

Environment, Sustainability and Governance ("ESG") Report

As Singapore's largest home hospice care provider, HCA is committed to embedding robust Environmental, Social and Governance ("ESG") principles into every aspect of our charitable operations. We continuously strive to identify and manage ESG risks and impacts in a manner that aligns with our core values and mission.

Towards this commitment, we are careful to select parties, with whom we deal or work with, whose practices reflect our values. This approach not only reinforces our organisational integrity but also recognises our broader responsibility to the community we serve.

Our Environmental Efforts

HCA remains committed to reducing our environmental impact through initiatives that minimise waste and optimise resources across the organisation.

Key efforts include digitalising patient records and communications via our one-stop patient and caregiver portal, issuing electronic thank-you letters to most donors, and setting black-and-white printing as the default. Furniture and equipment from our headquarters renovation were repurposed for satellite offices and day hospices, while selected warehouse equipment was reused by vendors to continue the equipment rental scheme, loaning equipment to patients. At HCA Oasis@Outram Day Hospice, food waste collection and bread donation programmes further support HCA's sustainability efforts.

Our Social Efforts

HCA's core mission – to provide home hospice care services at no cost to those in need – forms a vital pillar of support for the communities we serve. As a healthcare provider with a strong social mission, we are deeply committed to ensuring equal access to palliative care across Singapore and prioritise the well-being of all our stakeholders – patients, families, staff and volunteers.

Through initiatives such as Learn@HCA, community engagement, volunteer support and staff development programmes, HCA fosters a compassionate and inclusive environment. Recognising that our staff are central to our success, HCA prioritises fair employment practices and staff well-being. Flexible work arrangements, learning opportunities, and recognition initiatives empower our teams to deliver high-quality, patient-centred care.

Our Governance Efforts

HCA upholds the highest standards of integrity, transparency and accountability. We comply fully with applicable laws, regulations and the Code of Governance for Charities and IPCs, ensuring responsible resource management and ethical decision-making for the benefit of our patients, families and the wider community.

Recognising that our staff are central to our success, HCA prioritises fair employment practices and staff well-being. We provide equal opportunities for all employees and ensure that wages are competitive, regularly reviewed, and benchmarked against industry standards to reflect inflation and cost of living.

In addition to fair remuneration, we support holistic staff well-being through flexible work arrangements and access to emotional and mental health support. Journeying with end-of-life patients and their families is deeply meaningful but may pose emotional challenges, hence HCA provides a range of mental wellness initiatives designed to better support our staff and volunteers. All employees have non-discriminatory access to counselling and therapy services.

HCA also conducts regular staff engagement surveys to listen, learn, and respond to feedback in a timely and transparent manner.

Strong relationships with our community stakeholders, including donors, volunteers and corporate partners are equally important. We actively engage these key stakeholders through structured stewardship initiatives and regularly nominate them for national awards in recognition of their contributions.

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 committed to upholding the highest standards of ethical conduct and organisational oversight. This includes full compliance with the Code of Governance and all relevant laws and regulations, not just in letter, but in spirit.

By fostering a culture of responsibility and transparency at every level, we ensure that our resources are managed wisely, decisions are made fairly, and our stakeholders – especially our patients, donors and partners – can continue to place their trust in us with confidence.