



Empowering Healthier Lives

Healthway Medical Corporation Limited

(Incorporated in the Republic of Singapore)
(Company Registration Number: 200708625C)

Sustainability Report 2021

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ABOUT THIS REPORT

Healthway Medical Corporation Limited (“Healthway Medical” or the “Company” and together with its subsidiaries, the “Group” or “we” or “us” or “our”), continues to discuss and explore our Group’s achievements and performance towards Environmental, Social and Governance (“ESG”) issues through our fifth sustainability report (the “report” or “SR”).

This report has been prepared in compliance with Rules 711A and 711B of the Singapore Exchange Securities Trading Limited (“SGX-ST”) Listing Manual Section B and in accordance with the Global Reporting Initiative (“GRI”) Standards (2018) – Core Option. We have chosen GRI Sustainability Reporting Standards for its comprehensive guidelines in reporting sustainability matters, and we have applied its principles of accuracy, balance, clarity, comparability, reliability, and timeliness to put together a comprehensive report.

We have not sought external assurance for this sustainability report and have relied on internal data monitoring and verification to ensure accuracy.

		
<u>Report Period and Scope</u> This report covers data and information from 1 January 2021 to 31 December 2021 (“FY2021”) across 2 divisions in Singapore: Primary Healthcare Division and Specialist Healthcare Division.	<u>Reporting Boundaries and Standards</u> We have applied the following principles when preparing this report: <ul style="list-style-type: none">- Stakeholder Inclusiveness- Sustainability Context- Materiality- Completeness	<u>Accessibility and Feedback</u> We welcome your feedback and for any queries or suggestions in relation to this SR, you may reach us at http://www.healthwaymedical.com

BOARD STATEMENT

The Board of Healthway Medical is pleased to present our fifth sustainability report describing our sustainability performance for FY2021. This 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.

COVID-19 Pandemic

Significant progress has been made in the vaccination of the public against COVID-19. Singapore's national vaccination programme has made significant headway, with over 90 per cent of the population having completed the full regimen and 75 per cent of the population having received booster shots as of 11 May 2022, based on MOH's website.

Healthway Medical endeavours to support the nationwide COVID-19 response and vaccination efforts to keep the community safe. In September 2021, we began administering the first batch of Sinopharm COVID-19 vaccines at selected General Practitioner ("GP") clinics island-wide. To boost the uptake of vaccinations among the senior population, our Group with the support of OUE Limited, sponsored 2,000 doses of the Sinopharm COVID-19 vaccine for the first 1,000 seniors aged 60 and above who signed up. Our GP clinics also continues to offer Polymerase Chain Reaction ("PCR") swab tests, Antigen Rapid Tests ("ARTs") and serology tests, in line with Singapore's efforts to curb transmission.

Our clinics continued to provide frontline support in attending to mild COVID-19 cases in the community, reducing the burden for local hospitals and freeing up resources for them to treat patients with serious COVID-19 conditions. Additionally, the Group supported government-initiated projects including vaccination centres, mobile vaccination drives and Quick Test Centres ("QTC") to boost efforts in managing the COVID-19 outbreak.

Expansion plans

In line with the Government's launch of Healthier SG, a new strategy aimed at expanding preventive care for residents across Singapore, our Group continues to forge ahead with our plans to expand our footprint of GP clinics and meet the growing needs of the Primary Care sector. In October 2021, we completed the acquisition of a Primary Healthcare chain to expand our medical services across Singapore, particularly within the commercial business district. With this acquisition, Healthway Medical becomes the largest outpatient clinic chain in Singapore. This positions our Group to provide preventive care solutions and better

manage chronic conditions, improving our patients' quality of life and reducing their risk of costly downstream complications. We are also expanding our repertoire of specialist doctors, from our paediatric and orthopaedic specialities to launching new verticals across the full spectrum of adult specialist disciplines.

FY2022 and beyond

As Singapore continues to adapt to post-pandemic realities, the Group will remain perceptive, prudent, and ever-ready to contribute to the resilience of the nation's healthcare infrastructure, while working hard to unlocking new value for its shareholders.

Throughout our strategy and operations, we fully acknowledge the importance of sustainable development, and sustainability issues are a critical part of our considerations in strategic formulation. Our Board maintains its key role in leading the thought process and determining the material Environmental, Social and Governance ("ESG") factors, and overseeing the management on the execution and monitoring of ESG initiatives and programmes. We would also like to thank our stakeholders for their longstanding support and trust as we forge ahead on our sustainability journey.

CORPORATE PROFILE



Mission

To be Asia's leading healthcare provider that is trusted, service-oriented and technology empowered



Vision

A Healthier Asia



Company Profile

From our beginnings in 1990 in primary healthcare, the Group has grown to become a respected medical group in Singapore. With 93 clinics and medical centres, the Group has a wide network of medical centres and clinics with comprehensive services including GP & family medicine clinics, health screening, adult specialists, baby & child specialists, dental services and allied healthcare.

The types of services we provide are indicated below:

Specialists Division:

31 specialists in the following 8 disciplines:

1. Baby and Child
2. Women's Health
3. Orthopaedics
4. Heart (Cardiology)
5. Ear, Nose & Throat (Otorhinolaryngology)
6. Colorectal and General Surgery
7. Digestive Health (Gastroenterology and Hepatology)
8. Psychiatry

Primary Healthcare Division:

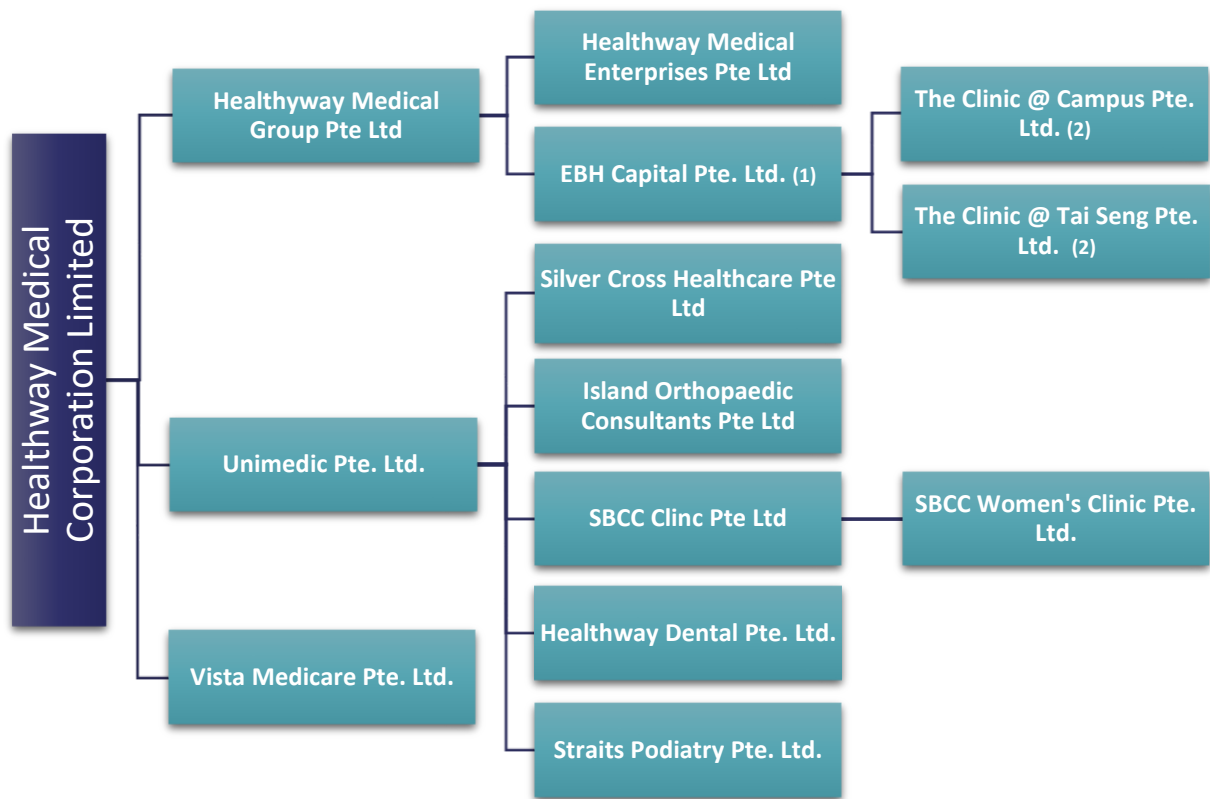
Largest outpatient clinic chain with 68 clinics across the island providing the services below:

- Family Medicine
- Health Screening
- Dental
- Japanese Medical
- Tele-Medicine
- PCR and ART testing
- Vaccination Centre

Allied Healthcare:

Our allied healthcare providers offer assessments and therapeutic intervention through psychology and services for adults and children to complement our specialists. As part of the Group's expansion plans in the Allied Health Division, the Group targets to offer podiatry services in the second quarter of 2022.

GROUP STRUCTURE*



*Group Structure as at 31 May 2022

1. EBH Capital Pte. Ltd also holds interests in 7 other The Clinic Group (TCG) subsidiaries
2. Healthway Medical Group Pte Ltd has a direct and indirect interest of 51% in TCG Tai Seng and TCG Campus.

1.

SUPPLY CHAIN MANAGEMENT

We continuously engage responsible partners to maintain a sustainable supply chain. Our suppliers provide us with clinical and medical supplies essential to our clinic operations, including drugs and medicines, medical equipment, as well as consumables such as medical gloves. Hence, we hold our suppliers to the same ethical principles to which we hold ourselves and aim to work with suppliers that behave in an economically, environmentally, and socially responsible way. Our suppliers are reviewed under the Group's stringent selection and evaluation criteria on an annual basis to ensure that their performance aligns with the internal criteria established, such as service excellence, consistency, and timeliness of delivery. We also ensure that all suppliers are registered with relevant local regulatory body for the sale of health products where applicable.

During the COVID-19 pandemic, we faced some supply chain disruptions in relation to drugs, vaccines, and testing kits. As such, the Group has added two core suppliers in FY2021 to ensure a steady supply of clinical and medical supplies. We are also pleased to share that two of our suppliers providing laboratory services obtained the College of American Pathologists ("CAP") accreditation and one other supplier has been recognised with Good Distribution Practices Certifications issued by the Health Sciences Authority.

We target to continue conducting supplier performance evaluation on all suppliers with a total annual purchase value of S\$100,000 and above, which account for 75% of all of the Group's drug purchases for FY2022. The evaluation will allow us to manage our purchases from underperforming suppliers and continue to ensure that our suppliers adhere to high ethical and business standards.

EXTERNAL INITIATIVES

COMMUNITY INVOLVEMENT

Community care is an increasingly important aspect of healthcare, and the centrepiece of healthcare is steadily moving away from acute hospitals and towards community hospitals, nursing homes, and other healthcare facilities such as GPs. The Committee of Supply 2022 Initiatives¹ launched by the Ministry of Health aimed towards building a healthier Singapore through initiatives such as promoting overall healthier living, keeping healthcare costs affordable, and investing in enablers and infrastructure, with 3 new polyclinics and 5 new nursing homes built in 2021.

¹ Information was taken from MOH's website: <https://www.moh.gov.sg/cos2022>

EXTERNAL INITIATIVES (CONT'D)

COMMUNITY INVOLVEMENT (CONT'D)

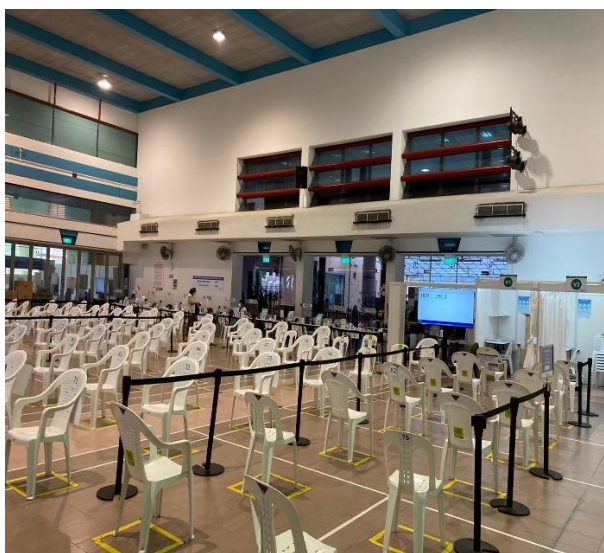
Our Group's focus in FY2021 was to support Singapore's national program to inoculate the population and our operations team were operating our vaccination centres and Quick Test Centres ("QTC") in Singapore. As a result, we have deferred most plans that involved physical activities for Community Involvement for FY2021.



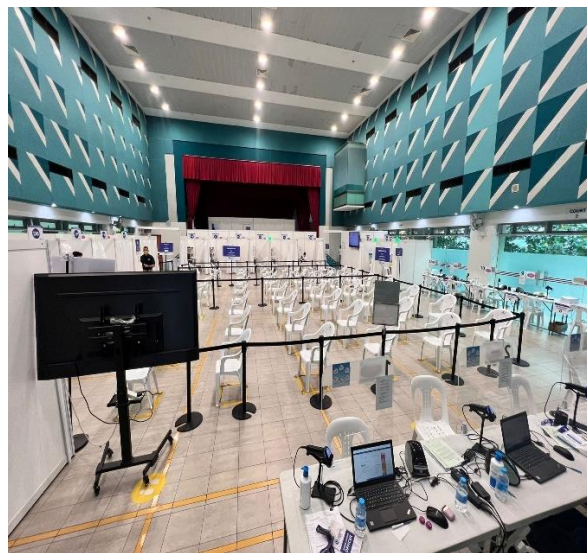
Vaccination Centre @ Radin Mas



Vaccination Centre @ Canberra



Vaccination Centre @Choa Chu Kang



Vaccination Centre @ Yew Tee

EXTERNAL INITIATIVES (CONT'D)

COMMUNITY INVOLVEMENT (CONT'D)



QTC @ Circuit Road



QTC @ Funan Mall



QTC @ Kreta Ayer

EXTERNAL INITIATIVES (CONT'D)

MEMBERSHIP OF ASSOCIATIONS AND CERTIFICATES

In line with our commitment to serve the needs of the community and play our part to support the public healthcare system, our island-wide clinics participated actively in government schemes. As such, we have numerous clinics which are accredited with the following accreditations:



Yellow Fever Vaccination accreditation allows our patients to be able to access compulsory vaccinations should they decide to travel to countries which require yellow fever vaccination.

15 of our clinics are accredited.



MBS@GOV is a portal for private clinics to submit the claims for the Government's share of the medical bills incurred by civil servants, pensioners and their dependants at the clinics. Civil servants, pensioners and their dependants only need to pay their share of the medical bills at our clinics with MBS@Gov accreditation.

52 of our clinics are accredited with MBS@Gov.



As part of the Public Health Preparedness Clinic ("PHPC") scheme, our clinics are supporting and easing the patient load of government hospitals and medical facilities by serving the primary healthcare needs of Singaporeans and providing response to public health emergencies during this COVID-19 pandemic. We remain fully committed to support the public healthcare system as Singapore tries to overcome this pandemic.

52 of our clinics are under the PHPC scheme.



MediSave can be used by patients to pay for medical care and hospitalisation expenses for certain treatments such as acute care, rehabilitative care and end-of-life care, as well as approved outpatient treatment including chronic conditions, vaccinations, and radiotherapy.

52 of our clinics are accredited.

MEMBERSHIP OF ASSOCIATIONS AND CERTIFICATES (CONT'D)

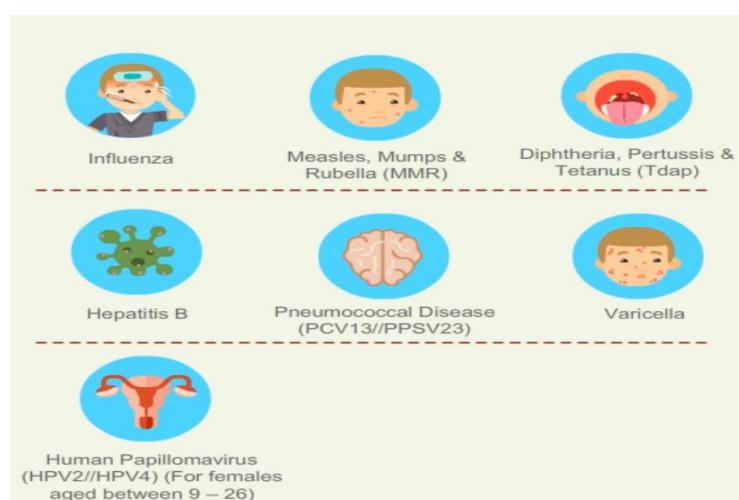


52 clinics accredited

The Community Health Assist Scheme (“CHAS”) has been expanded in 2019 to make healthcare affordable for all Singaporeans. The new CHAS green tier covers chronic conditions for all Singaporeans, regardless of income. Subsidies for chronic conditions has increased overall for all CHAS tiers as well. In addition, as Singapore’s population gradually ages, it is vital for healthcare services to be made accessible for the silver generation. The Merdeka Generation Package aims to achieve this by affording special subsidies for medical and dental care for Singaporeans aged 60 and above who are not currently covered under the Pioneer package.



The NAIS covers vaccinations against 12 diseases – tuberculosis, hepatitis B, diphtheria, tetanus, pertussis, poliovirus, Haemophilus influenzae type b, measles, mumps, rubella, pneumococcal disease and human papillomavirus.



From 1 November 2020, the enhanced NAIS will cover vaccinations against two more diseases, i.e. varicella (chickenpox) and influenza, and Singaporeans will also benefit from higher subsidies of between \$35 to \$125 for nationally-recommended vaccinations listed on the Subsidised Vaccine List (“SVL”) administered at CHAS GP clinics. All our clinics are part of the NAIS.

In FY2021, Singapore healthcare providers continue to cater to the wide spectrum of community healthcare needs. With the convergence of the COVID-19 situation and the traditional peak flu season, our GP clinics work closely with the Ministry of Health to offer subsidised flu vaccines to Singaporeans through the CHAS programme. With the enhanced NAIS and a greater awareness of general health and wellbeing brought about by the pandemic, our clinics have seen an increase in the number of patients seeking the flu vaccine comparatively to the same period last year.

GOVERNANCE STRUCTURE AND SUSTAINABILITY

Our Board is committed to maintaining a high standard of corporate governance to ensure greater transparency and to protect the interests of our stakeholders. Our Board is responsible for the overall corporate affairs and sustainability of the Group. Our Board seeks to incorporate ESG considerations in the formulation of our corporate strategy and provides guidance and oversight on our Group's sustainability initiatives and issues and monitoring of our Group's sustainability efforts and performance. Details of our Board members and respective committees as at 31 December 2021 are as follows:



SUSTAINABILITY APPROACH

Creating a sustainable positive impact and value for our stakeholders is fundamental to us. Hence, we strive to create long-term growth by consistently enhancing our approach in the communication and management of ESG factors arising from our business operations and build on the sustainability efforts integrated into our operations. We continually improve the economic and social well-being of our stakeholders by incorporating key sustainability issues and principles within our business operations.

We continue to strive to reduce our carbon footprint through utilising the most energy efficient air-conditioners, which are awarded five ticks under the Mandatory Energy Labelling Scheme. We also use LED light bulbs instead of traditional light bulbs to increase energy efficiency. Despite extended clinic operating hours in 2021, our electricity consumption was on a consistent level with 2020 based on year-on-year comparison, with the base year as 2020. The consumption calculation was from our clinics and did not include new subsidiaries acquired in October 2021 and vaccination and testing centres. Moving forward, we target to maintain the same level of electricity consumption relative to our operations for 2022.

GOVERNANCE STRUCTURE AND SUSTAINABILITY (CONT'D)

Our Group has put in place various policies and practices to safeguard the interests of stakeholders and enhance stakeholders' value as part of our effort to maintain high standards of corporate governance.

We are pleased to share that our Singapore Governance and Transparency Index ("SGTI") ranking improved from 270th position in 2020 to 26th position in 2021. The annual SGTI is the leading index for assessing Singapore-listed companies on their corporate governance disclosures and practices, as well as the timeliness, accessibility and transparency of their financial results announcements.

WHISTLE-BLOWING POLICY



The Audit and Risk Committee ("ARC") has in place a whistle-blowing policy which provides a channel to report any suspicions of non-compliance with regulations, policies, and fraud to the appropriate authority for resolution, without any prejudicial implications for these employees. Reports of suspected fraud, corruption, dishonest practices or other similar matters can be lodged via email to Mr Chen Yeow Sin, the ARC Chairman, at whistleblow@healthwaymedical.com. Once a report has been received, independent investigation will be conducted, and follow-up actions will be taken where necessary.

INTERESTED PERSON TRANSACTIONS



The Company has in place an internal policy which sets out the procedures for review and approval of any interested person transactions.

All interested person transactions are documented and submitted periodically to the ARC for their review to ensure that such transactions are carried out on an arm's length basis and on normal commercial terms and are not prejudicial to the Group.

All reportable transactions are announced on SGX website and in the annual report.

STAKEHOLDER ENGAGEMENT

Regular engagement with our stakeholders to understand their concerns and emerging priorities helps the Group to provide core inputs for determining our material focus areas. Therefore, we consistently seek to improve our communication channels with all our stakeholders in order to maintain close relationships with our stakeholders as they support us in addressing sustainability challenges.

Stakeholder	Methods of Engagement	Stakeholder Expectations and Goal Alignment
 Patients	<ul style="list-style-type: none"> • Direct feedback during consultations • Telephone calls • Website feedback form • Email feedback 	<p>We put our highest emphasis on our patients, aiming to ensure they obtain the best possible healthcare with great ease.</p>
 Suppliers	<ul style="list-style-type: none"> • Annual supplier assessments • Feedback through meetings, emails and phone calls 	<p>To maintain service excellence and transfer value from our suppliers to our patients, we constantly communicate with our suppliers to ensure quality and efficiency.</p>
 Employees, including doctors and nurses	<ul style="list-style-type: none"> • Induction and orientation programmes • Training • Internal memos and emails 	<p>To maintain a safe, fair and equal working environment while promoting personal development.</p>
 Investors	<ul style="list-style-type: none"> • Strategic meetings to discuss on long term growth and innovation strategy • Annual general meetings • Extraordinary general meetings 	<p>To continue to obtain efficiency thus creating long term value and provide a blueprint of sustainable profit growth while maintaining our balanced capital allocation.</p>
 Government and Regulators	<ul style="list-style-type: none"> • Discussions with government agencies and departments 	<p>To engage governments and policy makers through our public policy teams, at agency and legislative levels to allow a better understanding of government initiatives and plans and achieve national health objectives.</p>

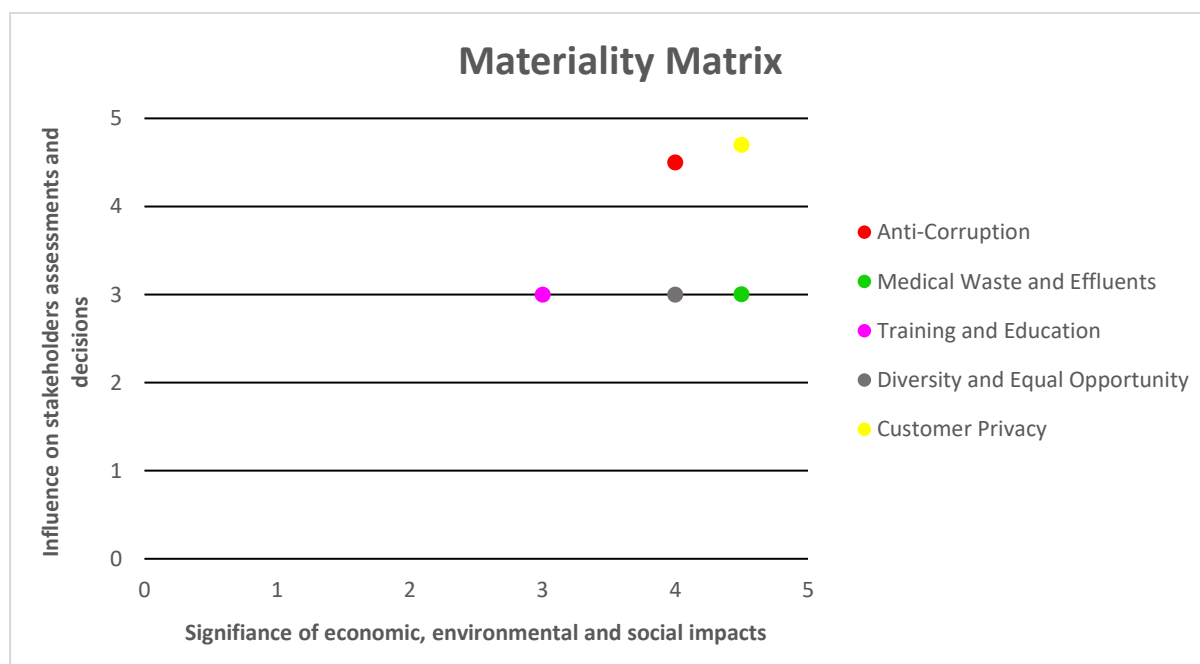
MATERIALITY

We continue to gather insightful feedback from internal and external stakeholders to identify various sustainability topics as the key focus for this report. We also track our progress and key GRI Standard's material topics targets set in SR2020 through the results of our sustainability initiatives and the feedback received when engaging with our stakeholders. The following key GRI Standard's material topics identified in FY2020 continue to remain relevant in FY2021.



We have reviewed the key GRI Standard's material topics individually and ranked them based on an assessment of the economic, environmental, social and governance impacts the topic has on our Group's business which is plotted on the x-axis, as well as the degree of influence they have on our stakeholders' assessments and decisions which is plotted on the y-axis.

The higher the ranking (from a scale of 0 – 5) on x-axis, the higher the impact the key GRI Standard's material topic has on the aforementioned aspects of our Group's business. Similarly, a high ranking on the y-axis represents stakeholder's view that the key GRI Standard's material topic has significant influence on our stakeholders' assessments and decisions with regards to our Group's business. The following Materiality Matrix summarises our list of relevant sustainability topics and their respective ranking results.



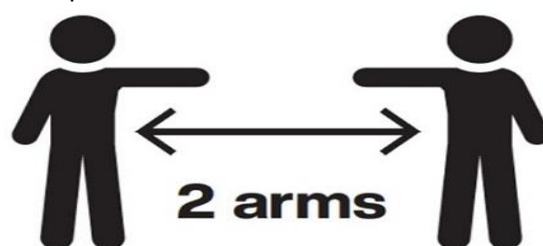
ANTI-CORRUPTION

We endeavour to create a workplace that promotes professional values and integrity when conducting business. Our Group does not tolerate dishonest practices and we ensure that all business activities are consistent with high standards of business ethics and in compliance with relevant laws and regulations.

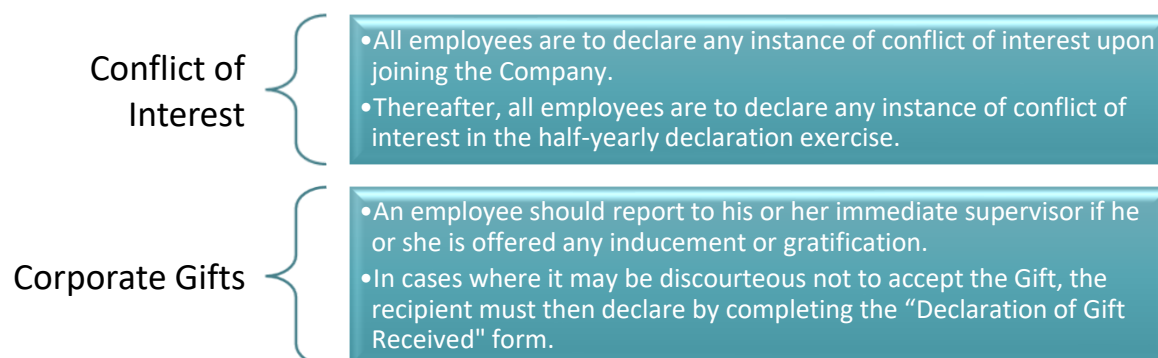


In FY2021, we continue to apply and emphasise good corporate governance, business ethics and transparency in our business processes. The ARC is empowered to commission investigations into matters of suspected fraud or irregularity, or failure of internal controls or infringement of any

laws or regulations, and to review the findings thereof. In line with our commitment towards the highest standards of corporate governance and code of conduct, our Group has in place whistleblowing and interested person transactions policies as mentioned on page 12 of this report.



In addition, we manage our Group's exposure to corruption risks through the following policies:



These policies are made accessible and communicated to all our staff to educate them on the importance and necessity of good corporate governance and code of conduct. To complement the anti-corruption practices in place, we have implemented internal questionnaires in our whistleblowing policy as a form of training to ensure that our staff are aware of anti-corruption practices and policies.

We are pleased to report that we did not have any reported incidents of corruption or misconduct for FY2021.

TARGETS FOR FY2022:

We remain committed to maintaining zero reported incidents of corruption and misconduct.

MEDICAL WASTE AND EFFLUENTS

We are fully committed to handling our medical waste in a safe and sustainable manner. We continuously assess our suppliers that handle external medical waste on a rotational basis to ensure that the suppliers' performance is in line with our expectations, including ensuring the suppliers are on NEA's approved list of medical waste contractors. We are pleased to report that there was no change in our suppliers for external medical waste handling services in FY2021, as our vendors have continued to perform and deliver service that is in line with our expectations and criteria.

In addition, our staff are trained and qualified to identify different types of pharmaceutical waste to facilitate the appropriate disposal methods and comply with the relevant medical regulations. Our staff are also periodically reminded on the proper disposal methods via emails and clinic supervisors' meeting by our pharmacists.

The details of the disposal procedures can be observed in our first sustainability report (covering financial year ended 31 Dec 2017) and a summary of the types of medical waste handled by the Group is summarised below:



General Pharmaceutical Waste

- Pharmaceutical products such as vitamins, over the counter medications, and most prescription-only medications such as anti-hypertensive, anti-diabetics etc



Special Pharmaceutical Waste

- Anti-infective, vaccines and other immunological products
- Antineoplastic drugs
- Controlled drugs
- Pharmaceutical products and medical devices containing heavy metals

In FY2021, there has been an increase in the total disposal costs as well as amount of waste disposed due to the requirements for consumables and personal protective equipment ("PPE") in accordance with MOH guidelines at our vaccination and testing centres. However, cost per litre of waste disposed has decreased from FY2020 to FY2021. With the present pandemic situation, the amount of medical waste generated by our Group is higher given the expectation of higher infection control measures imposed by Ministry of Health and the Group's emphasis to keep our staff safe. The numbers stated in the table below are in relation to waste generated by clinics and do not include waste disposals from vaccination and swab centres. Our newly acquired subsidiaries in October 2021 were also not included in this year's calculation of waste disposal.

Year	FY2021	FY2020
Quantitative costs of medical waste disposed	S\$25,000	S\$24,421
Amount of waste disposed	6,000 litres	5,817 litres
Cost per litre of waste disposed	S\$4.16	S\$4.20

TARGETS FOR FY2022:

We will continue conducting trainings and sending reminders to ensure that the appropriate PPEs are used to maximise safety and avoid wastage as far as possible.

TRAINING AND EDUCATION

As technology advances, and workplace methods and strategies improve, employers and employees need to align with these changes in terms of knowledge, skills, values and abilities. Getting our employees exposed to relevant and consistent training can help the Group improve performance and increase results in the workplace.

Our staff took part in trainings conducted by external vendors in FY2021 amounting to S\$30,826 in training costs, with more than 2,377 hours of training recorded (training costs in FY2020 were S\$87,318 with approximately 1,078 hours of training recorded). These trainings include basic cardiac life support, mask fitter workshop, phlebotomy training, as well as diploma courses that some of our staff undertook. As part of healthcare industry, our priorities lie in ensuring that our operations are in line with Government's effort in combating the pandemic. As a result of increased activities in our clinics, we have cancelled non-essential training in FY2021, as reflected in the decrease in the total training costs.

We continually utilise support funds such as the Skills Development Fund and Skills Future funds to complement our human resource policy benefits and provide additional subsidies to staff. For our metrics on FY2021 and FY2020 staff training and education, please see the tables below. Our newly acquired subsidiaries are not included in the statistics below.

Average staff training hours in the year for all eligible staff

By gender	FY2021	FY2020
	(In hours) per employee	
Male	5	10
Female	22	16
By employee category		
Management and above	5	24
Executives	18	13
General staff	50	17

Percentage of total employees receiving performance review

By employee category	FY2021	FY2020
	Percentage of total employees	
Management and above	100%	1%
Executives	82%	50%
General staff	91%	49%

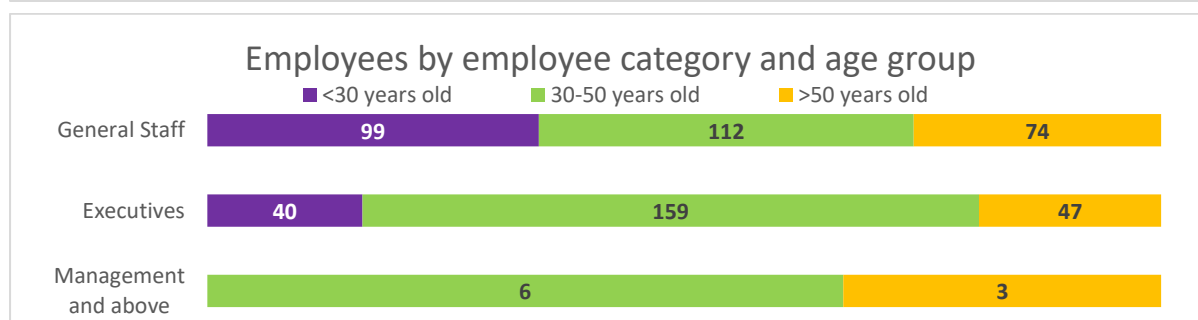
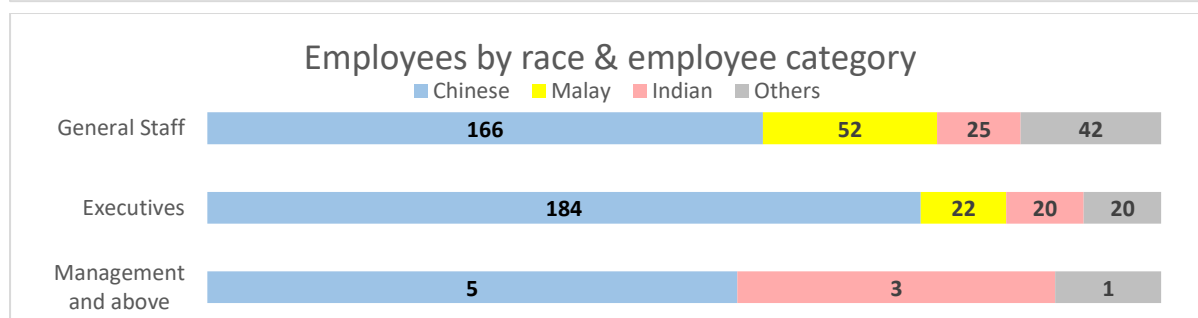
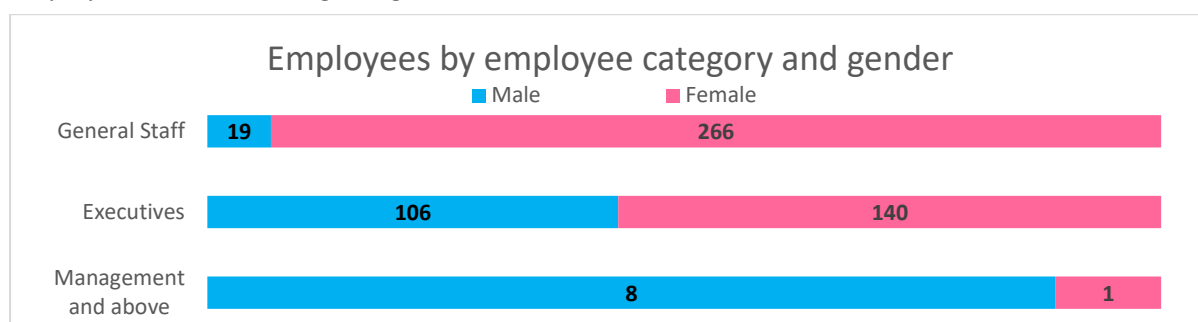
TARGETS FOR FY2022:

We target to set an exercise for staff and manager to discuss and give input on the training/ development programme that staff are required to take as part of their self-development.

DIVERSITY AND EQUAL OPPORTUNITY

Our people are key to our Group's long-term growth and success. The Group embraces diversity and values the importance of creating an all-inclusive environment where our employees are treated respectfully and equally.

The Group's recruitment of employees is based solely on merit, without discrimination based on race, age, gender, religion, or ethnicity. Promotion is based strictly on performance, and we have an equitable remuneration structure and employee benefits that has no gender bias. The Group is committed to creating an environment that provides equal opportunities and benefits to each employee, regardless of their gender or age. As at 31 December 2021, our Group has a total of 540 employees in the following categories:



Whilst we expect our employees to constantly challenge and improve themselves, we also require them to treat others equally, honestly, and with respect. Discrimination report can be made directly to our Human Resource ("HR") team or through the Head of Department ("HOD"). HR, together with the HOD will review the report and take preventive and punitive actions if necessary. During FY2021, there were no incidents of discrimination reported within our Group.

TARGETS FOR FY2022:

We target to maintain our track record of zero incidents of reported discrimination and will continue to promote a culture of diversity and equal opportunity.



CUSTOMER PRIVACY

The privacy and protection of our patients' data is of paramount importance to us. We strive to safeguard our patients' personal information and maintain the privacy and security of data in relation to our clinic operations. We have adopted policies in line with the Personal Data Protection Act 2012 ("PDPA") to protect individuals' personal data against misuse and to promote proper management of personal data in organisations.

We are committed to conducting our business in compliance with the PDPA and recognise that non-compliance subjects our Company to penalties and fines. We are determined to ensure that patients' personal data is being collected, handled, and protected in a responsible and secure manner.

We have in place a Data Protection policy that promotes the practice of good personal data management and is also in compliance with

the PDPA. Our policy sets out the definitions, general guidelines, and monitoring procedures to comply with PDPA. It outlines the Group's practices in relation to the collection, storage, usage, processing, and disclosure of personal data. It also addresses how an individual may withdraw his consent to the use or disclosure of his personal data or request for access or correction to his personal data which is in our possession or control.



CUSTOMER PRIVACY (CONT'D)

We have a Data Protection Officer and a Data Protection committee to handle all matters relating to PDPA and can be contacted at dpo@healthwaymedical.com. The committee members are all trained in Data Protection and are members from individual business units across the organisation. In line with our privacy policy, promotional and marketing messages via phone calls, text messages, and faxes will not be sent to patients who have registered their phone numbers with the National Do Not Call ("DNC") Registry except for those who had given clear and unambiguous consent to receive marketing messages.

To enhance our existing PDPA policies and customise for each of our businesses' specific needs where required, we have appointed a Data Protection consultant in 2021 who worked with us to define the framework and policy on PDPA. We have also developed the different Standard Operating Procedures ("SOPs") that are needed for the different business processes within our Group for Data Protection. We are in the midst of implementing these policies and SOPs across the different business units.

Furthermore, to ensure confidentiality and maintain our customer privacy, we have in place the following protection mechanism and security controls:



CUSTOMER PRIVACY (CONT'D)

The Group has included safeguards within our Information Technology infrastructure by implementing the following key controls:

PC/Laptop Security

- No administrator access for desktop
- Encryption for laptops
- Endpoint Security

Network/ Infrastructure/ Servers

- Firewalls
- Geolocation blocking
- Threat Detection
- Controlled Ports
- Enforced 2FA
- Data encryption

We are pleased to report that there were no reported breaches in customer privacy and no customer complaints received in relation to data privacy in FY2021. There was also no identified leaks, thefts, or losses of customer data. Privacy of our corporate clients and patients remains to be of utmost importance to our Group and we strive to uphold the highest standards of customer data privacy

protection and ensure compliance throughout our supply chain.

TARGETS FOR FY2022:

We aim for zero complaints and breaches with regards to customer privacy.

GRI CONTENT INDEX

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	102-44 Key topics and concerns raised	Pg 15
	Reporting Practice	
	102-45 Entities included in the consolidated financial statements	Annual Report
	102-46 Defining report content and topic boundaries	Pg 3
	102-47 List of material topics	Pg 15
	102-48 Restatements of information	Nil
	102-49 Changes in reporting	Nil
	102-50 Reporting period	Pg 3
	102-51 Date of most recent report	31 December 2019
	102-52 Reporting cycle	Pg 3
	102-53 Contact point for questions regarding the report	Pg 3
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GRI Standard	Disclosure	Page Reference and Reasons for Omission, if applicable
MATERIAL TOPICS		
Anti-corruption		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Pg 16
	103-2 The management approach and its components	Pg 16
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GRI 205: Anti-corruption	205-1 Operations assessed for risks related to corruption	Pg 16
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Effluents and Waste		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Pg 17
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GRI 306: Effluents and Waste	306-2 Waste by type and disposal method	Pg 17
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Training and Education		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Pg 18
	103-2 The management approach and its components	Pg 18
	103-3 Evaluation of the management approach	Pg 18
GRI 404: Training and Education	404-1 Average hour of training per year per employee	Pg 18
	404-2 Programs for upgrading employee skills and transition assistance programs	Pg 18
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Diversity and Equal Opportunity		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Pg 19
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GRI 405: Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	Pg 19
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Customer Privacy		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	Pg 20-22
	103-2 The management approach and its components	Pg 20-22
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GRI 418: Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Pg 20-22