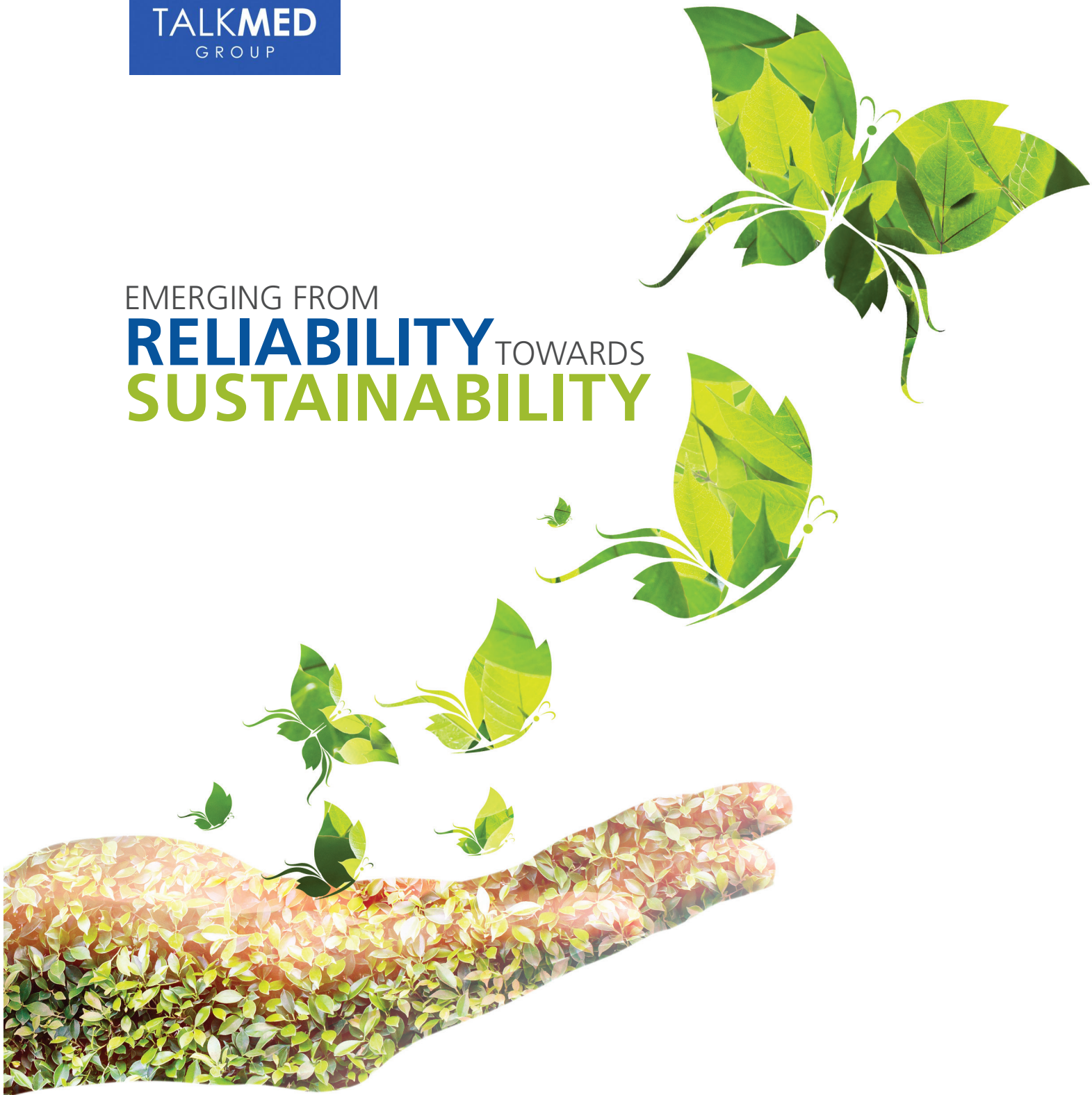




EMERGING FROM
RELIABILITY TOWARDS
SUSTAINABILITY



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ABOUT THIS REPORT

GRI G4-3 | G4-5 | G4-28 | G4-30 | G4-31 | G4-32

This is the inaugural annual Sustainability Report by TalkMed Group Limited (“**TalkMed**” or the “**Company**”). This report covers our sustainability performance for Singapore Cancer Centre Pte. Ltd. based in Singapore.

The report captures TalkMed’s sustainability efforts, performance and strategies over the financial year ended 31 December 2017 (“**FY17**”). It has been prepared in reference to Global Reporting Initiative (“**GRI**”) G4 guidelines.

We are committed to sharing our sustainability journey with our stakeholders and welcome any feedback or questions regarding the report or any aspect of our sustainability performance.

Please write to:
enquiries@talkmed.com.sg

SUSTAINABILITY BOARD STATEMENT

GRI G4-1



TalkMed is proud to present its inaugural Sustainability Report for FY17. The report sets out our sustainability principles and initiatives that we have put in place to align our operations with our stakeholder's expectations in the areas of environment, social responsibilities and governance.

ENVIRONMENT

We are committed to being environmentally conscious in all our practices. We ensure that our business is conducted in a safe and sustainable manner. For instance, we adopt best practices and adhere to relevant regulations to mitigate against the danger of improper handling and disposal of medical waste. We also hire licensed and experienced companies to collect, transport and dispose of any biohazardous and cytotoxic waste.

Similarly, we aim to tackle other environmental risks associated with our day-to-day practices and ensure a safe environment for the community. We believe that sustainability reporting will help to instil discipline and raise awareness towards our long-term vision of sustainable practices throughout our organisation. It will allow us to see deeper into our risk factors, costs as well as our long-term corporate position and brand.

SOCIAL RESPONSIBILITIES

TalkMed truly believes that people and community are key to the success of our business. We understand the importance of attracting and retaining the best management and healthcare talents to provide high quality service to our patients. Within our organisation, we enforce fair labour practices, create equal opportunities, and place great emphasis on occupational health and safety.

Our medical staff are encouraged to constantly update their technical knowledge and pursue opportunities to capitalise on the latest technological advancement in the field. We provide training opportunities to our doctors and medical staff to stay abreast of the latest medical trends and issues, treatment methods and medical equipment that is available in the market. Our doctors contribute articles in various newspapers, magazines and medical journals regularly. They also give talks to the public in Singapore and in the region to raise disease awareness and conduct educational sessions to medical professionals in neighbouring countries.

COMMUNITY

We are committed to creating a positive impact in the community we operate in by giving back to the society. Our local initiatives include, amongst others, partnering with a social enterprise named BloomBack to launch the Breast Cancer Awareness Month campaign⁽¹⁾, various donation drives such as "Yes We Can Hope"⁽¹⁾ and "Festive with a Heart"⁽¹⁾ as well as being the bronze sponsor for the "Relay for Life" event which was organised by Singapore Cancer Society⁽¹⁾.

GOVERNANCE

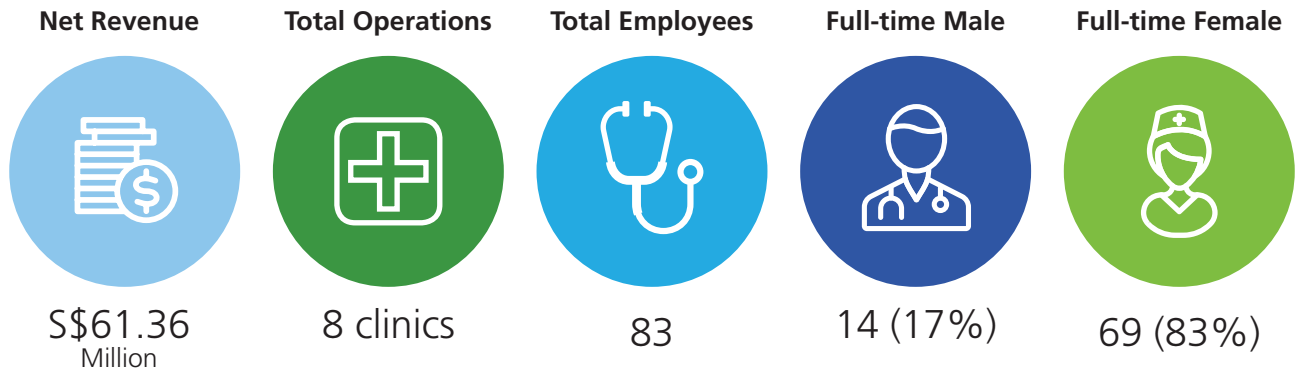
As a member of the medical fraternity, it is of utmost importance to uphold high standards of governance. As a public listed company, we strictly abide by the compliance rules in providing transparent, relevant and up-to-date information to our stakeholders and investors.

TalkMed continues to seek ways to enhance our healthcare services and constantly strive for medical excellence. We are committed to our focus on sustainability risks, and constantly evolve in our journey to provide the best and safest service to our customers, as well as create value for the community.

⁽¹⁾ Through Parkway Cancer Centre ("PCC"). Please refer to page 12 for more details.

ABOUT TALKMED

GRI G4-4 | G4-6 | G4-7 | G4-8 | G4-9 | G4-10



TalkMed through its subsidiaries (collectively, the “Group”) is a premier provider of medical oncology services, stem cell transplant services and palliative healthcare services. Based in Singapore, TalkMed’s operations extend to serve the markets in Vietnam and China via our joint venture partners.

Incorporated in September 2013, TalkMed is the holding company of the following wholly-owned subsidiaries: Singapore Cancer Centre Pte. Ltd., TalkMed Vietnam Pte. Ltd. (“TalkMed Vietnam”), and TalkMed China Pte. Ltd. (“TalkMed China”), as well as the following partially-owned subsidiaries: Stem Med Pte. Ltd. (“Stem Med”), TalkMed Chongqing Pte. Ltd., Stem Med Indonesia Pte. Ltd., and DrSG Cellular Wellness Pte. Ltd..

TalkMed also holds a 30% stake in Hong Kong Integrated Oncology Centre Holdings Limited (“HKH”). HKH is the controlling shareholder of Hong Kong Integrated Oncology Centre Limited (“HKIOC”) which operates an oncology centre in Hong Kong that offers integrated cancer care across various disciplines. Following the collaboration with Hong Kong Adventist Hospital, HKIOC now provides a comprehensive range of treatment (including surgery, radiotherapy and medication), diagnostic imaging and endoscopy services in Hong Kong.

The Company’s highly-trained doctors provide tertiary healthcare services to the oncology patients in the private sector in Singapore, through Parkway Cancer Centre (“PCC”). Our clinical functions involve attending to patients, examining and administering medical treatments and performing minor outpatient surgical procedures, prescribing medicines and conducting laboratory tests or diagnostic procedures. We also review the results of these investigations and follow-up patient care.

We have fourteen doctors at eight clinics in Gleneagles Hospital Singapore, Mount Elizabeth Hospital Singapore, Mount Elizabeth Medical Centre and Mount Elizabeth Novena

Specialist Centre Singapore, which are operated by Parkway Hospitals Singapore Pte. Ltd.. The majority of our patient-load and customers consists of foreigners, thus establishing our position in the medical tourism market.

TalkMed Vietnam was set up in March 2014 and pursuant to its incorporation, partnered with Thu Cuc International General Hospital to set up a medical centre known as Singapore Cancer Centre Thu Cuc that provides specialist medical oncology services in Hanoi, Vietnam.

Stem Med, set up in January 2015, is the first private stem cell banking facility in Singapore that specialises in the processing, cryopreservation and storage of adult stem cells. In March 2017, Stem Med incorporated Stem Med Indonesia Pte. Ltd., a 90%-owned subsidiary, to explore business opportunities in Indonesia in the areas of operation of cellular laboratories and storage facilities and cellular therapeutics clinics. In October 2017, Stem Med incorporated DrSG Cellular Wellness Pte. Ltd., a 60%-owned subsidiary, with A DrBrand Pte. Ltd. (“ADB”) taking the remaining 40%. Capitalising on the expertise of both Stem Med and ADB in the fields of stem cell technology and aesthetics respectively, this subsidiary plans to research and produce highly-effective products and technologically-advanced treatments for hair rejuvenation and customised skin care for the global beauty market.

In September 2017, the Group incorporated a wholly-owned subsidiary, TalkMed China to explore healthcare-related collaborations in China. Subsequent to the incorporation of TalkMed China, TalkMed China incorporated TalkMed Chongqing Pte. Ltd., a 75%-owned subsidiary, with the aim of providing healthcare management services in Chongqing.

In November 2017, TalkMed China entered into a collaboration with Beijing New Hope Hospital Management Co. Ltd. for TalkMed China to offer oncology management services in China.

SUSTAINABILITY AT TALKMED

GRI G4-14 | G4-34 | G4-56



We strongly believe in embedding sustainability across all our operations. This is reflected in our Company's vision and mission.

VISION: Our vision is to be a premier provider of medical oncology and palliative care health care services in the private sector in Singapore and in the region.

MISSION: Our mission is to deliver quality care and service to our patients. Looking ahead, providing medical oncology and palliative care health care services in the region and expanding our services to include the provision of secondary and primary healthcare are also an integral part of our business model.

TalkMed supports the precautionary principles by taking actions to reduce our environmental impacts.

GOVERNANCE STRUCTURE

We conduct our business by inculcating a clean and transparent working culture within the organisation. We have clear policies on business standards, ethics and anti-corruption. We understand the detrimental effect that

corruption has on organisations and the society. We are determined to ensure that our business decisions and actions are ethical and in full compliance with international and local legal requirements.

We do not condone any malpractice, impropriety, non-compliance of statutory law and rules and regulations or wrongdoing by employees in the course of performing their duties. Employees may follow the procedures set out in the Company's whistleblowing policy that is accessible on our human resource website to report any concern or complaint regarding any improper accounting or financial matters, internal controls, disclosure of information, conflict of interest, insider trading, or any other areas involving fraud, corruption and misconduct of employees.

Our sustainability efforts are led by our senior management who ensures that the Company's business objectives are in line with our commitments to sustainable development. Senior management is responsible for the on-going communication with the Board of Directors.

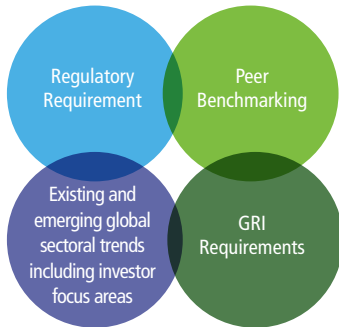
STAKEHOLDER ENGAGEMENT

GRI G4-24 | G4-25 | G4-26 | G4-27

At TalkMed, we develop our sustainability strategy by consulting with our stakeholders on issues important to our business and to them. We select these stakeholders based on influence, representation, responsibility, dependency, and proximity.

We believe that stakeholder engagement is a critical factor in the success of our business and consistently seek to improve our communication channels with all our stakeholders to gather their inputs. TalkMed has put in place a process of identification, prioritisation, and validation to identify issues material to our stakeholders and embed them into our business strategy.

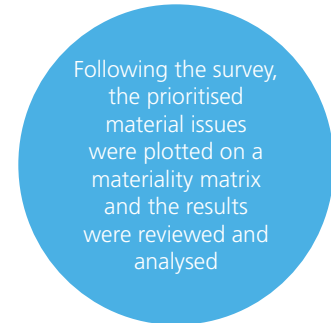
STEP 1: IDENTIFICATION



STEP 2: PRIORITISATION



STEP 3: VALIDATION



Stakeholder	Concerns raised	Frequency of engagement	Mode of engagement
Shareholders	Economic Performance Customer Health and Safety Employment	Annually / Ad hoc	Quarterly financial results Annual general meeting Email
Patient	Customer Health and Safety Customer Privacy Product Service and Labelling	Ad hoc	Informal feedback from patients through our doctors and clinical staff Face to face interaction Public forum
Supplier	Procurement Practices Market Practices Customer Health and Safety	Ad hoc	Feedback via email / phone call
Regulator	Compliance (Product Responsibility) Customer Health and Safety Compliance (Society)	Ad Hoc / Quarterly	Regulatory guidelines Email Phone call
Employee	Employment Training and Education Occupational Health and Safety	Ad Hoc / Annually	Email Yearly appraisals Team building sessions
Top Management	Economic Performance Customer Health and Safety Indirect Economic Impacts	Ad hoc / Quarterly	Board meetings

MATERIALITY ASSESSMENT

GRI G4-18 | G4-19 | G4-20 | G4-21



Our materiality assessment was carried out in accordance to the GRI G4 guidelines. This assessment helped us identify key concerns that are significant to our stakeholders, as well as the social, economic, and environmental impact of our business operations.

TalkMed considered the principles of materiality, stakeholder inclusiveness, sustainability context and inclusiveness while defining the report content and aspect boundaries. We engaged key stakeholder groups through formal surveys and benchmarked ourselves against our peers as defined in the previous section. The material issues identified through the assessment shaped our FY17 sustainability report.

MATERIALITY ASSESSMENT

GRI G4-18 | G4-19 | G4-20 | G4-21

MATERIAL ASPECTS AND INDICATORS IDENTIFIED

Categories	Material aspects	List of indicators	Aspect boundary
Economic	Economic Performance	G4-EC1: Direct economic value generated and distributed	Within organisation
Product Responsibility	Customer Health and Safety	G4-PR2: Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	Within organisation and patients
Labour Practices and Decent Work	Employment	G4-LA1: Total number and rates of new employee hires and employee turnover by age group, gender, and region	Within organisation
	Training and Education	G4-LA9: Average hours of training per year per employee by gender, and by employee category	Within organisation



PRODUCT RESPONSIBILITY



CUSTOMER HEALTH AND SAFETY

GRI G4-DMA | G4-PR2

Why is this a material issue?

Our goal at TalkMed, is to constantly exceed customers’ expectations and provide services of the highest quality. The safety and wellbeing of our patients is always our top priority. We have integrated quality standards and procedures as well as continuous monitoring systems to ensure a safe environment for our customers across all our services.

Our approach to managing

In the course of our work, we adhere strictly to government regulations such as Private Hospitals and Medical Clinics Act, Medicine Act, Health Products Act, Singapore Medical Council Ethical Code and Ethical Guidelines.

This is made possible by having a set of clinical standard operating procedures (“SOP”) and maintaining high levels of competency for our clinical staff. We have nurses’ competency checklists to assess the competency levels of our nurses. As we handle blood products, we have also put in place an apheresis competency checklist. The SOP and checklists are reviewed every year for relevance and completeness.

FY17 PERFORMANCE AND TARGETS

FY17 PERFORMANCE	FY18 TARGET
Compliant with significant regulations concerning the health and safety impacts of our products and services	TalkMed aims to continue its performance by maintaining a strong framework to ensure compliance with relevant guidelines and regulations

EMPLOYMENT

GRI G4-DMA | G4-LA1

Why is this a material issue?

Our doctors and specialists are the backbone of the Group. In order to consistently provide excellent customer service, we are committed to maintaining a talented and diverse workforce.

As our employees are our most valuable assets, attracting and retaining top talents is of great significance to TalkMed. We aspire to create an environment that helps our staff perform to the highest of their abilities and deliver quality care and services to our patients.

Our approach to managing

To ensure that we meet the above targets, we adhere to strict talent acquisition standards. We have delegated recruitment responsibility of doctors to Chief Executive Officer/Chief Operating Officer, clinical staff to nurse management and human resource department respectively to ensure competent and qualified individuals are hired for the right position.

We strive to create a conducive work environment through fair and competitive human resources policies, and an equitable system of recognition and rewards. We provide our doctors an opportunity to participate in a revenue-sharing scheme as well as provide attractive year-end bonuses for the staff. In addition to above, we provide yearly subsidised holidays to promote staff bonding. We also recognise long-serving staff for their dedication by rewarding them with long service awards.



FY17 PERFORMANCE AND TARGETS

EMPLOYEE INFORMATION

Employee information by age group and nationality	Singapore	Other nationality	Total
Less than 30 years of age	3	6	9
Between 30 and 50	47	10	57
Above 50	15	2	17
Total	65	18	83

New hires by age group	Male	Female	Rate of hire (Male)	Rate of hire (Female)	Total rate of hire
Less than 30 years of age	0	4	0.00%	50.00%	44.44%
Between 30 and 50	1	4	100.00%	50.00%	55.56%
Above 50	0	0	0.00%	0.00%	0.00%
Total Employees	1	8			

PEOPLE

New hires by nationality	Male	Female	Rate of hire (Male)	Rate of hire (Female)	Total rate of hire
Singapore	0	5	0.00%	62.50%	55.56%
Other	1	3	100.00%	37.50%	44.44%
Total Employees	1	8			

New hires by gender	Number	Percentage
Male	1	11.11%
Female	8	88.89%
Total	9	

Employee turnover by age group	Male	Female	Rate of turnover (Male)	Rate of turnover (Female)	Total rate of turnover
Less than 30 years of age	0	3	0.00%	42.85%	37.50%
Between 30 and 50	1	3	100.00%	42.85%	50.00%
Above 50	0	1	0.00%	14.30%	12.50%
Total Employees	1	7			

Employee turnover by nationality	Male	Female	Rate of turnover (Male)	Rate of turnover (Female)	Total rate of turnover
Singapore	0	3	0.00%	42.86%	37.50%
Other	1	4	100.00%	57.14%	62.50%
Total	1	7			

Employee turnover by gender	Number	Percentage
Male	1	12.50%
Female	7	87.50%
Total	8	

FY17 PERFORMANCE		FY18 TARGET
Hiring rate	: 10.84%	Improve gender mix and retention of talent pool
Turnover rate	: 9.64%	
Ratio of men to women	: 1:5	

TRAINING AND EDUCATION

GRI G4-DMA | G4-LA9

Why is this a material issue?

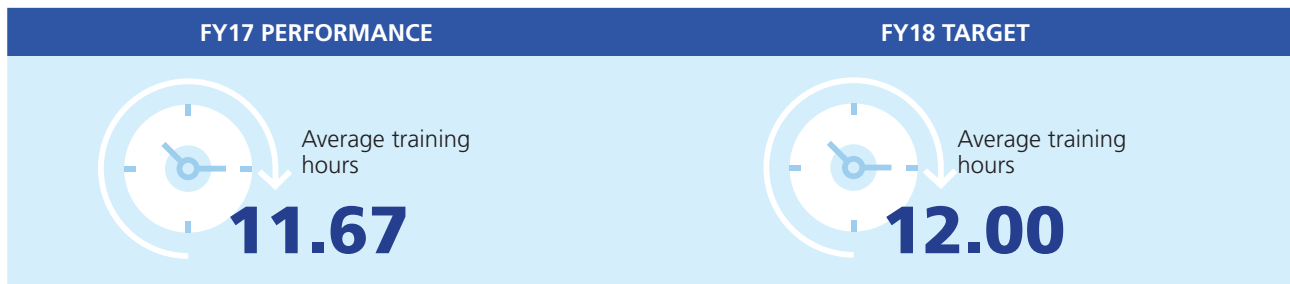
A highly skilled and efficient workforce is required to meet the strategic goals of TalkMed. We recognise that people contribute largely to the success of the business. As such, we believe in sustaining high performance among our staff.

Our approach to managing

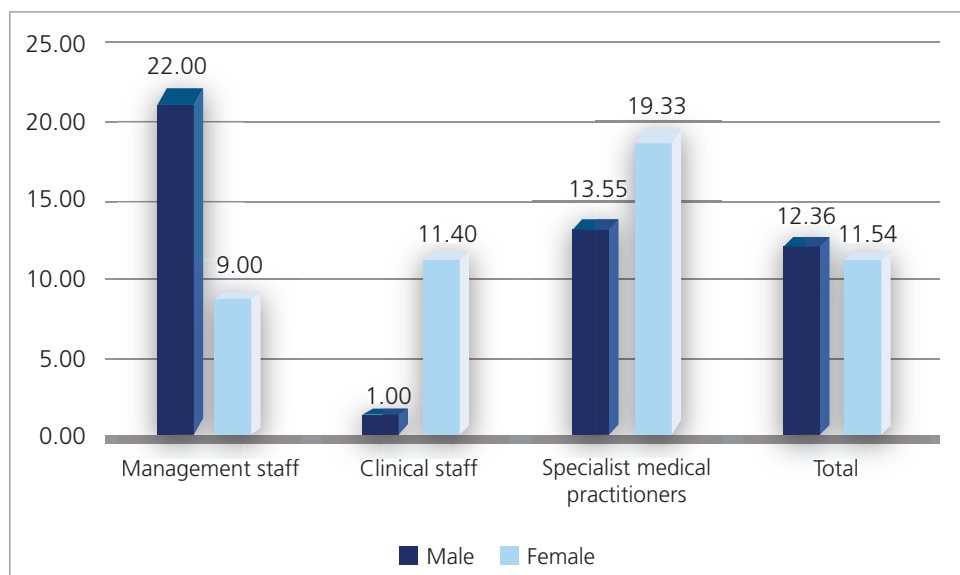
We hold regular training sessions to keep our employees abreast of the latest technology and development in their field of expertise. Our nurses are offered the opportunity to take up diploma courses which are fully sponsored by the Company, in a bid to upgrade their skills. We provide regular feedback and trainings to identify areas of improvement and create a culture of learning in our organisation.



FY17 PERFORMANCE AND TARGETS



AVERAGE TRAINING HOURS



COMMUNITY



FESTIVE WITH A HEART

For the third year, the Company through PCC distributed Chinese New Year goodie bags and red packets to Singapore Cancer Society ("SCS") beneficiaries on 21 January 2017. This was part of the SCS Festive with a Heart outreach.



RELAY FOR LIFE

An event organised by SCS, where people from different backgrounds participated in an overnight community walk or run event for the fight against cancer. The event was held on 18 to 19 February 2017 and PCC was a bronze sponsor.



YES WE CAN HOPE

An overseas project in Surabaya, Indonesia, the Company, through PCC, co-organised a cancer and haematology seminar including a donation drive for children with cancer was conducted from 18 to 20 August 2017. The ticket sale proceeds were donated to IDAI and Soetomo hospital.

In the event, we also organised a continuing medical education lecture, which was attended by 62 doctors, a very successful experience-sharing session.



BREAST CANCER AWARENESS MONTH CAMPAIGN

In partnership with BloomBack, the Company through PCC organised Breast Cancer Awareness Month Campaign in October 2017. BloomBack is a social enterprise that advocates floral movement to benefit underprivileged communities (especially marginalised women), by helping them be financially independent. They aim to empower and educate women on the importance of screening and early cancer detection.

GRI CONTENT INDEX

GENERAL STANDARD DISCLOSURES		
General Standard Disclosures	Description	Page Reference, Section, Performance and/or Explanation for Omissions
STRATEGY & ANALYSIS		
G4-1	Statement from the most senior decision maker of the organisation	2, Sustainability Board Statement
ORGANISATIONAL PROFILE		
G4-3	Name of the organisation	1, About this Report
G4-4	Primary brands, products and services	3, About TalkMed
G4-5	Location of organisation's headquarters	1, About this Report
G4-6	Number and names of countries where the organisation operates	3, About TalkMed
G4-7	Nature of ownership and legal form	3, About TalkMed
G4-8	Markets served	3, About TalkMed
G4-9	Scale of organisation	3, About TalkMed
G4-10	Workforce	3, About TalkMed
G4-11	Percentage of employees covered by collective bargaining agreements	NIL
G4-12	Organisation's supply chain	Drugs and consumables are ordered either through direct pharmaceutical companies or through third party logistic partners.
G4-13	Significant changes during the reporting period	Parkway East clinic ceased operations and opening of a new clinic in Beijing.
G4-14	How the precautionary approach is addressed	4, Sustainability at TalkMed
G4-15	Charters, principles or other initiatives to which the organisation is subscribed to	TalkMed has not adopted any external initiatives.
G4-16	List of memberships or associations and national/international advocacy in which the organisation holds a position, participates, provides substantive funding or view membership as strategic	TalkMed does not have any memberships or associations.

GRI CONTENT INDEX

GENERAL STANDARD DISCLOSURES		
General Standard Disclosures	Description	Page Reference, Section, Performance and/or Explanation for Omissions
IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES		
G4-17	Entities included in the organisation's consolidated financial statements. Report whether any entity included in the organisation's consolidated financial statements or equivalent documents is not covered by the Report	Singapore Cancer Centre Pte. Ltd. TalkMed Vietnam Pte. Ltd. Stem Med Pte. Ltd. TalkMed China Pte. Ltd. TalkMed Chongqing Pte. Ltd. Stem Med Indonesia Pte. Ltd. DrSG Cellular Wellness Pte. Ltd. Only Singapore Cancer Centre Pte. Ltd. is covered by the report.
G4-18	Process for defining report content and aspect boundaries, and how the organisation has implemented the reporting principles for defining report content	6-7, Materiality Assessment
G4-19	List all material aspects identified in the process for defining report content	6-7, Materiality Assessment
G4-20	For each material aspect, report the aspect boundary within the organisation	6-7, Materiality Assessment
G4-21	For each material aspect, report the aspect boundary outside the organisation	6-7, Materiality Assessment
G4-22	Restatements	Not Applicable
G4-23	Significant changes in scope and aspect boundary	Not Applicable
STAKEHOLDER ENGAGEMENT		
G4-24	List of stakeholder groups	5, Stakeholder Engagement
G4-25	Basis for identification and selection of stakeholders	5, Stakeholder Engagement
G4-26	Organisation's approach to stakeholder engagement	5, Stakeholder Engagement
G4-27	Key topics raised through stakeholder engagement	5, Stakeholder Engagement
REPORT PROFILE		
G4-28	Report period	1, About this Report
G4-29	Date of most recent previous report	Not Applicable
G4-30	Reporting cycle	1, About this Report
G4-31	Contact point	1, About this Report
G4-32	Report the 'in accordance' option the organisation has chosen	1, About this Report
G4-33	External assurance	We have not sought external assurance for this reporting period.

GRI CONTENT INDEX

GENERAL STANDARD DISCLOSURES		
General Standard Disclosures	Description	Page Reference, Section, Performance and/or Explanation for Omissions
GOVERNANCE		
G4-34	Governance structure and composition	4, Sustainability at TalkMed
ETHICS AND INTEGRITY		
G4-56	Values, principles, standards and codes of conduct and ethics	4, Sustainability at TalkMed
SPECIFIC STANDARD DISCLOSURES		
Specific Standard Disclosures	Description	Page Reference, Section, Performance and/or Explanation for Omissions
CATEGORY: ECONOMIC		
G4-DMA	Disclosures on management approach	Please refer to Annual Report, page 4-5
G4-EC1	Direct economic value generated and distributed	Please refer to Annual Report, page 38-86
CATEGORY: SOCIAL		
SUB-CATEGORY: CUSTOMER HEALTH AND SAFETY		
G4-DMA	Disclosures on management approach	8, Product Responsibility > Customer Health and Safety
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of products and services during their life cycle, by type of outcomes	8, Product Responsibility > Customer Health and Safety
SUB-CATEGORY: LABOUR PRACTICES AND DECENT WORK		
G4-DMA	Disclosures on management approach	9-10, People > Employment 11, People > Training and Education
G4-LA1	Total number and rates of new employee hires and employee turnover by age group, gender and region	9-10, People > Employment
G4-LA9	Average hours of training per year per employee by gender, and by employee category	11, People > Training and Education



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