

STATEMENT FROM EXECUTIVE CHAIRMAN (102-14)

As an organisation, creating long-term shared value for our stakeholders through sustainable excellence has always been a priority for us. I am pleased to share Raffles Medical Group's key initiatives in 2020, that advance our sustainable excellence agenda. We are on track to achieving this goal through our efforts in 2020, despite it being an extraordinarily challenging year.

In 2020, the Group continued to drive sustainability efforts within the organisation across four strategic areas of Customers, Employees, Environment and the Community. As we remained focused on building a patient-centric, energy efficient and safe environment, much of our efforts in 2020 were invested in what mattered most during the COVID-19 pandemic year – providing support for our employees, patients and community in the face of unprecedented challenges.

As Raffles Medical Group builds and deepens our presence in Asia, with the support of our board of directors and senior management, we look forward to building an organisation where sustainable excellence is embedded deeply in the organisation. I hope that this report will bring new insights to our journey towards sustainable excellence, contributing to the communities we operate in and delivering on our promise to patients as their Trusted Partner for Health.



SUPPORTING OUR CUSTOMERS

Patient-centricity is at the heart of what it means to be a Trusted Partner for Health. Amidst the different challenges brought about by the COVID-19 pandemic, the Group has upheld and continued to strengthen service standards and patient care, while simultaneously being heavily involved in Singapore's national fight against COVID-19.

We leaned on the strength of our Group Practice Model and flexible workforce to address manpower requirements for COVID-19 projects while serving our regular patients concurrently, ensuring quality care was always available to all our patients.

We enhanced our engagement with our patients through strategic innovation and technology, introducing the first app-based booking of the COVID-19 Polymerase Chain Reaction (PCR) test. Available via the Raffles Connect app, this allows patients to book an appointment for a PCR test at any of the 36 clinics island-wide, pay and receive results of their COVID-19 PCR test seamlessly via the app. This ensured patients had the ability to safely and conveniently book a COVID-19 PCR test whether for travel or as voluntary testing was available in Singapore. Looking at our inpatient care, we introduced the Early Assessment Team (EAT) to improve patient outcomes via early interventions during clinical deterioration, preventing unscheduled admissions to the Intensive Care Unit (ICU). Extending our commitment and care to our patients, our nurses have also introduced a post-discharge follow-up phone call, following a successful pilot in 2019.

Outside of Singapore, the Group remains focused on delivering the Raffles quality brand of healthcare to our overseas patients. Following in the footsteps of Raffles Hospital Chongqing, we continue to improve our offerings for patients in China, with Raffles Hospital Beijing offering 24 hours emergency and inpatient care with upgraded diagnostic capabilities. We are on track to open our third hospital in Shanghai later this year.

SUPPORTING OUR EMPLOYEES

Our 2,700 strong workforce forms the bedrock of our organisation. It is imperative that we create a safe and conducive environment for continued learning, growth and professional development.

All photographs were taken either pre-COVID-19 measures or in adherence to prevailing COVID-19 guidelines and safe distancing measures.

In the past year we continued to offer RMG sponsorships as we have in the past eight years, to build and maintain a healthy pipeline of future talents, nurturing the next generation of healthcare professionals and leaders. In 2020, a total of 11 employees received RMG sponsorships for diploma and tertiary level qualifications.

In view of the COVID-19 situation and prevailing safe distancing measures, we invested in virtual webinars, conferences and e-workshops throughout the year to provide training and upgrading for our employees. This demonstrated our commitment to building the capabilities of our staff and providing them with the right tools and skillsets to support our patients.

Another highlight for the Group is the achievement of Raffles Hospital as the first private hospital in Singapore to be accredited as a provider of Nursing Continuing Professional Development by the American Nurses Credentialing Centre (ANCC). This underscores our capability as an institution to provide and deliver evidence-based professional nursing education that adheres to global standards for existing and future nursing talent.

PRESERVING THE ENVIRONMENT

As an organisation with a regional footprint, minimising wastage and reducing environmental footprint and energy costs across our local and international hospitals and medical centres are key priorities for us. We continue to see steady improvements year-on-year in our efforts to protect and preserve our environments in the communities we operate in.

As part of our efforts to reduce our environmental footprint, the Raffles Hospital invested in a food waste digester to reduce food waste disposal at our premises. To add to this, the Raffles Specialist Centre in Singapore was officially verified as a Platinum Green Mark building by the Building and Construction Authority (BCA) in December 2020, a recognition of our commitment towards environmental sustainability.

To work towards our target of reducing the electricity consumption index in the next three years, the Group will be implementing Internet of Things (IoT) sensors in critical systems that consume high energy in 2021.

SUPPORTING OUR COMMUNITY

Through a series of volunteer and outreach programmes and community investments, we remain dedicated to giving back to the communities we operate in, especially in light of the challenges brought about by the pandemic.

The Asian Medical Foundation (AMF), the corporate philanthropic arm of the Group, undertook several initiatives to support groups who were adversely impacted by the COVID-19 pandemic. This included the AMF Silver Care Fund which raised S\$5 million to help needy and vulnerable Singaporean seniors through the disbursement of AMF Eldercare vouchers to 30,000 needy elderly as well as sponsoring the SingHealth telehealth pilot project to provide accessible, safe and better care for seniors staying in the East of Singapore.

As a testament to our commitment to building a pipeline of future talent for the healthcare sector, the Group continues to provide clinical training and internships to students from various post-secondary education institutions covering a wide range of disciplines in healthcare from nursing, pharmacy, business management, accounting and information technology.

LOOKING AHEAD

In 2021 the Group celebrates the 45th year since its inception. It would not be possible for the Group to sustain 45 years of growth without sustainable excellence at the core of our organisation. We recognise that as we continue to expand and grow, sustainable excellence is critical in guiding this growth and will further cement our commitment as the Trusted Partner of Health for all.