

BROADENING OUR IDENTITY

SUSTAINABILITY REPORT 2021

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This Sustainability Report has been reviewed by the Company's Sponsor, SAC Capital Private Limited (the "Sponsor").

This Sustainability Report has not been examined or approved by the Singapore Exchange Securities Trading Limited ("Exchange"), and the Exchange assumes no responsibility for the contents of this Sustainability Report, including the correctness of any of the statements or opinions made or the reports contained in this Sustainability Report.

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About Medi Lifestyle Limited

Listed on the Catalist Board of the Singapore Exchange Securities Trading Limited (“Exchange”) since 2011, Medi Lifestyle Limited (“Medi Lifestyle”, and together with its subsidiaries, the “Group”) has now completed its transformation to become a provider of healthcare, postpartum care, and wellness services. Its last remaining subsidiary in its previous business of oil and gas engineering, IEV Energy Investment Pte. Ltd, was struck off in the financial year ending 31 December 2021 (“FY2021”).

Medi Lifestyle is currently headquartered in Singapore and focused on providing high quality healthcare services in Asia. Building on its initial focus in postpartum care, the Group now also offers a range of other healthcare products and services, and is continuously reviewing its plans and strategies for expanding further in the healthcare sector.

The Group currently operates a postpartum care and a chiropractic and physiotherapy centre in the SS2 district of Petaling Jaya, Malaysia. The Group is also developing a site at Mines2 Klang Valley, which will host a postpartum care centre and a chiropractic and physiotherapy centre. Beginning in 2022, the Group plans to open up to 8 chiropractic and physiotherapy centres in Malaysia and up to 4 such centres in Singapore.



Our Brands and Services



Back to Life: This is our alternative medicine and physical therapy service. Offerings include chiropractic therapy, physiotherapy, and Traditional Chinese Medicine. These services will be available at our postpartum centres, as well as our chiropractic and physiology centres.



Nadora: This is our inhouse wellness brand. Nadora weaves together traditional confinement practices and contemporary nursing care by combining the expertise of healthcare practitioners and wellness specialists with traditional knowledge. Nadora offers scientifically formulated, nutritious meals based on traditional recipes to accelerate postnatal recovery. Nadora also offers personalised services including yoga sessions, new-born care consultation, breastfeeding support, and genetic profiling, to assist new mothers in their journey through motherhood.



Qodify: This is our genetic profiling service to screen for various potential health risks and traits related to diseases. Its facilities are managed by a partner company, Malaysia Genomics Resources Berhad ("**MGRC**"), a company listed on Bursa Malaysia, which has pioneered genome sequencing, bioinformatics analysis, and genetic screening services in South East Asia. We focus on developing the latest advances in genetic testing to provide accurate and personalised health care to doctors and patients for better health and wellness management.



Exclusive Distributorship: The Group's subsidiaries, HealthPro Marketing Sdn Bhd ("**HPM**") and HealthPro Pharma Pte. Ltd ("**HPP**"), are appointed distributors by Lansion Biotechnology Co., Ltd, for the Malaysia and Singapore markets respectively, for the sales and distribution of its SARS-CoV-2 Neutralising Antibodies Test Kit (Dry Fluorescence Immunoassay) and its LS-4000 Dry Fluorescence Immunoassay Analyser under the brand name "LansionBio".

About This Report

This is the second annual sustainability report ("**Report**") for the Group as Medi Lifestyle. The Report covers economic, environmental, social, and governance ("**EESG**") related factors identified for FY2021.

FY2021 was a landmark year for Medi Lifestyle, as it marked the full divestment of the Group from its previous interests in the oil and gas engineering sector, and the completion of its transition into the consumer healthcare sector. Accordingly, the Group now faces a new set of sustainability-related challenges and by extension, a new set of sustainability-related opportunities.

This Report plays a dual role for this new incarnation of the Group. Firstly, the Report will disclose the sustainability indicators that are now material for the Group, as well as the Group's performance against these indicators in FY2021. These indicators were selected with reference to both guidance from the Exchange, including the set of Core ESG Metrics published by the Exchange in December 2021 (where the Group has deemed these metrics to be material to its operations), and the Group's own sustainability assessment. Secondly, the metrics reported in this Report will serve as a baseline for measuring the Group's progress in its EESG-related performance in subsequent years. The Group recognises the importance of taking a long-term view with regards to sustainability and is currently in the process of designing appropriate EESG-related targets for its material sustainability indicators. The Group plans to disclose these targets in future editions of its Sustainability Report.

The Group's sustainability strategy continues to be in a stage of active development. The ongoing business and strategic changes at the Group mean that the Group is still in the process of finalising a long-term sustainability strategy that is appropriate to its operations moving forward. As a result, the Group recognises that some disclosures in this Report may be similar to those made in previous Sustainability Reports. Once the Group has finalised its sustainability-related strategy and targets, it will seek to disclose these in greater detail in subsequent versions of this Report.

This Report is set out on a "comply or explain" basis in accordance with Listing Rule 711B and Practice Note 7F of the Listing Manual Section B: Rules of Catalist of the Exchange. This Report has been prepared in accordance with the Global Reporting Initiative ("**GRI**") Standards: Core Option. The Group has elected to adopt the GRI Standards as they are a globally recognised framework for companies to measure and communicate EESG performance, and for consistency with the other Sustainability Reports that have been published by the Group thus far.

The Group has not sought external assurance for this Report. This Report should be read in conjunction with the Group's Annual Report for FY2021 ("**Annual Report 2021**").

Sustainability Assessment Process

The Group's sustainability management and reporting process is based on an annual materiality assessment that aims to identify the EESG issues that are particularly relevant to our stakeholders. Our process begins with identifying the key stakeholder groups that are material to the Group's business and ongoing interests. The key stakeholder groups that the Group has identified are:



We then engage with each of these groups individually on issues related to the Group's environmental impact, contribution to society, and corporate governance. Such engagements are conducted in ways that best suits each stakeholder group, and include Annual General Meetings, employee surveys, and other formal and informal meetings. The objective of these engagements is to ensure that these stakeholder groups have an opportunity to share their views on the Group's performance with management, as well as to align the Group's understanding of the key EESG issues it faces with that of its stakeholders.

Through this assessment process, the Group has identified a list of material EESG issues relevant to the Group's activities, which will form the basis of the remainder of this Report. The issues are:

Economic



ECONOMIC
PERFORMANCE

ANTI-
CORRUPTION

Social



EMPLOYMENT

DIVERSITY
AND EQUAL
OPPORTUNITY

CUSTOMER
HEALTH AND
SAFETY

CUSTOMER
PRIVACY

Governance



ETHICS AND
INTEGRITY

For more details, please refer to the [Stakeholder Engagement](#) section.

Message from the Board



Dear Shareholders,

The financial year ended 31 December 2021 was a momentous one for Medi Lifestyle Limited. Despite the significant uncertainties caused by the ongoing COVID-19 pandemic, we have successfully completed our transition to a healthcare and wellness-focused company. This transformation means that we now face a new set of challenges and opportunities in all facets of our business, including our approach to sustainability.

Sustainability and healthcare are ideas that are inextricably linked. Just as the ongoing health of the body depends critically on the sustained well-being of its components, so too does the sustainable financial

performance of a company depend on the impacts of its decisions on both internal and external stakeholders, and in both the short- and long-term.

In this Sustainability Report 2021, the Board would like to share with you how we have considered Medi Lifestyle's approach to sustainability. We have revisited our materiality matrix to confirm that the EESG factors we have identified continue to be material to our operations and are now internally tracking our performance against a corresponding set of EESG indicators. We are in the process of designing targets to improve our performance on a number of these indicators, which will be disclosed in future years.

As a healthcare group, the well-being of our clients is our top priority. This is reflected in our core sustainability issues, which include customer health and safety and customer privacy. We expect to further develop and refine our approach to these issues over time, as we expand our product offerings to new areas and increase the scale of our business. In addition, we continue to monitor and maintain rigorous policies on other sustainability issues that are core to our business performance, such as anti-corruption, employment, and diversity.

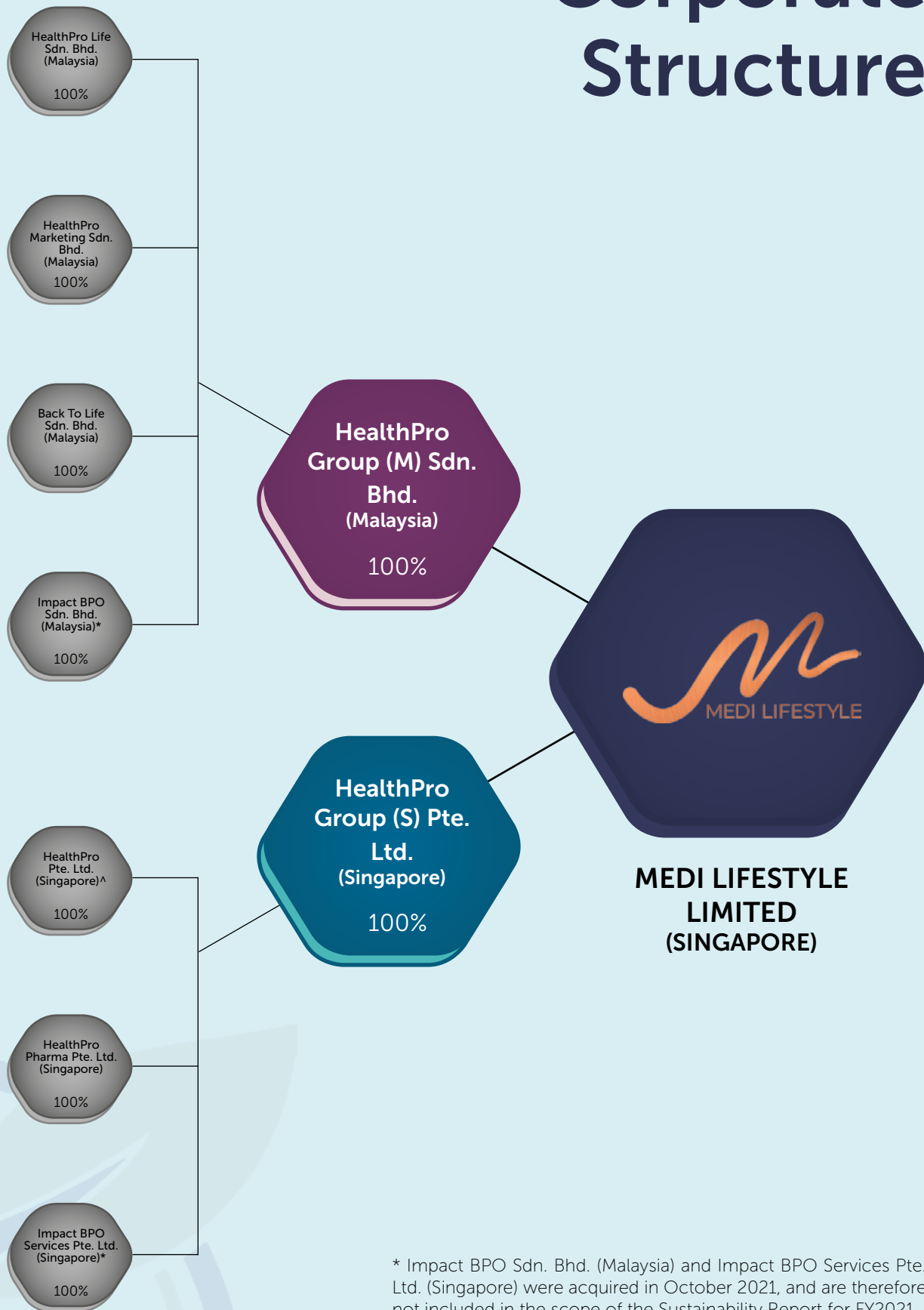
We are excited by the progress we have made over the past year, but we recognise that we are still at the initial stages of our sustainability journey. As we move forward, we will continue to emphasise the active engagement of our shareholders and stakeholders. This is to ensure that we bring everyone along with us as we embark on a new stage of our business.

We hope you enjoy reading this Sustainability Report 2021.

On behalf of the Board

Dato' Low Koon Poh
Executive Chairman and
Chief Executive Officer

Corporate Structure



* Impact BPO Sdn. Bhd. (Malaysia) and Impact BPO Services Pte. Ltd. (Singapore) were acquired in October 2021, and are therefore not included in the scope of the Sustainability Report for FY2021.

^ HealthPro Pte. Ltd. (Singapore) was placed under creditors' voluntary liquidation on 27 August 2021.



Corporate Governance

The Board of Directors is the highest governing body of Medi Lifestyle and is responsible for the strategic direction and long-term success of the Group, including overseeing the Group's sustainability-related initiatives and approving its sustainability-related targets.

The Board is currently made up of 6 members with a diverse set of skills and qualifications in areas such as business management, finance, and specific experience in industries related to Medi Lifestyle's business segments and regions of operation. The Group has chosen to retain the Board of Directors through its transition into a healthcare company, in order to ensure the cohesive execution of its pivot and broader corporate strategy. The Board currently comprises 1 Executive Chairman, 1 Executive Director, 1 Lead Independent Director, and 3 Independent Directors.

For FY2021, the Board has complied with the principles and guidelines of the Singapore Code of Corporate Governance 2018. As steward of the Group's strategic direction, the Board has taken steps to integrate sustainability objectives into its corporate strategy. Consistent with this role, the Board determines the economic, environmental, social, and governance issues identified as material to the Group, establishes the Group's process for monitoring and managing these issues, and oversees the Group's progress against its sustainability-related targets. The Board is supported in this by a team of senior managers, who report to the Board on sustainability-related issues on a regular basis and ensure the successful execution of the Group's sustainability strategy at all levels of management.

For more information on the Group's corporate governance, please refer to the Annual Report 2021's Report on Corporate Governance section.

Stakeholder Engagement

Medi Lifestyle places stakeholder engagement at the core of its sustainability strategy. The Group believes that it is vital for its stakeholders to be given the opportunity to engage with management on aspects of the Group's activities that significantly impact their interests. As a business entering a new sector, it is also particularly important for the Group to constantly engage with and understand the concerns of stakeholders, and to implement practices that can have a significant positive impact on their well-being, as well as minimise any potential negative impacts. This strengthens our accountability to, and builds trust with stakeholders, ultimately enhancing our reputation and licence to operate.

Medi Lifestyle believes that strong management of material EESG factors is directly linked to economic performance. For example, as a healthcare group, its activities have a direct impact on the social well-being of its customers. These in turn have a knock-on effect on customer satisfaction and the ability of the Group to achieve its business objectives. Similarly, Medi Lifestyle is reliant on its suppliers and creditors to provide high quality products that it uses in its healthcare and wellness services. Poor environmental and social practices on the part of the Group's suppliers may impact the sustainability of these suppliers' operations and the quality of their products, thereby jeopardising Medi's ability to deliver healthcare to our customers at the high standards that we demand.






Methods of Stakeholder Engagement

Medi Lifestyle has identified five key stakeholder groups, namely employees, customers, suppliers and creditors, shareholders, and regulators. As the characteristics of each stakeholder group differ widely, the Group takes a tailored approach to engaging with each group. All stakeholder groups are engaged on at least an annual basis, but depending on the group, engagements may take place more frequently. The nature of engagements also varies from formal meetings and evaluations to more informal conversations, surveys, and open feedback channels. The information gathered in our process of stakeholder engagement informs both our materiality assessment of EESG factors and the strategy that we put in place to manage these factors.

The Group recognises that its current processes for stakeholder engagement are still at an early stage of development, considering its recent business restructuring. As such, it is constantly seeking ways to update and improve its stakeholder engagement process. Possible areas of improving how stakeholder engagement is conducted is also one of the topics that are discussed in stakeholder engagement sessions.



The table below sets out the key stakeholder groups identified by the Group, the main channels for engaging with each Group, and a non-exhaustive list of the material ESG issues identified by the Group relating to each group of stakeholders.

	Engagement Channel	Material ESG Issues
 <p>EMPLOYEES</p>	<ul style="list-style-type: none"> Annual appraisals Regular QHSE employee feedback Meetings with senior management 	<ul style="list-style-type: none"> Staff performance Career advancement Company performance Company strategies Diversity and equal opportunity Training and education
 <p>CUSTOMERS</p>	<ul style="list-style-type: none"> Daily customer check-ins during therapy period Customer satisfaction surveys at end of therapy period Feedback channels 	<ul style="list-style-type: none"> Improvements in customer service Improvements in customer health and safety performance Customer privacy Ethics and integrity
 <p>SUPPLIERS AND CREDITORS</p>	<ul style="list-style-type: none"> Annual vendor evaluation Feedback channels 	<ul style="list-style-type: none"> Assessment of goods and services provided by vendors Environmental compliance Social compliance
 <p>SHAREHOLDERS</p>	<ul style="list-style-type: none"> Annual General Meeting Annual Reports Company website SGXNET announcements 	<ul style="list-style-type: none"> Company performance Company direction Strategies and developments Company sustainability performance Ethics and integrity Anti-corruption
 <p>REGULATORS</p>	<ul style="list-style-type: none"> Electronic communications SGXNET announcements 	<ul style="list-style-type: none"> Corporate governance Operational performance Economic performance Company sustainability performance Compliance with local laws and regulations Anti-corruption

Materiality Assessment

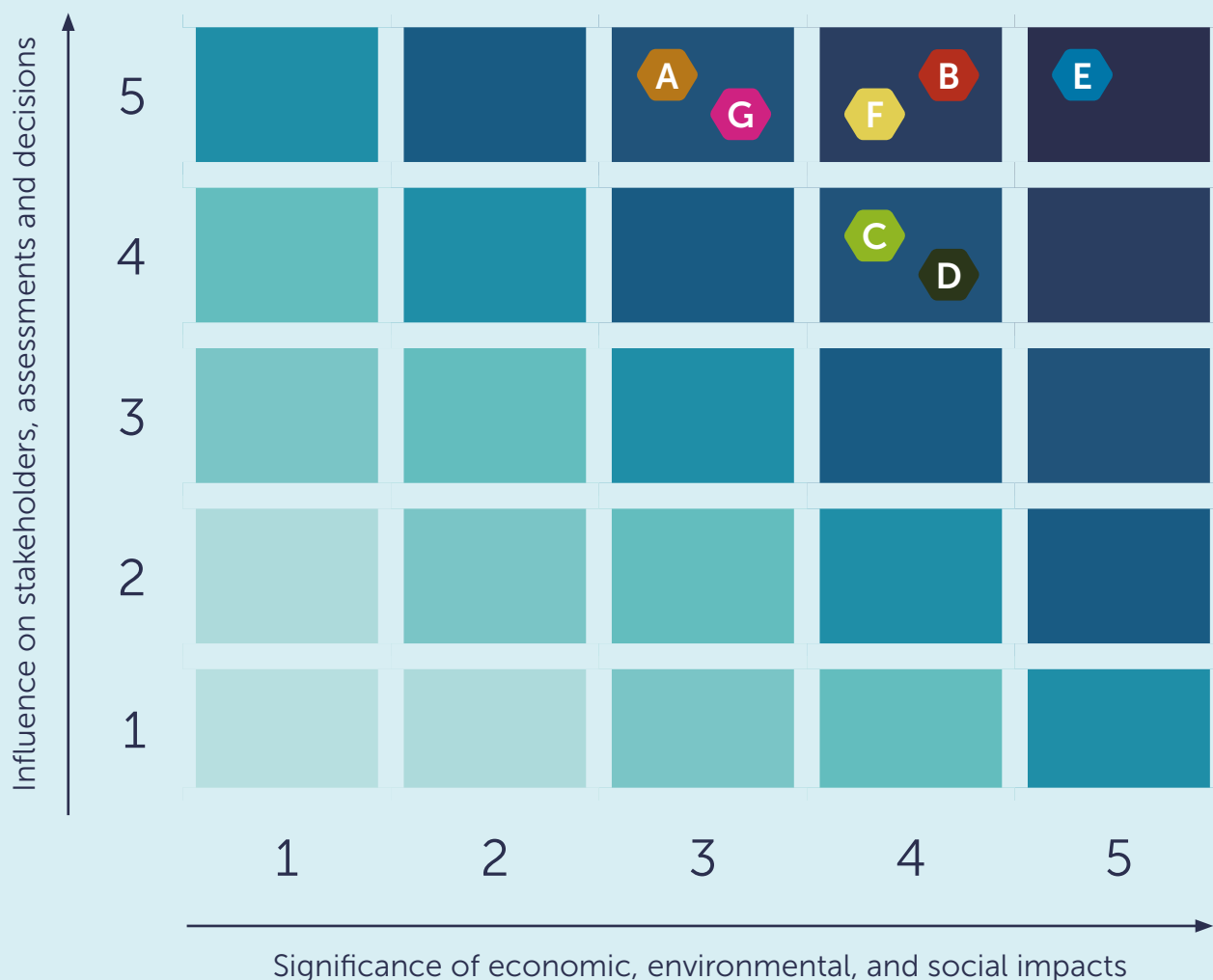
In order to understand and prioritise the EESG factors that are material for both the Group and its stakeholders, Medi Lifestyle has constructed a materiality matrix. The matrix evaluates each material EESG factor identified against two criteria: 1) the significance of potential economic, environmental, and social impacts resulting from the EESG factor on the Group's activities; and 2) the importance of the EESG factor to the Group's stakeholders. The matrix is updated based on stakeholder engagements and management assessments.

The main steps that the Group takes to construct the materiality matrix are as follows:

- 1 Identify and understand factors that are important to our stakeholders
- 2 Identify issues that are important to the Group's business strategy
- 3 Rank the importance of the factors using a materiality matrix that weights factors according to a) importance to stakeholders, b) significance of impacts
- 4 Present list of material factors to the Board of Directors for validation and approval
- 5 Identify mitigation and enhancement measures/targets for material factors
- 6 Review material factors in reporting periods for relevance and success in meeting measures/targets



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



- | | | | |
|--|----------------|-------------------------------------|----------------|
| ECONOMIC | | E Customer Health and Safety | GRI 416 |
| A Economic Performance | GRI 201 | F Customer Privacy | GRI 418 |
| B Anti-corruption | GRI 205 | GOVERNANCE | |
| SOCIAL | | G Ethics and Integrity | |
| C Employment | GRI 401 | | |
| D Diversity and Equal Opportunity | GRI 405 | | |

The Group conducts a materiality assessment on an annual basis, and also reviews its material factors whenever it feels that a significant change has occurred to its business strategy or business performance. For FY2021, the Group did not identify any new material factors as compared to the previous year.

Alignment with SGX Core ESG Metrics

In preparing this Report, the Group has considered the Core ESG Metrics defined by the Exchange, and will disclose the following metrics:

SOCIAL

Topic	Metric	Unit	GRI Framework Alignment
Gender Diversity	Current employees by gender	Percentage (%)	GRI 405: Diversity and Equal Opportunity
	New hires and turnover by gender	Percentage (%)	GRI 401: Employment
Age-Based Diversity	Current employees by age groups	Percentage (%)	GRI 405: Diversity and Equal Opportunity
	New hires and turnover by age groups	Percentage (%)	GRI 401: Employment
Employment	Total turnover	Number and percentage (%)	GRI 401: Employment
	Total number of employees	Number	-

GOVERNANCE

Topic	Metric	Unit	GRI Framework Alignment
Board Composition	Board independence	Percentage (%)	GRI 102: General Disclosures
	Women on the board	Percentage (%)	GRI 102: General Disclosures, GRI 405: Diversity and Equal Opportunity
Management Diversity	Women in the management team	Percentage (%)	GRI 102: General Disclosures, GRI 405: Diversity and Equal Opportunity
Ethical Behaviour	Anti-corruption measures	Discussion and number of standards	GRI 205: Anti-Corruption
	Anti-corruption training for employees	Number and percentage (%)	GRI 205: Anti-Corruption
Certifications	List of relevant certifications	List	-
Alignment with Frameworks	Alignment with frameworks and disclosure practices	GRI/TCFD/SASB/SDGs/others	GRI 102: General Disclosures

Topic	Metric	Unit	GRI Framework Alignment
Assurance	Assurance of sustainability report	Internal/External/none	-

However, the Group does not consider the other Core ESG Metrics defined by the Exchange to be material to its operations at the present time, and hence will not be making disclosures related to these metrics in this Report. The metrics that the Group does not consider material, and the reasons that the Group believes this is so, are as follows:

ENVIRONMENTAL

Topic	Metric	Unit	Reason
Greenhouse Gas Emissions ("GHG")	Absolute emissions by (a) Total; (b) Scope 1, Scope 2; and (c) Scope 3, if appropriate	tCO ₂ e	The Group's operations do not generate a significant amount of GHG emissions
	Emissions intensities by: (a) Total; (b) Scope 1, Scope 2; and (c) Scope 3, if appropriate	tCO ₂ e/organisation-specific metrics	
Energy Consumption	Total energy consumption	MWhs or GJ	The Group's operations do not consume a significant amount of energy
	Energy consumption intensity	MWhs or GJ/organisation-specific metrics	
Water Consumption	Total water consumption	ML or m ³	The Group's operations do not consume a significant amount of water
	Water consumption intensity	ML or m ³ /organisation-specific metrics	
Waste Generation	Total waste generation	t	The Group's operations do not generate a significant amount of waste

SOCIAL

Topic	Metric	Unit	GRI Framework Alignment
Development & Training	Average training hours per employee	Hours/No. of employees	The Group does not operate a formal employee training programme
	Average training hours per employee by gender	Hours/No. of employees	
Occupational Health & Safety	Fatalities	Number of cases	The Group's employees are not exposed to significant health or injury risks in the course of their duties
	High-consequence injuries	Number of cases	
	Recordable injuries	Number of cases	
	Recordable work-related ill health cases	Number of cases	



Economic

Economic Performance

DIRECT ECONOMIC VALUE GENERATED AND DISTRIBUTED

GRI 201-1

The Group believes that financial sustainability is critical to its survival, business progression and pivot into the new healthcare-related ventures. The successful management of sustainability-related and EESG factors is closely tied to the Group's ability to achieve long-term profitability, as it takes into account the interests of all stakeholders, such as employees, shareholders, suppliers, and society as a whole; builds strong engagement with customers, allowing them to provide feedback on key issues of concern to them; allows the Group to build a strong network of suppliers that share our high environmental and social standards; improves communications between management and employees, enhancing employee welfare, satisfaction, and performance; ensures the Group remains in full compliance with the relevant laws and regulations of its new sector of operation; and minimises risk by identifying early opportunities and obstacles for business strategy, and puts in place clear measures for maximising opportunities and overcoming obstacles.

Despite the backdrop of the ongoing COVID-19 pandemic, the Group has managed to maintain its network of healthcare facilities and suite of healthcare offerings. The Group now operates one postpartum centre and one chiropractic and physiotherapy centre in Malaysia, with another combination postpartum and chiropractic centre under renovation, also in Malaysia. Beginning in 2022, the Group plans to open up to twelve such centres, eight in Malaysia and four in Singapore.

For FY2021, a loss after tax of RM 13,661,359 was recorded, compared to a loss after tax of RM 4,376,804 for financial year ended 31 December 2020 ("**FY2020**"). The difference between the two years was largely driven by impairment of goodwill, property plant & equipment and right-of-use assets due to delayed expansion plans of postpartum centres in Singapore and Malaysia as a result of the COVID-19 pandemic.

Revenue for FY2021, being the second full financial year to record revenue only from our healthcare business, was RM 1,397,443. This was over two times our revenue in FY2020, when the Group recorded revenue of RM 622,695. The increase demonstrates the Group's ability to pivot its business strategies in the midst of COVID-19 pandemic-related challenges. However, in order to drive further growth, more time will be required to increase our network of healthcare centres, as well as build the necessary supplier networks, roll out new products and services, and acquire new customers.

We continue to envisage strong tailwinds driving our expansion into postpartum care, which is the cornerstone of our suite of healthcare services. The potential addressable market for postpartum care services remains strong, driven by increased demand for more professional postpartum care that emphasises hygienic and safe practices and procedures. We are confident that the quality of our services will remain a key distinguishing factor even as COVID-19 related restrictions are gradually lifted.

We are supplementing our key postpartum care offering with complementary healthcare services and revenue streams in the aesthetics, wellness, and physiology sectors. Our wholly-owned subsidiary, Back to Life Sdn Bhd, offers services related to alternative medicine (including, but not limited to, Traditional Chinese Medicine), chiropractic, and physiotherapy services across our outlets.

We are also in the process of laying the foundations to expand our business into new healthcare sectors. We have obtained exclusive distributorship of SARS-CoV-2 antibody test kits from Lansion Biotechnology, and target sales to begin in 2022. In the fourth quarter of FY2021, we also launched

our genetic profiling service, Godify, which leverages latest genetic testing technology to allow our patients to screen for various potential health risks and traits linked to diseases.

For a more detailed look at our financial results, please refer to the following sections in our Annual Report 2021:

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

Anti-Corruption

OPERATIONS ASSESSED FOR RISKS RELATED TO CORRUPTION

GRI 205-1

SGX CORE

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

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

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

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

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



COMMUNICATION AND TRAINING ABOUT ANTI-CORRUPTION POLICIES AND PROCEDURES

GRI 205-2

SGX CORE

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

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

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

CONFIRMED INCIDENTS OF CORRUPTION AND ACTIONS TAKEN

GRI 205-3

We achieved the target of zero incidents of corruption in FY2021 and FY2020. We aim to maintain zero incidents of corruption in the next financial year and for the long term. No whistle-blowing reports were lodged in FY2021 or FY2020.



Employment

NEW EMPLOYEE HIRES AND EMPLOYEE TURNOVER

GRI 401-1

SGX CORE

Medi Lifestyle is a people-driven organisation. Employees are our most valuable asset, and as such, we aim to provide a rewarding work environment where people can stay and grow to become key members of the business. Having a focus on its people is especially important for a company such as Medi Lifestyle, which has a relatively small headcount and needs to leverage its human capital in order to successfully execute a strategic transition into a new sector and new areas of expertise.

As of the end of FY2021, Medi Lifestyle employed a total of 32 employees across all its subsidiaries, including senior management and the Chief Executive Officer (“CEO”). 21 (66%) of these employees joined within FY2021, reflecting our significant drive to acquire new talent to support our strategic transition. Of these, 4 (19%) were below 30 years old, 16 (76%) were between 30 and 50 years old, and 1 (5%) was over 50 years old. 5 (24%) were male and 16 (76%) were female. 16 (76%) are located in Malaysia and 5 (24%) in Singapore.

Over the course of FY2021, 20 employees resigned, totalling a turnover rate of 47%. Of these, 4 (20%) were below 30 years old, 12 (60%) were between 30 and 50 years old, and 4 (20%) were over 50 years old. 6 (30%) were male and 14 (70%) were female. 15 (75%) were located in Malaysia and 5 (25%) in Singapore.

While our turnover rate was relatively high, we believe that FY2021 was an outlier due to the twin impacts of our ongoing strategic pivot and the COVID-19 pandemic, which has caused difficulties for many of our staff members in continuing with employment, most of which are beyond our ability to control. Most of the departing staff were also not members of senior management, limiting the level of strategic impact on the organisation.

We will continue to monitor the evolution of our staff as we implement our business expansion plans.

Diversity and Equal Opportunity

DIVERSITY OF GOVERNANCE BODIES AND EMPLOYEES

GRI 405-1

SGX CORE

Medi Lifestyle aims to sustain a diverse workforce and an inclusive environment that respects and shows care for all our people. In turn, we believe this will improve our business performance by preventing unfair discrimination against any demographic group, whether conscious or unconscious, and by allowing us to draw upon the differing skills and abilities of each of our employee demographics.

We do not discriminate against race, age, gender, religion, ethnicity, nationality, physical ability, or other physical or demographic factors unrelated to an employee’s ability to execute their roles and responsibilities. This policy is codified in our employee handbook, which is disseminated to all our people when they join the organisation.

In addition, we have put in place a strict policy against sexual harassment in order to ensure a safe and conducive work environment. We define sexual harassment as conduct of a sexual nature, which can take verbal (e.g. innuendo, comments), non-verbal e.g. leering, obscene gesticulations),



visual (e.g. posters, signs), physical (e.g. touching, coerced sexual act), and textual/electronic (e.g. e-mails, texts) forms. Should any complaint regarding sexual harassment be received, a thorough investigation will be launched, and those found guilty will be meted punishments, ranging from a warning to dismissal.

In FY2021, we received zero complaints for discrimination and we aim to replicate this in the future.

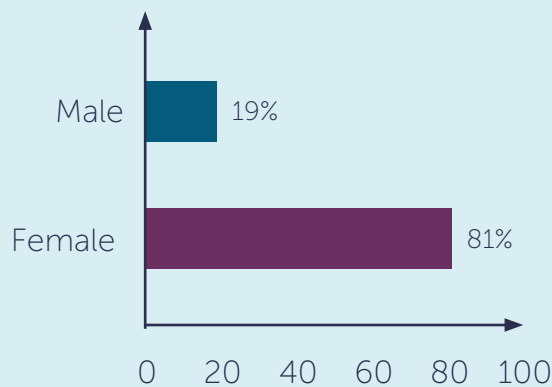
Of the 32 employees employed by the Group across all subsidiaries as of the end of FY2021, 6 (19%) are male and 26 (81%) are female. 4 (13%) are below 30 years old, 22 (68%) are between 30 and 50 years old, and 6 (19%) are over 50 years old. 25 (78%) are located in Malaysia and 7 (22%) in Singapore.

Medi Lifestyle's senior management team comprises 5 individuals holding positions ranging from General Manager to CEO. The gender breakdown of these senior management positions was 2 (40%) male and 3 (60%) female. Age-wise, 3 (60%) are between 30 and 50 years old, and 2 (40%) are over 50 years old.

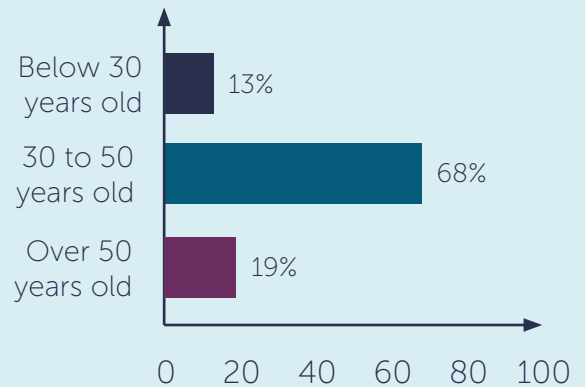
As of the date of this Report, the Group's Board of Directors consists of 6 members, 4 (67%) male and 2 (33%) female. 3 (50%) Directors are between 30 and 50 years old, and the remaining 3 (50%) are over 50 years old.

We endeavour to maintain an equal gender mix across all categories of employees, wherever possible. However, we have observed that in the healthcare sector, we have received more female applicants with the required skill sets than males, resulting in a female-majority workplace. We continue to monitor the gender ratio of our workforce to see if this results in any material impacts.

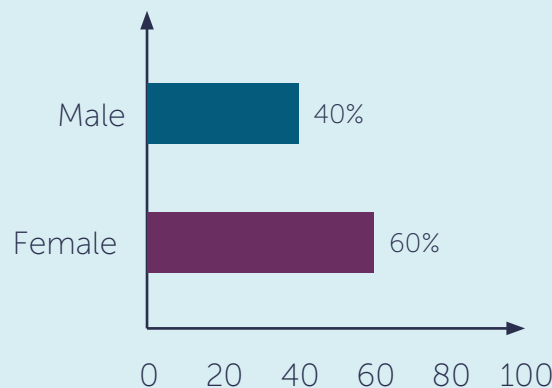
Medi Lifestyle:
Employees by Gender (%)



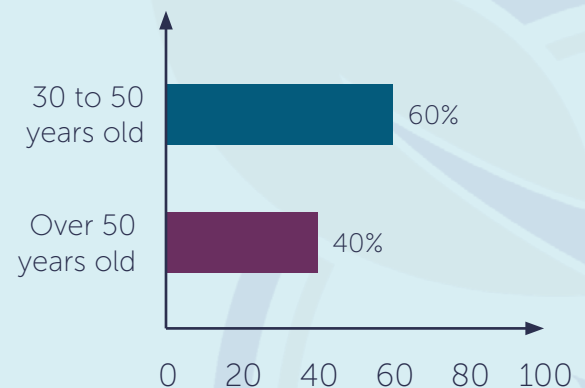
Medi Lifestyle:
Employees by Age (%)



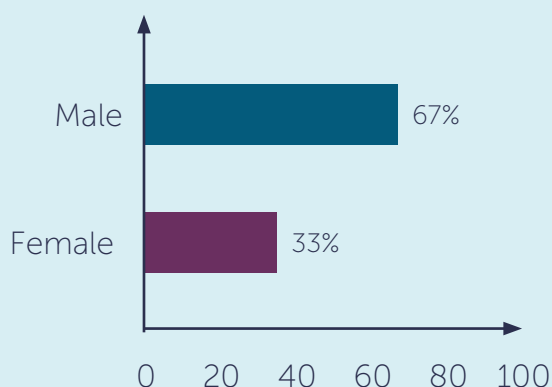
Medi Lifestyle:
Senior Management by Gender (%)



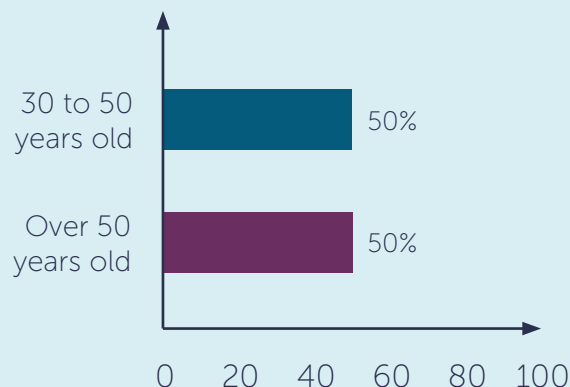
Medi Lifestyle:
Senior Management by Age (%)



Board of Directors
by Gender (%)



Board of Directors
by Age (%)



Customer Health and Safety

ASSESSMENT OF THE HEALTH AND SAFETY IMPACTS OF PRODUCT AND SERVICE CATEGORIES

GRI 416-1

As a company operating in the healthcare sector, ensuring the health and safety of our customers when using our products and services is absolutely vital to our operations. To ensure this, we conduct regular checks on the quality and safety of the products that we use during our customers' stay at our centres.

We also remind customers that they have the right to seek redress should they find our products or services not to their satisfaction. For our postpartum inhouse services, we conduct daily feedback check-in sessions, as well as a customer service interview upon discharge. On top of ensuring that the patient is satisfied with the care they have received, these sessions also serve as a means for patients to report any issues they may have with the products used in their therapy.

Medi Lifestyle provides quality healthcare services using products that have met all applicable health and safety requirements. We implement this through our supplier screening policy, as well as obtaining all relevant certifications for distributing and operating medical devices through our subsidiaries. We have obtained the Good Distribution Practices for Medical Devices certification from certification bodies in Singapore and Malaysia for LansionBio products. Our main supplier for SARS-CoV-2-related test kits, LansionBio, has also received ISO13485 certification.

We ensure that our primary healthcare providers have received adequate professional training, and similar training is given to other employees if deemed necessary. We hire certified nurses who check on mothers and babies daily, recording their vital data in logbooks for clarity of record-keeping. This data includes temperature, blood pressure, changes in Caesarean stitches, glucose level (in diabetic patients), weight, and body growth (for babies).

We inspect 100% of our facilities on an annual basis for malfunctions and wear and tear, as well as for possible improvements in managing health and safety risks. Most of our healthcare facilities





are either new or retrofitted to like-new standards, and hence adhere to optimal safety standards, such as preventing fire risks and accidental falls. We also insure all our commercial healthcare facilities, with potential risks assessed on an annual basis to see if current insurance coverage is sufficient. In addition, all the equipment and consumables used in our facilities are checked for health and safety compliance at least once every three months, as part of our regular stock checks. Our General Manager, a member of our senior management, is ultimately responsible for carrying out and overseeing these inspections.

INCIDENTS OF NON-COMPLIANCE CONCERNING THE HEALTH AND SAFETY IMPACTS OF PRODUCTS AND SERVICES

GRI 416-2

In FY2021, we had zero incidents of non-compliance with regulations and voluntary codes concerning the health and safety impacts of our products and services. We aim to maintain this for FY2022.

Customer Privacy

SUBSTANTIATED COMPLAINTS CONCERNING BREACHES OF CUSTOMER PRIVACY AND LOSSES OF CUSTOMER DATA

GRI 418-1

Medi Lifestyle understands that privacy and confidentiality are key concerns of our customers. The level of public concern and scrutiny on the subject of customer privacy continues to increase, given the ongoing pace of digitisation of various kinds of data, including biometric and personal health data, as well as the proliferation of threats to data privacy and security.

As a healthcare provider with access to highly sensitive information about our customers' healthcare status and health condition, it is of paramount importance to us to ensure the highest possible



standards of data privacy and information security for our customers across our entire operations and supply chain. Any potential breach may lead to highly negative and consequential impacts for our customers, such as damage to reputation, loss of privacy, discrimination, and the restriction or denial of access to employment and insurance, just to name a few.

Our policy is to be open and transparent about how we collect, use, and disclose our customers' personal data. At the same time, we are continuing to invest in building the capacity of our internal operations to protect the data and privacy of our customers.

In Singapore and Malaysia, where we operate, we conduct our business in compliance with the

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

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

- Keeping sensitive customer information, such as completed forms, in safe, secure, and designated locations that can only be accessed by staff members of that facility
- Not disclosing customer information over the phone, and providing customer information only when the customer is physically present at our facility
- Not sending promotional or marketing messages via phone calls or text messages to customers who have registered their phone numbers with the national Do Not Call registries, except for those who have given clear and unambiguous consent to receive marketing messages
- Implementing a confidentiality clause that binds staff and penalises them for any leaks, thefts, or losses of customer data, with the possibility of dismissal in the event of severe breaches

We recognise that our entry into certain business ventures will likely increase the level of rigour we need to put in place to prevent information breaches. For example, Qodify, our genetic profiling service, would potentially require access to our customers' genetic data, which is even more sensitive than the data we currently collect on patients' physical health condition. This is in contrast to our postpartum and chiropractic care services, which currently rely mostly on physical record keeping. We are currently reviewing our existing data protection systems to ensure that they continue to be fit for purpose as we expand our business into these new product lines.

Medi Lifestyle received zero substantiated complaints concerning breaches of customer privacy during FY2021. We aim to continue to have zero incidents and complaints in FY2022 by strengthening our internal controls and implementing the best available technologies to ensure our procedures remain secure and compliant with changing regulation on data privacy.



Governance

Ethics and Integrity

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

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

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

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

CERTIFICATIONS **SGX CORE**

Medi Lifestyle regards adherence to the standards of external certification and assurance bodies as an important way to ensure that our operations meet the highest professional and operational standards.

In FY2021, two of Medi's subsidiaries, Healthpro Pharma Pte Ltd and Healthpro Marketing Sdn Bhd, obtained the Good Distribution Practices for Medical Devices ("GDPMD") certification, which is administered by the Health Sciences Authority in Singapore and the Medical Device Authority ("MDA") in Malaysia. GDPMD specifies requirements for companies to comply with the Singapore Standard SS 620:2016, Malaysian Medical Device Act 2012 (Act 737) and MDA Medical Device Regulations 2012, so as to ensure the quality, safety, and performance of medical devices.

Requirements for obtaining the GDPMD certification include establishing a GDPMD regulatory compliance system, establishing management responsibilities for ensuring compliance, and





monitoring ongoing compliance with GDPMD requirements.

We are proud to have achieved the GDPMD certification, and will continue to seek further accreditations and certifications for our activities wherever relevant. We conduct our business in compliance with the respective countries' Personal Data Protection Act, which covers various rules governing the collection, use, disclosure, and care of personal data. In line with PDPA, we have appointed a Data Protection Officer, who ensures that adequate action is taken to protect our customers' personal data and who advises us on what policies to put in place to address data protection issues.



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GRI Standard	Disclosure	Page reference and reason for omission if applicable	
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GRI Standard	Disclosure	Page reference and reason for omission if applicable
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MEDI LIFESTYLE LIMITED

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