Shenzhen Stock Exchange, *China Securities Journal*, *Shanghai Securities News*, *Securities Times* and *cninfo.com*, we disclose the Company's information truthfully, accurately, completely, timely and fairly, and earnestly fulfill our information disclosure obligations.



In 2025, a total of **105** documents such as periodic reports and temporary announcements were disclosed in designated media.

All the announcements were compliant, accurate and correct, presented the Company's business development with high quality. We were rated as **"A" (excellent)** in the information disclosure assessment of Shenzhen Stock Exchange in 2025.

Tax Management

We consciously fulfill our tax obligations, pay taxes in full and on time, and continue to contribute to the national and local finances, and our good tax payment record is a strong evidence of our stable operation and high-quality development. As a professional ophthalmic medical group, we actively respond to the "Healthy China" strategy and are always committed to providing patients with high-quality professional diagnosis and treatment services. In this process, we have been recognized and supported by governments at all levels, and have earnestly fulfilled the social responsibility of corporate citizens.

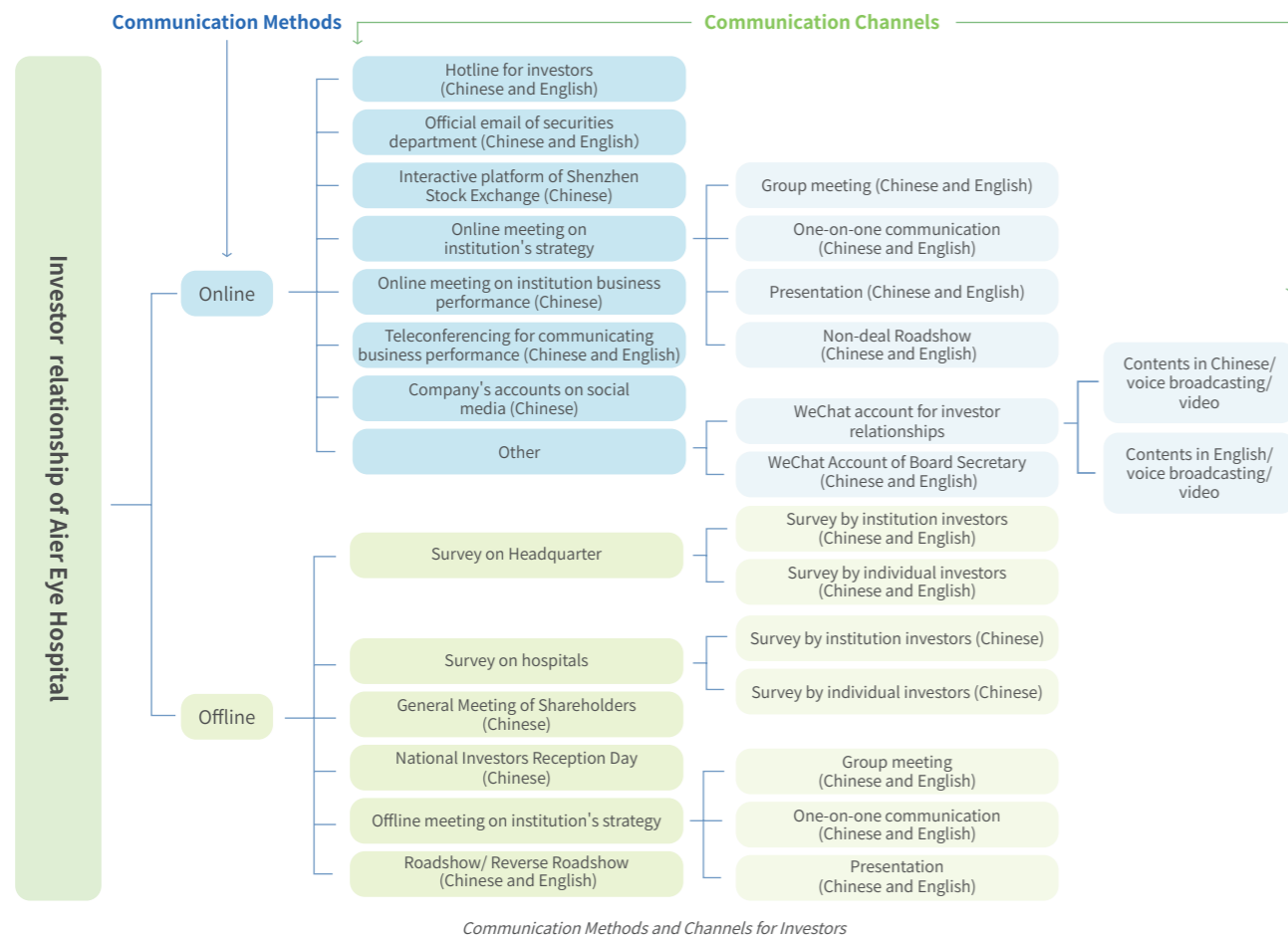


In 2025, the Group paid RMB **1,005** million in taxes, and was rated as the **Class A** taxpayer by the State Taxation Administration for many consecutive years.

Investor Relations Management

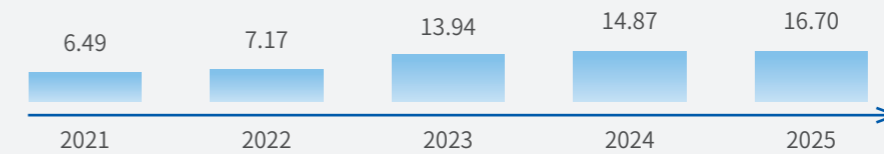
Aier Eye Hospital adheres to the principle of long-term principle, follows the *Guidelines for Investor Relations Management of Listed Companies* issued by the China Securities Regulatory Commission, establishes and improves internal systems such as the Investor Relations Management System, and continues to innovate and optimize the management mode and methods of investor relations. We extensively and carefully listen to investors' opinions and expectations for the Company, fully protect the legitimate rights and interests of investors, especially small and medium-sized investors, and actively fulfil the Company's commitments and responsibilities in the capital market.

In order to enhance two-way communication with investors, we have established diversified communication channels, regularly organized performance exchange meetings, investor research and other activities, and conducted honest exchanges on key issues such as operation, business development and strategic Direction, so as to ensure the authenticity and accuracy of information disclosure, so that investors can obtain information in a timely and comprehensive manner and support them in making rational investment decisions. Meanwhile, we value the opinions and expectations of investors and regard them as an important reference for optimizing operation and management and promoting continuous value enhancement. Based on our sound operating results and transparent communication mechanism, we have been widely recognized by domestic and overseas investors for the long-term value of the Company. Our communication methods with investors cover both online and offline channels, as follows:



Aier Eye Hospital is committed to continuously improving cash dividends, and the situation in the past 5 years is as follows:

Unit: RMB 100 million



In 2025, Aier Eye Hospital participated in **80** strategy meetings of domestic and overseas securities firms, **100** telephone communication meetings and **2** online performance briefings.

In 2025, we received **330** visits and exchanges from investors, answered **400** consultation calls from small and medium shareholders, and answered **150** questions from online investors, with a response rate of over **99%**.



The 7th Investor Reception Day of Aier Eye Hospital

On October 30, 2025, the 7th "National Aier Eye Hospital Investor Reception Day" was successfully held. With the theme of "Leading a New Journey with Wisdom and Setting Sail Again", it showed investors the development of hospitals across Aier Eye Hospital, as well as the new progress in artificial intelligence, medical technology, service system and other fields.

The Investor Reception Day has been held for seven consecutive sessions, effectively enhancing investors' intuitive understanding of the company's front-line fundamentals, and more investors have become beneficiaries and disseminators of eye health knowledge. The Company will continue to improve the transparency of hospital operation and management, strengthen communication with investors, grow together with investors, and move forward side by side on the road of long-term value investment.



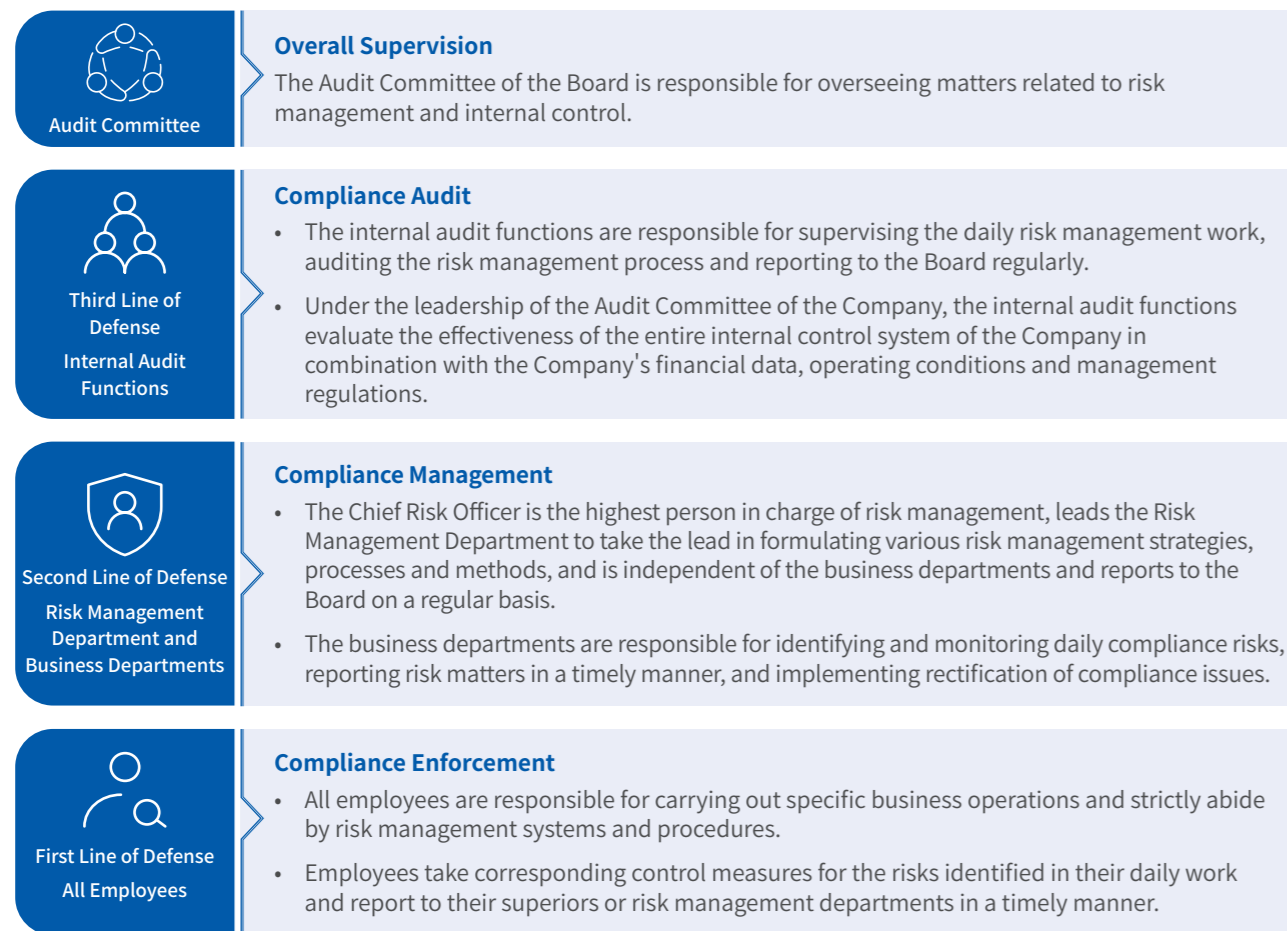
Investor Reception Day

Risk Control Management

Aier Eye Hospital attaches great importance to the establishment of risk management and internal control system, continuously improves the internal control structure, systematically improves the risk identification and response capabilities in all aspects of business, and strives to cultivate compliance awareness among all employees, taking multiple measures to ensure the long-term healthy development of the Group and the realization of strategic objectives.

Improving Risk Control System

The Audit Committee of the Group coordinates matters related to regulatory risk management, and establishes three lines of risk defense comprising all employees, risk management department and business department, and internal audit to ensure the continuous and effective operation of the compliance management system through systematic collaboration and checks and balances mechanism. Meanwhile, we have established a quarterly reporting mechanism to regularly report domestic and foreign risk management theories, corporate management practices, work results and plans to the Board of Directors, so as to ensure that the Board of Directors can timely and comprehensively grasp the implementation of risk management work, strengthening the supervision function of those charged with governance.



Aier Eye Hospital's Compliance and Risk Management Framework

Enhancing Risk Management

In order to establish a systematic risk management mechanism, Aier Eye Hospital has formulated and implemented the *Risk Management Policy*, which clarifies the risk responsible entities at all levels and their job responsibilities, and fully incorporates risk criteria in the whole process of products and services development. We conduct annual audits on the risk management process and identify improvement points to continuously enhance management and control effectiveness. At the same time, we continued to optimize the digital risk management platform, open up the synergistic integration of data flow and business flow, and improve the efficiency of risk management throughout the process with the help of technical means.

In 2025, we continued to update our risk database and risk monitoring model, and continuously improve our business risk prevention and control capabilities by implementing a number of risk assessments, further consolidating the foundation of the Group's standardized operation and improving the overall governance efficiency.

Enhancing the Ability to Identify Risks

Following changes in laws and regulations, policy trends, audit results, and materiality assessment results, we update the risk database and identify operational risks in a timely manner. In 2025, we **updated the risk database 3 times.**

We utilize risk monitoring models to improve risk management efficiency and expand the scope of automated risk pathways. In 2025, we **added 26 new risk monitoring models.**

We conduct a **comprehensive risk exposure review** at least once a year to more accurately understand the existing risks and formulate timely response strategies.

Strengthening Risk Assessment and Audit

We carry out special risk assessments for key and challenging business operations to effectively improve the business model and risk management process. In 2025, we **carried out 167 special risk assessment projects.**

We promote **digital audits on compliance risks** at county hospitals, to maximize the use of existing data resources and improve audit efficiency.

We upgrade compliance risk self assessment to version 5.0, and sort out the Group's material and highly frequent risks to develop preventive measures. In 2025, **all affiliated hospitals completed compliance risk self assessment.**

Emerging Risks

Aier Eye Hospital continues to pay attention to the uncertainties brought by the evolution of external technologies, changes in industry norms and the reshaping of the healthcare service environment, and identifies and evaluates emerging risks that may have a significant impact on the Group's strategy, service model and resource allocation in the medium to long term, so as to enhance the ability of forward-looking risk research and dynamic response.

Emerging Risks	Artificial Intelligence Application and Medical Data Governance Risk	Innovative Diagnosis and Treatment Technology Application Specification Evolution Risk
Causes of Risk	<ul style="list-style-type: none"> With the gradual deepening application of artificial intelligence technology in scenarios such as eye health science popularization, high-risk group screening, clinical imaging analysis, assisted formulation of treatment plans and long-term health management, global regulatory rules for the use of medical data, compliance boundaries of AI model training, algorithm transparency, definition of responsibility for AI diagnosis and treatment conclusions and patient privacy protection are still in the process of continuous improvement, and there are still great uncertainties in the future of relevant regulatory requirements, public expectations and technology application boundaries. If relevant laws, regulations and industry norms become stricter in the future, the requirements for data compliance continue to increase, or the public's attention and requirements for the safety and interpretability of medical artificial intelligence are further increased, it may have a certain impact on the Company's digital ophthalmology construction, AI application scope, cross-institutional data collaboration and intelligent service development, and at the same time put forward higher requirements for the Company's compliance management system, patient trust maintenance and related resource investment, which may have an impact on the Company's related business promotion and operating results. 	<ul style="list-style-type: none"> With the continuous development of innovative technologies such as femtosecond laser cataract surgery, total femtosecond myopia surgery, intraocular drug injection, and digital assisted diagnosis and treatment in the field of ophthalmology, the external norms around clinical application standards, technical evaluation system, payment convergence, patient informed and healthcare quality responsibility boundaries may further evolve in the future. Relevant changes are medium-to-long-term and uncertain, which may push the industry to put forward higher requirements on access, promotion pace, service process and quality management of innovative technology applications. If relevant standards, guidelines or social expectations change in the future, it may bring adjustment pressure on the Group's new technology promotion path, specialist service model, resource allocation and talent capacity building, and require the Company to further balance the relationship between technological innovation, healthcare quality and patient safety.
Mitigating Actions	<ul style="list-style-type: none"> The Group will continue to track the development of artificial intelligence technology and changes in domestic and overseas regulatory policies, and combine the digital ophthalmology business practice to carry out forward-looking research and evaluation on matters such as compliant use of medical data, full life cycle governance of AI models, algorithm application boundaries and patient rights protection; continuously improve the data governance system, internal review process and cross-departmental collaboration mechanism, reserve flexible response space for technology iteration, policy changes and business model adjustments, and ensure that artificial intelligence can be applied to ophthalmic medical service scenarios on the premise of safety, compliance and prudence. 	<ul style="list-style-type: none"> The Group will continue to pay attention to the development trend of innovative ophthalmology diagnosis and treatment technologies and changes in relevant industry norms, clinical standards and policy guidance, and carry out dynamic evaluation on technology promotion paths, service models and quality management requirements in combination with the application practices of new technologies. At the same time, we will gradually strengthen cross-professional collaboration, prudent application of technologies and quality capacity building, reserve room for adjustment for the evolution of innovative technology specifications and changes in application environment in the future, and enhance the adaptability and resilience of business development.

Cultivating a Compliance Culture

Aier Eye Hospital has incorporated the construction of compliance culture into the corporate governance system, and promoted the effective implementation of compliance requirements through both institutional norms and assessment mechanisms. We have formulated the *Employee Handbook* to clarify the code of conduct, incorporated compliance performance into the employee performance evaluation system, linked with their remuneration, and implemented corresponding disciplinary measures for violations of regulations to ensure that all employees fulfill their compliance responsibilities.

We have established a compliance and risk management training system covering all Directors (including Non-executive Directors) and all employees, and regularly promote the basic theory of risk management, the key contents of risk control in each business line and the rectification of risk matters, so as to strengthen the compliance style and risk management awareness of all employees. At the business level, we require all departments to incorporate compliance training into the scope of daily training, and organize the middle and senior management of hospitals to conduct compliance training, focusing on communicating risk management principles and practical methods, and enhancing the management's awareness of risk prevention.



Adhering to Business Ethics

Aier Eye Hospital has always regarded business ethics as an important cornerstone of corporate governance and sound operations. We actively responded to the national medical anti-corruption policy, continued to improve the integrity system and regulations, strengthened the management of the ethical behavior of employees and suppliers, improved the reporting supervision and audit evaluation mechanism, and continuously enhanced the professional ethics and compliance awareness of all employees through the construction of an integrity culture, so as to create an honest, transparent and standardized operating environment.

Anti-Commercial Bribery and Anti-Corruption

Aier Eye Hospital continued to improve its integrity and compliance management system, embedded integrity management requirements and business ethics standards in the whole process of operation management and business development, and adhered to "zero tolerance" for any form of corruption and bribery. We strictly abide by the anti-corruption and anti-bribery laws and regulations of the countries and regions where we operate, such as the *Criminal Law of the People's Republic of China*, the *Company Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China*, the *Anti-Money Laundering Law of the People's Republic of China* and the *Anti-Monopoly Law of the People's Republic of China*, and have formulated policies and regulations such as the *Employee Handbook*, the *Supervision Management Policy*, the *Reporting Management Regulations*, the *Anti-Corruption and Anti-Commercial Bribery Policy*¹, and the *Code of Business Conduct*², which stipulate the conduct norms and ethical standards required to be observed in conducting business from various aspects such as anti-corruption and anti-bribery, with the aim of regulating the integrity of all regular employees, part-time employees, labor dispatch, temporary employees and members of the Board of Directors of Aier Eye Hospital and its subsidiaries.

The Board of Directors of the Group performs the highest management responsibility for the Group's business ethics and anti-corruption matters, and is responsible for supervising and making decisions on related matters; The Strategy Committee of the Board has established an Anti-corruption and Professional Ethics Committee under the management and leadership of the Chairman of the Board, which is responsible for leading the anti-corruption and professional ethics construction work of the whole Group, making decisions on major issues, formulating policies, codes of conduct and reward and punishment systems related to anti-corruption and professional ethics construction, and reviewing the investigation and handling of internal employee corruption, fraud and violation of professional ethics cases; The Supervision Department of the Legal Supervision Center of the Group strictly investigates the risk points in all business links of the Company, establishes clean ledger records, and is responsible for specific investigation of business ethics and corruption issues, and regularly reports its work to the Vice President in charge and the Board of Directors.

As of the end of the reporting period, the Group had no material litigation or administrative penalties arising from commercial bribery or corruption, conflict of interest, money laundering or insider trading.

¹ Details of the *Anti-Corruption and Anti-Commercial Bribery Policy* can be found in: https://www.aierchina.com/uploadfile/spr/anticcb_en.pdf

² Details of the *Code of Business Conduct* can be found in: https://www.aierchina.com/uploadfile/spr/2023cbec_en.pdf

Anti-Unfair Competition

Aier Eye Hospital adheres to operating in compliance with laws and regulations, and is committed to creating a fair, honest and orderly market environment. We strictly abide by the *Anti-Monopoly Law of the People's Republic of China*, the *Anti-Unfair Competition Law of the People's Republic of China* and other relevant laws and regulations, maintain a fair competition order, and resolutely oppose any unfair competition that violates business ethics and disrupts market order.

We are committed to competing in a fair way and strictly prohibit imposing unreasonable restrictions on our partners or imposing differential treatment on our customers. We object to peer-to-peer conspiracy to enter into restriction of competition agreements, including price control, market segmentation or unfair competition practices against specific customers. In addition, we strictly follow the bidding principles of openness, fairness, honesty and credibility, and scientific merit selection, put an end to false or misleading advertising, and resolutely oppose acts that harm the credibility of competitors or infringe their trade secrets through illegal means such as fabricating or disseminating false information, theft, bribery, etc.

At the same time, we continued to strengthen fair competition compliance publicity and special training, strengthen employees' compliance awareness and professional ethics, and effectively maintain a healthy and orderly market environment. During the reporting period, the Group did not have any material litigation or administrative penalties caused by unfair competition.

Business Ethics Audit

The Audit & Risk Control Center of the Group conducts operational and internal control audits, compliance audits and special audits of medical institutions at all levels with the guidance of risk management every year, covering all business lines, with a view to reducing the operational risks of medical institutions at all levels and ensuring the Group's compliant operation and stable and long-term development. The scope of the Group's audit includes corporate culture, team building, system establishment and sound, compliance operation, etc. During the audit process, it focuses on the compliance of all employees (including part-time employees and contractors) with business ethics, anti-corruption and anti-commercial bribery, so as to prevent and detect fraud problems in a timely manner, and ensure the thorough and effective implementation of business ethics and anti-corruption policies in all our business lines.



In 2025, Aier Eye Hospital audited **85** hospitals, covering all operations,

including more than **90** special audit projects, and the hospital rectification response rate was **100%**.

Whistleblower Protection

Aier Eye Hospital has established a variety of reporting channels, including reporting hotline, email, enterprise WeChat, etc., and the Supervision Department is responsible for receiving, investigating and handling reports of violations of the Code of Conduct. The bulletin boards of all organizations, the official website pages of the Group and the intranet login pages are all formal reporting channels, and the corporate WeChat has a special feedback window on integrity issues. At the same time, we also explain the use of reporting channels during the induction of new employees and various integrity trainings, so as to facilitate employees and relevant parties to understand the use of reporting channels and timely report problems. We implement classified management of reporting matters, carry out evaluation, investigation and disposal according to prescribed procedures and authority, seriously investigate and deal with violations of laws and disciplines, conduct preliminary investigation and verification of reports with clear clues, check reports with minor circumstances through conversations or written explanations, temporarily store reports with insufficient evidence for investigation, and settle reports with untrue, repetitive or insubstantial content.

The Group has formulated the *Reporting Management Regulation* to fully safeguard the legitimate rights and interests of whistleblowers. We accept anonymous reports, put the confidentiality of whistleblower information and the safety protection of whistleblowers in the first place, and keep the personal information of whistleblowers and the details of reports received confidential. For those responsible for violating confidentiality regulations and any retaliation against whistleblowers, we uphold a "zero tolerance" attitude, deal with them strictly and severely, and investigate legal responsibilities according to law.

Reporting Channels



Reporting Hotline:
18975199961



Email:
jcjb@aierchina.com



Reporting Enterprise WeChat:
Enterprise WeChat Address Book —
Aier Eye Hospital — Employee Services
— Monitoring and Reporting (Integrity)



Report Letter:
North Tower of Aier Eye Building,
No.188, Section 1, Furong South Road,
Tianxin District, Changsha City, Hunan
Province (Postal Code: 410015)

Cultivation of Integrity Culture

Aier Eye Hospital actively creates a cultural atmosphere of honesty and integrity, continuously carries out special training on integrity, continuously enhances employees' awareness of law and discipline and honest work, and strives to create a clean and upright workplace ecology. In 2025, the Group carried out a total of 9 honesty training sessions throughout the year, covering various scenarios such as the annual meeting of the Group's administrative work, new employee training, middle-level cadre training, reserve CEO training and regional special training, and carried out targeted training on topics such as supervision practices and talking skills of employees who violated disciplines, so as to help each business segment improve its awareness of honesty and compliance and its ability to perform duties. At the same time, we also provided case support for the Party Committee of the Group to carry out special party classes on the construction of Party style and clean government, further promoted the in-depth integration of integrity education and Party building, and continuously built a strong ideological defense line for employees that "dare not corrupt, cannot corrupt and do not want to corrupt".



In 2025, Aier Eye Hospital achieved **100%** coverage of anti-corruption training for all directors, management, employees (including part-time employees and contractors), suppliers and other partners, with **9** dedicated anti-corruption training sessions were conducted.

In order to strengthen the integrity culture of the Group, we continued to enrich the forms of integrity education and cultural communication. In 2025, based on the "tea" culture, we planned to carry out the theme activity of "Tea Moisturizes Heart, Clean EYE Home" around the World Anti-Corruption Day, to guide employees to cultivate their character, serve their own integrity while tasting the implications of clean culture, and jointly protect Aier everyone. Meanwhile, we released the *2025 Honor List of Medical Ethics and Medical Style of Aier Eye Hospital Qingfeng Post Station*, which vividly demonstrated the professional ethics of Aier people in sticking to their original aspirations, resisting the temptation of interests, abiding by medical ethics and practicing honestly with more than 100 advanced deeds and 10 typical cases across the country, and set a clear example for all employees.





Tea Moisturizes Heart, Clean EYE Home——Aier Eye Hospital World Anti-Corruption Day Taste Tea and Talk Integrity Activity

In December 2025, the Group took the lead in organizing a cultural activity with the theme of "Tasting Tea and Talking about Integrity" on the "International Anti-Corruption Day", aiming to deepen the construction of a clean culture and build a strong line of ideological defense for all employees. The activity integrated the concept of integrity into the corporate culture scene through various forms, such as using tea as a metaphor for integrity, setting up the honor list of medical ethics and medical style, organizing punch-ins for integrity commitments and system knowledge questions and answers. The Honor List focuses on displaying more than 100 advanced and honest deeds from 27 hospitals throughout the year, setting a pragmatic behavioral benchmark for employees. This activity strengthened employees' awareness of discipline and professional ethics through immersive experience, which is an important practice for the Group to systematically promote anti-corruption education and escort the sustainable development of the enterprise with a clean culture.



Aier Eye Hospital World Anti-Corruption Day Tasting Tea and Talking Integrity Activities

In addition, we actively participate in anti-corruption activities related to social organizations. Since joining the Enterprise Anti-Fraud Alliance in April 2021, we have continuously strengthened exchanges and mutual learning with the Alliance and member companies, continuously absorbed advanced experience, and steadily improved the construction of our own anti-corruption system.

During the Year:

- Participated in Wuhan Practical Seminar and Exchange Meeting on Enterprise Anti-Fraud;
- The person in charge of the Group's supervision was honored as "Excellent Lecturer" by the Anti-Fraud Alliance in 2025;
- Participated in the Anti-Fraud Alliance's special exchange meeting on investigation technology and risk prevention and control of "Engine Innovation and Value Symbiosis".



Council Member Unit of the Enterprise Anti-Fraud Alliance

Supplier Integrity Management

Aier Eye Hospital requires all business partners, including suppliers, to comply with applicable anti-corruption laws and regulations, adhere to business ethics and regulate business practices to high standards. The Group has formulated the *Code of Conduct for Business Partners*, which is applicable to all suppliers and business partners conducting business with Aier Eye Hospital, as well as suppliers and other third parties selected by them to fulfill their contracts with Aier Eye Hospital, and expressly prohibits the provision, promise or grant of any undue benefits to employees of Aier Eye Hospital through employees, subcontractors or agents in order to obtain orders or other preferential treatment.

In order to ensure that all suppliers clarify the Group's anti-corruption requirements, establish their own business ethics and anti-corruption policies, and verify their compliance, we systematically issued the *Notice on Regulating Supplier Management and Procurement Practices of Aier Eye Hospital* to all suppliers, and signed the *Commitment to Lawful and Honest Business Conduct* with them; In the field of engineering construction, we continued to strengthen anti-corruption compliance management and signed separate letters of integrity commitment with each engineering supplier. If a supplier is identified to violate the principle of integrity or laws and regulations, the Group will be held accountable in accordance with the established agreements. In 2025, we strengthened the integrity management of suppliers through interviews and visits, eliminated suppliers that do not meet the integrity requirements of the Company, continued to optimize the procurement management system and steadily promoted the construction of administrative centralized procurement system, continuously improving the standardization and transparency of supplier integrity management.



Deepening Party Building

Aier Eye Hospital has deeply integrated high-quality Party building into the process of high-quality development, established and improved Party organizations in accordance with the *Constitution of the Communist Party of China*, effectively played the political core role of Party organizations in public-owned enterprises among employees and the political leading role in enterprise development, and systematically promoted the coordinated progress of Party building and management.

Improving Party Organization Building

The Party Committee of the Group closely combines the external opportunities of national policies with the internal requirements of the Group's strategy, closely focuses on the core positioning of "doing Party building and boosting development", and defines the overall idea of Party building in 2025 as focusing on the main line of "studying and implementing the central government's major decision-making arrangements to support the private economy and implementing the Group's innovation and reform strategy", with the theme of "maintaining integrity and innovation to promote development, and Party building to lead the peak", focusing on the two core dimensions of "culture casting soul" and "empowering development", systematically implementing five key measures of "political guidance, organizational forging, interconnection and co-construction, brand promotion and integrity escort", and making every effort to build a boosting development system under the guidance of Party building, so as to ensure that Party building truly becomes an important support and strong guarantee for the Group to move through the cycle and steadily forward.



As of the end of the reporting period:

Aier Eye Hospital Party Committee has **2** provincial and autonomous Party committees under the jurisdiction of the whole Group

6 general Party branches

309 Party branches

5,132 Party members

In 2025, the Party Committee of the Group received honors:



Listed Companies National Model

In June 2025, the Group's Party Committee shared its experiences at the "Party Building Work Exchange Meeting for Listed Companies" hosted by the China Listed Companies Association in Qingdao. For five consecutive years, Aier's Party building initiatives have been featured as exemplary case studies on the China Listed Companies Platform.

Organizing Party Building Activities

The Aier Eye Hospital Party Committee has carried out in-depth mass education and practice activities, guided all Party Branch and Party members and cadres to play a leading role in the front line of eye health services, and transformed the organizational advantages of the Party into the actual effectiveness of serving the health of the masses. In 2025, the Party Committee of the Group led the Party organizations of various hospitals to carry out the Party building theme activity of "Integrity and Innovation to Promote Development, Party Building to Lead the Peak" to further strengthen the organizational cohesion and transform the political advantages of the Party into a sustainable driving force for the high-quality development of eye health.



During the Year:

Aier Eye Hospital conducted **4,218** Party building and eye health activities, serving **156,000** person-times of the people.



Party Building Empowers Development, Joint Construction and Cohesion — Aier Eye Hospital Party Committee went to Heilongjiang Province to conduct Party Building Research

In May 2025, the Party Committee of the Group conducted special surveys in hospitals within the jurisdiction of Heilongjiang Province, and systematically promoted the in-depth integration of grass-roots Party building, business operations and public welfare services through a series of actions such as holding seminars on party building between government and enterprises, conducting cross-institutional co-construction and learning, organizing special party classes on integrity and practice in red education bases. The research activities effectively promoted exchanges and mutual learning with local party and government departments, won positive evaluations such as "benchmark of private enterprises", and provided on-site guidance and empowerment around the "party building + public welfare" model, the role of party members and the construction of clean hospitals. This practice has strengthened the political function and organizational cohesion of grass-roots party organizations, and effectively transformed the achievements of party building into the specific effectiveness of promoting the high-quality development of hospitals and serving people's eye health.



Aier Eye Hospital Party Committee went to Heilongjiang Province to carry out Party Building Investigation



2025 "July 1" Commendation and Sharing Session on Party Building Activities with the Theme of "Integrity and Innovation to Promote Development, Party Building Leads to the Peak"

In July 2025, the Party Committee of the Group held the "July 1st" Commendation and Theme Party Building Activity Sharing Meeting, systematically summarizing the achievements of Party building leading development, and commending outstanding cases and advanced individuals in Party building. During the meeting, the leaders of the Group emphasized that we should seize the policy opportunities of the *Private Economy Promotion Law*, integrate the political advantages of the Party into corporate governance and service practices, and promote the deep integration of "Party building + business". Many hospitals shared innovative models of empowering eye health services with party building, such as public welfare system construction, cross-institutional joint construction and science popularization application. This event further strengthened the brand path of "Party Building Leads Eye Health", and gathered organizational momentum for the Group to continuously fulfill its social responsibilities and achieve high-quality development under the Healthy China Strategy.



"July 1st" Commendation and Party Building Activities Sharing Meeting

06

Practicing the Concept of Environmental Protection and Protecting a Green Future

Aier Eye Hospital practices the modern concept of "harmonious coexistence between man and nature" and integrates the idea of ecological civilization into the entire operation process. The Group actively takes climate action, exploring effective paths for climate adaptation and mitigation, and incorporates biodiversity conservation into long-term planning, striving to reduce the interference of operations to natural ecosystems. At the same time, we improved the green management system, optimized resource allocation, promoted green office and energy conservation and consumption reduction, increased the proportion of green electricity application, and strictly implemented the standardized treatment and resource utilization of wastewater, waste gas and waste, to achieve the coordinated development of medical business and ecological environment.

Contribution to the SDGs



Addressing Climate Change

Facing the systemic risks brought by global climate change, Aier Eye Hospital has brought climate issues into the core of governance, followed the requirements of the climate-related financial information disclosure framework, systematically carried out risk identification, assessment and management, and actively seized the opportunities of low-carbon transformation. From the four dimensions of governance, strategy, impact, risk and opportunity management, metrics and target setting, the Group continued to deepen climate action, promoted operational emission reduction and adaptability building through scientific methods, and contributed professional strength to green and low-carbon development.

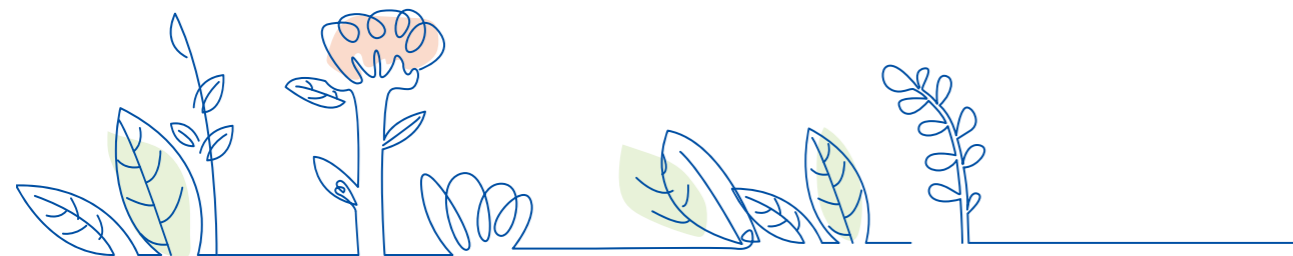
Governance

The Group incorporates climate change response into its core governance system, with the Sustainability Committee under the Board as the highest decision-making body, and the Group President is appointed to coordinate climate affairs to ensure the effective implementation of climate strategy. The Board conducts special oversight of climate related risks and opportunities at least once a year, reviews the key progress of annual social responsibility, including climate governance, and plans the work priorities for the next phase.

The Sustainability Committee formulates and regularly reviews policies related to climate change response, systematically assessing and managing climate risks that have a substantial impact on the business. At the same time, the Sustainability Committee supervises the formulation and implementation of the Group's internal processes such as energy conservation, consumption reduction and green office practices, continuously enhancing the overall climate resilience and promoting the coordinated development of operations and environmental health.

Strategy

Based on our business characteristics, the Group identifies, evaluates and analyzes the climate risks and opportunities related to the value chain in the short term (3 years or less), medium term (3-10 years) and long term (10 years or more) to understand their potential financial impact. By adopting dual climate change response strategies of mitigation and adaptation, the Group plans to respond to climate risks in advance, grasps development opportunities, and guides the direction of the Group's green transformation.



Climate-related risks and opportunities


Risk type	Risk	Description	Potential Financial impact	Time Horizon
Physical Risks	Frequent extreme weather	Extreme weather may cause impairment of assets and casualties, and the secondary disasters may cause travel inconvenience for patients and unstable business operation.	<ul style="list-style-type: none"> Increase in operating costs Impairment of asset values Decrease in operating revenue 	Short to medium-term
	Rising average temperature	High temperature in summer will lead to great increase in electricity consumption and the Group's operating costs; At the same time, continuous hot weather will affect the health and safety of employees.	<ul style="list-style-type: none"> Increase in operating costs Rise in employee healthcare expenditures 	Medium to long-term
Transition Risks	Policy and legal risk	Carbon emission-related laws and policies will be released, which will set higher standards for environmental management.	<ul style="list-style-type: none"> Compliance-related expenses Increased fines for violations 	Medium to long-term
	Technical risk	Technological transformation initiatives such as developing and using low-carbon technologies and optimizing energy-consuming equipment will increase production costs.	<ul style="list-style-type: none"> Increased investment in low-carbon technologies Increased cost of new technology training 	Medium to long-term
	Reputational risk	Negative environmental and climate-related reporting can potentially damage brand value and reputation, affecting the public's consumption choices.	<ul style="list-style-type: none"> Damage to reputation Decrease in operating revenue 	Short-term
	Market risk	With the launch of the national carbon emissions trading market, policy requirements related to trading and price may affect the Group's operating expenses.	<ul style="list-style-type: none"> Increase in operating costs 	Medium to long-term

Opportunity	Description	Potential Financial impact	Time Horizon
Resource Efficiency	The optimization of resource management will continuously improve resource utilization efficiency and reduce resource consumption and expenditure.	<ul style="list-style-type: none"> Reduction in operating costs 	Short-term
Energy Management	The development of low-carbon technologies will improve energy efficiency and save energy costs with the popularization of renewable energy.	<ul style="list-style-type: none"> Reduction in operating costs Reduced exposure of fossil energy price volatility 	Short to medium-term
Market Opportunities	Green transformation will bring green brand value to the Group, making it more likely to be favored by the capital market and consumers.	<ul style="list-style-type: none"> Reputation enhancement Increase in operating revenue Increase in financing opportunities 	Short to medium-term
Adaptability	Integrating energy conservation, environmental protection and extreme weather response considerations in hospital design and construction can make them more adaptable to climate change.	<ul style="list-style-type: none"> Reduction in operating costs 	Long-term

Adaptation


To effectively respond to the extreme weather risks caused by climate change, the Group has established logistics service emergency response leading groups (hereinafter referred to as the "leading team") in various institutions in accordance with the principle of "unified leadership and specified responsibilities". The leading team is chaired by the director of the Hospital Office to coordinate emergency response. As members of the leading team, department heads and persons in charge are responsible for the daily prevention and management of emergency incidents within their respective areas. The Group incorporates emergency management responsibilities into the performance appraisal system of the members of the leading team, establishing a dual mechanism of incentives and constraints to strengthen the implementation of responsibilities and improve the overall emergency response and support capabilities systematically.

To standardize the physical risk response management process including extreme weather, the Group has formulated and strictly implemented the *Emergency Management System for Logistics Service Emergencies of Aier Eye Hospital Group*. Based on this system, we have developed special emergency plans for extreme weather and other scenarios, and established an annual evaluation and revision mechanism to ensure the timeliness and operability of the plans. At the same time, the Group regularly organizes hospitals to carry out online climate change response training, conducts safety inspections and emergency drills on a quarterly basis. By integrating learning with practice, we continuously optimize our practical capabilities, forming a closed-loop management cycle of "training-drill-optimization." This ensures that during extreme weather events, the medical team's decision-making and actions are swift and effective, safeguarding core medical operations from disruption.



Before extreme weather

- We issue notifications to all departments through various forms such as telephone, arrange personnel to inspect frequently, make preparations for fire prevention, flood prevention and power outages prevention, to ensure the safety of personnel and facilities.



During extreme weather

- In the event of flooding caused by a storm, the power in the accumulated water area should be cut off, water should be pumped out using pumps and other equipment. Drainage systems should be cleared, and the operation of drainage facilities of municipal departments should be followed up in real time to prevent water entering or overflowing in toilets and avoid water pollution. All institutions should organize personnel to move to a safe location in an orderly manner, avoiding pushing and crowding, and ensuring that passages are not blocked. Facilities and equipment should be checked for operability, and in the event of significant waterlogging, the head of the emergency response team should report to the higher authorities for approval of an emergency response plan, which should then be implemented for security and duty arrangements.
- In the event of power outage caused by extreme weather, all wards should be immediately notified to turn on emergency lighting. The general watchkeeper should cooperate with all wards to increase the patrols of inpatient wards, comfort patients, and notify electricians in time for emergency repair.

Measures Against Extreme Weather

In the planning and design of hospital construction and relocation projects, based on the assessment of local climate risks such as extreme precipitation, combined with its natural location and terrain conditions, we formulated and implemented engineering defense plans tailored to local conditions. To mitigate the risk of waterlogging from the source, we specifically stipulate that the site elevation of the campus must be higher than the highest point of the surrounding roads, and set up flood control ramps and counter ridges in the basement and entrance of the garage. At the same time, we strengthened the protection of key parts such as underground machine room, and built a multi-level flood prevention system through measures such as equipping high-power drainage pumps and adding waterproof thresholds to ensure the safe and stable operation of key medical facilities under any weather conditions.

Mitigation

To effectively mitigate the risks of carbon emission transition, we actively explore new energy-saving technologies, introduce clean energy, promote the construction of green hospitals, and turn risks into development opportunities. We continue to strengthen energy management, and plan to further promote the certification of energy management system in the future, as a key priority for enhancing management efficiency and achieving a steady transition in the next phase. For details of energy management initiatives, please refer to the "Energy Utilization" section of this report under the subheading "Practicing Green Operations".

Impact, Risk and Opportunity Management

Aier Eye Hospital regards climate risk assessment as ongoing strategic management practice. Every year, through interviews, questionnaires and expert consultations, we identify climate-related risks in multiple dimensions, analyze their potential impact on business, assess the current risk exposure level and evaluate future evolution trends. Based on the assessment conclusions, we formulated and implemented the climate change response plans and monitored the implementation progress of various measures.

Climate risk assessment has been integrated into the regular ESG management process of the Group deeply. Based on the established climate risk management framework, we have established a full-process closed-loop management system covering risk identification, assessment, sequencing, response and monitoring. Through professional and forward-looking management practices, we aim to continuously enhance the Group's overall resilience to climate change.

Risk Identification

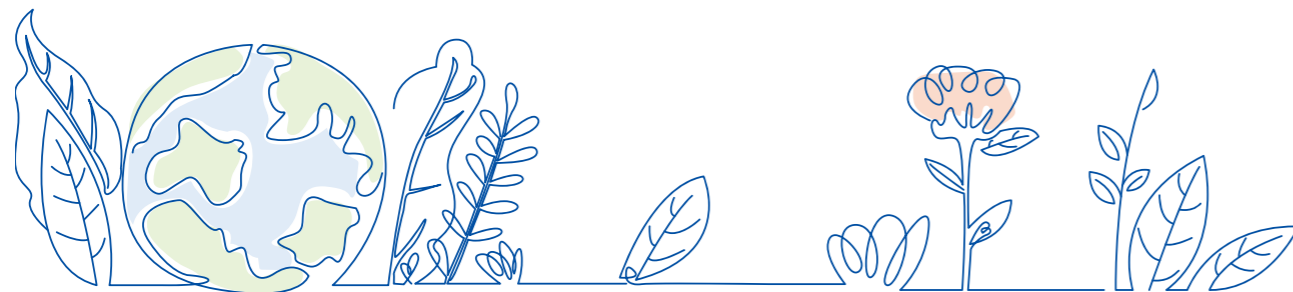
Based on climate-related policy trends, industry trends and regulatory requirements, combined with the Group's own operation and management status, development needs and stakeholders' focus on climate change, we identified climate risks that are highly relevant to the Group, including the risk of facility damage and business interruption caused by extreme weather events (such as heavy rain and high temperature), the risk of rising operating costs caused by energy price fluctuations, the compliance risk caused by stricter carbon emission policies, and the risk of changes in medical needs caused by climate-related public health issues. We focused on the potential impact of climate-sensitive areas in combination with the geographical location and architectural features of the hospital.

Risk Assessment

Each department conducts internal assessments regularly and uses professional methods to systematically identify potential climate influencing factors. The assessment process fully incorporates long-term climate change trend forecast and technological evolution analysis, ensuring that risk research and judgment are both forward-looking and scientific, and providing data support for formulating adaptive strategies.

Risk Prioritization

Through comprehensive assessment of risk occurrence probability and its potential impact on operations, climate risks are ranked from two dimensions of the probability of climate risk occurrence and its impact, and cross-departmental teams regularly discuss and adjust the ranking results to ensure that resources are prioritized in key risk areas.



Climate Risk Response and Monitoring Measures

We adopt a hierarchical climate risk response strategy, formulate special emergency plans for high-priority risks to ensure the continuity of key businesses. For low-and medium-priority risks, we mitigate impacts through measures such as optimizing energy structure and deploying basic monitoring equipment. We track energy consumption indicators daily to ensure the effective implementation of risk prevention and control measures, forming a closed-loop management system of "Identification - Response - Monitoring".

Metrics and Targets

With the core goal of "Continuously improving energy efficiency and reducing carbon emissions" as the core goal of energy conservation and emission reduction, Aier Eye Hospital has formulated and implemented the *Energy Conservation and Consumption Reduction Management System of Aier Eye Hospital Group*, and optimized energy management through multi-dimensional measures such as energy conservation and consumption reduction, promoting green office and introducing clean energy. To meet this goal, we incorporate relevant energy management and control indicators into the employee performance appraisal system, driving full participation through institutional mechanisms to achieve energy management objectives.

In addition, the Group continued to strengthen the environmental information disclosure to protect stakeholders' right to know. We focus on and improve the data management of Scope 3 greenhouse gas emissions to accurately track the overall carbon footprint. At the same time, we actively advocate green travel, guide employees to give priority to public transportation when traveling, and vigorously promote the remote conference system to reduce indirect emissions from business travel, fully implementing the concept of green operations.



Actively respond to the national "Dual Carbon" policy, striving to achieve **carbon peak**

before 2030 and **carbon neutrality** before 2060.

Based on the greenhouse gas emissions intensity in 2024, we aim to achieve an average annual reduction of **5%**¹ in total greenhouse gas emissions per RMB 10,000 of revenue.

¹ Total greenhouse gas emissions = Scope 1 greenhouse gas emissions + Scope 2 greenhouse gas emissions on the market.
Greenhouse gas emission intensity = Total greenhouse gas emissions (in tonnes of carbon dioxide equivalent) ÷ Revenue (in ten - thousand yuan).
The greenhouse gas emission intensity in 20XX ≤ The greenhouse gas emission intensity in 2024 × (1-5%)^{*(20xx-2024)}.

Practicing Green Operations

Aier Eye Hospital strictly complies with the requirements of environmental compliance laws and regulations, establishes a sound environmental compliance management system, refines emission control, deepens the construction of resource utilization and recycling system. We continue to optimize energy efficiency through energy conservation and emission reduction measures, fully implement the concept and practice of green office, and build a perfect and sustainable green operation model in multiple dimensions.

Environmental Management Goals



Based on the waste emission intensity in 2024, we strive to achieve an average annual reduction of **5%**¹ in the amount of waste generated per RMB 10,000 of revenue.

Based on the energy consumption intensity in 2024, we strive to achieve an average annual reduction of **5%**¹ in energy consumption generated per RMB 10,000 of revenue.

Based on the water consumption intensity in 2024, we strive to achieve an average annual reduction of **5%**¹ in water consumption generated per RMB 10,000 of revenue.

Environmental Compliance Management

Aier Eye Hospital has always adhered to the principles of green development and low-carbon operation, and fully integrated ecological and environmental protection requirements into the entire process of operation and management. In strict compliance with laws and regulations such as the *Environmental Protection Law of the People's Republic of China*, the *Law on the Prevention and Control of Environmental Pollution by Solid Wastes* and the *Law of Energy Conservation*, we have formulated the *Environmental, Occupational Health and Safety Management (EHS) Policy* to clarify the Group's environmental compliance requirements, and continued to optimize the environmental management system iteratively. Through refined process control and high-standard internal control requirements, we ensure that various environmental management measures are accurately implemented and effectively executed. The Group has obtained the ISO 14001 Environmental Management System certification, and strictly standardizes environmental requirements in operation and management in accordance with environmental protection standards and regulatory requirements, while continuously improving the construction of the environmental compliance management system. During the Reporting Period, the Group did not have any major environmental emergencies.



Aier Eye Hospital Group ISO 14001 Environmental Management System Certification

¹ Waste emission intensity / Energy consumption intensity / Water consumption intensity = Total waste discharge (kg) / Total energy consumption (tce) / Total water consumption (tonnes) ÷ Revenue (in RMB 10,000)

Waste emission intensity / Energy consumption intensity / Water consumption intensity in 20XX ≤ Waste emission intensity / Energy consumption intensity / Water consumption intensity in 2024 (1-5%) ¹ (20xx-2024)

Improve environmental systems

We improve and implement environmental systems such as *Aier Eye Hospital Group's Energy Conservation and Consumption Reduction Management System* and *Aier Eye Hospital Group's Logistics Service Emergency Management System*. These systems are fully applicable to the Group headquarters, provincial and regional, and all medical institutions under the Group, covering 100% of both medical and non-medical business operations.

Improve the management organization

The Sustainability Committee is established as the highest decision-making body, responsible for overall planning of environmental management affairs. We have also established a leading team for energy conservation and consumption reduction work and an organizational structure for energy conservation and consumption reduction management, to strengthen the construction of energy management system and improve the guidance and supervision efficiency of energy conservation and consumption reduction.

Conduct environmental audits

We systematically conduct internal audits on environmental management and energy usage, focusing on four key areas: medical waste disposal, wastewater discharge, electricity consumption management, and fuel consumption management. The audit scope covers 85 medical institutions under the Group.

Aier Eye Hospital fully implements the concept of green hospital in the project construction, and strictly implements the policy of "construction according to regulations, safe construction and green operation". We strictly abide by laws and regulations such as the *Construction Law of the People's Republic of China*, the *Regulations on the Administration of Medical Institutions*, and the *Technical Specifications for Safety Precautions Engineering*. We compiled and implemented the *Green and Civilized Construction Standard Manual for Engineering Construction* to systematically standardize the construction process, safety measures and environmental protection requirements. At the same time, we set up a special budget to support the construction of green and civilized construction sites, ensure that the whole construction process meets the standards of production safety, energy conservation and environmental protection, and strive to create an environmentally friendly work site.

The Group strictly complies with all applicable local environmental protection and construction laws and regulations in the jurisdictions where its projects are located. We have systematically implemented project approval and construction management processes to ensure full regulatory adherence. Before the project starts, we comprehensively carried out environmental assessments, structural safety appraisal and compliance review of construction drawings, and obtained construction permits in accordance with the law. During the construction process, we focus on key aspects such as safety, noise, dust and waste management, and continuously reduce the impact of construction activities on the surrounding environment by adopting professional equipment and green processes.

Green and Civilized Construction Measures

- Applying for temporary road occupation as required, set up construction enclosures and systematically configure safety protection facilities, to ensure the safety of operation and effectively control the environment impact on the surrounding area of the construction site.
- Selecting construction machines and equipment with low noise, low vibration and good performance, and strictly stipulate that working vehicles should drive at a speed limit (5 km/h) in the site area and prohibit whistling, to reduce the influence of noise.
- Taking measures such as sprinkling water to reduce dust, covering materials and washing vehicles, to control the construction dust within the specified range (1.5m), and implementing enclosed management of powdery materials to prevent dust diffusion.
- Sorting and bagging household waste and construction waste at the construction site, separately processing toxic, harmful and polluting substances, so as not to pollute the land or endanger the health of others after being transported out.

In the planning and construction of medical facilities, the Group incorporates the concept of green building design according to local conditions, comprehensively considers nine key dimensions, including integration process, site selection and transportation, and sustainable site, actively utilizes natural conditions, and coordinates the environmental protection and health needs of each link, aiming to create an environmentally friendly, healthy and comfortable treatment environment for patients. Changsha Aier Eye Hospital adopts environmental protection equipment and design such as a high-efficiency and energy-saving Heating, Ventilation and Air Conditioning system, and the hospital has successfully obtained LEED Gold Certification on Building Design and Construction.



Changsha Aier Eye Hospital Gained the LEED HC Gold Certification on Building Design and Construction

Green and Eco-friendly Building Materials

- We build the wall mainly with the mineral wool board, which integrates sound absorption, heat insulation, and fire resistance, with no fibrous dust release.
- We adopt renewable rubber flooring for ground paving, which has excellent chemical corrosion resistance and long service life, supporting resource recycling.
- We select double-tempered insulating glass for exterior walls to reduce the use of paint and coatings. It reduces external noise transmission while improving building thermal insulation performance, achieving both energy conservation and comfort.

Prefabrication technology

- We promote the factory prefabrication and on-site assembly process of anodized aluminum panels, which significantly reduces construction dust and noise. By replacing traditional wood veneers, we also cut down on the use of adhesives and coatings, reducing the release of harmful substances such as formaldehyde.
- We use paint-free customized craftsmanship for the hospital's fixed furniture to reduce on-site painting pollution. For bathrooms, we adopt finished integrated sanitary modules, enabling quick installation and minimizing construction waste generation.

Environmental Materials and Techniques Used to Build a Green Hospital

Emission Management

Aier Eye Hospital follows and implements laws and regulations such as the *Regulations on the Management of Medical Waste and the Measures for the Management of Medical Waste in Medical and Health Institutions*. Adhering to the principle of "reduction, resource utilization and harmlessness", the Group formulates and implements the *Medical Waste and Sewage Management System* and implements the whole process control of pollutant discharge from source to disposal. We are committed to ensuring that all emission behaviors are legal and compliant, systematically fulfill our green operation responsibilities, and promote the synergy between medical business and environmental sustainability.

Pollutant Emissions

The Group strictly follows the relevant national standards and the requirements of government regulatory authorities, establishes a pollutant emissions management system, and carries out standardized management on the discharge of pollutants such as medical wastes and medical wastewater. The Administrative and Human Resources Department of the Headquarters of the Group supervises the pollutant discharge through the logistics management information reporting platform, and implements precise control over its hospitals.

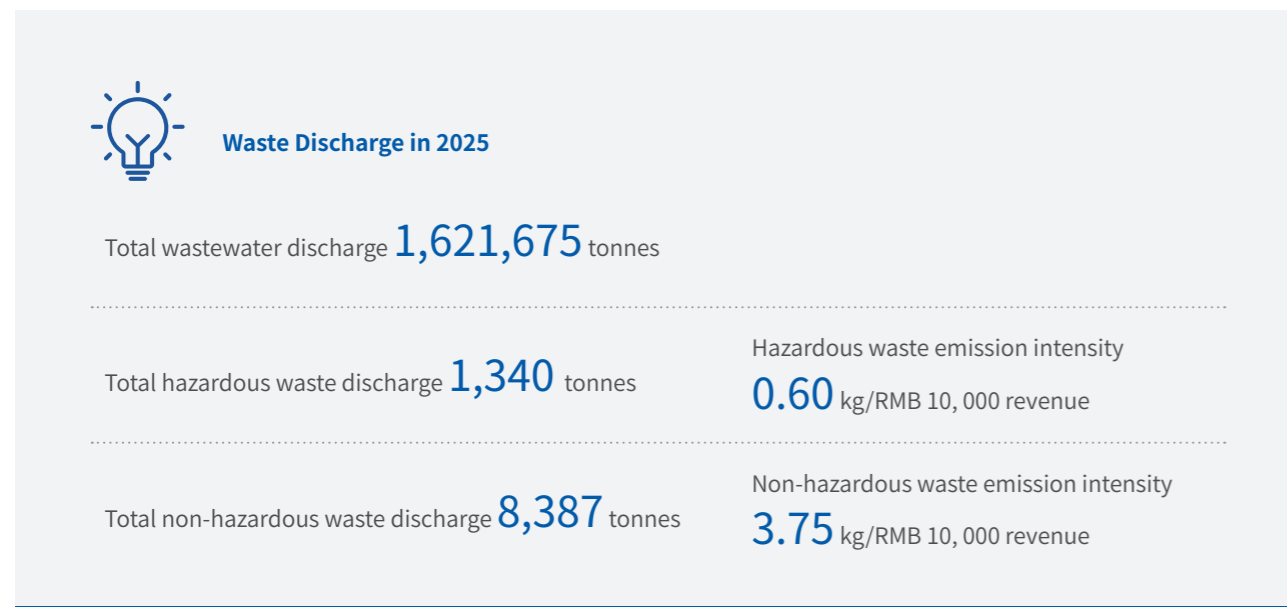
To systematically implement the environmental compliance management requirements, we have established a standardized logistics information reporting mechanism, requiring hospitals to regularly report wastewater and waste management ledgers through a unified platform, record in detail the generation, classification, storage and disposal of medical wastes, as well as the amount of wastewater generation and treatment process, and upload monitoring reports simultaneously to achieve traceability and transparent management throughout the process. During the Year, we guided hospitals to strengthen operation and maintenance management in terms of administrative functions, conducted regular skills training, and regulated requirements to fill in the management ledger on a quarterly basis. During the Reporting Period, the Group was not subject to significant administrative penalties or criminal liability for pollutant discharge, and there were no material defects in the Company's environmental monitoring plans and risk management measures.

Waste Disposal

Aier Eye Hospital Group and its hospitals strictly follow professional standards to handle waste¹ in compliance with regulations. We improved the medical waste management system, carried out regular inspections and tests, standardized harmless treatment and ledger records, analyzed and rectified abnormal energy consumption monitoring and abnormal pollutant discharge, implemented environmental assessment and emergency management, ensured the safety, controllability and compliance of the whole process, and eliminated the risk of administrative penalties.

Aier Eye Hospital complies with the medical waste management regulations and has established a dedicated management system for the entire process from classified collection, classified storage to classified handover. We are equipped with "Medical Waste Recycler" to be responsible for the internal transfer of medical wastes, ensuring that medical wastes are safely transferred to professionally qualified third-party organizations for centralized and harmless disposal within 48 hours, to control environmental risks at the source. During the Year, the Group did not experience any major environmental pollution incidents such as loss, leakage and spread of medical waste.

Due to the nature of the industry, Aier Eye Hospital does not produce any exhaust gases during its operations.



¹ The main hazardous waste generated is medical waste.

The total amount of non-hazardous waste discharged is mainly the amount of office, domestic waste and kitchen waste generated, which is regularly cleared and transported by third-party professional organizations.

Wastewater Management

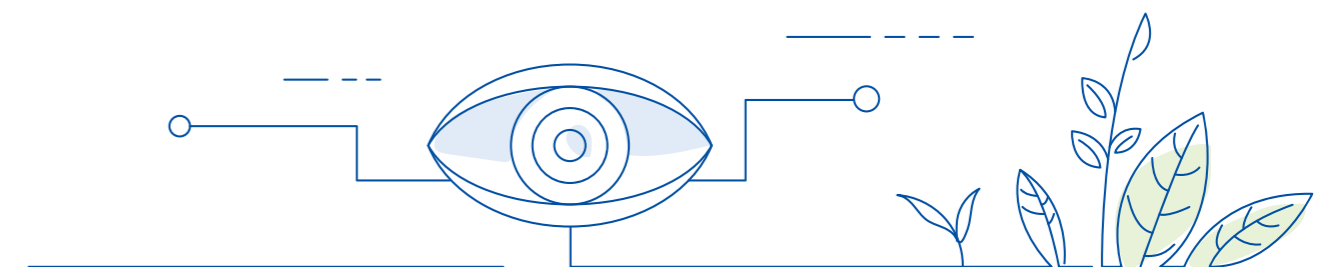
Aier Eye Hospital has established a specialized medical wastewater and waste management system. By setting up a professional medical wastewater and waste management team, constructing wastewater treatment facilities in accordance with national standards, and conducting regular maintenance, we ensure the stable operation of the system. During operation, we constructed sewage treatment ponds in strict accordance with national standards, formulated and implemented the *Medical Waste and Sewage Management System* in compliance with the requirements of local environmental protection departments, entrusted professionals to treat medical wastewater, and entrusted qualified third-party institutions to regularly inspect the discharged water quality and submit monitoring reports in a timely manner. The headquarters of the Group monitors wastewater discharge through the quarterly OA logistics management information reporting platform, standardizes the management of regular wastewater reporting ledgers and the submission of wastewater monitoring reports, ensuring full-process controlled compliance of medical wastewater discharge. During the Year, the compliance rate of wastewater discharge across all branches under the Group reached 100%.

Resource Utilization and Circular Economy

Aier Eye Hospital adheres to the concept of sustainable development, strives to improve the efficiency of medical supplies and energy use, and systematically builds a resource recycling management system. Through the refined treatment of recyclables and waste, we actively promote resource regeneration and recycling, and continuously reduce our environmental footprint in the process of optimizing allocation and practicing the recycling model, providing practical support for the green operation of the medical industry.

Water Resources Utilization

Aier Eye Hospital follows the *Water Law of the People's Republic of China*, incorporates the refined management of water resources into the operation system, formulates and implements the *Water Saving Operation Code* and the *Water and Electricity Management System*. Through system training and assessment, we promote water conservation practices among all employees. We continued to optimize the water use structure, strengthened behavioral norms and process supervision, and actively researched water resources recycling technology to ensure the quality of medical services while striving to improve water use efficiency. At the same time, relying on the digital monitoring platform, we regularly fill in and manage accounting records, standardize hospital water usage and the implementation of water-saving measures. Each hospital simultaneously establishes specific energy-saving systems and goals to ensure the effective implementation of water-saving measures. In addition, we regularly uploaded relevant water conservation courseware on the platform of iExue Administration College for employees to study, and conducted the Group's first unified examination on water conservation capabilities for administrative staff this year to consolidate water conservation knowledge and support the construction of a water-saving society.



Water-saving Management Measures

- Post water-saving signs in toilets, reminding employees to turn off taps promptly;
- The water-saving faucet is adopted to effectively reduce the waste of water resources by limiting the outlet flow, shortening the switching time of the faucet and optimizing the outlet mode. Replacing the sensor faucets or delayed self-closing valve, with a water saving rate of more than 30%. Installing a water-saving float in the toilet tank to reduce the single flushing volume to less than 6L, with an estimated overall water savings of 15%;
- Regularly inspect and repair hidden water pipes, water tanks, faucets and other water supply facilities, and strengthen the daily maintenance and management of water equipment to prevent leakage;
- The hydropower commissioner of the hospital can adjust the water volume of the water valve reasonably according to the actual situation to save water;
- It is forbidden to wash hands, water plants, splash the floor and wash tea sets with direct drinking water;
- Avoid excessive water use, prevent continuous water flow, and advocate wastewater recycling.



Water Usage

Municipal water supply (tonnes)

1,621,675 2025 1,838,792 2024

Water consumption intensity (tonnes/RMB 10,000 revenue)

0.73 2025 0.88 2024

Material Management

Aier Eye Hospital implements the green operation concept throughout the whole process of material circulation, and realizes a new warehousing paradigm of environmental protection and efficiency.

In the procurement process, we have established a comprehensive supplier life cycle management system, and strictly select suppliers based on product quality, environmental protection standards and supply stability, to ensure that the purchased ophthalmic devices, drugs, consumables and other materials meet the requirements of green environmental protection. In terms of inventory management, we rely on the information system to implement dynamic monitoring and precise control, and optimize stocking based on diagnosis and treatment demand forecast, effectively reducing material backlog and loss, and improving resource turnover efficiency.

We implement refined management and control in the use of materials, enhance the awareness of saving among all employees through daily publicity, and optimize the collection and use process to ensure efficient utilization of resources. At the same time, we have established and continuously improved the material recycling and recycling system, standardized disinfection of reusable devices, classified recycling of waste materials, and entrusted professional institutions to dispose of them in compliance with regulations, to minimize the environmental footprint during operation and achieve synergistic improvement of resource efficiency and environmental performance.

Supporting the Circular Economy

Aier Eye Hospital incorporates circular economy into the hospital's environmental management system. Through scientific systems and standardized processes, we promote the continuous optimization of hospital's sanitary environment, efficient management of domestic garbage and reduction of medical materials consumption, to realize intensive utilization of resources.

We have clarified the responsible persons of each regional management, established a traceability mechanism, and formed an execution network with clear powers and responsibilities. We innovatively combined the key links of 6S management such as sorting, straightening, sweeping, cleaning, discipline and safety to build a full-process supervision system from source sorting, collection and transportation to disposal. Relying on regular inspection and assessment mechanisms, we ensure closed-loop management and efficient implementation of waste classification work.

The Group and provincial hospital systematically promoted waste classification management. By standardizing the allocation of classified collection facilities, carrying out training and publicity guidance for all employees, and establishing a supervision, assessment and inspection mechanism, we take multiple measures to improve the standardization of employees' waste classification and disposal, and promote the development of waste classification toward normalization and standardization, thereby enhancing the overall effectiveness of environmental management and environmental awareness of all employees. At the same time, we pay attention to resource recycling, establish a normalized resource recycling mechanism, regularly collect recyclables such as cartons and plastic bottles, and sign long-term cooperation agreements with local professional and compliant recycling stations to ensure stable and reliable recycling channels and promote the secondary use of resources. For electronic waste, including old computers and monitors, we implement a unified registration system and conduct standardized disposal through "trade-in" partners or government-certified professional institutions, to fully implement the requirements for resource recycling and compliant disposal.

Garbage Classification Management Measures

- Strengthen public education by conducting monthly garbage sorting training sessions and regular volunteer activities, implementing the "double hundred" action plan for household waste.
- Configure four-category and two-category rubbish bins and bags with corresponding signs in public areas and arrange for instructors to provide guidance.
- Regularly conduct self-examination and rectification of domestic waste classification.
- Establish a recyclable waste collection system.
- Establish a garbage sorting ledger.



Two-category Rubbish Bins



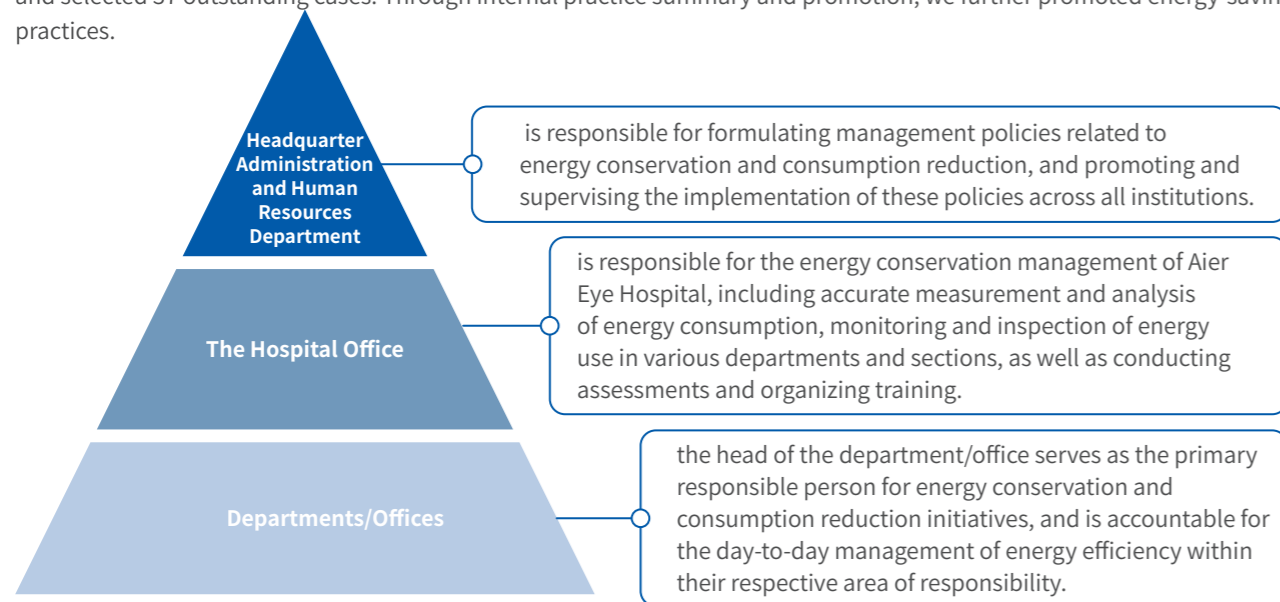
Household Waste Sorting Training

Energy Utilization

With green development as the core orientation, Aier Eye Hospital actively explores diversified energy conservation and consumption reduction paths. By introducing advanced energy-saving technologies and promoting clean energy applications such as solar energy, we continue to optimize the energy structure and improve energy utilization efficiency, strive to build a green and low-carbon modern hospital. We earnestly fulfill our environmental protection responsibilities and contribute to the cause of ecological and environmental protection.

Promote Energy Conservation and Consumption Reduction

Aier Eye Hospital firmly practices the concept of low-carbon development, takes "continuously improving energy efficiency and reducing carbon emissions" as the energy utilization goal, and has built a low-carbon and energy-saving management system with clear rights and responsibilities and full process coverage. We have established a special leading group for energy conservation and consumption reduction, with the president of the Group as the team leader, responsible for coordinating and supervising the energy conservation work. We continuously optimize the energy conservation and consumption reduction management structure, formulate and continuously iterate systems such as the *Aier Eye Hospital Group Energy Conservation and Consumption Reduction Management System* and the *Aier Eye Building Facilities and Equipment Energy Conservation Management Manual*, and clarify the detailed rules and quantitative indicators of energy consumption management. On this basis, we comprehensively reviewed energy usage in all aspects, identify and implement energy-saving improvement opportunities to promote the continuous enhancements of comprehensive energy utilization efficiency. We are committed to integrating green and low-carbon development concepts into medical services and gradually shaping a resource-saving and environmentally friendly operation model. During this year, the Group organized the first case competition of "Cost Reduction and Efficiency improvement", which collected more than 100 cases and selected 37 outstanding cases. Through internal practice summary and promotion, we further promoted energy-saving practices.



Organizational Structure of Energy Conservation and Consumption Reduction

We systematically promote energy conservation and consumption reduction, establish an energy consumption information reporting system and regular analysis mechanism, and timely rectify abnormal energy consumption and emission data. At the management level, each hospital has set up an energy conservation leading group led by the main responsible person to organize training and implement responsibility assessment. At the technical level, we actively apply green building materials, high-efficiency equipment and intelligent supervision system to implement energy-saving design in new renovation and expansion projects. At the behavioral level, we enhanced the energy-saving awareness across the organization through promotional activities, training, and assessments. The implementation of energy conservation and emission reduction measures is ensured by establishing clear regulations and conducting routine inspections. Additionally, we have signed energy management responsibility agreements with hospitals to continuously improve staff awareness and operational compliance. These efforts collectively foster an integrated energy management system that aligns administrative, technological, and behavioral dimensions.

Program Setting

Based on the summary and statistical analysis of the energy consumption of the previous year, we have formulated the Hospital Energy Consumption Plan of this year, and also formulated realistic energy consumption quotas with reference to industry standards and historical data.

Target Assessment

Establish energy-saving targets and evaluation systems and break down those targets and tasks by classes, groups and individuals. Workers in key energy management positions need to sign a letter of responsibility and be strictly assessed.

Technical Upgrading

Increase investment in energy-saving technological transformation, popularize and apply new energy-saving and electricity-saving technologies and equipment, speed up the elimination of high-energy-consuming equipment, recycle various resources such as surplus energy and heat, to realize circular development of hospitals.


Equipment Management

Improve management, maintenance and monitoring of energy-saving equipment, implement sub-metering management of electricity consumption, formulate electricity consumption standards, strengthen monitoring and allocation to timely correct abnormal power consumption.


Publicity Education

Relying on the 6S Management Theme Month activities, we carried out education, training and social practice activities with the theme of energy conservation and consumption reduction, and implemented a reward and punishment system for energy conservation and emission reduction to cultivate good awareness and habits of energy saving among employees.


Energy Conservation and Emission Reduction Management Measures


Energy-saving Air-conditioning System


- We designed HVAC systems based on actual site conditions and thermal load analysis to improve energy efficiency and support emission reduction;
- We implemented air-cooled heat pump units that use ambient air as a thermal source, cutting winter electricity consumption by about two-thirds;
- We upgraded the central air conditioning system to a wastewater-source heat pump to recover and reuse residual heat from industrial wastewater.


Energy-saving Renovation for Buildings

- We install insulation layers and sealing wall gaps in operating room corridors and other areas, which enables a stable indoor temperature and saves energy;
- We install door curtains according to the season, crystal door curtains are installed in summer to prevent wind, mosquito and heat, and cotton door curtains are installed in winter to insulate cold, dust and heat, to improve the medical environment and reduce HVAC energy consumption.


Smart Electricity Solutions

- We adopt a safe and intelligent power consumption monitoring system to monitor line aging or failure problems, aiming to reduce power consumption while ensuring electrical safety. The system can realize automatic early warning and remote control of electrical equipment through management functions such as electricity consumption monitoring, energy consumption ranking and energy consumption monitoring of key equipment, accurately reduce electricity consumption, further improve the energy utilization efficiency of hospitals, and achieve the goal of energy conservation and emission reduction;
- We install intelligent transformations such as smart meters and human body induction switches, quickly locate high energy-consuming links, and achieve accurate control of power consumption and long-term power saving goals, which is expected to reduce power consumption by 15%;
- We regularly maintain and repair central air conditioner and medical equipment, etc. At the same time, through intelligent means, we automatically limit the air conditioner temperature, operation time and make medical equipment automatically enter the low energy standby state if it is not used for 10 minutes. This will keep the equipment in the optimal energy consumption state at all times, which is expected to reduce the overall energy consumption by 3%.


Energy-saving Lighting

- We use energy-saving LED lamps which are powered by direct current. Compared with energy-saving lamps, LED lamps have the characteristics of low voltage and low power consumption, with more comfortable light and only 1/5 of the power consumption of traditional lamps. At Shanghai Aier, we explore the application of intelligent lighting systems to realize energy saving and intelligence of lighting systems through technologies such as infrared sensing, the Internet of Things (IoT), AI intelligence, and big data.

Innovative Energy-saving Designs

Exploring Clean Energy

We vigorously promote the utilization of renewable energy, and formulate construction plans according to local conditions based on the lighting conditions, building structure and electricity demand of each campus. In areas with suitable lighting resources, we install photovoltaic panels on building roofs, carport roofs and other locations, to efficiently convert solar energy into clean electricity for direct use in hospitals, effectively reducing the reliance on external traditional energy, reducing carbon emissions from operations, and helping the Group to build a green and sustainable energy supply system.

In 2025, renewable energy consumption was

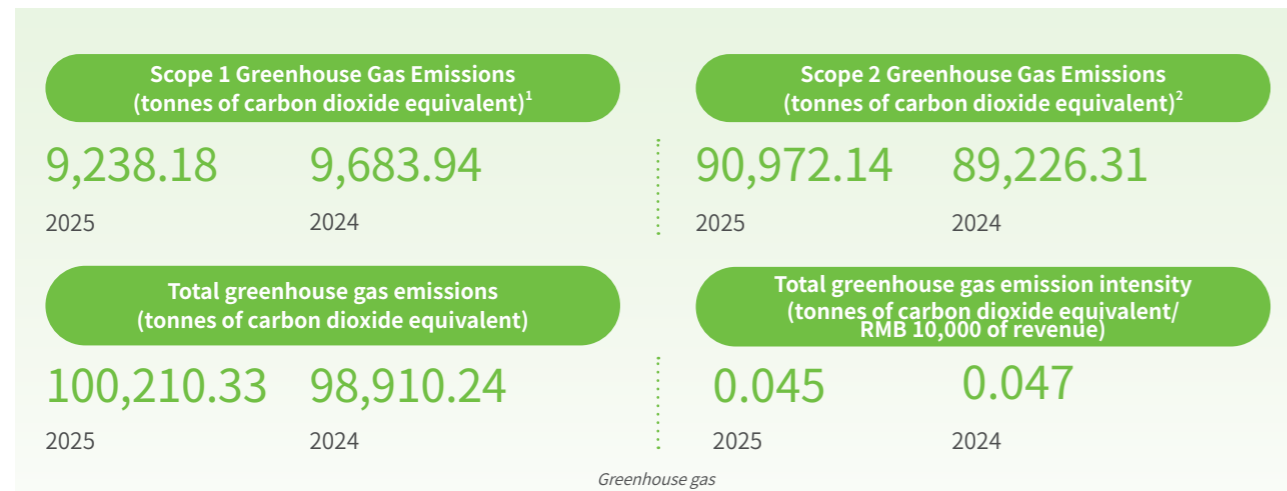
39,098 kWh

Purchased electricity (kWh)	Gas (cubic meters)	Petrol (litres)
171,451,454 2025	903,652 2025	1,829,670 2025
166,321,902 2024	784,779 2024	1,974,705 2024
Diesel (litres)	Comprehensive energy consumption (tonnes of standard coal)	Comprehensive energy consumption intensity (tonnes of standard coal/RMB 10,000 of revenue)
1,190,662 2025	25,631 2025	0.0115 2025
1,331,393 2024	25,184 2024	0.0120 2024

Energy usage

183

184



¹ Scope 1 GHG emissions are calculated based on the consumption of gasoline, diesel and natural gas in accordance with the *Guidelines for Accounting Methods and Reporting of Greenhouse Gas Emissions from Other Industrial Enterprises*.

² Scope 2 greenhouse gas emissions are converted with reference to the latest national average carbon dioxide emission factor for electricity as published by China's Ministry of Ecology and Environment.

Green Office

Aier Eye Hospital promotes green office and actively practices the daily practice of sustainable development concept. We have formulated special internal systems such as the *Office Supplies Management System of Aier Eye Hospital Group* and the *Energy Conservation and Consumption Reduction Management System of Aier Eye Hospital Group* to standardize and manage the whole process of procurement, use and recycling of office supplies. At the same time, we clarify refined control requirements for key links such as hospital water and electricity consumption and equipment operation and maintenance, providing standardized institutional support for the implementation of the Group's green office system.

In our daily operations, we deploy professional environmental protection equipment and technologies to ensure that the discharge of medical wastewater and exhaust gas meets the standards. Through refined management measures, we optimize energy and resource utilization processes to reduce consumption and increase efficiency, creating a healthy, comfortable, and environmentally friendly medical service environment. We make full use of digital technology to build an efficient and intelligent digital platform, and explicitly require our subordinate medical institutions to report environmental data such as energy consumption, sewage and waste management every quarter. We analyze the energy consumption level, sewage treatment effectiveness, and waste management status of each institution to improve environmental management efficiency. This year, we updated and improved the management system of water and electricity, office supplies and public buses, further strengthened supervision and implementation, guided employees to develop saving habits, and created an energy-saving, low-carbon and environmentally friendly office environment.

Electricity-saving Measures

- Turn off office electric equipment such as computers, printers, photocopiers, or others if they are not in use, and pull the plugs;
- Make full use of natural light, turn on and off the lighting as required. To reduce electricity consumption, the lights in the office area should be turned off when employees leave the office for a long time or get off work;
- Use air conditioners and electrical equipment reasonably with the indoor temperature not lower than 24-26°C in summer, and not higher than 20-22°C in winter. Minimize the frequency of opening doors and windows if air conditioner is on, enable instant-on mode on air conditioners in conference rooms. All electrical appliances should be turned off when not in use;
- Minimize elevator use and advocate employees to take the stairs within three floors, and use elevators only under certain conditions.

Management of Office Supplies

- Give priority to procurement and equipping with low-energy, environmentally friendly and high-quality office equipment;
- Advocate for the repair and reuse of old items, as well as the exploration of potential efficiency improvements, to promote the circular utilization and sharing of office equipment;
- Implement paperless office, reduce printing of paper documents. Rely on the automated office (OA) system to realize the online circulation of the whole process of document drafting, modification, circulation and approval. For documents that must be printed, prioritize double-sided printing, which is expected to save 30% of paper;
- Refine the production of printed materials, establish a pre-application and approval mechanism for printed materials to avoid waste;
- Reuse office supplies such as file bags and file bags to save office consumables;
- Make an annual budget for office supplies, and purchase them in reasonable quantities based on actual consumption.

Management of Corporate Vehicle Measures

- Strengthen the management of corporate vehicles, strictly implement the vehicle dispatch registration system, and strictly prohibit the private use of corporate vehicles and the illegal loan of corporate vehicles;
- Try carpooling, if possible, for business travels and advocate green travel for short trips to reduce the use of vehicles;
- Standardize the driving operation of corporate vehicles, advocate scientific fuel-saving driving habits, and reduce abnormal wear and tear of vehicle components;
- All vehicles are maintained, insured, and serviced at designated locations under a centralized management system. Fuel consumption quotas are scientifically determined for each vehicle, effectively reducing fuel usage. This initiative is projected to achieve an annual reduction in fuel consumption of 15%.

Aier Eye Hospital integrates the promotion of energy conservation, consumption reduction and green concepts into daily management practices. Leaders serve as demonstrations, lead the energy-saving trend with practical actions. We regularly organized professional energy saving training and diversified environmental protection themed activities to enhance employees' awareness and participation. We also issued an initiative on energy conservation and consumption reduction to all employees, clarifying daily behavioral guidelines such as water saving and electricity saving, and advocating green office habits. To further promote the implementation of the concept, we encourage hospitals to incorporate green office performance into management and employee assessment, establish a points evaluation mechanism, and encourage all employees to transform their environmental awareness into conscious actions by carrying out the selection of "Green Office Pacesetter" and setting up "Energy Saving Red and Black List". This year, the Group launched a green office initiative and held its first Administrative Management Case Competition. These efforts promoted green commuting and efficient resource utilization, continuously fostering a low-carbon culture with participation from all employees.

Protecting Ecosystems

Aier Eye Hospital attaches great importance to the impact of its own operations on ecosystems and biodiversity and fully integrates ecological protection into the whole process of environmental management. We strictly abide by the ecological protection red line and relevant laws and regulations, with no illegal production or operational activities within ecological protection zones, and all relevant facilities are disposed of in a standardized manner. We utilize the campus and surrounding key ecological functional areas for planting greening to optimize the campus ecology and enhance regional ecological resilience. In addition, by adopting environmentally friendly materials and optimizing the energy structure, we reduce the life-cycle ecological impact of our products and realize the coordinated development of medical services and ecological protection. During the reporting period, the Group received no major administrative punishments from ecological and environmental departments or criminal liabilities for environmental incidents.

Appendix

Key Performance Indicators

Environmental Key Performance Indicators¹

Indicator	Unit	2025	2024
GHG Emissions			
Total GHG emissions ²	tCO ₂ e	100,210.33	98,910.24
GHG emissions intensity	tCO ₂ e/RMB10,000 revenue	0.045	0.047
Scope 1 GHG emissions ³	tCO ₂ e	9,238.18	9,683.94
Scope 2 GHG emissions ⁴	tCO ₂ e	90,972.14	89,226.31
Energy Consumption			
Comprehensive energy consumption ⁵	tce	25,631	25,184
Comprehensive energy intensity	tce/RMB10,000 revenue	0.0115	0.0120
Purchased electricity	KWh	171,451,454	166,321,902
Gas	m ³	903,652	784,779
Gasoline	litre	1,829,670	1,974,705
Diesel	litre	1,190,662	1,331,393
Renewable energy consumption (Photovoltaic)	KWh	39,098	41,045
Proportion of renewable energy	%	0.02	0.02
Waste Emissions			
Total wastewater discharge	tonne	1,621,675	1,838,792
Total hazardous waste generation ⁶	tonne	1,340	3,046
Hazardous waste intensity	kg/RMB10,000 revenue	0.60	1.45
Total non-hazardous waste generation ⁷	tonne	8,387	9,721
Non-hazardous waste intensity	kg/RMB10,000 revenue	3.75	4.63

Indicator	Unit	2025	2024
Pollutant Emissions			
Medical wastewater	tonne	1,512,078	1,520,569
Water Resources Consumption			
Municipal water supply	tonne	1,621,675	1,838,792
Water consumption intensity	tonne/RMB10,000 revenue	0.73	0.88

Description of environmental key performance indicators:

¹ The environmental KPIs cover Aier Eye Hospital Group Company Limited and Aier Eye Hospital's operating subsidiaries in the People's Republic of China.

² Total GHG emissions = Scope 1 GHG emissions + Scope 2 GHG emissions.

³ Scope 1 GHG emissions are calculated in accordance with the Guidelines for Accounting and Reporting Greenhouse Gas Emissions for Other Industrial Enterprises and are converted from gasoline, diesel and natural gas consumption.

⁴ Scope 2 GHG emissions are the GHG emissions from electricity purchased by the grid, converted with reference to the latest national grid average emission factors published by the Ministry of Ecology and Environment of China.

⁵ Comprehensive energy consumption is calculated in accordance with the General Rules for Calculation of the Comprehensive Energy Consumption (GB/T 2589-2020).

⁶ The main hazardous waste generated is medical waste.

⁷ The total discharge of non-hazardous waste mainly consists of the generation of office and domestic waste, and food waste, which are regularly collected and transported by third-party professional organizations.

Social Key Performance Indicators

☉ Employment

Unit	Unit	2025
Total number of employees	Person	42,817
By Gender	Male	9,364
	Female	33,453
By Position Level	Senior management	66
	Middle management	4,479
	General employees	38,272
By Age	Aged 30 or below	12,644
	Aged 30 to 39	18,781
	Aged 40 to 49	8,090
	Aged 50 or above	3,302
By Geographical Region	Chinese Mainland	40,460
	Hong Kong, Macao and Taiwan areas	119
	Overseas	2,238
By Ethnic Group	Han	90.8
	Zhuang	1.4
	Tujia	1.3
	Manchu	1.1
	Uygur	0.8
	Hui	0.7
	Miao	0.6
	Yi	0.5

Unit	Unit	2025
By Ethnic Group	Mongolian	0.3
	Bai	0.2
	Tibetan	0.2
	Yao	0.2
	Dong	0.1
	Korean	0.1
	Hani	0.1
	Tu	0.1
	Buyi	0.1
	Dai	0.1
Other ethnic groups	1.3	
By Employee Category	Health technicians	28,145
	Health education employees	7,294
	Management personnel	4,581
	Finance employees	2,797

☉ Average Years Employed

Indicator	Unit	2025	2024	2023	2022	
Average years employed for employees	Male	Year	6.3	5.5	5.1	4.7
	Female	Year	6.0	5.3	4.6	4.5

◎ Newly Hired Employees

Indicator	Unit	2025	2024	2023	2022
Total number of newly hired employees	Person	2,300	4,226	8,899	8,720
By Gender	Male	549	1,025	2,264	2,162
	Female	1,751	3,201	6,635	6,558
By Age	Aged 30 or below	1,375	2,677	5,704	4,759
	Aged 30 to 39	624	1,097	1,978	2,413
	Aged 40 to 49	252	252	704	975
	Aged 50 or above	49	200	513	573
By Position Level	Senior management	0	0	1	0
	Middle management	103	285	31	61
	General employees	2,197	3,941	8,867	8,659
By Nationality	Chinese Mainland	2,300	4,046	8,506	8,306
	Hong Kong, Macao and Taiwan areas	0	21	40	90
	Overseas	0	159	353	324
Percentage of open positions filled by internal candidates	%	47.4	44.2	43.8	/

◎ Employee Turnover

Indicator	Unit	2025	2024	2023
Employee turnover rate	%	11.9	11.8	12.4
Voluntary employee turnover rate	%	8.3	10.4	12.3
By Gender	Male	14.8	13.3	13.7
	Female	11.0	10.2	12.1
By Age	Aged 30 or below	16.5	16.2	16.5
	Aged 30 to 39	9.4	10.5	10.8
	Aged 40 to 49	7.5	7.2	7.6
	Aged 50 or above	17.7	10.6	21.1
By Position Level	Senior management	0	0	0
	Middle management	6.6	4.3	5.1
	General employees	12.5	12.7	13.4

◎ Employee Turnover

Indicator	Unit	2025	2024	2023	
By Nationality	Chinese Mainland	%	11.9	11.4	12.3
	Hong Kong, Macao and Taiwan areas	%	/	12.1	13.1
	Overseas	%	/	10.8	10.1

◎ Diversity, Equality and Inclusion

Indicator	Unit	2025
Share of female employees	%	78
Share of female employees in all management positions	%	64
Share of female employees in junior management positions	%	60
Share of female employees in senior management positions at the level of deputy director and above	%	42
Share of female employees in management positions in revenue-generating functions	%	54
Share of female employees in STEM-related positions	%	72
Total number of employees in senior management at the level of deputy director and above	Person	66
Total number of female employees in senior management at the level of deputy director and above	Person	28

◎ Training and Development

Indicator	Unit	2025	
Total training hours for employees	Hour	852,636	
Average training hours per employee	Hour/Person	19.91	
Total number of employees receiving training	Person	42,817	
By Gender	Male	Person	9,364
	Female	Person	33,453
By Position Level	Senior Management	Person	66
	Middle Management	Person	4,479
	General employees	Person	38,272

◎ Training and Development

Indicator	Unit	2025	
By Age	Aged 30 or below	Person	12,644
	Aged 30 to 39	Person	18,781
	Aged 40 to 49	Person	8,090
	Aged 50 or above	Person	3,302
By Nationality	Chinese Mainland	Person	40,460
	Hong Kong, Macao and Taiwan areas	Person	119
	Overseas	Person	2,238
Person-times of receiving training	Person-times	482,164	
By Training Category	Medical treatment	Person-times	212,752
	Nursing	Person-times	103,595
	Functional specialities	Person-times	47,922
	Medical technology	Person-times	85,482
	Operation	Person-times	9,102
	Management	Person-times	21,636
	Comprehensive quality	Person-times	858
	Others	Person-times	817

◎ Employee Satisfaction

Indicator	Unit	2025	2024	2023	2022	
Employee satisfaction and engagement survey	Employee satisfaction and engagement score	Score	88	86.5	83.5	83
	Proportion of employees who responded to the employee satisfaction and engagement survey	%	100	100	100	100

◎ Employee health and safety

Indicator	Unit	2025
The investment amount for industrial injury insurance and production safety liability insurance	RMB	10,830,000
The coverage rate of industrial injury insurance and production safety liability insurance	%	100

GRI Reference

Disclosure number	Disclosure title	Chapter
General disclosure		
GRI 2: The Organization and its Reporting Practices		
GRI 2-1	Organizational details	About the Report Company Profile
GRI 2-2	Entities included in the organization's sustainability reporting	About the Report Key Performance Indicators
GRI 2-3	Reporting period, frequency and contact point	About the Report
GRI 2-4	Restatements of information	Key Performance Indicators
GRI 2-5	External assurance	/
GRI 2: Activities and Workers		
GRI 2-6	Activities, value chain, and other business relationships	Company Profile
GRI 2-7	Employees	Building a Positive Workplace Environment
GRI 2-8	Workers who are not employees	Building a Resilient Supply Chain
GRI 2: Governance		
GRI 2-9	Governance structure and composition	Building a Solid Foundation for Compliance
GRI 2-10	Nomination and selection of the highest governance body	Building a Solid Foundation for Compliance
GRI 2-11	Chair of the highest governance body	Building a Solid Foundation for Compliance
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	Building a Solid Foundation for Compliance
GRI 2-13	Delegation of responsibility for managing impacts	Building a Solid Foundation for Compliance
GRI 2-14	Role of the highest governance body in sustainability reporting	Sustainability Governance Structure
GRI 2-15	Conflicts of interest	Stakeholder Engagement
GRI 2-16	Communication of critical concerns	Stakeholder Engagement
GRI 2-17	Collective knowledge of the highest governance body	Building a Solid Foundation for Compliance
GRI 2-18	Evaluation of the performance of the highest governance body	Building a Solid Foundation for Compliance
GRI 2-19	Remuneration policies	Building a Positive Workplace Environment
GRI 2-20	Process to determine remuneration	Building a Positive Workplace Environment
GRI 2-21	Annual total compensation ratio	Building a Positive Workplace Environment

Disclosure number	Disclosure title	Chapter
GRI 2: Strategy, Policies and Practices		
GRI 2-22	Statement on sustainable development strategy	Aier's Sustainable Development Goals
GRI 2-23	Policy commitments	Aier's Sustainable Development Goals
GRI 2-24	Embedding policy commitments	Aier's Sustainable Development Goals
GRI 2-25	Process to remediate negative impacts	Stakeholder Engagement
GRI 2-26	Mechanisms for seeking advice and raising concerns	Stakeholder Engagement
GRI 2-27	Compliance with laws and regulations	Building a Positive Workplace Environment
GRI 2-28	Membership associations	Driving Industry Progress
GRI 2: Stakeholder Engagement		
GRI 2-29	Approach to stakeholder engagement	Stakeholder Engagement
GRI 2-30	Collective bargaining agreements	Building a Positive Workplace Environment
GRI 3: Material Topics		
GRI 3-1	Process to determine material topics	Double Materiality Assessment
GRI 3-2	List of material topics	Double Materiality Assessment
GRI 3-3	Management of material topics	Double Materiality Assessment
Economy		
GRI 201: Economic Performance		
	Management approach disclosures	Adhering to the Principles of Integrity and Compliance
GRI 201-1	Direct economic value generated and distributed	Adhering to the Principles of Integrity and Compliance
GRI 201-2	Financial implications and other risks and opportunities due to climate change	Addressing Climate Change
GRI 201-3	Defined benefit plan obligations and other retirement plans	Building a Positive Workplace Environment
GRI 203: Indirect Economic Impacts		
	Management approach disclosures	Adhering to Our Public Welfare Journey Supporting Rural Revitalization Promoting Eye Health Public Welfare Building a Global Health Community Encouraging Employee Voluntary Activities
GRI 203-1	Infrastructure investments and services supported	Supporting Rural Revitalization Promoting Eye Health Public Welfare Building a Global Health Community Encouraging Employee Voluntary Activities
GRI 203-2	Significant indirect economic impacts	Supporting Rural Revitalization Promoting Eye Health Public Welfare Building a Global Health Community Encouraging Employee Voluntary Activities
GRI 205: Anti-corruption		
	Management approach disclosures	Adhering to Business Ethics
GRI 205-1	Operations assessed for risks related to corruption	Adhering to Business Ethics
GRI 205-2	Communication and training about anticorruption policies and procedures	Adhering to Business Ethics
GRI 205-3	Confirmed incidents of corruption and actions taken	Adhering to Business Ethics

Disclosure number	Disclosure title	Chapter
GRI 206: Anti-competitive Behavior		
	Management approach disclosures	Adhering to Business Ethics
GRI 206-1	Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Adhering to Business Ethics
Environmental		
GRI 101: Biodiversity		
	Management approach disclosures	Protecting Ecosystems
GRI 101-1	Policies to halt and reverse biodiversity loss	Protecting Ecosystems
GRI 101-2	Management of biodiversity impacts	Protecting Ecosystems
GRI 101-3	Access and benefit-sharing	Protecting Ecosystems
GRI 301: Materials		
	Management approach disclosures	Practicing Green Operations
GRI 301-2	Recycled input materials used	Practicing Green Operations
GRI 301-3	Reclaimed products and their packaging materials	During the Year, Aier Eye Hospital had no reclaimed products and packaging materials
GRI 302: Energy		
	Management approach disclosures	Practicing Green Operations
GRI 302-1	Energy consumption within the organization	Practicing Green Operations
GRI 302-3	Energy intensity	Practicing Green Operations
GRI 302-4	Reduction of energy consumption	Practicing Green Operations
GRI 302-5	Reductions in energy requirements of products and services	Practicing Green Operations
GRI 303: Water and Effluents		
	Management approach disclosures	Practicing Green Operations
GRI 303-1	Interactions with water	Practicing Green Operations
GRI 303-2	Management of water discharge-related impacts	Practicing Green Operations
GRI 303-3	Water withdrawal	Practicing Green Operations
GRI 303-4	Water discharge	Practicing Green Operations
GRI 303-5	Water consumption	Practicing Green Operations
GRI 305: Emissions		
	Management approach disclosures	Practicing Green Operations
GRI 305-1	Direct (Scope 1) GHG emissions	Practicing Green Operations
GRI 305-2	Energy indirect (Scope 2) GHG emissions	Practicing Green Operations
GRI 305-4	GHG emissions intensity	Practicing Green Operations
GRI 305-5	Reduction of GHG emissions	Practicing Green Operations

Disclosure number	Disclosure title	Chapter
GRI 305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	During the Year, Aier Eye Hospital had no exhaust emissions
GRI 306: Waste		
Management approach disclosure		Practicing Green Operations
GRI 306-1	Waste generation and significant impacts	Practicing Green Operations
GRI 306-2	Management of significant waste-related impacts	Practicing Green Operations
GRI 306-3	Waste generated	Practicing Green Operations
GRI 306-4	Waste diverted from disposal	Practicing Green Operations
GRI 306-5	Waste diverted to disposal	Practicing Green Operations
GRI 308: Supplier Environmental Assessment		
Management approach disclosures		Building a Resilient Supply Chain
GRI 308-1	New suppliers that were screened using environmental criteria	Building a Resilient Supply Chain
GRI 308-2	Negative environmental impacts in the supply chain and actions	Building a Resilient Supply Chain
Social		
GRI 401: Employment		
Management approach disclosures		Building a Positive Workplace Environment
GRI 401-1	New employee hires and employee turnover	Building a Positive Workplace Environment
GRI 401-2	Benefits provided to full-time employees	Building a Positive Workplace Environment
GRI 401-3	Parental leave	Building a Positive Workplace Environment
GRI 402: Labor/Management Relations		
Management approach disclosures		Building a Positive Workplace Environment
GRI 403: Occupation health and safety		
Management approach disclosures		Protecting the Physical and Mental Health of Employees
GRI 403-1	Occupational health and safety management system	Protecting the Physical and Mental Health of Employees
GRI 403-2	Hazard identification, risk assessment, and incident investigation	Protecting the Physical and Mental Health of Employees
GRI 403-3	Occupational health services	Protecting the Physical and Mental Health of Employees
GRI 403-4	Worker participation, consultation, and communication on occupational health and safety	Protecting the Physical and Mental Health of Employees
GRI 403-5	Worker training on occupational health and safety	Protecting the Physical and Mental Health of Employees
GRI 403-6	Promotion of worker health	Protecting the Physical and Mental Health of Employees
GRI 403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Protecting the Physical and Mental Health of Employees

Disclosure number	Disclosure title	Chapter
GRI 403-8	Workers covered by an occupational health and safety management system	Protecting the Physical and Mental Health of Employees
GRI 403-9	Work-related injuries	Protecting the Physical and Mental Health of Employees
GRI 403-10	Work-related ill health	Protecting the Physical and Mental Health of Employees
GRI 404: Training and Education		
Management approach disclosures		Consolidating the Talent Development System
GRI 404-1	Average hours of training per year per employee	Consolidating the Talent Development System
GRI 404-2	Programs for upgrading employee skills and transition assistance programs	Consolidating the Talent Development System
GRI 404-3	Percentage of employees receiving regular performance and career development reviews	Consolidating the Talent Development System
GRI 405: Diversity and Equal Opportunity		
Management approach disclosures		Building a Positive Workplace Environment
GRI 405-1	Diversity of governance bodies and employees	Building a Positive Workplace Environment
GRI 405-2	Ratio of basic salary and remuneration of women to men	Building a Positive Workplace Environment
GRI 406: Non-discrimination		
Management approach disclosures		Building a Positive Workplace Environment
GRI 406-1	Incidents of discrimination and corrective actions taken	Building a Positive Workplace Environment
GRI 407: Freedom of Association and Collective Bargaining		
Management approach disclosures		Building a Positive Workplace Environment
GRI 407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	During the Year, Aier Eye Hospital had no operations and suppliers in which the right to freedom of association and collective bargaining may be at risk
GRI 408: Child Labor		
Management approach disclosures		Building a Positive Workplace Environment
GRI 408-1	Operations and suppliers at significant risk for incidents of child labor	During the Year, Aier Eye Hospital had no operations and suppliers at significant risk for incidents of child labor
GRI 409: Forced or Compulsory Labor		
Management approach disclosures		Building a Positive Workplace Environment
GRI 409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labor	During the Year, Aier Eye Hospital had no operations and suppliers at significant risk for incidents of forced or compulsory labor

Disclosure number	Disclosure title	Chapter
GRI 413: Local Communities		
Management approach disclosures		Transmitting Bright Warmth and Taking Social Responsibility
GRI 413-1	Operations with local community engagement, impact assessments, and development programs	Supporting Rural Revitalization Promoting Eye Health Public Welfare Building a Global Health Community Encouraging Employee Voluntary Activities
GRI 413-2	Operations with significant actual and potential negative impacts on local communities	During the Year, Aier Eye Hospital had no operations with significant actual and potential negative impacts on local communities
GRI 414: Supplier Social Assessment		
Management approach disclosures		Building a Resilient Supply Chain
GRI 414-1	New suppliers that were screened using social criteria	Building a Resilient Supply Chain
GRI 414-2	Negative social impacts in the supply chain and actions taken	Building a Resilient Supply Chain
GRI 416: Customer Health and Safety		
Management approach disclosures		Adhering to the Origin of Medical Care and Protect the Bright Vision
GRI 416-1	Assessment of the health and safety impacts of product and service categories	Ensuring Quality and Safety Providing High-Quality Medical Service
GRI 416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	During the Year, Aier Eye Hospital had no incidents of non-compliance concerning the health and safety impacts of products and services

Disclosure number	Disclosure title	Chapter
GRI 417: Marketing and Labeling		
Management approach disclosures		Providing High-Quality Medical Service
GRI 417-1	Requirements for product and service information and labeling	Providing High-Quality Medical Service
GRI 417-2	Incidents of non-compliance concerning product and service information and labeling	During the Year, Aier Eye Hospital had no incidents of non-compliance concerning product and service information and labeling
GRI 417-3	Incidents of non-compliance concerning marketing	During the Year, Aier Eye Hospital had no incidents of non-compliance concerning marketing
GRI 418: Customer Privacy		
Management approach disclosures		Providing High-Quality Medical Service
GRI 418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	During the Year, Aier Eye Hospital had no substantiated complaints concerning breaches of customer privacy and losses of customer data

SZSE Guidelines Reference

SZSE Guidelines (For Trial Implementation)	Location/Explanation
Disclosure requirements	Chapter
Climate response	Addressing Climate Change
Pollutant discharge	Practicing Green Operations
Waste disposal	Practicing Green Operations
Ecosystem and biodiversity protection	Protecting Ecosystems
Environmental compliance management	Practicing Green Operations
Energy utilization	Practicing Green Operations
Water resources utilization	Practicing Green Operations
Circular economy	Practicing Green Operations
Rural revitalization	Supporting Rural Revitalization
Social contributions	Supporting Rural Revitalization Promoting Eye Health Public Welfare Building a Global Health Community Encouraging Employee Voluntary Activities
Innovation-Driven	Consolidating Innovation Capabilities
Ethics of science and technology	Consolidating Innovation Capabilities

SZSE Guidelines (For Trial Implementation)	Location/Explanation
Disclosure requirements	Chapter
Supply chain security	Building a Resilient Supply Chain
Equal treatment of Small and Medium-Sized Enterprises (SMEs)	During the reporting period, the Group fulfilled its obligation to disclose information on overdue payments to SMEs through the National Enterprise Credit Information Publicity System as required. No overdue payments to SMEs occurred.
Product and service safety and quality	Ensuring Quality and Safety Providing High-Quality Medical Service
Data security and customer privacy protection	Providing High-Quality Medical Service
Employees	Building a Positive Workplace Environment Consolidating the Talent Development System Protecting the Physical and Mental Health of Employees Building Employee Engagement Platform
Due diligence	Building a Positive Workplace Environment
Stakeholder engagement	Stakeholder Engagement
Anti-commercial bribery and anti-corruption	Adhering to Business Ethics
Fair competition	Adhering to Business Ethics



Changsha, Hunan, China

2025 Sustainability Report



Aier Eye WeChat
Official Account



Aier Eye Investor Relations
WeChat Account