



Sustainability Report 2020

CAPTURING NEW OPPORTUNITIES OF GROWTH





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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 Singapore Exchange Securities Trading Limited ("**Exchange**") and the Exchange 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.

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ABOUT MEDI LIFESTYLE LIMITED

In 2020, Medi Lifestyle Limited (“**Medi Lifestyle**”, and together with its subsidiaries, the “**Group**”), formerly known as IEV Holdings Limited (“**IEV**”), completed its transformation from an oil and gas engineering services provider to become a healthcare, postpartum care, and wellness provider.

The Group currently has 2 postpartum care centres in Malaysia and 1 in Singapore, as well as 1 chiropractic and physiology centre in Malaysia.

The Group is focused on providing high quality healthcare services in Asia, starting with postpartum care. The Group continuously reviews its plans and strategies, and is currently also seeking out businesses in the arena of aesthetics, wellness, and physiology.

As part of its transformation, the Group completed the sale of IEV Group Sdn. Bhd. and its subsidiaries on 25 November 2020.

The Group has commenced the process to strike-off the remaining subsidiary in relation to IEV’s oil and gas engineering business, namely IEV Energy Investment Pte. Ltd. This process is expected to be completed within the financial year ending 31 December 2021 (“**FY2021**”).

The Group (starting with its incarnation as IEV) was listed on the Catalist Board of SGX-ST in 2011. It is currently headquartered in Singapore.



ABOUT THIS REPORT

This is the first annual sustainability report (“**Report**”) for the Group as Medi Lifestyle.

This Report will serve as a point of reference and baseline for Medi Lifestyle’s journey, charting how it identifies the key sustainability challenges that it faces in its day-to-day operations, how it has responded to such challenges, and where it will position itself in future to minimise challenges and capitalise on opportunities.

The Report also covers the evolution and transition of the Group from operating in the oil and gas space into a healthcare and wellness provider, including how the Board and Management worked towards ensuring a seamless transition to minimise negative impact. The Report also covers and describes the sustainability efforts by Medi Lifestyle and IEV as distinct sets of businesses, including whether previous targets set for IEV have been met. However, no new targets have been set for material factors in relation to IEV’s business in view of the Group’s discontinuance in the oil and gas engineering business.

This Report covers economic, environmental, social, and governance (“**EESG**”) related factors identified for the financial year ended 31 December 2020 (“**FY2020**”).

The Group strives to proactively improve on sustainability efforts by conducting annual materiality assessments that identify EESG issues of particular interest to our stakeholders. These assessments help us ensure our operations reflect and adapt to any changes in business priorities and prevailing events, while supporting our commitment to maintaining environmentally and socially sustainable business practices.



This Report details FY2020 material issues and the actions taken by the Group to manage our EESG performance. The issues discussed in this Report are:

ECONOMIC

Economic performance

Anti-corruption

ENVIRONMENTAL

Waste

Environmental compliance

SOCIAL

Labour and management relations

Occupational health and safety

Customer health and safety

Customer privacy

Diversity and equal opportunity

GOVERNANCE

Ethics and integrity

Throughout each year, we use a structured process to select our list of topics and assess their validity. We engage with various groups and individuals to understand specific concerns about our operations and their impact, particularly in relation to the environment and society. We consider, among others, the views of our stakeholders such as employees, investors, and customers. We gather opinions and advice in various ways including formal and informal meetings, surveys, and site visits.

Our sustainability assessment is conducted annually and this Report is set out on a “comply or explain” basis in accordance with Listing Rule 711B and Practice Note 7F of the Listing Manual Section B: Rules of Catalist of the Singapore Exchange Securities Trading Limited (“**SGX-ST**”). This Report has been prepared in accordance with the Global Reporting Initiative (“**GRI**”) Standards: Core Option. The Group has selected to adopt the GRI Standards as it is a globally recognised framework for companies to measure and communicate EESG performance.

The Group has not sought external assurance for this Report. This Report should be read in conjunction with the Group’s Annual Report for FY2020 (“**Annual Report 2020**”).



MESSAGE FROM THE BOARD

Dear Shareholders,

The COVID-19 pandemic has brought about massive disruption to many lives and economies. In doing so, the pandemic has highlighted the gaps and opportunities in modern healthcare systems as stretched resources and unparalleled demands forced accelerated change to alleviate the world's healthcare needs.

Early on, we had identified the opportunities in the healthcare sector and redirected focus to the sector in a bid to minimise our exposure and investment in oil and gas engineering. In 2020, we accelerated our restructuring initiatives and moved towards completing the process of divesting fully our oil and gas engineering business. By end-2021, we aim to be a full-fledged healthcare and wellness group, putting us in a good position to capitalise on the rising demand for professional healthcare services.

We are mindful of the impacts these extensive changes will have on our employees, and have put in place various measures to ensure negative impacts are minimised or mitigated. At the same time, we have welcomed on board new employees and advisors who will install the necessary sustainability safeguards as we embark on our healthcare journey. In particular, we established an Advisory Panel in 2020 to provide strategic advice on our healthcare, postpartum care, and wellness business. The panel comprises of expert practitioners in their respective fields and whose industry experience and insights will help us make the right decisions in developing our business.

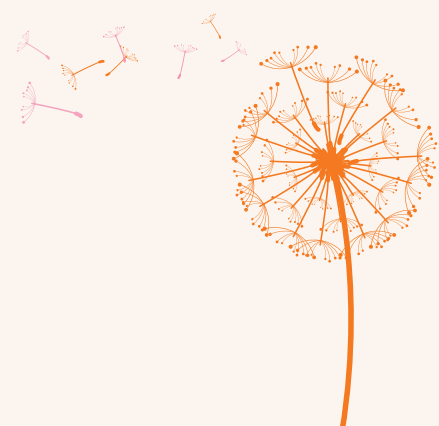
Moving forward, we are cautiously optimistic – we anticipate rising demand for our postpartum services in Singapore as COVID-19 restrictions limit the number of live-in confinement nannies from Malaysia and costs for such nannies are expected to rise, but such restrictions have also delayed construction work on our centres. We continue to closely monitor the situation and will adjust our strategies to capitalise on opportunities and mitigate challenges.

As we continue our battle against the pandemic in the months ahead, we put heed in collecting reliable and accurate data about our work, and in publishing such data for the purpose of transparency and transformation. This is at the core of our belief in sustainability – that only by being forthright about our strengths and weaknesses can we build a resilient and dependable business.

On behalf of the Board

Dato' Low Koon Poh

Executive Chairman and Chief Executive Officer



CORPORATE STRUCTURE

The Group refers to its announcement dated 9 March 2021, which stated that the Group will be undergoing an internal reorganisation exercise. The internal reorganisation has been underway since 2020 and is expected to be completed by the end of FY2021. The corporate structure illustrated below represents the Group's completed reorganised structure.



¹ With the completion of the liquidation of PT IEV Pabuaran KSO on 11 January 2021, the Group will commence the process to strike-off IEV Energy Investment Pte. Ltd. which is expected to be completed within the financial year ending 31 December 2021.



CORPORATE GOVERNANCE

Our Board of Directors is the highest governing body of Medi Lifestyle and is responsible for strategic direction and the long-term success of the Group. The Board is made up of Directors with a wide range of skills and qualifications in areas such as business management, finance, and specific experience in related/relevant industries.

Currently, the Board consists of 6 members, comprising of 1 Executive Chairman, 1 Executive Director, 1 Lead Independent Director, and 3 Independent Directors.

For FY2020, the Board has complied with the principles and guidelines of the Singapore Code of Corporate Governance 2018. As steward of the Group's strategic direction, the Board has taken steps to integrate sustainability issues as part of its strategic formulation. Consistent with this role, the Board has determined the economic, environmental, social, and governance factors identified as material to the business and ensures they are monitored and managed. The Board is supported by a strategic team of senior managers, which enables the Board to assess and ensure that sustainability governance is structured and functioning through the various levels of management.

For more information on our corporate governance, please refer to our Annual Report 2020 (Report on Corporate Governance).

SUPPLY CHAIN



Our suppliers and partners are integral to our ability to run our business. They are involved in numerous aspects of our operations, from logistics to engineering and IT. As such, we aim to work with those that conduct themselves in an economically, environmentally, and socially-responsible manner.

In FY2020, IEV spent RM1.68 million on goods and services from its vendors. IEV's approach is to source products/materials and services through a multi-layered procurement process that is vetted at various levels of IEV management. We review, among others, potential vendors' industry reputation, track record, work ethics and assess them for a fit with our philosophy and strategy.

For non-proprietary products and services that IEV procures, such as diamond-wire cutting and microcrystalline wax-based anti-corrosion tape, we source the equipment and materials from our Principals in the USA. The nature of these Principal-owned technology does not allow us to source any comparable equipment or material locally. Equipment and tools for cutting services and anti-corrosion waxtape application are stored in supply base locations in the Asia-Pacific region, in proximity to where clients may require such services. Materials for these services are procured from the USA and shipped to these supply bases as and when projects are undertaken. When mobilised by the client, such equipment and materials are then moved to a port for embarkation on a vessel and transported to an offshore location where the service is rendered or materials applied.

For IEV's proprietary marine growth control technology, individual components are manufactured using custom moulds through a selected panel of injection-die manufacturers. These components are stored at IEV's own manufacturing facility, where we prepare the marine growth control products according to client specifications. The semi-assembled pieces are then freighted to and assembled at the client's destination location, be it at a fabrication yard, jetty, or on an offshore platform.

Medi Lifestyle has begun to integrate sustainable business practices throughout its supply chain, and we aim to continuously improve on that commitment. As a start, our vendor selection process assesses suppliers against key criteria such as financial health, quality of products and services, and market reputation. We also consider the sustainability efforts taken by our vendors in areas we have deemed important such as ethical conduct, health and workplace safety, and environmental management.

In FY2020, Medi Lifestyle spent RM0.67 million on goods and services from 86 suppliers. Throughout our engagement with suppliers, we assess and monitor their procedures, and if needed, ensure training is provided to meet our standards.

Medi Lifestyle primarily sources goods and products that consist of fresh market produce and traditional Chinese herbs and preparations, which are supplied by reputable wholesalers. As fresh produce is sourced from wholesalers that supply to retail customers and commercial kitchens, such fresh produce is generally assumed to be safe. There is no established protocol for testing fresh produce. For Chinese herbs and preparations, as they are sourced from reputable wholesalers who supply to the general market, they are assumed to be safe as well. However, there is no industry protocol to test for toxins and heavy metals except for what have already been declared by importers. We also prepare our concoctions in small batches, enough for a maximum of 10 mothers at a time. Such quantities of fresh produce and Chinese herbs and preparations would be too small to justify individual ingredient testing.

Medi Lifestyle sources suppliers mainly from the countries we operate in such as Malaysia and Singapore. For IEV, we source from countries where we previously had a presence and where we have maintained business relationships with local suppliers such as in India.

STAKEHOLDER ENGAGEMENT

The Group relies on a robust and rigorous process of stakeholder engagement to understand the expectations and needs of its stakeholders. We believe this process allows us to continuously learn about what we are doing right (and wrong), how we are impacting those we work with, and how and where we can improve. This, we believe, strengthens our accountability to, and builds trust with, our stakeholders.

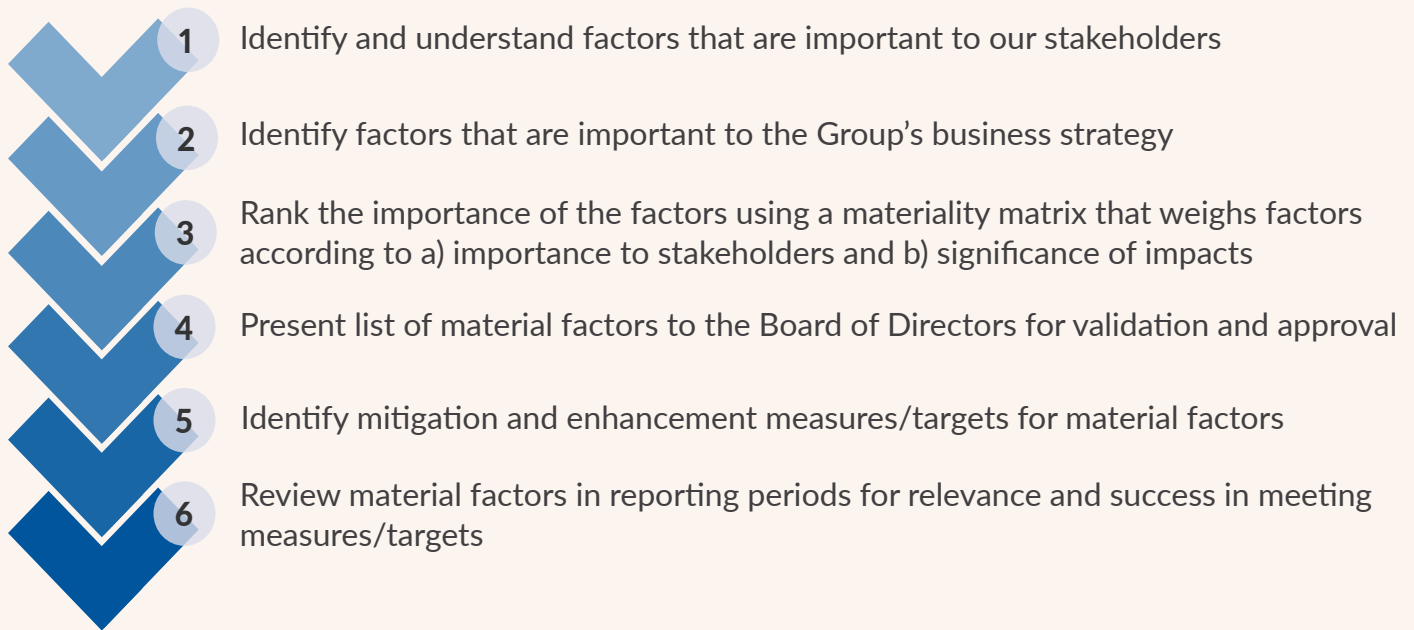
Our stakeholder engagement process involves talking to and opening communication channels with various groups and individuals to understand specific concerns about our business and its impacts. These include, but are not limited to: internal stakeholders such as employees, managers, senior management, and Board of Directors; and external stakeholders such as suppliers, regulators, creditors, shareholders, and customers.

We gather opinions and advice in various ways including formal and informal meetings, surveys, site visits, and feedback channels. These opinions and advice are then incorporated into our corporate strategies to achieve mutually beneficial outcomes.

KEY STAKEHOLDERS	HOW WE ENGAGE	KEY TOPICS
Employees	<ul style="list-style-type: none"> • Annual appraisals • Regular QHSE employee feedback • Scheduled town hall meetings 	<ul style="list-style-type: none"> • Staff performance • Career advancement • Company performance • Company strategies • Occupational health and safety • Diversity and equal opportunity
Customers	<ul style="list-style-type: none"> • Project kick-off and close-out meetings • Feedback channels • Occasional site visits • Scheduled roadshows 	<ul style="list-style-type: none"> • Improvements in customer service • Feedback on products and services • Ethics and Integrity • Environmental compliance
Suppliers/Creditors	<ul style="list-style-type: none"> • Annual vendor evaluation • Feedback channels • Scheduled site visits 	<ul style="list-style-type: none"> • Assessment of goods and services provided by vendors • Environmental compliance
Shareholders	<ul style="list-style-type: none"> • Annual General Meeting • Annual reports • Company website • SGX NET announcements 	<ul style="list-style-type: none"> • Company performance • Company direction • Strategies and developments • Ethics and Integrity • Anti-corruption
Regulators	<ul style="list-style-type: none"> • Electronic communications • SGX NET announcements 	<ul style="list-style-type: none"> • Corporate governance • Operational performance • Economic performance • Compliance with local laws and regulations • Anti-corruption

MATERIALITY ASSESSMENT

MAIN STEPS IN SELECTING MATERIAL FACTORS



Applying these steps, and following GRI guidelines for material disclosures, we have identified the following as our material factors:

ECONOMIC GRI 200

- A Economic Performance*
- B Anti-Corruption*

ENVIRONMENTAL GRI 300

- C Waste[^]
- D Environmental Compliance[^]

SOCIAL GRI 400

- E Labour and Management Relations[^]
- F Occupational Health and Safety[^]
- G Customer Health and Safety[#]
- H Customer Privacy[#]
- I Diversity and Equal Opportunity*

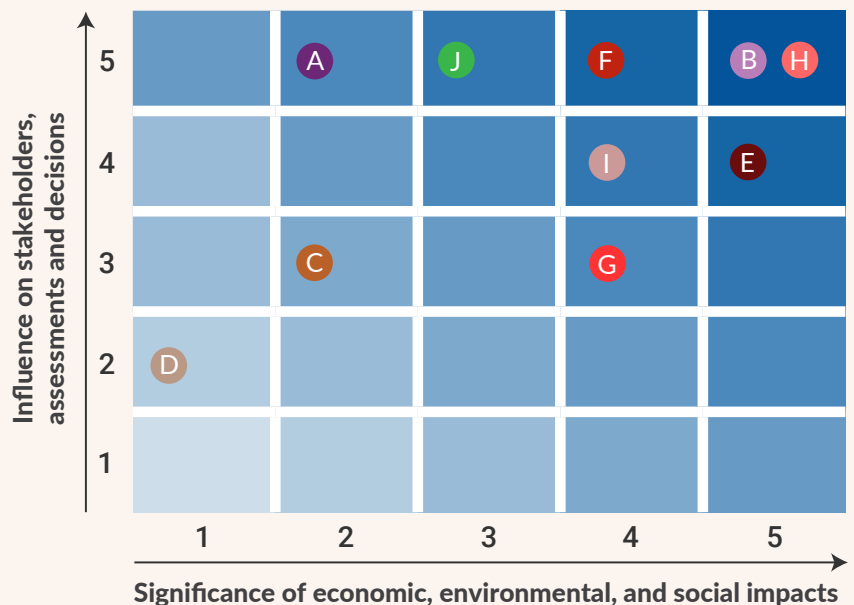
GOVERNANCE

- J Ethics & Integrity*

* Refers to material factors of both Medi Lifestyle and IEV

[^] Refers to material factors of IEV

[#] Refers to material factors of Medi Lifestyle



The Group conducts materiality assessment on an annual basis. We also review our material factors as and when there is a change to our business model. For FY2020, the Group identified and will be reporting on 2 new material factors in relation to its healthcare and wellness business, being that of Customer Health and Safety and Customer Privacy.



ECONOMIC

● Economic performance

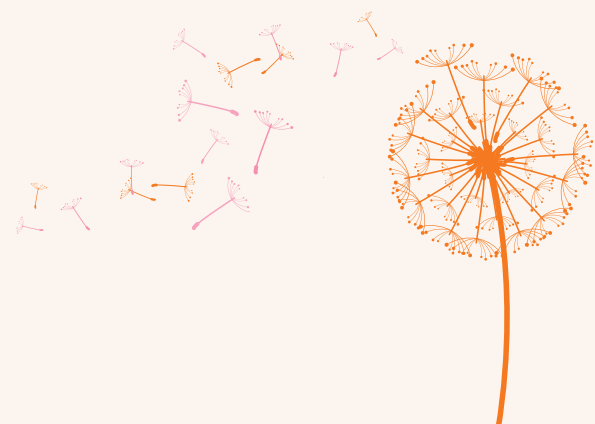
Direct economic value generated and distributed


The Group believes financial sustainability is critical to our survival and business progression. We aim to ensure long-term profitability by taking into account the interests of all stakeholders, such as employees, shareholders, suppliers, and society as a whole; minimise risk by identifying early opportunities and obstacles and putting in place clear measures that maximise opportunities and mitigate obstacles; and adhere to laws and regulations that protect and enhance employee welfare.

Continuing weakness in oil and gas prices, as well as diminishing opportunities in the industry, led us to accelerate our restructuring initiatives that started during the financial year ended 31 December 2019 (“FY2019”) and start fully divesting our oil and gas engineering business in FY2020. The Group stepped up its efforts in pursuing opportunities in the healthcare and wellness space and had identified locations for another 2 postpartum centres, 1 in Singapore and 1 in Malaysia, both of which are currently undergoing renovation works.

The Group’s engineering business was reclassified under discontinued operations after receiving shareholders’ approval in an extraordinary general meeting on 15 October 2020 to dispose of IEV Group Sdn Bhd. For FY2020, a profit after tax of RM7.7 million from discontinued operations was recorded compared to RM4.0 million in FY2019, due mainly to a gain on the disposal of IEV Group Sdn. Bhd.

Revenue for FY2020, being the first full financial year to record revenue only from our healthcare business, was RM623,000. In FY2019, the Group recorded marginal revenue of RM28,000 from our healthcare arm as the Group had only completed the acquisition of its first healthcare-related business, Lady Paradise (M) Sdn Bhd (now known as Healthpro Life Sdn Bhd), in December 2019. Revenue for FY2020 has been lower than expected due to construction delays and reduced business activities arising from the government-mandated lockdowns and restrictions in movements to address the COVID-19 outbreak.





We anticipate that demand for our postpartum centres will rise as parents embrace centres to care for their newborns over traditional confinement services. Due to COVID-19 related restrictions, Singapore parents now have to look for local alternatives to experienced nannies from Malaysia as border controls make it harder for the latter to enter Singapore and/or have made their entry costly.

As we make strides in the postpartum care business, we are also concurrently looking to expand into complementary and new revenue streams in the aesthetics, wellness, and physiology sectors. In November 2020, we incorporated a wholly-owned subsidiary named Back to Life Sdn Bhd, which will be used as the operating vehicle to offer services related to alternative medicine (including, but not limited to Traditional Chinese Medicine), chiropractic, and physiotherapy services.

For a more detailed look at our financial results, please refer to the following sections in our Annual Report 2020:

- Directors' Statement
- Independent Auditor's Report
- Statements of Financial Position
- Consolidated Statement of Profit or Loss and Other Comprehensive Income
- Statements of Changes in Equity
- Consolidated Statement of Cash Flows
- Notes to Financial Statements

• Anti-corruption


Operations assessed for risks related to corruption

The Group operates across different countries and engages numerous contractors, suppliers, agents, and other partners. This exposes us to numerous vulnerable points for corruption. Preventing and managing risks associated with corrupt practices is therefore a material factor.

As corruption is considered a major risk factor in the Group's overall risk assessment, the Group's accounting and procurement practices are consistently scrutinised and audited by external and internal auditors to monitor and maintain corruption-free practices. Each year, the auditors assess any gaps or lapses to evaluate if improper payments or procedures have been conducted. For example, transactions that can be viewed as having been transacted with interested or related parties will be reviewed by external auditors and are also reported to the Group's Audit Committee. The external auditors and the Audit Committee will then assess whether the transactions complied with legal and company procedures and if the transactions were against the Group's interests.

The Group also mitigates any potential risk of corruption that may arise by centralising its Accounting, Finance, and Supply Chain Management departments at the Group's office in Malaysia, where the majority of the Group's Operations and Senior Management teams are based.

We also have in place a whistle-blowing policy that supports our anti-corruption commitment by enabling employees to, in confidence, raise concerns internally and disclose any impropriety through well-defined and accessible channels. Should there be any reported impropriety, we have a committee that conducts independent investigations and enacts appropriate follow-up actions where necessary. In addition, we have included reviews of whistle-blowing cases as permanent fixtures of our quarterly Group Audit Committee meetings. During these meetings, every senior management staff member, which includes Directors, CEO, and CFO, must declare whether they have received any reports of malpractice.



We prevent and manage corruption risks with a zero-tolerance policy toward accepting any gifts or favours from individuals, organisation, vendors, or contractors doing or seeking to do business with the Group. Senior management has been tasked with ensuring the appropriate controls and monitoring systems have been put in place to prevent improper payments/bribery/corrupt practices. Also, all Director-level staff members are required to attend an SGX-mandated Director Training Programme that includes sessions on risk management and internal controls, with an emphasis on identifying and rectifying control deficiencies, fraud, money laundering, and processes for improving whistle blowing channels.

Communication and training about anti-corruption policies and procedures

Our policies are communicated to all employees, including our Board of Directors and senior management, in all countries we operate in and can be accessed easily via our company intranet.

As part of our induction programme when any new personnel joins the organisation, we instil in them the Group's anti-corruption policies and procedures including no-gifts and whistle-blowing.

We also notify our employees on changes to such policies via internal notices and emails. Our employees are also encouraged to consult or seek clarification from HR and Senior Management personnel who have been designated to manage whistle blowing channels.

The Group's anti-corruption policies are described in our annual Sustainability Report, which the general public can access online. Our business partners and suppliers are encouraged to access the Report in order to understand our policies better and ensure they abide by them. We also expect our people to adhere to such policies when interacting with business partners and to clarify to the latter our policies should anything be unclear.

Confirmed incidents of corruption and actions taken

We achieved the target of zero incidents of corruption in FY2020. We aim to maintain zero incidents of corruption in the next financial year. No whistle blowing reports were lodged in FY2020.

● Waste

Waste generation and significant waste-related impacts

This is a material factor for IEV, and the Group regularly assesses how materials move into, through, and out of our companies. We do this to understand where these materials eventually become waste. Such assessments provide an overview of waste generation and its causes, which in turn can support us in identifying how we can prevent waste and adopt circularity measures. We believe this will allow us to go beyond mitigating and remediating negative impacts once waste has been generated and move towards managing waste as a resource.

Previous generations of IEV's marine growth control products tend to reach the end of their service life when their anti-fouling coating loses its efficacy, which is usually after five years. Our recommendation to clients is for these products to be removed and replaced by a new set of marine growth control products. As our products are made of high-density poly-ethylene, they can be recycled like any plastic material.

We have since improved our latest generation of products by making them self-cleaning, which negates the requirement for an anti-fouling coating and therefore extends its service life beyond five years.

In typhoon prone or icy ocean conditions, there is a risk that IEV's marine growth control products installed on offshore structures may, after a prolonged period, break apart or detach from the structures and drift into the open sea. Before the latest generation of products, we have avoided installing our products in locations prone to extreme weather conditions.


In order to market our products in locations with extreme weather conditions, our latest generation of marine growth control products have been developed to be stronger such that it can withstand extreme storm conditions.

To support such efficacy claims, various tests have been conducted by an external agency, designed to see if our products can withstand typhoons and other severe ocean conditions.

The initial tests revealed that our Single Ring product can withstand winds and ocean conditions up to Beaufort force 10 without any damage, while our Multiple Ring can withstand up to Beaufort force 12 without any damage. The Beaufort scale measures wind speeds and relates them to observed conditions at sea or on land, with the maximum, force 12, denoting typhoon force winds and conditions.

Our products have also passed external tests conducted to determine their endurance in repeated height drops to simulate extreme wave conditions.

In addition, to ensure IEV's products perform consistently, we test third-party materials and parts for quality and performance before accepting any batch for use in the manufacture of our products. We then conduct Quality Assurance and Quality Control (QA/QC) tests at the production stage to ensure only the best materials are installed on our clients' offshore structures. We take these processes seriously as using sub-standard materials or not complying with QA/QC could result in product performance failure or the products detaching from the offshore structures. IEV can prevent incurring significant financial and reputational costs by successfully identifying and replacing defective products at key intervals of our operations and before the products reach our clients.



Downstream, IEV's engineering service staff work with our clients' licenced field operators that manage and dispose any waste generated. These field operators are subject to their company's environmental regulations, which dictate that, apart from any materials that are permitted to be injected back into the well or flared, other materials have to be brought back onshore for proper disposal or recycling.

Management of significant waste-related impacts

IEV aims to assist our clients in recovering structures that have been decommissioned. This will allow us to better plan for the end-of-life of our products with our clients and moving forward, facilitate a cradle-to-cradle philosophy where our products, once decommissioned, are recycled. However, in FY2020, none of our clients requested for decommissioning services as their structures are still in prime working condition.

IEV's current generation of marine growth control products are self-cleaning and no longer need anti-fouling marine paint. This means that IEV's waste is mostly plastic offcuts produced during the manufacturing of our products and discontinued plastic components of previous generations of marine growth control products. We abide by Malaysia's Environment Quality Act of 1974, which requires us to recycle the waste at periodic schedules. We produced 3,677 kilograms of plastic waste in FY2020.

We will store the plastic waste, which does not pose any environmental hazard in its current state, on our premises until enough is accumulated to make it cost effective for us to recycle. For FY2020, we contracted a professional waste recovery and recycling company, Famous Phase Sdn Bhd, to treat and recycle our plastic waste using the latest technology. We have also ascertained that the company's processes and methods follow local laws and regulations.

We maintain a centralised database, which incorporates online data entry, of the amount of waste we generate. While we do not include the waste generated by our clients as part of our waste database, we recommend clients engage us when removing or dismantling our products so we can assist in transporting, recovering, and disposing of such items. At the same time, this helps us remain accountable for the products we sell and aids the execution of our commitment to circularity.

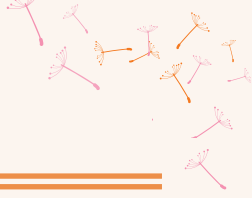
We also declare to Malaysia's Department of Environment the amount of waste IEV generates and which recycling company we have appointed to handle the waste.

● Environmental compliance

Non-compliance with environmental laws and regulations

This is a material factor for IEV. The Group believes in reducing our footprint and impact to as low as reasonably practicable. As such, we support the precautionary principle and aim to avoid negative impacts on the environment where feasible. To this end, we aim to ensure all risks generated from our operations are identified, assessed, and mitigated to a reasonably practicable level.

The Group achieved its target set for FY2020 of no incidences of non-compliance with laws and regulations that resulted in significant fines or sanctions.



● Labour and management relations

Minimum notice periods regarding operational changes

The Group believes that promoting an environment of collaboration, understanding, and mutual trust among employees is important in preventing conflicts and deteriorating relations.

When a company has to undergo significant operational changes, timely and meaningful consultation allows affected parties to understand the impact of the changes and gain mutual trust between parties. It also allows the Group sufficient opportunity to work with affected parties to avoid or mitigate negative impacts as much as possible.

The Group believes that continuous consultation is the cornerstone for implementing significant operational changes. This involves management taking the views of employees into account when making specific decisions. The Group also believes genuine consultation involves face-to-face dialogue and endeavours to provide employees with sufficient information in a timely manner.

FY2020, as in previous years, proved significant in how we managed our people's expectations and needs as the prolonged downturn in the global oil and gas industry forced us to dispose of all our loss-making and/or underperforming subsidiaries. To ensure the livelihoods of its employees, the Group ensured that all staff and employees of the disposed entities were retained by the buyer of the said entities, who are related parties to the Group.

While the Group does not have a prescribed minimum notice period for informing staff of significant operational changes, management conducted town hall meetings with affected staff to discuss operational changes at least two weeks before they were to be implemented.


● Occupational health and safety

Occupational health and safety management system

IEV considers this a material factor as providing engineering services to offshore and onshore oil facilities carries a certain degree of risk that requires the installation of carefully calibrated processes to minimise injury and danger. As such, occupational health and safety ("OHS") is of great importance to IEV and we have put in place robust systems for engendering a safety culture that goes beyond compliance to one where our people feel listened to, cared for, and comfortable raising concerns.

As a basic requirement, IEV adheres to applicable health and safety laws in the countries where we operate. These laws include, in particular, Malaysia's Occupational Safety and Health Act 1994, Factory & Machinery Act 1976, and Environmental Quality Act 1974. IEV's manufacturing facility is based in Malaysia. Other country offices manage sales and marketing operations and do not produce industrial waste but nevertheless abide by laws imposed by their respective governments.

IEV has also put in place an integrated health and safety culture that runs throughout all levels of our organisation. IEV believes putting in place proper training and effective communication and consultation can ensure all accidents and incidents are preventable.



IEV's OHS is managed by the Quality, Health, Safety, and Environment (“QHSE”) department. This department is led by a QHSE Manager, who is responsible for ensuring the management system is established, updated, and maintained according to local and international standards and requirements.

Also, IEV's OHS management system is implemented in reference to ISO 45001:2018 standard. IEV strives to continually improve on the suitability, adequacy, and effectiveness of the OHS management system by ensuring that we have put in place numerous checks and communication channels for identifying and rectifying hazards and risks. These checks and communication channels will be elaborated upon further in the next sections.

Hazard identification, risk assessment, and incident investigation

IEV's dedicated QHSE department ensures health and safety practices are carried out across all our operations from corporate to manufacturing and engineering services. Before embarking on any engineering service work, IEV's project management team will conduct a job safety induction. In addition, we conduct a job hazard analysis, which dissects the job procedure by procedure to identify existing as well as potential hazards, prioritise corrective actions, and reduce/eliminate the hazards.

IEV's whistle-blowing policy supports our health and safety commitment by enabling employees to, in confidence, raise concerns internally and disclose any impropriety through well-defined and accessible channels. Our people need not fear reprisal for reporting any shortfalls in our health and safety practices.

Should employees view an activity to be a potential hazard, IEV has a “Stop Work” policy, which can be exercised by any employee, regardless of position, seniority, or discipline. We do not apportion blame or fault on any employee who calls for a “Stop Work” order even if, upon investigation, the “Stop Work” order was deemed unnecessary. Work that has ceased due to a “Stop Work” order resumes only after all safety checks have been conducted.

When investigating incidents, IEV has a reporting process that must be completed within 12 hours for incidents involving a fatality, within 24 hours for loss time incidents (“LTI”), and a maximum of 48 hours for incidents involving medical treatment or the application of first aid. This involves filling up a “Work Incident Report” form and submitting the form to the immediate supervisor. Within the same time periods (12 hours for fatal incidents and 24 hours for LTI), supervisors must form a team to investigate the incident. For medical treatment incidents, supervisors must form an investigative team within 72 hours.

The team is responsible for analysing the incident, evaluating the risks, and preparing concluding remarks that will be presented to all staff to raise awareness and put in place prevention measures. This process should be completed within seven days for fatal incidents, within 10 days for LTI, and within 14 days for medical treatment incidents.

IEV periodically conducts an internal review and reference against relevant causes of the ISO 45001:2018 requirements. The outcome of the audit is analysed and presented at our management review meeting. Further action is then taken when warranted. This can involve, among others, changing policies and processes that do not work/have resulted in accidents and identifying new risks and opportunities.

In FY2020, an internal review found no negative outcomes and that IEV met ISO 45001:2018 standards.

Occupational health services

IEV considers effective and accessible occupational health services to be important in protecting the health of our workers especially in relation to hazards that may be encountered in the oil and gas industry.

To that end, IEV provides all staff with hospitalisation insurance, which allows for hospital admission without our staff having to pay for any upfront costs. Staff members can also claim up to RM1,200 in outpatient expenses each year.

During FY2020, as the world battled a worldwide pandemic, IEV put in place additional measures to ensure the safety of our staff and clients and to mitigate fears of possible COVID-19 contagion risks. IEV's factory workers undergo daily health checks and polymerase chain reaction (PCR) tests are performed on those who show COVID-19-like symptoms. Also, when there is a possibility of staff members having been exposed to those suspected of being infected with COVID-19, they are required to stay at home until the latter have been cleared of having COVID-19.

IEV operations staff members who work at client sites must take a PCR test and test negative for COVID-19 before they are allowed to start work. If such work requires travel across state/international borders, they must serve a 14-day quarantine period before and after their work.

IEV pays for all PCR tests conducted, and ensures these tests are conducted by accredited medical professionals in Malaysia. Workers who have to undergo quarantine or who must work from home during their stay-home notice periods will continue to be paid their salaries.

The personal health-related information of IEV's staff members are kept confidential and the maintenance of such information by our HR department follows the regulations set by the Personal Data Protection Act of Malaysia. However, should health issues be identified as factors for underperformance, the HR department will work with the staff members' immediate supervisors to determine a suitable course of action to improve work performance.

Due to the physical nature of field work in the oil and gas industry, our clients require that assigned workers meet minimum health standards so that they can carry out their work without harm to themselves or others. Whether these standards are met are determined by mandatory health checks. The results of such checks are then forwarded to the client's, which will then issue the worker with a Medical Passport, a prerequisite for starting on-site work.

IEV reassigns any worker who fails a medical check to other work within IEV. When the worker regains their health and is able to pass the medical screening, the worker will be assigned back to his previous role.

Worker participation, consultation, and communication on occupational health and safety

IEV has in place a formal joint management-worker health and safety committee. This committee comprises of representatives from IEV's senior management and the workers. This committee meets every quarter and reports to the committee's chairman, who represents IEV's senior management.

The committee is responsible for assisting in the development of health and safety rules and safe work systems; reviewing the effectiveness of health and safety programmes; carrying out studies on accident trends, near-misses, dangerous occurrences, occupational poisoning/disease; reporting on unsafe/unhealthy practices and providing recommendations for corrective action; reviewing workplace health and safety policies; and making recommendations for revising any existing policy.



Worker training on occupational health and safety

IEV views training as an essential part of our operations to ensure competency and avoid the risk of injury. In that regard, a job safety training is conducted before every engineering service work. IEV also arranges for staff to periodically get certified for a range of safety and technical skills via training courses, with recertification occurring every two to three years.

IEV identifies the training courses that staff need to complete by assessing the training needs of the various work activities that they undertake. A training matrix is then drawn up to identify the necessary skills needed to perform each job and any training gaps on the part of the employee. Staff then attend courses that have been matched to their needs/abilities, and what they would be required to learn to perform effectively at their job. Staff also attend courses to refresh or update their knowledge of occupational health and safety related to their job needs.

Such training courses have included the following: Basic Offshore Safety Induction and Emergency Training; Travel Safely by Boat; Hydrogen Sulfide Training; Working at Height; Permit to Work Procedures; and Working in Confined Spaces.

The training courses are conducted by certified third parties or accredited training centres, which have been approved by our clients. Also, the courses require participants to pass tests so that they can be properly certified to carry out their work.

It is mandatory for IEV staff to attend training courses that have been assigned to them. IEV bears the cost of the courses and ensures that staff members attend the courses during working hours. If the courses are conducted outside of the company's workplace, IEV will pay for the staff member's travel and accommodation.

Work-related injuries


Between January and December 2020, we recorded 101,106 man-hours across our operations with zero Loss Time Incidents and zero Medical Treatment Injuries. Hence, the target for FY2020 to maintain zero Loss Time Incidents and zero Medical Treatment Injuries have been met. In 2019, the Group recorded 109,087 man-hours with zero Loss-Time Incidents and zero Medical Treatment Injuries.

● Customer health and safety

Assessment of the health and safety impacts of product and service categories

This material factor is new to the Group for FY2020 and is applicable for the healthcare and wellness business. Medi Lifestyle understands that customers expect products and services to perform their intended functions satisfactorily, and not pose a risk to their health and safety. As such, we ensure that we have taken steps to check on the quality and safety of the products we use during the duration of our customers' stay at our centres. We also remind customers that they have the right to seek redress should they find our products or services not to their satisfaction.

As a healthcare and wellness services provider, Medi Lifestyle protects its customers' health and safety by providing quality treatments using products that have met safety and health requirements as well as through ensuring secure management systems and facilities.



As part of our clinic's administrative policy to ensure patient health and safety, we hire certified nurses who check on mothers and babies daily, recording their vital data in a logbook. The data includes temperature, blood pressure, changes in Caesarean stitches, glucose level (in diabetic patients), weight, and body growth (for babies).

Our facilities have been retrofitted for optimal safety, such as preventing fire risks and reducing accidental falls. We also insure all our commercial outlets, with potential risks assessed on an annual basis to see if the current insurance coverage is sufficient.

Incidents of non-compliance concerning the health and safety impacts of products and services

In FY2020, we had zero incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of our products and services. We aim to maintain this for FY2021.

● Customer privacy

Substantiated complaints concerning breaches of customer privacy and losses of customer data

This material factor is new to the Group for FY2020 and is applicable for the healthcare and wellness business. Medi Lifestyle understands that customer privacy and confidentiality have become key concerns especially as we move towards an increasingly digital and connected world. Data privacy of our customers is of paramount importance to us, and we aim to keep their information secure across our operations and supply chain.

Our policy is to be open and transparent about how we collect, use, and disclose our customers' personal data as we continue to invest in building the capacity of our internal operations to protect their data and privacy.

In Singapore and Malaysia, where we operate, we conduct our business in compliance with the respective countries' Personal Data Protection Act (PDPA), which covers various rules governing the collection, use, disclosure, and care of personal data. In line with PDPA, we have appointed a Data Protection Officer, who ensures that adequate action is taken to protect our customers' personal data and who advises us on what policies to put in place to address data protection issues.

Some of the ways in which we ensure confidentiality and maintain our customer privacy include:

- Information, such as completed forms, are kept in safe, secure, and designated place that can be accessed only by staff members of that centre
- Customer information is not disclosed over the phone and is provided only when the customer is physically present at the centre
- Promotional and marketing messages via phone calls, text messages will not be sent to customers who have registered their phone numbers with the National Do Not Call Registry, except for those who have given clear and unambiguous consent to receive marketing messages
- Staff are bound by a confidentiality clause that penalises them for any leaks, thefts, or losses of customer data

Medi Lifestyle received zero substantiated complaints of breaches of customer privacy during FY2020. We aim to continue to have zero incidents and complaints in FY2021 by strengthening our internal controls and keeping updated with regulatory and technological changes so that our procedures remain secure.



- **Diversity and equal opportunity**

Diversity of governance bodies and employees

The Group considers our employees our most valuable asset, and as such, endeavours to offer our people a fair and safe work environment. We do not discriminate against race, age, gender, religion, ethnicity, nationality, or physical abilities. This is codified in our employee handbook, which is disseminated to all our people when they start working with us.

In addition, we have put in place a strict policy against sexual harassment in order to ensure a safe and conducive work environment. We define sexual harassment as conduct of a sexual nature which can take verbal (e.g. innuendoes, comments), non-verbal (e.g. leering, obscene gesticulations), visual (e.g. posters, signs), physical (e.g. touching, coerced sexual act), and textual/electronic (e.g. e-mails, texts) forms. A thorough investigation is launched when a complaint is received and those found guilty will be meted punishments, ranging from a warning to dismissal.

In 2020, we received zero complaints for discrimination and we aim to replicate this in future.

We aim to sustain a diverse workforce and an inclusive environment that respects and shows care for all our people, which in turn, we believe will improve our business performance.

In FY2020, IEV employed a total of 43 permanent and full-time employees (including senior management and Chief Executive Office, or CEO). The employee gender breakdown was 37% female and 63% male. The breakdown for employees in terms of age was 7% were below 30 years old; 81% were 30-50 years old; and 12% were over 50 years old.

Out of the 43 permanent and full-time employees, IEV's senior management team comprised of 14 employees holding positions ranging from Assistant Manager to CEO. The gender breakdown of the senior management positions was 43% female and 57% male. Out of a total of 14 senior management members, 69% of senior management were 30-50 years in age while 31% were over 50 years old.

All of IEV's employees are based in Malaysia.

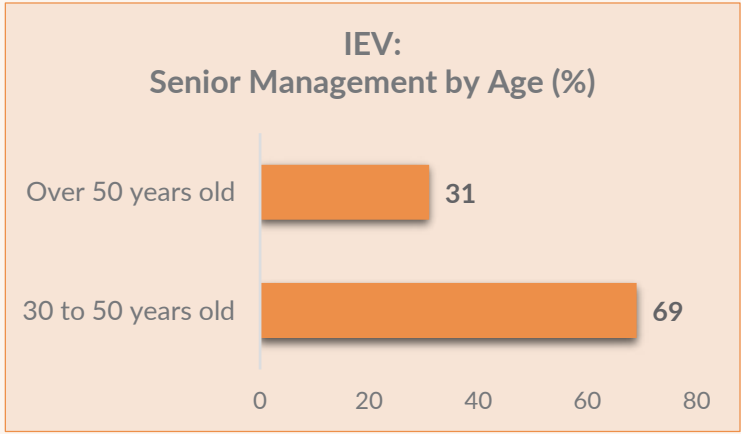
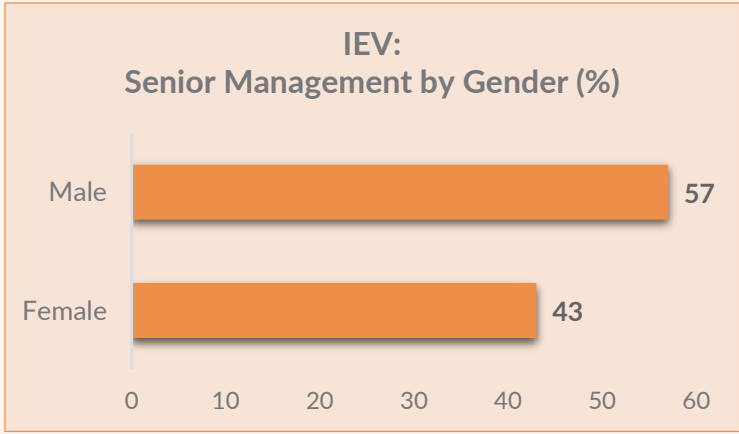
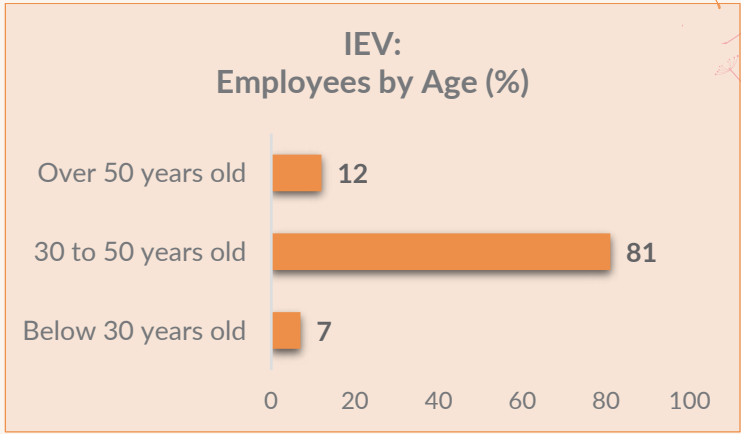
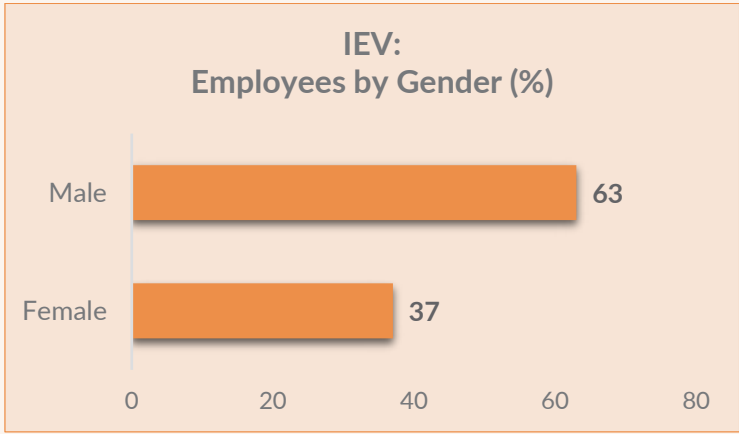
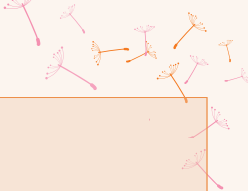
The Group's Board of Directors, as at the date of this Report, comprised 33% female and 67% male. Three Directors were between 30-50 years old and the remaining three were over 50 years old.

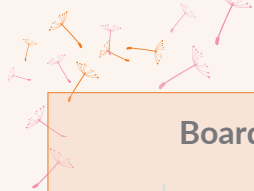
In FY2020, Medi Lifestyle employed a total of 26 permanent and full-time employees (including senior management and CEO). The employee gender breakdown was 81% female and 19% male. The breakdown for employees in terms of age was 19% below 30 years old; 50% were 30-50 years old; and 31% were over 50 years old.

Out of the 26 permanent and full-time employees, Medi Lifestyle's senior management team comprised of 6 holding positions ranging from Assistant Manager to CEO. The gender breakdown of the senior management positions was 3 females and 3 males. Out of a total of 6 senior management members, 67% were between 30-50 years in age while 33% were over 50 years old.

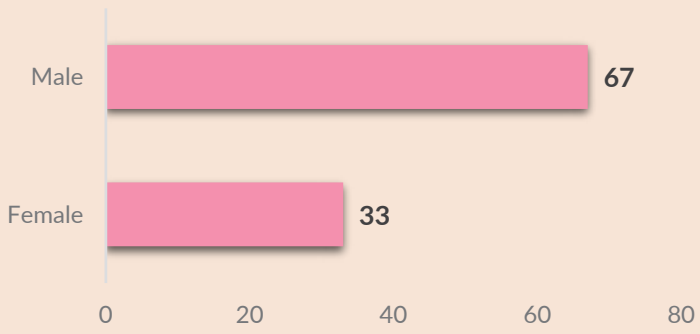
Four of Medi Lifestyle's employees are based in Singapore, and the rest are based in Malaysia.

We have endeavoured to have an equal gender mix, where possible. However, in the engineering sector and the kinds of industries (such as oil and gas) that IEV targets, we do receive more applications from males than females. This can account for the slightly lower overall percentage of female employees. For the healthcare sector, the reverse is true, with more females applying for positions at our centres, thereby tipping the scales towards a female-majority workplace.

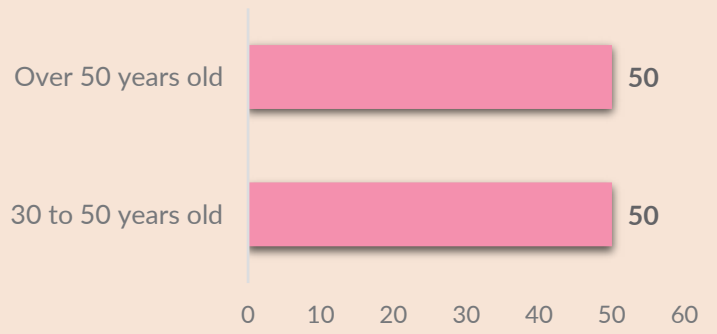




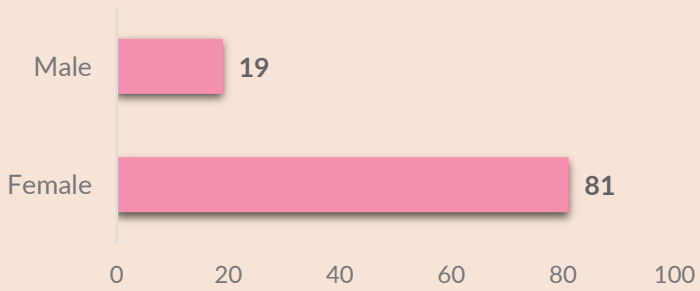
Board of Directors by Gender (%)



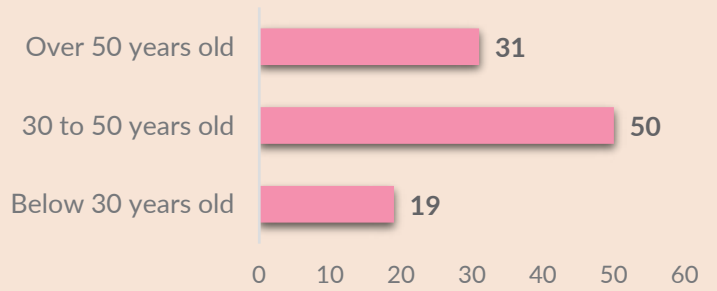
Board of Directors by Age (%)



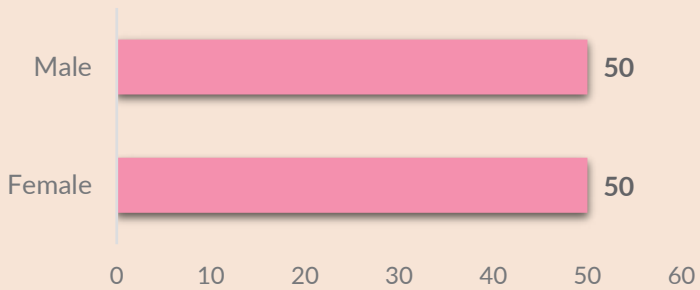
Medi Lifestyle: Employees by Gender (%)



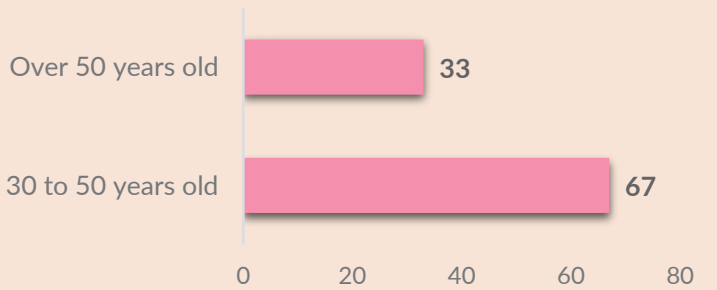
Medi Lifestyle: Employees by Age (%)



Medi Lifestyle: Senior Management by Gender (%)



Medi Lifestyle: Senior Management by Age (%)



GOVERNANCE



● Ethics and integrity

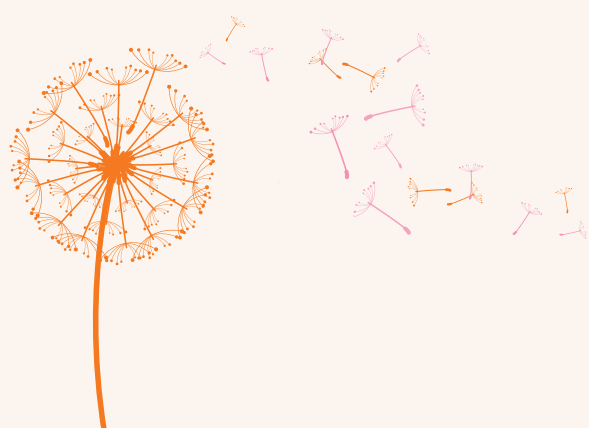
Values, principles, standards, and norms of behaviour

The Group has an internal Code of Conduct that stipulates how we conduct our business and practices. Our Code of Conduct provides guidance to our employees on our key commitments, which include:

- High standards in workplace health, safety, and the environment
- No discrimination in pay based on gender
- Fair and transparent employment practices
- Provision of whistle-blowing channels in event of breach
- Responsible behaviour while on-site (no drugs or alcohol policy)
- Provision of a safe work environment free from harassment
- Prevention of improper payments/corruption

We recognise that the creation and maintenance of a safe and secure workplace, free of risk or exposure to personal harm, property damage, or adverse impacts on the environment, hinges on keeping our employees informed of the Code of Conduct. The Code of Conduct is disseminated to our employees via our company's intranet, bulletin boards, employee handbooks, and regular briefings. Senior management is also responsible for ensuring that guidelines set out in the Code of Conduct are communicated to and understood by all employees, and for ensuring compliance.

We endeavour to remain cognizant and ever-vigilant of the needs of our employees, stakeholders, and environment. In that regard, we review our Code of Conduct annually so as to ensure they remain true to our core values of respect, integrity, professionalism, and accountability.



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	102-11 Precautionary principle or approach	Medi Lifestyle supports the intent of the precautionary principle, but has not expressed a specific commitment.
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MEDI LIFESTYLE LIMITED

**Company Registration Number: 201117734D
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