

ENVIRONMENT, SUSTAINABILITY AND GOVERNANCE (ESG) REPORT

A socially conscious and sustainable HCA

HCA is committed to living up to its responsibilities as one of the key leaders of palliative care in Singapore. We take immense pride in anchoring our charitable operations to sound Environmental, Social and Governance (ESG) principles and best practices, and strive to address ESG risks and the impact of our operations in a manner consistent with our values.

In an effort to be holistic in our commitment to the highest standards of ESG practices, we have also ensured that our investment portfolio and the banks whom we work with are aligned with our values towards ESG.

This is not just the right thing to do, but also because we are cognizant that we have a role to play in larger society, and operating sustainably allows us to better deliver on our promise to various stakeholders today, and in years to come.

Our Environmental Efforts

As stewards of the environment and firm believers of ensuring a liveable world for future generations, green practices such as lowering our overall carbon footprint and the principles of *Reduce, Reuse and Recycle*, are deeply embedded in our day-to-day operations.

At our offices, we minimise the consumption of electricity and water through a multi-prong approach of switching to energy-efficient fittings and appliances, including motion censored lights in our corridors. Lifts and air-conditioning are pre-programmed to shut down after office hours and on weekends to conserve energy. The continual education of staff to switch off lights when not in use and to print only when necessary is also ongoing. Much of our processes have also gone paperless, including procurement, admission, discharge and billing notices to our patients.

As a home care service provider operating islandwide, it is a service necessity to travel on private and public transport in order to meet the needs of our patients. In an effort to minimize our carbon footprint, we operate smaller satellite offices within key regions in Singapore, serving as regional bases for our staff to visit patients in the vicinity. This reduce unnecessary travelling and helps minimize our carbon footprint.

We are also strong advocates for shared access to essential medical equipment commonly used in home care such as hospital beds, oxygen concentrators, wheelchairs, commode chairs, air mattresses and walking frames. This is realised through a free equipment loan service that we extend to our patients.

Under this service, instead of having multiple households buy units of medical equipment, we offer a sustainable alternative where they have shared access to the same resources, through our equipment warehouse, extending the lifetime of a given equipment and ensuring cost-savings for these families.

We also address a key issue of the disposal of unwanted equipment to landfills by accepting donations of used medical equipment, housing and giving them a new lease of life through regular maintenance, after which, they will be loaned to other families in need.

Given the sustainable model that we operate, HCA constantly looks into ways to expand the list of items that patients can borrow from us to minimize wastage of resources. This enables patients to reduce the amount of items that they buy.

Our Social Efforts

The core services of HCA – provision of hospice and palliative care services at no charge for all who needs it – is by design, a strong contributor to societal good in the communities we operate in. Quintessentially, we are a healthcare provider with a social mission to ensure equal access to hospice and palliative care in Singapore.

Above and beyond that, we recognise that HCA does not exist alone in the community, as such we are highly invested in learning from and sharing our knowledge with our peers, to create positive outcomes in the communities we operate in and in the region. Toward this end, our staff participates and presents at international and local conferences, and we host learning journeys to our facilities for other healthcare providers and social service agencies. We are also strong believers in documenting and validating our experiences and observations on the ground through robust research. A dedicated research team within HCA facilitates this.

With staff being our biggest and most valuable resource, we take a strong stance towards providing fair wages and equal employment opportunities. Our staff benefits and remuneration package are reviewed to account for inflation and living costs, and are also regularly benchmarked against our peers in the community care sector to ensure that we remain competitive and that our staff are compensated fairly.

Beyond extrinsic rewards, we are also invested in the overall wellbeing and happiness of our staff. To this end, we implemented a hybrid working model and strengthen our emotional support to our staff, including non-discriminatory access to counselling and therapy. We also regularly conduct staff engagement surveys and address feedback from staff in a fair and timely manner.

We also seek to establish and maintain close and long-standing relationships with our stakeholders in the community, including members of public who donate to HCA, corporations whom we work with on various CSR projects (such as Deutsche Bank, PSA Corporation and VICOM). We actively seek to recognise their contributions through structure stewardship efforts and nominating them to national wards.

Our Governance Efforts

HCA recognises that good governance is critical to instil public confidence in our work and essential to the sustainability of our mission to support the palliative care community in the long run.

HCA is committed to achieve the highest standards of governance and adhere to the principles of accountability and transparency. HCA complies rigorously to the Code of Governance as well as all applicable laws and regulations both in spirit as well as in the letter of the law.