

Environment



Our Approach and Targets

In 2018, RMG continued to focus on ways the business can reduce its environmental footprint and energy cost. We promoted the efficient use of resources and energy through systematic monitoring and management. Efforts were made to improve buildings under the Group to be greener and universally accessible.

Moving forward, the Group commits to undertake utilities tracking for all properties under the Group. With better understanding of usage levels, it will be able to propose different methodology and controls to reduce overall consumption.

Achievements in 2018

WATER ⁽³⁰³⁻³⁾

Collaboration with PUB

In 2018, the Group worked closely with Public Utilities Board (PUB) to establish a process for any water emergency situation in Raffles Hospital. With recommendations from PUB, the Group installed several emergency pipe connectors and would be able to connect PUB external water sources should the hospital experience a water emergency situation.

New water meters were installed in hospital which allow us to identify areas of usage which was not possible previously.

As the Group invested in water saving sensors, the overall water consumption per square metre of space has decreased from 2.11m³ in 2017 to 1.89m³ in 2018.

Water usage for building equipment increased due to the installation of new water-cooled chillers that have high water consumption but in turn provide higher energy efficiency.



The Group utilises energy-saving LED lights to reduce its carbon footprint.

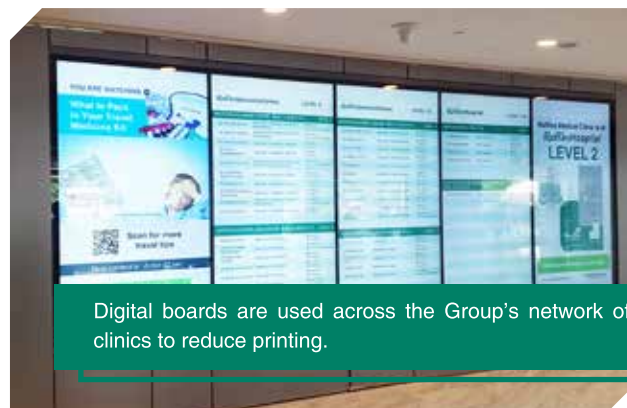
ENERGY ^(302-1, 302-2, 302-4, 302-5)

Notwithstanding the opening of the Raffles Specialist Centre in January 2018, the Group was able to reduce electricity consumption by 2%.

Other energy conservation efforts include changing lightings to energy saving lights for facilities under the Group. With the completion of A&A works for levels 2, 10 and 13 of Raffles Hospital, all lights have been changed to LED lighting as part of the Group's effort to conserve energy. This is estimated to save 15,000kwh in energy per year.

Management of Energy

Power meters have been installed on all completed floors for better management of energy consumption in Raffles Hospital. Other floors will follow suit as A&A works in Raffles Hospital continue in 2019.



Digital boards are used across the Group's network of clinics to reduce printing.

Move to Digital

In the Group's bid to reduce printing and manpower cost for hardcopy posters, digital panels have been installed in 90% of all clinics outside Raffles Hospital. This move also allows for speedy sharing of information to our patients. The platform also allows for multiple health education content to be shared at any one time. All new clinics are equipped with digital panels.

WASTE MINIMISATION

The general waste consumption index has improved from 0.023 in 2017 to 0.018 in 2018. The Group notes that with new food and beverage outlets opening in the Raffles Specialist Centre, food waste generated has increased. The Group is working with the tenants to manage the situation.

With more planned A&A works in 2019, construction waste is another key area that the Group will focus on in the new financial year.

Recycling

With increased awareness in sustainability, the Group launched a pilot recycling programme in Raffles Specialist Centre by installing recycling boxes in the Specialist Clinics. In 2018, RMG achieved an increase of 53% in its annual recycled volume.

Moving forward, the Group is looking at expanding the recycling projects to all properties of RMG.

RMG is constantly looking for initiatives to go green and will be exploring changing disposable consumables to recycled products, such as styrofoam cups to paper cups.

Achievements in 2018 (cont'd)

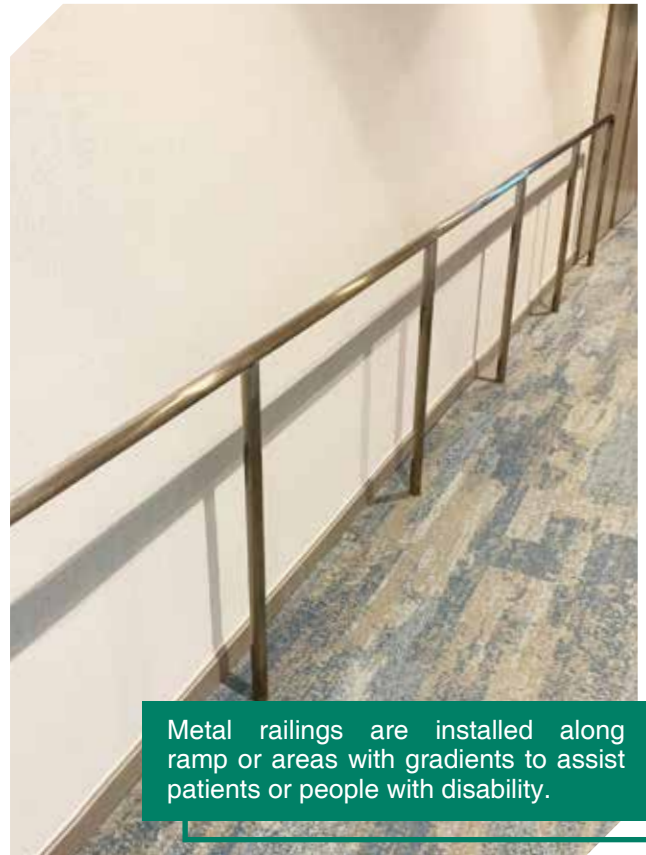


BCA GREEN MARK

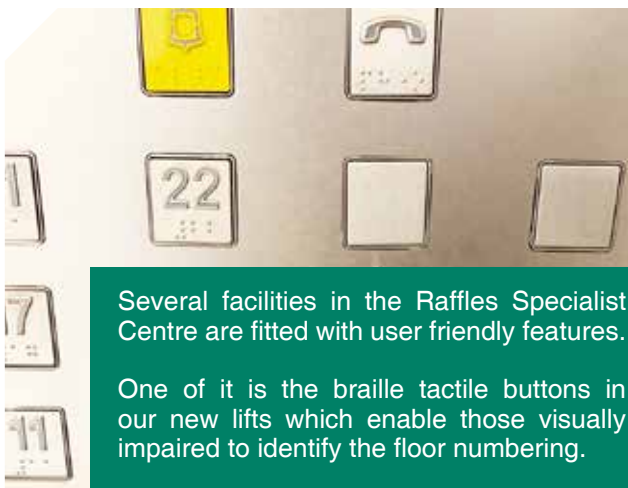
BUILDING MANAGEMENT

Green Mark Building

Following Raffles Specialist Centre's achieving the Green Mark Platinum Award by the BCA, Raffles Hospital started application for Green Mark in 2018. The Group is in the midst of submitting BCA compliance documents and tests reports. The Group expects to receive its Green Mark certification in 2019.



Metal railings are installed along ramp or areas with gradients to assist patients or people with disability.



Several facilities in the Raffles Specialist Centre are fitted with user friendly features.

One of it is the braille tactile buttons in our new lifts which enable those visually impaired to identify the floor numbering.

The fire escape staircases handrails are also installed with braille tactile.

Universal Design

In an effort to build a safe environment for the public, the Group has embarked on a voluntary Building and Construction Authority Universal Design (BCA UD) certification scheme for its new buildings in Singapore. UD buildings have user-friendly provisions to ensure safety and accessibility for all, including barrier-free accessibility for those with disability.

In 2018, Raffles Holland V Mall was accorded the BCA UD certification as it was deemed to have UD features such as braille / tactile handrails and indicators, non-slip nosing flooring, proper way finding signage, step-less entry to mall, bicycle parking lots, handicap toilets, baby changing room as well as persons with disability evacuation lobby.

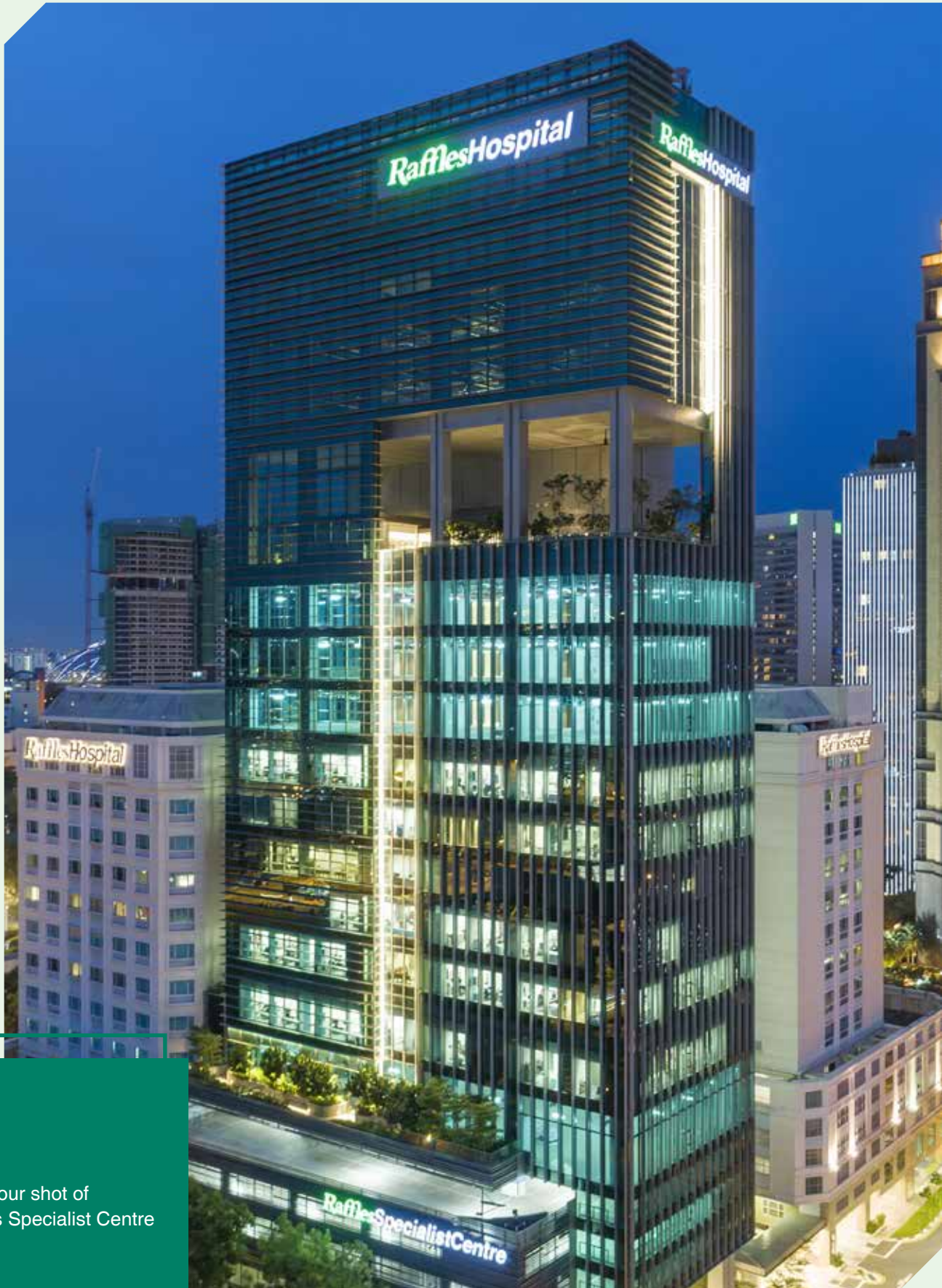
Raffles Specialist Centre is in the midst of getting certification for BCA UD certification with similar features as in Raffles Holland V Mall.

Construction Quality Assessment (CONQUAS)

BCA has reviewed the Group's construction quality in architectural, structural and mechanical, and electrical installations. Raffles Specialist Centre was awarded the CONQUAS certification with a score of 92 out of 100.



To promote healthy living, RMG has a collaboration with HPB to utilise our level 19 sky garden for regular work out session.

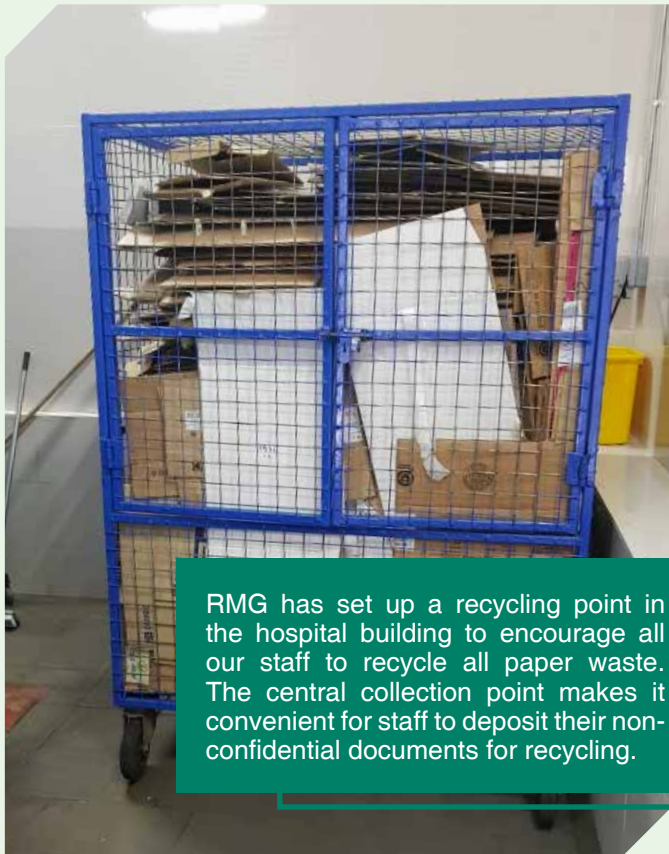


Blue hour shot of
Raffles Specialist Centre

Environment

As a healthcare organisation, RMG appreciates the importance of having a clean and green environment for greater sustainability and health benefits.

RMG continually looks into ways to reduce our environmental footprint and energy cost. As such, the Group is committed to regular audits and corrective actions to reduce any adverse environmental impact. It promotes the efficient use of resources and energy, as well as continually improve the management of its surrounding environment.



RMG has set up a recycling point in the hospital building to encourage all our staff to recycle all paper waste. The central collection point makes it convenient for staff to deposit their non-confidential documents for recycling.

WATER ⁽³⁰³⁾

The Group is aware of the importance of water conservation and works with PUB regularly to identify areas of improvement in Raffles Hospital in Singapore. With the help of appropriate monitoring systems, the Group is able to identify high water consumption areas and implement the appropriate measures to reduce water consumption.

ENERGY ⁽³⁰²⁾

The Group endeavours to ensure that business operations comply with all applicable environmental, legal, health and safety requirements. The Group works closely with the WSH Council, SCDF, PUB, NEA and other relevant authorities to adopt the best practices for environment sustainability.



WASTE MINIMISATION ⁽³⁰⁶⁾

As the Group grows, the Group is conscious of its annual waste volume.

The Group is actively working with the National Environment Agency's (NEA) two key thrusts on waste minimisation and recycling under the integrated solid waste management system.

Throughout the years, new waste minimisation systems are in place to reduce prints and to promote a more sustainable society.

The Group is pro-actively exploring recyclable consumables and materials to do its part for the environment. All staff are encouraged to recycle their papers with recycling bins located conveniently within the facilities.