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Q&M

Sustainability Report

2017

Q & M Dental Group (Singapore) Limited





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Chairman's Message

Dear Stakeholders,

Welcome to Q & M's 2017 Sustainability Report. This is a new addition to the suite of corporate reporting requirements. Q & M has always been about steady and sustainable growth and this report enables us to communicate these growth strategies effectively to our stakeholders.



Q & M was listed in November 2009. Our strategy has always been a combination of consistent and repeatable growth in Singapore together with identifying opportunities for rapid expansion in new markets such as China. This is demonstrated by our impressive growth over the last 10 years, together with the spin-off of Aoxin Q & M Dental Group Limited ("Aoxin") and Qinhuangdao Aidite High Technical Ceramic Co ("Aidite").

The Board of Directors has set the sustainability agenda and established a Sustainability Taskforce to plan for, implement and integrate sustainability into the Group's operations and strategies, both in Singapore and overseas. Special focus has been placed on the provision of quality dental healthcare and the health and safety of both our patients and our employees.

We have always actively engaged our stakeholders like our patients, employees, vendors, regulators and shareholders across our operations in Singapore and Malaysia. This engagement has allowed us to implement sustainable practices throughout our organisation, covering our clinic services, our distribution network and our corporate office practices. We are pleased to see these efforts translate into better financial performance, improved business prospects and greater customer loyalty.

Q & M is already the leading dental healthcare group in the region. By adopting sustainable practices, we hope to contribute to the welfare of our patients, employees and the community. We will strive to be a sustainability leader by leveraging on technology and by driving awareness and adoption of best practices across the Q & M family.

Sincerely,

MR NARAYANAN SREENIVASAN @ N SREENIVASAN

Non-Executive and Independent Chairman

Q & M Sustainability Story

Sustainability Philosophy

At Q & M, we have incorporated sustainability into our vision to be the leading dental healthcare group in the region. The Group's mission is to provide quality and accessible dental healthcare to patients in the region.

Our values are CARE for patients and stakeholders in the healthcare ecosystem.

- ✓ **C** | **Customer Satisfaction**
- ✓ **A** | **Accessible**
- ✓ **R** | **Responsible**
- ✓ **E** | **Excellence**

We are acutely aware that ensuring patient satisfaction is the key to the sustainability of our business. We are devoted to providing quality dental healthcare to our patients in a clean and safe environment. Other than our patients, we are also extremely concerned about the exposure of our staff to occupational hazards, such as chemicals routinely used in dentistry and radiation from x-ray machines.

We have implemented preventive measures to ensure a safe environment for all of our staff. We strictly comply with industrial health and safety standards to minimise the risk of patients and staff being exposed to any biological hazard.

At the same time, we actively pursue environmental-friendly ways in our daily operations through green procurement, pollution prevention and "3Rs" (reduce, reuse and recycle) to achieve resource efficiency.

Sustainability agenda is also taken into consideration when setting key performance indicators (KPIs) and management incentives.

We established a Sustainability Taskforce to provide accountability over the data collection process and monitors the progress for implementing sustainability framework.

Sustainability Targets

The Group aims to expand through a combination of organic growth and acquisitions both locally and overseas. We continue to leverage on technologies and innovative practices to further boost our productivity and the quality of our services. We will conduct continuous training for our staff with focus on health and safety, innovative technology, and excellence in patient management. All these will help to preserve and enhance value to shareholders and stakeholders and also serves as a sustainable business model.

Good environmental practices at Q & M have yielded significant cost savings over the past few years. The Group targets to continue emphasising the importance of conserving energy, managing waste and practising green procurement. With a structured governance framework over sustainability, we aim to instil greater discipline to track the statistics and progress of environmental practices.

Active involvement in charities and implementation of socially responsible practices at home and overseas enabled us to achieve greater customer loyalty and community support. We aim to collaborate more strategically with various stakeholders such as non-profit organisations and academic institutions to bridge the gap between the Group and the local communities.

Noteworthy Awards

The Group's holistic success for the past 22 years has enabled us to continue providing quality services to customers and enhancing enterprise values to shareholders and stakeholders.

Our accolades reflect our commitment to quality service, environmental protection, good governance and transparency to our stakeholders:

- SIAS' the Most Transparent Healthcare Company of the Year (2016)
- Reader's Digest Trusted Brand Platinum award (2017)
- 'Best Managed Board (Silver)' for listed companies with market cap of \$300 million to less than \$1 billion, Singapore Corporate Awards (2017)
- Forbes Asia's "Best Under a Billion" (2017)
- Eco-certification by Singapore Environment Council (2017)
- Diamond provider status for Invisalign (2018)





Organisation Profile

Company Name: Q & M Dental Group (Singapore) Limited

Company Headquarter: Singapore

Founded: 1996; listed on the Mainboard of Singapore Exchange Securities Trading Limited ("SGX") in November 2009

Number of Clinics (as at 31 December 2017)

Singapore	
Dental	70
Medical	4
Malaysia	
Dental	14
China	
Dental	1
Total	89

Distribution of Dental Equipment and Supplies

Singapore	2
Malaysia	1
Total	3
Dental Laboratory	
Singapore	1
Total	1

The Group has over 200 dentists and 300 staff in Singapore; about 20 dentists and 85 staff in Malaysia. The Group had attended to more than 600,000 patients in Singapore.

Singapore



Singapore is the base of operations for the Group. Constantly looking for growth opportunities, the Group started 2 new clinics at Punggol MRT and Yew Tee.

Malaysia



The Group operated 14 clinics in Malaysia. It also owns a dental equipment and supplies distributor which enables the Group to act swiftly in capitalising on any viable opportunities to scale its operations.

China



We have spun off the Group's dental businesses in the Northern China region via the listing of our subsidiary, Aoxin on the Catalist Board of the Singapore Exchange Securities Trading Limited ("Catalist") in April 2017.

Ethics and Integrity

Ethics and Compliance

Q & M places high value and importance over ethics management. Our ethics and compliance programme plays an integral role in the company's operations. We work diligently to ensure our employees understand and comply with applicable laws and policies and adhere to the highest standards of ethics and integrity.

Whistle-blowing Policy

The Group has implemented a whistle-blowing policy since 2012. The policy has created clear communication lines and the management has demonstrated its commitment to cultivate a transparent organisation with zero tolerance of fraud. This helps to reduce barriers to effective Whistle-blowing programme such as fear of retaliation and lack of structured reporting mechanism. Employees are trained and reminded regularly of whistle-blowing practices and encouraged to bring unethical or illegal practices against our values to the forefront.

Anti-corruption *(GRI 205 -1, 205-2, 205-3)*

Q & M takes a strong stance against corruption and malpractice in the Group. We provide an avenue for employees of the Group and third parties to raise concerns about wrongdoing, malpractice or misconduct within the Group. New employees are educated on the Group's zero tolerance for corruption practices.

Independent investigations are carried out in an appropriate and timely manner, as and when required. Appropriate action is taken to correct the weaknesses in internal controls and policies which allow the perpetration of fraud or misconduct or both, and to prevent a recurrence.

In 2016, legal actions were taken immediately upon discovery of improper conduct in the Company's Malaysian subsidiaries in Johor, Malaysia. Legal proceedings are currently ongoing and the Company has obtained various court and injunction orders in its favour. The Company will make further announcement if there are any material developments.

Interested-Party/Persons Transactions

The Board oversees the processes for evaluating the adequacy of internal controls and risk management including the review and approval of interested party and interested person transactions in accordance with SGX Listing Manual. The Group has set out procedures governing all interested person transactions to ensure that they are carried out on an arm's length basis, on normal commercial terms and will not be prejudicial to the interests of the Company and its shareholders.

Dealing in Securities

In line with Rule 1207 (19) of the SGX Listing Manual on Dealings in Securities, the Group issues a quarterly letter to its Directors, officers and employees prohibiting

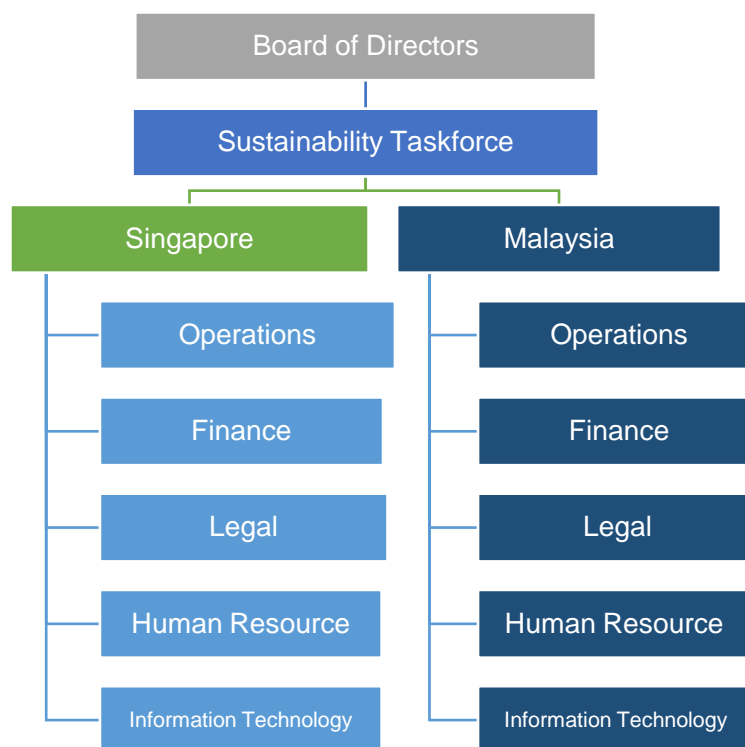
dealings in listed securities of the Group from two weeks or one month before the announcement of the quarterly and annual financial results respectively, and ending on the date of the announcement of the relevant results. The Directors and employees are expected to observe the insider trading laws at all times even when dealing in the Group's securities within permitted trading period.

Governance and Statement of the Board

The Board recognises its importance to drive sustainability agenda and instil a strong commitment at the top. At Q & M, sustainability is addressed at a board level where the Board integrates the sustainability issues into strategic and operational formulation of the Group.

The role to oversee and monitor sustainable progress is delegated by the Board to the Sustainability Taskforce chaired by the Chief Operating Officer. The Sustainability Taskforce reviews at least annually the sustainability reports, selection of material economic, environmental and social topics, and monitors the engagement with stakeholders. The Board approves the material topics relevant to our stakeholders.

The Taskforce comprises representatives from Singapore and Malaysia who set targets and policies across each geographical location and operative function. The Taskforce supervises the progress and mobilises the resources between different regions to take greater advantage of sustainability opportunities.



The Group also adopts a precautionary approach in strategic decision and day-to-day operation by implementing a comprehensive risk management framework. The Group has also established an independent internal audit function to conduct annual reviews of the adequacy and effectiveness of its risk management and internal controls. The current internal auditor is Nexia, an independent professional accounting firm.

Stakeholder Engagement

The Group understands sustainable growth is dependent upon meeting and exceeding the reasonable expectations of our key stakeholders. We determine the material topics based on the principle of materiality to stakeholders.

Effective stakeholder management is an important aspect of good governance. It allows us to communicate with our customers, employees, suppliers and other groups on an ongoing basis to gather feedback and concerns. We have engaged in meaningful and productive dialogues with them and participated in various industry and government forums to keep abreast of any material stakeholder issues. We identify key stakeholders as groups which have material impact or have the potential to be impacted by our operations.

The following table summarises our key stakeholders, engagement platforms and their key concerns.

Stakeholders	Engagement platforms	Issues of Concerns	Read more in the following sections
Patients	<ul style="list-style-type: none"> Annual reports Service quality feedback Customer loyalty program 	<ul style="list-style-type: none"> Quality, safety and hygiene of clinical services Professional qualification of dentists Privacy and data protection Compliance with local health and safety regulations 	<ul style="list-style-type: none"> Patient Health and Safety Customer Privacy and Data
Employees	<ul style="list-style-type: none"> Performance appraisal system Training and skills upgrading Job briefings Company intranet/events 	<ul style="list-style-type: none"> Remuneration Staff Benefits Training and development Ethics and Conduct Compliance with local employment regulations 	<ul style="list-style-type: none"> Occupational Health and Safety Workforce and Board Diversity Employee Benefits Training and Education
Suppliers	<ul style="list-style-type: none"> Supplier quality assurance 	<ul style="list-style-type: none"> Health and safety 	<ul style="list-style-type: none"> Patient Health and Safety

Governments and Regulators	<ul style="list-style-type: none"> • Quarterly announcements on SGX • Annual reports • Sustainability reporting • Ongoing dialogues 	<ul style="list-style-type: none"> • Compliance with the local health and safety regulations, Listing Manual of SGX and Code of Corporate Governance 	<ul style="list-style-type: none"> • Patient Health and Safety • Occupational Health and Safety • Environmental Compliance • Socioeconomic Compliance
Community	<ul style="list-style-type: none"> • Engagement in community services • Social media 	<ul style="list-style-type: none"> • Environmental impact • Social development 	<ul style="list-style-type: none"> • Product and Service Innovation • Giving Back to Society • Protecting Our Environment
Shareholders and investors	<ul style="list-style-type: none"> • Annual reports • Investor relations management • Annual/Extraordinary general meetings 	<ul style="list-style-type: none"> • Equity returns and investment yields • Compliance with the Listing Manual of SGX, and Securities and Futures Act 	<ul style="list-style-type: none"> • Ethics and Integrity <p>Please refer to Q & M Annual Report 2017 for further information.</p>

Reporting Practice

Our first sustainability report is produced in accordance to the GRI Standards “**Core**” option covering our Group’s performance from 1 January 2017 to 31 December 2017.

The GRI Standards represent the global best practices for reporting on economic, environmental and social topics.

The report also incorporates primary components of report content as set out by the SGX’s “Comply or Explain” requirements on sustainability reporting.

GRI Standards do not require external assurance and this year the Group has chosen not to obtain external assurance. Nevertheless, the Group’s Sustainability Taskforce will subsequently review the option for external assurance of its sustainability report.

This report supplements the Group’s 2017 Annual Report and is available online at: www.QandMDental.com.sg. Detailed section reference with GRI Standards is found at GRI Standards Content Index section of this report.

In addition to the operations of the subsidiaries covered in this report, we also monitor the operations and performance of our associate, Aidite which is listed on the New Third Board in Beijing. The 2017 Sustainability Report of Aoxin, an associate of the Group listed on SGX Catalist Board, is available online on its corporate website.

The Group’s material topics are identified based on their impacts on our internal and external stakeholders, as outlined in the Stakeholders Engagement section.

Material Topics	Boundaries (country or entity)
ECONOMIC	
Market Presence	The Group and its local and overseas clinical operations
Indirect Economic Impacts	
Anti-corruption	
ENVIRONMENTAL	
Energy	The Group and its local and overseas clinical operations
Emission	
Water	
Effluents and Waste	
Environmental Compliance	

SOCIAL

Employment

Occupational Health and Safety

Training and Education

Diversity and Equal Opportunity

Local Communities

Customer Health and Safety

Customer Privacy

Socioeconomic compliance

The Group and its local and overseas clinical operations

Our Patients

Patient Health and Safety (GRI 416-1, 416-2)

Patient's health and safety is of utmost importance to us. The Group has implemented comprehensive operating procedures to safeguard the safety and health of its patients. The clinical materials used in our clinics are approved by the Health Sciences Authority, where applicable. The Group has its own guidelines for assessing suppliers before placing them on the Approved Vendors List. For the safety of our patients, we are currently using our proprietary Clinic Management software to track expiry dates of our drugs and materials.

To protect patients from exposure to radiation, the Group closely abides by the Radiation Protection Act (National Environment Agency) for its dental X-ray equipment. Some measures that are put in place are:

- X-ray warning sign is displayed at the entrance/exit to the X-ray room.
- Lead lining to reduce radiation to safe levels is installed in X-ray room.
- X-ray apron is provided for patient.



Health and Safety practices during X-ray and dental examinations

Proper sterilisation and infection control measures are being strictly practised at all clinics. Clinical inspectors from the Ministry of Health visit the clinics to ensure they meet the standard requirements prescribed by the relevant authorities. All our staff are also issued with personal protection equipment. All these measures are to prevent contamination between patient to patient and staff to patient.

All our dentists undergo compulsory training in basic cardiac life support (BCLS). Furthermore, all our clinics are equipped with emergency and resuscitation kits as mandated by the Ministry of Health. All these allow our staff to deal with any patient medical emergency.

Please also refer to the section on Occupational Health and Safety for related description of measures we have taken to protect our patients and employees.

The Group's dental equipment and supplies distribution companies adhere to the guidelines on Good Distribution Practice Medical Device (GDPMD) which prescribe practices for a quality management system in medical device supply-chain to comply with applicable regulatory requirements.

To date, there has been no reports of any incident of non-compliance in relation to the health and safety impacts of our products and services.

Our Staff

The Group ensures that all employees have been properly trained in their work procedures to reduce accidents and injuries and comply with local workplace safety practices where we operate.

The Group also adopts policies and practices in accordance with the Tripartite Guidelines in promoting fair and responsible employment practices. The Group abides by the principles of fair employment and adopts the recommended good practices:

- Recruit and select employees on the basis of merit (such as skills, experience or ability to perform the job), and regardless of age, race, gender, religion, marital status and family responsibilities, or disability.
- Treat employees fairly and with respect, and implement progressive human resource management systems.
- Provide employees with equal opportunity for training and development based on their strengths and needs to help them achieve their full potential.
- Reward employees fairly based on their ability, performance, contribution and experience.
- Abide by prevailing labour laws and adopt the Tripartite Guidelines on Fair Employment Practices.

Occupational Health and Safety (GRI 403-1, 403-2, 403-3)

The Group has implemented comprehensive operating procedures to safeguard the safety and health of its employees.

The Group complies with and monitors the applicable health and safety regulations in Singapore on workplace safety. We adhere to Workplace Safety and Health Act (Ministry of Manpower) on pressurised vessel to ensure that the vessel is in good working condition and is safe to operate. Mandatory inspections for our pressurised vessels like our autoclave machines and compressors are carried out by registered inspectors. The inspection and renewal of these licences are monitored closely by the designated personnel under the operations task force.

To protect employees against exposure to radiation, the Group closely abides by the Radiation Protection Act (National Environment Agency) for its dental X-ray equipment. Mandatory inspections for our X-Ray equipment and facilities are carried out by registered inspectors.

To ensure employees are protected from potential cross contamination or infection, we follow the requirements of the Private Hospital and Medical Clinics Act (Ministry of Health) on disposal of biohazardous wastes. Proper sterilisation and infection control measures are being strictly practised at all clinics. Clinical inspectors from the Ministry of Health visit the clinics to ensure they meet the standard requirements prescribed by the relevant authorities.

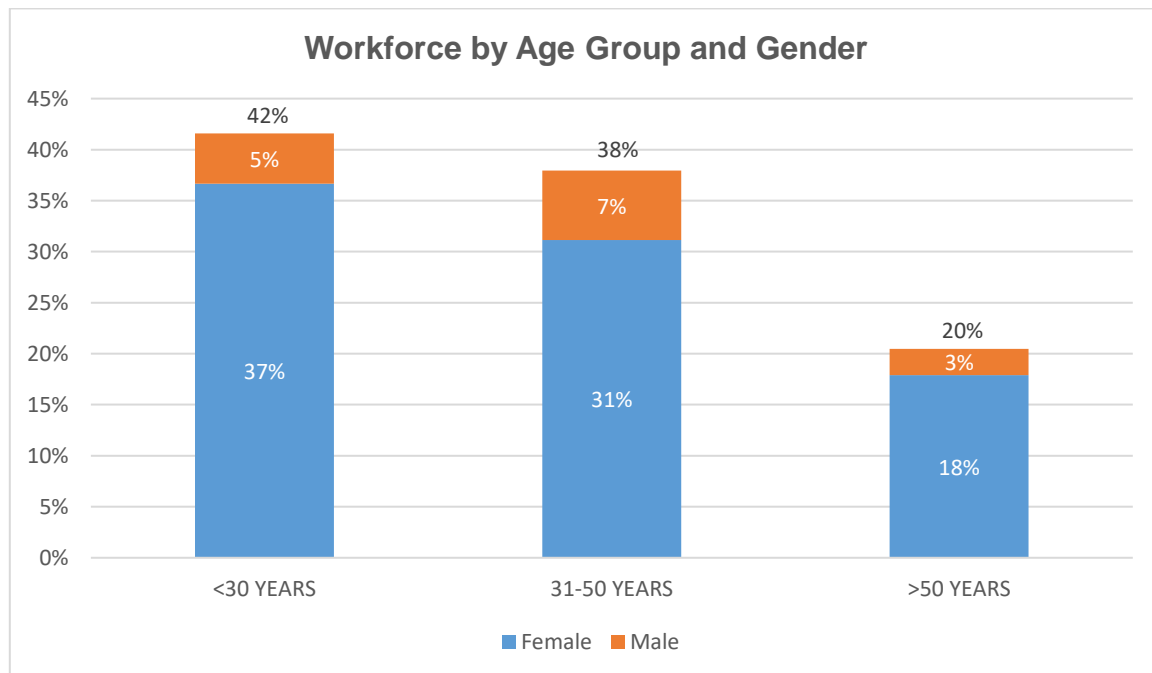
In relation to accidental needle stick injuries, the Group has implemented a structured incident and injury reporting mechanism which allows employees to report and assess severity of injuries for appropriate escalation since 2008. The Group also adheres to the Guidelines for Prevention of Transmission of Blood Borne Infections.

In 2017, there was only one such reported incident where a clinic staff was accidentally pricked by a needle in June. We have since reviewed and strengthened our procedures, while reminding staff to be mindful of precautionary measures when dealing with equipment or sharp objects.

Workforce and Board Diversity (GRI 202-1, 202-2, 404-3, 405-1)

The Board of Directors has diverse backgrounds, skills and a wealth of experience to contribute to decision making and strategic planning for the Group. Of the 6 directors, we have a female director, Professor Toh Chooi Gait who serves as an Independent Director of the Company since June 2013.

The Group employs an age-balanced workforce and hires young and talented people to ensure a continual pipeline of skilled workers. We had a total strength of 469 employees and clinical assistants across Singapore and Malaysia as at 31 December 2017.



The Group rewards employees based on performance, competence and experience. Staff remuneration is determined based on employees’ performance, expected roles and responsibilities, and the Group’s financial performance. This is reinforced by a well-structured and open annual performance appraisal system to link performance with remuneration. Wages of Q & M staff in Malaysia are well above the minimum wages legislated.

We endeavour to provide employment opportunities for the local communities we operate in. For our clinics in Malaysia, all senior management are hired locally. The dental equipment and supplies distribution company, AR Dental Supplies Sdn.Bhd ('AR Dental'), comprises of 100% local manpower.

Employee Benefits (GRI 401-2, 401-3)

All employees are entitled to a range of benefits to promote staff well-being and productivity. The Group ensures that its staff are engaged and rewarded with competitive benefits in line with industry standards.

Healthcare	Parental Leave	Others
<ul style="list-style-type: none"> • Staff are reimbursed for visits to General Medical Practitioners and Dentists, as well as covered under Hospitalisation and Surgical insurance. • Dental benefits are also provided to the immediate family members of our staff. 	<ul style="list-style-type: none"> • Eligible staff is entitled to Maternity Leave, Paternity Leave, Shared Parental Leave, Childcare Leave, Extended Childcare Leave, Unpaid Infant Care Leave and Adoption Leave, where applicable. 	<ul style="list-style-type: none"> • Via tie-ups with a diverse group of merchants, our staff in Singapore are able to enjoy discounts and benefits from various retailers, food and beverage outlets, telecommunications companies, and health and wellness outlets.

Training and Education (GRI 404-1, 404-2)

The Group recognises that its human capital is the most important asset and provides continual training and development to help them realise their full potential.

The Group ensures that all staff are provided with the necessary training to assist them in acquiring the right skills and knowledge needed to perform their jobs effectively.

It is essential for the Group to update the professional skills and knowledge base of health professionals to keep up with the changing customer requirements and industry standards.

The Group has established its own continuing education arm known as Q & M Dental Institute ("QDI"). The QDI strives to achieve the following objectives:

- To assist and facilitate our dentists in their continuous efforts in keeping abreast with the latest technology and evidence-based practice, by engaging them with workshops, seminars and conferences; and
- To provide public education via various forums and other related platforms, and thus establishing ourselves as ambassadors of dental healthcare.

In an effort to ensure quality of services, the Group ensures its dentists meet the mandatory requirement under the Dental Registration Act that all practising dentists

shall have a minimum of 70 hours of Continuing Professional Education and be certified with Basic Cardiac Life Support in order to renew their Practising Certificate. Besides our dental and medical professionals, clinic assistants and head office staff are sent for regular training for skills upgrading and career development. Employees are provided funding support for relevant external courses. Newly hired clinic assistants typically are given on-the-job trainings during the first few months of their employment. Their progress is monitored and tracked online via an internal portal. At AR Dental, in-house trainings are regularly conducted to equip the work force with the necessary level of competency and skills.

Total number of training hours: **3,136 hours**

112 employees trained in Singapore

28 hours of training per employee

Protecting Our Environment

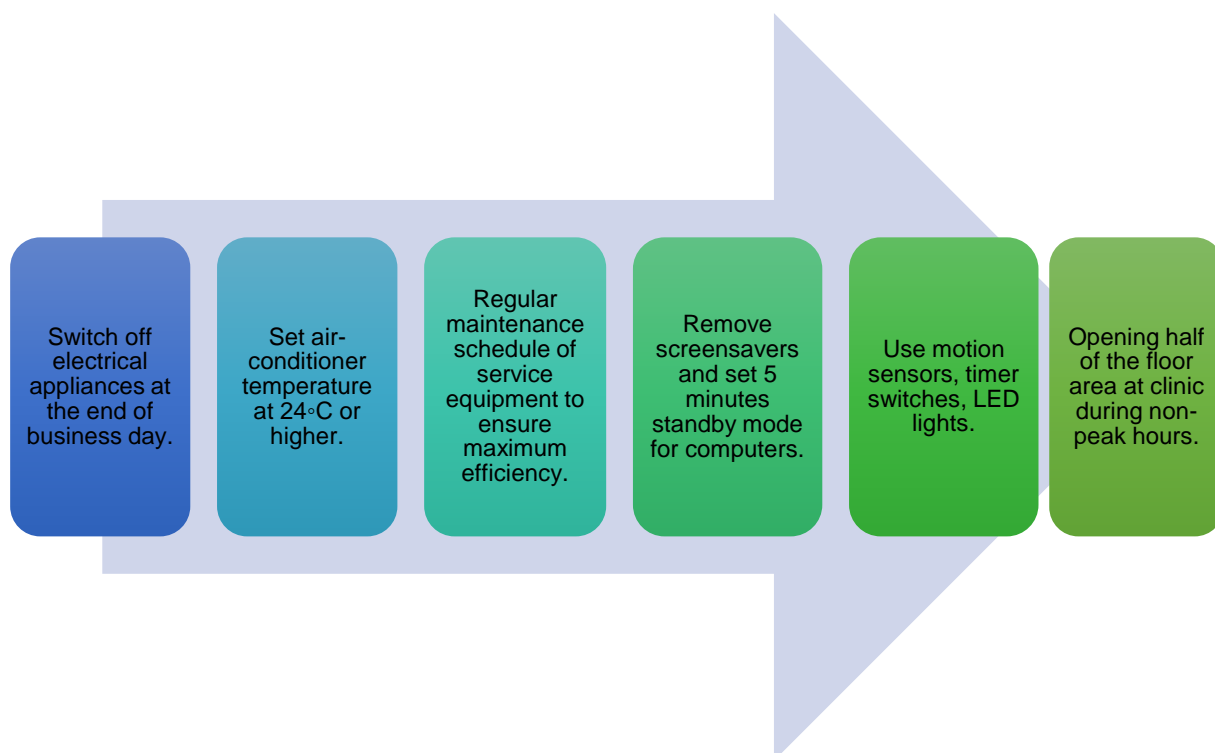
At Q & M, we are committed to create an organisational culture where environmental protection is placed as the utmost priority. Apart from cultivating environmental awareness among staff, we take ownership by actively pursuing environmental friendly ways in our daily operations.

The Group's environmental framework is supported by four key pillars which are (1) green procurement; (2) pollution prevention; (3) reduce, reuse and recycle; (4) resource efficiency.



Energy and Emissions Management (GRI 302-1, 302-3, 302-4, 302-5, 305-2, 305-4, 305-5)

To promote efficient energy savings, the Group strongly encourages ecologically sustainable practices among staff, practitioners and contractors. We implemented numerous initiatives in line with our environmental policy to boost energy savings and reduce carbon footprint. We believe that day-to-day practices are critical in attaining more efficient use of resources. The Group targets to reduce energy consumption by applying energy-saving facilities and adopting eco-friendly practices.



The tables below summarise the energy and emissions footprint and intensity of the Group. Intensity ratios are calculated based on energy consumption and emissions per square metre of floor area. Energy consumption increased in 2017 as more clinics were added in the year.

On an overall basis, with effective energy management measures in place, despite the increase in energy consumption, the total energy intensity decreased significantly from 254 kWh/m² in 2016 to 219 kWh/m² in 2017. Correspondingly, the CO₂ emission intensity ratio decreased from 189 kg/m² to 162 kg/m².

Clinics	Energy Consumption (kWh)		CO ₂ Emission (kg)	
	2016	2017	2016	2017
Singapore				
Dental and Medical Clinics	1,619,294	1,696,075	1,205,105	1,251,085
Malaysia				
Dental Clinics	207,074	262,896	154,108	195,652
Total	1,826,368	1,958,971	1,359,213	1,457,900

Clinics	Energy Intensity Ratio (kWh/m ²)		CO ₂ Emission Intensity Ratio (kg/m ²)	
	2016	2017	2016	2017
Singapore				
Dental and Medical Clinics	271	268	201	198
Malaysia				
Dental Clinics	171	100	127	74

Water Conservation (GRI 303-1, 303-3)

The Group has various initiatives to conserve water and reduce water consumption across all its operating entities in Singapore, Malaysia and China. For instance:

- Installation of thimbles in taps
- Installation of half-flush and full-flush options in toilets
- Report of all leaks
- Provision of fresh drinking water as an alternative to bottled water

The Group has implemented water conservation guidelines to ensure staff adopt eco-friendly practices on a daily basis. Water consumption increased in 2017 as more clinics were added in the year. The total water intensity ratio increased slightly from 1.4 m³/m² to 1.5 m³/m². We will continue to improve our water conservation efforts and we endeavour to achieve a lower water intensity ratio in 2018.

Clinics	Water Consumption (m ³)	
	2016	2017
Singapore		
Dental and Medical Clinics	8,201	9,393
Malaysia		
Dental Clinics	2,189	3,826
Total	10,390	13,219

Clinics	Water Intensity Ratio (m ³ /m ²)	
	2016	2017
Singapore		
Dental and Medical Clinics	1.4	1.5
Malaysia		
Dental Clinics	1.8	1.5

Effluents and Waste Management (GRI 306-1, 306-2)

The Group engages the services of third party professional waste management and disposal vendors for biohazards generated at the clinics. All biohazardous waste are disposed in proper designated containers pending collection by the professional waste management company. We comply with regulatory guidelines on effluents and waste management procedures. For instance:

- Engage licensed waste disposal company to collect biohazardous wastes.
- Reduce the use of disposables whenever possible.
- Foster commitment from all staff to participate in programmes to reduce, reuse and recycle.
- Proper disposal of x-ray machines

Environmental Compliance *(GRI 307-1)*

To date, there has been no reports of any incident of non-compliance in relation to environmental issues.

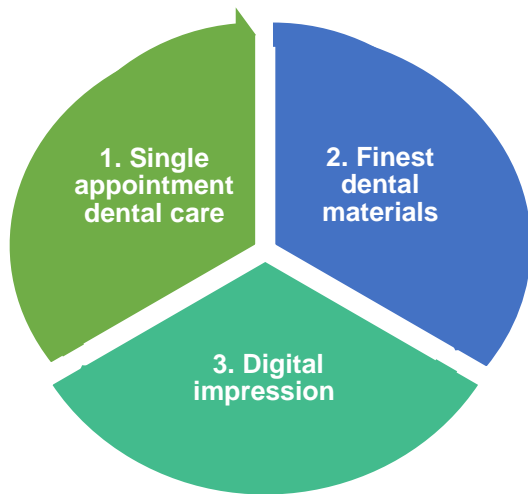
Contributions to Our Community

Product and Service Innovation (GRI 203-2)

In its continual push for innovation and productivity, the Group is also a strong advocate of digital dentistry. To date, the group's radiography services is fully digitised, and it is implementing Computer-aided Design and Computer-aided Manufacturing (CAD CAM) into its network of clinics island-wide.

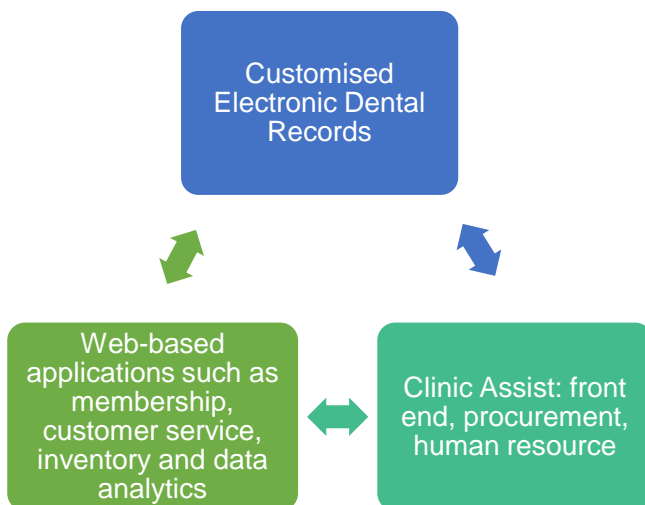
There are various advantages of using CAD CAM in the clinics which bring about improvement in productivity and innovation in the sector. It also provides more pleasurable and convenient experiences for patients.

The advantages of using CAD CAM are:



1. CAD CAM allows one single visit to complete dental restorative procedures such as crowns, veneers, inlays and onlays.
2. Restoration of tooth to its natural strength, beauty and function using ceramic materials can be achieved with CAD CAM.
3. Dentists could now take impression without using conventional mould.

To continue driving productivity and operational efficiency, the Group has invested resources into developing customised information technology support systems for the clinics and backend support.



We have also introduced chat-bot on our website to enhance real-time interactions with our patients while increasing the efficiency of appointment booking and communication.

Giving Back to Society (GRI 413-1)

The Group has been actively supporting various charitable organisations and has provided sponsorship for various missions to neighbouring countries to provide free dental services to the local communities. The Group has also engaged in various events and programs organised by the National University of Singapore Dental Society such as its Freshmen Orientation Programme. The Group's clinics in Malaysia also visited pre-schools to carry out dental screening.

In 2017, the Group supported the following initiatives or organisations:

- ❖ Cambodia Dental Mission Trip
- ❖ Singapore Dental Association's Dental Mission to Qinghai, China
- ❖ Smile Asia which provides free surgeries to children with facial deformities in the region
- ❖ National University of Singapore Dental Society
- ❖ International Medical University's 10th Anniversary, Malaysia
- ❖ Malaysian Dental Students' Association



Customer Privacy and Data (GRI 418-1)

The Group takes utmost care in protecting its customers and employees' privacy and data, and is in compliance with the Personal Data Protection Act (2012). The Group has a Privacy Policy which is easily accessible on its corporate website www.QandMDental.com.sg. Furthermore, the Group has also devised its own internal

Privacy Policy for its clinical and head office staff. The Group has also procured a Cyber Liability and Data Protection insurance plan to safeguard its interests.

Access to confidential records is strictly by authorised personnel only. The records are housed in a virtual private network that is securely guarded by firewalls with disaster recovery plan being put in place.

Taking into consideration of SingHealth's data breach in 2018, we will improve and take additional measures and trainings for our staff on our data protection to prevent similar data breach from happening to our customers.

There were no complaints of breaches in relation to privacy and data protection matters in 2017.

Socioeconomic Compliance *(GRI 419-1)*

To date, there has been no incident of non-compliance in relation to socioeconomic issues.

SGX Five Primary Components Index

S/N	Primary Component	Section Reference
1	Material Topics	<ul style="list-style-type: none"> ▪ Environmental Awareness and Our People ▪ Stakeholder Engagement
2	Policies, Practices and Performance	<ul style="list-style-type: none"> ▪ Chairman's Message ▪ Q & M Sustainability Story ▪ Environmental Awareness and Our People
3	Board Statement	Governance and Statement of the Board
4	Targets	Q & M Sustainability Story
5	Framework	Reporting Practice

GRI Standards Content Index

GRI Standards	Disclosure Content	Section Reference
102-1	Name of the organisation	Organisation Profile
102-2	Activities, brands, products, and services	Organisation Profile
102-3	Location of headquarters	Organisation Profile
102-4	Location of operations	Organisation Profile
102-5	Ownership and legal form	Organisation Profile
102-6	Markets served	Organisation Profile
102-7	Scale of the organisation	Organisation Profile
102-8	Information on employees and other workers	Organisation Profile
102-9	Supply chain	Organisation Profile
102-10	Significant changes to the organisation and its supply chain	Organisation Profile
102-11	Precautionary Principle or approach	Organisation Profile
102-12	External initiatives	Organisation Profile
102-13	Membership of associations	Organisation Profile
102-14	Statement from senior decision-maker	Chairman's Message
102-15	Key impacts, risks, and opportunities	Chairman's Message, Q & M Sustainability Story
102-16	Values, principles, standards, and norms of behaviour	Ethics and Integrity
102-17	Mechanisms for advice and concerns about ethics	Ethics and Integrity
102-18	Governance structure	Governance and Statement of the Board
102-40	List of stakeholder groups	Stakeholder Engagement
102-42	Identifying and selecting stakeholders	Stakeholder Engagement
102-43	Approach to stakeholder engagement	Stakeholder Engagement

GRI Standards	Disclosure Content	Section Reference
102-44	Key topics and concerns raised	Stakeholder Engagement
102-46	Defining report content and topic Boundaries	Reporting Practice
202-1	Ratios of standard entry level wage by gender compared to local minimum wage	Workforce and Board Diversity
202-2	Proportion of senior management hired from the local community	Workforce and Board Diversity
203-2	Significant indirect economic impacts	Continuing Innovation
205-1	Operations assessed for risks related to corruption	Anti-corruption
205-2	Communication and training about anti-corruption policies and procedures	Anti-corruption
205-3	Confirmed incidents of corruption and actions taken	Anti-corruption
302-1	Energy consumption within the organisation	Energy and Emissions Management
302-3	Energy Intensity	Energy and Emissions Management
302-4	Reduction of energy consumption	Energy and Emissions Management
302-5	Reductions in energy requirements of products and services	Energy and Emissions Management
303-1	Water withdrawal by source	Water Conservation
303-3	Water recycled and reused	Water Conservation
305-2	Energy Indirect Greenhouse Gas Emissions (Scope 2)	Energy and Emissions Management
305-4	Greenhouse Gas Emissions Intensity	Energy and Emissions Management
305-5	Reductions in GHG Emissions	Energy and Emissions Management
306-1	Total water discharged by quality and destination	Effluents and Waste Management
306-2	Waste by type and disposal method	Effluents and Waste Management

GRI Standards	Disclosure Content	Section Reference
307-1	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	Environmental Compliance
401-2	Benefits provided to full time employees that are not provided to temporary or part-time employees	Employee Benefits
401-3	Parental Leave	Employee Benefits
403-1	Formal joint management-worker health and safety committee	Occupational Health and Safety
403-2	Types of injury and rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities	Occupational Health and Safety
403-3	Workers with high incidence or high risk of diseases related to her occupation	Occupational Health and Safety
404-1	Average hours of training per year per employee	Training and Education
404-2	Programs for upgrading employee skills and transition assistance programs	Training and Education
404-3	Regular Performance and Career Development Review	Workforce and Board Diversity
405-1	Diversity of governance bodies and employees	Workforce and Board Diversity
413-1	Operations with local community engagement, impact assessments, and development programs	Giving Back to Society
416-1	Assessment of the health and safety impacts of product and service categories	Patient Health and Safety
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Patient Health and Safety
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer Privacy and Data
419-1	Non-compliance with laws and regulations in the social and economic area	Socioeconomic Compliance