



**AOXIN Q & M DENTAL GROUP LIMITED**

**2017 SUSTAINABILITY REPORT**

# Contents

I. Board Statement	3
II. About this Report	4
III. Organisational Profile	5
IV. Governance and Sustainability Approach	13
V. Stakeholder Engagement	15
VI. Material Topics	16
VII. Economic Performance	17
VIII. Anti-Corruption	18
IX. Energy	19
X. Training & Education	20
XI. Occupational Health and Safety	22
XII. SGX Five Primary Components Index	23
XIII. Global Reporting Initiative (GRI) Content Index	24

*This Sustainability Report has been prepared by the Company and its contents have been reviewed by the Company's Sponsor, SAC Capital Private Limited (the "Sponsor"), for compliance with the relevant rules of the Singapore Exchange Securities Trading Limited (the "Exchange"). The Sponsor has not independently verified the contents of this Sustainability Report.*

*This Sustainability Report has not been examined or approved by the Exchange and the Exchange assumes no responsibility for the contents of this Sustainability Report, including the correctness of any of the statements or opinions made or reports contained in this Sustainability Report.*

*The contact person for the Sponsor is Ms. Alicia Sun (Telephone: (65) 6232 3210) at 1 Robinson Road, #21-00 AIA Tower, Singapore 048542.*

# Board Statement

We are pleased to publish and share with you our inaugural Sustainability Report which is in accordance with the Global Reporting Initiative (GRI). We concluded our first materiality assessment which helped us to identify topics which are material to our stakeholders. Being sustainable in today's world is especially important for the growth of a business and it demonstrates how we incorporate our sustainability effort into our strategy and business operations, as well as our commitment to engage with our stakeholders.

We take pride in being one of the leading providers of dental services, equipment and supplies in the Liaoning Province, Northern People's Republic of China ("PRC") with 11 dental centres, comprising 4 dental hospitals and 7 polyclinics, as at 31 December 2017. As such, we recognise the importance in maintaining close ties with the community.

We treat our customers as partners of our business and we have continuously form strong collaborations with synergistic parties that continue to aid us in solidifying our future prospects, giving us greater market presence and access to the latest dental and oral health developments.

This Sustainability Report provides an overview of the Group's vision, strategic approach and performance in the material sustainability topics related to our business. The Board recognises the importance of Environmental, Social and Governance ("ESG") performance and oversees all material and relevant ESG factors, policies and management approach.



**Mr. Chua Ser Miang**  
*Non-Executive Chairman and  
Independent Director*



**Dr. Shao Yongxin**  
*Executive Director and Group Chief  
Executive Officer*

# About This Report

This Sustainability Report has been prepared in accordance with the GRI standards: Core Option, as well as the SGX Guide to Sustainability Reporting for Listed Companies. Aoxin Q & M Dental Group Limited, (“Aoxin Q & M”, and together with its subsidiaries, the “Group”), recognises that sustainability reporting is critical to our business and long-term value creation.

context, materiality and completeness to put together a comprehensive report. And for its quality, we have applied the GRI principles of accuracy, balance, clarity, comparability, reliability and timeliness.

We have not sought external assurance for this Sustainability Report.

We looked into using the principles of stakeholder inclusiveness, sustainability

<p><b>Reporting Boundaries and Standards</b></p>	<ul style="list-style-type: none"> <li>• <b>Materiality:</b> focusing on issues that (i) impact business growth; and (ii) are of utmost importance to stakeholders;</li> <li>• <b>Stakeholder Inclusiveness:</b> responding to stakeholders’ expectations and interests;</li> <li>• <b>Sustainability Context:</b> presenting performance in the wider context of sustainability; and</li> <li>• <b>Completeness:</b> including all information that is of significant economic, environmental and social impact to enable stakeholders to assess the Group’s performance.</li> </ul>
<p><b>Reporting Period and Scope</b></p>	<p>This Sustainability Report covers data and information from 1 January 2017 to 31 December 2017 (“FY2017”) across the Group’s operations in the PRC where the principal activities of the Group are carried out.</p> <p><i>Disclaimer: This Sustainability Report has excluded the following entities as they were set up after FY2017, (1) PanJin Aoxin Q&amp;M Stomatology Hospital Co., Ltd, (2) Zhuanghe City Aoxin Dawei Dental Co., and (3) Shenyang Qingamei Oral Restorative Technology Co., Ltd.</i></p>
<p><b>Accessibility &amp; Feedback</b></p>	<p>We are committed to listening to our stakeholders and we welcome all feedback. Please send questions, comments, suggestions or feedback in relation to this Sustainability Report to: <a href="mailto:web@aoxin.sg">web@aoxin.sg</a></p>

# Organisational Profile

## Background

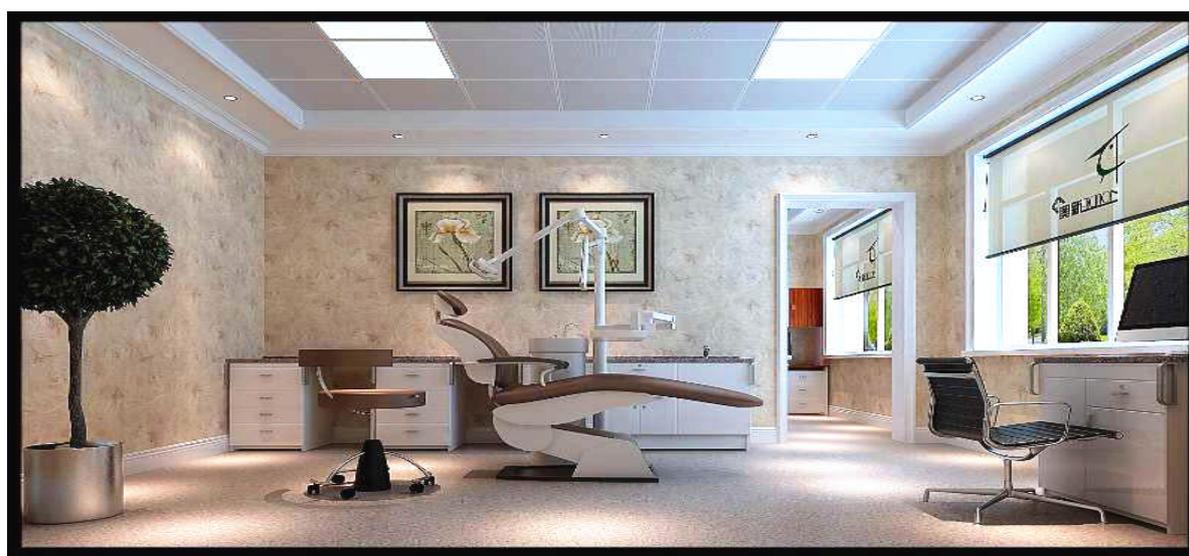
Our Company was incorporated in Singapore on 5 May 2011 under the Companies Act as a private company limited by shares, under the name “Q & M Dental Holdings (China) Pte. Ltd.”. On 25 January 2017, we were renamed “Aoxin Q & M Dental Group Pte. Ltd.”, and subsequently, on 30 March 2017, our Company was converted into a public company limited by shares and renamed “Aoxin Q & M Dental Group Limited”.

We are one of the leading providers of private dental services and dental equipment and supplies in the Liaoning Province, Northern PRC. Since our incorporation, the Group has progressed steadily, and as at 31 December 2017, we have 240 dental professionals, comprising 113 dentists and 127 dental surgery assistants, and we operate and/or manage eleven (11) dental centres, comprising four (4) dental hospitals and seven (7) polyclinics, in four (4) different cities in Liaoning Province, Northern PRC, namely, Shenyang, Huludao, Panjin and Gaizhou.

Additionally, our dental equipment and supplies distribution network covers the Liaoning, Heilongjiang and Jilin Provinces in the Northern PRC.

Our core business can be categorised into two (2) business segments:

- (a) the provision of private dental services, which includes, amongst others, the practice of stomatology and general dentistry, endodontics, orthodontics, periodontics, prosthodontics, dental implantology, oral and maxillofacial surgery, aesthetic dentistry and paedodontics, as well as the management of dental centres for and on behalf of other owners; and
- (b) the distribution of dental equipment and supplies, which includes, amongst others, the distribution of equipment and supplies used in the provision of dental services, as well as manufacturing of laboratory support crowns, bridges, dentures and other prostheses.



# Organisational Profile

## Objective

Business growth, contribution to the society and provide healthcare

## 最高目标

发展事业、造福社会、呵护健康

## Attitude at work

Dedicated, practical, adaptable and innovative

## 工作作风

敬业、求实、博采、创新

## Idea of Service

People-oriented and value life

**服务理念** 以人为本、关爱生命

## Principle of Competitiveness

Law abiding, no deception, honesty, not dominating, not monopolistic

**竞争原则** 守法不乱，诚信不欺，取利不诈，享财不霸，严禁垄断

**Motto** To be kind, dedicated, hardworking and ambitious

**院训** 厚德、精业、  
勤诚、致远

## Professional behavior

Be keen and eager to lend a helping hand

## 职业风尚

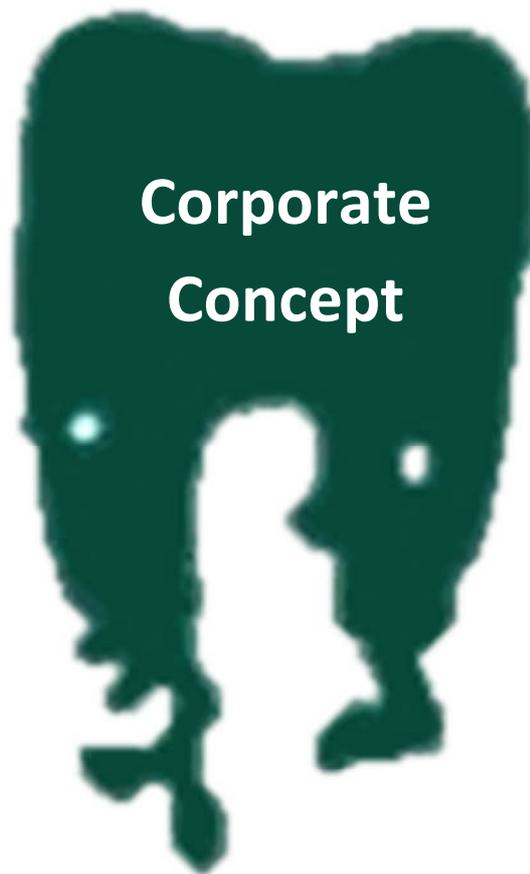
急人之难、救人之困

## Employment perceptions

To be virtuous and loyal

## 用人观念

忠诚高于价值 德行胜于能力



# Organisational Profile

## Values



We are driven by a set of values and principles which inspires us to continuously improve our products and services. This also serves as the foundation of our organisation as one of the leading providers of private dental healthcare.

# Organisational Profile

## *Supply Chain Management*

Maintaining sustainability throughout our supply chain requires regular monitoring and review of our suppliers' performance against the Group's sustainability principles.

We have a Procurement Policy in place which sets our guiding principles on our suppliers' assessment against the Group's sustainability criteria.

We have entered into long-term distribution agreements of one (1) to four (4) years with suppliers such as Songfeng Dental Equipments (Shanghai) Trading Co., Ltd. (松风齿科器械贸易(上海)有限公司), Shanghai Pinrui Medical Equipment Co., Ltd (上海品瑞医疗器械设备有限公司) and Satelec (赛特力). Under these distribution agreements, we have distribution rights for brands such as Acteon-Satelec and Shofu Dental for certain provinces such as the Liaoning Province in Northern PRC.

From time to time, we may bid for tender contracts with hospitals to deliver dental equipment and supplies. Such contracts may either have a contractual obligation to deliver a fixed number of products or have a fixed tenure to supply dental equipment and supplies as and when required.

In addition, we intend to consolidate the infrastructure of our dental equipment and supplies business with the supply chain of our dental centres. By managing our dental equipment and supplies business as well as the procurement needs of our dental centres, we are better positioned to obtain volume discounts from our suppliers and ensure continued sustainability of our supply chain.

## *External Initiatives*

Bearing Aoxin Q & M's spirit in mind, we are making an effort to integrate sustainability into our operations. Where possible, we will consider sustainability issues in our decision-making processes.

We have increased our exposure to the paediatric dental health market as well as the medical insurance market. We will hold free clinic and treatment sessions on holidays and on "Oral Care Day". Paired with our marketing and media campaigns through online and traditional methods, we are able to adopt a complete approach towards our outreach program, as well as raising dental health awareness and our reputation in the region. These initiatives are in line with our corporate concept of giving back to the community and allow us to integrate Aoxin Q & M's values into our business decisions such as being creative in our methods, and at the same time, ensuring top quality service.

We have also collaborated with leading academic institutions and often paid visits to kindergartens, schools and communal space to organize educational talks on oral care. With the relationships forged, we are collaborating with Jinzhou Medical University, to provide, amongst others, instruction and training to students and dental professionals. Notably, pursuant to such collaboration, a few of our dental centres are designated as training centres.

## Organisational Profile

Our stomatology training centre at Shenyang is equipped with a multimedia teaching hall, a multi-function simulation laboratory and a technical laboratory to ensure that aspiring dentists are equipped with the relevant technical skills before we allow them to practise on patients.

Dr. Shao, who is also the Dean of Jinzhou Medical University, Shenyang Department of Stomatology, actively participates in the learning and growth of the undergraduates through conducting lectures and reviewing their progress.

The stomatology training centre at Shenyang is also accredited by Jinzhou Medical University for undergraduate and post-graduate training. Students graduate from this training centre with dental qualifications will be recognised by universities in China. Currently, this is the only training centre accredited by university in China.



# Organisational Profile

## *Award of Certificates and Recognition*

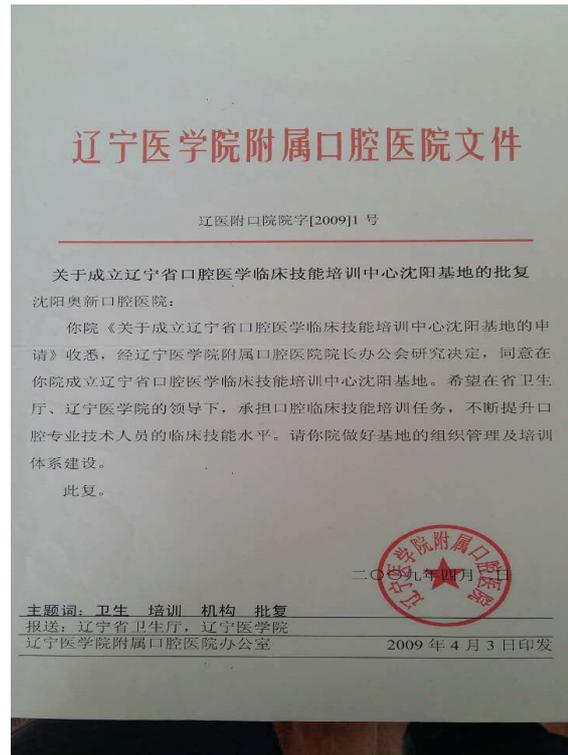
Aoxin Q & M is committed to conduct our business in a responsible and sustainable manner. We have therefore aligned our operations and business practices with industry/market accepted principles and standards. In recognition of our efforts, the Group was awarded the ISO 9001:2008 certification in 2015, which demonstrated our ability to be consistent in providing our services that meets the customers and the relevant statutory and regulatory requirements.

In 2009, approval was given by Liaoning Medical College for the establishment of a clinical skills training centre based in Shenyang to provide training and to continuously uphold the standard of dental professionals. Furthermore, approval was also given by Liaoning Medical College to establish the Liaoning Medical Institute of Stomatology for Aoxin Q & M to provide training and opportunities for graduates.

In 2015, Shenyang Aoxin Q & M Stomatology Branch Hospital met the standards set by Liaoning Medical College and qualities reviewed by experts in the field. As such, approval was given for the establishment of Shenyang Aoxin Q & M Stomatology Branch Hospital.

In 2016, Shenyang Aoxin Q & M Stomatology Branch Hospital entered into a mutual agreement with Liaoning Medical College which enables the ease of sharing of knowledge in the field of dentistry. Given the medical facilities and resources that Liaoning Medical College has, and the training opportunities we provide to aspiring dental professionals, the agreement proved to be beneficial to both parties. At the same time, it ensures that the professional standards of our dental professionals and services are always improving.

# Organisational Profile



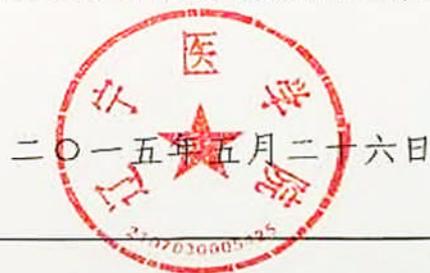
# 辽宁医学院文件

辽医校字〔2015〕111号

## 关于成立辽宁医学院沈阳口腔医学院的决定

各单位、各部门：

根据辽宁医学院教学基地设置标准，经沈阳奥新全民口腔医院申请，学校组织有关专家实地考察、评审并论证，沈阳奥新全民口腔医院符合我校建立口腔医学院的设置条件，经学校研究决定，批准在沈阳奥新全民口腔医院成立辽宁医学院沈阳口腔医学院。



抄送：沈阳奥新全民口腔医院

辽宁医学院党政办公室

2015年5月26日印发

# 辽宁医学院文件

辽医校字〔2016〕4号

## 关于建立辽宁医学院非直属附属口腔医学院及非直属附属口腔医院的决定

各单位、各部门：

根据我校口腔医学专业人才培养的实际需要，充分利用我省优质的医学教学资源，确保口腔医学专业学科实力及办学水平，经学校考察论证后研究决定，将沈阳奥新全民口腔医院确定为辽宁医学院非直属附属口腔医院，同时依托沈阳奥新全民口腔医院，成立辽宁医学院非直属附属口腔医院。具体合作内容详见合作协议书。

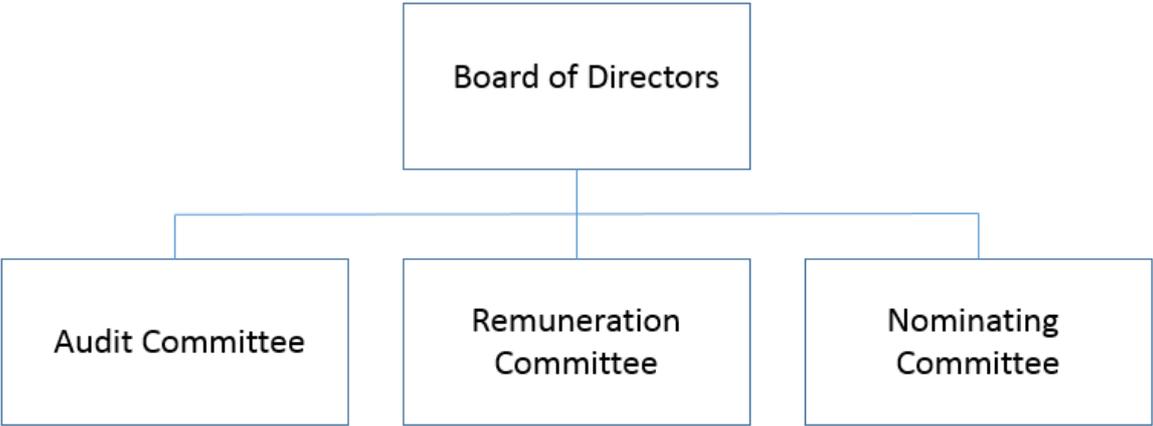


辽宁医学院党政办公室

2016年1月7日印发

# Governance and Sustainability Approach

## Organisation Chart – Board



## Organisation Chart – Management



## Governance and Sustainability Approach

Our governance of sustainability of the Group encompasses two business segments, i) provision of dental services; and ii) distribution of dental equipment and supplies.

Our Board of Directors oversees sustainability issues and key governance processes across the Group, including policies, procedures and engagement activities for material ESG factors. Senior management will coordinate and implement ESG factor management, including coordination and communication to the Board.

To enhance our corporate governance structure, we have established a committee to oversee the standards of our dental professionals and our dental services. The roles and responsibilities of this committee includes the following:

- a) the provision of clinical governance for our dental professionals and staff;
- b) the provision of advice on standard procedures and the development of dental and ethical policies relating to dental services;
- c) the investigation and review of adverse dental centre incidents and untoward practices;
- d) the provision of advice on practice guidelines and the conduct of audits of our dental centres; and
- e) the resolution of any disputes and complaints by patients.

Our committee comprise of dental professionals who have been selected based on their qualifications and experience.

We have established a quality assurance team, consisting of experienced technicians and engineers, who routinely check the dental equipment and supplies

from our suppliers. We provide strong aftersales support to ensure customer satisfaction. These are our approaches towards risk management in daily operations.

We comply with all PRC laws and regulations in relation to quality standards, and we constantly seek feedback from our dental professionals, patients and customers.

Senior management is responsible for on-going communication with the Board of Directors. Senior management provides the Board of Directors with updates covering operational performance, financial results, marketing and business development and other relevant information on a regular basis enabling the Board of Directors to make a balanced and informed assessment of the Group's performance, position and prospect.

# Stakeholder Engagement

## Accountability to Stakeholders

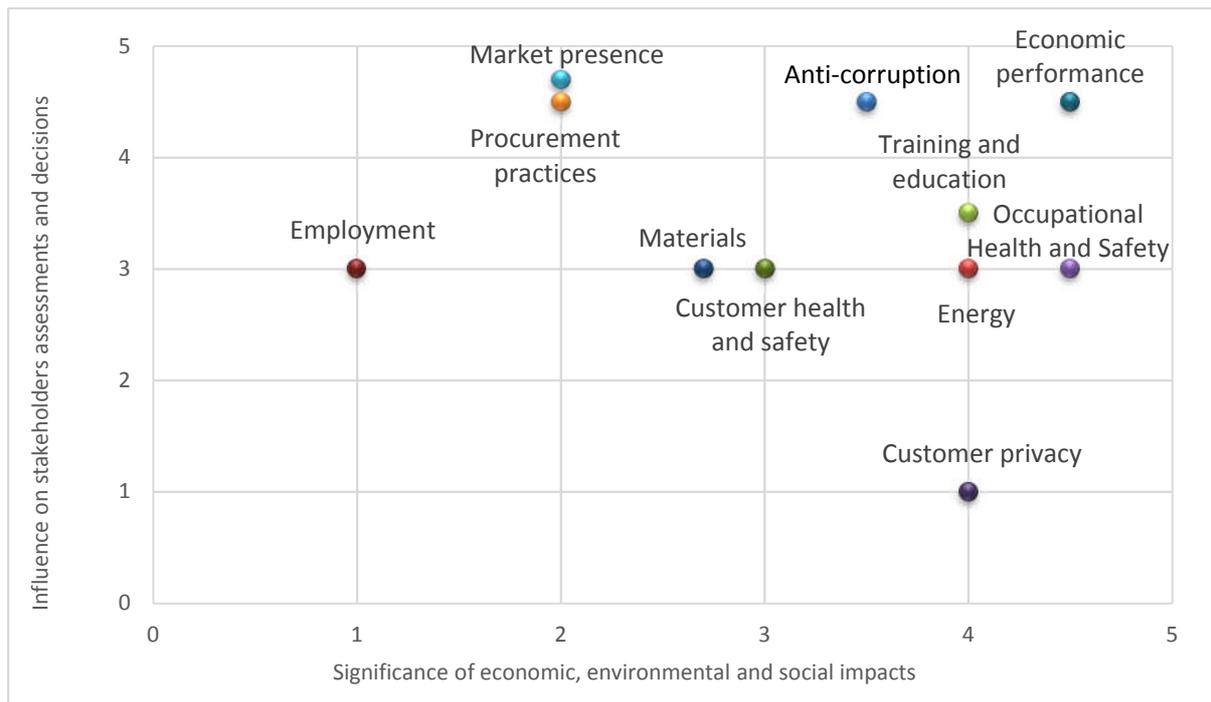
The feedback arising from our stakeholder engagements, which includes inputs on our sustainability reporting and materiality of topics, has helped strengthen the relevance of our reporting and approach to managing the Group’s material issues. We understand the need to maintain close relationships with our stakeholders to support us in addressing sustainability challenges. Hence, we regularly engage with and consult our diverse groups of stakeholders. We seek to understand more of our stakeholders’ expectations to identify areas which could be improved on.

Stakeholders	Stakeholders Engagement	Stakeholders Expectations
Customers	Frontline interaction at clinics, enquiry and feedback channel, customer service hotlines	Good quality of services and products, after sales service, fair purchasing practices
Suppliers	Quotations, periodic discussions, supplier evaluation	Compliance with terms and conditions of purchasing policies and procedures, maintain ethical standards
Employees	Induction and orientation program, staff appraisal, internal memorandum, training	Staff rights and welfare, personal development, good working environment
Investors	Annual meetings, circulars to shareholders (if required)	Profitability, transparency, timely reporting
Business Partners	Frequent discussions and meetings	Partnership for opportunities and growth
Government and Regulators	Discussions with government agencies and regulators	Environmental-friendly business approach, compliance with regulations, timely reporting and resolution of issues

# Material Topics

Our material issues are identified based on the economic impacts and the degree of influence they have on stakeholder assessments and decisions. In light of fresh stakeholder feedback, new trends in sustainability, challenges facing the industry, experts' views and our own business goals, we considered several topics that are material to our stakeholders. Therefore, we focus our sustainability efforts on these issues.

The following Materiality Matrix summarises our list of relevant sustainability topics and ranking results. The topics are ranked and evaluated based on our engagement process with respective stakeholder groups. We will review our material topics yearly in light of fresh stakeholders' feedback and updates to our business objectives and developments.



## Sustainability Topics

1. Economic performance
2. Anti-corruption
3. Energy
4. Training and education
5. Occupational health and safety

## Economic Performance

At Aoxin Q & M, we constantly seek ways to create value for shareholders and stakeholders through long term sustainable business growth strategies.

Most notably, we seized the opportunity by entering the growing paediatric dentistry market and secure our market position as one of the leading dental service providers in the region. This move contributed to a rise in revenue, and at the same time, pushes demand for large-scale development of orthodontic and orthographic surgery centres in the future.

For FY2017, the Group's revenue from healthcare and distribution of dental equipment and supplies business have increased by 7% and 28% from FY2016 respectively. The growing demand of private dental healthcare, especially in the areas of paediatric dental care has led to increase in the Group's revenue. We received warm welcome from the community that we currently based our efforts in. This has served as an encouragement to us and we believe that with our expansion to other provinces, the Group's revenue will be sustainable in the long term.

### Subsequent reporting for FY2018

For FY2018, the Group hopes to maintain and ensure its financial stability and generate positive returns to its stakeholders.

Please refer to Annual Report 2017 page 4 to page 9 for the financial highlights and review of the Group.

# Anti-Corruption

As noted from Clifford Chance Financial Markets Toolkit “Anti-Bribery and Corruption Review” dated June 2017, the PRC government has stepped up its anti-bribery efforts to reduce improper payments and other benefits received by staff in connection with the purchase of pharmaceutical and medical equipment and supplies, and the provision of healthcare services.

We are pleased to report that Aoxin Q & M does not have any confirmed incidents of corruption and we intend to maintain this record. We strictly enforce our values and ensure that our stand on corruption is clear. We recognize the importance of upholding our values to obtain the trust and respect of our stakeholders.

Aoxin Q & M adopts a strong stand against bribery and corruption. Additionally, we also adopt a preventive approach to corruption. As such, we have in place a whistle blowing policy for employees, as employees are usually the first to discover any irregularities within the Group. This provides proper avenues for employees to raise concerns about actual or suspected improprieties in matters of financial reporting or other matters and receive feedback on any action taken.

We recognise that we can never rule out the possibility of corruption not happening and the journey to stamp out corruption is a long tedious process. In the early stage of establishing a code of conduct among employees, we have distributed handbooks on work behavior standard that we expect employees to conform to. As the Group develops, we will constantly revise the employee manual and ensure its relevance in today’s world.

## Subsequent Reporting for FY2018

The Group hopes to maintain its clean record for corruption cases and continues to cultivate anti-corruption environment and training for its employees.

## Energy

After our first materiality assessment, we identified several areas for improvement. We are optimistic that we can reduce our carbon footprint for subsequent periods. We strive to innovate and explore ways in which we can reduce water and energy consumption through energy efficiency usage and encouraging renewable energy sources.

Environmental protection is one of the eight priorities in China's Government Work Plan for 2016. To help address the issue, China's National Energy Administration has pushed for more wind turbines to be installed during the five-year (2016 to 2020) period. Over the next five years, water consumption, energy consumption and carbon dioxide emissions per unit of GDP should fall by 23%, 15% and 18% respectively. The number of days with good urban air quality is targeted to exceed 80% by 2020.

Year	2017	2016
Gross Floor Area (m <sup>2</sup> )	8,853	8,853
Energy Consumption (kWh)	508,421	487,396
Water Consumption (m <sup>3</sup> )	10,337	17,279
Natural Gas Consumption (kWh)	31,143	39,667
Energy Intensity per GFA (kWh/m <sup>2</sup> )	57.43	55.05
Water Intensity per GFA (m <sup>3</sup> /m <sup>2</sup> )	1.17	1.95
Natural Gas Intensity per GFA (kWh/m <sup>2</sup> )	3.52	4.48

### Subsequent Reporting for FY2018

Moving forward as an environmentally conscious player in the dental industry of China, we pledge to increase our sustainable efforts and communicate our goals to the employees of Aoxin Q & M. An example would be to have the goals and strategies, such as implementation of the 3 Rs: Reduce, Reuse and Recycle, outlined and displayed in all of our offices to motivate our staff.

Several initiatives to be implemented include optimizing natural ventilation to reduce air-conditioning demands and upgrading of air-conditioning units to more energy efficient ones in our office and dental clinics.

## Training and Education

Training and Education is important in our business to ensure continuous development of our employees and to provide quality service to the patients. We are committed in upholding the standards of our dental professionals. At Aoxin Q & M, new employees will undergo pre-job training after induction. In addition, all our new hires undergo a mandatory probation period during which their skills and experience are assessed. During this period, our new hires are also given on-the-job training and are made to shadow another experienced employee to familiarise themselves with the Group's operations.

Subsequent to the probation period, dental professionals and staff who are retained are provided with regular and continuous training and development. Our training programs include training internally, bringing in experts externally and expatriation.

The number of employees of our Group is as follows:

Total employees of our Group	Year	2017	2016
	Total	432	420

Employees distribution based on region and employment contract (permanent and temporary):

Year	2017				2016			
Location	Shenyang	Huludao	Panjing	Gaizhou	Shenyang	Huludao	Panjing	Gaizhou
<b>Permanent</b>	293	41	51	10	282	42	51	10
<b>Temporary</b>	25	8	2	2	22	9	2	2
<b>Total</b>	318	49	53	12	304	51	53	12

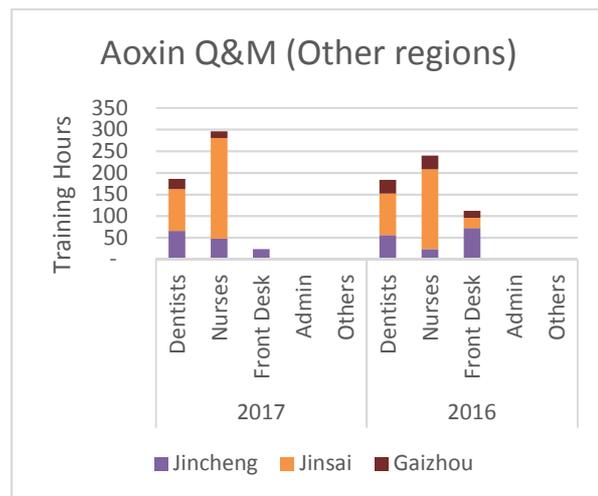
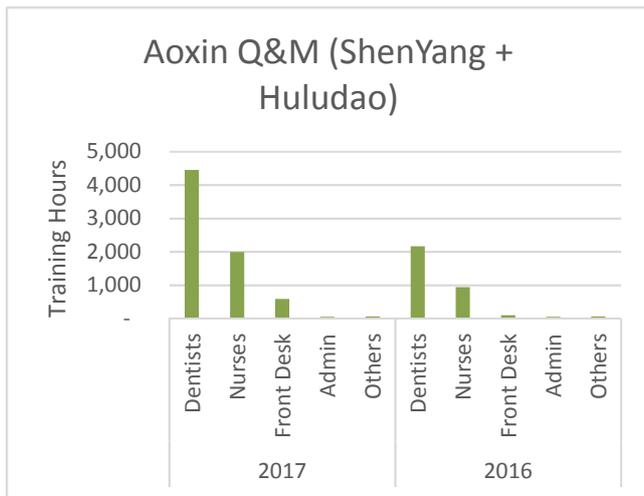
Employees distribution by gender and employment contract

Year	2017		2016	
Category	Male	Female	Male	Female
<b>Full-time</b>	69	326	63	322
<b>Part-time</b>	11	26	11	24
<b>Total</b>	80	352	74	346

Training hours assigned on average to each gender:

Year	2017		2016	
Entity	Male	Female	Male	Female
<b>Aoxin Q&amp;M (Shenyang + Huludao)</b>	4	18	2	9
<b>Panjin Jincheng</b>	1	4	1	4
<b>Panjin Jinsai</b>	2	10	3	11
<b>Gaizhou</b>	<1	3	1	6

# Training and Education



## Dental Professionals

We pride ourselves in having the resources to prepare several training programs to ensure the continued employability of our dental professionals. In providing a comprehensive suite of dental services, our dental centres provide diverse exposure and experience through career advancement training and specialized training opportunities in different departments. Besides basic trainings and teaching classes, we often encourage our dental professionals to share on academic platforms to exchange ideas. Our staff also attend courses and postgraduate training by specialized institutions (China Medical University, Jinzhou Medical University, etc). The dental professionals (i.e. dentists and nurses) make up 80% of the Group’s employees, and they receive regular performance and career development review. We will ensure our dentists and nurses meet the mandatory requirement under the Shenyang Medical Association and Health Bureau Act that all junior practicing dentists or nurse shall pursue a minimum of 8 hours of continuing professional education per year and for senior dentist or nurses shall pursue a minimum of 5 hours of continuing

professional education per year in order to renew their practicing certificate.

## Subsequent Reporting for FY2018

Our goals for the following years will be to ensure that our employees receive quality training and not solely rely on the training hours provided as a benchmark. In Aoxin Q & M, we respect and acknowledge the strengths and contribution of every employee. We will also review the training hours required for each respective role to ensure highly qualified staff at all levels.

# Occupational Health and Safety

Our dentists and nurses take on the role of direct service providers, and as such, their well-being is one of our primary concerns. In our line of work, dentists and nurses are exposed to several health hazards and it is our responsibility as employers to mitigate such risks.

## Physical Well-being

Infectious hazards are the easiest to distinguish; needles and other sharp objects, spatter and aerosols can transmit viral infections which are life-threatening such as acquired immunodeficiency syndrome and hepatitis B. Bacterial infections are also a concern. At Aoxin Q & M, we strongly emphasize on proper disposal of used needles. For every patient, a tray with a set of items will be used. It includes gloves, needles and apparatus. After each session, the set of items will be properly disposed and replaced with a new set. Other examples of health hazards include exposure to x-ray radiation - which we rely on trainings and posters to remind our employees on safety measures. We are subject to inspection from government officials to ensure we adhere to the country's safety standards.

## Mental Well-being

We also explore ways in which we can maintain the mental well-being of our employees. We ensure that dentists have a reasonable time to rest after completing the treatment of patients, and to ensure that the quality of patients is guaranteed. In addition, we strictly adhere to local legislations on working hours of a

maximum of 8 hours a day; the total working hours do not exceed 40 hours in a week.

Every new dentist will be assigned to an experienced dentist to conduct on-the-job training. An experienced dentist is not only trained in dental technology, but also needs to guide young dentists in other areas, which includes, among others, the sitting position of dentists and communication with patients. We strive to reduce the stress levels of our dentists while not compromising on the service that we provide.

## Privacy

Besides physical and mental well-being, we recognize privacy to be fundamental to human rights. The protection of patients' privacy is an industry consensus, and at Aoxin Q & M, we take a firm stance in safeguarding the confidentiality of personal information. Our IT systems also have adequate controls in place to restrict access to such sensitive information. Examples includes the computers being connected internally and our dentists can only view the information of patients that they have attended to.

## Subsequent Reporting for FY2018

We have a clean record on workplace injury, and our goal for the following years will be to ensure that our employees maintain strict adherence to workplace safety and guidelines.

## SGX Five Primary Components Index

S/N	Primary Component	Section Reference
1	Material Topics	<ul style="list-style-type: none"> <li>• Stakeholder Engagement</li> <li>• Sustainability Topics               <ul style="list-style-type: none"> <li>○ Economic Performance</li> <li>○ Anti-Corruption</li> <li>○ Energy</li> <li>○ Training and Education</li> <li>○ Occupational Health and Safety</li> </ul> </li> </ul>
2	Policies, Practices and Performance	<ul style="list-style-type: none"> <li>• Board Statement</li> <li>• Sustainability Topics               <ul style="list-style-type: none"> <li>○ Economic Performance</li> <li>○ Anti-Corruption</li> <li>○ Energy</li> <li>○ Training and Education</li> <li>○ Occupational Health and Safety</li> </ul> </li> </ul>
3	Board Statement	Board Statement
4	Targets	<ul style="list-style-type: none"> <li>• Sustainability Topics               <ul style="list-style-type: none"> <li>○ Economic Performance</li> <li>○ Anti-Corruption</li> <li>○ Energy</li> <li>○ Training and Education</li> <li>○ Occupational Health and Safety</li> </ul> </li> </ul>
5	Framework	About This Report

# Global Reporting Initiative (GRI) Content Index

GRI Standard	Disclosure	Page Reference and Reasons for Omission, if applicable (page)
<b>GENERAL DISCLOSURE</b>		
GRI 102: General Disclosures 2016	<b>Organizational Profile</b>	
	102-1 Name of the organisation	1
	102-2 Activities, brands, products, and services	5
	102-3 Location of headquarters	5
	102-4 Location of operations	5
	102-5 Ownership and legal form	5
	102-6 Markets served	5
	102-7 Scale of the organisation	5, Annual Report
	102-8 Information on employees and other workers	5, 21
	102-9 Supply chain	8
	102-10 Significant changes to the organisation and its supply chain	There were no significant changes to the organization and its supply chain
	102-11 Precautionary principle or approach	10
	102-12 External initiatives	8
	102-13 Membership of associations	Not applicable as Aoxin Q&M is not a member of any association
	<b>Strategy</b>	
	102-14 Statement from senior decision maker	3
	<b>Ethics and Integrity</b>	
	102-16 Values, principles, standards, and norms of behaviour	6, 7
	<b>Governance</b>	
	102-18 Governance structure	14
	<b>Stakeholder Engagement</b>	
	102-40 List of stakeholder groups	16
	102-41 Collective bargaining agreements	Our employees are not covered by collective bargaining agreements
	102-42 Identifying and selecting stakeholders	16
	102-43 Approach to stakeholder engagement	16
	102-44 Key topics and concerns raised	17
	<b>Reporting Practice</b>	
	102-45 Entities included in the consolidated financial statements	Annual Report
	102-46 Defining report content and topic boundaries	17
	102-47 List of material topics	17
	102-48 Restatements of information	NIL
	102-49 Changes in reporting	First SR
102-50 Reporting period	4	
102-51 Date of most recent report	First SR	
102-52 Reporting cycle	4	
102-53 Contact point for questions regarding the report	4	
102-54 Claims of reporting in accordance with the GRI Standards	4	
102-55 GRI content index	25	
102-56 External assurance	4	

# Global Reporting Initiative (GRI) Content Index

GRI Standard	Disclosure	Page Reference and Reasons for Omission, if applicable (page)
<b>MATERIAL TOPICS</b>		
<b>Economic Performance</b>		
GRI 201: Economic Performance 2016	103-1 Explanation of the material topic and its boundaries	18
	103-2 The management approach and its components	18
	103-3 Evaluation of the management approach	18
	201-1 Direct Economic value generated and distributed	18
	201-2 Financial implications and other risk and opportunities due to climate change	Please refer to Annual Report
	201-3 Defined benefit plan obligations and other retirement plans	
	201-4 Financial assistance received from government	
<b>Anti-Corruption</b>		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	19
	103-2 The management approach and its components	19
	103-3 Evaluation of the management approach	19
GRI 205: Anti-Corruption 2016	205-1 Operations assessed for risks related to corruption	19
	205-2 Communication and training about anti-corruption policies and procedures	19
	205-3 Confirmed incidents of corruption and actions taken	19
<b>Energy</b>		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	20
	103-2 The management approach and its components	20
	103-3 Evaluation of the management approach	20
GRI 302: Energy 2016	302-1 Energy consumption within the organization	20
	302-2 Energy consumption outside of the organization	20
	302-3 Energy intensity	20
	302-4 Reduction of energy consumption	20
	302-5 Reductions in energy requirements of products and services	20
<b>Training and Education</b>		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	21
	103-2 The management approach and its components	21
	103-3 Evaluation of the management approach	21
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	22
	404-2 Programs for upgrading employee skills and transition assistance programs	22
	404-3 Percentage of employees receiving regular performance and career development reviews	22
<b>Occupational Health and Safety</b>		
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its boundaries	23
	103-2 The management approach and its components	23
	103-3 Evaluation of the management approach	23
GRI 403: Occupational Health and Safety 2016	403-1 Workers representation in formal joint management – worker health and safety committees	23
	403-2 Types of injury and rates of injury, occupational diseases, lost days, and absenteeism and number of work-related fatalities	No recorded cases of work-related fatalities
	403-3 Workers with high incidence or high risk of diseases related to their occupation	23
	403-4 Health and safety topics covered in formal agreements with trade unions	No agreements with trade union