

SUSTAINABILITY REPORT

BOARD STATEMENT

The Board of Directors (the “**Board**”) of Singapore Paincare Holdings Limited (“**Singapore Paincare**” or the “**Company**” and together with its subsidiaries, the “**Group**”) is pleased to present the sustainability report (“**Report**”) of Singapore Paincare for the financial year ended 30 June 2024 (“**FY2024**”).

The Board and management of Singapore Paincare oversee and monitor the economic, environmental, social and governance (“**EESG**”) factors of the Group, and take them into consideration in the determination of the Group’s strategic direction and policies. The Board has oversight of the EESG material factors which are reviewed annually and ensures that these factors are relevant and current for the business. The Board is also involved in the management and monitoring of these EESG factors through the Group’s sustainability committee, which is chaired by the Group’s Executive Chairman and Chief Executive Officer. The sustainability committee comprises key executives and representatives from various business functions in the Group. The Board and management of SPCH were involved in the preparation and review of this Report before it was approved and published.

This Report provides us with a valuable opportunity to engage our stakeholders and respond to issues that matter most to them and to our business, while at the same time, enhances the Company’s assessment in risk management, strategy development, and stakeholder engagement activities as we work to further focus on and prioritise our sustainability and corporate social responsibility initiatives.

This Report focuses on the Group’s sustainability performance for FY2024 and covers entities under the Group where we hold more than 50% shareholding. This Report has been prepared with reference to the 2021 Global Reporting Initiative (“**GRI**”) Standards and in compliance with Rules 711A and 711B of the Singapore Exchange Securities Trading Limited (“**SGX-ST**”) Listing Manual Section B: Rules of Catalist (the “**Catalist Rules**”) as well as the SGX-ST’s Sustainability Reporting Guide. We have chosen the GRI framework as it is a well-known and globally recognised sustainability reporting standard. In relation to the Task Force on Climate-related Financial Disclosures (“**TCFD**”), although the Company is not subject to mandatory climate reporting, it has assessed climate-related risks and opportunities which have been disclosed in this report. It is working towards greater maturity of climate-related disclosures in the coming years.

The Board will continue to oversee the sustainability committee and monitor the key factors in our sustainability practices with the sustainability committee, improving on our disclosures as well as progressively updating targets that are material to the sustainability of our business.

Pursuant to Rule 711B(3) of the Catalist Rules, the Company’s sustainability reporting process has been subjected to internal review in accordance with the International Standards for the Professional Practice of Internal Auditing issued by The Institute of Internal Auditors. While this Report has been reviewed by the internal auditor, no external assurance was sought for this sustainability report. We welcome feedback on our sustainability report and can be contacted at sustainability@sgpaincare.com.

DR. LEE MUN KAM, BERNARD

Executive Chairman and Chief Executive Officer

DR. LOH FOO KEONG, JEFFREY

Executive Director and Chief Operating Officer

SUSTAINABILITY REPORT

ABOUT SINGAPORE PAINCARE HOLDINGS

Singapore Paincare Holdings Limited (“**Singapore Paincare**” or the “**Company**” and together with its subsidiaries, the “**Group**”) is one of a few medical services groups in Singapore specialising in the treatment of persistent pain conditions including acute and chronic pain due to injury, age-related pain conditions, functional pain disorders, post-surgical pain, and cancer pain. Singapore Paincare provides the entire spectrum of effective pain care treatment solutions that employ minimally invasive procedures and specialised injections, pharmacotherapy, and cognitive behavioural therapy. The suite of services seeks to bridge the treatment gap between conservative physical therapies which may not be immediately effective, and open surgery which may entail higher risks and longer recovery periods. In line with the Group's value proposition of providing holistic pain care and general medical, Traditional Chinese Medicine (“**TCM**”) and physiotherapy services are also offered as part of post-treatment rehabilitation.

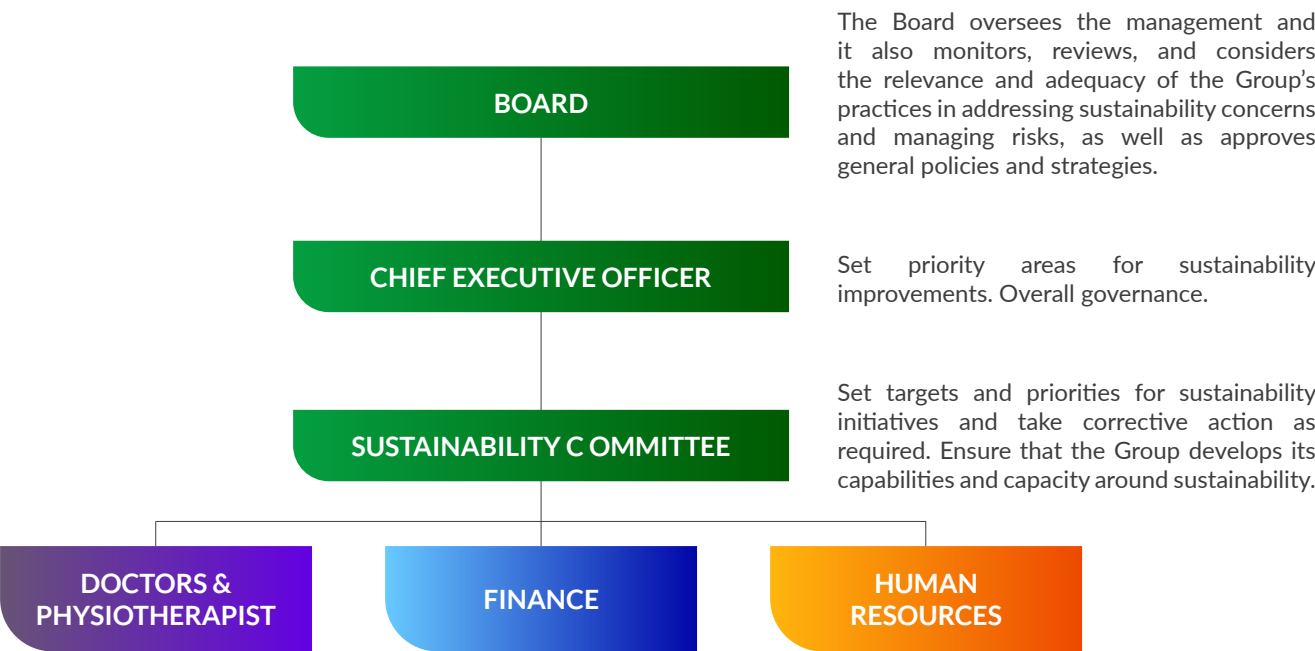
In the preparation of this Report, we have classified the clinics into (i) Specialist Clinic & Services, (ii) GP Clinics and Health Screening, (iii) Allied Health Services, and (iv) Non-Medical Services segments.

SUSTAINABILITY GOVERNANCE

The sustainability focus for Singapore Paincare is to deliver long-term value to all our stakeholders, which include customers, employees, investors, and the communities in which we operate. We are committed to ensuring that strong EESG considerations are integrated in the Company's strategy and business model and in our internal policies and processes.

Our Board has oversight of the EESG issues and is supported by the Group's sustainability committee, which is chaired by the Group's Executive Chairman and Chief Executive Officer. The sustainability committee comprises key executives and representatives from various business functions.

Sustainability Reporting Structure:



Implementation of systems and practices throughout the organisation to achieve goals for the identified material topics, collate and monitor information assess materiality and potential risks and opportunities.

SUSTAINABILITY REPORT

STAKEHOLDER ENGAGEMENT

We have identified six key stakeholder groups, namely, government and regulators, patients, suppliers, employees, shareholders and investors, and the community. The channels we use to maintain dialogue with them are shown in the table below. For each group, the engagement method varies and includes formal and informal channels of communication. We are continuously improving the adequacy and effectiveness of our processes in response to changing business and operation environment.

| STAKEHOLDERS | OUR ENGAGEMENT APPROACH | AREAS OF CONCERN |
|----------------------------|---|---|
| Regulators / Government | <ul style="list-style-type: none"> Periodic reports of various performance and clinical indicators, quarterly and half yearly updates with the relevant ministries and regulatory bodies SGXNet announcements Annual reports | <ul style="list-style-type: none"> Governance Compliance |
| Patients | <ul style="list-style-type: none"> Patients' engagements / meetings Feedback through surveys Customer Relationship Management processes | <ul style="list-style-type: none"> Patient safety Patient data privacy Patient satisfaction |
| Suppliers | <ul style="list-style-type: none"> Feedback from suppliers | <ul style="list-style-type: none"> Timely payments |
| Employees | <ul style="list-style-type: none"> Townhall meetings with senior management Staff meetings Performance appraisals Employee surveys | <ul style="list-style-type: none"> Workplace health & safety Work life balance Training and development of employees on critical skillsets to sustain competitiveness Competitive compensation scheme Non-discrimination Diversity and equality |
| Shareholders and Investors | <ul style="list-style-type: none"> SGXNet announcements Shareholders' meetings Annual reports Company website Investor relations Electronic communications | <ul style="list-style-type: none"> Sustainable business growth Fair and equitable treatment to all shareholders and investing public |
| Community | <ul style="list-style-type: none"> Corporate social responsibility ("CSR") programs | <ul style="list-style-type: none"> Social and financial contributions to the community at large |

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MATERIALITY

The criteria for Singapore Paincare material analysis were explored and selected based on industry standards, peer benchmarking against companies with similar operations, and management awareness. The material issues identified are listed in the table below, and their level of importance was determined based on their influence on stakeholders as well as their impact on its business risks and opportunities. These material topics were also presented to the Board for review and approval before their inclusion in this Report. In FY2024, an internal review was carried out on the relevance and currency of the material topics. The table below summarises our material issues and the relevant GRI Standards that we have referenced in this Report.

| FOCUS AREAS | MATERIAL TOPICS | GRI TOPIC SPECIFIC DISCLOSURE REFERENCED |
|---------------|---|--|
| Our Business | Economic • Economic Performance | GRI 201-1 |
| | Environmental • Resource Efficiency | GRI 302-1, GRI 305-2, GRI 303-3 |
| | Governance • Compliance • Data Privacy | GRI 2-27 GRI 418-1 |
| | Social • Patient Experience • Patient Health and Safety | - GRI 416-2 |
| Our Employees | Social • Employee Relations • Training and Development • Occupational Health & Safety | GRI 401-1, 405-1 GRI 404-1 GRI 403-9 |

OUR BUSINESS

ECONOMIC

ECONOMIC PERFORMANCE

[GRI 201-1]

The Group maintained its growth trajectory by increasing community awareness of our clinics and quality healthcare services, as well as establishing more clinics with both specialists and general practitioners for better outreach to the community in FY2024.

In FY2024, the Group recorded a net profit attributable to shareholders of S\$1.97 million, reversing its net loss attributable to shareholders of S\$0.67 million in FY2023. This set of commendable results was primarily driven by stronger revenue contributed from its expanded clinic base of specialists and general practitioners, which saw revenue increase by 21.9% year-on-year from S\$22.08 million in FY2023 to S\$26.91 million in FY2024.

In the year under review, the Group operates 19 clinics, including 11 general practitioner (“GP”) clinics, five (5) specialist clinics, two (2) physiotherapy centres, and one (1) Traditional Chinese Medicine (“TCM”) centre. The notable additions are (i) the incorporation of Alexandra Medical and Paincare Clinic Pte. Ltd., in which the Group controls 60%, and (ii) the acquisition of a 100% stake in Boon Lay Clinic and Surgery Pte. Ltd. The Group’s earnings-enhancing expansion is consistent with the Singapore government’s healthcare ambitions; “Healthier SG” seeks to develop family health plans that prioritise preventive health and prevention of onset of chronic diseases. The Group thinks that its established network of clinics and centres is well-positioned to capitalise on national initiatives and may actively support and participate in their implementation.

The Group’s maiden overseas investment in June 2023 through a share subscription in China’s PuXiang Healthcare Holding Limited (“PUXH”) resulted in a joint venture to introduce pain care services in PUXH’s 15 community hospitals across Beijing, Hebei, and Tianjin. This expansion aligns with the Group’s vision to replicate its pain care ecosystem abroad, aiming to increase its profile in the Chinese market. This synergistic collaboration includes providing training to the Chinese doctors using Singapore Paincare’s proprietary pain management techniques, as well as enhancing a holistic care approach by combining traditional Chinese medicine with modern rehabilitative physiotherapy, creating an integrated care option for pain patients.

The Group believes that its expanded network, along with the strategic developments, will create synergies, improve its overall performance for sustainable growth, and strengthen its regional influence in the healthcare industry. Meanwhile, the Group will continue to look for suitable opportunities to increase value for its stakeholders.

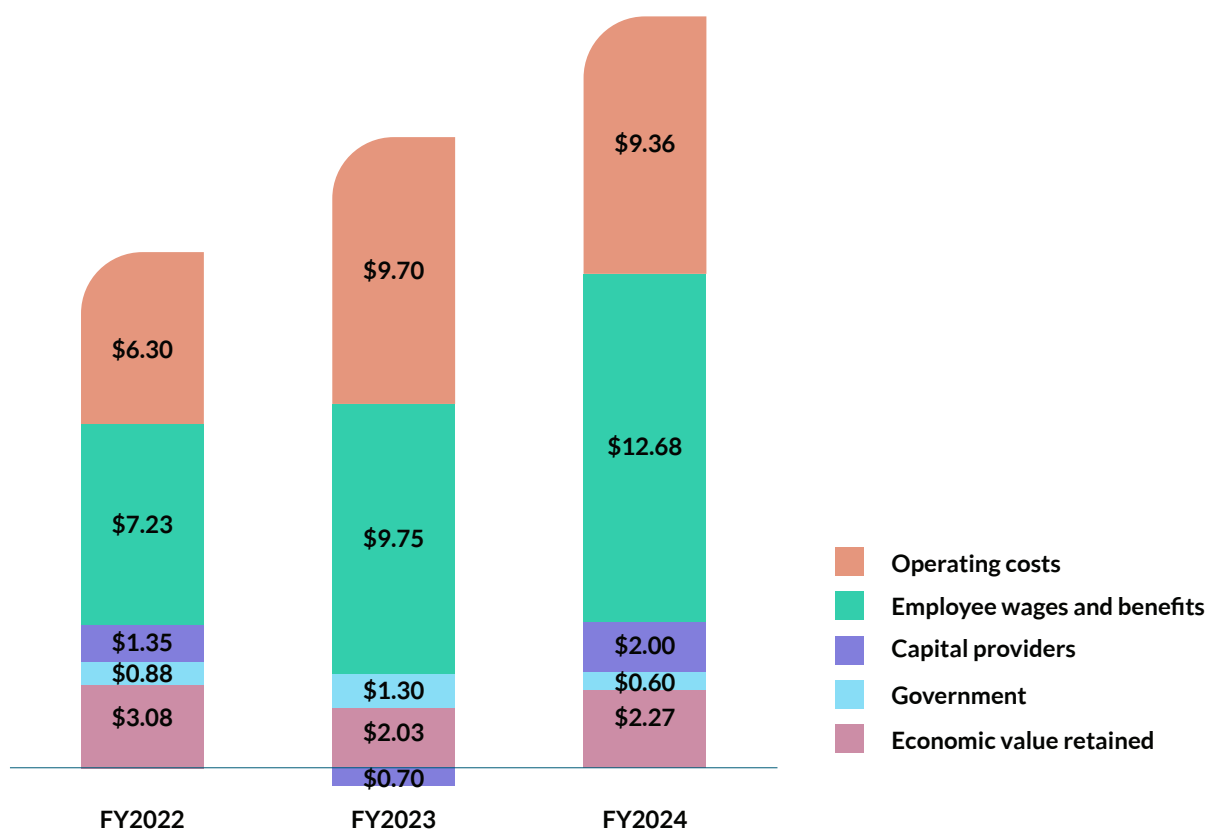
SUSTAINABILITY REPORT

The table below provides a breakdown of our economic value distributed to various stakeholders, and the economic value retained.

| | FY2023* | FY2024 |
|--|-------------------|------------------|
| Economic value generated | S\$22.08 million | S\$26.91 million |
| Economic value generated | | |
| Operating costs | S\$9.70 million | S\$9.36 million |
| Employee wages and benefits | S\$9.75 million | S\$12.68 million |
| (Receipts)/Payments from/to providers of capital | (S\$0.70) million | S\$2.00 million |
| Payments to government by country (taxes) | S\$1.30 million | S\$0.6 million |
| Economic value retained | S\$2.03 million | S\$2.27 million |

* FY2023 figures have been restated to reflect correct year-on-year comparison of categories.

DIRECT ECONOMIC VALUE RETAINED AND DISTRIBUTED (SGD million)



For more details on our operations and financial information, please refer to the following sections of our annual report for FY2024:

- Operations & Financial Review on pages 8 to 9
- Financial Statements and Notes to Financial Statements on pages 78 to 139

The Group will continue to strive towards making paincare services more accessible and affordable to the masses, which in turn, propel long-term sustainable growth.

SUSTAINABILITY REPORT

ENVIRONMENTAL

RESOURCE EFFICIENCY

[GRI 302-1 | GRI 305-2 | GRI 303-1 | GRI 303-2 | GRI 303-3]

As a responsible corporation, we are committed to govern and minimise our environmental footprint to contribute to the climate change cause. Within the office operations, we have implemented two-sided printing and the use of recycled paper for printing as part of our environmental conservation efforts. In FY2022, we have started to monitor and measure our environmental footprint from our energy and water consumption. Over time, we aim to improve the quality and consistency of our data and deliver savings through resource efficiency. The energy consumed largely relates to the electricity usage in the offices and clinics used for lighting, cooling, and operation of equipment. The water consumed is primarily for sanitation, cleaning, and direct water use.

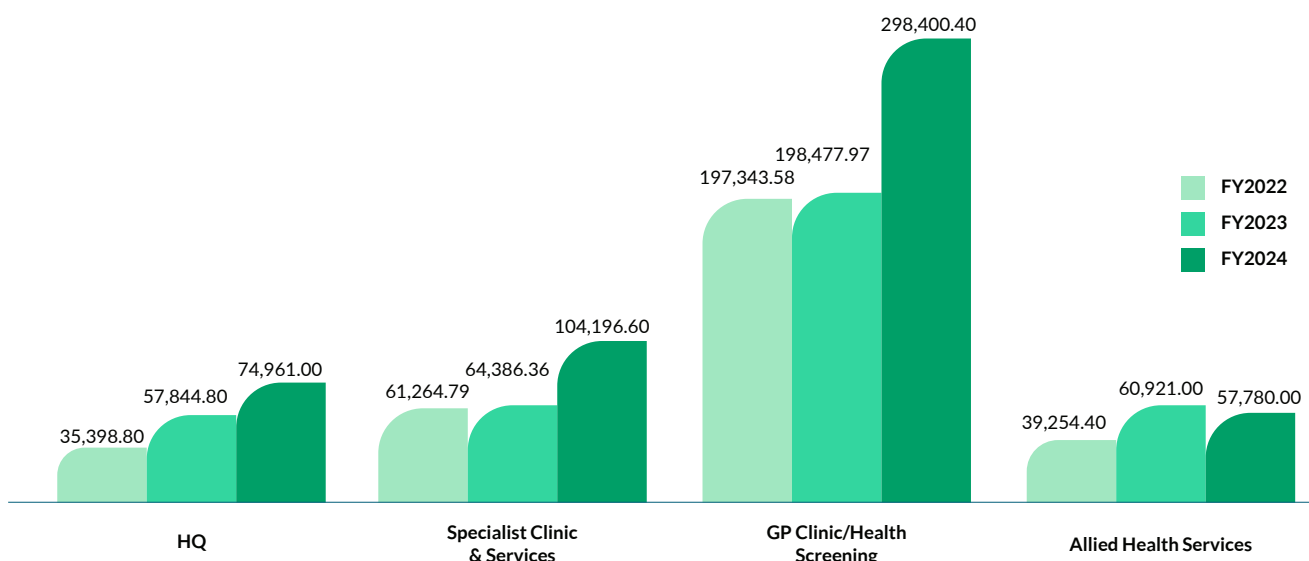
Total energy consumed by the Group was 535,338 megajoules ("MJ") in FY2024, compared to 381,630 MJ in the previous year. Energy consumed in FY2024 includes energy consumption by 17 of our entities¹, except Singapore Paincare Wellness Pte. Ltd. and Health Network Asia Pte. Ltd., which are dormant companies; and HMC Medical Pte. Ltd. and Tampines Medical and Paincare Clinic Pte. Ltd.². The GP Clinics and Health Screening segment accounted for approximately 55.7% of the total energy consumed this year. The electricity consumed by this segment saw an increase of 50.3% compared to FY2023 due to the addition of four (4) fully operational clinics in FY2024. The Specialist Clinic & Services segment had the highest increase in energy consumption, at 61.8% compared to FY2023. This was mainly due to the full-year consumption of the additional two (2) fully operational specialist clinics in FY2023. HQ's energy consumption had also increased by 14.0% in FY2024 as compared to FY2023. This was partly due to the fact that our new premises in FY2023, were only operational for nine (9) months. The energy consumption for these premises reflects a full year's consumption in FY2024.

The Group's overall greenhouse gas ("GHG") emissions were 62 tonnes carbon dioxide ("tCO₂") in FY2024, an increase of 44.1% from 43 tCO₂ in FY2023. The GHG emissions reported covers our Scope 2 emissions³ arising from electricity use in our operations. Scope 1 GHG emissions are not applicable to Singapore Paincare. The Group plans to include Scope 3 GHG emissions in the total GHG emissions in the future.

The total volume of water consumed⁴ in FY2024 by the Group was 0.45 megaliters ("MI"), a 2.4% increase compared to 0.44 MI the year before. All the water consumed was provided by the local municipal water supply; any wastewater or effluents from our operations is treated and discharged in accordance with local laws and regulations.

As we drive resource efficient measures in our operations, we shall continue to monitor our performance so as to be able to set targets once we have a better understanding of our baseline of energy, emissions, and water consumption.

ENERGY CONSUMPTION (MJ)



¹ Entities which were fully operational for the whole of FY2023.

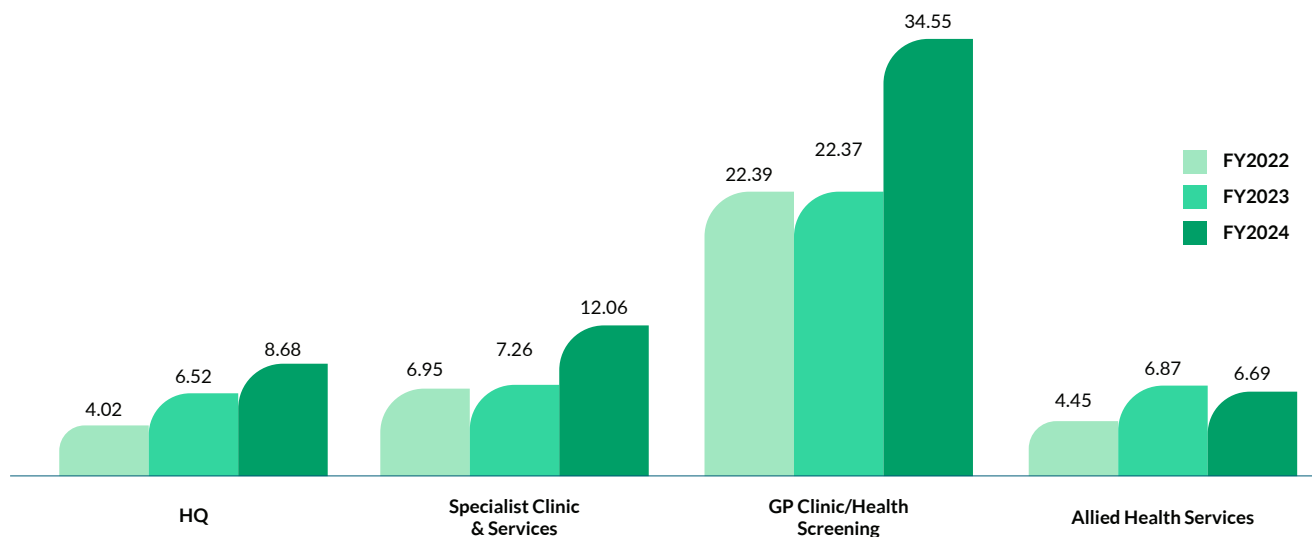
² The electricity consumption for HMC Medical Pte Ltd and Tampines Medical and Paincare Clinic Pte. Ltd. includes use by tenants and as the tenants' usage cannot be separated from the overall bill, the electricity consumption has been excluded for these two clinics.

³ Grid Emission Factors for Singapore are sourced from Singapore Energy Market Authority (EMA).

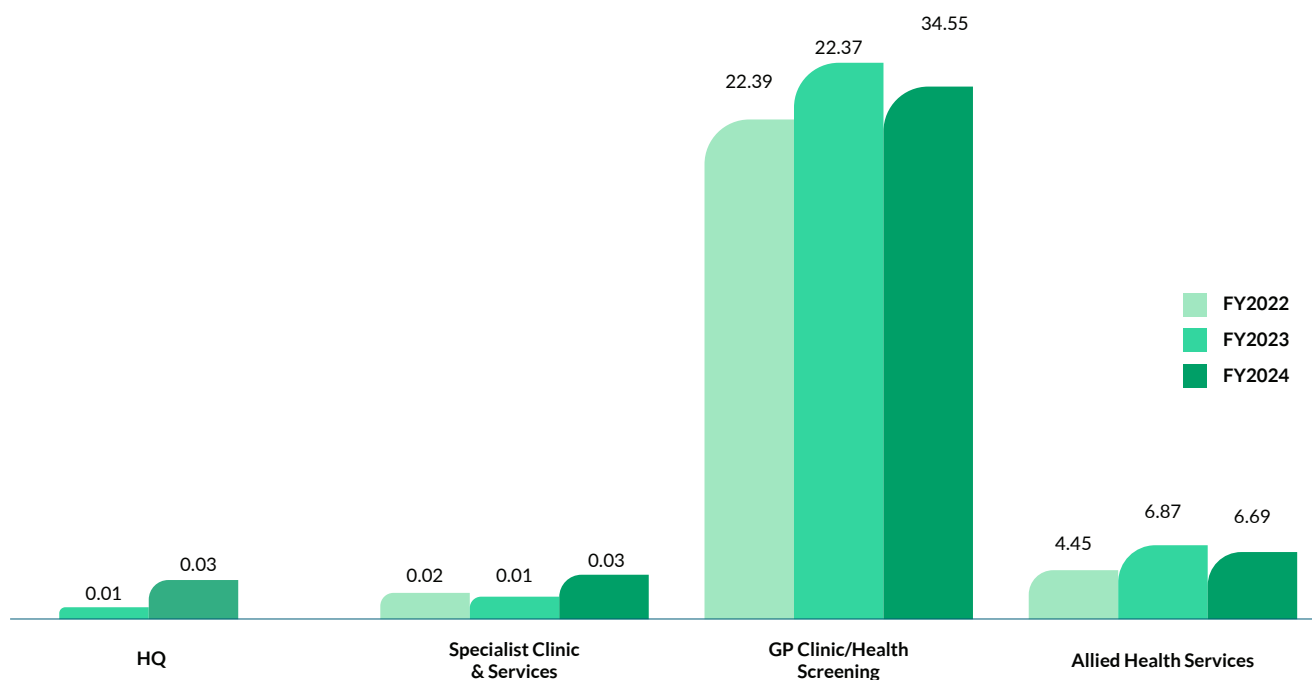
⁴ All water withdrawals for Singapore Paincare are from Singapore. Based on the WRI Aqueduct Water Risk Atlas (Aqueduct 4.0), Singapore shows a low baseline for water stress.

SUSTAINABILITY REPORT

SCOPE 2 EMISSION (tCO₂)



WATER CONSUMPTION (ML)⁵



⁵ FY2022 water consumption figure for GP Clinic/Health Screening has been restated from a total of 0.59 ML to 0.38 ML to exclude a clinic (HMC Medical) where water consumption includes tenants' and cannot be separated. FY2023 and FY2024 water consumption data covers only water consumed by SPCH operations.

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TASKFORCE FOR CLIMATE-RELATED FINANCIAL DISCLOSURES

Singapore Paincare is acutely aware of the impacts of climate change and the role that each organisation has to play in adapting to and mitigating it. In preparation for climate-related disclosures, the Company has started to identify climate-related risks and opportunities, so that it can be integrated into the organisation's overall risk management framework. The following table sets out the summary of the climate-related risks and opportunities that have been identified for Singapore Paincare which we shall be prioritising in FY2025 to develop the necessary action plans.

| TYPE | CLIMATE-RELATED TRANSITION RISK | POTENTIAL FINANCIAL IMPACTS |
|------------------|---|---|
| POLICY AND LEGAL | Carbon pricing mechanisms or taxes imposed by government bodies. | Increased operational costs due to higher taxes, potential fines for non-compliance, and the need for investments in carbon reduction strategies. |
| | Regulatory changes leading to increased compliance requirements. | Higher expenses for meeting new regulations, investment in technology upgrades, and potential loss of competitiveness. |
| TECHNOLOGY | Increased costs of energy due to reliance on carbon-intensive technologies. | Higher utility bills, reduced profitability, and potential loss of market share to competitors with lower energy costs. |
| | Stranded assets due to rapid technological advancements | Loss of value in outdated equipment and infrastructure, potential write-offs, and the need for investments in new technologies. |
| MARKET | Decreased demand for healthcare services due to changing consumer preferences | Reduced revenue from declining patient numbers, potential loss of market share to competitors offering eco-friendly services. |

| TYPE | CLIMATE-RELATED PHYSICAL RISK | POTENTIAL FINANCIAL IMPACTS |
|---------|--|--|
| ACUTE | Damage to clinic facilities and equipment from extreme weather events (e.g., floods, heat waves) | Repair and restoration costs, business interruption losses due to facility closures. |
| CHRONIC | Increased healthcare costs due to rising temperatures and heatwaves | Higher expenses for treating heat-related illnesses, increased demand for cooling systems, and potential strain on healthcare budgets. |

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| TYPE | CLIMATE-RELATED OPPORTUNITIES | POTENTIAL FINANCIAL IMPACTS |
|-----------------------|--|--|
| RESOURCE EFFICIENCY | Digitalisation of health records | Using digital health records can decrease the need for physical space and reduce energy consumption associated with building operations. |
| | Investment in advanced medical technologies | Increased efficiency, improved patient outcomes, and potential for higher revenue through cutting-edge services. |
| | Upgrading to more sustainable medical equipment | Improved operational efficiency, reduced maintenance costs, and enhanced patient satisfaction. |
| PRODUCTS AND SERVICES | Expanding healthcare services to address emerging health issues | New revenue streams, enhanced reputation as a comprehensive healthcare provider, and increased patient base e.g., increase in revenue from timely treatment of heat-related illnesses. |
| MARKETS | Incentives for adopting green technologies. | Potential for government subsidies or tax breaks for implementing energy-efficient systems, leading to reduced operating costs. |
| | Collaboration with organisations committed to environmental sustainability | Partnering with local businesses and organizations committed to environmental sustainability can enhance community relations and increase the clinic's visibility. Enhanced brand reputation, loyalty from eco-conscious patients, and potential for higher revenue. |
| RESILIENCE | Enhanced emergency preparedness and response systems | Improved safety, reduced liability risks, and increased trust from patients and staff. Health care costs for our own staff is only likely to be incremental, with in-house doctors and medication. |

GOVERNANCE

COMPLIANCE (GRI 2-27)

At Singapore Paincare, we understand that responsible business practices are essential to fulfilling our mission of improving pain management for our patients. We demonstrate this advocacy by maintaining ethical and responsible policies and practices and embedding these throughout all levels of the organisation.

We hold ourselves accountable for high standards of honesty, fairness, and integrity, and aim to develop a compliance-led quality culture throughout all levels of the organisation led from the top.

Singapore Paincare has in place healthcare compliance and anti-corruption policies designed to ensure interactions with healthcare professionals and organisations will benefit patients and enhance the practice of medicine. Every Singapore Paincare employee is responsible for adhering to these policies as well as complying with all laws and regulations. Our anti-corruption policies are further explained in the Annual Report on page 61.

Our clinic managers are responsible for ensuring compliance at their respective clinics, from drugs dispensing to procurement of goods. In the event of updates from the regulators such as the Ministry of Health, the corporate office will issue a notice to each clinic to ensure that all staff are updated with the latest requirements. All doctors are also required to attend a quarterly meeting where updates are shared and areas of concern are discussed.

We also recognise the role that we play in the management of our operations and their impact on the environment. Our disposal of wastes, in particular biohazardous waste, from our general practitioner ("GP") and specialist clinics, is guided by the National Environment Agency for proper and safe disposal so to prevent cross-contamination risks and to safeguard public health. Our employees are trained to segregate and dispose biohazardous waste safely in accordance with local regulations.

We are pleased to disclose that the target of zero violation of laws and regulations from the socioeconomic or environmental aspect in FY2024 was met. We aim to maintain zero cases of non-compliances in both socioeconomic and environmental aspects for FY2025.

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DATA PRIVACY

(GRI 418-1)

Singapore Paincare respects the privacy of every individual and is committed to protecting the confidentiality, integrity, and availability of personal data it collects in accordance with the principles set out in our Security Policy, Information Technology ("IT") Security Management Policy and related guidelines. As part of our approach to risk management, various mitigation measures have been implemented to protect against IT system failure and malicious attacks. These include (but are not limited to) network firewalls and antiviral software.

A Data Protection Officer has been appointed for Singapore Paincare, and we are working closely with the managers and doctors from the various clinics to ensure that our policies and practices are in compliance with the Personal Data Protection Act.

As targeted, there were nil breaches of customer privacy and/or identified leaks, thefts, or losses of customer data in FY2024. We aim to maintain zero cases of customer or data privacy breach in FY2025.

PATIENT EXPERIENCE

We measure patient experience rather than satisfaction among both in-patients and outpatients through our Customer Relationship Management processes to understand what we can do better. Patients at our specialist clinics are also contacted 72 hours after their visit to obtain feedback on their experience, which helps us to facilitate continuous service improvements.

PATIENT HEALTH & SAFETY

(GRI 416-2)

Several of our activities are subject to regulations, either directly or through our clients or regulators. We also adhere to product promotional regulations and healthcare provider compliance codes. We take our responsibilities extremely seriously and fully recognise that failure to comply with laws and regulations could result in financial penalties and the potential for significant liability. In a dynamic healthcare sector, demand for modern, responsive services continues to rise. As we emerged from the pandemic, we continue to broaden our medical capabilities in providing primary and specialist healthcare services including wellness and health maintenance. An important part of high-quality standards in medi-healthcare is ensuring that our doctors and physiotherapists have appropriate credentials and are operating within their allowed scope of work.

We have in place processes for adverse event reporting for patient safety, healthcare provider compliance, and client satisfaction measures.

In FY2024, we were not aware of any incidents of non-compliance with regulations or voluntary codes concerning our healthcare services, thus meeting our target. We aim to maintain zero cases of non-compliances in FY2025.

CORPORATE GOVERNANCE

The Board and the management of Singapore Paincare are committed to the best practices in corporate governance to ensure the sustainability of the Group's operations. We believe that our constant drive for corporate excellence will allow us to establish a more transparent, accountable, and equitable system, thereby increasing the value of the Company and its value to our shareholders and potential investors.

Please refer to our annual report for FY2024 from pages 39 to 66, for more details on the Group's corporate governance practices, precautionary measures, and risk management structure.

OUR EMPLOYEES

SOCIAL

EMPLOYEE RELATIONS

(GRI 401-1, GRI2-7)

Our people are what make Singapore Paincare a success. We want to foster a caring and inclusive culture, along with a high level of engagement and support in areas including leadership development, training, safety, and employee well-being. As the organisation continues to grow, we are gradually integrating and aligning the various policies for the clinics with the aim of having a common approach for human resource management.

Culture and Engagement

We strive to foster a caring, empowered and productive culture to deliver high-quality patient outcomes and experience.

Safety

The safety of our employees is of utmost importance and we are committed to a high performing safety culture.

SUSTAINABILITY REPORT

Reward and Recognition

We recognise the value of our people. We are committed to paying our employees fairly and competitively, having a supportive and rewarding workplace, celebrating our people and the positive impact they make.

Development and Training

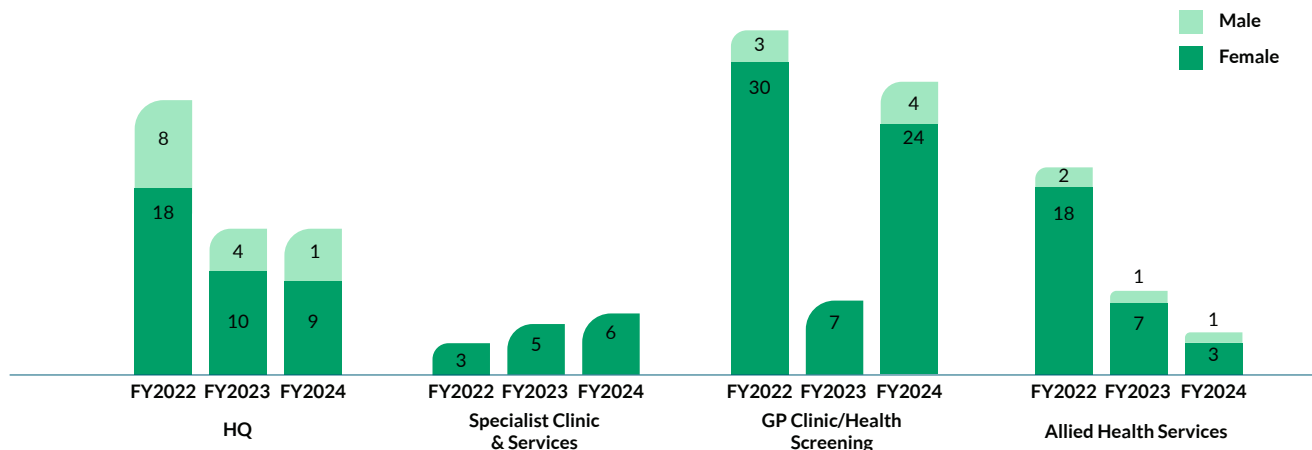
We are focused on delivering career development, professional training and experience that supports the career and progression of all of our people.

The ongoing staff shortages within the healthcare industry have brought forth significant challenges. Even before the COVID-19 pandemic, there were consistent staffing shortages of clinical staff across the healthcare industry. The pandemic has further exacerbated staffing shortages while also creating a work environment where workers may not feel safe. Over the coming years, with an increasing ageing population, the need for doctors, nurses, and assistants is also expected to steadily increase.

At Singapore Paincare, staff retention is a key focus, and we continue to offer a supportive culture, flexible conditions, and competitive packages. As at 30 June 2024, SPCH had a total headcount of 104 full-time and 1 part-time employees across our HQ and 19 clinics. Our overall headcount increased, and we had an overall hiring rate⁶ of 45.7%, an increase from 41.0% previously. The ratio of females to males in our new hires is 7:1, with 45.8% and 47.9% of new hires aged under 30 and between 30 and 50 years old, respectively.

Our turnover rate⁷ in FY2024 was 37.1%, a decline from a turnover rate of 43.4% in FY2023. The high turnover rate of nursing staff continues to be a challenge faced globally by the healthcare industry due to the shortage of trained healthcare professionals and a departure of skilled workers. This is due to the increasing demands of the job, which is a similar situation that we are facing in Singapore. Nevertheless, Singapore Paincare will continue with efforts to recruit and retain frontline workers, through measures such as offering competitive compensation and benefits packages, and to improve outreach to staff to ensure their well-being and provide support measures. Although we have achieved our FY2024 target of a turnover rate of ≤50%, we strive to set a lower rate than 37.1% for our turnover rate in FY2025.

NUMBER OF NEW HIRES BY GENDER

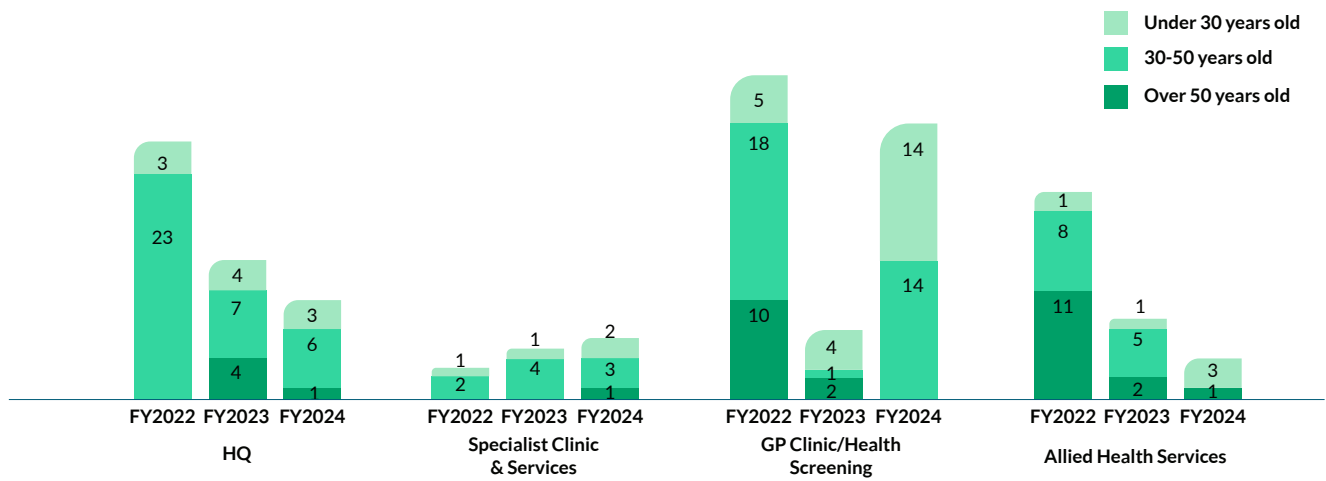


⁶ Hiring rate is measured by taking overall number of new hires in FY2024 / Total number of employees as at end of FY2024

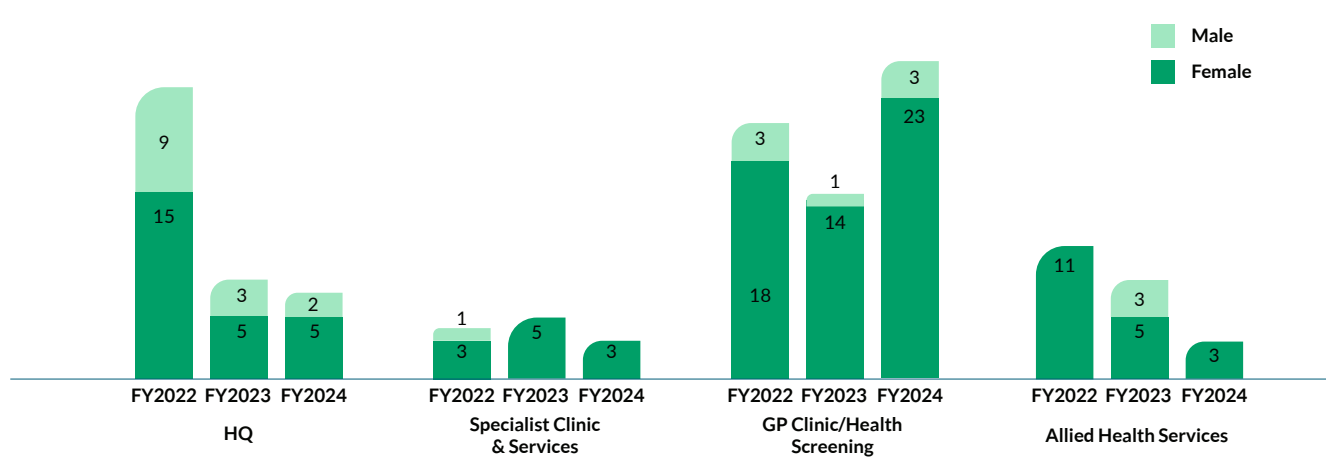
⁷ Turnover rate is measured by taking overall number of employees who left in FY2024 / Total number of employees as at end of FY2024

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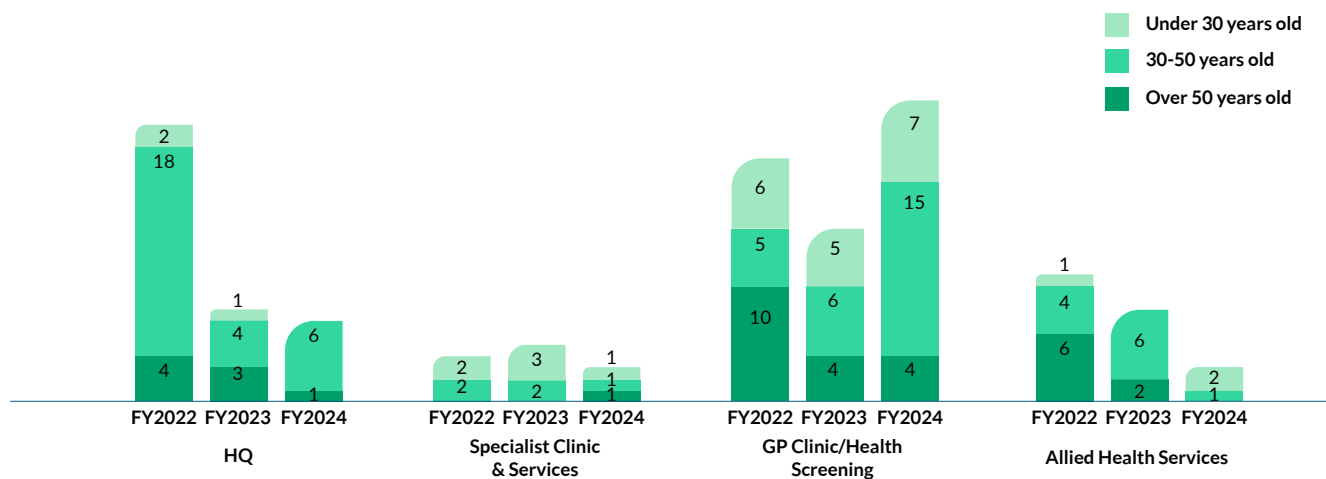
NUMBER OF NEW HIRES BY AGE GROUP



EMPLOYEE TURNOVER BY GENDER



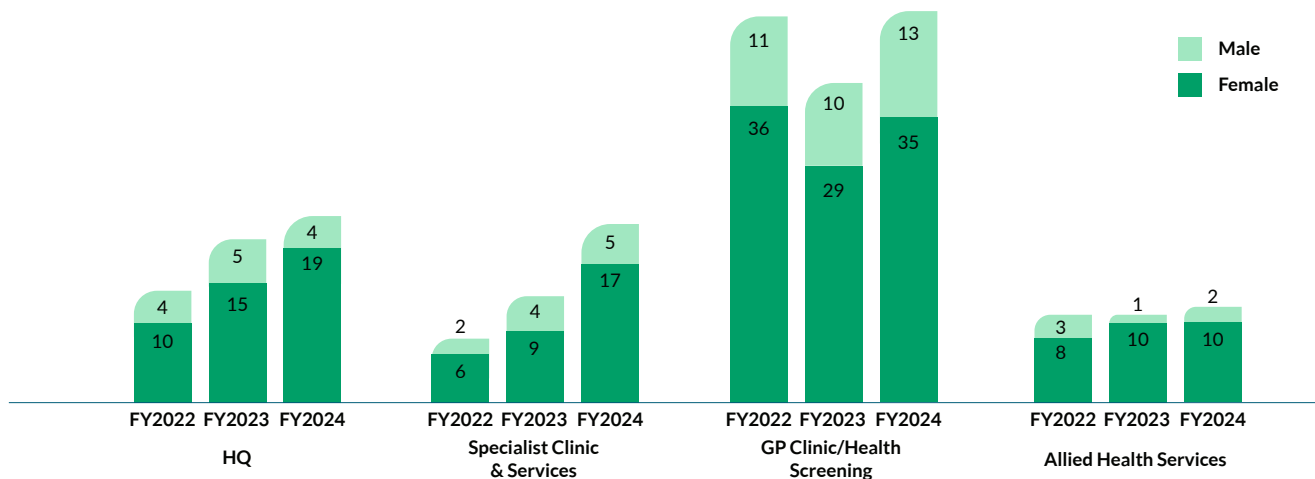
EMPLOYEE TURNOVER BY AGE GROUP⁸



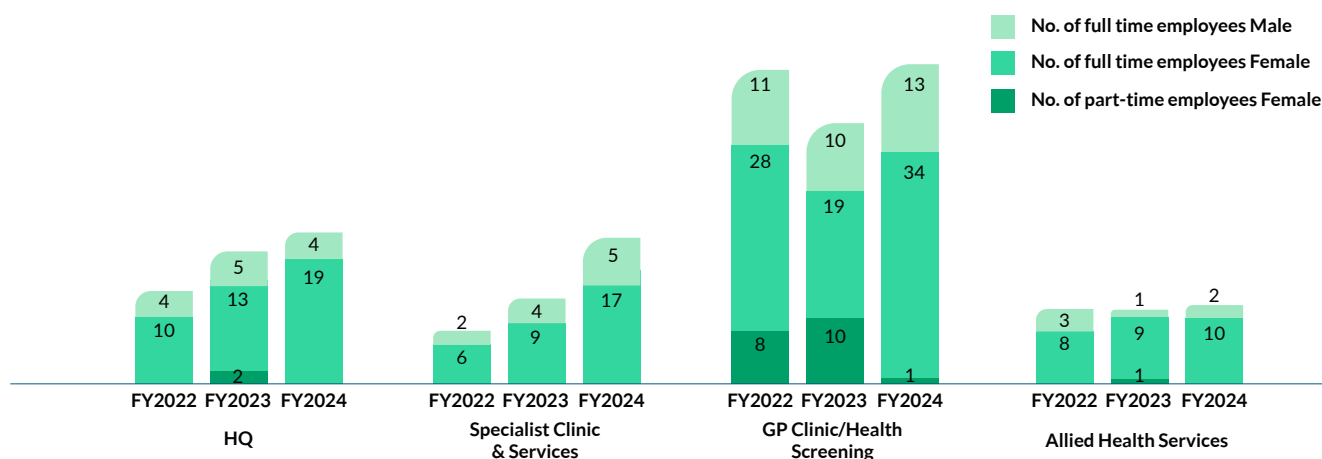
⁸FY2023 data for turnover for employee under 30 years old and 30-50 years old has been restated to reflect the correct data

SUSTAINABILITY REPORT

TOTAL NUMBER OF EMPLOYEES BY GENDER



TOTAL NUMBER OF FULL-TIME & PART-TIME EMPLOYEES BY GENDER



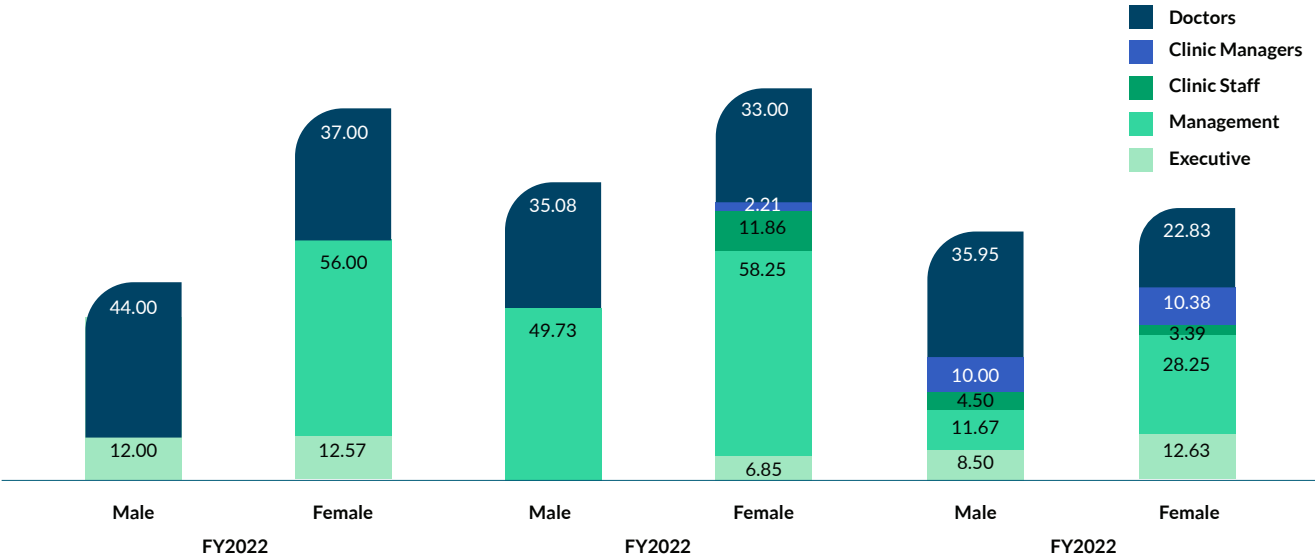
TRAINING AND DEVELOPMENT

(GRI 404-1)

At Singapore Paincare, we recognise the importance for our employees to have inspiring, fulfilling and productive careers, with opportunities to grow and learn. Training was particularly challenging during the pandemic, and materials and training delivery methods were tailored to help support employees through the ongoing uncertainty. Singapore Paincare continued to support staff through a combination of online training sessions and focused on the importance of mental health and wellbeing. An average of 12.4 hours of training was attended per employee in FY2024, a decrease from the 14.3 hours per employee in FY2023. The decrease was due to some doctors completing their training and continuing medical education (“CME”) programs, which are scheduled to be completed over two years, in the previous year. While we did not meet our targeted average number of training hours per employee in FY2024, we aim to achieve an average of at least 14 hours of training per employee in FY2025.

SUSTAINABILITY REPORT

AVERAGE TRAINING HOURS BY GENDER AND EMPLOYEE CATEGORY



OCCUPATIONAL HEALTH AND SAFETY (GRI 403-9)

Health and safety at the clinics is overseen by the respective doctors and clinic managers. A common set of standard operating procedures is implemented and followed by all clinics, and a buddy program is in place to ensure that new employees receive the necessary support from the doctors and clinic managers to familiarise themselves with the processes and procedures. We require our employees to report all work-related incidents so that we can gather the right information for future interventions and accident-improvement initiatives.

During daily meetings, all staff receive detailed safety reports and observations from our frontline team members. We emphasise the importance of near-miss reporting and observations of unsafe conditions in all our clinics so as to be able to take necessary preventive action. In addition to empowering our people to care for themselves and their colleagues, Singapore Paincare constantly encourages staff to approach their immediate supervisors for help should they face any difficulties in carrying out their duties.

There were nil cases of reportable incidents in FY2024, thus meeting our target. We aim to maintain zero cases of reportable incidents in FY2025.

SUPPORTING OUR COMMUNITY

As part of Singapore Paincare’s corporate social responsibility initiative, we regularly undertake various community projects, including health events, public talks on health and pain management, charity fundraising and healthcare support for the needy and elderly.

In October 2023, Singapore Paincare assisted 20 residents of All Saints Home by befriending them and rendering portering services. In June 2024, volunteers from Singapore Paincare spent the afternoon with residents of Kwong Wai Shiu Hospital watching a movie and playing mahjong. Our staff volunteers also supported them with tea service and portering.

Singapore Paincare sponsored T-shirts for the ‘Club Rainbow Skateboard’ event in October 2023 as part of their ‘Skate For Good’ initiative, which brought together 30 skaters to raise funds for low-income families.

Our doctor also conducted a talk on ways to prevent back injuries at construction site for more than 70 foreign workers from Hock Lian Seng Group in October 2023.

SUSTAINABILITY REPORT

In June 2024, our doctor from DR+ Medical & Paincare Alexandra and staff team participated in the 'Community Engagement Program' with residents of Tanjong Pagar GRC Grassroots Organisation (Queenstown). During this event, our team shared health knowledge and networked with 300 residents in the community.

As part of our ongoing public education initiatives, our doctors from DR+ Medical & Paincare clinics gave educational talks on a variety of pain topics to both private and grassroots organisations, with an average attendance of 40 to 50 participants. They include the following recipients listed below.

- Great Eastern Accident & Health Wellness Carnival (Oct 2023); Topic: TCM for Health
- Maybank MSpace (Oct 2023) – Topic: Managing Back Pain, Joint Pain and Poor Health Symptoms
- Maybank Nex (March 2024) – Topic: Reclaiming Your Life from Lower Back Pain
- Marine Drive View Residents' Committee (May 2024) - Topic: Overcoming Knee Pain and Frailty in Aging
- Thomson Community Centre (May 2024) - Topic: Effective Chronic Pain Management for Seniors
- Great Eastern (June 2024) – Topic: Common Sports Injuries and Ways to Prevent Them



GRI TABLE

| | |
|-------------------------|---|
| Statement of Use | Singapore Paincare Holdings Limited has reported the information cited in this GRI content index for the period 1 July 2023 to 30 June 2024 with reference to the GRI Standards |
| GRI 1 used | GRI 1: Foundation 2021 |

| GRI STANDARD | DISCLOSURE | | LOCATION |
|--|------------|---|----------------------------|
| GRI 2 General Disclosures (2021) | 2-27 | Compliance with laws and regulations | Governance (Page 28) |
| GRI 201 Economic Performance (2016) | 201-1 | Direct economic value generated and distributed | Economic (Page 23-24) |
| GRI 302 Energy (2016) | 302-1 | Energy consumption within the organization | Environmental (Page 25-26) |
| GRI 303 Water & Effluents (2018) | 303-1 | Interactions with water as a shared resource | Environmental (Page 25-26) |
| | 303-2 | Management of water discharge-related impacts | Environmental (Page 25-26) |
| | 303-3 | Water Withdrawal | Environmental (Page 25-26) |
| GRI 305 Emissions (2016) | 305-2 | Energy indirect (Scope 2) emissions | Environmental (Page 25-26) |
| GRI 401 Employment (2016) | 401-1 | New employee hires and employee turnover | Our Employees (Page 29-32) |
| GRI 403 Occupational Health and Safety (2018) | 403-9 | Work-related injuries | Our Employees (Page 33) |
| GRI 404 Training and Education (2016) | 404-1 | Average hours of training per year per employee | Our Employees (Page 32-33) |
| GRI 405 Diversity and Equal Opportunity (2016) | 405-1 | Diversity of governance bodies and employees | Our Employees (Page 29-32) |
| GRI 416: Customer Health and Safety (2016) | 416-2 | Incidents of non-compliance concerning the health and safety impacts of products and services | Governance (Page 29) |
| GRI 418: Customer Privacy (2016) | 418-1 | Substantiated complaints concerning breaches of customer privacy and losses of customer data | Governance (Page 29) |

TCFD

CONTENT INDEX

| TCFD THEMATIC AREAS | RECOMMENDED DISCLOSURES | REFERENCE AND REMARKS |
|--|--|---|
| GOVERNANCE | | |
| Disclose the organisation's governance around climate-related risks and opportunities | Describe the board's oversight of climate-related risks and opportunities | Board Statement, Page 20 |
| | Describe management's role in assessing and managing climate-related risks and opportunities | Board Statement, Page 20 |
| STRATEGY | | |
| Disclose the actual and potential impacts of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning where such information is material | | TCFD risks and opportunities table Pg 27-28 |
| | Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term | Singapore Paincare is working progressively towards assessing climate-related risks and opportunities over the short, medium and long term, and will be disclosing more in future reports. |
| | Describe the impact of climate-related risks and opportunities on the organisation's business, strategy, and financial planning | Financial impacts have been identified in the TCFD table Pg 27-28 |
| | Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario | The Group currently does not employ scenario analysis in identifying climate risks and opportunities. However, there are plans to integrate scenario analysis into our assessment of climate risks and opportunities in the future. |
| RISK MANAGEMENT | | |
| Disclose how the organisation identifies, assesses, and manages climate-related risks | Describe the organisation's processes for identifying and assessing climate-related risks | As Singapore Paincare works progressively towards reaching maturity of reporting, it is currently working on this and shall be disclosing more information in future reports. |
| | Describe the organisation's processes for managing climate-related risks | As Singapore Paincare works progressively towards reaching maturity of reporting, it is currently working on this and shall be disclosing more information in future reports. |
| | Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management | As Singapore Paincare works progressively towards reaching maturity of reporting, it is currently working on this and shall be disclosing more information in future reports. |

TCFD

CONTENT INDEX

| TCFD THEMATIC AREAS | RECOMMENDED DISCLOSURES | REFERENCE AND REMARKS |
|---|---|---|
| METRICS AND TARGETS | | |
| Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material. | Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process | Pages 25 to 28 |
| | Disclose Scope 1, Scope 2, and if appropriate, Scope 3 GHG emissions, and the related risks | The Group has disclosed Scope 2 GHG emissions (Pages 25-26). Scope 1 GHG emissions are not applicable to Singapore Paincare. The Group plans to include Scope 3 GHG emissions in the total GHG emissions in the future. |
| | Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets | As Singapore Paincare works progressively towards reaching maturity of reporting, it is currently working on this and shall be disclosing more information in future reports. |