

# 2024 Sustainability And ESG Report

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INTOCARE MEDICAL TECHNOLOGY

# CONTENTS

<b>Message from GM</b>	3	<b>Green IntoCare</b>	13	<b>Governance And Compliance</b>	44
		• <i>Climate Concerns &amp; Green Action</i>	14	• <i>Strengthen Governance &amp; Stable Operation</i>	45
<b>About the Report</b>	4	• <i>Environmental Protection &amp; Green Operation</i>	18	• <i>Patent Protection &amp; Knowledge Dissemination</i>	47
				• <i>Data Security &amp; Privacy Protection</i>	48
<b>About IntoCare</b>	5	<b>Social Responsibility And Cooperation</b>	26	<b>key Performance And GRI Standards</b>	49
		• <i>Value Creation &amp; Leading Innovation</i>	27	• <i>key Performance</i>	50
<b>Sustainability Management</b>	8	• <i>Value Delivery &amp; New Quality Production</i>	31	• <i>Index of GRI Standards</i>	54
		• <i>Employee Care &amp; Talent Empowerment</i>	38		



# Message From The GM

Comprehensively practicing ESG and promoting sustainable development has become a global consensus, and it is also a necessary path for enterprises to achieve long-term value. IntoCare firmly believes that the mission of the healthcare industry is not only to cure diseases, but also to safeguard the sustainable development of humanity and the planet. As an innovation driven medical technology enterprise, we deeply understand that the development of every product and the improvement of every service are closely related to global health and environmental responsibility.

**Sustainable development is our core strategy.** We are committed to integrating green concepts into the entire product lifecycle——From R&D, production and manufacturing to clinical application.

- **Climate Focus:** By applying clean energy, we take concrete actions to respond to the "Dual carbon" goals and contribute to global climate action.
- **Green Medical:** Reduce medical waste through innovative technologies and promote the application of biodegradable materials to lower the carbon footprint of medical products;
- **Accurate and efficient:** Develop and provide more precise and efficient medical solutions to reduce resource waste and improve patient treatment outcomes;
- **Responsible Supply Chain:** Collaborate with partners to build a sustainable supply chain to ensure that raw material procurement and production processes comply with environmental protection and social responsibility standards.

**Using the power of technology to fulfill social responsibility.** We not only focus on the product itself, but also on medical equity and health accessibility:

- Benefit remote areas with high-quality medical resources through public welfare projects;
- Continuously investing in R&D to reduce healthcare costs and enable more people to access affordable innovative healthcare;
- Caring for employee growth and creating a diverse, inclusive, and healthy work environment.

**The essence of healthcare is 'Cure', while the essence of sustainable development is 'continuity'.** IntoCare is willing to work with global partners to gain insights into innovation with care. Protecting life with technology. Shaping the future with responsibility. Let health and green develop together.

GM of IntoCare Medical  
Technology

**Eva Zhang**



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# About The Report

## Report background

The Sustainability & ESG Report 2024 of IntoCare (hereinafter "the Report") is the second sustainability report issued by IntoCare Medical Technology( SuZhou )Co., Ltd. (hereinafter "IntoCare" or "The Company" or "We"). The Report is based on the principles of objectivity, standardization, transparency, comprehensiveness and materiality to disclose in detail our practices and performance in various fields of corporate social responsibility such as environment, society and corporate governance in 2024.

## Reporting boundary

The Report is an annual report covering the Company's achievements in sustainability from January 1, 2024 to December 31, 2024. In order to enhance the comparability and completeness of the contents of the Report, some contents are retroactive to previous years, as appropriate.

The information, data, and cases in the report mainly come from the 2024 company Management Review Report, Official Documents, Internal Relevant Statistics, and Financial Report.

The Company commits to supervising the content of the Report and ensuring that it does not contain any false presentations or misleading statements, and is responsible for the authenticity, accuracy and completeness of the content.

## Reporting standards

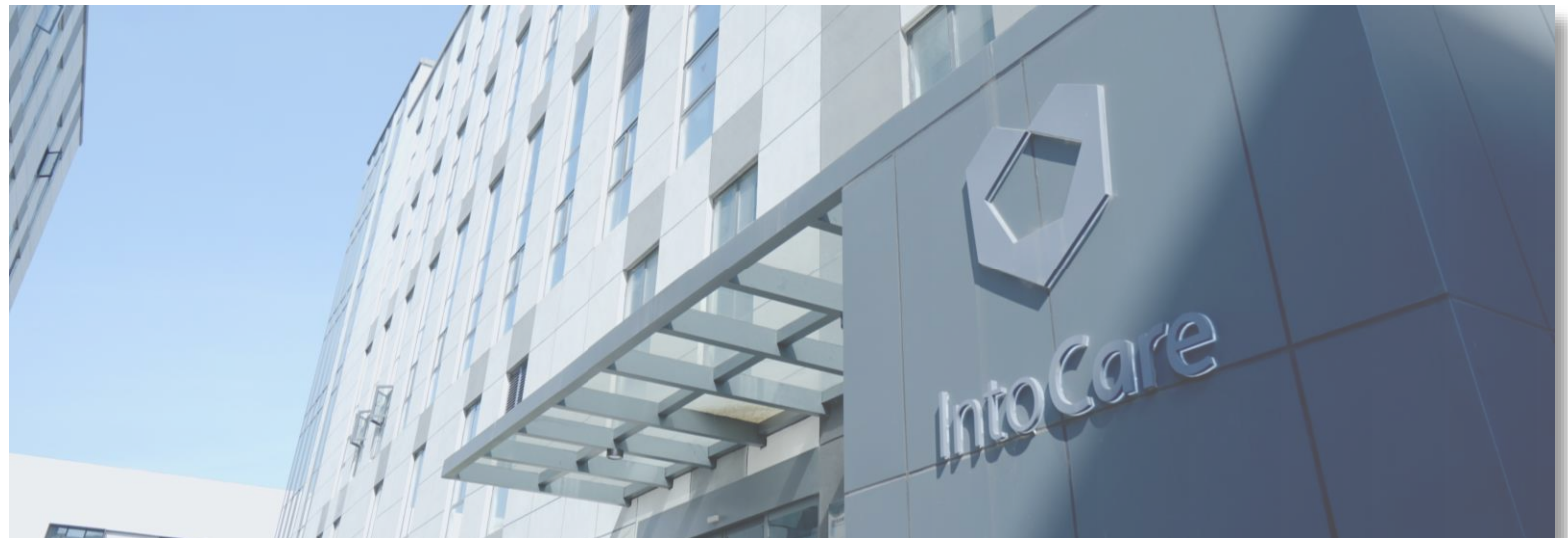
The Report is prepared mainly based on the Global Reporting Initiative (GRI) Reporting Standards (hereinafter "GRI Standards") and the United Nations Sustainable Development Goals (SDGs) Compass to continuously improve the disclosure transparency of the Report and to respond to the information needs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

## Access to the report

The soft copy of the Report is available on the Company's website ([www.intocare.com](http://www.intocare.com)).

The report is released in both Chinese and English in May 2025. In case of any discrepancies in the text, the Chinese version shall prevail.

You are welcome to email us at [cloud.wang@intocare.com](mailto:cloud.wang@intocare.com) about the Report or provide suggestions thereon.



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# About IntoCare

## Company Profile

Founded in 2015, IntoCare is a global high-tech company focused on the development, manufacturing, and commercialization of cutting-edge surgical devices.

The company is headquartered in Suzhou, another one manufacture site in Changsha, one trading office in HK, and one warehouse in Netherlands.

IntoCare are driven by independent research and innovation, and we are the world's first medical technology company to launch a full range of intelligent powered stapler products. The full range of our E-Stapling™ intelligent powered drive platform's is currently the only powered stapler product in China that has obtained the domestic NMPA Class III certification and the EU CE dual certification.

IntoCare is dedicated to establishing our reputation and taking a leadership role in improving the quality of healthcare via products that are innovative and provide improved clinical, environmental protect and cost benefit outcomes for all stakeholders supporting the entire patient care continuum.



### Mission

Transforming Patient Care through Insight and Innovation



### Vision

Taking and maintaining a leadership role in improving the quality of healthcare and contributing to the entire patient care continuum



### Value

Excellence, Respect, Integrity and Cooperation



**Powered Stapling Platform with E-stapling™ Technology**

- Fully powered control, easy and effortless to achieve better results
- IPC intelligent system ensures safe and convenient operation
- Compatibility platform, modular "green" stapling



**Central Powered Intelligent Stapling Platform**

- Innovation, intelligent all powered design
- Intelligence, comprehensive guarantee of worry-free stapling
- Guarding, platform-based innovation reduces the burden of environmental protection



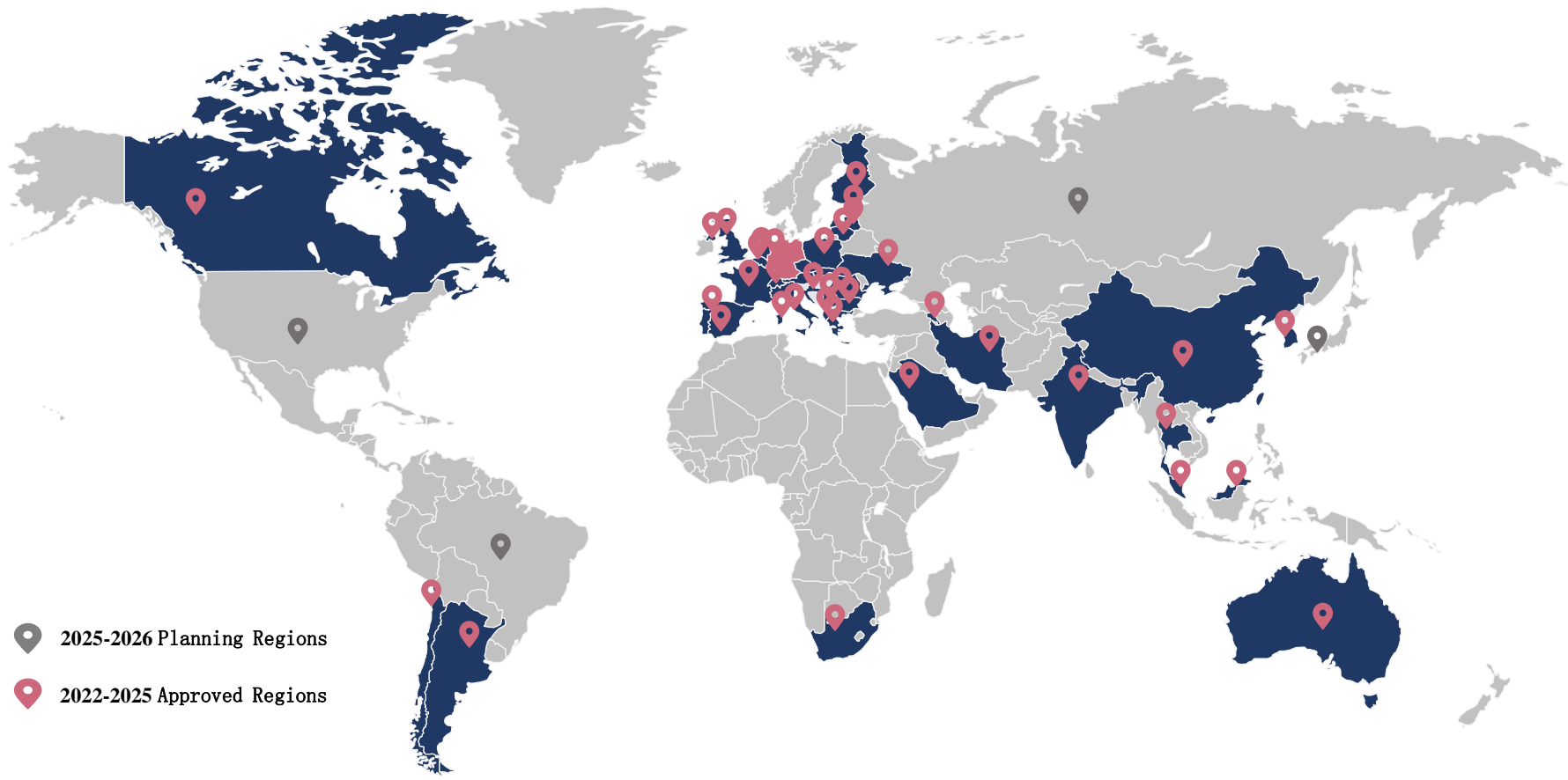
**Disposable Ligation clip**

- Adaptive positioning conveyor to avoid jamming and dropping
- Continuous and flexible clamping to improve surgical efficiency
- Safe and stable ligation, no impact on postoperative examination

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# About IntoCare

## Company Profile



**40+**

International /Regional Access

**66.88%**

Revenue growth

IntoCare is committed to providing comprehensive medical solutions for healthcare professionals worldwide. We actively collaborates with numerous top hospitals both domestically and internationally, and our products have received widespread praise from clinical doctors in the industry. The competitiveness of our products has reached a par with international giants such as Johnson & Johnson and Medtronic.

IntoCare has obtained access to over 40 major countries and regions, with main sales markets including China, Asia Pacific, EU, Canada, and Australia.

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# About IntoCare

## Company Honors

In 2024, IntCare actively invested in sustainable development and achieved multiple honors.

<ul style="list-style-type: none"> <li>• GB/T 29490 Intellectual Property Management System Approved</li> </ul>		<ul style="list-style-type: none"> <li>• Suzhou Industrial Park Biomedical and Big Health Industry Service Enterprise Certification</li> </ul>	<ul style="list-style-type: none"> <li>• 2024 Jiangsu Province Quality Credit A-level</li> <li>• Excellent Domestic Medical Equipment Product List -10<sup>th</sup> Batch of 2024</li> </ul>
<ul style="list-style-type: none"> <li>• The Third Batch of Intellectual Property Strong Enterprises Cultivation Project in Suzhou: Growth oriented, Advantageous, and Leading Enterprise</li> </ul>		<ul style="list-style-type: none"> <li>• 2024 International Green Zero Carbon Award "Green Intelligent Manufacturing Example Award"</li> <li>• 2024 "ESG Influential Figure Award"</li> </ul>	<ul style="list-style-type: none"> <li>• 2024 Green Factory</li> <li>• 2024 Jiangsu Province Private Technology Enterprise</li> <li>• Jiangsu Province technology-based MSMEs List – 1<sup>st</sup> Batch of 2024</li> </ul>

The main honors obtained include: "Jiangsu Province High and New Tech Enterprise", "Jiangsu Province Specialized and Innovative Minor Enterprise", "Jiangsu Province Private Technology Enterprise", "Suzhou Unicorn Cultivation Enterprise", "Suzhou Engineering Technology Research Center", "Suzhou Intellectual Property Strong Enterprises Cultivation Project: Growth oriented, Advantageous, and Leading Enterprise", "Green Factory" etc.

IntoCare have been shortlisted for the first Global Award Top 20 list released by the World Intellectual Property Organization (WIPO). And we have been selected as one of the top 100 quasi unicorn companies in China.

### Other Honors Footprints

 <p>Italy's "Golden A design" Award (The first Chinese medical device)</p>	 <p>The first fully power circular stapler in China to receive CE certification</p>	 <p>Deloitte China: High Tech And High Growth Rising Star</p>	 <p>National quasi unicorn, provincial potential unicorn, and municipal unicorn enterprise</p>
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# Sustainability Management

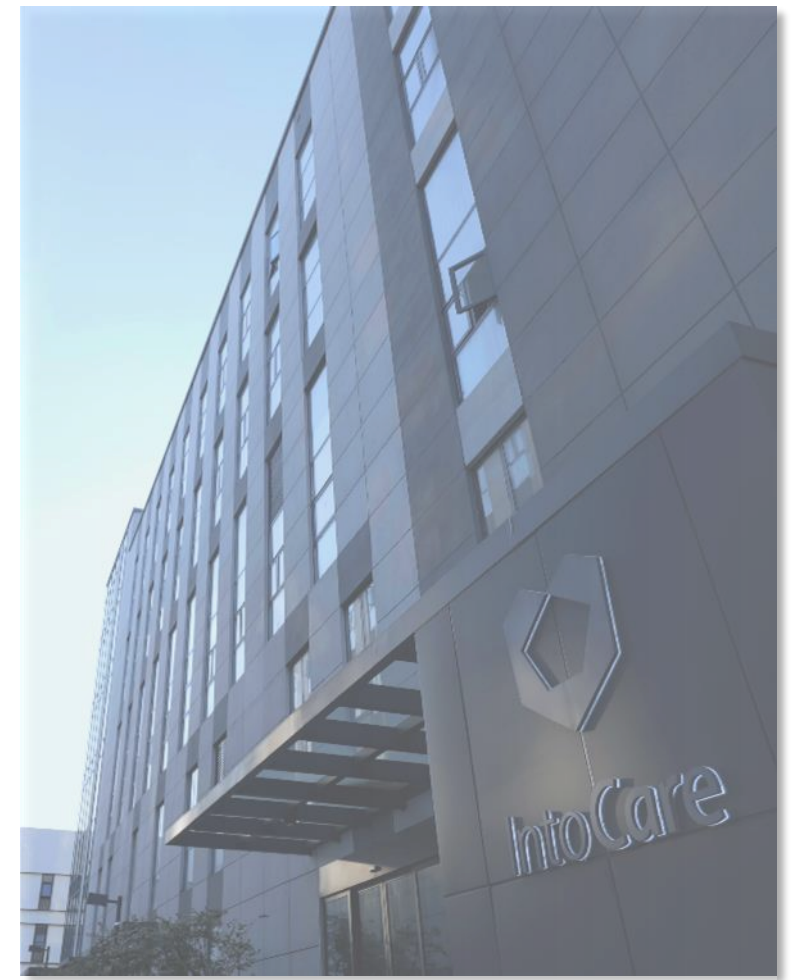
## Sustainability Management System



IntoCare regards sustainable development as an important strategy for the company's long-term and stable operation, and we has established a well-organized and clearly defined ESG management committee and sustainable development management system. The company has refined ESG related requirements into the daily work of each department to achieve a sustainable operating model.

IntoCare has established a three-tier sustainability governance framework covering the decision-making, management, and executive layer. The ESG Management Committee established and led by the top management, it accelerates the process of promoting the sustainable development of the company and continuously strives to lead the industry's green development with independently innovated intelligent manufacturing products.

- Become a medical industry leader in sustainable development** **2050**
- Achieve net zero emissions**
- Create full-life-cycle green products** **2030**
- Building a green supply chain system**



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# Sustainability Management

## Stakeholder Engagement

IntoCare recognizes the significant impact of stakeholder opinions on ESG efforts, proactively listens to the voices of stakeholders, and understands their demands. We have established various forms of open and effective communication channels with the objective of actively responding to the concerns and expectations of our stakeholders through practical actions.

Key Stakeholders	Concerns and Expectations	Communication channels
 <b>Government and regulatory authorities</b>	Environmental Protection and Climate Concerns Product Quality and Safety Occupational Health and Safety Compliance operations Information Security and Privacy Protection Business Ethics	Government-related meetings, websites, policy advice channels, etc.
 <b>Shareholders and Investors</b>	Corporate Governance Investor Relations Compliance Operations R&D Innovation Intellectual Property Management IUR Cooperation	Shareholders' meetings, investor communication activities, on-site reception, Company website, etc.
 <b>Customers</b>	Product Quality and Safety Customer service management Occupational Health and Safety Green Operations Sales and marketing Management Information Security and Privacy Protection	New product launches, networking meetings, customer appreciation meetings, exhibitions, customer service, product exchange conventions, etc.

Key Stakeholders	Concerns and Expectations	Communication channels
 <b>Suppliers and Partners</b>	Supply Chain Management Corporate Governance Compliance operations Business Ethics	Supplier exchange meetings, Supplier training, daily supplier management, etc.
 <b>Employee</b>	Human Resource Development Employee rights and welfare Diversity and Equal Opportunities Occupational Health and Safety	Employee training and Communication, employee development and group building activities, etc.
 <b>NGOs</b>	Environmental Protection and Climate Concerns Green Operations R&D Innovation Community Public Welfare and Participation	Join associations, participate in initiatives, conduct public welfare donations, etc.
 <b>Community</b>	Environmental Protection and Climate Concerns Green Operations IUR Cooperation Community Public Welfare and Participation	Public welfare activities, organization of relief efforts, environmental protection activities, etc.
 <b>News media</b>	Environmental Protection and Climate Concerns Product Quality and Safety IUR Cooperation Corporate Governance Business Ethics	Company website, Company official Accounts on social media platforms

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# Sustainability Management

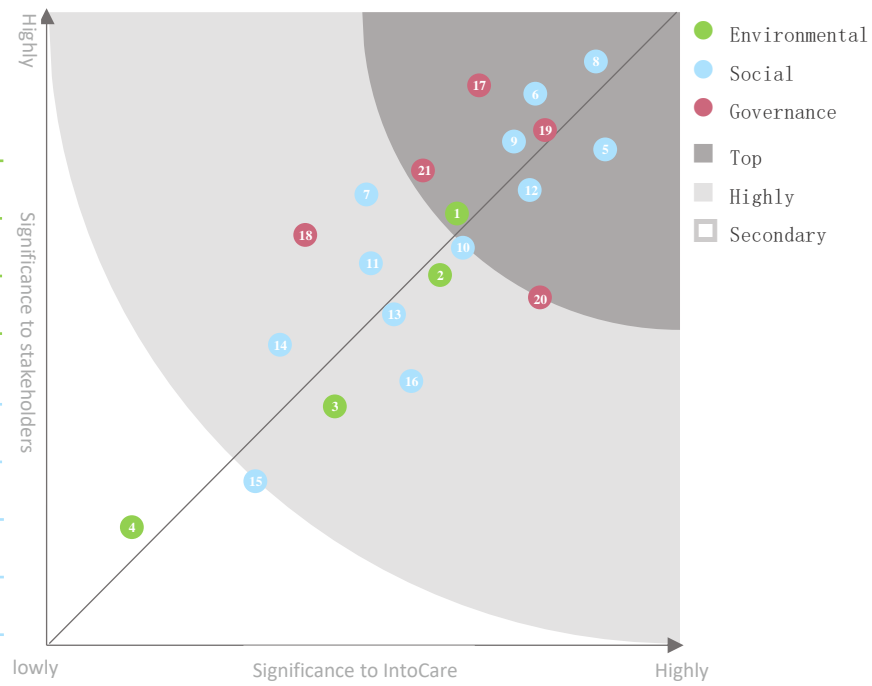
## Materiality Assessment

IntoCare continuously conducts the annual materiality assessment and analysis on sustainability topics. We have reviewed and updated our list of sustainability topics in light of industry trends and our business characteristics. In 2024, we included 21 topics of environment, society, governance and economy dimensions into the list of sustainability topics.

In order to more effectively respond to the expectations and demands of various stakeholders, IntoCare has established a continuous evaluation and analysis process as an important component of the company's important topic evaluation and analysis mechanism. Internal and external stakeholders were invited to communicate and evaluated each topic on the severity and likelihood of impacts, to help us assess and analyze the impact materiality of each issue. We have paid attention to the intrinsic connections and potential overlapping areas between important sustainability topics, as well as the potential mutual influences that may arise to ensure timely and sustained responses.

Based on the evaluation results of sustainability importance topics, we have drawn an ESG topics matrix and determined the priority order of sustainability importance topics for 2024.

No.	Materiality Topics
No. 1	Environmental Protection and Climate Concerns
No. 2	Green Operations
No. 3	Product Lifecycle Management
No. 4	Biodiversity Protection
No. 5	R&D Innovation
No. 6	Intellectual Property Management
No. 7	IUR Cooperation
No. 8	Product Quality and Safety
No. 9	Customer service management
No. 10	Occupational Health and Safety
No. 11	Supply Chain Management
No. 12	Human Resources Development
No. 13	Employee rights and welfare
No. 14	Diversity and Equal Opportunities
No. 15	Community Public Welfare and Participation
No. 16	Sales and marketing Management
















No.	Materiality Topics
No. 17	Corporate Governance
No. 18	Investor Relations
No. 19	Business Ethics
No. 20	Information Security and Privacy Protection
No. 21	Compliance Operations

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# Sustainability Management

## Response to Sustainable Development Goals (SDGs)

No.	ESG Topics	UN SDGs	Corresponding Actions	Chapters	No.	ESG Topics	UN SDGs	Corresponding Actions	Chapters
1	Environmental Protection and Climate Concerns	 	<ul style="list-style-type: none"> <li>Analyze climate-related risks and opportunities and take mitigation and adaptation measures.</li> <li>Carry out greenhouse gas verification work.</li> <li>More use of clean energy.</li> </ul>	Climate Concerns & Green Action	7	IUR Cooperation		<ul style="list-style-type: none"> <li>Actively cooperate with global partners to achieve win-win results and help achieve sustainable development goals.</li> </ul>	Value Creation & Leading Innovation
2	Green Operations	 	<ul style="list-style-type: none"> <li>Regulate water resource management and optimize sewage treatment.</li> <li>Strengthen the management of emissions such as wastewater, waste gas, and waste, as well as noise management to minimize environmental impacts.</li> </ul>	Environmental Protection & Green Operation	8	Product Quality and Safety		<ul style="list-style-type: none"> <li>Establish a QMS, improve the quality management process, and make the quality management process standardized.</li> <li>Emphasize the cultivation of employees' quality awareness and provide quality training courses through multiple methods.</li> <li>Adhere to green operation, low-carbon technology and production, and improve the level of intelligent manufacturing.</li> </ul>	Product Quality and Safety
3	Product Lifecycle Management		<ul style="list-style-type: none"> <li>Adhere to the green ecological design and recycling of products and reduce the generation of medical waste.</li> </ul>		9	Customer service management		<ul style="list-style-type: none"> <li>Customer oriented, providing customer service skills training for employees</li> <li>Deeply explore customer needs, understand customer satisfaction, actively handle customer complaints, optimize service mechanisms, and strive to provide customers with high-quality, safe, and innovative products and services.</li> </ul>	Customer service management
4	Biodiversity Protection	 	<ul style="list-style-type: none"> <li>Persist in harmonious coexistence between humans and nature, adhere to zero pollution emissions, and avoid ecological damage.</li> </ul>	Value Creation & Leading Innovation	10	Occupational Health and Safety		<ul style="list-style-type: none"> <li>Establish an occupational health and safety management system to safeguard the basic rights and interests of employees.</li> <li>Carry out various emergency drills and occupational health and safety training to create a safe working environment.</li> </ul>	Employee Care & Talent Empowerment
5	R&D Innovation		<ul style="list-style-type: none"> <li>Focus on technological innovation and promote product innovation and upgrading of the company.</li> <li>Continuously optimizing the R&amp;D innovation system and promoting the transformation of technological achievements.</li> </ul>		6	Intellectual Property Management		<ul style="list-style-type: none"> <li>Establish an intellectual property management system to protect innovative achievements.</li> </ul>	Patent Protection & Knowledge Dissemination

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# Sustainability Management

## Response to Sustainable Development Goals (SDGs)

No.	ESG Topics	UN SDGs	Corresponding Actions	Chapters	No.	ESG Topics	UN SDGs	Corresponding Actions	Chapters
11	Supply Chain Management		<ul style="list-style-type: none"> <li>Establish a supply chain management system, actively identify and evaluate ESG risks related to the supply chain and continuously promote supply chain ESG work to ensure the sustainability of supplier production and supply</li> <li>Strictly manage ESG risks in the supply chain and incorporate requirements of sustainable procurement into the criteria.</li> </ul>	Climate Concerns & Green Action	15	Community Public Welfare and Participation		<ul style="list-style-type: none"> <li>Actively fulfilling corporate social responsibility, participating in and supporting social welfare activities</li> <li>Continuously providing assistance to impoverished and vulnerable populations.</li> </ul>	Assisting Society & Creating a Better Future Together
12	Human Resources Development		<ul style="list-style-type: none"> <li>Build a sustainable talent attraction, cultivation, and incentive system to realize the individual value of employees</li> <li>Establish a good training system and provide employees with rich training courses and resources</li> </ul>	Employee Care & Talent Empowerment	16	Sales and marketing Management		<ul style="list-style-type: none"> <li>Strictly manage IntoCare's promotional content and market acquisition activities to ensure that sales information is transparent, accurate, understandable, and fair in transactions.</li> </ul>	Value Delivery & New Quality Production
13	Employee rights and welfare		<ul style="list-style-type: none"> <li>Provide employees with various benefits such as commercial insurance, medical examinations, and holiday gifts etc.</li> <li>Provide breastfeeding leave for female employees, set up facilities for female, and organize special physical examinations for female employees</li> </ul>		17	Corporate Governance		<ul style="list-style-type: none"> <li>Continuously improving the ESG management system, proactively identifying major risks related to ESG, and making response measures.</li> </ul>	Strengthen Governance & Stable Operation
14	Diversity and Equal Opportunities		<ul style="list-style-type: none"> <li>Adhere to the talent concept of diversity and inclusive development, and eliminate discrimination based on gender, age, and ethnicity in the workplace, respect and safeguard human rights</li> <li>Provide high-quality learning opportunities and ensure inclusive and equitable quality education</li> </ul>		18	Investor Relations		<ul style="list-style-type: none"> <li>Improve risk assessment and corporate governance structure, strengthen internal risk control.</li> </ul>	Strengthen Governance & Stable Operation
					19	Business Ethics		<ul style="list-style-type: none"> <li>Continuously strengthen anti-corruption compliance management</li> <li>Regularly conduct business ethics and anti-corruption training</li> </ul>	Strengthen Governance & Stable Operation
					20	Information Security and Privacy Protection		<ul style="list-style-type: none"> <li>Continuously optimize IT technology and system construction, strengthen the protection of customer information and IntoCare core information</li> </ul>	Data Security & Privacy Protection
					21	Compliance Operations		<ul style="list-style-type: none"> <li>Continuously improve risk management and internal control systems, adhere to compliant and legal operations, and standardize corporate governance</li> </ul>	Strengthen Governance & Stable Operation

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# 01

## Part One

### *Green IntoCare*

- *Climate Concerns & Green Action*
  - *Pay attention to and respond to climate change*
  - *Climate change response and energy conservation*
  - *Climate change response and environmental protection*
  - *Environmental management and ecological protection*
- *Environmental Protection & Green Operation*
  - *Water resource management and scientific water use*
  - *Emissions and waste management*
  - *Low carbon operation and green office*
  - *Product ecological design and green packaging*

*This chapter responds to SDGs :*





# Climate Concerns & Green Action

## Pay Attention to and Respond to Climate Change

As an important issue of global sustainable development, climate change is a major challenge facing humanity. With the increasingly prominent global issues such as global warming, frequent extreme weather, and rising sea levels, their impacts have involved various aspects of human social development.

In the face of the increasingly prominent impacts and challenges posed by climate risks on enterprises, IntoCare adheres to the framework recommendations of the Task Force on Climate-related Financial Information Disclosures (TCFD). At the same time, we continuously improve our ability to cope with climate risks by identifying key strategies for climate action. While achieving low-carbon operations, we continuously promote our green products and value chains to enhance the resilience of enterprises in addressing climate change

IntoCare has established a top-down ESG Management Committee to systematically manage climate change-related issues. The committee is responsible for conducting research and providing guidance on sustainability-related issues, including climate change response, and for overseeing the overall goals of climate change-related efforts.



We minimize the use or consumption of energy and materials through measures such as product eco-design, energy efficiency improvement, clean energy application, and smart manufacturing innovation. We always adhere to green development, advocate low-carbon concepts, reduce carbon emissions, and mitigate environmental impact to achieve sustainable development of the Earth. Especially in terms of climate mitigation, adaptation, and resilience, and reach our own carbon neutrality goal in operations.



# Climate Concerns & Green Action

## Climate Change Response and Environmental Protection

### Governance

IntoCare has established a well-organized ESG management committee, which is responsible for leading, supervising and approving the formulation and process of the climate-related and ESG strategies and goals. We have also established an ESG Executive Group to follow up on domestic and international climate policies and implement measures to climate risks in daily operations.

### Strategy

Based on our overall sustainable development strategy, IntoCare actively identify climate related risks and opportunities (short-term, medium-term and long-term) as well as their impacts on the organization. At the same time, we develop climate action strategies to enhance our adaptability to climate change. At the same time, we actively carry out green supply chain projects, continuously improve the performance of green management in the supply chain to enhance the ability of suppliers to cope with climate change risks.

### Risk Management

We effectively integrate climate change related risks into the company's overall risk management process based on the PDCA (Plan-Do-Check-Act) process.

We conduct full cycle management of climate change risks through identification, assessment, and management to enhance our ability to resist climate change risks.

Risk Category	Types of Risk	Potential Impacts	Responses
Acute Risks	The frequency and severity of extreme weather events such as rainstorm, flood and typhoon increase	<ul style="list-style-type: none"> <li>Damage to factory buildings and equipment leads to asset impairment and production interruption;</li> <li>The extreme weather may cause interruptions in the supply of raw materials, making it difficult to assure a stable supply of products and services, and leading to a decline in sales.</li> </ul>	<ul style="list-style-type: none"> <li>Based on the characteristics of seasonal weather patterns, conduct targeted inspections on the disaster resistance of operational facilities and production equipment;</li> <li>Conduct extreme weather emergency drills and prepare for extreme weather;</li> <li>Optimize how products are transported to reduce the impact of climate on global transport.</li> </ul>
Chronic Risks	Climate change may increase water scarcity and the risk of epidemic transmission	<ul style="list-style-type: none"> <li>Shortage of water resources affects processes such as cleaning;</li> <li>Climate change may increase the risk of the epidemic spreading, resulting in employee illness and reduced labor availability, further disrupting production, lowering efficiency and cutting sales.</li> </ul>	<ul style="list-style-type: none"> <li>Conduct water-saving assessments and save total water consumption through water-saving technology upgrades and reuse methods;</li> <li>Consider long-term climate change trends in the local area when addressing business and production needs to improve long-term risk resilience.</li> </ul>
Emerging Regulations Risks	Green development and carbon policy risks	<ul style="list-style-type: none"> <li>In the future, as various countries and regions have successively announced carbon neutrality goals and action plans, IntoCare will also face more stringent regulations and requirements for addressing climate change.</li> </ul>	<ul style="list-style-type: none"> <li>Reduce production carbon emissions and minimize product carbon footprint;</li> <li>Regularly conduct GHG inspections and disclose GHG emission data.</li> </ul>
Technology Risks	Low carbon transformation and improvement cost risks of operations and products	<ul style="list-style-type: none"> <li>Over-investment or under-investment in the development of low-carbon products may lead to investment losses or missed opportunities.</li> </ul>	<ul style="list-style-type: none"> <li>Continuously promote the market share of recyclable products in the company, enhance the management of carbon footprint throughout the product lifecycle, and create green and low-carbon products;</li> <li>Use more clean energy.</li> </ul>
Market Risks	Market demand change risk	<ul style="list-style-type: none"> <li>Both domestic and international markets have high requirements for carbon emissions performance, and failure to adjust operational strategies in a timely manner will lead to a decline in market share.</li> </ul>	<ul style="list-style-type: none"> <li>Maintain close communication with customers and actively respond to their requirements for environmental performance;</li> <li>Improve the ability of independent innovation, continue to promote the transformation of more energy-efficient and low-carbon products and services to reduce costs and increase profits.</li> </ul>
Reputational Risks	Stakeholder communication risk	<ul style="list-style-type: none"> <li>Unable to meet the expectations of stakeholders in climate change response and green products, resulting in damage to the company's reputation.</li> </ul>	<ul style="list-style-type: none"> <li>Regularly disclose of information related to climate change and environmental protection. We also continuously improves the quality of information disclosure while maintaining communication and interaction with stakeholders to establish a good relationship with them.</li> </ul>

# Climate Concerns & Green Action

## Climate Change Response and Energy Conservation

### Opportunity Category

### Responses

<b>Green and low-carbon products</b>	<ul style="list-style-type: none"> <li>Restrict the use of harmful substances and materials during product research and development</li> <li>Innovate and develop low-energy products</li> </ul>
<b>Resource efficiency</b>	<ul style="list-style-type: none"> <li>Apply the "Water Use Optimization Methodology" to optimize the efficiency of water resources use</li> <li>Use renewable materials</li> <li>Adopt resource-efficient designs</li> <li>Use more efficient production processes</li> </ul>
<b>Energy sources</b>	<ul style="list-style-type: none"> <li>Formulate energy saving and emission reduction plans and actively monitor energy consumption data</li> <li>Use more clean energy</li> <li>Use low-carbon and energy-saving technologies and facilities to improve energy efficiency</li> <li>Participate in carbon market</li> </ul>
<b>Market opportunities</b>	<ul style="list-style-type: none"> <li>Encourage suppliers to choose environmentally friendly materials, processes and transportation methods</li> <li>Collaborate with colleges and universities for R&amp;D</li> </ul>

IntoCare develops and implements systems such as the Energy Management Manual We establish and maintain the ISO50001 energy management system and implement energy-saving and emission reduction measures.

We are continuously advancing the formulation of climate strategies and goals and strengthening the disclosure of climate related work.

In 2024, we effectively reduced GHG emissions intensity through continuous equipment energy-saving optimization and encouraging employees to travel low-carbon.

### GHG emission targets

IntoCare has committed to GHG emission reduction target (Scope 1 and Scope 2): reduction in GHG intensity by 2030 compared to 2024 baseline.



	2024	2023	2022
<b>GHG emissions</b>			
<b>Scope 1 and Scope 2 GHG emissions (tonnes of CO<sub>2</sub> equivalent)</b>	<b>342.661 tCO<sub>2</sub>e</b>	<b>488.755 tCO<sub>2</sub>e</b>	<b>580.898 tCO<sub>2</sub>e</b>
<b>GHG emission intensity (tonnes of CO<sub>2</sub> equivalent per million RMB)</b>	<b>5.256</b>	<b>12.510</b>	<b>19.622</b>

Refer: Summary of Key Performance Indicators (KPIs) for statistical caliber

During this reporting period, other key performance as follow:

Purchased electricity: 878,508.67 kWh

Gasoline: 4,434.88 Liters

Proportion of clean energy: 27.32%

Comprehensive energy consumption per unit product: 0.01669 tce



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# Climate Concerns & Green Action

## Environmental Management and Ecological Protection

IntoCare continuously improves environmental management in production, operation, and business activities to enhance energy and resource efficiency, and reduce waste emissions. We attach great importance to the impact of our own operational processes on the environment. We have carried out systematic practices in environmental protection, sustainable utilization of natural resources, and biodiversity conservation by building green factories.

IntoCare complies with industry standards as well as national and local laws and regulations, guided by the Environmental Protection Law of the People's Republic of China, the Environmental Impact Assessment Law of the People's Republic of China etc. We also strictly comply with all applicable laws and regulations in the regions where our overseas business is located. The Company further boosts energy efficiency and resource utilization while continuously refining and improving the ISO14001 environmental management system. We have formulated multiple internal management policies to foster clean production, promote the creation of green factories, and drive the Company's green development.

The manufacturing base that had officially been put into operation by IntoCare had passed the ISO14001 EMS certification

# ISO14001

### EMS Process

### EMS Actions

#### Definition of Quantifiable Environmental Objectives

- Determine the environmental protection objectives and quantifiable indicators for each department, ensuring that all employees can contribute to environmental protection efforts.

#### Development of Environmental Management Plans

- According to the established environmental targets and indicators, IntoCare develop clear and tailored environmental target management plans based on relevant national and local laws regulations and other applicable provisions.

#### Compliant Disposal and Green Production

- Regularly dispose of waste generated in the production process, establish and improve various environmental management records, and ensure the normal operation of environmental protection facilities.

#### Daily Environmental Monitoring

- Implement an environmental monitoring plan to supervise and manage everyday environmental protection and governance facilities daily
- Regularly commission qualified third-party organizations to conduct environmental testing to ensure that sewage, exhaust gas, and noise are discharged per the standards.

In 2024, IntoCare's environmental management work steadily progressed without any penalties for violating relevant environmental regulations.

## " Green and energy-saving, Embracing low-carbon " 6·5 World Environment Day Activity



In June 2024, IntoCare launched a one-month green themed event with the theme of " Green and energy-saving, Embracing low-carbon ". This activity aims to raise employees' awareness of environmental practices and cultivate their habits of environmental protection.

Through the initiative of green activities, we actively take the lead in promoting low-carbon office and living. This realizes the concept of IntoCare leading green development, jointly building a green ecology, and jointly seeking green development.



# Environmental Protection & Green Operation

## Water Resource Management and Scientific Water Use

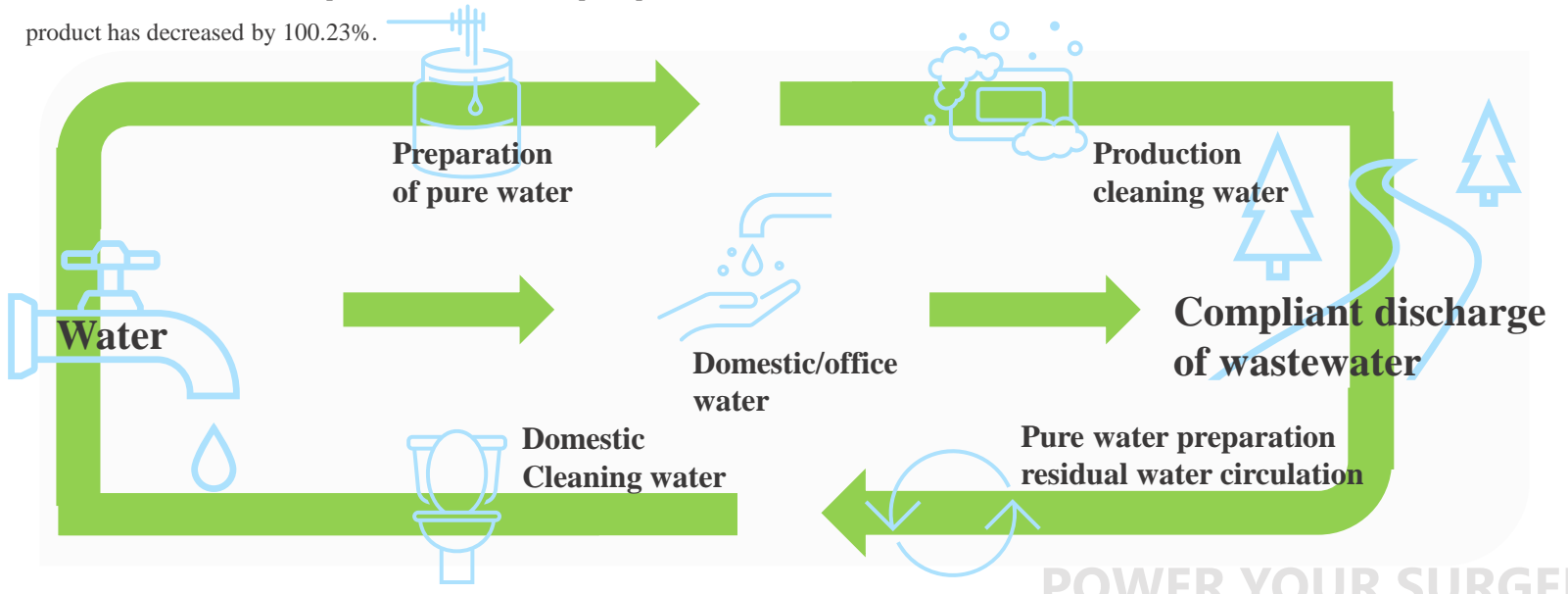
IntoCare uses water resources during the production process to meet the cleaning needs of products entering the clean area. As water resources become increasingly scarce and the ability to use water sustainably is under pressure, we prioritize the management and protection of water resources. The Water Law of the People's Republic of China and other relevant laws are strictly adhered to, and internal management documents such as the Water and Energy Resources Management System regulate water resources management, wastewater discharge, and treatment. We continue to promote refined water management by actively exploring water-saving projects to continuously reduce total water consumption and water consumption intensity, so that water use is scientific and sustainable.

### Water saving measures

- |  |  |
|--|--|
| <b>Installing Water Saving Equipment</b>   | <ul style="list-style-type: none"> <li>Use water-saving appliances, such as installing water-saving faucets with automatic control, delayed self-closing, self-closing upon water-stopping, etc.</li> </ul>            |
| <b>Strengthen water supply supervision</b> | <ul style="list-style-type: none"> <li>Enhance management of the water supply pipeline network, with strict monitoring and timely elimination of leakages in the pipeline network in order to reduce waste.</li> </ul> |
| <b>Water recyclable</b>                    | <ul style="list-style-type: none"> <li>Recycling and fully utilizing the residual water from the preparation of recyclable pure water to improve water resource utilization efficiency.</li> </ul>                     |

### Water saving facility system

In order to improve the utilization rate of water resources, we actively build a pure water residual water reuse system which uses the concentrated water generated by the pure water RO section to reuse it in the front-end water tank for further use in pure water preparation. We also establish a secondary residual water collection and reuse system on the rooftop and collect the secondary prepared concentrated water for reuse in the bathroom cleaning process. Our annual water consumption in 2024 is 4290 tons. The comprehensive water consumption per unit product has decreased by 100.23%.



### Water saving evaluation

In 2024, IntoCare carried out an evaluation of water-saving enterprises. We have conducted a comprehensive and systematic evaluation of aspects such as water intake, usage, water metering, drainage, and reuse through data review, data accounting, and equipment inspection to ensure that the company meets the requirements of water-saving enterprises and continuously promote the progress of the company's water-saving technology.

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# Environmental Protection & Green Operation

## Low Carbon Operation and Green Office

IntoCare has formulated applicable policy documents such as the Energy Resource Management Policy and Energy Management Manual according to the applicable laws and standards, including the Law of the People's Republic of China on Energy Conservation, the Law of the People's Republic of China on Promotion of Cleaner Production. We have established and enforced an efficient energy management system to control, optimize, and intelligently manage energy data throughout the product life cycle through energy management technology.

we refine energy management accuracy to floors and functional zones through multi-dimensional control of energy. We conduct real-time monitoring and timely improvement to reduce unnecessary energy consumption. The company's use of renewable clean energy accounts for 29.4% of the total electricity consumption, reducing the comprehensive energy consumption per unit product by 136.29% in 2024.

**Annual electricity consumption** 878,508.67  
Unit: kWh

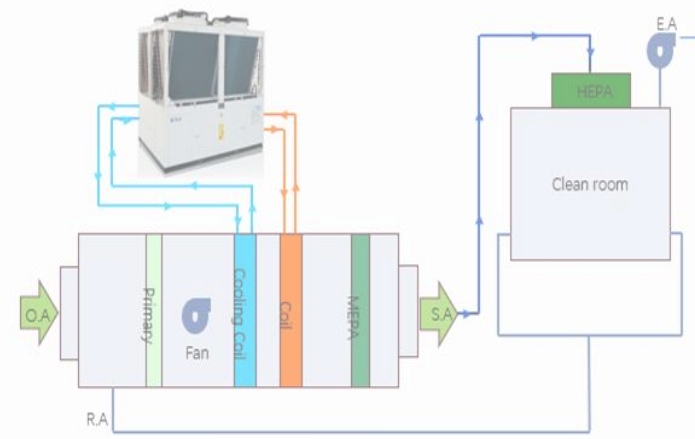
**Clean energy consumption** 240,000  
Unit: kWh

**Comprehensive energy consumption** 108.7829  
Unit: tce

**Comprehensive energy consumption density** 0.0167  
Unit: tce/RMB 10 thousand operating revenues

### Energy saving facility system

In the production process, we have reduced energy consumption by 5.38% and saved 30,418 kWh through the heat recovery technology of clean air conditioning systems of electricity annually. We also utilize some of the return air from the clean room for secondary treatment to achieve the goal of energy conservation and consumption reduction. By optimizing equipment operating parameters and using renewable energy, we reduce the comprehensive energy consumption per unit product by 136.29% in 2024.



### Green office

IntoCare insists on conveying green concepts to all operational work of the company, continuously promoting green culture, and enhancing the green environmental awareness of all employees. Our lighting equipment adopts 100% energy-saving lamps, and lighting equipment is reasonably set up in different areas to reduce energy waste. The per capita electricity consumption was reduced by 9.02% in 2024.



We promote and implement paperless office. We have established a reward mechanism for green actions. And we collect and reward employees' green and low-carbon actions.

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# Environmental Protection & Green Operation

## Emissions and Waste Management

Pollutant discharge management is an important component of green production and environmental management. IntoCare strictly abides by the relevant laws and regulations and formulates corresponding systems for strict control of discharge of air pollutants, wastewater and wastes, to minimize the potential impact of production and operation on the environment.

IntoCare is committed to reducing pollutants and maintaining compliance with pollutant discharge and waste management standards. We strictly abides by laws and regulations of the countries and areas where it operates, such as the Water Pollution Prevention and Control Law of the People's Republic of China, the Atmospheric Pollution Prevention and Control Law of the People's Republic of China, the Law of the People's Republic of China on the Prevention and Control of Environment Pollution Caused by Solid Wastes, the Law of the People's Republic of China on Prevention and Control of Pollution from Noise. Continuous efforts are made to strengthen the management of emissions such as wastewater, waste gas, waste, and noise management, and conduct regular monitoring on relevant environmental indicators in accordance with Environmental Operation and Monitoring and Measurement Control Procedure.

### Waste gas management

The main types of air pollutants generated during our production processes include acid waste gas and non-methane total hydrocarbon. It is generated from laboratory aseptic testing processes. The acid mist is collected by the ventilation system and discharged at high altitude. Due to its extremely low emissions and acceptable impact on the surrounding environment, the environmental impact assessment does not require quantitative analysis.



We conduct emergency drills for sudden environmental risks and training on various environmental laws and regulations every year to enhance employees' understanding of sudden environmental risks and environmental laws and regulations, and to strengthen their ability to respond to sudden environmental risks.

Name of main pollutants	Way of discharge	Distribution of discharging outlets	Emission concentration/intensity	Discharge standard of pollutants implemented	Situation of wastewater discharge
NMTHC			≤3.06mg/m <sup>3</sup>	60mg/m <sup>3</sup>	Emission on standard
Hydrogen sulfide	Centralized treatment Emission on standard	Exhaust vent at roof of buildings	≤0.82mg/m <sup>3</sup>	5mg/m <sup>3</sup>	Emission on standard
Hydrogen chloride			ND (not detected)	10mg/m <sup>3</sup>	Emission on standard
NMTHC	Fugitive emission	/	≤1.60mg/m <sup>3</sup>	4mg/m <sup>3</sup>	Emission on standard

**Note:** NMTHC – Non-Methane Total Hydrocarbon ; Based on third-party commissioned monitoring results

IntoCare strictly adheres to higher-level emission standards for daily operations and production. We perform regular monitoring of gas-related indicators to ensure emissions meet regulatory standards for discharge. All emissions meet the highest-level requirements such as Comprehensive Emission Standards for Air Pollutants in Jiangsu Province's, and the overall emission concentration and emission rate are far below the standard limit requirements.

During the reporting period, we was not listed as a key pollutant discharge unit in the atmospheric environment by regulatory authorities.



# Environmental Protection & Green Operation

## Emissions and Waste Management

### Wastewater management

IntoCare is constantly exploring wastewater management and recycling regarding wastewater discharge. We recycle and fully utilize the residual water from the preparation of recyclable pure water. We conduct annual wastewater discharge monitoring to ensure compliant discharge.

Our production wastewater mainly comes from the dust generated by cleaning materials in the washing machine. It enters the industrial park sewage pipe network together with domestic sewage and is treated by the SIP sewage treatment plant. We conduct annual wastewater discharge monitoring to ensure compliant discharge.

The main water pollutants generated by the company are COD, SS, ammonia nitrogen, and total phosphorus. We meet the 1<sup>st</sup> level discharge standards of the Comprehensive Wastewater Discharge Standard in terms of COD, SS, and ammonia nitrogen emissions, and meets the 1<sup>st</sup> level discharge standards of the 2015 Pollutant Discharge Standards for Urban Wastewater Treatment Plants in terms of total nitrogen and total phosphorus emissions. The wastewater pollutant emissions involved all meet the higher-level requirements of the water discharge standards.

Name of main pollutants	Way of discharge	Emission concentration/intensity	Discharge standard of pollutants implemented	Higher discharge standard	Situation of wastewater discharge
pH		7.4	6~9	6~9	Emission on standard
Suspended Substance (SS)		12mg/L	400mg/L	70mg/L	Emission on standard
Chemical Oxygen Demand (COD)	Total sewage outlet	16mg/L	500mg/L	100mg/L	Emission on standard
Total Phosphorus (TP)		0.21mg/L	8mg/L	0.5mg/L	Emission on standard
Ammonia Nitrogen		2.71mg/L	45mg/L	16mg/L	Emission on standard
Total Nitrogen (TN)		24.8mg/L	70mg/L	25mg/L	Emission on standard

Note: Based on third-party commissioned monitoring results



### Waste management

We implement strict classification management for waste. While ensuring compliant disposal of waste, we actively explore the construction of 'Zero Waste Factory'. We follow the management strategy of elimination, reduction, reuse, item recycling, and compliance to continuously achieve waste reduction. In 2024, general solid waste decreased by 34.09%.

# Environmental Protection & Green Operation

## Emissions and Waste Management

### Waste management

IntoCare has developed the "Environmental Operation and Monitoring and Measurement Control Procedure", which classifies, collects, labels, and compliantly disposes of hazardous waste, general solid waste, and household garbage according to their categories.

We follow the management strategy of elimination, reduction, reuse, item recycling, and compliance to continuously achieve waste reduction. In 2024, general solid waste decreased by 34.09%.

The company's waste disposal is carried out in accordance with the relevant laws and regulations of the regions where it operates. We entrust qualified third parties to manage and dispose of the waste and strictly verifies their business licenses.

When disposing of hazardous waste, we fill in the hazardous waste transfer information in the hazardous waste management system according to regulations, designate the receiving unit and transportation unit, confirm the unit information and qualifications.

For general solid waste and household garbage, the company entrusts them to third-party professional organizations for processing. We are also actively exploring the possibility of recycling and reusing materials such as cardboard boxes.

We strive to achieve full lifecycle management of waste generation, collection, classification, storage, transfer, and disposal through a series of management measures. The waste generated by the company in 2024 is as follows:

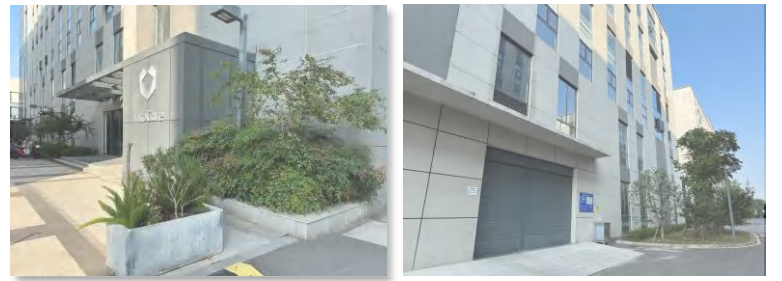
<b>Total amount of hazardous wastes produced</b>	<b>0.2172</b>
Unit: tonne	
<b>Total amount of non-hazardous wastes produced</b>	<b>1.45</b>
Unit: tonne	

### Noise management

We use low-noise equipment and sound insulation measures, and adopt measures such as noise reduction, sound absorption, sound insulation, and vibration reduction to minimize the impact of equipment noise on surrounding communities from the source. In addition, we also regularly maintain our facilities and equipment, and conduct regular monitoring of factory noise to ensure compliance and prevent environmental noise pollution.

### Biodiversity Protection

We make full use of the environment and local biological and climatic conditions in the industrial park to create a biodiversity environment. Various local plants are planted around the factory to create a harmonious and symbiotic environment with multiple ecosystems.



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# Environmental Protection & Green Operation

## Product Ecological Design and Green Packaging



Innovative R&D products with own IP rights



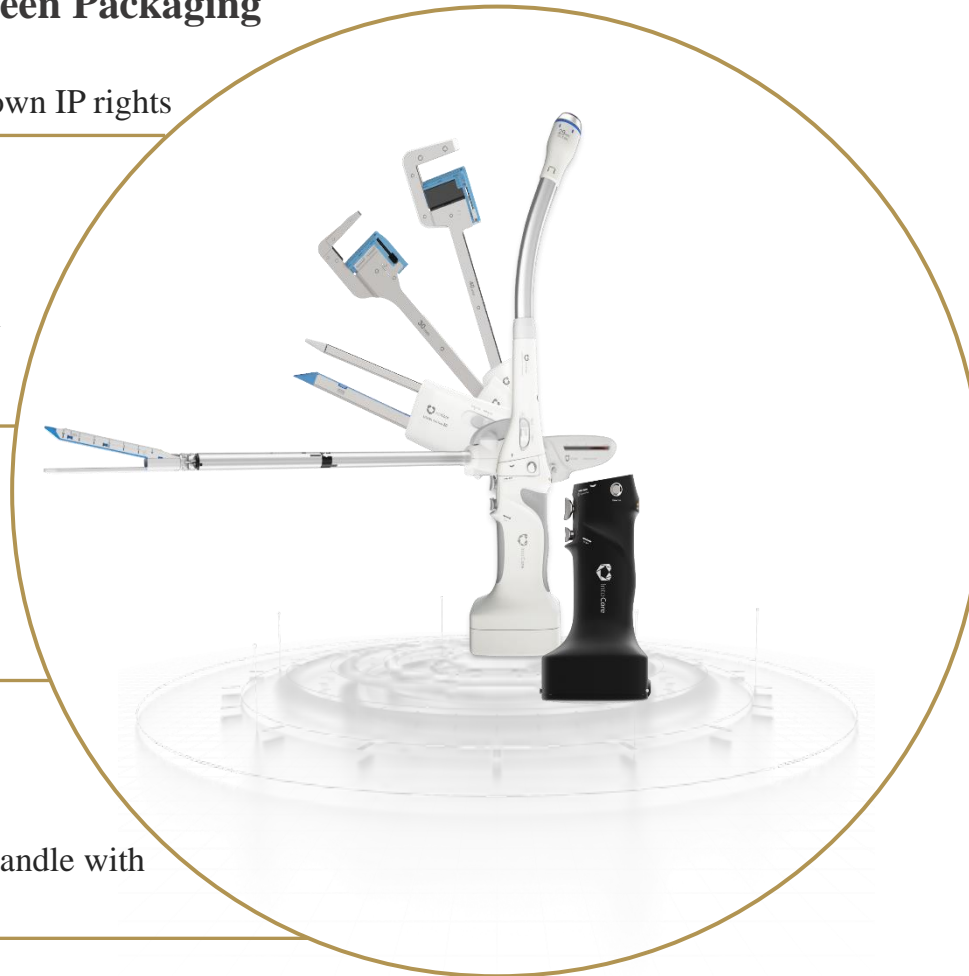
IPC Intelligent Program Control achieves fully powered and standardized operation



X-in-One Universal Platform



Pioneering Reusable Powered Handle with Go Green Innovation



IntoCare adheres to the full lifecycle concept in the product production process, optimizing the green product management system from various aspects such as product ecological design, raw material acquisition, production and manufacturing, packaging and transportation, and product use.

We strive to minimize resource and energy consumption to achieve the lowest impact on the ecological environment and promote high-quality development of circular economy.

Our core product - IntoCare Intelligent Powered Stapling Platform is the world's first full series powered intelligent stapler, with modular design. They adopt the reusable powered handle design, and a single handle can support more than 100 surgeries. They can reduce medical waste by 50% and significantly reduce carbon footprint.

This can directly reduce the environmental burden on the healthcare system and minimize the potential threat of hazardous waste to community health.

# Environmental Protection & Green Operation

## Product Ecological Design and Green Packaging

Environment Friendly Product Design - Our improved design results in a significant reduction in waste. Usually, in low rectal resection, esophagectomy, gastrectomy, or pancreatectomy, a surgical procedure requires the use of a linear cutting stapler, a circular stapler, and several reloads. Our unique stapling platform can accommodate multiple open and endoscopic staplers configurations on a single universal handle, thus reducing related product waste accordingly. If IntoCare's reusable powered handle is used, it can reduce 50% of medical device waste and packaging waste. This can also provide customers with more economical and efficient solutions. IntoCare will continue to drive innovation in environmentally friendly product design to better meet customer needs and contribute to sustainable development.

We fully consider the green and environmental protection requirements of various materials. The product has been certified by the Hazardous Substance Testing Report, eliminating the use of harmful substances such as PVC and perfluorinated compounds to ensure environmental compliance throughout the entire lifecycle from raw materials to finished products. It improves the health and safety of the living environment.

**Disposable Powered Handle**

a single circular stapler  
+

a single endoscopic linear cutting stapler  
+

several reloads

**generate**

medical waste together with packaging materials

**Reusable Powered Handle**

Universal Handle Platform to combine both circular stapler and endoscopic linear cutting stapler

only **1** handle need to be discarded after **100** procedures

**100**

**SURGICAL PROCEDURES**

**reduces**

1/4 of the stapler medical waste and packaging materials

«REPORT» No: SHACC2306938401 Date: «REPORTAFFRDATE» Page 1 of 16	
Client Name:	Inticare Medical Technology (Suzhou) Co., Ltd
Client Address:	Unit 1020/20201/0204802, East Building 8, No 9 West Suhong Road, Suzhou Industrial Park, China (Jiangsu) Pilot Free Trade Zone Suzhou Area, 215000 Jiangsu, P.R. China
Sample Name:	Single use powered handle
Tested Basic Model No.:	PH4001
Material No.:	PH4001
The above sample(s) and information were provided by the client.	
SGS Job No.:	SUP23-000300
Sample Receiving Date:	May 25, 2023
Verification Period:	May 25, 2023 - Jul 05, 2023
Verification Requested:	With reference to RoHS Directive (EU) 2015/863 amending 2011/65/EU
Verification Method(s):	Please refer to next page(s).
Verification Result(s):	Please refer to next page(s).
Test Result Summary:	
Test Items	Conclusion
EU RoHS Directive (EU) 2015/863 amending Annex I to Directive 2011/65/EU - Lead, Mercury, Cadmium, Hexavalent Chromium, Polychlorinated biphenyls (PCBs), Polychlorinated dibenzofurans (PCDFs), Bis(2-ethylhexyl) phthalate (DEHP), Butyl benzyl phthalate (BBP), Dibutyl phthalate (DBP) and Diisodecyl phthalate (DIDP)	Pass

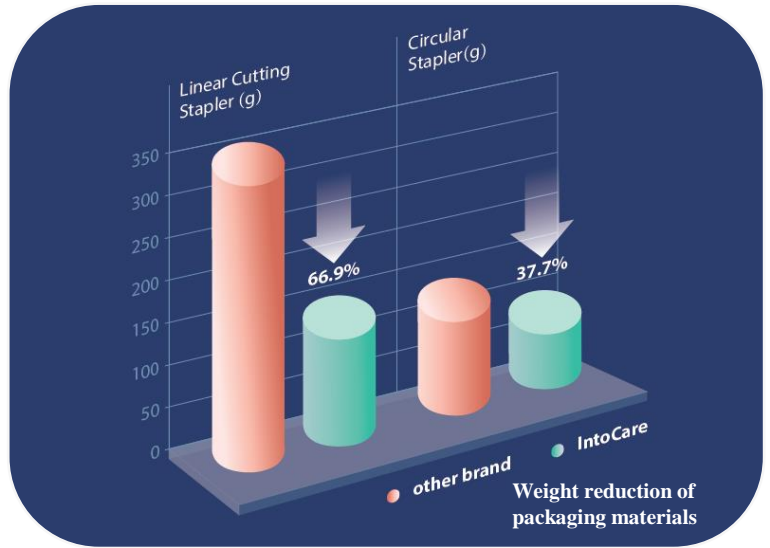
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# Environmental Protection & Green Operation

## Product Ecological Design and Green Packaging

Our design team has carefully vetted our packaging process and related materials and carefully considered evolving market requirements and environmental regulations as part of our refined packaging design process. The results are the provision of a packaging solution that is sensitive to both environmental concerns while still meeting the practical requirements demanded by our customers.

Through improvements in packaging processes, the weight of packaging materials for different models has been reduced by 33% and 62%. It reduces the waste of natural resources.



### Green Package

IntoCare has also made a commitment to the harmlessness of product packaging. Our existing product packaging is 100% made of recyclable materials.

In 2024, we have actively explored the recycling of packaging materials in collaboration with our suppliers. The cardboard boxes/tapes/strapping tapes/foam sponges used can all be melted into paper or plastic pellets through physical or chemical recycling and reprocessing technologies, separated, cleaned, and purified.



### Green Logistics

Building a green and low-carbon transportation delivery system is also at the core of IntoCare's focus. We continue to explore ways to reduce carbon emissions during transportation and encourage suppliers to use new energy transportation vehicles as much as possible to undertake our business.

We optimize our warehouse layout and reduce international transportation frequency through EU Logistics Center. This reduces energy consumption and carbon emissions during transportation, and coordinates freight resources for global customers, providing efficient and convenient logistics and freight services.



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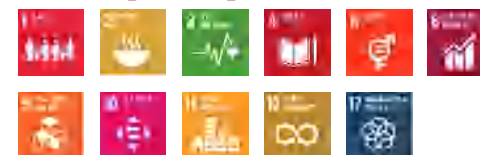
# 02

## Part Two

### *Social Responsibility And Cooperation*

- *Value Creation & Leading Innovation*
  - *R&D and Innovation*
  - *Innovative Products and Green Intelligent Manufacturing*
  - *Empowering Technology and Exchange Cooperation*
- *Employee Care & Talent Empowerment*
  - *Human Resources Sustainable Development*
  - *Occupational Health and Safety*
  - *Community Participation and Community Philanthropy*
- *Value Delivery & New Quality Production*
  - *Product Quality and Safety*
  - *Sustainable Supply Chain Management*
  - *Responsible Marketing & Collaborative Development*
  - *Customer First & High-quality Service*

*This chapter responds to SDGs :*



# Value Creation & Leading Innovation

## R&D and Innovation

IntoCare is committed to promoting global patient health and well-being through innovative medical holistic solutions.

Continuously creating is the process of achieving our mission and the source of promoting sustainable development for IntoCare.

Especially, innovation is the key to promoting the development of medical technology.

As a member of the medical technology field, IntoCare always pays attention to the needs of patients, doctors, medical institutions and others. We listen attentively to their voices and understand their needs to clarify our innovation direction.

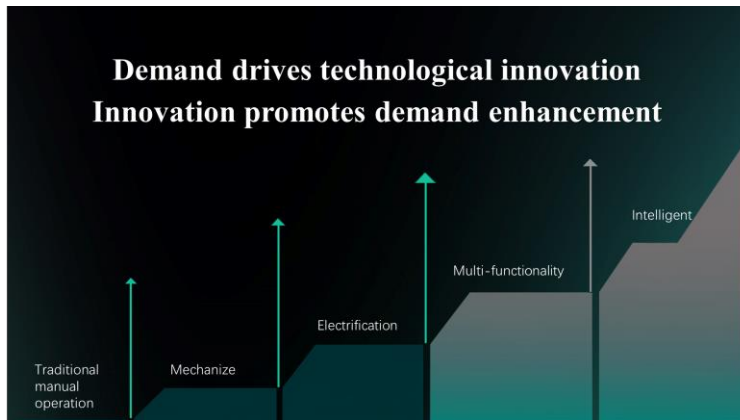
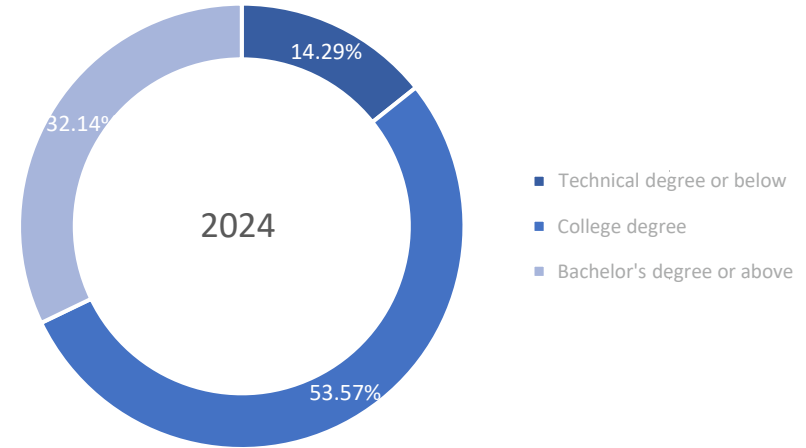
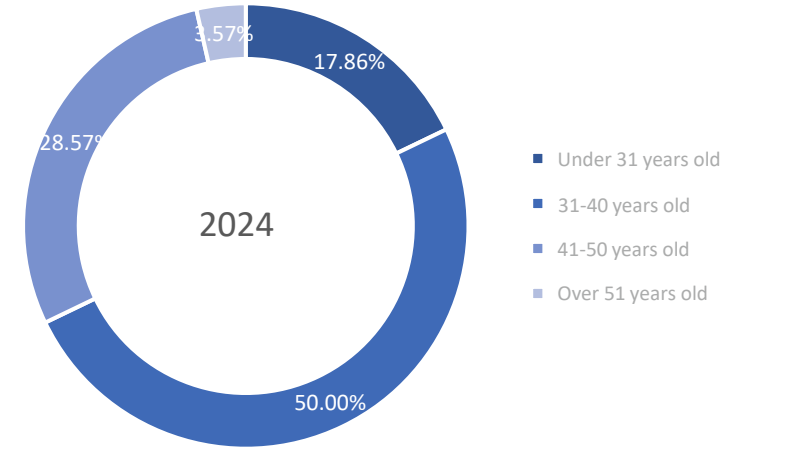
### Excellent R&D team

IntoCare always focused on innovation in core medical device technologies, not only deeply understanding the real needs of customers, but also constantly innovating in technology and management.

We have a passionate and creative team that gathers numerous professionals in the field of medical technology. Our members of the R&D team have experience in developing products for world-class medical equipment companies. Two of them have been rated as key industry scarce talents.

We also regularly sends technical personnel for learning and researching new technologies and processes of domestically and internationally to continuously improve the scientific research level and independent innovation ability of our R&D and innovation center.

As the end of 2024, we had 28 R&D engineers, accounting for 24.79% of the total employees. Among the R&D engineers, 32.14% hold master's degrees or above, and 67.86 % are under 40 years old. This highly qualified and youthful R&D team furnishes the company with robust innovative impetus and guarantees of R&D capabilities.



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# Value Creation & Leading Innovation

## R&D and Innovation

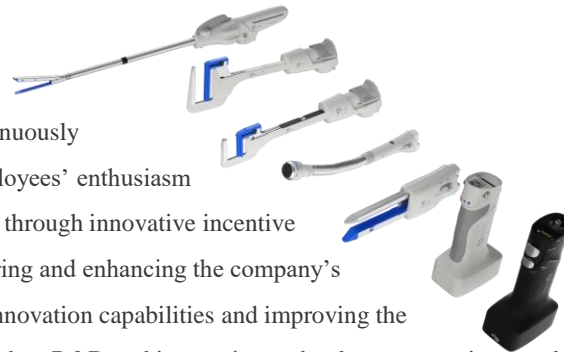
### R&D and Innovation System

The continuous innovation of products and technology is the core driving force behind the high-quality development of the company. IntoCare has built an innovative system for medical products based on its own characteristics, continuously promoting innovation and iterative updates of products and technologies.



We have established a complete R&D management system, technical development process and incentive system, striving to create a favorable atmosphere for R&D innovation and technological upgrading.

At the same time, we continuously stimulate employees' enthusiasm for innovation through innovative incentive policies, ensuring and enhancing the company's independent innovation capabilities and improving the company's product R&D and innovation technology conversion capabilities.



In order to enhance the company's R&D capabilities and competitiveness, IntoCare has established close R&D cooperation relationships with renowned universities and hospital experts. We invite universities, research institutes, and enterprises in our industry to continuously promote the R&D model of "Industry University Research" integration through resource sharing and technological complementarity.

We have established "IUR" cooperation with Jiangsu Jicui Medical Engineering Research Institute, Peking Union Medical College Hospital etc. The "IUR" cooperation between the company and Peking Union Medical College Hospital has achieved fruitful results, with 5 patent authorizations obtained, including 2 invention patents. At the same time, we have cooperated with Nanchang Hospital to apply for 2 patent authorizations.

### R&D Expenses

IntoCare, by virtue of its professional R&D team and sustained R&D investment, continuously facilitates the efficient conversion of technological achievements. In recent years, our R&D investment has continued to grow. In 2024, our company's R&D investment is as follows:

Proportion of R&D expenses In 2024

35%

Increased R&D expenses costs

3.71%

### R&D and Innovation Honors

In 2024, our honors in R&D are as follows:

- Jiangsu Province High and New Tech Enterprise
- Excellent Domestic Medical Equipment Product List -10<sup>th</sup> Batch of 2024
- Catalog of Key New Technologies and Products Promoted and Applied in Jiangsu Province (2024)
- 2024 Jiangsu Province Private Technology Enterprise
- 2024 Suzhou Enterprise Technology Center



# Value Creation & Leading Innovation

## Innovative Products and Green Intelligent Manufacturing

### Innovative Products

IntoCare actively participates in the innovation and exploration of medical products, continuously promoting the process of digitization and intelligence, and expanding the medical scenarios applicable to the company's innovative products. We promote high-quality medical products and technologies to more doctors and patients through the research and development of new products and technologies.

### Disposable Powered Circular Stapler ( ICS )

ICS is the only fully powered intelligent circular stapler technology leader in the industry. This product has obtained the registration certificate for Class III medical devices for powered circular staplers and is also the first domestically approved innovative product for Class III medical devices. ICS reduces the distal end vibration amplitude of the instrument by 88.9% during the tissue closure process compared to traditional manual staplers, reducing tissue traction and damage. During the firing process, it requires 95% less firing force than traditional manual staplers, with a 99% reduction in distal end vibration. It precisely controls the staple height and improves staple consistency by 43%, effectively reducing the occurrence of anastomotic leakage.



### Disposable Powered Endoscopic Linear Cutting Stapler ( IEC )



The Powered Linear Cutting Stapler (IEC) adopts an internationally pioneering powered surgical intelligent platform system, which is independently developed. Through a handheld powered intelligent surgical operation platform combined with a surgical terminal execution system applied across multiple departments, the IEC achieves flat operation and management of the powered linear cutting stapler, enabling surgeons to uniformly operate commonly used surgical instruments on the platform to achieve surgical operations on target tissues and improve surgical efficiency.

### Disposable Ligation Clip

IntoCare's latest independently developed Disposable Ligation Clip solves the problems of cumbersome operation and poor stability of traditional manual clamp applicators through intelligent closed-loop control, three-point positioning structure, and adaptive clamping technology. This product improves surgical efficiency and safety, reduces the risk of tissue damage and instrument contamination, and reduces the probability of intraoperative ligation failure. Its standardized and continuous operation mode provides more reliable instrument support for minimally invasive surgery. This enables efficient and precise minimally invasive surgical ligation procedures.

### Green Intelligent Manufacturing

IntoCare is committed to promoting ecological design and intelligent manufacturing concepts, driving innovative product design and upgrading green intelligent manufacturing. We attach great importance to informatization, intelligence, and environmental impact in every aspect of product design, intelligent manufacturing, and packaging. We are committed to developing environmentally friendly innovative products and intelligent manufacturing processes to achieve a positive interaction between technological innovation and green development, thereby demonstrating our commitment to product innovation and low-carbon green development.



### Green Intelligent Manufacturing Honors

In 2024, our honors in intelligent manufacturing are as follows:

- Suzhou Green Factory
- 2024 International Green Zero Carbon Award "Green Intelligent Manufacturing Example Award"

# Value Creation & Leading Innovation

## Empowering Technology and Exchange Cooperation

IntoCare takes it as its responsibility to lead the development of the industry and actively participates in industry cooperation and communication. We work together to promote healthy competition and high-quality development in the medical device industry through academic seminars, technical exchanges, etc. While focusing on our own innovative products and business capabilities, we continuously strengthen communication and cooperation among IUR. We have hosted multiple academic exchange and seminar activities in 2024. We invited industry partners, experts and scholars to exchange the latest trends and technological innovations in medical innovation to promote sustainable and inclusive trade and investment through independently innovated intelligent products.

### IntoCare Intelligence Nexus Transcontinental Conversation ( 2024-12 )



The "Intelligence Nexus Transcontinental Conversation (China-France)" organized by IntoCare in December 2024 was successfully held at Shanghai Ruijin Hospital. This event is fortunate to have invited Professor Denost, a renowned colorectal surgery expert from the BCI Research Institute in France, to visit our country and work together with Professor Zheng Minhua's team from Ruijin Hospital to discuss the latest developments and valuable clinical experience in colorectal surgery. The successful holding of this event has built a bridge for the exchange of surgical techniques and concepts between experts from the two countries, not only deepening the exchange and cooperation between China and France in the medical field but also setting a new benchmark for the development of colorectal surgery worldwide.

### IntoCare Intelligence Nexus Transcontinental Conversation ( 2024-04 )

The Intelligence Nexus Transcontinental Conversation, hosted by IntoCare, unfolded from April 15th to April 19th 2024, bringing together surgeons from overseas and China. This unique program aimed to create a platform for the exchange of experiences, techniques, and academic insights in the medical field. Surgeons and partners from Belgium, the Czech Republic, Poland, the UAE, and China Hong Kong actively participated, fostering collaboration and mutual learning.

This event is hosted by IntoCare and collaborates with four top tier tertiary hospitals in China to focus on the latest surgical techniques and technologies in thoracic surgery and colorectal cancer. And visit IntoCare headquarters in Suzhou for a tour.

Visitors toured the factory, witnessing the production process of the Intelligent powered stapling platform—from R&D to after-sales service.

The Intelligence Nexus Transcontinental Conversation not only facilitated knowledge sharing but also paved the way for cutting-edge advancements in surgical technology.



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# Value Delivery & New Quality Production

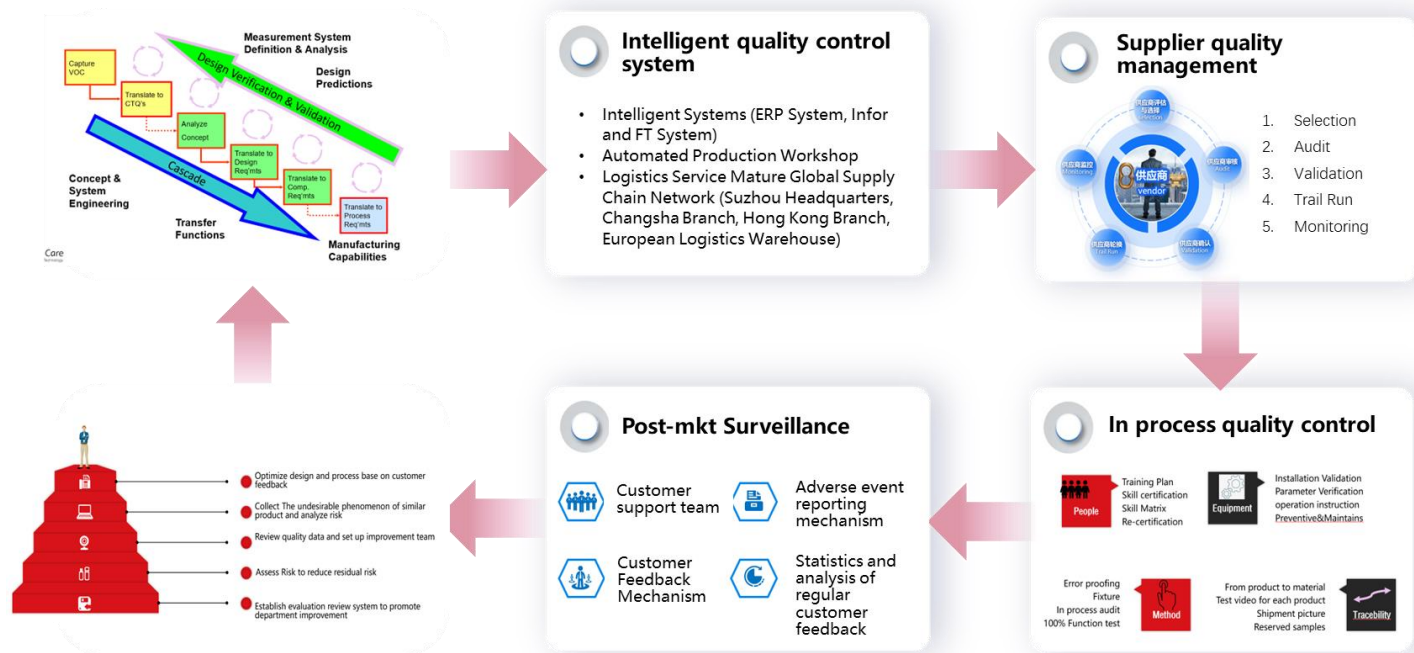
## Product Quality and Safety

IntoCare is committed to developing and manufacturing safe, reliable, and efficient medical devices to meet the needs of global customers and patients. We not only focus on the clinical performance of our products, but also strive to optimize user experience, and help medical institutions improve operational efficiency and reduce costs, thereby enhancing patient treatment outcomes.

### The Importance of Product Quality and Safety

Product quality and safety are not only related to the health and safety of patients, but also the core of the company's long-term sustainable development. We know that the high standard requirements of the medical device industry determine that enterprises must establish a good quality management system to ensure that every aspect from design, production to after-sales service complies with international regulations and industry best practices.

We conduct quality management training to enhance the safety and quality awareness of R&D personnel, as well as their ability to use quality methods and tools. We advocate a zero-defect quality culture and are committed to solving potential defects in products from the design stage to ensure product quality and performance safety from the source.



### Quality Management System

We always place product quality control at the core, actively identifying and monitoring factors that may affect product quality and safety. We have established a lean quality management system that covers the entire process from product design, raw material control, production monitoring to finished product quality control, to ensure that all products and services comply with global regulatory requirements and continuously optimize quality control processes to improve product safety and reliability.

# Value Delivery & New Quality Production

## Product Quality and Safety

### Quality Training

We establish a rapid response mechanism through cross departmental collaboration and refined project management, reduce the probability of quality accidents, improve internal management efficiency and effectiveness, and ensure the continuous improvement of product quality and safety.

We continue to improve our quality training system, develop quality management and product safety training plans, and regularly provide training courses on quality management system and product safety topics for all employees.

In 2024, we conducted a total of 293 quality course trainings and trained 2795 employees.



### Quality Management System

We have further enhanced quality compliance management and established management and enabling mechanisms. As end of 2024, the total quality management system of IntoCare passed the following quality regulatory standards certifications:



### Product Certification

As end of 2024, we have obtained 12 valid domestic medical device registration certificates, including 4 Class III medical device registration certificates. And we have obtained product access to over 40 major countries and regions. The total product certifications are as follows:

- China National Medical Products Administration(NMPA) Medical Device Product Certification (12 items)
- EU Medical Device Directive(MDD) Medical Device Product Certification
- Korea Ministry of Food and DRUG Safety(MFDS) Medical Device Product Certification
- Canada(HC) Medical Device Product Certification
- Australia(TGA) Medical Device Product Certification
- Singapore(HAS) Medical Device Product Certification
- Malaysia(MDA) Medical Device Product Certification
- Thailand(Thai FDA) Medical Device Product Certification
- Iran Medical Device Product Certification
- Saudi Arabia(SFDA) Medical Device Product Certification
- ...

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# Value Delivery & New Quality Production

## Product Quality and Safety

### Quality Policy

IntoCare strictly adheres to quality policies and fulfills management responsibilities to ensure that operations comply with the following quality principles:

- Provide high-quality products and services with patient health and customer needs as the core
- Comply with regulatory requirements in various markets, including safety, quality, and environmental standards
- Continuously improving the quality management system, enhancing product quality and supply chain management capabilities
- Ensure that employees fully understand quality requirements and provide necessary training and support

### Continuous Improvement

IntoCare strictly adheres to quality policies and has established a Corrective and Preventive Action (CAPA) system, which is the core of our quality management. We can quickly identify potential issues and take measures for improvement through customer feedback, production data analysis, internal audits, and trend analysis.

The implementation of our CAPA system not only helps to improve product quality, but also optimizes production processes, reduces risks, improves production efficiency, and continuously enhances product quality.

### Product Safety

IntoCare puts quality and safety management at the forefront of product development. During the product concept and planning phase, we incorporate the requirements of quality and safety related standards into the requirements document and refine them into the design input, forming a 'Risk Management Report'. We judge and identify the expected use and safety related features of the product, control and analyze risk expectations, and ensure the safety and reliability of the designed product.

In 2024, IntoCare participated in and promoted 7 clinical academic collaborative studies, collaborating with various hospitals to promote the development of product quality and safety.

On the production side, we have established a daily "Safety, Quality, Delivery, Cost, and Innovation (SQDCI)" management process to ensure that all employees undergo safety checks before work, follow standard workflows, and reduce potential risks. All employees are responsible for product quality and safety and have an obligation to report any potential quality or safety hazards.

During the reporting period, IntoCare has equipped 9 high-end automation devices to achieve 100% automated assembly and inspection of the components and parts.

We strictly comply with product labeling regulations and prohibit any promotion beyond the approved use. We provide compliance training for our employees to ensure that all marketing activities comply with regulatory requirements.

### Quality Supervision

In 2024, we received a total of 6 quality management system audits from government regulatory agencies and external audit agencies, with a pass rate of 100%.

Quality management system  
audits from government regulatory  
agencies and external audit agencies

6times

Approval Rate of Quality  
Management System Audit

100%

### Quality Honors

In 2024, our honors in quality management are as follows:

- 2024 Jiangsu Province Quality Credit A-level
- Excellent Domestic Medical Equipment Product List -10th Batch of 2024



# Value Delivery & New Quality Production

## Sustainable Supply Chain Management

IntoCare continuously improves its supply chain management to ensure that the raw materials, related inputs, and processing procedures used in product production meet high standards. IntoCare integrates the concept of sustainable development into all key components of supply chain management with respect to supplier onboarding, management, evaluation, appraisal and supplier quality improvement. At the same time, we proactively engage in responsible procurement and work together with stakeholders to build a green and compliant responsible supply chain.

We have formulated and improved the Procurement Control Procedure, Contractor Management System and so on, providing more detailed standards in multiple dimensions, including supply chain risk management, response measures, supplier performance evaluation and assessment, and contractor safety and security management. This lays the groundwork for our systematic supply chain management.

We have continuously optimized the supplier introduction process based on our green strategy goals. Our suppliers are required to sign the Environmental Health and Safety Management Notice, the Quality Agreement and the Supplier Code of Conduct before coming onboard.

This ensures that the imported suppliers meet the company's technical, quality, occupational health and safety, and green environmental requirements.

### Management Process

#### Selection and Onboarding

### Management Measures

- Conduct qualification review on suppliers' business qualifications, scale, credit records, product quality or service level, etc.
- Suppliers who have passed the qualification review become potential suppliers, and we will add them to the supplier candidate list and conduct sample evaluation
- After the initial evaluation of the sample, it enters the supplier onboarding and evaluation stage

#### Assessment and Certification

- Conduct online and on-site evaluations of various suppliers, and prepare supplier evaluation reports
- Potential suppliers who meet the evaluation requirements become qualified suppliers and are added to the list of qualified suppliers

#### Management and Evaluation

- Supply Chain Dept. classify suppliers into four levels: A (excellent), B, C, and D, based on their quality and comprehensive level
- Conduct annual performance evaluation and assessment of Class A and Class B suppliers to evaluate their comprehensive capabilities and current situation
- For suppliers, whose comprehensive scores are lower than the company's standard requirements, we require them to rectify within a specified period and follow up on the rectification situation

#### Elimination

- Suppliers with continuous comprehensive scores below the company's standard requirements will be eliminated
- Suppliers who fail to rectify or cooperate as required will be eliminated
- When a supplier engages in illegal or fraudulent behavior or other elimination criteria such as major safety or environmental accidents, we will immediately conduct an internal evaluation and eliminate the supplier

We implement a strict audit mechanism for our suppliers, specifying aspects such as quality management system, safety and environmental risks, quality control, and supplier management. We will terminate cooperation with noncompliant suppliers to ensure traceability of all raw materials and compliance of the supply chain.

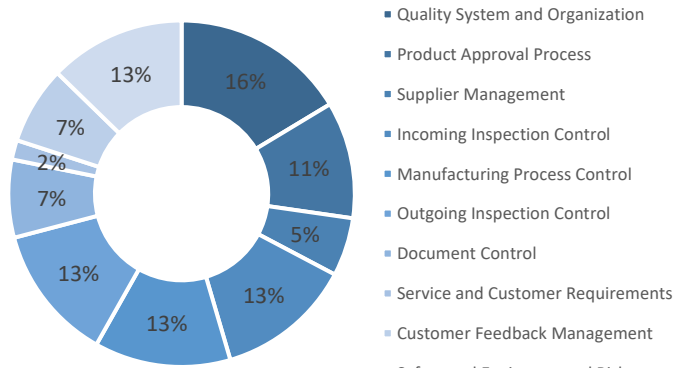
# Value Delivery & New Quality Production

## Sustainable Supply Chain Management

### Supplier Evaluation and Audit

For suppliers who meet the admission criteria, IntoCare establishes a supplier management list and conducts daily management and regular audits of suppliers in accordance with requirements such as the Procurement Control Procedure and Quality Agreement. IntoCare has established a cross departmental audit team consisting of multiple functional departments such as supply chain (SQE and procurement), engineering, and quality to regularly conduct supplier audits, effectively identify and evaluate supply risks, clarify goals and management measures in the supply process, and contribute to the sustainable development of the supply chain.

In 2024, IntoCare conducted quality, safety, and environmental assessments covering 40 major material suppliers, with no actual or potential major risks.



Ten dimensions and evaluation weights of supplier audit

### Responsible Procurement

IntoCare explicitly requires raw material suppliers to provide materials that comply with the RoHS 2.0 directive and REACH regulations in the Quality Agreement and Procurement Agreement, in order to minimize the environmental impact of the procurement process.

For the procurement of raw materials, we start with compliance and quality standards, continuously update the procurement plan according to production plans and business progress to ensure stable supply of high-quality materials.

We conduct hazardous substance testing and evaluation on all components of the products we design and produce and responsibly report the use of hazardous materials. During the reporting period, all products of the company complied with the requirements of RoHS 2.0 directive and REACH regulation.

**Proportion of major material suppliers certified with ISO9001 Quality Management System**

100%

**Proportion of major material suppliers certified with ISO14001 Environmental Management System**

17.5%

### Supplier Collaborative Development

IntoCare is committed to growing together with suppliers, actively exploring and developing local suppliers, and prioritizing the selection of local suppliers. During the reporting period, the proportion of local suppliers was 58.7%.



**Proportion of local suppliers**

58.7%

IntoCare actively engages in cooperation and communication with suppliers, focusing on business cooperation, safety, environmental protection, and other aspects. We regularly organize supplier training and communication to jointly promote the improvement of product quality and safety. During the reporting period, a total of 87 supplier training and communication sessions were conducted.



**Supplier training and communication**

87 Sessions

**Proportion of main material suppliers certified by ISO45001 Occupational Health and Safety Management System**

7.5%

**Signing rate of the Environmental Health and Safety Management Notice for new major material suppliers in 2024**

100%

# Value Delivery & New Quality Production

## Responsible Marketing & Collaborative Development

IntoCare continues to make efforts in the market and has further expanded its influence in the international medical field through close collaboration with global partners. We continuously demonstrate our company's sense of responsibility and influence through training and empowerment, clinical technical support, market expansion and cooperation. In 2024, we hosted 59 exhibitions, academic exchanges, and market events both domestically and internationally. We collaborated with agents to participate in over 600 market promotion events and provided over 3700 training and clinical support. We have achieved significant results in product promotion, surgical support, and academic exchanges.

### Training and Empowerment

In the Asia Pacific, the IntoCare team provided comprehensive training and support to local teams in Australia. During the training period, IntoCare experts participated in multiple surgeries and had in-depth exchanges with local doctors and hospital staff. This visit not only strengthens the cooperation with the local team but also promotes the further acceptance and application of IntoCare products in Australia.

In South America, the IntoCare team went to Chile to meet with local partners and conducted multiple training activities. The IntoCare team helped local teams gain a deeper understanding of the operation and application scenarios of the IntoCare intelligent powered stapling platform through product demonstrations and simulated practical operations. In addition, the IntoCare team also visited multiple hospitals and had in-depth exchanges with local surgeons, laying the foundation for future cooperation.

### Clinical Technology Promotion

In Europe, IntoCare has successfully held multiple academic events to promote the clinical application of intelligent powered stapling platform.



In March 2024, IntoCare showcased the advantages of Bow Tie Technique in surgery at a master class held in Belgium, which attracted several renowned surgeons from Canada and Europe.



### Market Promotion and Cooperation

In mid to late March 2024, the IntoCare's intelligent powered stapling platform made consecutive appearances at three major medical events in Europe: From the 16<sup>th</sup> to the



18<sup>th</sup>, the first stop was to participate in the annual meeting of the Society for Cardiothoracic Surgery in Great Britain and Ireland (SCTS). IntoCare established connections with multiple thoracic surgery experts through booth displays and exchange dinners, and obtained important opportunities for cooperation; From the 26<sup>th</sup> to the 28<sup>th</sup>, We attended the 142<sup>nd</sup> Congress of the German Society of Surgeons in Munich, Germany; And on the 27<sup>th</sup> and 28<sup>th</sup>, IntoCare attended the 1st Francophone Colorectal Surgery Days (JFCCR) in Bordeaux, we have attracted the attention of surgeons from multiple European countries through product displays and authoritative professor speeches in this event, effectively enhancing our regional influence.

**Training and Support**



**Hosted Market Events**



**3700+** Sessions

**59** Sessions

**POWER YOUR SURGERY**

Note: Domestic clinical support of over 1000; Training of over 200; International clinical support and training of over 2500 (including sales, agents, and clinical support and training sold to hospitals and agents)

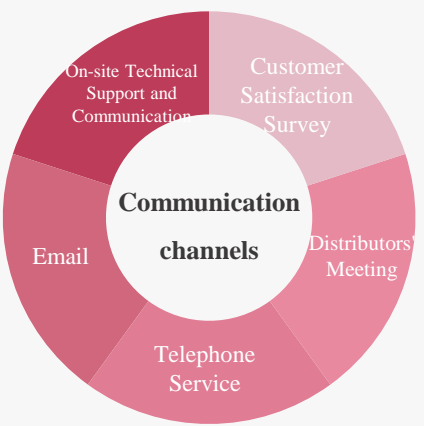
# Value Delivery & New Quality Production

## Customer First & High-quality Service

IntoCare's services are based in China and expand globally. We adhere to the customer-centric service philosophy, take multiple measures to continuously expand our service boundaries, and always prioritize the rapid and effective resolution of user issues.

We strengthen service quality management in all aspects and closely integrate it with business quality improvement work in the actual quality accident judgment and handling process, in order to comprehensively enhance the company's quality awareness and service provider's quality awareness.

IntoCare aims to enhance the efficiency and quality of global customer service by establishing multi-channel communication channels to enhance the access to service for global customers.



**On-site Technical Support and Communication** 

超**350**次

**Customer Service Communication Response rate** 

**100%**

In terms of customer service processes, IntoCare has significantly improved its response speed and problem-solving efficiency to user feedback through its internal process system by 2024. It has achieved a quality closed-loop management from problem discovery to problem resolution, and made customers feel the high-quality service from IntoCare. This greatly enhances the customer experience.

**Customer Satisfaction Survey** 

**98%**

We adopt the principle of handling complaints and inquiries from customers as soon as they are received. We mobilize resources from all parties to efficiently respond to customer needs and ensure that customer issues are handled accurately, quickly, and reasonably.

## Customer Service Achievements

In 2024, we received a total of 7 complaints between domestic and overseas. The customer complaint rate was 0.009%, and the customer complaint resolution rate was 100%.

We regularly review customer complaints and conduct multi-channel and multi-faceted analysis, as well as take proactive improvement measures and follow up on follow-up visits to verify the effectiveness of the improvements.

**0.009%** Customer Complaint Rate

**7** Number of Customer Complaints

**100%** Customer Complaint Resolution Rate

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# Employee Care & Talent Empowerment

## Human Resources Sustainable Development

### Talent attraction and recruitment

IntoCare has established a long-term talent recruitment plan and deployed human resources business partners in various business lines. This provides reliable support for the company to introduce core technology and strategic talent. Adhering to the concept of "green", we have established various recruitment channels to attract talents, including the Star Talent Training Program, campus recruitment, intern recruitment, social recruitment, international recruitment, internal employee recommendations, and more. This aims to gather outstanding individuals from all walks of life and improve the efficiency of matching positions with talents.

### Talent Recruitment

In terms of social recruitment, we have established relevant systems to recruit talents through diversified recruitment channels such as online platforms, job fairs, and headhunters. In addition, we have established a comprehensive internal recruitment system for company employees. Eligible employees can independently apply for relevant positions on the internal recruitment platform, while encouraging internal recommendations. At the same time, we have intensified our recruitment efforts in overseas regions, with a focus on attracting high-end expert talents and outstanding college graduates, to build a diverse global talent pool.

### Star Talent Plan

We are committed to addressing the employment difficulties of fresh graduates and ensuring the sustainable development of our company's system. We have established various platforms to assist fresh graduates in finding employment. In 2024, the first batch of the "Star Talent" program of IntoCare was officially launched, aiming to deeply support the rapid growth of fresh graduates, cultivate and supply outstanding talents for IntoCare and support the company's business development. We have established a systematic sales onboarding training course system. Through on-campus learning, off-campus expansion, project practice, mentor lectures, and one-on-one teaching, supplemented by offline training, assessment, online self-study, action learning, and on-site observation, we have significantly enhanced the campus reputation of IntoCare.




**Recruitment of Bachelor's degree and above talents in 2024**

**23 persons**

### Diversity and Inclusion

In order to continuously stimulate organizational vitality, IntoCare provides more career development opportunities and encourages employees to actively seek internal job applications and transfer opportunities. Several employees of the company have successfully achieved job changes through this mechanism, which has reserved strength for the retention of talents in the company.

At the same time, we have established the rights and interests of female employees in the workplace and family to enhance women's awareness of equality in the workplace. Nursing rooms have been set up on each floor of the office area. During the reporting period, **the proportion of female executives in the company was**

**60%**

### Our commitment

**We provide inclusive and fair development and promotion opportunities for employees of different nationalities, ethnicities, ages, genders, beliefs, and cultural backgrounds, with a particular focus on their career development. We strive to promote a diverse, equal, inclusive, and open workplace environment.**

# Employee Care & Talent Empowerment

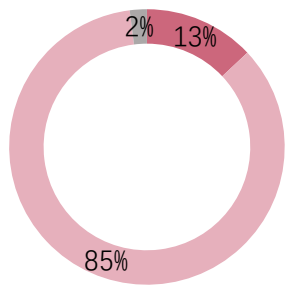
## Human Resources Sustainable Development

### Employee Structure and Rights

IntoCare continues to strengthen its talent recruitment capabilities for both domestic and overseas regions, with a focus on introducing high-end expert talents and outstanding college graduates, striving to build a diversified global talent team.

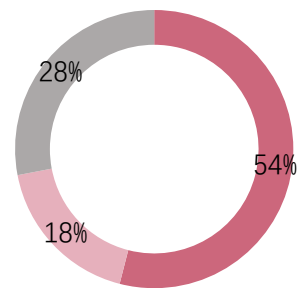
During the reporting period, the proportion of technical personnel in the company was 42%, with a male to female ratio of 4:6. There were a total of 67 people with bachelor's degrees or above. The highly educated and young talent team provided strong support for the continuous development of the company.

Employee Age Ratio



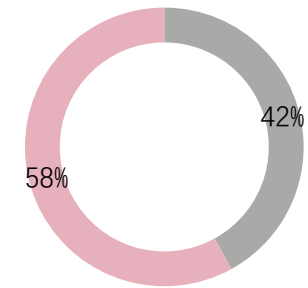
■ Under 31 years old
■ 31-50 years old
■ Over 51 years old

Proportion of employee education level



■ Bachelor's degree or above  
■ College degree  
■ Technical degree or below

Employee Gender Ratio



■ Male
■ Female

### Compensation and Benefits

IntoCare adheres to the compensation philosophy of "compensation" and "performance oriented" and provides employees with competitive compensation and incentive measures through the development of a comprehensive compensation system and reward mechanism. We have clearly stated the mechanism for formulating employee compensation and incentives in the Employee Handbook, which facilitates employees' understanding of the composition of compensation.

IntoCare is committed to fair and just payment of salaries. We regularly evaluate industry salary levels globally to ensure fairness and competitiveness in compensation. The management analyzes and reviews the salary situation related to fairness indicators every year and makes necessary salary adjustments based on market competitiveness and fairness. By 2024, the proportion of general staff in the company will exceed 50%.

### Health Benefits

IntoCare focuses on the physical and mental health of its employees and provides comprehensive health benefits programs for all staff, such as annual physical examinations and overseas commercial insurance plans.

- Provide medical insurance and accident insurance for full-time employees in Chinese Mainland
- Provide commercial insurance to full-time overseas employees based on local conditions

Year	2024	2023	2022
<b>Proportion of labor contract signing</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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# Employee Care & Talent Empowerment

## Human Resources Sustainable Development

### Employee Training and Development

IntoCare continues to promote "mobile learning" and "intelligent learning". We deeply support the development needs of domestic and foreign businesses and provide employees with learning spaces anytime and anywhere to create a learning organization.

In 2024, we have completed the selection of overseas third-party learning resource platforms and achieved global planning and deployment coverage of learning resources. We provide a total of 333 internal and external course resources on domestic and international learning platforms. These courses cover multiple aspects such as business strategy, leadership, personal development, health and safety, legal and compliance.

Some of our video courses support bilingual learning to help colleagues around the world overcome language barriers. At the same time, we also provide scenario-based video cases to facilitate colleagues' understanding of real business scenarios and strive to enhance the learning experience and effectiveness.



Management and Strategic Training

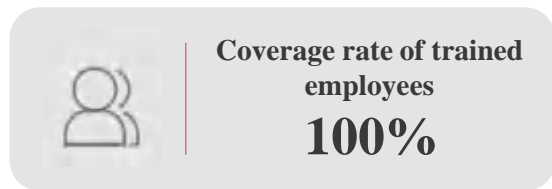


### Employee Development

IntoCare has developed tailored professional development and training plans for different professional talents for each job position in different departments. Based on business needs, it plans and sets the level of business management positions to broaden the development space for professional and technical talents. We have established a comprehensive career development system through targeted training and other means to ensure that employees' growth can better support the company's strategic development.

### Professional Skill Enhancement

IntoCare supports all employees to obtain various vocational skills certificates and professional qualifications. We encourage employees to enhance their professional skills and cover the related expenses. In 2024, we provided subsidies for skill certificates to 5 employees, in order to promote the continuous improvement of employees' professional skills.



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# Employee Care & Talent Empowerment

## Human Resources Sustainable Development

### Employee Communication and Care

IntoCare always focuses on employee communication and care, and we regard it as the key to building harmonious labor relations and optimizing employee experience. We provide employees with multiple communication channels to listen to their voices and solve problems. We organize various activities, such as regular management communication meetings, project communication meetings, operational meetings, workshop team meetings, etc. This promotes effective communication and exchange between employees and management.

We promise to ensure that employees will not be discriminated against, retaliated against, harassed, or subjected to any adverse treatment when expressing their demands and exercising their rights. This commitment runs through all levels of operation and decision-making within the company. When dealing with employee demands and issues, we strive to find the best solution to the labor and cultural differences in different regions through sincere dialogue. We believe that this approach can better understand the needs of employees and enhance their sense of belonging and satisfaction.



We are open, comprehensive, and continuously focused on the work growth and physical and mental health of our employees and provide necessary support through one-on-one communication.



We actively organize various cultural exchanges and interest activities to enrich employees' leisure life while safeguarding their physical and mental health, in order to enhance their sense of identity and belonging to IntoCare.

- We hold regular employee meetings and commendation conferences every year to communicate with employees about business development and future plans, and listen to their thoughts on the company's future development.
- In addition to organizing weekly badminton activities for employees, we also hosted over 10 large-scale employee activities in 2024.

Employee Meeting



Employee Activity



Cultural Activity



# Employee Care & Talent Empowerment

## Occupational Health and Safety

### Occupational Health and Safety Management

IntoCare has established an EHS management committee and actively fulfills its main responsibility for safety production.

IntoCare attaches great importance to the occupational health and safety of employees. To continuously improve the prevention and management capabilities of occupational health and safety issues while remaining in accordance with the laws and regulations, such as the Law of the People's Republic of China on Prevention and Control of Occupational Diseases, the Law of the People's Republic of China on Work Safety, the Fire Protection Law of the People's Republic of China, we have formulated the Occupational Health and Safety Management Manual, the Safety inspection and management system of hidden trouble investigation, Accident report and investigation system, and other procedures to ensure the management of occupational health and safety. We implement dual prevention and control measures through risk grading and hidden danger investigation to continuously enhance the company's occupational health and safety management capabilities.

The manufacturing base that had officially been put into operation by IntoCare had passed the ISO45001 OHS certification

# ISO45001

### Occupational Health And Safety

IntoCare has always attached great importance to the occupational health and safety of employees as part of its adherence to the principle of "people-oriented and safety first". We continue to develop the long-term mechanism of work safety, comprehensively improve the management level of work safety, and advocate work safety culture to effectively safeguard the health and safety for employees.

We regularly monitor the occupational hazards of the company and set up occupational hazard notification cards and configure labor protection equipment. And continuously improve the occupational health conditions in the workplace and enhance employees' awareness of occupational



disease prevention through the occupational health examinations for employees before, during and after work. We regularly organize employee safety training to popularize safety knowledge and enhance their safety awareness

Qualified rate of occupational disease hazard detection in the workplace

# 100%

Employee health examination rate

# 100%

### Safe Production

IntoCare is committed to creating a positive EHS management culture and ensuring that employees can work and live in a healthy and safe environment. By signing the 'Safety Production Responsibility Agreement', clarify the safety responsibilities and goals that employees in each department need to fulfill. We regularly carry out hazard identification and hidden danger investigation work to ensure zero accidents and incidents in safety production.

We continue to optimize and improve our company's emergency plan management system. In 2024, we have conducted various types and frequencies of emergency drills to enhance employees' safety awareness and emergency response capabilities.



During the reporting period, the company did not experience any safety production accidents or incidents. A total of 7 emergency drills were conducted, covering 11 types of emergencies.

Number of employees suffering from occupational diseases

# 0人

Number of occupational health and safety accidents

# 0times

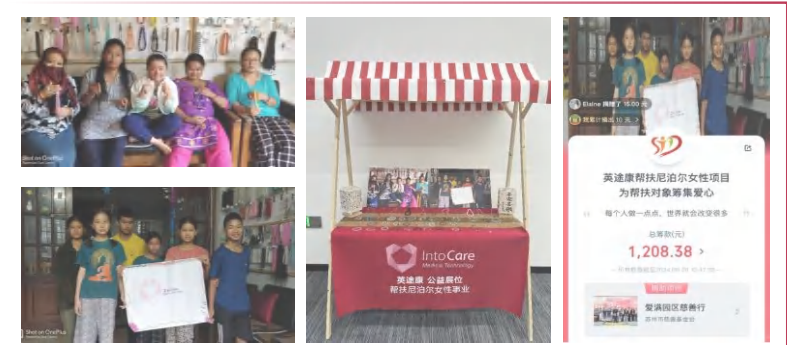


# Assisting Society & Creating a Better Future Together

## Community Participation and Community Philanthropy

IntoCare has integrated social responsibility and public welfare into its sustainable development strategy, and we will continue to pay attention to and fulfill our social responsibility. During the reporting period, IntoCare carried out 3 social welfare and donation activities.

**IntoCare's Little Explorers' Journey**, spreads our culture and values. This activity showcases the practical application of medical devices, which can help children realize the enormous role of medical technology in saving lives and improving their quality of life. It can ignite children's enthusiasm for scientific exploration and lay the foundation for cultivating future medical technology innovation talents. At the same time, it can also enhance the interaction between enterprises and surrounding communities, improve the image of IntoCare in the community and among young people. We always promote resource sharing between the company and the community, and contribute to the education of young people in the community.



## The Nepal Women's Support Program

We supported local women's employment by purchasing handicrafts and used the proceeds for public healthcare projects. This is used to promote social equity and inclusive economic growth. In the future, we will continue to fulfill our corporate social responsibility and promote sustainable development..

# We are on the way...

# 03

## Part Three

### *Governance And Compliance*

- *Strengthen Governance & Stable Operation*
  - *Strengthen Governance & Stable Operation*
  - *Compliance Management and Integrity Management*
- *Patent Protection & Knowledge Dissemination*
  - *Intellectual Property and Patent Management*
- *Data Security & Privacy Protection*

*This chapter responds to SDGs :*



# Strengthen Governance & Stable Operation

## Strengthen Governance & Stable Operation

### Corporate Governance

We strictly comply with a series of laws and regulations, such as the Company Law of the People's Republic of China. Accordingly, we continue to upgrade our internal corporate governance structure, and have established a robust internal control system, standardized our behaviors to continuously improve our corporate governance.

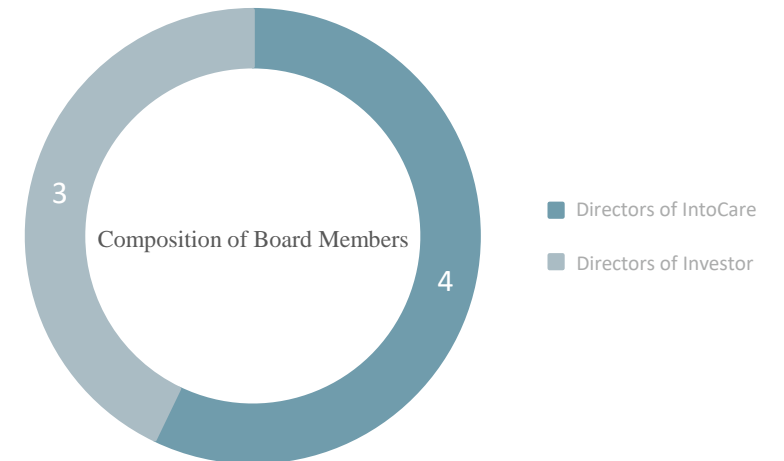
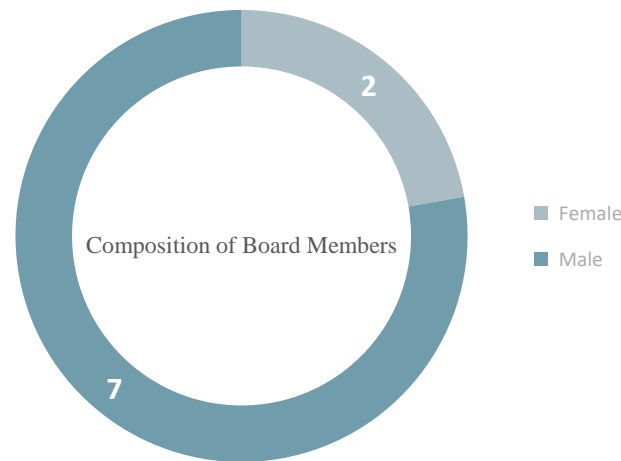
IntoCare has established a corporate governance structure comprising the General Meetings, the Board of Directors and senior management. Currently, our Board of Directors consists of 7 directors, of whom 2 are female directors. Female directors constitute 33% of the total membership of the Board.

IntoCare holds an annual board meeting to discuss and vote on various proposals and business operations to ensure the efficiency and compliance of the company's decisions.

### Investor Relations

As representatives of the shareholders of IntoCare's various investors, the members of the board of directors represent the opinions of all shareholders. We continuously enhanced the communication with investors and fully protected their rights. IntoCare regularly holds shareholder meetings.

Our Board of Directors brings together management members with professional expertise and diversified backgrounds covering a wide range of fields, including industrial design, medical devices, and business strategy, thereby providing a solid, professional foundation for the comprehensive development of the Company.



# Strengthen Governance & Stable Operation

## Compliance Management and Integrity Management

### Compliance Management

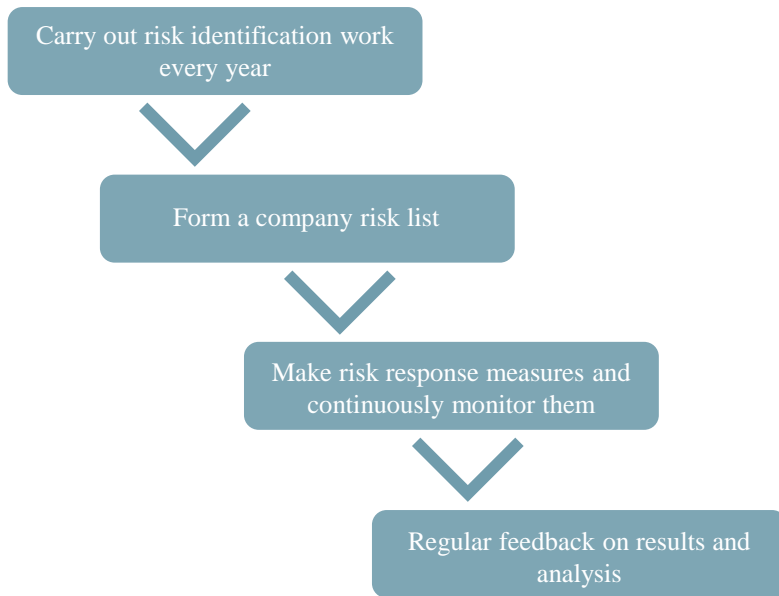
IntoCare firmly believes that compliance operation is the cornerstone of our robust development. We constantly optimize our internal compliance management and risk prevention and control system to ensure the compliance and efficiency of all business activities of the company.

IntoCare strictly observes the relevant laws and regulations on international trade to ensure the legal export of our products and reduce the potential impact caused by overseas trade restrictions.



IntoCare attaches great importance to enhancing employees' compliance awareness and risk awareness through training, we provided compliance training courses for senior executives and employees.

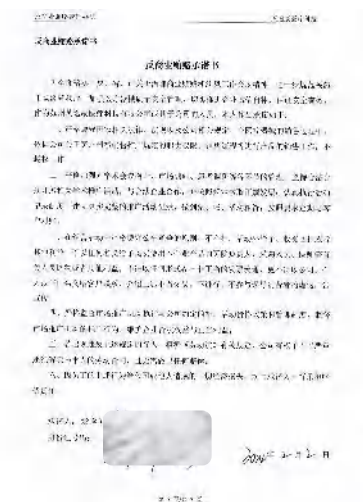
We have established the company's compliance management system and compliance culture through high-level commitments, communication, performance, and rewards and punishments.



### Business Ethics

IntoCare strictly observes the Anti-Unfair Competition Law of the People's Republic of China and the laws and regulations of local places of our overseas operations. We stick to run business justly and honestly.

We has formulated the 'Anti Commercial Bribery Management Measures' and carried out special training on business ethics for all employees, the training enhanced employees' awareness of business ethics. All employees have 100% signed the 'business ethics commitment letter'.



Employees participated in business ethics related training

100%

Signing rate of business ethics commitment letter

100%

# Patent Protection & Knowledge Dissemination

## Intellectual Property and Patent Management

### IP Management System

Since our establishment, IntoCare has been making long-term plans for product line and patent. We enhance our core competitiveness by systematically implementing the creation, application, and protection of IP rights, and has established a robust IP management system, ensuring that patent management fully covers all aspects of product development, production and sales. During the reporting period, we successfully obtained the intellectual property management system certification.

IntoCare adheres to the IP strategy of "Promote the upgrading and development of enterprises through technological innovation and protect the advanced advantages of the industry with intellectual property rights" to provide strong support for technological innovation. We have a well-established IP management team, consisting of 3 dedicated IP management personnel, and department head with patent agency and legal professional qualifications.

IntoCare had passed the GB/T 29490 certification



### IP Application

In terms of IP, IntoCare has expanded the channels for realizing patent value through patent pledge loans and has raised more than 15 million RMB through 3 patent pledge loans. These are used for activities such as technology R&D, project development, operation, management, and technological transformation etc. In addition, the company transferred 2 patents to other friendly businesses.

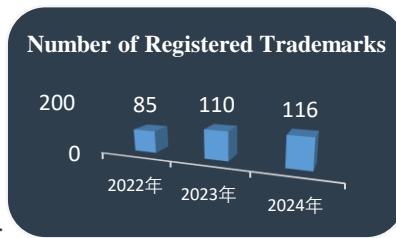
### IP Honor

In 2024, IntoCare's honors in IP include:

- **The Third Batch of Intellectual Property Strong Enterprises Cultivation Project in Suzhou: Growth oriented, Advantageous, and Leading Enterprise**


### Trademark Management

During the Reporting Period, IntoCare has a total of 116 registered trademarks both domestically and internationally, of which 57 cases have been successfully registered overseas, distributed in more than 40 countries/regions.



### Patent achievements

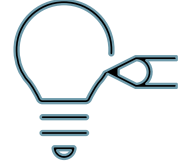
As the end of 2024, IntoCare had applied for a total of 515 patents, including 337 invention patents and 44 international PCT patents; and received authorization for a total of 330 patents, including 151 invention patents. We have comprehensively laid out in more than 40 countries/regions including EU, Asia Pacific, and China etc.



Number of patents applied

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**515** cases



Number of invention patents

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**337** cases



Number of authorized patents

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**330** cases



Number of authorized invention patents

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**151** cases

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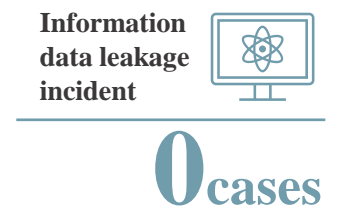
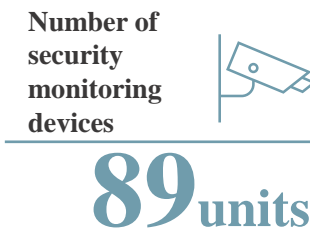
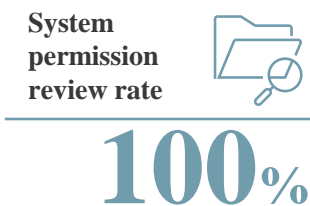
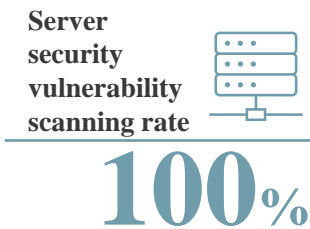
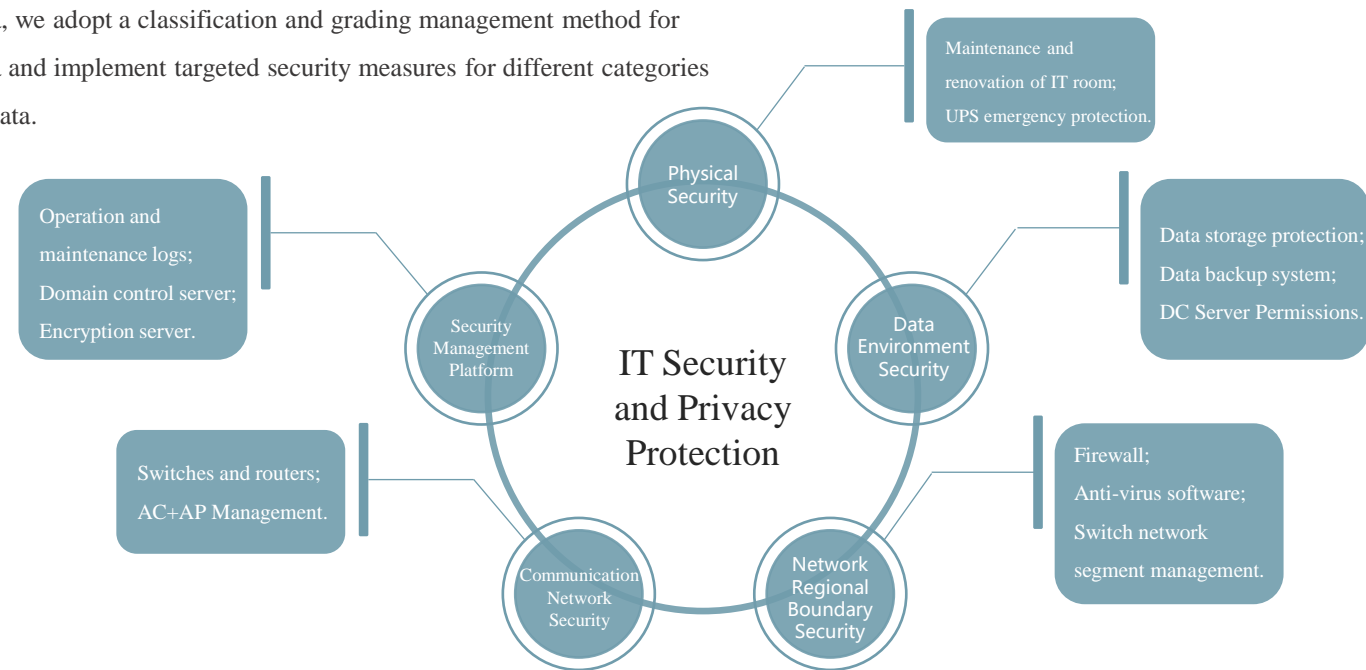
# Data Security & Privacy Protection

## IT Security and Privacy Protection

IntoCare attaches great importance to information security and privacy protection during operations. We strictly observe the Personal Information Protection Law of the People's Republic of China and other laws. We have formulated the "IT Security Application Management Regulations" to maintain the information and data security of customers and the company. For existing information and data, we adopt a classification and grading management method for data and implement targeted security measures for different categories of data.

IntoCare has established a comprehensive IT team, which promptly responds to the needs of each department and provides technical support. By training employees on information security to increase their knowledge of information security, continuously strengthen their awareness of information security, we ensure the continuity of the company's business and the security of the data.

During the Reporting Period, IntoCare had no experienced any incidents of data loss or information leakage.



# 04

## Part Four

### *key Performance*

- *key Performance*
  - *Environmental Performance*
  - *Social Performance*
  - *Governance Performance*
- *Index of GRI Standards*
  - *Report Index*



# key Performance

## Environmental Performance

### Environmental Management System

Indicators	Unit	2024 Data
<b>Significant fines for violation of environmental laws and/or regulations</b>		
Total monetary value of significant fines	RMB	0
Total number of monetary sanction cases caused by environmental events	Tines	0

### Energy and Resources

Indicators	Unit	2024 Data
<b>Energy consumption</b>		
Gasoline	Liters	4,434
Electricity consumption	KWH	878,508.67
Market-based purchase of green electricity	KWH	240,000
Comprehensive energy consumption	Tons of standard coal	108.7829
Comprehensive energy intensity	Tons of standard coal/Ten thousand RMB	0.0167
<b>Water withdrawal</b>	M <sup>3</sup>	4290

### Climate Action

Indicators	Unit	2024 Data
<b>Total GHG Emissions<sup>1</sup></b>		
Direct (Scope 1) GHG emissions	Tonnes of CO2 equivalent	342.661
Energy indirect (Scope 2) GHG emissions	Tonnes of CO2 equivalent	0.0368
		342.624
<b>GHG emissions intensity</b>	Tonnes of CO2 equivalent/ million RMB	5.256

### Waste Discharge

Indicators	Unit	2024 Data
<b>Total Hazardous Waste</b>	Tonne	0.2172
<b>Total Non-hazardous Waste</b>	Tonne	1.45

**Note:**

- 1、As for the emission factors of electricity in China refer to the national electricity carbon dioxide emission factor in the Announcement on Releasing the 2022 Electricity Carbon Dioxide Emission Factors issued in December 2024; and for the calorific value factors and emission factors of other energy sources, refer to the IPCC Guidelines for National Greenhouse Gas Inventories, the General Rules for Calculating Comprehensive Energy Consumption GB/T 2589-2020 issued by the State Administration for Market Supervision and Administration and the National Standardization Administration, and the Energy Data Manual issued by the International Energy Agency.
- 2、GHG emissions (Scope 1) generated include gasoline consumption for official vehicle.
- 3、GHG emissions (Scope 2) generated include emissions generated by using purchased power.



# key Performance

## Social Performance

### Employment and Diversification

Indicators	Unit	2024 Data
<b>Total headcount<sup>4</sup></b>	Person	127
Number of Full-time Employees	Person	127
Labor outsourcing/Labor dispatch	Person	0
Male	Person	54
Female	Person	73
Management staff	Person	18
General staff	Person	109
Under 31 years old	Person	17
31-50 years old	Person	108
Over 51 years old	Person	2
Bachelor's degree or above	Person	69
College degree	Person	24
Technical degree or below	Person	34
China (including Hong Kong, Macao and Taiwan)	Person	125

### Employment and Diversification

Indicators	Unit	2024 Data
Overseas	Person	2
<b>Employee turnover rate<sup>5</sup></b>	%	26%
<b>Parental leave</b>		
Male	Person	2
Female	Person	7

### Employee Training and Development

Indicators	Unit	2024 Data
<b>Employees Who Participated in Trainings</b>	Person	2840
Annual training sessions	Session	289
Annual training hours	Hour	231

Note:

4、The total headcount divided by rank, gender, age, and region, and includes labor outsourcing / labor dispatch.

5、The calculation formula for turnover rate is: employee turnover rate=annual number of resigned employees/annual average number of employees on the job.



# key Performance

## Social Performance

### Occupational Health And Safety

Indicators	Unit	2024 Data
<b>Number of Health and Safety Trainings</b>	Session	27
Total number of employees attending occupational health and safety training	Person	266
Occupational health and safety training for new employees	%	100%
<b>Number of Employees Suffering from Occupational Diseases</b>	Person	0
<b>Number of occupational health and safety accidents</b>	Times	0
Number of work-related injury incidents	Times	0
Deaths arising from work-related injuries	Person	0

### Customer Service

Indicators	Unit	2024 Data
<b>Overall satisfaction with complaint settlement</b>	%	98%
Number of customer complaints	Times	7
Customer complaint rate	%	0.009%
Customer complaint resolution rate	%	100%

### R&D Innovation and Intellectual Property

Indicators	Unit	2024 Data
<b>R&amp;D Expenses</b>	Ten thousand RMB	2282.45
Proportion of R&D expenses	%	35.01%
Increased R&D expenses costs	%	3.71%
Number of R&D Employees	Person	28
<b>Number of patents applied</b>	Case	515
Number of invention patents	Case	337
<b>Number of authorized patents</b>	Case	330
Number of authorized invention patents	Case	151
<b>Number of registered trademarks both domestically and internationally</b>	↑	116

### Social activities

Indicators	Unit	2024 Data
<b>Public Welfare Donations</b>	Ten thousand RMB	0.5
Number of employees participating in public welfare/volunteer activities	Person	76



# key Performance

## Environmental Performance

### Supplier Management

Indicators	Unit	2024 Data
<b>Number of Suppliers</b>	Supplier	63
Number of domestic suppliers	Supplier	61
Number of overseas suppliers(including Hong Kong, Macao and Taiwan)	Supplier	2
Number of local suppliers	Supplier	37
Annual quality, safety, and environmental audits of suppliers	Supplier	40
Signing rate of the <Environmental Health and Safety Management Notice>	%	100%

### Corporate Governance

Indicators	Unit	2024 Data
<b>Number of Board of Directors</b>	Person	9
Number of females among the Board of Directors	Person	2
<b>Number of Training on Information Security</b>	Session	4
Number of employees covered by information and data security training	%	100%
Information data leakage incident	Times	0

### Corporate Governance

Indicators	Unit	2024 Data
<b>Number of Business Ethics Training</b>	Session	2
Employees participated in business ethics related training	%	100%
Signing rate of business ethics commitment letter	%	100%
Confirmed lawsuits and cases involving corruption or violation of business ethics	Times	0



# Index of GRI Standards

## Report Index

GRI Standard	Disclosure	Location of the report
<b>GRI 2: General Disclosures 2021</b>	2-1 Organizational details	About IntoCare
	2-2 Entities included in the organization's sustainability reporting	About The Report
	2-3 Reporting period, frequency and contact point	About The Report
	2-4 Restatements of information	About The Report
	2-6 Activities, value chain and other business relationships	About IntoCare
	2-7 Employees	Human Resource Development
	2-8 Workers who are not employees	Human Resources Sustainable Development
	2-9 Governance structure and composition	Strengthen Governance & Stable Operation
	2-10 Nomination and selection of the highest governance body	Strengthen Governance & Stable Operation
	2-11 Chair of the highest governance body	Strengthen Governance & Stable Operation
	2-12 Role of the highest governance body in overseeing the management of impacts	Strengthen Governance & Stable Operation
	2-13 Delegation of responsibility for managing impacts	Strengthen Governance & Stable Operation

## Report Index

GRI Standard	Disclosure	Location of the report
<b>GRI 2: General Disclosures 2021</b>	2-14 Role of the highest governance body in sustainability reporting	Strengthen Governance & Stable Operation
	2-15 Conflicts of interest	Compliance Management and Integrity Management
	2-16 Communication of critical concerns	About The Report, Strengthen Governance & Stable Operation
	2-17 Collective knowledge of the highest governance body	Strengthen Governance & Stable Operation
	2-18 Evaluation of the performance of the highest governance body	Strengthen Governance & Stable Operation
	2-19 Remuneration policies	Human Resources Sustainable Development
	2-20 Process to determine remuneration	Human Resources Sustainable Development
	2-22 Statement on sustainable development strategy	Sustainability Management
	2-23 Policy commitments	Strengthen Governance & Stable Operation, Compliance Management and Integrity Management



# Index of GRI Standards

## Report Index

GRI Standard	Disclosure	Location of the report
<b>GRI 2: General Disclosures 2021</b>	2-25 Processes to remediate negative impacts	Strengthen Governance & Stable Operation, Compliance Management & Integrity Management
	2-26 Mechanisms for seeking advice and raising concerns	About The Report
	2-27 Compliance with laws and regulations	Compliance Management & Integrity Management
	2-29 Approach to stakeholder engagement	Stakeholder Engagement
	2-30 Collective bargaining agreements	Human Resources Sustainable Development
<b>GRI 3: Material Topics 2021</b>	3-1 Process to determine material topics	Sustainability Management
	3-2 List of material topics	Sustainability Management
<b>GRI 201: Economic Performance 2016</b>	201-1 Direct economic value generated and distributed	About IntoCare
	201-2 Financial implications and other risks and opportunities due to climate change	Climate change response and energy conservation
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-1 Infrastructure investments and services supported	Low carbon operation and green office, Innovative Products and Green Intelligent Manufacturing, Community Participation and Community Philanthropy

## Report Index

GRI Standard	Disclosure	Location of the report
<b>GRI 203: Indirect Economic Impacts 2016</b>	203-2 Significant indirect economic impacts	Community Participation and Community Philanthropy
<b>GRI 205: Anti-corruption 2016</b>	205-1 Operations assessed for risks related to corruption	Compliance Management and Integrity Management
	205-2 Communication and training about anti-corruption policies and procedures	Compliance Management and Integrity Management
<b>GRI 206: Anti-competitive Behavior 2016</b>	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Strengthen Governance & Stable Operation
<b>GRI 301: Materials 2016</b>	301-1 Materials used by weight or volume	Product ecological design and green packaging
	301-2 Recycled input materials used	Product ecological design and green packaging
	301-3 Reclaimed products and their packaging materials	Product ecological design and green packaging
<b>GRI 302: Energy 2016</b>	302-1 Energy consumption within the organization	Low carbon operation and green office
	302-2 Energy consumption outside of the organization	Key Performance Table
	302-4 Reduction of energy consumption	Low carbon operation and green office



# Index of GRI Standards

## Report Index

GRI Standard	Disclosure	Location of the report
<b>GRI 302: Energy 2016</b>	302-5 Reductions in energy requirements of products and services	Low carbon operation and green office
	303-1 Interactions with water as a shared resource	Water resource management and scientific water use
<b>GRI 303: Water and Effluents 2018</b>	303-2 Management of water discharge-related impacts	Water resource management and scientific water use
	303-3 Water withdrawal	Water resource management and scientific water use, Key Performance Table
	303-4 Water discharge	Emissions and waste management
<b>GRI 304: Biodiversity 2016</b>	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	During the Reporting Period, IntoCare had no operational sites owned, leased, managed in, or adjacent to protected areas and areas of high biodiversity value outside protected areas.
	304-2 Significant impacts of activities, products and services on biodiversity	Emissions and waste management
<b>GRI 305: Emissions 2016</b>	305-1 Direct (Scope 1) GHG emissions	Climate change response and energy conservation, Key Performance Table

## Report Index

GRI Standard	Disclosure	Location of the report
<b>GRI 305: Emissions 2016</b>	305-2 Energy indirect (Scope 2) GHG emissions	Climate change response and energy conservation, Key Performance Table
	305-4 GHG emissions intensity	Climate change response and energy conservation, Key Performance Table
	305-5 Reduction of GHG emissions	Climate change response and energy conservation
	305-7 Nitrogen oxides (NOx), Sulphur oxides (SOx), and other significant air emissions	Emissions and waste management
<b>GRI 306: Waste 2020</b>	306-1 Waste generation and significant	Emissions and waste management
	306-2 Management of significant waste-related impacts	Emissions and waste management
	306-3 Waste diverted from disposal	Emissions and waste management, Key Performance Table
	306-4 Waste directed to disposal	Emissions and waste management, Key Performance Table
	306-5 Waste directed to disposal	Emissions and waste management, Key Performance Table



# Index of GRI Standards

## Report Index

GRI Standard	Disclosure	Location of the report
<b>GRI 308: Supplier environmental assessment 2016</b>	308-1 New suppliers that were screened using environmental criteria	Sustainable Supply Chain Management
	308-2 Negative environmental impacts in the supply chain and actions taken	Sustainable Supply Chain Management
<b>GRI 401: Employment 2016</b>	401-1 New employees hires and employee turnover	Human Resources Sustainable Development
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Human Resources Sustainable Development
	401-3 Parental leave	Human Resources Sustainable Development
<b>GRI 403: Occupational Health and Safety 2018</b>	403-1 Occupational health and safety management system	Occupational Health and Safety, Key Performance Table
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety, Key Performance Table
	403-3 Occupational health services	Occupational Health and Safety
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety
	403-5 Worker training on occupational health and safety	Occupational Health and Safety, Key Performance Table

## Report Index

GRI Standard	Disclosure	Location of the report
<b>GRI 403: Occupational Health and Safety 2018</b>	403-6 Promotion of worker health	Occupational Health and Safety
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety
	403-8 Workers covered by an occupational health and safety management system	Occupational Health and Safety
	403-9 Work-related injuries	Occupational Health and Safety, Key Performance Table
<b>GRI 404: Training and education 2016</b>	403-10 Work-related ill health	Occupational Health and Safety
	404-1 Average hours of training per year per employee	Human Resources Sustainable Development, Key Performance Table
	404-2 Programs for upgrading employee skills and transition assistance programs	Human Resources Sustainable Development
<b>GRI 405: Diversity and equal opportunity 2016</b>	405-1 Diversity of governance bodies and employees	Human Resources Sustainable Development, Strengthen Governance & Stable Operation
<b>GRI 406: Non-discrimination 2016</b>	406-1 Incidents of discrimination and corrective actions taken	During the Reporting Period, IntoCare had no incidents of discrimination.



# Index of GRI Standards

## Report Index

GRI Standard	Disclosure	Location of the report
<b>GRI 407: Freedom of association and collective bargaining 2016</b>	407-1 Management approach disclosures	Human Resources Sustainable Development
<b>GRI 408: Child Labor 2016</b>	408-1 Operations and suppliers at significant risk for incidents of child labor	During the Reporting Period, IntoCare had no operations and suppliers with significant risk for incidents of child labor.
<b>GRI 409: Forced or Compulsory Labor 2016</b>	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	During the Reporting Period, IntoCare had no operations and suppliers with significant risk for incidents of forced or compulsory labor.
<b>GRI 413: Local Communities 2016</b>	413-1 Operations with local community engagement, impact assessments, and development programs	Community Participation and Community Philanthropy
<b>GRI 414: Supplier Social Assessment 2016</b>	414-1 New suppliers that were screened using social criteria	Sustainable Supply Chain Management
	414-2 Negative social impacts in the supply chain and actions taken	Sustainable Supply Chain Management
<b>GRI 416: Customer Health and Safety 2016</b>	416-1 Assessment of the health and safety impacts of product and service categories	Product Quality and Safety

## Report Index

GRI Standard	Disclosure	Location of the report
<b>GRI 416: Customer Health and Safety 2016</b>	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	During the Reporting Period, IntoCare had no incidents of non-compliance concerning the health and safety impacts of products and services.
	417-1 Requirements for product and service information and labeling	Responsible Marketing & Collaborative Development
<b>GRI 417: Marketing and Labeling 2016</b>	417-2 Incidents of non-compliance concerning product and service information and labeling	During the Reporting Period, IntoCare had no incidents of non-compliance concerning product and service information and labeling.
	<b>GRI 418: Customer Privacy 2016</b>	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data



**IntoCare**  
Medical Technology

# *Insight Innovation with Care*

IntoCare Medical Technology(SuZhou)Co.,Ltd

*POWER YOUR SURGERY*

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Address: Building 6, Xinhong Industrial Park, No.9, West Suhong Road, Suzhou, China

Mobile/Whatsapp:+86(512)62873835

E-mail:service@intocare.com

Website:www.intocare.com