

STEADILY STEERING THROUGH ADVERSITY

Sustainability Report 2020





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BOARD STATEMENT

We are pleased to present Cordlife Group Limited's Sustainability Report for the financial year ended 31 December 2020 ("FY2020").

Our commitment to excellence has enabled us to become one of the pioneering and leading private cord blood banks in Asia. In the face of an ever-evolving operating environment, we believe comprehensive considerations for environmental, social, and governance ("ESG") risks and opportunities relevant to our business are vital in realising excellence in the long run. We are committed to integrating considerations for sustainability into our business decisions to help us better serve our customers and stakeholders.

We are supported by the Sustainability Steering Committee ("SSC"), composed of our key management team, in our efforts to monitor our ESG performance. We work together to identify and manage ESG factors material to our business, and report our sustainability performance and targets to our stakeholders.

We look forward to sharing our pursuit of creating sustainable value with you.

Board of Directors
Cordlife Group Limited

ABOUT THIS REPORT

This report covers Cordlife Group Limited's ("Cordlife") sustainability practices and performance during FY2020, with a focus on describing our management approach towards ESG issues material to our business and stakeholders. The scope of the report encompasses our cord blood, cord lining and cord tissue banking operations in Singapore.

This report has been prepared in line with the sustainability reporting requirements as defined in the SGX-ST Listing Manual (Rules 711A and 711B), and with reference to the Global Reporting Initiative ("GRI") Standards. This report references the following GRI Standards and topic-specific Disclosures:

- Disclosure 201-1 from GRI 201: Economic Performance 2016
- Disclosures 302-1 from GRI 302: Energy 2016
- Disclosures 305-1 and 305-2 from GRI 305 Emissions 2016
- Disclosure 403-2 from GRI 403: Occupational Health and Safety 2018
- Disclosure 418-1 from GRI 418: Customer Privacy 2016
- Disclosure 419-1 from GRI 419: Socioeconomic Compliance 2016

All information is disclosed in good faith and to the best of our knowledge. We will report on our sustainability performance annually. We look forward to receiving your feedback on our sustainability practices and reporting at investor.relations@cordlife.com.

OUR APPROACH TO SUSTAINABILITY

At Cordlife, we believe considerations for ESG risks and opportunities will enable us to create value for our stakeholders in the long run. Guided by ESG factors that are most relevant to our business and stakeholders, we have formulated four key pillars that are imperative to our business sustainability.



BEING THE ONE RIGHT CHOICE

Our business is rooted on governance excellence to be the one right choice for our customers. We uphold the utmost standards of integrity in our business and proactively monitor key risks to ensure business continuity.



CARING FOR OUR CUSTOMERS

Our business is built on the trust of our customers and we endeavour to meet their needs. We do so by safeguarding their privacy, by ensuring excellence in quality and by proactively engaging them through various channels and initiatives.



CARING FOR OUR EMPLOYEES

Our employees are instrumental to the success of our business. We work to safeguard our employees' health and safety by providing a safe working environment.



CARING FOR THE ENVIRONMENT

We pay attention to the resources our operations require and we aim to do our part to minimise the environmental impact our operations may cause.

FY2020 HIGHLIGHTS

1

Zero non-compliant incidents with relevant laws and regulations that resulted in significant fines or legal actions



2

All facilities are AABB accredited



3

Maintained FACT accreditation



4

Zero formal claims by customers concerning breaches of customer privacy and losses of customer data



5

Zero occupational health and safety incidents



6

Conducted a total of 21 initiatives to enhance clinical awareness and utility of stem cells



7

Achieved a rating of 4.94 (out of 5) for all customer satisfaction surveys



8

Achieved 100% compliance of Personal Data Protection Act ("PDPA")









MANAGEMENT STRUCTURE

Our sustainability governance structure is led by the Board. The Board determines the directions of our sustainability agenda, including our material ESG factors. The SSC supports the Board in realising the sustainability agenda set forth and reports to the Board regularly. Composed of the Group Chief Executive Officer, Group Chief Financial Officer and Group Directors of key business divisions, the SSC meets regularly to develop sustainability strategy and targets, drive initiatives, monitor and manage our performance in sustainability.

STAKEHOLDER ENGAGEMENT

Our stakeholders play an important role in shaping our success. We believe understanding our stakeholders' needs and meeting their expectations will ensure the long-term viability of our business. We engage our key stakeholders regularly through the methods and channels below and we are committed to maintaining transparent mutual communications.

KEY STAKEHOLDERS	ENGAGEMENT METHODS	ENGAGEMENT FREQUENCY
 <p>Customers</p>	<ul style="list-style-type: none"> • Information pack • Customer service hotline • Online customer centre and feedback form • Consultation booths at hospitals and clinics • News updates, events and seminars • Customer satisfaction surveys for services and events 	<ul style="list-style-type: none"> • Throughout the year • Throughout the year • Throughout the year • Throughout the year • Throughout the year • Throughout the year
 <p>Employees</p>	<ul style="list-style-type: none"> • Performance appraisals • Training and development programmes, including company-wide talks on industry updates • Internal communications via emails and intranet • Employee feedback channel 	<ul style="list-style-type: none"> • Annually • Throughout the year • Throughout the year • Throughout the year
 <p>Healthcare Professionals</p>	<ul style="list-style-type: none"> • Trainings on cord blood, cord tissue and cord lining collection procedures • Updates on industry news and services • Continuing medical education on related research and updates • Partnerships for clinical trials 	<ul style="list-style-type: none"> • Annually • Throughout the year • Annually/Semi-annually • Throughout the year
 <p>Suppliers</p>	<ul style="list-style-type: none"> • Procurement processes, including supplier evaluation and qualification • Supplier reviews • Constant feedback and communication 	<ul style="list-style-type: none"> • Throughout the year • Annually • Throughout the year
 <p>Government / Regulators</p>	<ul style="list-style-type: none"> • Meetings, discussions and consultations • Compliance with reporting requirements • Assessment audits from regulators 	<ul style="list-style-type: none"> • Throughout the year • Throughout the year • As per required
 <p>Investors / Shareholders</p>	<ul style="list-style-type: none"> • Financial result briefings • Annual General Meeting • Timely updates, announcements and press releases on key business decisions and developments via SGXNet and corporate website 	<ul style="list-style-type: none"> • Quarterly • Annually • Throughout the year

MANAGING SUSTAINABILITY

MATERIALITY ASSESSMENT

Guided by the GRI Standards' Materiality Principle, we conducted a materiality assessment to identify and prioritise the material ESG factors that are significant to our business and key stakeholders. We have taken a three-step approach to the materiality assessment process as shown below:



The following sources were considered in the process of identifying potential material ESG factors:

- ESG issues and trends pertinent to the healthcare industry
- ESG issues and concerns as identified by our peers
- Risks that most affect our operations and success

A total of 10 material ESG factors have been identified from the assessment, which has been reviewed and approved by the Board.

We will continue to review the list of material ESG factors annually to ensure their pertinence and priority to our business and our key stakeholders.

MATERIAL ESG FACTORS	MATERIALITY TO CORDLIFE	CORRESPONDING TOPIC-SPECIFIC GRI STANDARDS
Economic Performance¹	As a listed company, we strive to maximise the wealth of our shareholders. It is critical to ensure the growth of our economic performance and our economic sustainability.	<ul style="list-style-type: none"> GRI 201: Economic Performance 2016
Compliance with Laws and Regulations	Healthcare is a heavily regulated industry. It is essential for us to comply with all relevant laws and regulations to maintain our licence to operate.	<ul style="list-style-type: none"> GRI 419: Socioeconomic Compliance 2016
Security of Storage Facilities	We are responsible for storing our customers' cord blood, cord lining and cord tissue for an extended period of time. We are committed to protecting our storage facilities to ensure the availability of the cord blood, cord lining and cord tissue when needed in the future.	<ul style="list-style-type: none"> Not applicable (non-GRI topic)
Product Quality and Reliability	The quality and viability of the cord blood, cord lining and cord tissue when used, could directly impact our customers' health. It is critical to protect the quality of the cord blood, cord lining and cord tissue collected, processed and stored.	<ul style="list-style-type: none"> Not applicable (non-GRI topic)
Customer Privacy	We have access to sensitive personal information of our customers, including medical records, personal identification information genetic and biological information in the form of cord blood, cord lining or cord tissue. To ensure legal compliance and to maintain public trust, it is essential for Cordlife to safeguard customer privacy.	<ul style="list-style-type: none"> GRI 418: Customer Privacy 2016
Customer Satisfaction	The ability to acquire and retain customers is one of the salient factors that determine our success. We are committed to ensuring that our customers' needs are met.	<ul style="list-style-type: none"> Not applicable (non-GRI topic)
Occupational Health and Safety	Our laboratory personnel are faced with inherently high occupational health and safety risks as they need to work with blood samples and liquid nitrogen. It is vital to train our laboratory personnel adequately and ensure the safety of our working environment.	<ul style="list-style-type: none"> GRI 403: Occupational Health and Safety 2018
Emissions	While energy consumption from our operations could be relatively small, there can be a significant amount of embodied greenhouse gas (GHG) emissions associated with air travel, medical courier activities and the production of medical supplies, such as liquid nitrogen. We therefore strive to monitor and manage not only our own emissions, but also emissions across our supply chain.	<ul style="list-style-type: none"> GRI 302: Energy 2016 GRI 305 Emissions 2016
Clinical Awareness and Utility of Stem Cell Application	We are committed to communicating the benefits of our products and services by raising clinical awareness and utility of stem cells. We engage different stakeholders to enhance public understanding of stem cell applications.	<ul style="list-style-type: none"> Not applicable (non-GRI topic)
Demographic Shift	Stagnant or decreasing birth rates directly affect demand for our products and services. We regularly monitor birth rates and demographic data to help us craft our approach to the market.	<ul style="list-style-type: none"> Not applicable (non-GRI topic)

¹ Please refer to our annual report for further details.

BEING THE ONE RIGHT CHOICE

As a pioneer in private cord blood banking in Asia, we are committed to being the one right choice for our customers because they have only one chance to preserve their babies' cord blood, cord lining and cord tissue. We uphold the utmost standards for compliance with laws and regulations, management of our operations and facilities and we adopt a forward-looking approach to understanding our markets in order to continue being the dependable choice for our customers.



COMPLIANCE WITH LAWS AND REGULATIONS

2019 PERFORMANCE

- Achieved zero non-compliant incidents with relevant laws and regulations that resulted in significant fines or legal actions
- Conducted a minimum of 4 in-house trainings to keep employees updated on regulatory changes

2020 TARGETS

- Zero incidents of non-compliance with regulatory standards
- Conduct a minimum of 4 in-house trainings to keep employees updated on regulatory changes

2020 PERFORMANCE

- Achieved zero non-compliant incidents with relevant laws and regulations that resulted in significant fines or legal actions
- Conducted a minimum of 4 in-house trainings to keep employees updated on regulatory changes

2021 TARGETS

- Zero incidents of non-compliance with regulatory standards
- Conduct a minimum of 4 in-house trainings to keep employees updated on regulatory changes

All of our policies and guidelines are developed and constantly being enhanced to comply with the relevant regulations. As a clinical laboratory licensed under the Private Hospitals and Medical Clinics (“PHMC”) Act by the Ministry of Health Singapore (“MOH”), all standard operating procedures (“SOPs”) for our work activities are in strict adherence to the code of standards as stipulated in the Act. Our Human Resources (“HR”) policies, including our Employee Handbook, are prepared in accordance with the Ministry of Manpower (“MOM”) Employment Act.

All our employees must adhere to company policies and guidelines and conduct business responsibly. Our Code of Conduct stipulates behaviours expected from our employees. Induction and on-the-job training related to regulations are conducted for all new employees upon commencement of their employment. A Whistleblowing Policy has also been put in place to provide well-defined and accessible channels for employees to raise concerns on matters relating to incident of improper conduct.

We review our SOPs and related documents as well as conduct internal audits systematically on critical business functions, such as laboratory and operations every year to ensure strict adherence to the latest regulatory requirements. We also conduct quarterly quality training to keep our employees updated on the latest regulatory requirements.

Any deviations from the stipulated processes and regulatory standards are captured in our Corrective and Preventive Action (“CAPA”) system, which serves as a centralised monitoring and recording platform to ensure that responsibilities and tasks are assigned to the relevant cross-functional team of process owners involved. Through our CAPA process, root cause analysis is performed and the final action plan is documented, executed and verified to prevent recurrence of the non-conforming issues.

We have migrated our CAPA system online to facilitate continuous monitoring and automation of the entire CAPA process so that our team can address issues in real-time. As operational excellence can help to reduce administrative and operational costs, information recorded in our CAPA system also serves as operational intelligence. This real-time monitoring of non-conformances allows us to implement additional preventive actions efficiently to reduce compliance issues and streamline work flows for better operational efficiency throughout our facilities.

In 2020, we have successfully completed a rigorous on-site inspection by MOH auditors. At the end of the inspection, we were determined to be in full compliance with the regulations under the PHMC Act and our licence was renewed in January 2021.

SECURITY OF STORAGE FACILITIES

2019 PERFORMANCE

- Achieved zero facility security or malfunction incidents on the premises
- Conducted monthly inspection of storage tanks
- Completed 1 fire drill with A'Posh Bizhub management

2020 TARGETS

- Zero facility security or malfunction incidents on the premises
- Inspect storage tanks every month and ensure they are well maintained
- Carry out fire drills and other such safety protocols as required by the A'Posh BizHub management

2020 PERFORMANCE

- Achieved zero facility security or malfunction incidents on the premises
- Conducted monthly inspection of storage tanks
- No fire drill was conducted by A'Posh Bizhub management due to the COVID-19 pandemic

2021 TARGETS

- Zero facility security or malfunction incidents on the premises
- Inspect storage tanks every month and ensure they are well maintained
- Carry out fire drills and other such safety protocols as required by the A'Posh BizHub management



We take our commitment to safeguard our customers' cord blood, cord lining and cord tissue very seriously to uphold the trust our customers have placed in us. Our storage facility at A'Posh Bizhub has passed stringent audits conducted by MOH, AABB² and FACT³. Our laboratory is equipped with fire retardant walls and multiple backup systems to ensure uninterrupted operation at all times. Our storage tanks are designed to maintain optimal cryogenic storage temperatures for cell storage over long periods.

Access to the laboratory and storage areas are strictly controlled. Our Quality Manual for Safety and Facility Management and relevant SOPs dictate access restriction for specific areas of our facility. Each of our employee's scope of access is determined by their roles in the company and the access system is updated immediately whenever there are movements in staff. The access authorisation list is also reviewed annually. Our storage tanks are monitored 24 hours a day year-round and are inspected on a monthly basis. Our laboratory and storage areas are also installed with CCTV to reinforce our monitoring efforts.

We have established laboratory SOPs and disaster recovery plans to ensure the security of our customers' biological samples in the event of an emergency or disaster. All departments are required to create their respective disaster recovery plan for all identified disaster scenarios with varying levels of severity. Briefings of disaster recovery plans are conducted for all new staff with respect to their scope of work and responsibilities. We also conduct disaster recovery simulation testing annually to evaluate the robustness of the disaster recovery plans and our effectiveness in managing the simulated disaster scenarios.

² Formerly known as American Association of Blood Banks, AABB is an international, not-for-profit association representing individuals and organisations involved in transfusion and cell transplantation medicine.

³ The Foundation for the Accreditation of Cellular Therapy (FACT), also a non-profit corporation, is the leader in international standards for cellular therapy, used in Europe, USA, Canada, Australia and New Zealand.

PRODUCT QUALITY AND RELIABILITY

Patient safety is of utmost importance to us as our customers may need to use their stored cord blood, cord lining and/or cord tissue for medical treatment in the future. Therefore, we are committed to putting quality measures in place to safeguard our customers' biological samples under our care until the unit is released for transplantation or infusion.

We adhere to internationally recognised best practices and stringent protocols. We also undergo voluntary accreditation by AABB and FACT, two of the leading international authoritative bodies that accredit organisations in the field of cellular therapy and transfusion medicine. These accreditations are testament to our unwavering commitment to quality. All of our policies and procedures, especially SOPs for critical operations of collection, processing, storage and release of cord blood, are in compliance with the standards set by these accreditation bodies. Our SOPs are reviewed and updated regularly to ensure continued compliance with the latest regulatory standards, accreditation standards and industry best practices. We have also conducted quarterly quality training in FY2020 to keep our employees updated on any change in our processes, policies or controls, relating to regulatory or standard changes.

2019 PERFORMANCE

- Maintained existing accreditation/s, certification/s and licence/s
- Maintained annual contamination level at <3%

2020 TARGETS

- Maintain existing accreditation/s, certification/s and licence/s
- Maintain annual contamination level at <3%

2020 PERFORMANCE

- Maintained existing accreditation/s, certification/s and licence/s
- Maintained annual contamination level at <3%

2021 TARGETS

- Maintain existing accreditation/s, certification/s and licence/s
- Maintain annual contamination level at <3%

BEING THE ONE RIGHT CHOICE

PRODUCT QUALITY AND RELIABILITY

As external stakeholders play a key role in executing part of our critical operations, we have established SOPs to ensure the same level of quality is being upheld. For instance, we have created SOPs that define trainings required for healthcare professionals as they are responsible for the collection of cord blood, cord lining, cord tissue and maternal blood samples. Regular training is provided for these healthcare professionals at the hospitals to reinforce their understanding and knowledge of their responsibilities during the collection of the biological samples. We continually monitor the competency level and performance of healthcare professionals to determine if re-training is necessary. We also conduct training annually for nursing staff and caregivers at all our collaborating hospitals.

We have developed a supplier management SOP that defines the procedure to qualify, review and select suppliers so as to ensure that we only work with qualified and reliable vendors. Stricter qualification requirements are applied to critical suppliers as they supply materials that can directly affect the quality of our products or services. Supplier reviews are performed annually to ensure our master list of approved suppliers is up-to-date and they continue to meet our standards.

As we believe all departments play a part in upholding product and service quality, they are required to establish their respective quality objectives for the financial year. Performance against quality objectives is tracked in the monthly quality report and discussed at the monthly quality meeting. Quality-related issues or any deviation from SOPs are recorded in the CAPA system to ensure corrective and preventive actions are implemented accordingly.



DEMOGRAPHIC SHIFT

2019 PERFORMANCE

- Conducted monthly and quarterly monitoring of delivery rates and demographic data, respectively
- Completed risk management annual report, where risks and opportunities associated with demographic shifts were assessed and discussed.

2020 TARGETS

- Continue to monitor trends in demographic shift in our operating countries through the Group's risk assessment process, monthly delivery rates reports and quarterly demographic data reports

2020 PERFORMANCE

- Conducted monthly and quarterly monitoring of delivery rates and demographic data, respectively
- Completed risk management annual report, where risks and opportunities associated with demographic shifts were assessed and discussed

2021 TARGETS

- Continue to monitor trends in demographic shift in our operating countries through the Group's risk assessment process, monthly delivery rates reports and quarterly demographic data reports

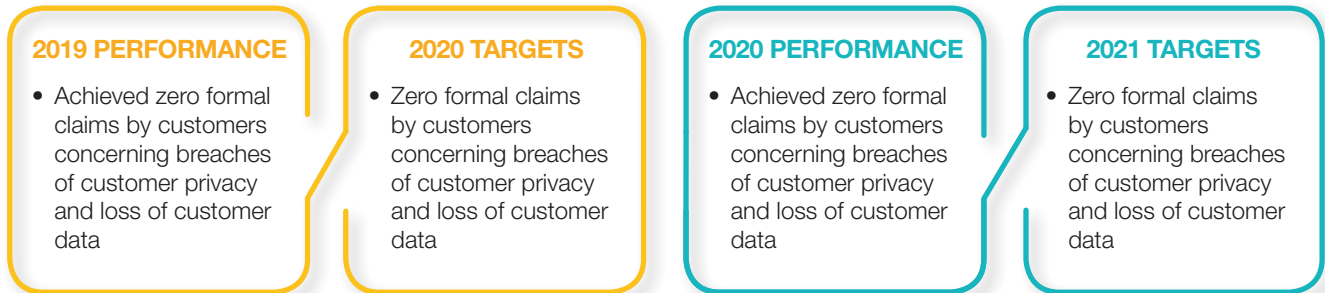
Shift in demographic trends, such as stagnant or decreasing birth rates, not only affect demand for our products and services, but also indicate potential shift in our customers' needs. As such, we monitor demographic trends of our operational locations proactively through our risk management process to anticipate how we can better serve our customers to meet their needs.

We assess and review our risk matrix for key risks annually. Demographic shift is one of the risks assessed and monitored. Our account managers collect and review birth rate data on a monthly basis, and our market intelligence team collates and monitors demographic data and intelligence on a quarterly basis. Trends and shifts in birth rate and demographic structure are reviewed and discussed to gain insights into potential shift in market, which serve as basis for us to adjust our strategies and tactics in approaching the market. Our corporate team leverages these trends to identify suitable healthcare products and services that can add value to the customers.

CARING FOR OUR CUSTOMERS

Our mission is to provide reliable healthcare solutions through innovation, technological advancement and commitment to quality. We value the trust that our customers have placed in us, and we care for our customers by protecting their personal data, continuously engaging them, and keeping them informed on developments in stem cell utility.

CUSTOMER PRIVACY



Our customers entrust us with sensitive personal information and we are committed to protecting their privacy. We have established a Privacy Policy in accordance with the Singapore Personal Data Protection Act (“PDPA”). The Policy outlines how we collect, store, use, transfer and manage our customers’ personal data⁴. All our contracts and lead acquisition programmes contain confidentiality terms to assure customers and prospects that their personal information is safeguarded. To ensure that our employees and our business partners uphold the same standards, we have included confidentiality obligations in employment contracts for our employees and service agreements for suppliers and third-party service providers.

In tandem with our policy and guidelines for customer privacy, we regularly monitor internal access to personal information and the effectiveness of our Information Technology (“IT”) system in protecting the personal data that we possess. We designate and restrict user access roles for our employees, which are reviewed annually, to mitigate the risk of excessive data access. We conduct IT general control (“ITGC”) audits annually to verify the integrity of the data and processes that our IT system supports. Our security software undergoes patch management monthly to address any vulnerability that could be exploited by hackers. The security of our servers is also reviewed regularly to ensure no breach of data.

In FY2020, we carried out an in-house cybersecurity audit to identify and patch potential security vulnerabilities. Various audit and test checks were performed, including a configuration review of our operating system, database, and network firewall, penetration tests for our web application and network. All risks identified during the checks have been addressed and fixed. We also provide periodic phishing awareness training for our employees to enhance our security awareness.

Furthermore, we conduct regular training on data protection, security awareness and risk management to ensure our employees understand relevant guidelines and impart good practices for handling personal data. During the year, our internal auditors also reviewed our business processes to evaluate the efficacy of our risk management procedures.

To capture feedback related to data confidentiality, we have designated a Data Protection Officer (“DPO”) for our customers to reach out to. All complaints and incidents related to customer privacy breach are logged into our CAPA system to ensure corrective and preventive actions are carried out to prevent similar incidents from recurring.



⁴ Our Privacy Policy can be accessed at www.cordlife.com/sg/privacy-policy

CARING FOR OUR CUSTOMERS

CUSTOMER SATISFACTION

2019 PERFORMANCE

- Achieved a rating of 4.92 (out of 5) for all customer satisfaction surveys

2020 TARGETS

- Achieve at least an average rating of 3 (out of 5) for all customer satisfaction surveys

2020 PERFORMANCE

- Achieved a rating of 4.94 (out of 5) for all customer satisfaction surveys
- Monitored customer and healthcare practitioner satisfaction and reviewed the effectiveness of our monitoring mechanisms.

2021 TARGETS

- Achieve at least an average rating of 3 (out of 5) for all customer satisfaction surveys
- Continue to monitor customer and healthcare practitioner satisfaction, and review effectiveness of our monitoring mechanisms

At Cordlife, customer satisfaction is regularly evaluated and monitored at several operational stages and customer touchpoints to ensure that we are meeting the needs of our customers. External stakeholders, including healthcare professionals are also surveyed regularly to assess their satisfaction level with various aspects of our operations. We implement a suite of satisfaction surveys to gather feedback from our key stakeholder groups, including customers and business partners. These surveys seek to acquire a better understanding of the perception and service journey of our stakeholders so that we can improve our service standards accordingly.

The results of the customer satisfaction surveys are reviewed at the monthly customer-centric meeting. All departments in direct contact with customers and external stakeholders are required to set and meet the respective Customer Delight Index (“CDI”) metrics and targets, which include target rating for the customer satisfaction surveys. Additionally, customer feedback and complaints are reviewed at the meeting to identify potential areas for improvement. The monthly customer-centric meetings seek to improve service provision standards across all departments for both our internal and external customers.

Other than establishing various customer feedback channels, we also conduct customer nurturing initiatives to engage and strengthen our relationship with customers. These initiatives include offering discounted paediatric vision screening, sending birthday cards and birthday vouchers as well as furnishing educational materials and updates every quarter.



CLINICAL AWARENESS AND UTILITY OF STEM CELLS

2019 PERFORMANCE

- Conducted a total of 44 outreach initiatives to enhance clinical awareness and utility of stem cells

2020 TARGETS

- Continue to review reach and effectiveness of initiatives related to clinical awareness and utility of stem cells and ensure follow-up plans are carried out

2020 PERFORMANCE

- Conducted a total of 21 outreach initiatives to enhance clinical awareness and utility of stem cells

2021 TARGETS

- Continue to review reach and effectiveness of initiatives related to clinical awareness and utility of stem cells and ensure follow-up plans are carried out

Enhancing awareness and understanding of stem cell applications is one key way we engage with and care for our customers. We believe in keeping our prospective and existing customers informed so that they are aware of the potential treatments, which may be useful for them or their loved ones.

We provide regular updates on stem cell applications to our prospective and existing customers through the following channels:

- Weekly updates on cord blood, cord lining and cord tissue banking related news and other services via digital platforms
- Quarterly updates on stem cell utility development and relevant industry news
- Virtual events and seminars

In FY2020, we held 21 outreach initiatives with expectant parents to raise awareness about the benefits of stem cell banking and other related services. Most of these initiatives were conducted online due to the restrictions caused by COVID-19. At the same time, we continued to forge strategic partnerships with corporate entities by organising talks to introduce our services and offer corporate rates to their employees.

Furthermore, we engage with healthcare professionals through various initiatives to keep them abreast on the latest developments relevant to the products and services they are working with:

- Regular stem cell related topics for hospital staff
- Regular updates and detailing aids on latest white papers for doctors
- Annual or semi-annual medical education consisting of educational talks on topics related to stem cell utility or related Cordlife services for doctors
- Partnerships with hospital caregivers and medical institutions to conduct clinical trials to increase the applications of stem cells

We also hold similar educational talks and trainings within our company to keep our employees updated.

All of our external engagement activities are monitored for their effectiveness in key message delivery and reach to our targeted stakeholders. Digital outreach activities are evaluated by reports on prospect return rates. Our marketing and marketing intelligence departments tabulate prospect and lead surveys and analyse survey responses. We also obtain feedback from hospital caregivers regarding the educational initiatives we have provided. These results are discussed at our weekly taskforce meeting to help fine-tune our approach and tactics to further promote the awareness of stem cell banking.



CARING FOR OUR EMPLOYEES

Our employees are the foundation of our business. We uphold the highest standards in ensuring that they are adequately trained and have a safe environment to work in.

OCCUPATIONAL HEALTH AND SAFETY

To ensure a safe working environment for our employees, especially our laboratory personnel, we have established policies and SOPs to manage occupational risks and safety. As stipulated in our Employee Handbook, we require all laboratory personnel to be vaccinated for Hepatitis B before they are allowed to work in the laboratory. Our Safety Manual encompasses the safety aspect of laboratory operations. We also have SOPs that stipulate the safety measures for specific work procedures, such as the handling of liquid nitrogen and any spillage, as well as the relevant first aid measures.

Our Safety Committee oversees and regularly reviews risk assessments and safety-related issues, and updates the Safety Manual as necessary. Our risk assessment team and safety team are responsible for the implementation of risk assessments and safety exercises.

Safety incidents are reported in the monthly quality meeting for review and logged into our CAPA system to ensure that corrective and preventive actions are implemented. Additionally, any case of needle prick incident is to be reported to MOM accordingly and follow-up checks as well as medical reviews are to be performed.

Other than putting relevant governance mechanisms and policies in place, we also conduct trainings to prevent accidents from occurring. Risk assessment plans and safety instructions are introduced to all employees during induction training. All trainings completed are recorded, reviewed and endorsed by the respective heads of departments. Laboratory personnel are trained on the safety aspects of their work during on-the-job training, which are recorded and reviewed. In FY2020, we have also conducted relevant safety courses for our safety team, including risk assessment training to help them identify hazards, evaluate risks and implement appropriate risk control measures in our day-to-day operational activities. We will continue to conduct relevant safety courses for new members of the Safety Committee in the coming year.



FY2020 PERFORMANCE⁵

	FY2019			FY2020		
	Male	Female	Total	Male	Female	Total
Total number of workplace fatalities	0	0	0	0	0	0
Accident frequency rate (AFR)⁶	0	0	0	0	0	0
Accident severity rate (ASR)⁷	0	0	0	0	0	0
Occupational disease incidence rate⁸	0	0	0	0	0	0
Absentee rate⁹	5.12	7.40	6.43	4.97	5.46	5.34

FY2021, we aim to maintain the record of zero health and safety incidents at our workplace.

⁵ All employees covered by this report are located in Singapore.

⁶ AFR = Total Number of workplace accidents reported / Total number of man hours worked x 1,000,000

⁷ ASR = Total number of man days lost to workplace accidents / Total number of man hours worked x 1,000,000

⁸ Occupational disease incidence rate = total number of occupational disease incidents / total number of employees

⁹ Absentee rate = total number of absentee days / total number of employees

CARING FOR THE ENVIRONMENT

We are mindful of the environmental impact of our business and we are committed to doing our part by reducing our GHG emissions.

EMISSIONS

Energy supply is key to our business continuity. We work to ensure that our operations are energy efficient and resilient to outages. As such, our Code of Conduct requires all employees to participate in environmental conservation and that all facilities as well as equipment are used in the most energy efficient manner.

We conduct regular and timely maintenance for all our equipment, laboratories and electrical facilities to ensure that they are in optimal working condition and continue to be energy efficient. We also monitor our facilities' electricity consumption on a monthly basis to identify abnormal spikes or increase in usage trends so that we can analyse, investigate and remediate any possible inefficient use of energy.

FY2020 PERFORMANCE

Energy Consumption	FY2019	FY2020
Diesel (kWh) ^{10, 11}	38	38
Electricity (kWh)	379,133	353,329
Total Energy Consumption (kWh)	379,171	353,367

GHG EMISSIONS ¹²	FY2019	FY2020
Scope 1 emissions (tCO ₂ e)	0	0
Scope 2 emissions (tCO ₂ e)	161	150
Total GHG emissions (tCO₂e)	161	150

To continue our efforts in reducing energy consumption, we aim to progressively replace all fluorescent lights to energy-saving LED lights for our offices and facilities in Singapore, and implement regular energy-saving awareness initiatives to inform and engage our employees.



¹⁰ Diesel consumption is computed based on the amount of diesel consumed by our emergency generator during its 10-minute annual maintenance exercise. During the annual maintenance, the generator runs at 100% Prime Running Power (PRP) setting, which consumes 0.377 litre of diesel per minute.

¹¹ Conversion factor to kWh is derived from 2006 IPCC Guidelines for National Greenhouse Gas Inventories.

¹² GHG emissions for diesel consumption are computed based on emission factor derived from 2006 IPCC Guidelines for National Greenhouse Gas Inventories and GHG emissions for electricity consumption are computed based on electricity grid emission factor published in Singapore Energy Statistics 2018.



cordlife



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