



# **SUSTAINABILITY REPORT**

# **2021**

*(Incorporated in Republic of Singapore)*

*(Company Registration Number: 201334844E)*

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*This Sustainability Report has been reviewed by the Company’s sponsor, SAC Capital Private Limited (the “Sponsor”). This Sustainability Report has not been examined or approved by the SGX-ST and the SGX-ST assumes no responsibility for the contents of this Sustainability Report, including the correctness of any of the statements or opinions made or reports contained in this Sustainability Report.*

*The contact person for the Sponsor is Ms. Lee Khai Yinn (Tel: (65) 6232 3210) at 1 Robinson Road, #21-00 AIA Tower, Singapore 048542.*

## Board's Statement

Dear Stakeholders,

HealthBank Holdings Limited (the “**Company**” or “**HealthBank Holdings**”, and together with its subsidiaries, the “**Group**”) is pleased to present our Sustainability Report 2021.

HealthBank Holdings’ sustainability strategy is aligned with the Group’s strategic focus to grow its core business by leveraging on its current network and experiences, to continue its efforts in structural financial planning and cost efficiency, as well as to focus on growth through strategic restructuring and collaborations in new business segments with resilient and high growth potential in China, Singapore and the region.

HealthBank Holdings will continue to work towards a sustainable society by conforming with the key principles of economic, environment, social and governance (“**EESG**”) and by advancing collaborative creation with our clients and business partners.

*Sincerely,*

Board of Directors  
HealthBank Holdings Limited

## About This Report



### INTERNATIONAL STANDARDS AND GUIDELINES

The Company publishes its sustainability reports on an annual basis. This report has been prepared in accordance with the Singapore Exchange Securities Trading Limited (“SGX-ST”) Listing Rules – Sustainability Reporting Guide and with reference to the Global Reporting Initiative (“GRI”) Standards 2016: Core Option, which is a well-known and globally recognised sustainability reporting framework, and its reporting principles and it is relevant to the Group’s business.

This report includes the management approach in integrating sustainability into its policies, structures, practices and future targets, which outlines the Group’s sustainability journey and provide insights to its strategies. The report has also highlighted the economic, environmental, social and governance aspects of the Group’s developments and operations, particularly in People’s Republic of China (“China”).

### REPORTING SCOPE AND PERIOD

Unless otherwise stated, this report covers the period from 1 January 2021 to 31 December 2021, which is in line with the Group’s financial year ended 31 December 2021 (“FY2021”). The Group has not sought any external assurance for this sustainability report. We have relied on internal data monitoring and verification to ensure accuracy. To further ensure the accuracy of the data and information provided, we will consider seeking external independent assurance review in future.

Through this report, HealthBank Holdings hopes to share its commitment with its stakeholders, including employees, business partners, the community and the governments.

### FEEDBACK

Feedback from HealthBank Holdings’ stakeholders are welcome as it allows continual improvement in the Company’s sustainability policies, processes and performance. Please send any comments and suggestions to 15 Scotts, 15 Scotts Road, #04-08, Singapore 228218 or via email at [gohth@healthbankholdings.com](mailto:gohth@healthbankholdings.com).

## About HealthBank Holdings Limited

HealthBank Holdings was admitted to the Catalist of the SGX-ST in 2014. The Group is headquartered in Singapore with principal activity in the property related investment and management business targeting China, Singapore and the region.

On 11 December 2019, the Group completed the acquisition of 90% equity interest in Libre Hospitality Limited ("LHL"), a strategic transformation for the Group as the acquisition presents a good opportunity to invest in Atlantis Garden Project, a residential development project in Haikou, Hainan Province, China ("Hainan") and tap into the growth potential in Hainan, which is slated by the Chinese Government for development into an international tourism destination and the largest Free Trade Zone in China.

In year 2020, the Group sees potential opportunities in Hainan despite the challenging macroeconomic environment. On 18 September 2020, the Group entered into a joint venture agreement to establish a 51% owned company in Hainan. The objective is to provide property investment and management services in the Hainan International Free Trade Zone. In March 2021, this joint venture company, Zhongyuan Cultural Tourism Co., Ltd, has been awarded a facilities and landscaping management contract for the Atlantis Garden Project.

2021 continues to be like the previous year which is filled with economic uncertainties and volatile market conditions. Notwithstanding the impact brought on by the COVID-19 pandemic, the Group continues to believe in the opportunities in Hainan. On 31 December 2021, the Company completed the purchase of the 10% stake in LHL, bringing its total stake to 100%.

The Group will continue its efforts in structural financial planning and cost efficiency, as well as focusing on growth through strategic restructuring and collaborations in new business segments with resilient and high growth potential in China, Singapore and the region, with the goal of expanding and enhancing the performance and net asset value of the Group. Meanwhile, the Group is following closely on the new normal development and demands emerging from the pandemic and keep an open mind for business opportunities arising from it.

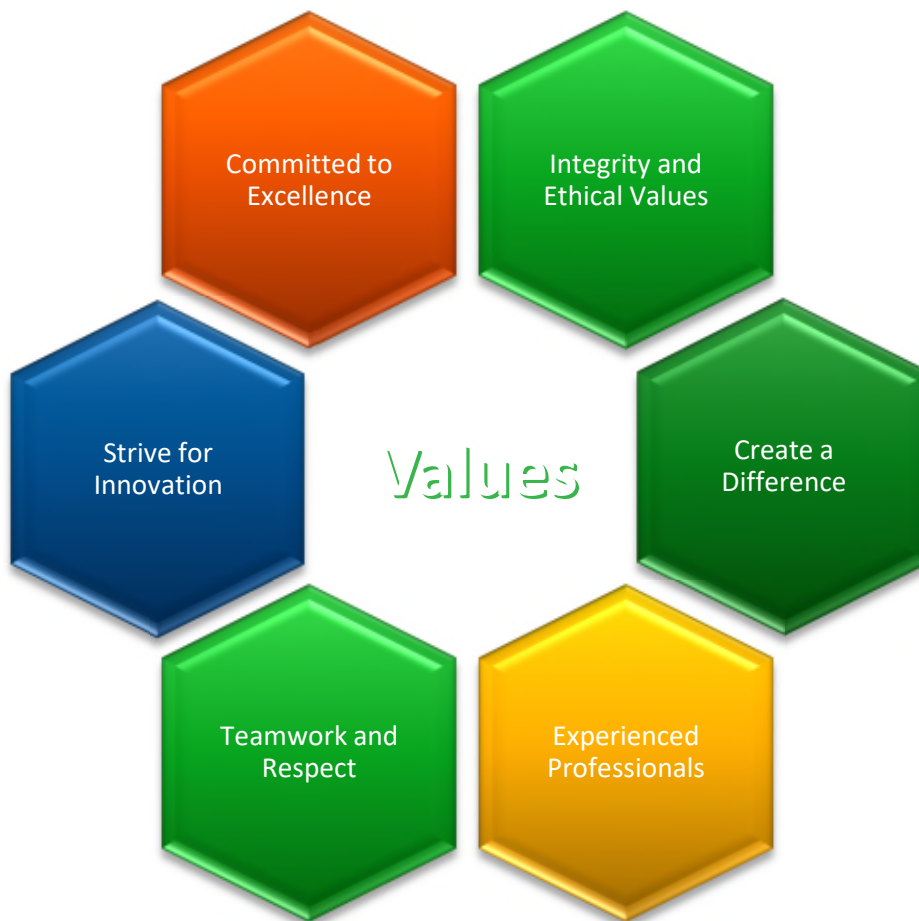
### ***Our Vision***

To be Asia's preferred one-stop solutions provider by continually striving for success and adapting to global evolution.

### ***Our Mission***

To be a trustworthy partner providing objective and efficient result-oriented solutions to maximise the investment value.

### ***Our Values***



## Value Chain

HealthBank Holdings aspires to continuously promote and integrate sustainability in our business operations and taking stakeholders' interest in our considerations. EESG factors are integrated into our value and supply chain as our sustainability efforts progressively mature. Moreover, the Group pledges to sustainable business practices across its value chain, from our subsidiaries to business partners. The Group trusts that sustainable supply chain management drives organisational excellence and delivers desirable business results to the stakeholders.

HealthBank Holdings aims to educate stakeholders across its value chain and sustainability beliefs. This includes sourcing for environmental-friendly supplies required for the construction and facility maintenance of Atlantis Garden Project and ensuring that environmental pollution is reduced to a minimum. The Group also educates stakeholders to adopt appropriate and adequate risk controls and action plans to ensure the health and safety of the Atlantis Garden Project development.

## Governance Structure

HealthBank Holdings' robust sustainability structure is in place to identify and execute sustainability initiatives in the business, ensuring that it is systematic and seamless. The Group incorporates sustainability in its decision-making processes. At the top of this structure is the Board of Directors, who are responsible for reviewing and approving the sustainability matters of the Group. In implementation and execution, the structure empowers the Chief Executive Officer to cascade responsibilities to the relevant heads of function.

HealthBank Holdings embraces sustainability on strategic and operational levels. With advanced growth developments coming up for the Group, it is crucial to communicate the Group's sustainability efforts to its stakeholders in all areas of its business. The Group's takes a strategic approach to sustainability by aligning its focus with its corporate values and strategies.

## Local Community

As the Group carries out daily business operations, the Group is conscious about leaving a positive impact on the local communities by engaging with the underprivileged. The Group believes in inspiring its employees to give back wholeheartedly where its charitable strategy is carried out in response to the evolving needs of the community with the aim of making a lasting impact to the less fortunate. Due to the pandemic locked down and the subsequent disposal of discontinued operations, the Group is not able to organise engagement activities with the local community during the reporting year. The Company will continue to engage the less fortunate in the society when the Group's financial and operational conditions improve.

## Stakeholders' Engagement

As the Group embarks on its sustainability journey to enhance its continuous growth, the Group values feedbacks and expectations from its stakeholders to anticipate EESG challenges, bolstering its sustainability efforts. Please refer to **Table I** for details of our approach on stakeholders' engagement.

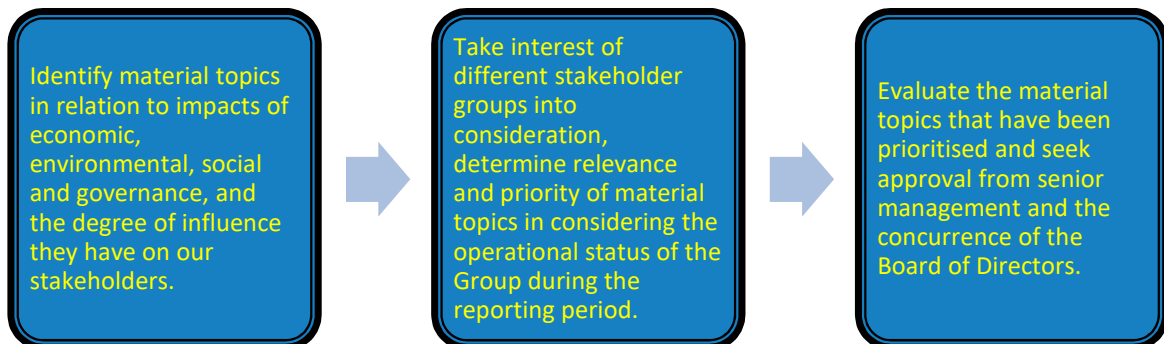
Table 1: The Group's approach on stakeholders' engagement

Stakeholder Group	Mode of Engagement	Stakeholder Expectation
<b>Business Partners</b>	<ul style="list-style-type: none"> <li>• Discussions and meetings</li> <li>• Standard Operating Policy</li> <li>• Training</li> <li>• Satisfaction survey</li> <li>• Quality assurance inspections</li> </ul>	<ul style="list-style-type: none"> <li>• Provision of consistent and high standards of quality services</li> <li>• Partnership for opportunities and growth</li> </ul>
<b>Employees</b>	<ul style="list-style-type: none"> <li>• Orientation program</li> <li>• Annual performance appraisal</li> <li>• Staff training</li> <li>• Electronics means of communication</li> </ul>	<ul style="list-style-type: none"> <li>• Employee safety and welfare</li> <li>• Staff training and development opportunities</li> <li>• Fair and competitive employment practices</li> </ul>
<b>Investors</b>	<ul style="list-style-type: none"> <li>• SGXNet financial and business updates announcements</li> <li>• Shareholders' general meetings</li> <li>• Annual report and sustainability report</li> <li>• Circulars to shareholders</li> </ul>	<ul style="list-style-type: none"> <li>• Sustainable long-term investment returns</li> <li>• Timely and transparent dissemination of financial performance and business updates</li> </ul>
<b>The Community</b>	<ul style="list-style-type: none"> <li>• Sustainability report</li> </ul>	<ul style="list-style-type: none"> <li>• Advocating sustainable practices</li> </ul>
<b>Governments and Regulators</b>	<ul style="list-style-type: none"> <li>• Meetings, briefings and reporting with government agencies and regulators</li> </ul>	<ul style="list-style-type: none"> <li>• Environmental-friendly business approach</li> <li>• Compliance with laws and regulations</li> <li>• Timely reporting and resolutions of issues</li> </ul>

## Our Sustainability Approach

### Identifying Material Topics

In developing the sustainability report, the Company had identified the EESG topics that are material to both the Group's internal and external stakeholders. The Company has structured its materiality assessment into three steps as illustrated below:



Four material EESG topics were identified and details are provided in **Table 2**. The Company will continue to evaluate and review its material EESG topics to ensure its relevance to the Group and compliance with GRI.



Table 2: List of material EESG topics

No.	Topics	Description	Reference	Commitments and Targets
1	Business Performance	Economic performance, value generated and distributed to communities where the Group's business operates.	Sustainability Report 2021 – Page 8  Annual Report 2021 – Audited Financial Statements	To seek new growth areas and business opportunities for investments or acquisitions to enhance market position and overall performance.
2	Environment Conservation	Effort to optimise consumption and management of energy and water for new development in hospitality industry business.	Sustainability Report 2021 – Page 9	To work with the Atlantis Garden Project team to establish guidelines on efficient usage of electricity and water and to build a system to track the performance of electricity and water consumption at the common areas of the buildings and clubhouse.
3	Human Resource	As a service provider, the Group's employees are our greatest asset. The Group undertakes fair employment practices to achieve a diverse and inclusive environment for its employees.	Sustainability Report 2021 – Pages 10 to 12	To ensure all employees are treated fairly with their entitled benefits, opportunity for trainings and career development, and to provide equal employment opportunities regardless of age and gender.
4	Governance	Measures in place to uphold good corporate governance, and compliance with relevant environmental and socioeconomic regulations.	Sustainability Report 2021 – Pages 13 to 15  Annual Report 2021 – Corporate Governance Report	To continue to closely monitor existing and new laws or regulations on economic, environmental and social aspects, and strive to maintain zero incidence of reported non-compliance with laws and regulations.

## Business Performance

HealthBank Holdings strategy is based on profitable and sustainable growth, which would be material to its long-term success in creating shareholders' value.

The Group hopes to create a shared value on its economic performance and maintain a sound financial capacity. The Company's preeminent strategy would be continuously seeking out development and venture opportunities globally to ensure continuous growth of the Group's operations.

The Company identifies and evaluates potential investments and acquisitions globally. All projects will be evaluated by the Board based on the Group's own stringent criterion while also considering the long-term viability of the projects.

The Group achieved revenue of RMB0.10 million in FY2021 compared to zero revenue in FY2020 from continuing operations, all of which are pertaining to a facility and landscaping management service contract for the Atlantis Garden Project. The Group's business in China has been severely affected by the COVID-19 pandemic since early 2020. The cross-border travel easing measures imposed in China continued to remain cautious as the Chinese Government continued to strive towards the zero-COVID policy, where only essential business trips are approved while leisure trips are almost non-existent for international travellers.

For a full review of our financial performance in FY2021, please refer to HealthBank Holdings' Annual Report 2021 – Pages 3 to 5 on CEO Message: Operational and Financial Review and Page 9 on the Group's Financial Highlights.

### Targets and future initiatives

The Group will continue its efforts in structural financial planning and cost efficiency, as well as focus on growth through strategic restructuring and collaborations in new business segments with resilient and high growth potential in China, Singapore and the region. The Group is following closely on the new normal development and demands emerging from the pandemic and keep an open mind for business opportunities arising from it with the goal of expanding and enhancing the performance and net asset value of the Group.

## Environment Conservation

### Energy Management



In a bid to care for the environment, the Group has adopted several on-going green initiatives to reduce its carbon footprint. The green initiatives include using energy-saving lights and also encourages its stakeholders to switch off lights and electrical appliances in the business premises when not in use and adjust the air-conditioning system according to the weather and seasonal conditions. The Group also advocates wide adoption of e-documentation and e-filing to reduce paper and electricity consumption from printing of physical documents and filings.

### Water Management



The Group is committed to reducing water consumption as a way of mitigating adverse impacts on the environment.

The Group encourages its stakeholders to incorporate energy and water savings initiatives on its project development and upkeep of the properties.

#### Targets and future initiatives

To work with the Atlantis Garden Project team to establish guidelines on efficient usage of electricity and water and to build a system to track the performance of electricity and water consumption at the common areas of the buildings and clubhouse.

## Human Resource

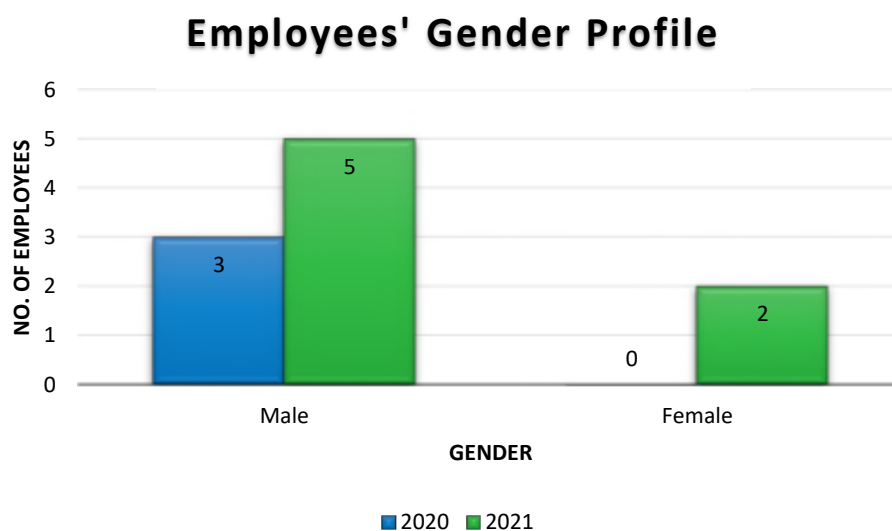
### Diversity and Equal Opportunity

We embrace diversity, and at the same time expect employees to be aligned with the Group's vision and strategic initiatives of enhancing overall business performance and to deliver sustainable growth. Our employees consist of people coming from different academic qualifications.

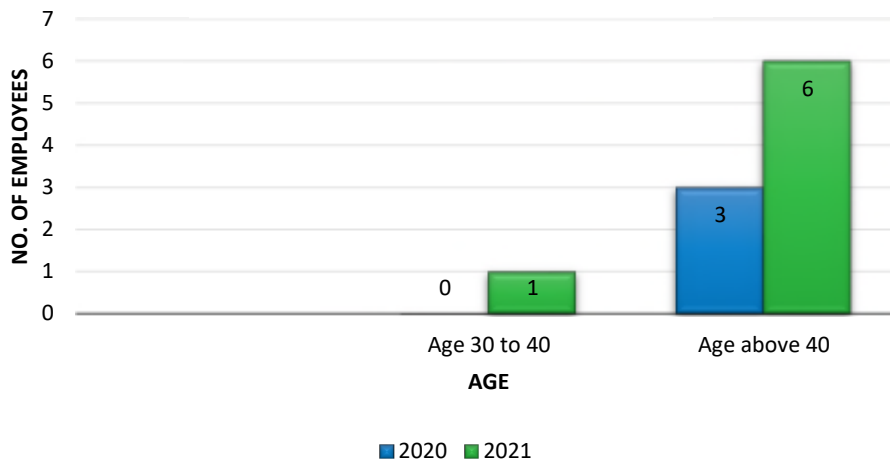
In FY2021, we have 2 female Directors (FY2020: 1) in our Board of 5 members. In FY2021, there was 2 female employees (28.6%) with the hiring of new employees in our subsidiaries (FY2020: Nil). The Board continues to believe that with existing gender equality, the Group can continue to expect diversity of ideas and innovative breakthroughs.

With regards to age diversity, matured workers are valued in the Group for their experience, knowledge and skills. In FY2021, 100% of the Group's full-time workforce were between 30 and 60 years old.

Employee profile of the Group as at 31 December 2020 and 31 December 2021 are as follows:



## Employees' Age Profile



### Talent Attraction and Retention

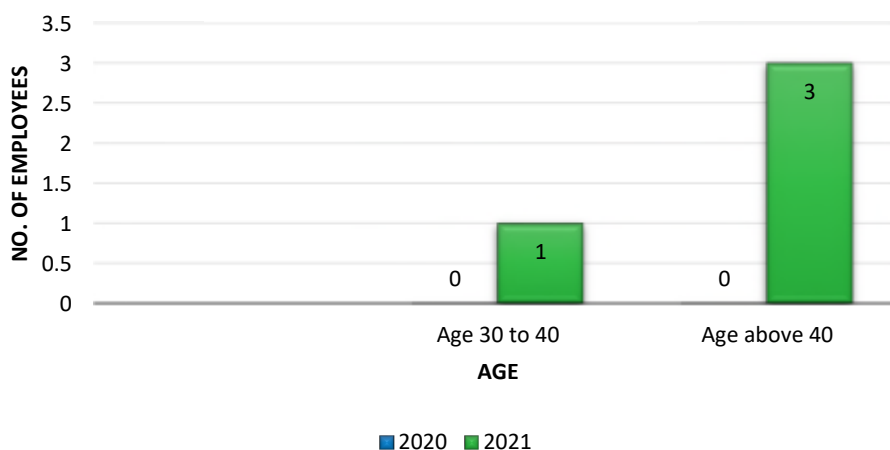
It is important for the Group to attract and retain talent in order to build strength and for leadership succession planning. The Group has a comprehensive Human Resource Policy and Procedures in growing our human capital and enhancing employees' overall performance.

The Company believes in fair employment practice and provides equal employment opportunities to achieve a fair working environment regardless of age and gender. Human resource planning also ensures that only suitable candidates are hired for the jobs through our fair recruitments and selection process.

As mentioned above, our full-time headcount increased from 3 as at 31 December 2020 to 7 as at 31 December 2021 due to the new hires for our subsidiaries. We do not have any part-time or temporary employments in FY2021 and FY2020.

There were 4 new hires in FY2021 (FY2020: Nil).

## Number of New Hires



The Group's employees are treated fairly and are granted certain employment benefits. The benefits include annual leave, travel allowance and medical benefits in accordance with the recommendations of the local government authority. In terms of employee engagement, the Group has sought to rolled out initiatives such as quarterly meetings and monthly significant events reporting to promote cohesiveness amongst employees and management.

## Training and Development

The Group considers people as the Group's greatest asset that serves as a vital point of contact between its customers and the management. Thus, it is the Group's top priority to equip its employees with the necessary skills they need to perform optimally. The Group hopes to continue improving its employees' skills required to meet the ever-changing demands of the industry.

In FY2021, the employees of the Group received an average of 14 or more training hours per employee (FY2020: the employees of the Group's continuing operations did not receive any training, but employees of the Group's discontinued operations received an average of 16 or more training hours per employee). All the Group's employees have received their performance reviews in FY2021.

### Targets and future initiatives

The Group strives to ensure that all employees are treated fairly and are rewarded with their entitled benefits and the opportunity for trainings and career development. The Group will also continue to provide equal employment opportunities regardless of age and gender.

## Governance

### Anti-corruption

The Group has a zero-tolerance policy for fraud, bribery and corruption. The Group has effective monitoring, policies and procedures in place to ensure the Group's business is conducted in an ethical manner and in compliance with the best practices set out in the Group's policies. Staff are issued with and acknowledge acceptance of "Code of Business Conduct" policy to comply during employment.

The Group has a whistle-blowing policy in place which encourages the reporting of mainly matters of fraud, corruption or dishonest and unethical practices. The whistle-blowing policy has been communicated to all staff. The group also has monthly reporting mechanism to report significant or unusual activities or events to the senior management and the Board.

The Group undertakes to investigate complaints or suspected fraud and unethical behaviour in an objective manner and has put in place, with the Audit Committee's endorsement, arrangement by which staff of the Group may, in confidence, raise concerns about possible improprieties in matters of financial reporting or other matters. The objective for such arrangements is to ensure independent investigation of matters raised and allow appropriate actions to be taken. All such concerns are to be raised in confidentiality directly to the Chairman of the Board and the Audit Committee.

For FY2021, the Group did not receive any whistle-blowing reports and has no confirmed incidents of fraud, bribery and corruption. (FY2020: Nil)

Upon identifying a potential non-compliance or suspected fraud and unethical behaviour, the whistleblower may raise the issue directly in confidence to the Chairman of the Board and the Chairman of the Audit Committee.

All reports will be investigated in an objective and independent manner.

The whistleblower will be kept informed on the status of the investigation and informed if any appropriate actions will be taken. However, disclosure of the corrective actions will not be disclosed and kept confidential within our Company only.

### Targets and future initiatives

The Group will continue to keep these whistleblowing and other anti-corruption policies in place to maintain high standard of ethical conduct and adopt a zero-tolerance approach to unethical conducts. In addition, the Group will provide continuous training and updates for employees when there are any amendments in the policies, laws and regulations.

## Customer Privacy



The Group collects a minimum amount of customers' personal information. The Group has established a personal information impact assessment to minimise compliance risks associated with laws and regulations with regards to managing customers' information. When collecting customers' information, the Group would inform its customers in advance on the type of information the Group is collecting, the purpose of collection, and obtain their consent. The management team has put in place measures to safeguard personal data collected, including access control. The Group strictly prohibits the use of personal information for unintended purposes. The Group did not have any case of customers' data leakage or breach of customer privacy in FY2021 (FY2020: Nil).

### Targets and future initiatives

The Group aims to continue to review the policies and measures in place and strives to maintain record of zero reported cases of customers' data leakage.



## Compliance with Laws and Regulations

The Group ensures that all its business units comply with all the laws and regulations in the economic, environmental and social aspects, for instance, environmental related regulations, labour laws, personal data security regulations, employment regulations, and income tax laws. Any material breaches of laws or regulations could create a significant impact and result in irreversible reputational damage to the Group. In view of this, the Group adheres to high standards of corporate governance practices which ensure compliance to all applicable laws and regulations.



The Group manages the risk of non-compliance with relevant laws and regulations by having clear policies and procedures which state the responsibilities and obligations of all employees and senior management. In FY2021, there was no material breach of relevant local laws and regulations (FY2020: Nil).

### Targets and future initiatives

The Group will continue to closely monitor existing and new laws or regulations on environmental, social and economic aspects and strive to maintain a zero incident of reported non-compliance with laws and regulations.

## GRI Content Index

GRI Standard/Disclosure	Page Reference and Reasons for Omission, if applicable
102-1 Name of the organisation	1
102-2 Activities, brands, products, and services	3
102-3 Location of headquarters	3
102-4 Location of operations	3
102-5 Ownership and legal form	3
102-6 Markets served	3
102-7 Scale of the organisation	3, 8 and 10 Annual Report 2021 – Audited Financial Statements
102-8 Information on employees and other workers	10 to 12
102-9 Supply chain	5
102-10 Significant changes to the organisation and its supply chain	Not applicable as there is no significant change from the Sustainability Report 2020.
102-11 Precautionary principle or approach	Annual Report 2021 – Corporate Governance Report (Principle 9)
102-12 External initiatives	5
102-13 Membership of associations	Not applicable as there is no major memberships of industry or other associations, and national or international advocacy organisations maintained by our Group within the scope of this Sustainability Report.
102-14 Statement from senior decision maker	1
102-16 Values, principles, standards, and norms of behaviour	4
102-18 Governance structure	5
102-40 List of stakeholder groups	6
102-41 Collective bargaining agreements	Not applicable as all employees within the scope of this Sustainability Report are not covered by collective bargaining agreements.
102-42 Identifying and selecting stakeholders	5 and 6
102-43 Approach to stakeholder engagement	5 and 6
102-44 Key topics and concerns raised	6 and 7
102-45 Entities included in the consolidated financial statements	Annual Report 2021 – Audited Financial Statements (Note 15 Investments in subsidiary corporations)
102-46 Defining report content and topic boundaries	2
102-47 List of material topics	6 and 7
102-48 Restatements of information	Not applicable as there is no restatement of information in FY2021.
102-49 Changes in reporting	Not applicable as there is no change in reporting from the Sustainability Report 2020.
102-50 Reporting period	2
102-51 Date of most recent report	Sustainability Report 2020 published on 31 May 2021.
102-52 Reporting cycle	On an annual basis.
102-53 Contact point for questions regarding the report	2

GRI Standard/Disclosure	Page Reference and Reasons for Omission, if applicable
102-54 Claims of reporting in accordance with the GRI Standards	2
102-55 GRI content index	16 and 17
102-56 External assurance	2 The Group has not sought any external assurance for this Sustainability Report.
103-1 Explanation of the material topic and its boundaries	6 to 15
103-2 The management approach and its components	6 to 15
103-3 Evaluation of the management approach	6 to 15
201-1 Direct economic value generated and distributed	8
205-1 Operations assessed for risks related to corruption	13
205-2 Communication and training about anti-corruption policies and procedures	13
205-3 Confirmed incidents of corruption and actions taken	13
307-1 Non-compliance with environmental laws and regulations	15
401-1 New employee hires and employee turnover	11
401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	12
404-1 Average hours of training per year per employee	12
404-2 Programs for upgrading employee skills and transition assistance programs	12
404-3 Percentage of employees receive regular performance and career development reviews	12
405-1 Diversity of governance bodies and employees	10 and 11
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	14
419-1 Non-compliance with laws and regulations in the social and economic area	15