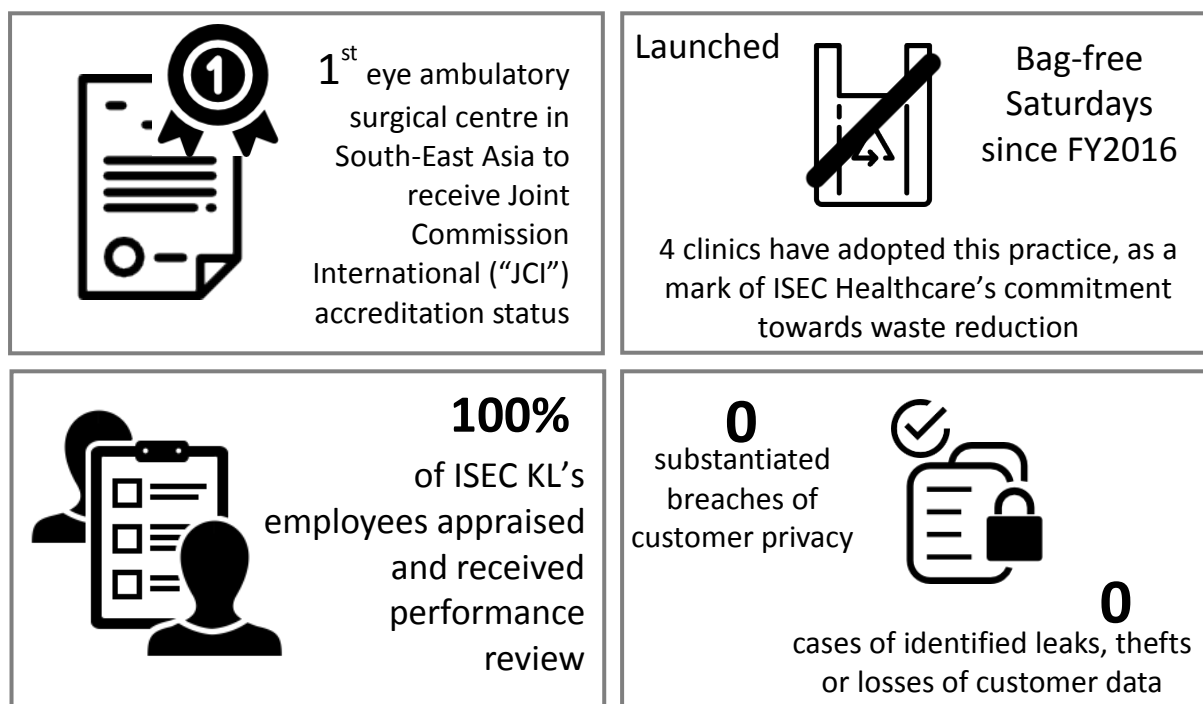


## Contents

ISEC Healthcare Performance Highlights .....	2
1. About ISEC Healthcare Ltd .....	2
About the Report .....	3
Board Statement .....	3
2. Stakeholder Engagement .....	4
3. Materiality Assessment.....	6
4. Social: Providing World-class Service to Our Patients .....	7
Excellent Service Quality.....	7
Case Study: Free Eye Screening Exercise .....	9
ISEC KL’s Supply Chain.....	9
Patient Privacy and Security of Information .....	10
5. Social: Developing a High-Performing Workforce .....	10
Training and Development .....	10
Occupational Health and Safety .....	12
Employee Demographics .....	12
6. Governance: Corporate Governance .....	13
Enterprise Risk Management.....	15
7. Environment: Caring for the Environment.....	16
Energy and Carbon Footprint.....	16
Waste Management .....	16
8. GRI Content Index .....	17

## ISEC Healthcare Performance Highlights

As of 31 December 2018



### 1. About ISEC Healthcare Ltd

Listed on the Catalist board of the Singapore Exchange (“SGX”), ISEC Healthcare Ltd. (“ISEC Healthcare” and together with its subsidiaries, the “Group”) is an established regional provider of a comprehensive suite of medical eye care services with ambulatory surgical centers. Together with its team of specialists, ISEC Healthcare has built a track record in the areas of cataract and refractive surgery (including LASIK), vitreoretinal diseases, corneal and external eye diseases, glaucoma, facial cosmetics and aesthetics surgery and pediatric ophthalmology in Malaysia and Singapore.

Figure 1: Location of ISEC Healthcare Ltd. Clinics



\* ISEC Eye Pte. Ltd. (“ISEC Eye”) provides specialist medical ophthalmology services to Lee Hung Ming Eye Centre located in Singapore’s Gleneagles Hospital.

\*\* Clinics located at Bukit Batok, Sembawang, Woodlands and Yew Tee.

<sup>1</sup> This Sustainability Report focuses on the ESG performance of ISEC Kuala Lumpur (“ISEC KL”) as it currently has the most robust data collection systems for reporting. ISEC Healthcare will expand its reporting scope to include other clinics in future reports as its reporting matures.

ISEC Kuala Lumpur (“ISEC KL”) prides itself to be the first clinic in Southeast Asia and Far East region to receive the Joint Commission International (“JCI”) accreditation status in 2009. Recognised as the gold standard in global healthcare, JCI accreditation is granted only to healthcare organisations which adopt best practices in quality and patient safety. ISEC KL has maintained its JCI accreditation ever since.

In 2016, the Group expanded its healthcare services to include general medical services and aesthetics treatment services, with the acquisition of JLM Companies comprising four clinics located in the heartlands of Singapore. JLM Companies consist of JL Medical (Bukit Batok) Pte. Ltd., JL Medical (Sembawang) Pte. Ltd., JL Medical (Woodlands) Pte Ltd. and JL Medical (Yew Tee) Pte. Ltd.

The Group further expanded this business segment in 2018 with the acquisition of a 25% stake in I Medical & Aesthetics Pte Ltd., increasing its portfolio of general practitioner clinics from 4 to 5.

In the same year, the Group also expanded into a new market with the incorporation of ISEC Myanmar Company Limited to operate and administer ophthalmology centres and provide medical consultations and services in Myanmar.

## About the Report

ISEC Healthcare is pleased to present its second Sustainability Report which has been prepared in accordance with the Global Reporting Initiative (“GRI”) Standards – “Core” reporting requirements, as well as SGX’s “Comply or Explain” rule for sustainability reporting. We have chosen GRI as the sustainability reporting framework as it is internationally recognised and is widely adopted, enabling us to achieve a comprehensive and comparable disclosure of environmental, social and governance (“ESG”) performance.

ISEC Healthcare first embarked on sustainability reporting in May 2018, for the period from 1 January 2017 to 31 December 2017 (“FY2017”). This report attempts to encapsulate key ESG matters that are of importance to ISEC Healthcare’s business and its stakeholders. Specifically, the reporting scope covers ISEC KL’s performance in these matters for the period of 1 January to 31 December 2018 (“FY2018”), with FY2017 presented as comparative data. ISEC Healthcare is taking progressive steps to improve its data collection systems and expand the scope of its sustainability report to include other clinics as its reporting matures.

## Board Statement

As ISEC Healthcare advances to become one of the established providers of medical eye care services in the region, we are keeping abreast with how the Group’s business practices may impact the environment and the community in which the Group operates in.

Under the direct guidance of the Board of Directors (the “Board”) of ISEC Healthcare, the management identifies, assesses and documents material business risks including ESG risks. The Board had approved the material ESG factors and has overseen the management and monitoring of the material ESG factors.

With the publication of this sustainability report, ISEC Healthcare is pleased to reinforce its continued commitment towards a responsible and sustainable business conduct. As the business expands and diversifies, ISEC Healthcare will continue to operate and interact with stakeholders in a rational, transparent and sustainable manner.

## 2. Stakeholder Engagement

Effective stakeholder engagement is fundamental to understand each stakeholder's interests and concerns. This understanding would enable ISEC Healthcare to focus on the appropriate matters and allocate requisite resources to strike a balance in meeting these stakeholders' interests. At ISEC Healthcare, stakeholders' interests are taken into account at every business decision.

Table 1: Stakeholder Engagement

Key Stakeholders	Basis of identifying and selecting	Engagement Methods	Frequency of Engagement	Stakeholders' Concerns	ISEC Healthcare's Response to Stakeholders' Concerns
<b>Customers</b>	Customers' satisfaction is the key to ISEC Healthcare's business sustainability	<ul style="list-style-type: none"> <li>Customer feedback through feedback forms</li> <li>Customer reviews through ISEC KL's Facebook</li> <li>One-on-one meetings</li> </ul>	<ul style="list-style-type: none"> <li>Periodic</li> <li>Ongoing</li> <li>When required</li> </ul>	<ul style="list-style-type: none"> <li>Duration of waiting time</li> <li>Pricing of products and services</li> <li>Treatment outcome</li> </ul>	<ul style="list-style-type: none"> <li>Implementation of appointment and queue system</li> <li>Competitive pricing</li> <li>Pre-treatment counselling</li> </ul>
<b>Employees and workers</b>	As a service provider, ISEC Healthcare's staff are the key contact to customers and business partners	<ul style="list-style-type: none"> <li>Performance appraisal</li> <li>Town hall meetings</li> <li>Other ad-hoc meetings</li> </ul>	<ul style="list-style-type: none"> <li>Semi-annual</li> <li>Periodic</li> <li>When required</li> </ul>	<ul style="list-style-type: none"> <li>Career development</li> <li>Remuneration</li> <li>Work life balance</li> </ul>	<ul style="list-style-type: none"> <li>Performance appraisals and reward system</li> <li>Coaching and training</li> <li>Regular communication between Heads of Departments and staff</li> </ul>
<b>Government</b>	Healthcare industry is highly regulated, therefore understanding government's requirements and ensuring compliance is imperative to maintain the Group's clinics' licenses to operate	<ul style="list-style-type: none"> <li>Consultation with authorities</li> <li>Feedback on government's policies and regulations</li> </ul>	<ul style="list-style-type: none"> <li>Periodic</li> <li>Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>Compliance to rules and regulations</li> </ul>	<ul style="list-style-type: none"> <li>Being updated with relevant rules and regulations</li> <li>Ensure compliance to the regulatory requirements</li> </ul>

Key Stakeholders	Basis of identifying and selecting	Engagement Methods	Frequency of Engagement	Stakeholders' Concerns	ISEC Healthcare's Response to Stakeholders' Concerns
<b>Local Communities</b>	ISEC Healthcare strives to raise awareness on eye health and contribute to local community's development	<ul style="list-style-type: none"> <li>• Conduct eye screening tests and cataract surgeries</li> <li>• Charity clinic</li> <li>• Educational talks</li> <li>• Pro-bono teaching and training to optometrist students</li> </ul>	<ul style="list-style-type: none"> <li>• Periodic</li> <li>• Ongoing</li> </ul>	<ul style="list-style-type: none"> <li>• Public education on eye health</li> <li>• Affordable treatment for eye ailments</li> </ul>	<ul style="list-style-type: none"> <li>• Explore possibilities to work with other partners</li> </ul>
<b>Shareholders</b>	Shareholders are essentially the owners of ISEC Healthcare and therefore an important stakeholder group in ISEC Healthcare's operations and decision-making.	<ul style="list-style-type: none"> <li>• Annual General Meeting</li> <li>• Financial results announcements</li> <li>• Face-to-face meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Annual</li> <li>• Quarterly</li> <li>• When required</li> </ul>	<ul style="list-style-type: none"> <li>• Financial performance</li> <li>• Business growth</li> <li>• Liquidity</li> </ul>	<ul style="list-style-type: none"> <li>• Dedicated investor relations section on corporate website with access to annual reports and press releases</li> <li>• Quarterly announcements on SGXNet and corporate website</li> <li>• One-on-one or small group meetings with analysts and investors</li> </ul>
<b>Suppliers</b>	Good working relationship with suppliers helps to ensure punctual supply and support at competitive prices	<ul style="list-style-type: none"> <li>• Regular meetings with suppliers to provide feedback on quality of products and services</li> </ul>	<ul style="list-style-type: none"> <li>• Periodic</li> <li>• When required</li> </ul>	<ul style="list-style-type: none"> <li>• Continuation of business</li> <li>• Promotion of products</li> <li>• Feedback on products</li> </ul>	<ul style="list-style-type: none"> <li>• Internal review of suppliers' deliverables</li> </ul>

### 3. Materiality Assessment

Establishing material ESG matters is important to enable ISEC Healthcare to focus on specific areas of stakeholders' interest to grow the business and align future sustainability efforts. To do so, a materiality assessment exercise was conducted in FY2017 where a list of ESG matters was first identified through a review of ISEC Healthcare's risk register, ISEC Healthcare's peers' sustainability reports, and by considering the sustainability context of the healthcare industry. This list was further refined and prioritised through an anonymous voting exercise by ISEC Healthcare's Senior Management, taking into account the points of view of ISEC Healthcare's internal and external simulated stakeholders. To maintain impartiality, this process was assisted by independent sustainability consultants. The results of the materiality assessment exercise are shown in Figure 2. The list of ESG matters for the period FY2018 were reviewed by taking into consideration their relevance to the business and subsequently validated by the Board for reporting in Sustainability Report 2018.

Figure 2: Results of Materiality Assessment

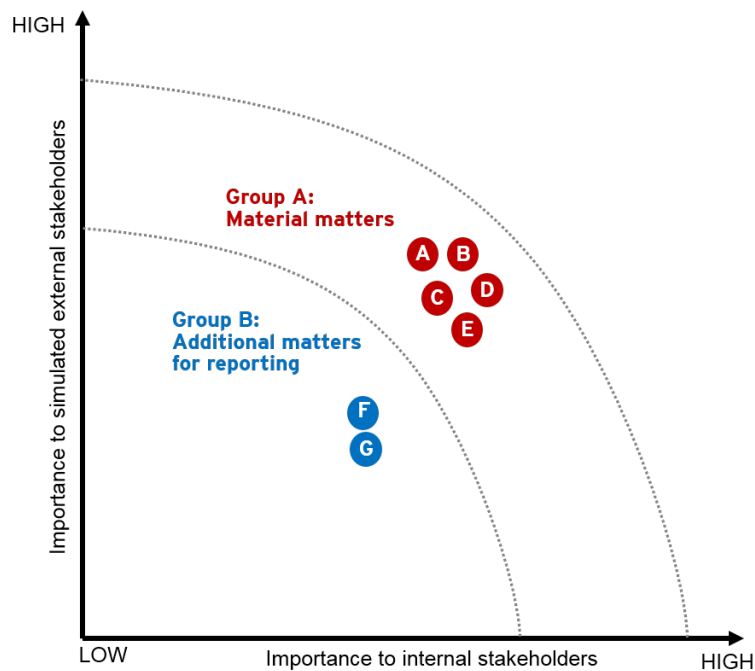


Table 2: Mapping of ISEC Healthcare’s Material and Additional Matters to GRI topics

Mapping ESG Matters for reporting to GRI topics			
	ESG Matters	Definition	GRI Topics
A	Excellent Service Quality	Offer best-in-class and safe treatment to ISEC's patients, as evidenced by enhanced patient satisfaction and avoidance of patients' safety incidents.	Customer Health and Safety
B	Occupational Health and Safety	Provide for and promote the health and safety of employees, as measured by avoidance of safety incidents, lost days, absenteeism, etc.	Occupational Health and Safety
C	Security of Information and Patient Privacy	Maintain the confidentiality of patients' information including their personal information, medical records, etc. through robust IT and data protection systems.	Customer Privacy
D	Training and Development	Increase employees' competence through training and development programmes.	Training and Education
E	Corporate Governance	Manage business strategy, risk assessments and sustainability processes in order to build financial integrity, investor confidence and superior performance.	No relevant GRI topics

Mapping of additional matters for reporting to GRI topics			
	Additional Matters	Definition	GRI Topics
F	Waste Management	Minimise waste generation through reduce, reuse and recycle (“3Rs”) efforts and safe disposal of biological waste.	Effluents and Waste
G	Energy and Carbon Footprint	Efficient use of energy to minimise carbon footprint arising from ISEC Healthcare's operations.	Energy

## 4. Social: Providing World-class Service to Our Patients

### Excellent Service Quality

As a one-stop speciality medical eye care service provider, the commitment to uphold the highest standards of service quality is an ongoing quest for ISEC KL. At ISEC KL, this is done by offering affordable world-class service with integrity and compassion to all customers. The satisfaction of patients and their families rank high for the sustainable success of ISEC KL. As such, ISEC KL continually monitors and reviews its service quality and patient satisfaction through various avenues.

One of the avenues is through patient satisfaction survey forms which are handed out to all patients at the registration counters. These survey forms are subsequently collected back from the patients at the cashier before they leave ISEC KL’s clinic. The purpose of this survey is to obtain candid feedback



from patients after receiving treatment. In addition, patients' feedback is collected through ISEC KL's Facebook page, where patients can rate the service they have received on a scale of one to five stars and write reviews about ISEC KL.

In FY2018, 122 (FY2017: 110) patient satisfaction survey forms were collected, and at least 90% of the respondents rated ISEC KL's overall service to be either "good" or "excellent" in both FY2017 and FY2018. Moreover, 100% (FY2017: 100%) of the respondents indicated that they would recommend ISEC Healthcare to their family and friends.

In the survey conducted in FY2017, waiting time was identified as an area for improvement. ISEC KL has taken steps to address the issue, by scheduling some patients to come on weekdays and/or referring some patients to other available doctors. As a result, the rating for waiting time has improved, from "average" and "good" in FY2017, to "good" and "excellent" in FY2018. Moving forward, ISEC KL will continue to analyse survey results which serve as an indication of where we are at and what we can do further. The results will also be taken into consideration when formulating specific targets relating to ISEC KL's patient satisfaction and service quality. We remain committed towards delivering quality service and continuously enhance patient satisfaction levels at ISEC KL.

*"Now I can see clearly because of you. You're the best doctor!"* (A patient from Indonesia)

*"Doctor patiently explained to me the issue I was facing. He is a very good and kind doctor."* (A patient from Malaysia)

*"Very accommodating and understanding staff. They are Patient and helpful."* (A patient from Malaysia)

*"Fast, professional and efficient. Great service!"* (A patient from Malaysia)

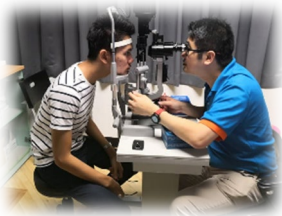


#### **Target for FY2019**

**To continue to uphold the service quality and achieve at least 90% of the patient satisfaction survey overall results to "Good" and above**

### Case Study: Free Eye Screening Exercise

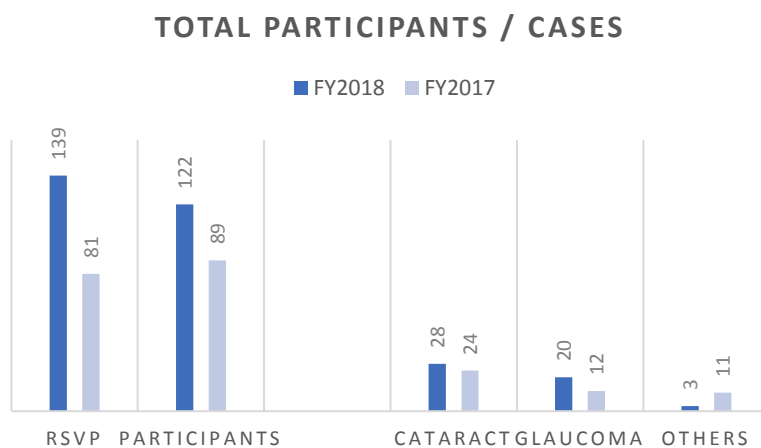
As part of ISEC KL's effort to reach out to our patients as well as to the broader community, free eye screening services are provided on World Glaucoma Day and World Sight Day each year. We hope to contribute by raising public awareness on good eye health as well as the importance of early detection of eye problems and treatment.



Through the provision of our eye screening services in FY2018, we have identified 28 cataract cases (FY2017: 24), 20 glaucoma cases (FY2017: 12) and three other cases, for example, retinal conditions, dry eyes and squint (FY2017: 11).



Figure 3: Response from Eye Screening Exercise



### ISEC KL's Supply Chain

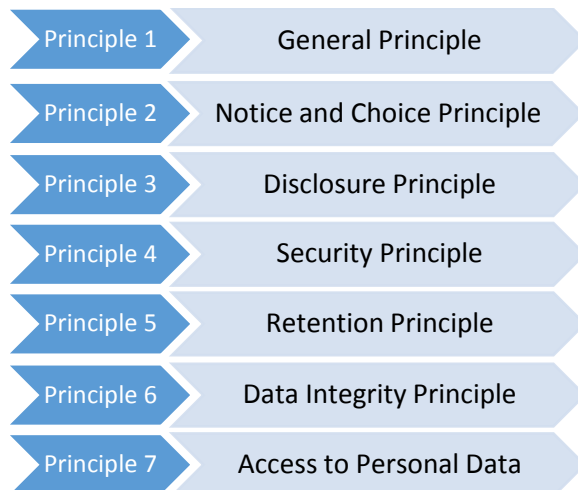
The supply chain is vital to ISEC KL's ability to deliver exceptional service to its customers. To that end, suppliers are screened with stringent criteria so as not to compromise on quality. Beyond screening suppliers on cost and ability to deliver supplies on time, ISEC KL places emphasis on screening suppliers based on product certification and quality assurance. This includes products which are certified by passing the performance tests and quality assurance tests with the authorised parties (such as Scientific and Industrial Research Institute of Malaysia and International Organisation for Standardisation) and medicines registered with Malaysia's Ministry of Health. Failure to meet quality standards results in immediate termination of its suppliers. ISEC KL also gives preferences to suppliers who display social responsibility, such as suppliers who conduct free eye screening test or other awareness talks.

ISEC KL engages more than 110 (FY2017: 110) suppliers, 97% of which are based locally, as part of our efforts to promote local economic development.

## Patient Privacy and Security of Information

With access to patients' personal data and medical records every day, maintaining patients' privacy and the security of their information is imperative to ISEC KL. In view of this, ISEC KL has formulated a Personal Data Protection ("PDPA") policy in FY2015. This policy builds upon the seven principles of Malaysia's PDPA Act and is applicable to all ISEC KL's employees. Likewise, ISEC Healthcare's headquarter fully complies with the Personal Data Protection Act in Singapore.

Figure 4: The seven principles of Malaysia's PDPA Act 2010



ISEC KL has designated a Data Protection Officer ("DPO") to ensure compliance with the PDPA policy at all times. This is done by communicating the PDPA policy to all ISEC KL's staff during induction training on their first working day and obtaining acknowledgment from all employees that they have read and understood the policy. Besides implementing the PDPA policy, ISEC KL invests in the latest technology to maintain the integrity of its IT systems and equipping it with robust protection software. The DPO is also responsible for handling queries or requests from individuals in relation to ISEC's data protection policies and practices as well as grievances or complaints regarding a potential breach, leakage or loss of patient data. These can be filed through email and will be handled by the DPO.

In FY2018, there were no (FY2017: zero) known complaints concerning breaches of customer privacy and no (FY2017: zero) known cases of identified leaks, thefts or losses of customer data in ISEC KL – a record which ISEC KL aims to maintain the coming years.



### Target for FY2019

**To continue to achieve zero substantiated breaches of customer privacy and no leaks, thefts or losses of customer data**

## 5. Social: Developing a High-Performing Workforce

### Training and Development

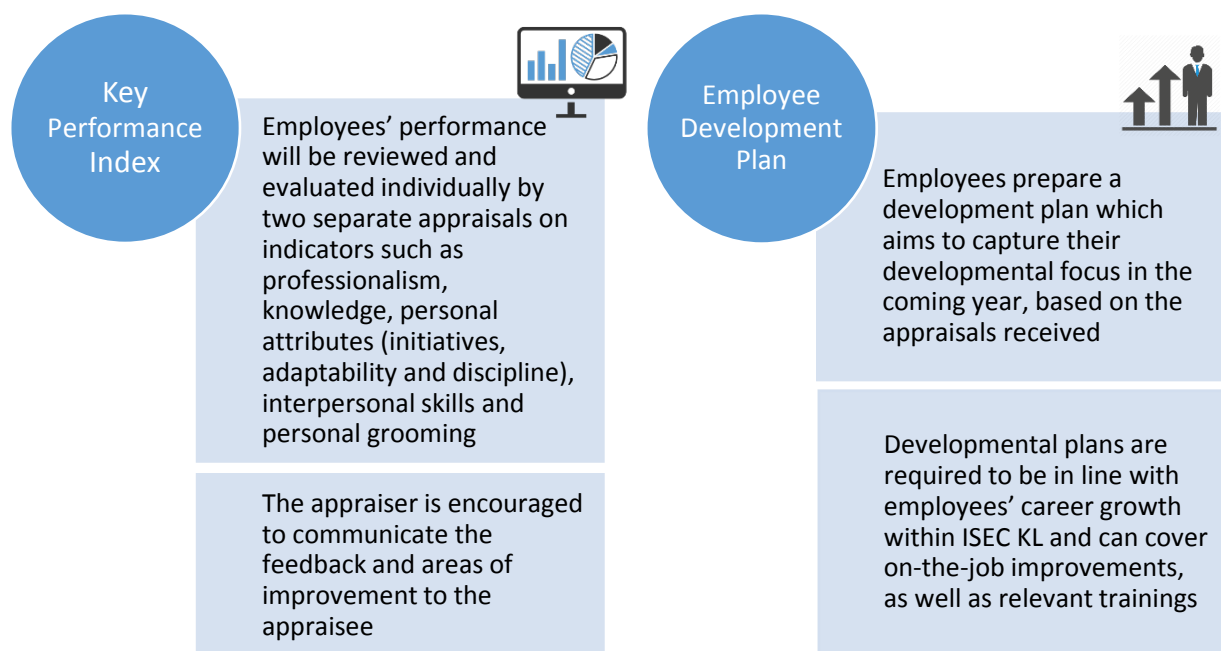
Human capital is ISEC KL's greatest strength. A team of highly qualified and experienced specialist doctors, supported by the management and clinical staff would enable ISEC KL to maintain market leadership in the field of ophthalmology. At ISEC KL, employee training and development is vital in order to stay abreast with the advancement in medical science and capture the growing demand for medical tourism.

ISEC KL extends full support to all doctors to upgrade their knowledge and skills by attending courses and conferences. In addition, a number of doctors are involved in clinical trials to break new frontiers in ophthalmology and are actively involved in the development of eye care equipment and technology. Some of ISEC KL’s specialist doctors currently sit on the advisory boards of key corporations. The staff at ISEC KL undergo regular training to equip and constantly upgrade their skills needed to provide quality healthcare service to patients. In FY2018, we conducted 273 (FY2017: 205) teaching activities, clinical attachments and observerships. In addition, a “Fire Evacuation Questionnaire for Doctors and Staff” was conducted to equip ISEC KL’s employees with knowledge and skills on fire emergency. ISEC KL values employees’ feedback and seeks to improve and increase the number of training programs for employees in the upcoming year.

In addition, performance appraisal has been conducted for all ISEC KL’s employees since FY2016 to promote talent development. Employees are evaluated on assigned duties and responsibilities according to the job description and standards of performance.

The Performance Appraisal Review consists of two main sections:

Figure 5: ISEC KL Performance Appraisal Process




In FY2018, all ISEC KL employees (FY2017: all ISEC KL employees) were appraised and received performance review. ISEC KL endeavours to continue with full appraisal and performance review to further enhance and develop the workforce.



**Target for FY2019**

**To continue with full appraisal and performance review**

## Occupational Health and Safety

Focus area	Perpetual target	FY2018 Performance
Occurrences of work-related safety incidents	Zero cases of work-related injuries, accidents and fatalities	 Achieved

ISEC Healthcare is committed to maintaining a safe environment for all its customers and employees. To that end, our clinic at ISEC KL has developed and implemented the Facility Management and Safety (“FMS”) policy in all its clinics. The following summarises what the FMS policy entails.

Figure 6: Key areas under the FMS policy

Reporting of unsafe acts or conditions	Reporting and treatment of occupational injuries	Safe handling and disposal of hazardous clinical waste	Measures to enhance physical security of buildings	Facility inspections
----------------------------------------	--------------------------------------------------	--------------------------------------------------------	----------------------------------------------------	----------------------

As a result of strong focus on safety and effective implementation of the FMS policy, ISEC KL achieved its target of zero cases of work-related injuries, excluding minor (first-aid level) injuries, within our premises in FY2017 and FY2018. There were zero reported cases of non-compliance concerning the health and safety impacts of products and services.

Figure 7: Absentee rate

		FY2017	FY2018
<b>Absentee rate*</b>	Male	0.6%	0.3%
	Female	0.8%	1.5%
	<b>Total</b>	<b>0.8%</b>	<b>1.3%</b>

\*Absentee rate refers to percentage of total days of absence (medical leave and emergency leave) over total days scheduled for work per year. No absenteeism due to work-related injuries (excluding minor first-aid level injuries) was reported in both FY2017 and FY2018.



### Target for FY2019

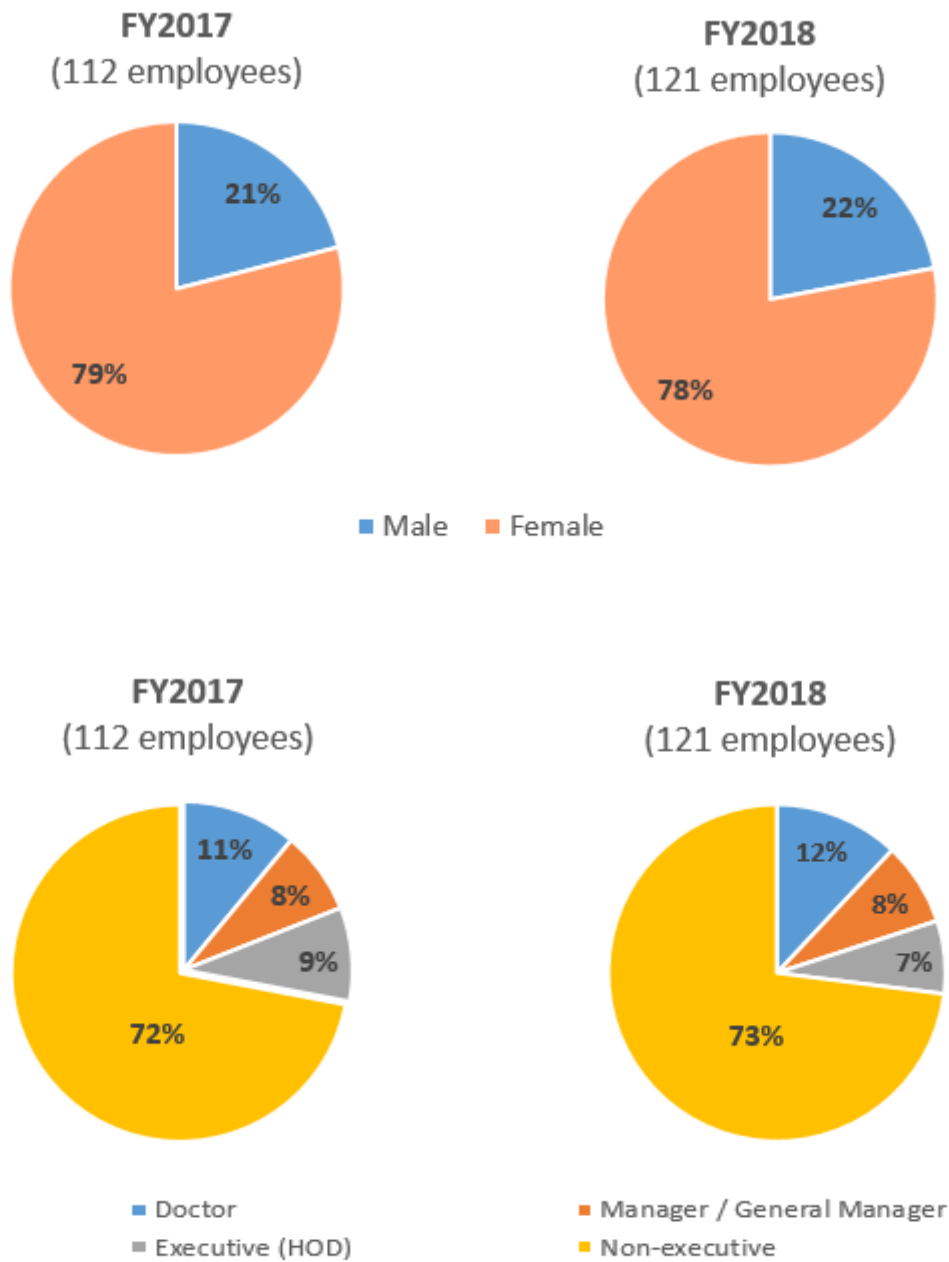
**To continue to achieve zero cases of work-related injuries, accidents and fatalities and zero reportable cases of non-compliance regarding health and safety impacts of products and services**

## Employee Demographics

Before being a clinic of choice for patients, ISEC KL first of all aims to be a thriving workplace for its staff. With the increasing demand for private ophthalmology, ISEC KL strives to attract and retain the best specialist doctors to maintain excellent service quality that ISEC brand is known for.

The following chart shows the employee demographics in ISEC KL. In both FY2017 and FY2018, ISEC KL was supported by a team of over 100 employees, 99% of which were permanent employees. In addition, there were seven workers in FY2018 and four workers in FY2017– including contractors and interns, who provided administrative and operational support.

Figure 8: Breakdown of Employee by Gender and Employment Category



## 6. Governance: Corporate Governance

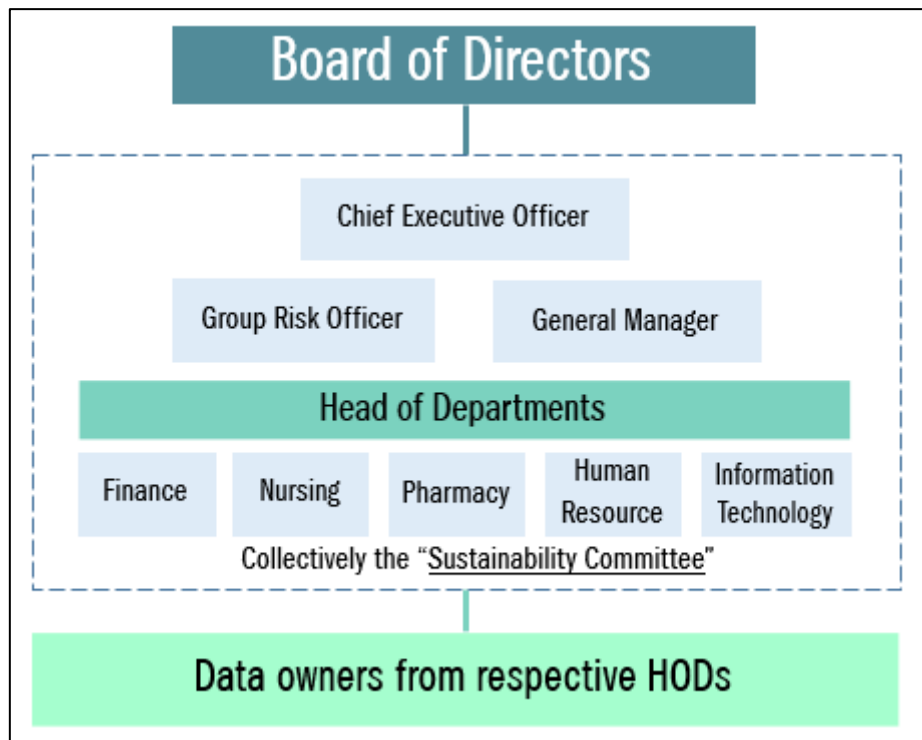
A sound corporate governance is critical in managing ISEC Healthcare’s risks and opportunities. A combination of effective Board of Directors, robust policies and procedures helps to prevent corporate scandals, fraud, and potential civil and criminal liability of the Group. This in turn enhances ISEC Healthcare’s reputation and credibility to all stakeholders, including customers and investors. At ISEC Healthcare, corporate governance is underpinned by the Group’s vision, mission and values.

Figure 9: ISEC Healthcare’s Vision, Mission and Values



The Board of Directors provides oversight and strategic formulation to achieve ISEC Healthcare’s vision and mission. The Board comprises independent and executive directors with core competencies in fields of medical, accounting and finance, and professional legal services. For more information on ISEC Healthcare’s Board composition (Principle 2), nomination criteria (Principle 4) and the steps taken to mitigate conflict of interest (Principle 12), please refer to ISEC Healthcare’s 2018 Annual Report “Report on Corporate Governance” section.

Figure 10: Sustainability Governance Structure of ISEC Healthcare



The Sustainability Steering Committee assists the Board of Directors in ensuring the implementation and overall success of the sustainability programme at ISEC Healthcare. Comprising the CEO, Group Risk Officer, General Manager and Head of Departments (Finance, Nursing, Pharmacy, Human Resource, Information Technology).

Resource and Information Technology), this committee steers and manages the sustainability initiatives carried out by the various data owners working alongside the respective HODs. The committee provides updates on sustainability performance and sustainability reporting for approval by the Board of Directors.

ISEC Healthcare’s efforts in managing corporate governance are supported by policies which are applicable to all employees, such as Whistleblowing Policy, Policy for Securities Trading and Policy for Interested Persons Transaction. For more details on these policies, please refer to ISEC Healthcare’s 2018 Annual Report, “Report on Corporate Governance” section.

ISEC Healthcare strives to comply with the Code of Corporate Governance 2012 or, for the current financial year ending 31 December 2019, the Code of Corporate Governance 2018, and other regulatory requirements. To the best of our knowledge, ISEC Healthcare is not aware of cases of non-compliance to-date. We endeavour to maintain in the subsequent years zero cases of non-compliance.

**Target for FY2019**

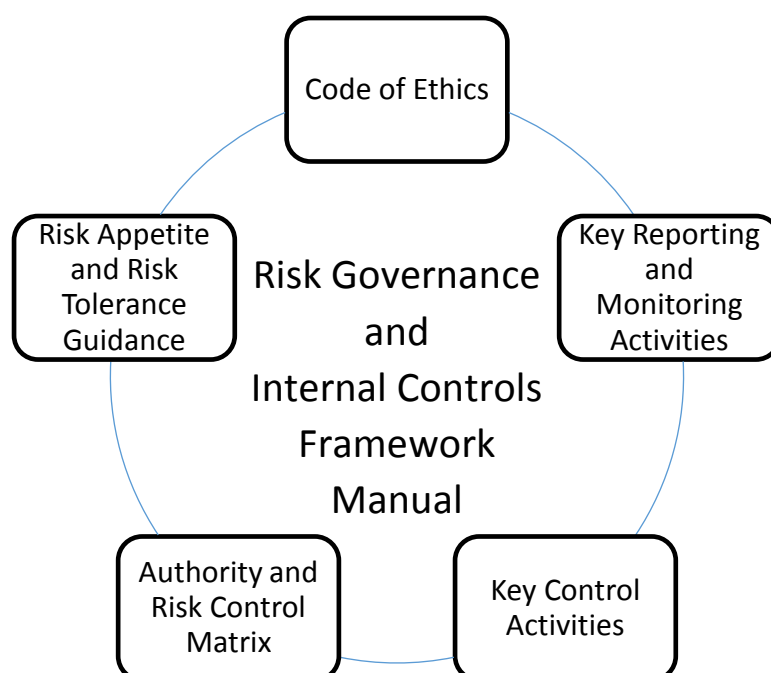


**To maintain zero reportable cases of non-compliance in relation to the Code of Corporate Governance practices (on a comply-or-explain basis), as well as other regulatory requirements**

**Enterprise Risk Management**

Effective risk management is fundamental for ISEC Healthcare to achieve continued success in its business operations at ISEC Healthcare. Although ISEC Healthcare does not currently have a Board Risk Management Committee, under the approval of the Board, the Risk Governance and Internal Controls Framework Manual was established and updated subsequently in May 2017. This manual is designed to ensure that ISEC Healthcare’s risk governance and internal control framework are in line with the strategic vision and objectives of the Board. The manual is reviewed and updated by the Board whenever there are significant changes to ISEC Healthcare’s risk profile.

*Figure 11: Risk Governance and Internal Controls Framework Manual*





## 7. Environment: Caring for the Environment

### Energy and Carbon Footprint

ISEC Healthcare strives to consume energy efficiently to reduce carbon footprint and at the same time reduce cost. At ISEC KL, 264,330 kWh (FY2017: 259,333 kWh) of electrical energy was consumed in FY2018, equivalent to energy consumption of 61 Malaysians in a year<sup>1</sup>. Overall headcount has increased between FY2017 and FY2018, including two additional full-time specialist doctors were employed during the year FY2018, and hence higher electricity consumed, as two additional consultation rooms were required for the two doctors. Thus, becoming more energy-efficient and socially responsible has become a top priority in the Management's agenda.

To further optimise the consumption, ISEC KL has begun progressively replacing conventional light bulbs to more durable and energy-efficient Light Emitting Diode ("LED") lights since FY2017. Upon the completion of this initiative, ISEC KL shall explore the installation of motion sensors, which is believed to conserve energy consumption.

### Waste Management

Proper waste management, especially clinical waste, is important to ISEC Healthcare as a healthcare service provider. ISEC Healthcare recognises the importance of handling the clinical waste properly and in accordance with regulations, so as to prevent negative impact to the environment and the community. In FY2018, ISEC KL generated 2,576 kg (FY2017: 2,578 kg) of clinical waste, all of which were incinerated by certified third-party contractors.

In addition, ISEC Healthcare advocates reduce, reuse and recycle ("3Rs") behaviour among its customers. For instance, ISEC KL has also introduced bag-free Saturdays since FY2016 at various ISEC clinics, where patients are encouraged to bring their own bags for their medication. Recycling bins are also provided in patient waiting areas to promote recycling efforts. ISEC Healthcare believes that these simple initiatives can make a great impact with the participation of its employees and customers.

---

<sup>1</sup> This information is based on Malaysia Energy Statistics Handbook 2017.

## 8. GRI Content Index

GRI 102: General Disclosures 2016			
GRI Standard Disclosure	Disclosure	Location or reason for omission	
<b>Organizational profile</b>			
102-1	Name of the organization	About ISEC Healthcare Ltd	Page 2
102-2	Activities, brands, products, and services	About ISEC Healthcare Ltd	Page 2
102-3	Location of headquarters	About ISEC Healthcare Ltd	Page 2
102-4	Location of operations	About ISEC Healthcare Ltd	Page 2
102-5	Ownership and legal form	About ISEC Healthcare Ltd	Page 2
102-6	Markets served	About ISEC Healthcare Ltd	Page 2
102-7	Scale of the organization	About ISEC Healthcare Ltd	Page 2
102-8	Information on employees and other workers	Employee Demographics	Page 12
102-9	Supply chain	ISEC KL's Supply Chain	Page 9
102-10	Significant changes to the organization and its supply chain	There were no significant changes to the organization or its supply chain	
102-11	Precautionary Principle or approach	Enterprise Risk Management	Page 15
102-12	External initiatives	Not applicable	
102-13	Membership of associations	About ISEC Healthcare Ltd	Page 3
<b>Strategy</b>			
102-14	Statement from senior decision-maker	Board Statement	Page 3
<b>Ethics and integrity</b>			
102-16	Values, principles, standards, and norms of behaviour	Corporate Governance	Page 14
<b>Governance</b>			
102-18	Governance structure	Corporate Governance	Page 14
102-22	Composition of the highest governance body and its committees	2018 Annual Report	Page 14
102-23	Chair of the highest governance body	2018 Annual Report	Page 14
102-24	Nominating and selecting the highest governance body	2018 Annual Report	Page 16
102-25	Conflicts of interest	2018 Annual Report	Page 25
102-32	Highest governance body's role in sustainability reporting	Board Statement; Corporate Governance	Page 3; Page 14
<b>Stakeholder engagement</b>			
102-40	List of stakeholder groups	Stakeholder Engagement	Page 4
102-41	Collective bargaining agreements	None of ISEC Healthcare's employees are covered by collective bargaining agreements	

GRI 102: General Disclosures 2016			
GRI Standard Disclosure	Disclosure	Location or reason for omission	
102-42	Identifying and selecting stakeholders	Stakeholder Engagement	Page 4
102-43	Approach to stakeholder engagement	Stakeholder Engagement	Page 4
102-44	Key topics and concerns raised	Stakeholder Engagement	Page 4
Reporting practice			
102-45	Entities included in the consolidated financial statements	2018 Annual Report	Page 64
102-46	Defining report content and topic Boundaries	About the Report	Page 3
102-47	List of material topics	Materiality Assessment	Page 7
102-48	Restatements of information	No restatements of information	
102-49	Changes in reporting	No changes in reporting	
102-50	Reporting period	About the Report	Page 3
102-51	Date of most recent report	Published and announced on 31 May 2018	
102-52	Reporting cycle	Annual	
102-53	Contact point for questions regarding the report	2018 Annual Report	Back cover
102-54	Claims of reporting in accordance with the GRI Standards	About the Report	Page 3
102-55	GRI content index	GRI Content Index	Page 17
102-56	External assurance	ISEC Healthcare has not sought external assurance for this report, but will consider it for future reports.	

Material matters			
GRI Standard	Disclosure	Location or reason for omission	
Corporate Governance			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	About the Report; Materiality Assessment Page 3 Page 7
	103-2	The management approach and its components	Corporate Governance Page 14
	103-3	Evaluation of the management approach	Corporate Governance Page 15
Excellent Service Quality			
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	About the Report; Materiality Assessment Page 3 Page 7
	103-2	The management approach and its components	Excellent Service Quality Page 7

Material matters				
GRI Standard		Disclosure		Location or reason for omission
	103-3	Evaluation of the management approach	Excellent Service Quality	Page 8
Occupational Health and Safety				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	About the Report; Materiality Assessment	Page 3 Page 7
	103-2	The management approach and its components	Occupational Health and Safety	Page 12
	103-3	Evaluation of the management approach	Occupational Health and Safety	Page 12
GRI 403: Occupational Health and Safety 2016	403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Occupational Health and Safety	Page 12
GRI 416: Customer Health and Safety 2016	416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Occupational Health and Safety	Page 12
Training and Development				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	About the Report; Materiality Assessment	Page 3 Page 7
	103-2	The management approach and its components	Training and Development	Page 10
	103-3	Evaluation of the management approach	Training and Development	Page 11
GRI 404: Training and Development 2016	404-3	Percentage of employees receiving regular performance and career development reviews	Training and Development	Page 11
Security of Information and Patient Privacy				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	About the Report; Materiality Assessment	Page 3 Page 7
	103-2	The management approach and its components	Patient Privacy and Security of Information	Page 10
	103-3	Evaluation of the management approach	Patient Privacy and Security of Information	Page 10
GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Patient Privacy and Security of Information	Page 10

Additional Matters				
Energy and Carbon Footprint				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	About the Report; Materiality Assessment	Page 3 Page 7
	103-2	The management approach and its components	Energy and Carbon Footprint	Page 16
	103-3	Evaluation of the management approach	Energy and Carbon Footprint	Page 16
GRI 302: Energy 2016	302-1	Energy consumption within the organization	Energy and Carbon Footprint	Page 16
	302-4	Reduction of energy consumption	Energy and Carbon Footprint	Page 16
Waste Management				
GRI 103: Management Approach 2016	103-1	Explanation of the material topic and its Boundary	About the Report; Materiality Assessment	Page 3 Page 7
	103-2	The management approach and its components	Waste Management	Page 16
	103-3	Evaluation of the management approach	Waste Management	Page 16
GRI 306: Effluents and Waste 2016	306-2	Waste by type and disposal Method	Waste Management	Page 16