

ENVIRONMENT, SUSTAINABILITY AND GOVERNANCE (ESG) REPORT

HCA is dedicated to fulfilling its role as a key palliative care provider in Singapore. We take great pride in grounding our charitable operations to robust Environmental, Social and Governance (ESG) principles and best practices, and are committed to addressing ESG risks and impacts in alignment with our values.

OUR ENVIRONMENTAL EFFORTS

As stewards of the environment committed to ensuring a liveable world for future generations, we integrate green practices such as reducing our overall carbon footprint and adhering to the principles of Reduce, Reuse and Recycle in our daily operations.

In our offices, we minimise electricity and water consumption through several strategies. These include installing energy-efficient fittings and appliances such as motion-sensor lights in corridors, and shutting down lifts and air-conditioning after office hours and on weekends to conserve energy. We also continuously educate our staff to maintain an optimal air-condition temperature of 25 degrees, turning off lights when not in use, and printing only when necessary. Additionally, many of our processes are paperless, including procurement, admission, discharge and billing notices.

As a home care service operating across Singapore, travel is essential to meet our patients' needs. To reduce our carbon footprint, we have established smaller satellite offices in key regions which serve as local bases for staff to visit patients in the vicinity. This approach minimises travel and helps lower our carbon emissions.

We also advocate for shared access to essential medical equipment used in home care such as hospital beds, oxygen concentrators, wheelchairs, commode chairs, air mattresses, and walking frames. Through our free equipment loan service, we provide a sustainable alternative to purchasing new items which not only extends the life of the equipment but also offers cost-savings for our patients.

This also addresses the issue of disposing unwanted equipment. By accepting donations of used medical equipment, we give them a new lease of life through regular maintenance and reallocate them to families in need, reducing landfill waste in the process.

Last year, HCA facilitated over 2,400 equipment loans, offering cost-savings of almost \$800,000 to patients and families.

OUR SOCIAL EFFORTS

HCA's core mission – to provide hospice and palliative care services at no cost to those in need – is a fundamental contribution to the well-being of the communities we serve. As a healthcare provider with a social mission, we are dedicated to ensuring equal access to palliative care across Singapore.

In addition to our core services, we are committed to learning from and sharing knowledge with our peers to foster positive outcomes both locally and regionally. Our staff actively participate in local and international conferences, and we host learning journeys at our facilities for other healthcare providers and social service agencies. We also place a strong emphasis on documenting and validating our experiences through rigorous research, supported by a dedicated research team within HCA.

Recognising that our staff are our most valuable asset, we prioritise fair wages and equal employment opportunities. Our compensation packages are regularly reviewed to reflect inflation and living costs and are benchmarked against industry standards to ensure competitive and fair remuneration.

Beyond financial compensation, we are committed to the overall well-being and satisfaction of our staff. We offer a hybrid working model and enhanced emotional support, including non-discriminatory access to counselling and therapy. Regular staff engagement surveys help us address feedback fairly and promptly.

We also strive to build and maintain strong, long-term relationships with our community stakeholders, including donors, corporate partners (such as Deutsche Bank, PSA Corporation Limited, and VICOM), and others. We actively recognise their contributions through structured stewardship efforts and by nominating them for national awards.

OUR GOVERNANCE EFFORTS

HCA recognises that good governance is crucial to building public trust and ensuring the long-term sustainability of our mission to support the palliative care community. Our governance practices are based on the principles of integrity, fairness, transparency, and responsibility.

We are dedicated to upholding the highest standards of governance and consistently adhere to the principles of accountability and transparency. HCA rigorously complies with the Code of Governance and all applicable laws and regulations, both in spirit and in letter.