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This document has been prepared by the Company and its contents have been reviewed by the Company's sponsor, CIMB Bank Berhad, Singapore Branch, (the "Sponsor") for compliance with the relevant rules of the Singapore Exchange Securities Trading Limited ("SGX-ST"), this being the SGX-ST Listing Manual Section B: Rules of Catalyst. The Sponsor has not independently verified the contents of this document, including the correctness of any of the figures used, statements or opinions made.

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## STATEMENT FROM THE BOARD

This year marks the publication of Singapore Medical Group's ("SMG") inaugural Sustainability Report, which is in line with the Singapore Exchange Securities Trading Limited's ("SGX-ST") introduction of sustainability reporting on a 'comply or explain' basis for all Singapore-listed companies. At SMG, we recognise the importance of creating long-term value for our stakeholders and believe that it can be achieved through sustainable business practices and our commitment to being a responsible player in the society.

The Board strives to align the Group's policies and practices with best-in-class standards in the Economic, Environmental, Social and Governance ("EESG") themes, thus allowing us to achieve a balance between financial results, social engagement and environmental initiatives whilst ensuring the strategic growth of the Group. The Group conducted its first formal materiality assessment to better manage non-financial risks such as patient safety, patient privacy and corporate governance, and, have selected six of the highest ranked material factors for reporting. With this inaugural Sustainability Report, which will be published annually, we would therefore like to reinforce our support and management of these newly prioritised matters through active engagement with senior management who will spearhead the Group's sustainability efforts.

Moving forward, we urge our stakeholders to share our Group's commitment to transparency and to work towards a common goal of improving the economic, environmental and social well-being of the communities we operate in.

## INTRODUCTION

### ABOUT THE REPORT

Singapore Medical Group is delighted to present our Sustainability Report which is prepared in accordance with Global Reporting Initiatives (“GRI”) Standards: Core option. Adopting the objective of SGX in being responsible for the communities we operate in, the Group aspires to accomplish more in the area of sustainability.

In this report, we cover our non-financial performance and initiatives established in our Singapore operations from 1 January 2017 to 31 December 2017, with 1 January 2016 to 31 December 2016 as the year of comparison.

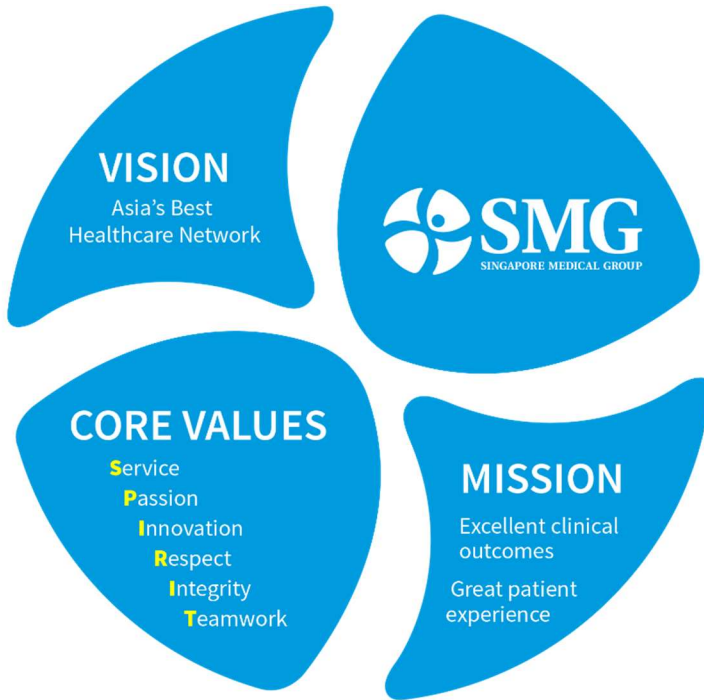
This report has not been assured as this is still optional under SGX rules. However, as our Group matures and develops in our sustainability journey, we aim to seek independent verification of our Sustainability Report. Eventually, our Group would like to provide a more extensive coverage of our business operations in our future Sustainability Reports.

We welcome feedback for this report and on any matters related to our sustainability performance. Feedback can be sent to our Chief Financial Officer, Ms. Wong Sian Jing at 6836 3385 or [sianjing.wong@smg.sg](mailto:sianjing.wong@smg.sg).



Presently  
 35  
Clinics in Singapore  
More than  
20  
Medical  
Specialties 

## BACKGROUND OF SINGAPORE MEDICAL GROUP



Incorporated in 2005 and listed on the Singapore Exchange (“SGX”) since 2009, SMG is a private specialist and primary healthcare provider in Singapore and with foot print in Indonesia, Vietnam and Australia. With our vision to provide quality health care and wellness to our patients in their life long journey from cradle to beyond, SMG is committed to providing excellent medical care through its integrated network of more than 20 medical specialties and 35 clinics strategically located across Singapore, with Oncology, Women’s Health, Pediatrics, Diagnostic Imaging and Aesthetics as the Group’s key growth verticals.

The Group’s robust business fundamentals and our continuous aim for excellence, especially in the patient service sector, was further recognised when it was awarded the Singapore Quality Class Service (“SQC”) certification from SPRING Singapore in December 2017.



KEY HIGHLIGHTS 2017

### Financial Highlights (S\$'000)



Earnings	: \$9,576
Total asset value	: \$167,631
Gross revenue	: \$68,001

### Non-Financial Highlights



**Zero** cases of non-compliance regarding marketing and labeling



**Zero** cases of non-compliance regarding patient's health and safety



Awarded the **Singapore Quality Class Service Certification** from Spring Singapore

## STAKEHOLDER ENGAGEMENT

As part of ongoing efforts to better understand and manage the concerns of stakeholders and to deliver continued healthcare excellence, SMG has taken into consideration all of its stakeholders across its value chain and prioritised them into the following Table 1. In doing so, the Group is poised to anticipate and respond to any Environmental, Social and Governance (“ESG”) challenges that may arise.

Table 1: SMG’s Stakeholder Engagement

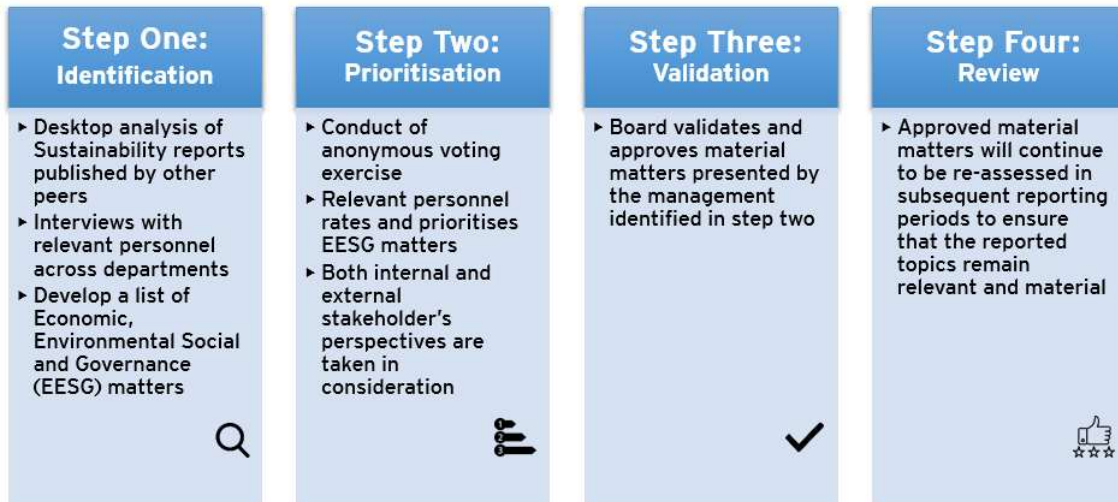
Stakeholder	Engagement Mode and Frequency	Stakeholder's Key Concerns	Our Response
Shareholders	<ul style="list-style-type: none"> <li>Annual General Meeting (“AGM”)</li> <li>Extraordinary General Meeting when required</li> <li>Quarterly release of results</li> <li>Corporate announcements throughout the year</li> <li>Timely response to direct queries received via electronic mail by Investor Relations team</li> </ul>	<ul style="list-style-type: none"> <li>Business growth and strategy of the Group</li> <li>Delivery of Business performance</li> <li>Sustainable returns</li> </ul>	<ul style="list-style-type: none"> <li>The Group seeks to address such concerns through timely and transparent updates on the Group’s performance and key developments that are made available on SGXnet</li> <li>Internal tracking is also in place to ensure prompt response to queries received</li> </ul>
Employees	<ul style="list-style-type: none"> <li>Employee satisfaction online survey once a year</li> <li>Regular staff meetings with management</li> </ul>	<ul style="list-style-type: none"> <li>Career progression and self-development opportunities</li> <li>Effective management of expectations and needs of customers and patients</li> </ul>	<ul style="list-style-type: none"> <li>The Group recognises that employees are their most valuable assets and ensures that employees’ expectations are met through active engagement</li> <li>At SMG, employees are provided with many opportunities to develop their skill-sets and knowledge through on-the-job learning</li> </ul>
Customers/Patients	<ul style="list-style-type: none"> <li>Engagement of external vendors to conduct survey via phone or electronic mail annually</li> <li>Providing various channels to collect patients feedback such</li> </ul>	<ul style="list-style-type: none"> <li>Management of issues such as patient and product safety, quality of service provided as well as the overall experience at the clinics</li> <li>Adequate handling of personal data and information.</li> </ul>	<ul style="list-style-type: none"> <li>SMG is built on the foundation of having customers and patients at the heart of everything we do. We strive to maintain quality and service excellence in our offerings through review of customer satisfaction surveys conducted by</li> </ul>

Stakeholder	Engagement Mode and Frequency	Stakeholder's Key Concerns	Our Response
	as dedicated email contacts and feedback hotlines		independent vendors to ensure expectations are met
Suppliers	<ul style="list-style-type: none"> <li>Meetings when necessary</li> </ul>	<ul style="list-style-type: none"> <li>Increased focus on responsible sourcing</li> <li>Healthy relationship maintained through liaisons and mutual understanding</li> </ul>	<ul style="list-style-type: none"> <li>The Group engages in open communication with key suppliers in ensuring that their practices meet the necessary regulatory requirements</li> </ul>
Regulators (Ministry of Health ("MOH"), The National Environment Agency ("NEA"), SGX, Inland Revenue Authority of Singapore ("IRAS"), Accounting and Corporate Regulatory Authority ("ACRA"))	<ul style="list-style-type: none"> <li>Proactively share feedback and data with regulators when necessary</li> </ul>	<ul style="list-style-type: none"> <li>Compliance with relevant regulatory requirements</li> </ul>	<ul style="list-style-type: none"> <li>The Group is aware that any non-compliance with regulations may result in undesirable repercussions for the business and thus ensures that all relevant regulatory requirements are met through layers of internal checks</li> </ul>



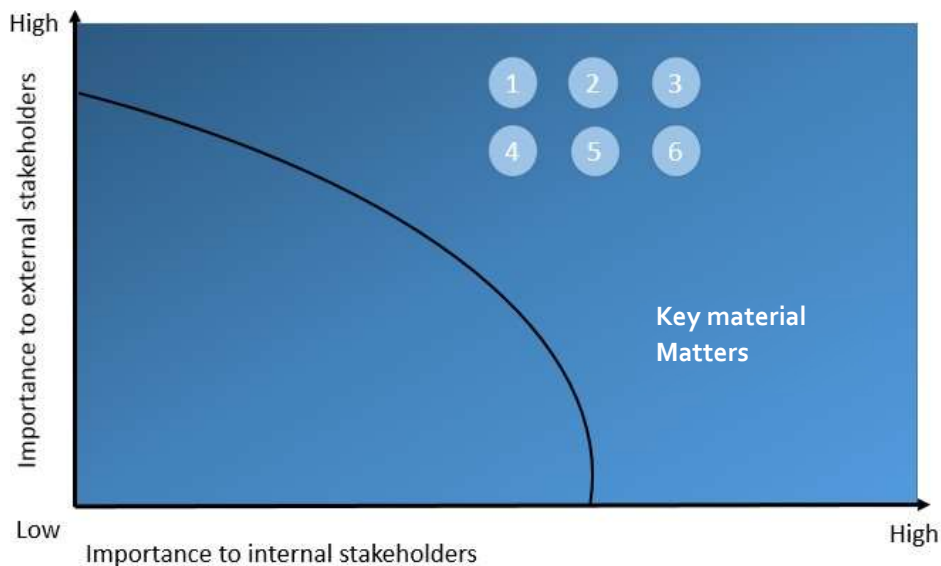
## MATERIALITY ASSESSMENT

The outcome from this materiality assessment allows us to understand the perspectives of our stakeholders. We are better able to address the concerns from our stakeholders and identify where their interests lie through this process. With the help of independent sustainability consultants, the process of our materiality assessment is summarised as follows:



The outcome of the assessment is reflected below in Figure 2. The six materials selected below are of priority to SMG.

Figure 2: SMG's Materiality Matrix



## MAPPING OF MATERIAL MATTERS

Material Matters		Corresponding GRI Standard Topics
1	Marketing and labelling	GRI 417-1: Requirements for product and service information and labeling
2	Patient privacy	GRI 418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data
3	Patient safety and satisfaction	GRI 416-2: Incidents of non-compliance concerning the health and safety impacts of products and services
4	Occupational health and safety	GRI 403-2: Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities
5	Effluents and wastes	GRI 306-2: Waste by type and disposal method GRI 306-4: Transport of hazardous waste
6	Anti-corruption / Conflict of interests	GRI 205-3: Confirmed incidents of corruption and actions taken

## PATIENT WELFARE



### MARKETING AND LABELING


Marketing and labeling is pertinent and imperative to SMG in ensuring that accurate and non-misleading information is provided to customers, patients and the community alike who place their trust and confidence in the Group's wide network of medical professionals. We ensure that products and information portrayed meet the relevant guidelines and regulatory standards.

For services provided by our clinics and specialist centres, the Group strives to provide all patients with relevant information in aiding informed decision-making. Such information is also made available to patients through various channels such as educational forums, health seminars, brochures, social media platforms and clinic websites. Additionally, the Group goes through multiple layers of internal checks to ensure that the Private Hospitals and Medical Clinics ("PHMC") publicity guidelines are met before releasing any marketing materials and information to the public.



Similarly, all consumables and medical supplies provided and used on our patients are Health Science Authority (“HAS”) approved. All medications prescribed are labelled with clear and detailed instructions for suitable level of consumption.

In FY2017 and FY2016, there were no grievances in relation to its marketing and labelling being brought up against SMG. The Group continues to maintain compliance to regulations set out by MOH for the safe use and consumption of its products and prescriptions respectively and for the services rendered by the Group’s clinics.

Key Area of Focus	Perpetual Target	FY2017 Status
Substantiated non-compliance cases regarding marketing and labelling	<ul style="list-style-type: none"> <li>No more than 3 queries from regulatory compliance and enforcement division of MOH</li> </ul>	 Achieved


## PATIENT PRIVACY

With Singapore’s largest healthcare Group hit by the most serious breach of personal data to date in recent times, the protection of patients’ data and privacy has garnered immense attention from both regulators and patients alike. Approximately 1.5 million personal records of patients and 160,000 outpatient prescriptions were accessed and captured by hackers, rapidly escalating the need for organisations, and in particular, healthcare organisations that hold key patient data, to place an emphasis on efforts to enhance systems security to prevent the loss of data, as well as to undertake immediate measures should any form of breach occur.

SMG acknowledges this and is already in the process of engaging an external team to review its Personal Data Protection Act (“PDPA”) policy and the management of its monitoring mechanism in enhancing the robustness of the Group’s IT system. The significance of PDPA is also highlighted during the employee orientation programme, where our staff are trained to engage in necessary measures to safeguard against the loss of data. SMG’s clinic management system is currently hosted on a secured platform that is equipped with up-to-date technology to securely house sensitive data. The platform has been awarded level 3, the highest level of security clearance by the Infocomm Media Development Authority (“IMDA”). With proper encryption at the database storage centre and during the transmission of data, in addition to firewalls with gateway anti-virus protection intrusion detection and prevention capabilities, our patients can be assured that their data is safe with the proper security mechanisms that are in place.

SMG’s IT team is committed to the continued exploration of the possible deployment of additional features in tightening organisation-wide system’s security capabilities.

In FY2017 and FY2016, there were no substantiated breaches of patient privacy and loss of data noted. However, in FY2017, the Group received a complaint with regard to patient data due to miscommunication between the clinic staff and the patient. This complain was eventually satisfactorily resolved.


Key Area of Focus	Perpetual Target	FY2017 Status
Substantiated complaints regarding breach of patients' data or loss of data	<ul style="list-style-type: none"> <li>Zero incidents of breaches or loss of patients' data</li> </ul>	 Achieved

## PATIENT SAFETY AND SATISFACTION

At SMG, we focus on addressing the needs of our patients and to be a part of their journey towards good health and better wellness. As such, we have always placed our patients at the forefront of our business. We pride ourselves in upholding the Group's core values whilst endeavoring to deliver quality service to all.

The Group continues to ensure that necessary measures are in place for patient safety, including in the event of a communicable disease outbreak. We further ensure that our clinics and specialist centres are operating at premises that have been certified by Singapore Civil Defense Force ("SCDF") and are in compliance with Building and Construction Authority ("BCA"), as applicable.

In FY2017 and FY2016, SMG has managed to sustain a blemish-free record of zero non-compliance cases revolving around health and safety impacts pertaining to the products and services we offer.

Key Area of Focus	Perpetual Target	FY2017 Status
Incidents of non-compliance cases regarding health and safety impacts of products and services	<ul style="list-style-type: none"> <li>Zero incidents of non-compliance cases revolving around health and safety impacts from MOH, NEA and HSA</li> </ul>	 Achieved

## EMPLOYEES

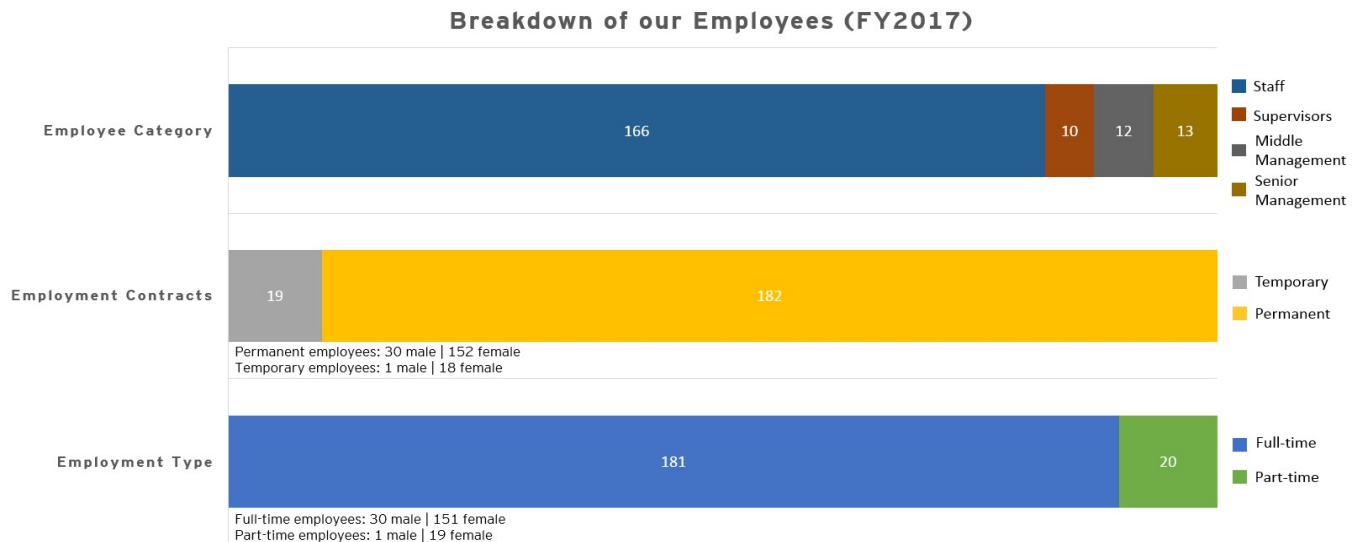
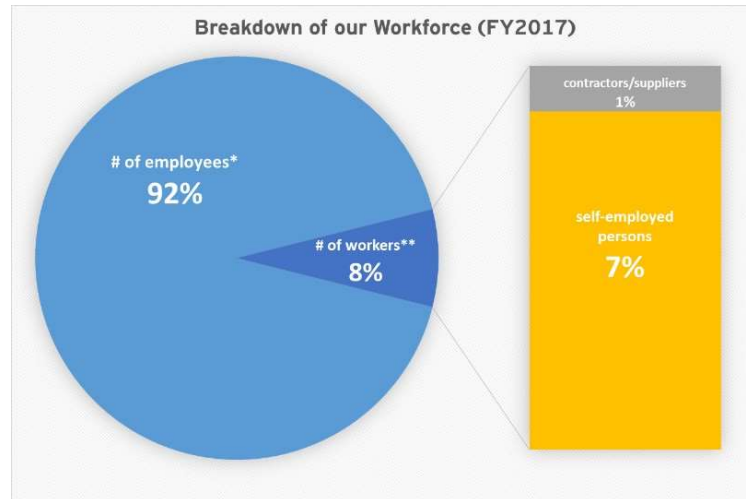


Our employees matter to us. As a people-centric business, our ability to thrive and deliver quality patient care is largely dependent on our frontline employees, including the medical professionals and their interaction with the patients and customers.

With "Respect" being one of the Group's core values, the Group further advocates inclusivity within the organisation. This is in turn likely to foster the proliferation of a high-performing culture as well as to create an amiable and productive work environment where employees are incentivised to do their best for our patients and customers.



As at FY2017, SMG has 201 (FY2016: 144) employees and 17 (FY2016: 8) workers in total. The significant jump in new hires is largely due to the expansion of the Group's operations which occurred during the year.



\*Employees refer to any individual who is in an employment relationship with the organisation, according to national law or its application






\*\*Workers refer to any external person that performs work for the organisation such as a supplier, contractor, self-employed person and etc.

## OCCUPATIONAL HEALTH AND SAFETY

As an established healthcare organisation, our employees' health and safety within our premises are of utmost importance. Several polices have been enforced across all clinics so as to ensure the health and safety of our employees as well as customers and customers are maintained at the workplace strictly in accordance with regulations and guidelines laid out by MOH, NEA and HSA. SMG targets to achieve adherence to policies in maintaining its record of zero non-compliance incidents.

Policy Coverage	Description of Policies
Staff, Customers and Patients	Ensure all the safety regulations and guidelines set out by MOH, NEA and HAS are adhered to so that our staff, customers and patients' health and safety are taken care of
Premises	(i) All premises are issued with Fire safety certificate before the commencement of operations (ii) Fixed schedule to clean and sanitise the clinic to minimise any potential health hazards
Equipment & staff	(i) Regular preventive maintenance of equipment to ensure optimal functioning (ii) To ensure all equipment is properly certified by the relevant authorities such as NEA and HSA. Only qualified and appropriately trained staff are allowed to operate the equipment and perform the relevant duties

In FY2017 and FY2016, there were zero report cases of work-related fatalities, injuries and occupational diseases. The total absentee rate<sup>1</sup> saw a decrease by 0.12 between FY2016 and FY2017. We hope to continue our excellent track record in the coming years.

Absentee Rate	FY2016			FY2017		
			Total			Total
	0.26	1.08	0.95	0.51	0.88	0.83
Key Area of Focus	Perpetual Target				FY2017 Status	
Incidents of work-related fatalities, injuries and occupational diseases	<ul style="list-style-type: none"> <li>Zero incidents of work-related fatalities, injuries and occupational diseases</li> </ul>				 Achieved	

## SUSTAINABLE ENVIRONMENT AND SUPPLY CHAIN MANAGEMENT



In maintaining service excellence whilst playing our part as a responsible corporate citizen, SMG strives to deliver high quality product-offerings and stringent compliance across the business' supply chain. Our supply chain mainly comprises suppliers of products that can be classified under the following four key categories:

- 1 Medications – purchased from registered drug distributors
- 2 Consumables
- 3 Medical equipment plus maintenance contracts
- 4 Marketing and advertising

<sup>1</sup> The Absentee Rate ('AR') as defined by GRI standards is the total days of absence relative to the total days scheduled to be worked by employees during the reference period, expressed as a percentage. AR here is calculated only for employees.

In Singapore, all medications and medical equipment are subjected to approval by HSA. Certain medical equipment are additionally required to be regulated by NEA and marketing and advertising are overseen under the Private Hospitals and Medical Clinics Act and Regulations.

### EFFLUENTS AND WASTES

In land-scarce Singapore, most of the general waste is sent to waste-to-energy incineration plants. However, as a healthcare organisation, we recognise that bio-hazardous and medical wastes require proper management and disposal to prevent any potential health threats posed to patients, the community and environment. As such, all medical staff undergo a structured briefing and training organised by SMG's Clinic Operations Team at least biennially on the know-hows of appropriate management and disposal of waste.

We comply fully with the rules and regulations as mandated by NEA and MOH with regards to our waste disposal methods. Additionally, only authorised vendors licensed to transport and dispose of biohazardous waste handle the waste generated by our clinics.

The total hazardous waste weighed in at 1,162.0 kg in FY2017 (FY2016: 1,417.2 kg). The decrease was largely attributed to less bio-hazardous and medical waste generated from the Group's aesthetics business segment. There is no reporting for non-hazardous waste comprising of mainly paper waste, due to unavailable data. With that said, SMG is in the process of shifting towards a paperless working environment, coherent with the Group's strive to increase operational efficiency and to reduce reliance on storage space.

Looking ahead, SMG has plans to improve its data collection procedures to include the tracking and disclosure of paper usage, as well as to continue its commitment to managing and disposing of all waste in a responsible manner.


## GOOD GOVERNANCE

### ANTI-CORRUPTION / CONFLICT OF INTERESTS

Anti-corruption is imperative to the long-term sustainability of SMG, as any form of corruption may lead to severe repercussions for the reputation of our Group, including losing the trust of our customers and patients. Corrupt business practices are not tolerated and any incidences are dealt with severely. This includes the procurement process where suppliers provide monetary benefits to the staff and doctors for their buy-ins.

To encourage our employees to undertake only the best practices, all newly recruited staff are required to be briefed on the anti-corruption clauses during their induction programme. They are also made aware of the existing whistle-blowing policy and procedures in place. All employees and external parties are encouraged to raise concerns through our well-defined and accessible reporting channels to report on any possible improprieties and issues that may have an adverse impact on SMG. Such matters raised will be presented in quarterly reports and submitted to the Audit Committee who oversees the overall administration of the whistle-blowing policy. Through the quarterly reports, a proper trail of all complaints are recorded, which includes the results of the investigation, follow-up actions, as well as any unresolved complaints.

SMG has achieved their target of zero incidents of corruption in both FY2017 and FY2016.

Key Area of Focus	Perpetual Target	FY2017 Status
Incidents of corruption	<ul style="list-style-type: none"> <li>Maintain record of zero corruption incidents</li> </ul>	 Achieved

## GRI CONTENT INDEX

GRI Standard	Description	Section of Report	Page Reference
<b>GRI 102: General Disclosures 2016</b>			
<b>Organisational profile</b>			
102-1	Name of the organisation	Introduction: About the Report	Page 4
102-2	Activities, brands, products, and services	Introduction: Background of Singapore Medical Group	Page 5
102-3	Location of headquarters	Introduction: Background of Singapore Medical Group	Page 5
102-4	Location of operations	Introduction: Background of Singapore Medical Group	Page 5
102-5	Ownership and legal form	Introduction: Background of Singapore Medical Group	Page 5
102-6	Markets served	Introduction: Background of Singapore Medical Group	Page 5
102-7	Scale of the organisation	Introduction: Background of Singapore Medical Group; Employees	Page 5; Page 12-14
102-8	Information on employees and other workers	Employees	Page 12-14
102-9	Supply chain	Sustainable Environment: Responsible Supply Chain Management	Page 15
102-10	Significant changes to the organisation and its supply chain	<i>Refer to SMG 2017 Annual Report: Key Developments in 2017</i>	Page 2-3
102-11	Precautionary Principle or approach	<i>Refer to SMG 2017 Annual Report: Risk Management and Internal Controls</i>	Page 25-26
102-12	External initiatives	This is SMG's inaugural Sustainability Report. SMG has not adopted any external initiatives.	-
102-13	Membership of associations	<i>Refer to SMG Website for more details: <a href="https://www.smg.sg/specialties/">https://www.smg.sg/specialties/</a></i>	-
<b>Strategy</b>			
102-14	Statement from senior decision-maker	Statement from Board	Page 3
<b>Ethics and Integrity</b>			
102-16	Values, principles, standards, and norms of behavior	Introduction: Background of Singapore Medical Group	Page 5
<b>Governance</b>			
102-18	Governance structure	Statement from Board;  <i>Refer to SMG 2017 Annual Report: Corporate Information and Board's Conduct of its Affairs</i>	Page 3  Page 16-18
102-23	Chair of the highest governance body	<i>Refer to SMG 2017 Annual Report: Corporate Information</i>	Page 16
102-32	Highest governance body's role in sustainability reporting	Statement from Board	Page 3
<b>Stakeholder engagement</b>			
102-40	List of stakeholder Groups	Stakeholder Engagement	Page 7



102-41	Collective bargaining agreements	Employees within the scope of this report are not covered by collective bargaining agreements, as they are professionals in nature.	-
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	Page 7
102-43	Approach to stakeholder engagement	Stakeholder Engagement	Page 7
102-44	Key topics and concerns raised	Stakeholder Engagement	Page 7
<b>Reporting practice</b>			
102-45	Entities included in the consolidated financial statements	Introduction: About the Report	Page 4
102-46	Defining report content and topic Boundaries	Materiality Assessment	Page 9-10
102-47	List of material topics	Materiality Assessment	Page 9-10
102-48	Restatements of information	No restatements applicable as this is SMG's inaugural Sustainability Report.	-
102-49	Changes in reporting	No changes as this is SMG's inaugural Sustainability Report.	-
102-50	Reporting period	Introduction: About the Report	Page 4
102-51	Date of most recent report	Introduction: About the Report	Page 4
102-52	Reporting cycle	Statement from Board	Page 3
102-53	Contact point for questions regarding the report	Introduction: Background of Singapore Medical Group	Page 5
102-54	Claims of reporting in accordance with the GRI Standards	Introduction: About the Report	Page 4
102-55	GRI content index	GRI Content Index	Page 16-18
102-56	External assurance	Introduction: About the Report	Page 4
<b>Topic-specific GRI Standard Disclosures</b>			
<b>Category: Governance</b>			
<b>GRI 205: Anti-Corruption 2016</b>			
103-1	Explanation of the material topic and its Boundary	Good Governance: Anti-corruption / Conflict of Interests	Page 15
103-2	The management approach and its components	Good Governance: Anti-corruption / Conflict of Interests	Page 15
103-3	Evaluation of the management approach	Good Governance: Anti-corruption / Conflict of Interests	Page 15
205-3	Confirmed incidents of corruption and actions taken	Good Governance: Anti-corruption / Conflict of Interests	Page 15
<b>Category: Environmental</b>			
<b>GRI 306: Effluents and Waste 2016</b>			
103-1	Explanation of the material topic and its Boundary	Sustainable Environment: Effluents and Waste	Page 15

103-2	The management approach and its components	Sustainable Environment: Effluents and Waste	Page 15
103-3	Evaluation of the management approach	Sustainable Environment: Effluents and Waste	Page 15
306-2	Waste by type and disposal method	Sustainable Environment: Effluents and Waste	Page 15
306-4	Transport of hazardous waste	Sustainable Environment: Effluents and Waste	Page 15
<b>Category: Social</b>			
<b>GRI 403: Occupational Health and Safety 2016</b>			
103-1	Explanation of the material topic and its Boundary	Employees: Occupational Health and Safety	Page 13
103-2	The management approach and its components	Employees: Occupational Health and Safety	Page 13
103-3	Evaluation of the management approach	Employees: Occupational Health and Safety	Page 13
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Employees: Occupational Health and Safety	Page 13
<b>GRI 416: Customer Health and Safety 2016</b>			
103-1	Explanation of the material topic and its Boundary	Patient Welfare: Patient Safety and Satisfaction	Page 12
103-2	The management approach and its components	Patient Welfare: Patient Safety and Satisfaction	Page 12
103-3	Evaluation of the management approach	Patient Welfare: Patient Safety and Satisfaction	Page 12
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Patient Welfare: Patient Safety and Satisfaction	Page 12
<b>GRI 417: Marketing and Labeling 2016</b>			
103-1	Explanation of the material topic and its Boundary	Patient Welfare: Marketing and Labeling	Page 10
103-2	The management approach and its components	Patient Welfare: Marketing and Labeling	Page 10
103-3	Evaluation of the management approach	Patient Welfare: Marketing and Labeling	Page 10
417-1	Requirements for product and service information and labeling	Patient Welfare: Marketing and Labeling	Page 10
<b>GRI 418: Customer Privacy 2016</b>			
103-1	Explanation of the material topic and its Boundary	Patient Welfare: Patient Privacy	Page 11
103-2	The management approach and its components	Patient Welfare: Patient Privacy	Page 11
103-3	Evaluation of the management approach	Patient Welfare: Patient Privacy	Page 11
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Patient Welfare: Patient Privacy	Page 11