Revenue QoQ of Total Revenue
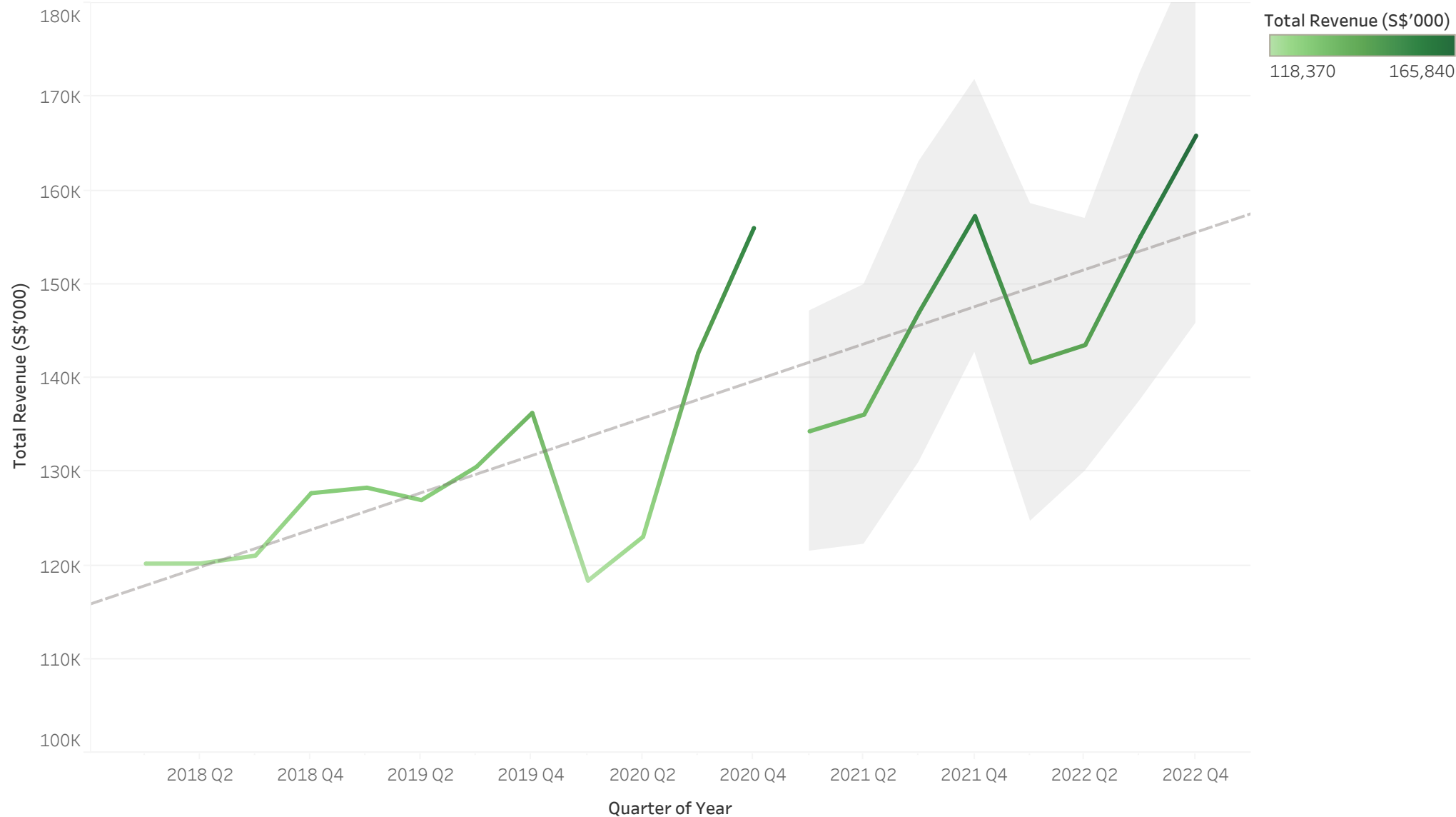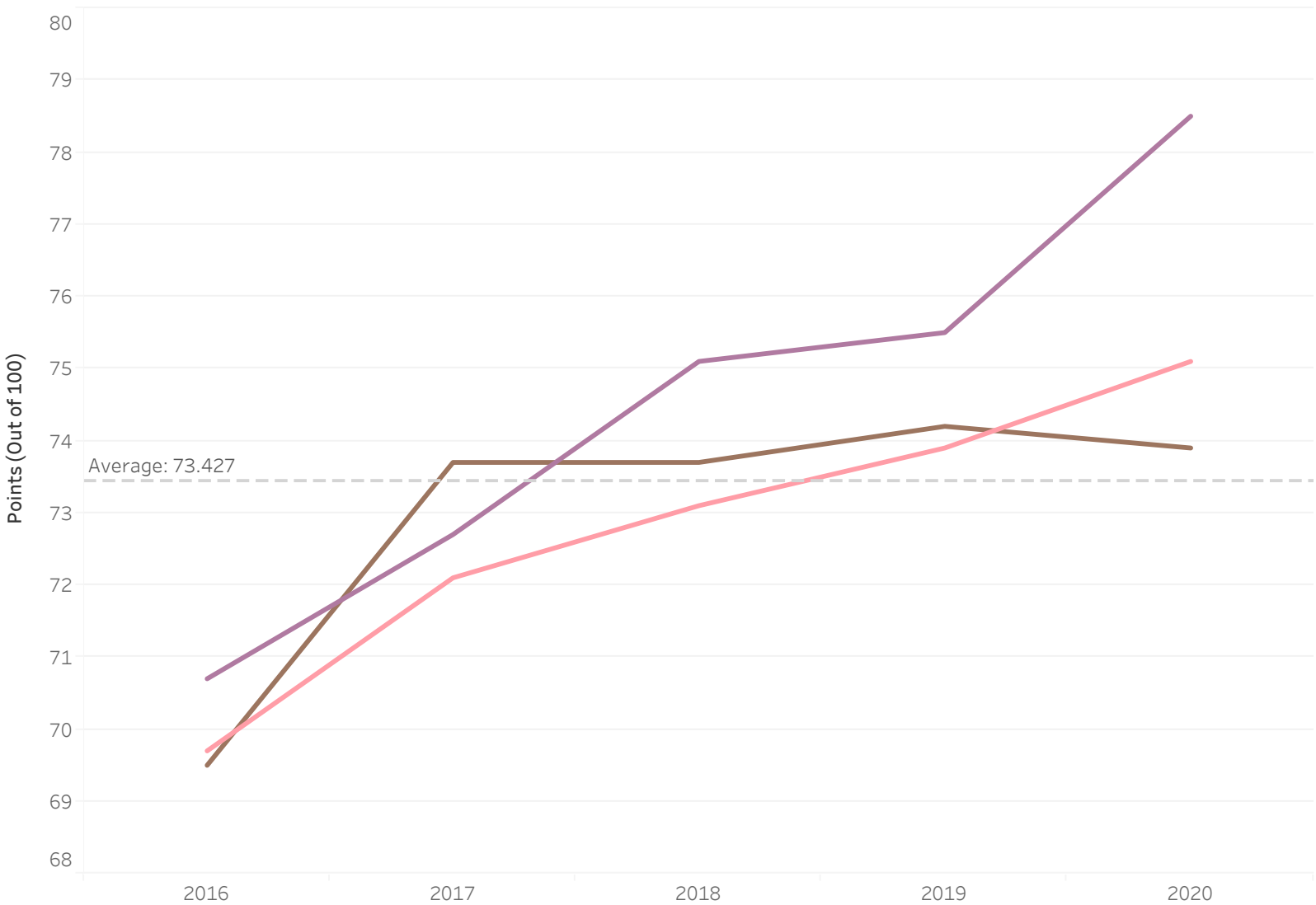

The trend of sum of Total Revenue (S$'000) (actual & forecast) for Year Quarter. Colour shows sum of Total Revenue (S$'000) (actual & forecast). Details are shown for Forecast indicator.The view is filtered on Year Quarter, which ranges from 2018 Q1 to 2020 Q4.

Customer Satisfaction Index

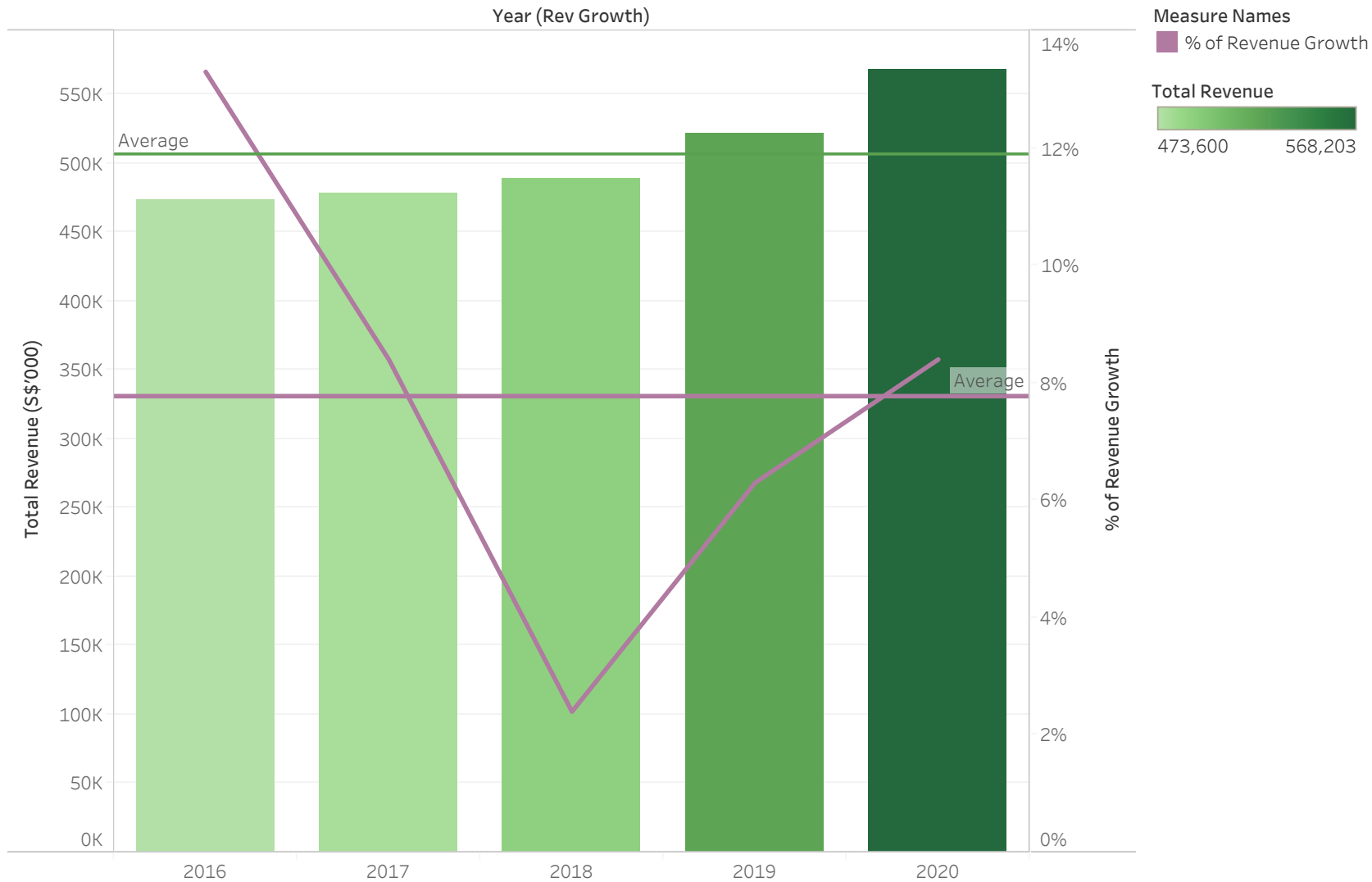## Year

Legend — Measure Names:
- Raffles Medical
- Mount Elizabeth
- Thomson Medical

Y-axis: Points (Out of 100)

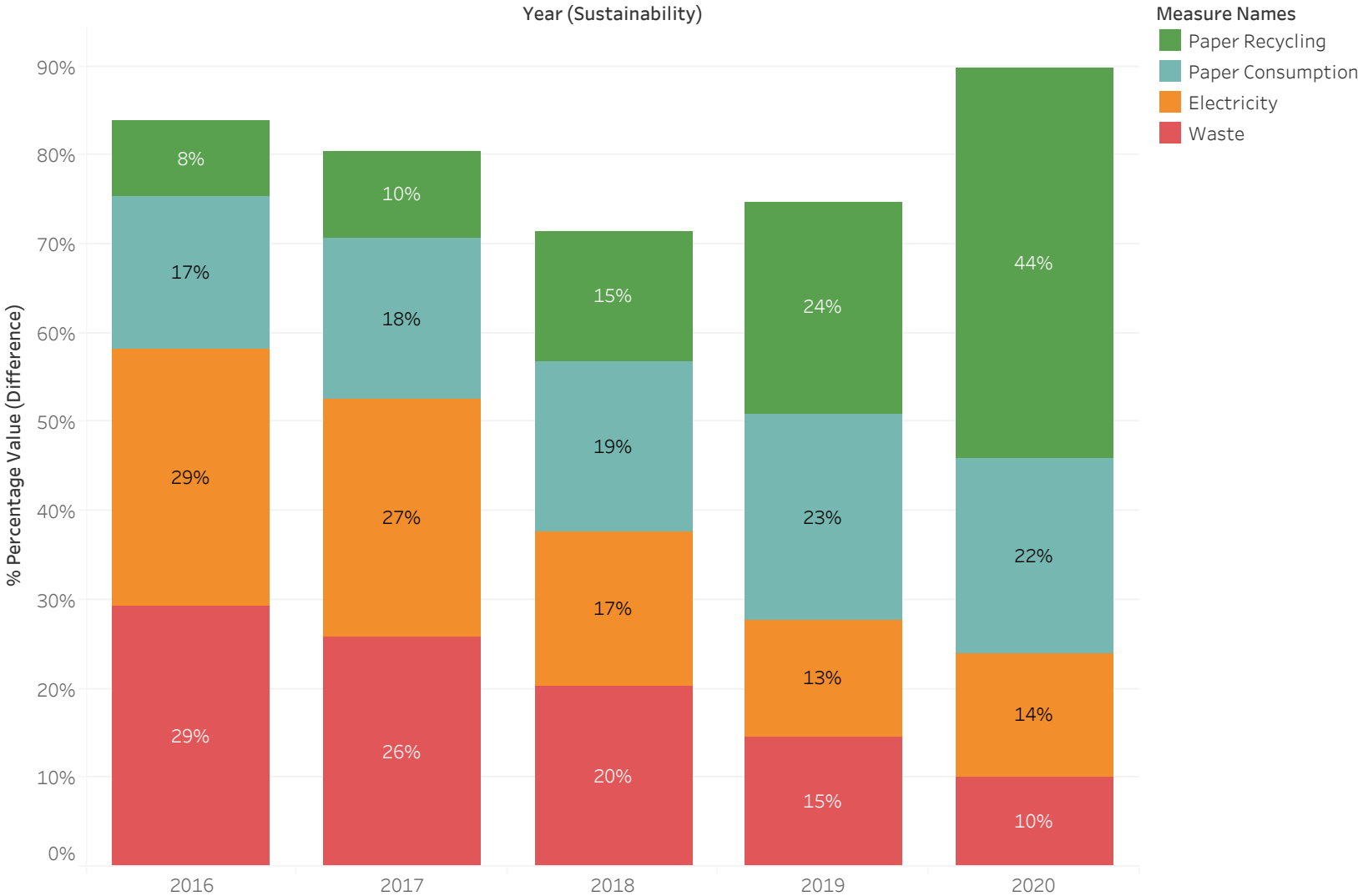Average: 73.427

X-axis years: 2016, 2017, 2018, 2019, 2020

The trends of Raffles Medical,Mount ElizabethandThomson Medical for Year Year. Colour shows details about Raffles Medical,Mount ElizabethandThomson Medical.The data is filtered on Action (YEAR(Year (Sustainability))),Action (YEAR(Year (Employee Training))),Action (YEAR(Year (Rev Growth)))andAction (YEAR(Year (Labour Productivity))).The Action (YEAR(Year (Sustainability))) filter keeps 5 members.The Action (YEAR(Year (Employee Training))) filter keeps 5 members.The Action (YEAR(Year (Rev Growth))) filter keeps 5 members.The Action (YEAR(Year (Labour Productivity))) filter keeps 5 members.

Total Revenue VS % Revenue Growth

Year (Rev Growth)

Measure Names

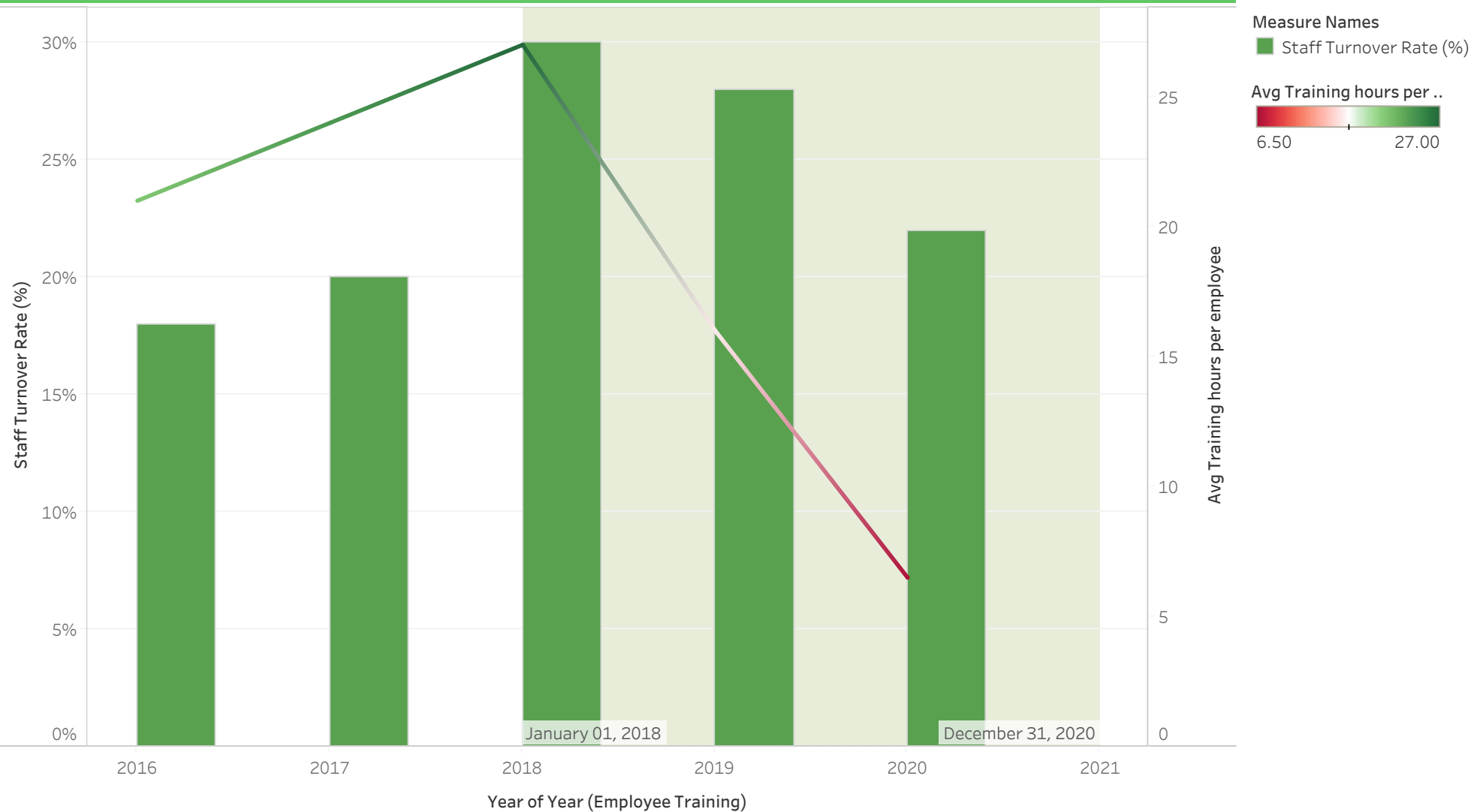■ % of Revenue Growth

Total Revenue

473,600 — 568,203

The trends of sum of Total Revenueand% of Revenue Growth for Year (Rev Growth) Year. For pane Sum of % of Revenue Growth: Colour shows details about % of Revenue Growth. For pane Sum of Total Revenue: Colour shows sum of Total Revenue.The data is filtered on Action (QUARTER(Year)),Action (YEAR(Year (Sustainability))),Action (YEAR(Year (Employee Training))),Action (YEAR(Year))andAction (YEAR(Year (Labour Productivity))).The Action (QUARTER(Year)) filter keeps 5 members.The Action (YEAR(Year (Sustainability))) filter keeps 5 members.The Action (YEAR(Year (Employee Training))) filter keeps 5 members.The Action (YEAR(Year)) filter keeps 5 members.The Action (YEAR(Year (Labour Productivity))) filter keeps 5 members.The view is filtered on Year (Rev Growth) Year, which keeps 2016,2017,2018,2019and2020.

YoY Total % Difference of Sustainability Savings

Year (Sustainability)

Measure Names
- ■ Paper Recycling
- ■ Paper Consumption
- ■ Electricity
- ■ Waste

% Percentage Value (Difference)

| Year	Paper Recycling	Paper Consumption	Electricity	Waste
2016	8%	17%	29%	29%
2017	10%	18%	27%	26%
2018	15%	19%	17%	20%
2019	24%	23%	13%	15%
2020	44%	22%	14%	10%

Paper Recycling,Paper Consumption,ElectricityandWaste for each Year (Sustainability) Year. Colour shows details about Paper Recycling,Paper Consumption,ElectricityandWaste. The marks are labelled by Paper Recycling,Paper Consumption,ElectricityandWaste.The data is filtered on Action (YEAR(Year (Employee Training))),Action (YEAR(Year (Rev Growth))),Action (YEAR(Year))andAction (YEAR(Year (Labour Productivity))).The Action (YEAR(Year (Employee Training))) filter keeps 5 members.The Action (YEAR(Year (Rev Growth))) filter keeps 5 members.The Action (YEAR(Year)) filter keeps 5 members.The Action (YEAR(Year (Labour Productivity))) filter keeps 5 members.The view is filtered on Year (Sustainability) Year, which keeps 2016,2017,2018,2019and2020.

Employee Training VS Turnover Rate
[January 01, 2018 to December 31, 2020]

Measure Names

- Staff Turnover Rate (%)

Avg Training hours per ..

6.50 — 27.00

Staff Turnover Rate (%)

Avg Training hours per employee

30%

25%

20%

15%

10%

5%

0%

25

20

15

10

5

0

2016　2017　2018　2019　2020　2021

January 01, 2018　December 31, 2020

Year of Year (Employee Training)

The trends of Staff Turnover Rate (%)andsum of Avg Training hours per employee for Year (Employee Training) Year. For pane Sum of Avg Training hours per employee: Colour shows sum of Avg Training hours per employee. For pane Sum of Staff Turnover Rate (%): Colour shows details about Staff Turnover Rate (%).The data is filtered on Action (YEAR(Year (Sustainability))),Action (YEAR(Year (Rev Growth))),Action (YEAR(Year))andAction (YEAR(Year (Labour Productivity))).The Action (YEAR(Year (Sustainability))) filter keeps 5 members.The Action (YEAR(Year (Rev Growth))) filter keeps 5 members.The Action (YEAR(Year)) filter keeps 5 members.The Action (YEAR(Year (Labour Productivity))) filter keeps 5 members.
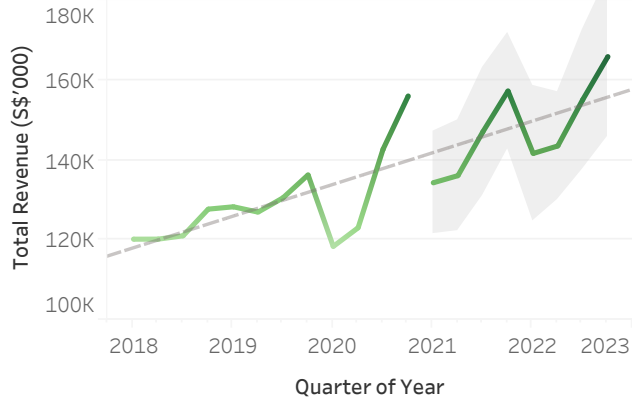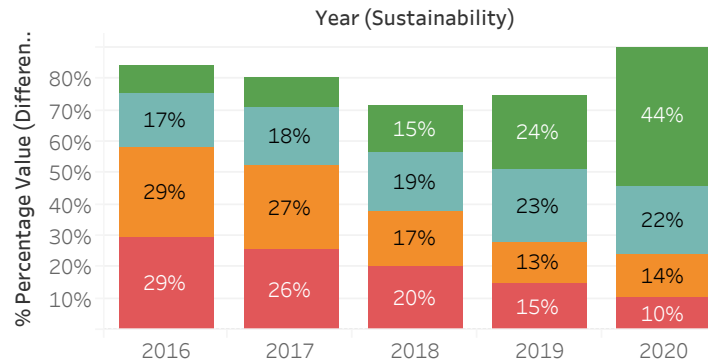
% Increase/Decrease of Labour Productivity
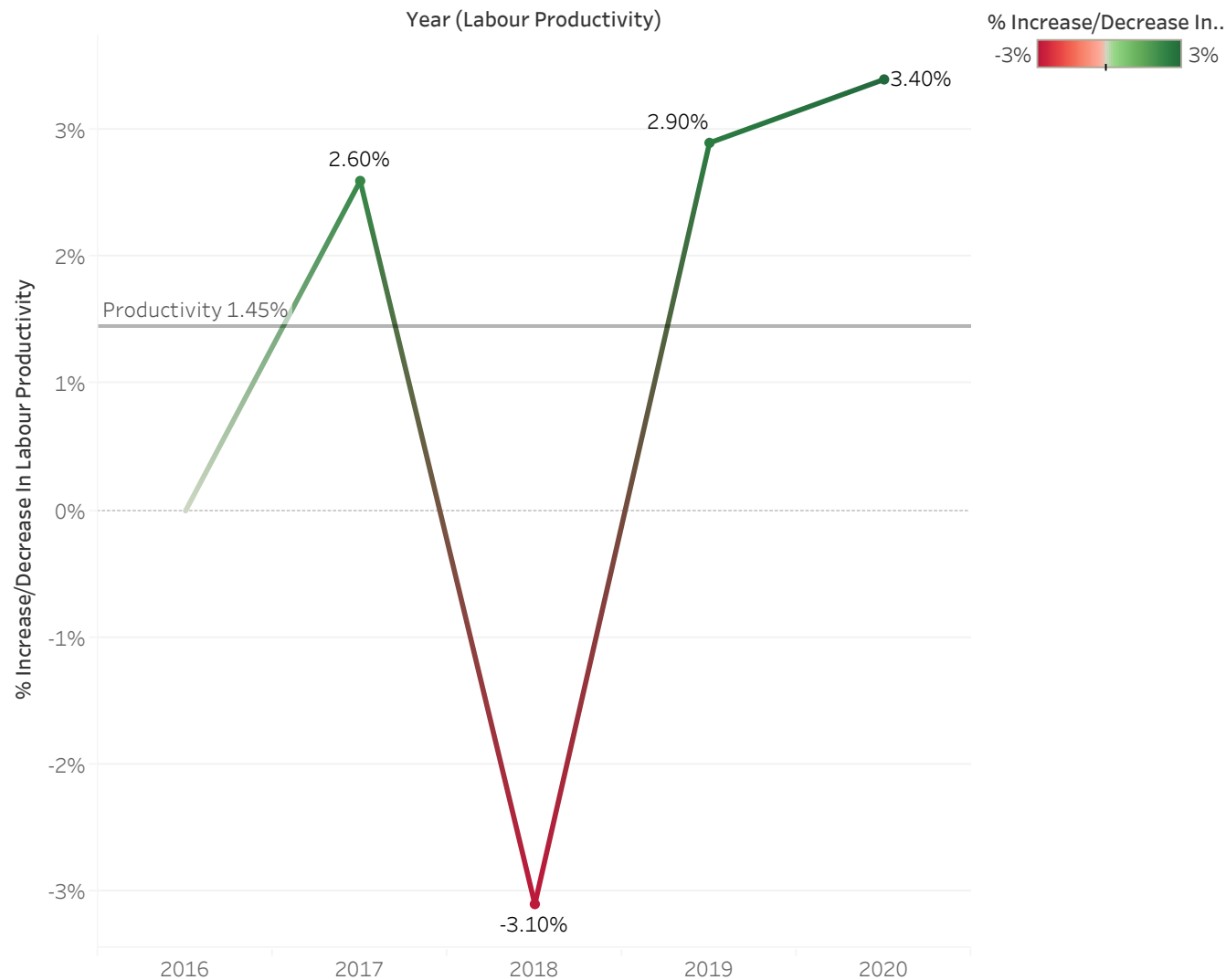
The trend of sum of % Increase/Decrease In Labour Productivity for Year (Labour Productivity) Year. Colour shows sum of % Increase/Decrease In Labour Productivity. The marks are labelled by sum of % Increase/Decrease In Labour Productivity.The data is filtered on Action (YEAR(Year (Employee Training))),Action (YEAR(Year (Sustainability))),Action (YEAR(Year (Rev Growth)))andAction (YEAR(Year)).The Action (YEAR(Year (Employee Training))) filter keeps 5 members.The Action (YEAR(Year (Sustainability))) filter keeps 5 members.The Action (YEAR(Year (Rev Growth))) filter keeps 5 members.The Action (YEAR(Year)) filter keeps 5 members.

Overview of Raffles Medical Group

Revenue QoQ of Total Revenue

Total Revenue (S$'000) — 180K, 160K, 140K, 120K, 100K
Quarter of Year — 2018, 2019, 2020, 2021, 2022, 2023

YoY Total % Difference of Sustainability Savings

Year (Sustainability)

Measure ..
- Paper..
- Paper..
- Electr..
- Waste

No. of Yea..
5

% Percentage Value (Differen..) — 80%, 70%, 60%, 50%, 40%, 30%, 20%, 10%

Year	Paper (green)	Paper (teal)	Electric	Waste
2016		17%	29%	29%
2017		18%	27%	26%
2018	15%	19%	17%	20%
2019	24%	23%	13%	15%
2020	44%	22%	14%	10%

Customer Satisfaction Index

Year

Points (Out of 100) — 80, 75, 70
Average: 73.427
Year — 2016, 2017, 2018, 2019, 2020
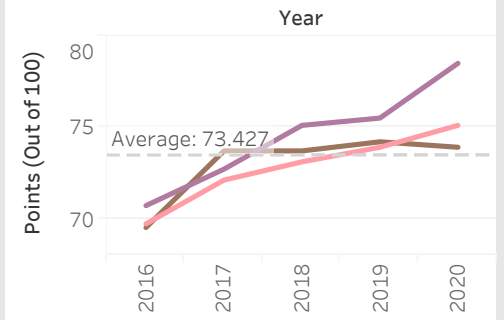
Measure Names
- Raffles Medical
- Mount Elizabeth
- Th..

Total Revenue VS % Revenue Growth

Year (Rev Growth)

Total Revenue (S$'000) — 400K, 200K, 0K
% of Revenue Growth — 10%, 5%, 0%
Average
Average
2016, 2017, 2018, 2019, 2020
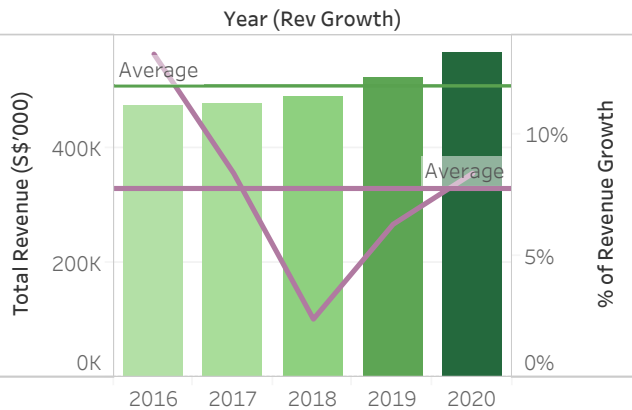
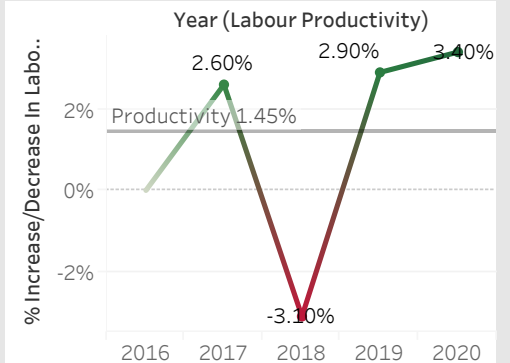## Employee Training VS Turnover Rate [January 01, 2018 to December 31, 2020]

From Date
January ..

To Date
December 31, 2020

Staff Turnover Rate (%) — 30%, 20%, 10%, 0%
Avg Training hours per employee — 20, 10, 0
January December 31, 2020
Year of Year (Employee Training) — 2017, 2019, 2021

% Increase/Decrease of Labour Productivity

Year (Labour Productivity)

% Increase/Decrease In Labo.. — 2%, 0%, -2%
Productivity 1.45%
2.60%   2.90%   3.40%
-3.10%
2016, 2017, 2018, 2019, 2020

Main Story Board

Overview:

Raffles Medical Group (RMG) is a leading integrated private healthcare provider in Asia, operating medical facilities in 14 cities in Singapore, China, Japan, Vietnam and Cambodia. It is the only private medical provider in Singapore that owns and operates a fully integrated healthcare organisation comprising a tertiary hospital, a network of family medicine and dental clinics, insurance services, Japanese and Traditional Chinese Medicine clinics, and a consumer healthcare division.
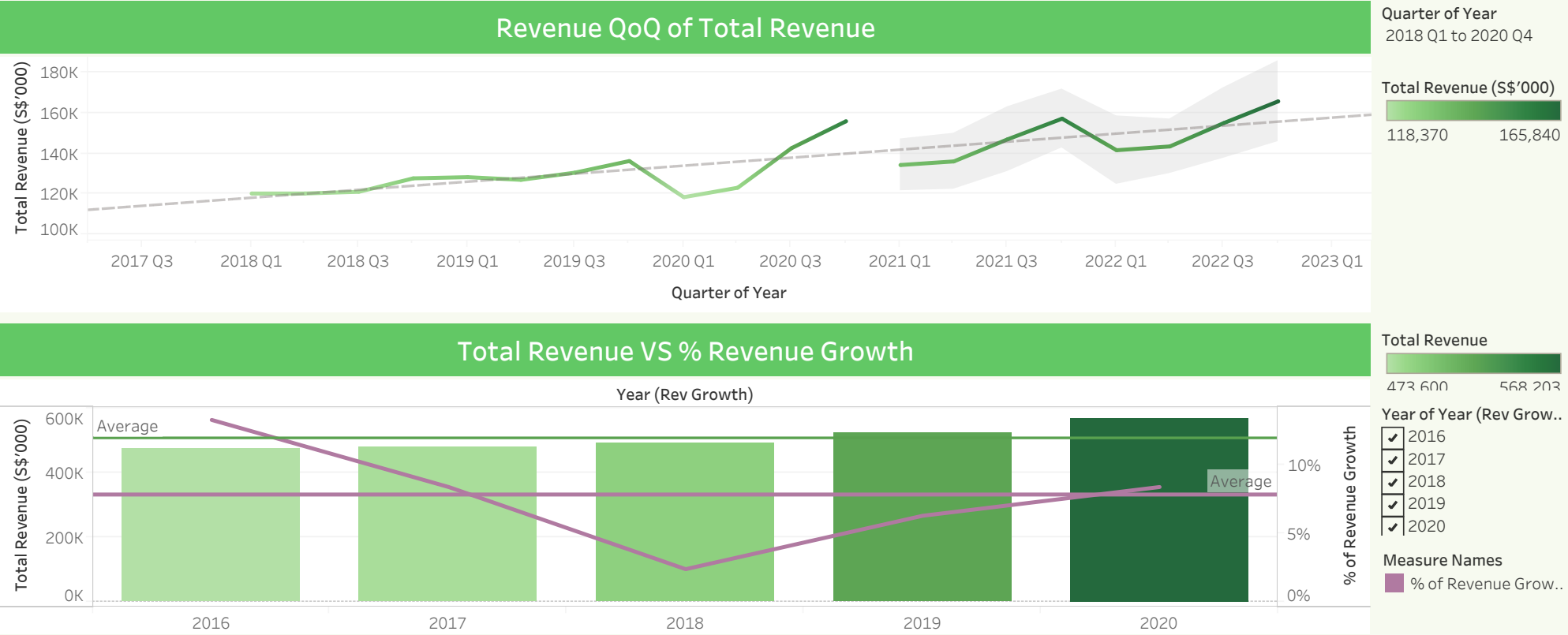
Purpose:

With Singapore approaching an ageing population coupled with the COVID-19 pandemic, the healthcare industry are facing immense pressure. This storyboard will aim to unveil the lucrative aspects of the healthcare industry and address

Main Story Board

☒ Why should healthcare professionals or individuals considering to industry switch consider RMG?

Revenue QoQ of Total Revenue

Quarter of Year
2018 Q1 to 2020 Q4

Total Revenue (S$'000)
118,370 — 165,840

Total Revenue VS % Revenue Growth

Year (Rev Growth)

Total Revenue
473,600 — 568,203

Year of Year (Rev Grow..
☑ 2016
☑ 2017
☑ 2018
☑ 2019
☑ 2020

Measure Names
▬ % of Revenue Grow..

Main Story Board

% Increase/Decrease of Labour Productivity

% Increase..
-3% 3%

No. of Years
5

Year (Labour Productivity)

% Increase/Decrease In Labo..

Productivity 1.45%

- 2016: 0%
- 2017: 2.60%
- 2018: -3.10%
- 2019: 2.90%
- 2020: 3.40%

Customer Satisfaction Index

Year

Points (Out of 100)

Average: 73.427

Measure Names
- Raffles Medical
- Mount Elizabeth
- Thomson Medic..

- 2016
- 2017
- 2018
- 2019
- 2020

Main Story Board

Employee Training VS Turnover Rate
[January 01, 2017 to December 31, 2020]

From Date
January 01, 2017

Staff Turnover Rate (%)

30%

25%

20%

15%

10%

5%

0%

January 01, 2017

December 31, 2020

2016   2017   2018   2019   2020   2021

Year of Year (Employee Training)

Avg Training hours per employee

25

20

15

10

5

0

To Date
December 31, 2020