

SUSTAINABILITY REPORT

For the year ended 31 December 2018

1. ABOUT ASIAMEDIC LIMITED AND ITS SUBSIDIARIES

We are a one-stop outpatient wellness, medical diagnostic imaging, family clinic and medical aesthetics service provider in Singapore.

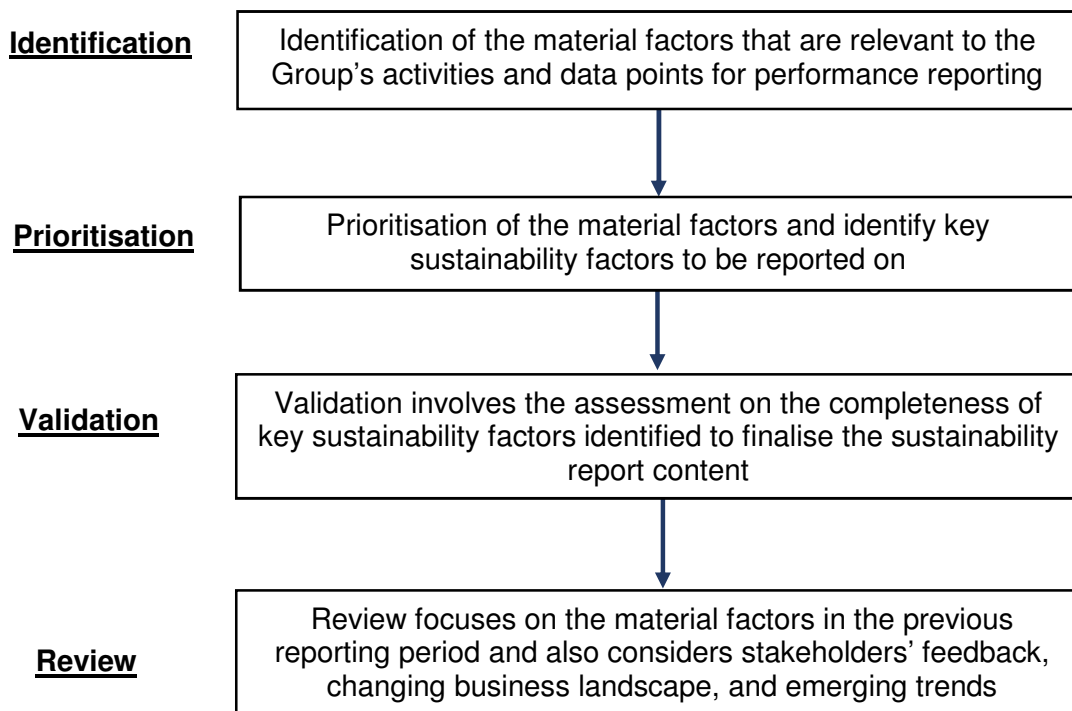
Detailed information on our businesses and performance can be found in our Annual Report for FY2018.

2. BOARD STATEMENT ON SUSTAINABILITY

The Board of Directors (the “**Board**”) of AsiaMedic Limited has provided direct guidance to the Company’s key senior management (the “**Management**”) in the preparation of this report. Based on the guidelines of Global Reporting Initiative (“**GRI**”) Standards, the Board and the Management identify material factors relevant to the Group. The Management then further assesses, monitors and documents the Group’s efforts in managing the identified factors. The Board and the Management will continue to work closely to ensure that the Group has a structured and functioning sustainability reporting framework.

3. SUSTAINABILITY REPORTING PROCESSES

Our sustainability process begins with the identification of the sustainability factors. Relevant factors are then prioritised as material factors which are then validated. The end result of this process is a list of material factors disclosed in this report, inter-relations of which are as shown in the chart below:



4. REPORTING PERIOD

This report is in respect of the Group's financial year ended 31 December 2018 ("FY2018").

5. KEY STAKEHOLDERS

Our key stakeholders are our shareholders, customers, our employees, the healthcare regulator in Singapore (Ministry of Health), and suppliers.

Key stakeholder	Methods of engagement
Shareholders	<ul style="list-style-type: none"> • Annual General Meeting • SGXNET announcements • Corporate website (www.asiamedic.com.sg)
Customers	<ul style="list-style-type: none"> • Patient visits and consultations • Feedback forms • Customer hotline • Facebook • Email • Corporate website • On-site visits

Key stakeholder	Methods of engagement
Employees	<ul style="list-style-type: none"> • Induction and orientation programmes • On-the-job training • Town hall meetings • Departmental meetings • Annual appraisal • Continuous dialogue
Regulator	<ul style="list-style-type: none"> • Guidelines • Email • Telecommunication • Site visits
Suppliers	<ul style="list-style-type: none"> • Meetings • Email • Telecommunication

6. MATERIAL FACTORS

We believe the following factors are relevant for the long term sustainability of the Group:

6.1. Competition

The Group continues to face stiff competition in the markets it operates. The Group's wellness and medical diagnostic imaging businesses continues to encounter competition largely on pricing while the Group's family clinic (catering mainly to the expatriate community) and medical aesthetics clinic operate in a fragmented market.

Competition is especially acute for our wellness and diagnostic imaging business and has intensified over the years. We compete locally for patients from both private and public sectors. There are also medical practitioners who have established their own medical diagnostic imaging facilities in their clinics which compete with the Group.

Our family clinic and medical aesthetics clinic face competition mainly from the private operators which comprise a large number of single practitioner clinics. Competition is localised as patients generally do not travel beyond their comfort zone for medical consultation and treatment.

6.2. Customers and their satisfaction level

The main customers of our businesses are as follows:

- (a) Diagnostic imaging – medical clinics, medical practitioners and hospitals who refer their patients to us
- (b) Wellness – corporates/companies who provide health screening benefits to their employees, government agencies whom we undertake certain

- school/community health screening and health coaching activities on their behalf, and individual private patients
- (c) Family clinic and medical aesthetics – individual private patients

The ability to deliver quality professional services and care at competitive prices is a value driver in healthcare delivery. Our reputation as a respected and trusted provider of quality services and care at competitive prices will help us to attract and retain customers.

6.3. Recruitment and retention of healthcare professionals comprising radiologists, medical doctors, radiographers and nurses

The ongoing ability to recruit, develop, and retain qualified radiologists, medical doctors, radiographers and nurses is critical to us as they are central to the services that we provide to our customers. There is an exceptional high demand in our industry for the first three groups of healthcare professionals of radiologists, medical doctors and radiographers in Singapore. Our continued ability to compete effectively depends on our ability to attract such new healthcare professionals and to retain and motivate the existing ones. We may not be able to hire and retain a sufficient number of such healthcare professionals, and we expect that our costs for the salaries and benefits of these healthcare professionals will continue to increase for the foreseeable future because of the industry's competitive demand for their services.

7. POLICIES, PRACTICES, PERFORMANCE AND TARGETS

7.1. Competition

The Group recognises that competing largely based on pricing is unhealthy and will result in margin erosion. Accordingly, the Group strives to provide quality healthcare services to prevent further margin erosion. We have continuously reviewed our service levels as well as our operational processes for better efficiency and cost management. Delivering quality healthcare services while controlling costs is challenging. We have implemented schemes to monitor and assess our service levels such as our ability to reschedule patients' appointments, capacity of our machines, reducing waiting time of patients, faster turnaround time, ability to provide multiple modalities and disciplines, and the quality of our consultations and services.

As disclosed in the Annual Report, the Group is in the process of executing various plans to turnaround the Group's performance.

7.2. Customers and their satisfaction level

We currently do not conduct formal customer satisfaction surveys due to the nature of the businesses. Instead, we use other means to assess customer satisfaction. We have provided feedback forms at the waiting areas so that the patrons of our centre or clinics can provide their feedback and suggestions while waiting for their turns. We also have other modes of communications such as our website, Facebook pages, customer hotline and email address. We strive to ensure customer satisfaction by fostering good long-term relationship with our customers. We pro-actively engage our key customers (such as medical practitioners and corporates) to develop service levels that are tailored to their specific needs. As patient experience is based on the clinical aspect as

well as the personal aspect, we also aim for our patients to have a positive experience in our clinics through our focus on continuously improving the way our staff interact with our patients. To this end, all our clinical and non-clinical staff attended a “Service Quality” workshop in January 2018 conducted by a certified trainer.

As we currently do not have formal customer satisfaction survey data, the disclosure of performance targets is deferred till a time when suitable appropriate indicators are identified.

7.3. Recruitment and retention of healthcare professionals comprising radiologists, medical doctors, radiographers and nurses

We adopt the following practices to attract and retain our other employees:

- (a) Reward system – We provide competitive packages based on market rates.
- (b) Working environment – Our employees work in an environment which is receptive, friendly and conducive.
- (c) Work-life integration – We provide work opportunities to employees whose family/life circumstances only allow them to take up part-time permanent employment.
- (d) Training – The Group recognizes the importance of investing in our employees and we are committed to ensuring that all employees can realise their potential through formal external seminars, conferences and on-the-job training.
- (e) Constant dialogue – We have constant dialogue and conversations with our employees, both individually and as a group, to engage them on their concerns and needs.

The above practices are also applied to our key healthcare professionals of radiologists, medical doctors and radiographers. As we do not have a large number of such healthcare professionals as the scale of our operations is relatively small and we endeavour to be lean operationally, the resignation of a radiologist, medical doctor or radiographer is always keenly felt. In our opinion, it would not be in the interests of the Group to disclose the turnover rate due to the commercial sensitivity reason.

8. OTHER SUSTAINABILITY FACTORS

8.1. Corporate governance

A high standard of corporate governance is integral in ensuring sustainability of the Group’s business as well as safeguarding shareholders’ interest and maximizing long term shareholder value. Please refer to the Corporate Governance Report of our Annual Report for details for our corporate governance practices.

8.2. Regulatory requirements

The healthcare industry has many standards and regulations. As a healthcare service provider in Singapore:

- (a) We adhere to and comply strictly with all relevant standards and regulations including the Private Hospitals and Medical Clinics Act, Medicine Act, Health Products Act, Radiation Protection Act, and Singapore Medical Council Ethical Code and Ethical Guidelines.
- (b) It is our policy to comply with all laws, rules and regulations governing anti-bribery and anti-corruption. The prohibitions on bribery and corruption are disseminated to all our personnel on an annual basis.

We did not have any non-compliance with regulatory requirements during the reporting period and we aim to maintain this every year.

8.3. Environment

Our operations do not have a material impact on the environment. Nevertheless, we contribute our part by ensuring compliance with the National Environmental Agency's radiation protection regulations, the disposal of biohazard wastes through the proper channels, and the purchase of our medical supplies from reputable vendors.

9. FEEDBACK

Enquires, comments or feedback on our sustainability performance and report can be sent to finance@asiamedic.com.sg.

Date: 16 May 2019