



UNIGLOVES®
KEEPING YOU SAFE

EMBRACING OPTIMISATION AND DIVERSIFICATION

Sustainability Report 2025

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This Sustainability Report has been reviewed by the Company's Sponsor, SAC Capital Private Limited (the "Sponsor").

This Sustainability Report has not been examined or approved by the Singapore Exchange Securities Trading Limited ("SGX-ST") and the SGX-ST 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.

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COMPANY PROFILE

UG Healthcare Corporation Limited 优格医疗集团 (“**UG Healthcare**” or the “**Company**” and together with its subsidiaries, the “**Group**”) is an own brand manufacturer that specialises in the marketing and sale of proprietary **UNIGLOVES®** branded hand protection solutions, as well as non-glove hygiene and healthcare ancillary products, through its established global downstream distribution network.



The Group owns and operates an extensive downstream network of distribution companies with a local presence in Europe, the United Kingdom, the USA, China, Africa, North America, and South America, where it primarily markets and sells its proprietary **UNIGLOVES®** portfolio of hand protection solutions and non-glove hygiene and healthcare ancillary products. These disposable and reusable hand protection products are used across a diverse range of industries that require safety and cross-infection protection and high hygiene standards, as well as catering to different applications and preferences. Along with its range of non-glove hygiene and healthcare ancillary products, the Group aims to address infection control, hygiene and care, dental care, and wound care across diverse industries.

The downstream distribution division is supported and complemented by the Group's own upstream manufacturing division, manufacturing natural latex and nitrile disposable

gloves under its **UNIGLOVES®** brand and third-party labels in its upstream manufacturing facilities located in Malaysia. The Group's upstream manufacturing is certified by the British Standards Institution for ISO 9001:2015, ISO 13485:2016 and EN ISO 13485:2016 for the scope of manufacture and supply of natural latex and nitrile latex examination gloves. The Group's proprietary brand of products conforms to various international standards and requirements.

The Group has a strategic investment in the joint development, management, and operation of active retirement homes in Malaysia.

UG Healthcare is listed on the Singapore Exchange Securities Trading Limited under stock code **8K7** since 8 December 2014.

LETTER TO SHAREHOLDERS

We are strategically positioned to capitalise on the global growth of healthcare consumables by optimising our proprietary **UNIGLOVES®** international brand and OBM supply chain infrastructure while diversifying our product portfolio and geographic footprint.



Dear Fellow Shareholders,

The anticipated consolidation of the disposable glove and non-glove healthcare consumables industries is still undergoing adjustments in response to rapidly evolving market dynamics, geopolitical and tariff uncertainties, and rising inflationary pressure that are impacting operational costs. Intense competition is particularly evident at the upstream manufacturing division.

In the financial year ended 30 June 2025 ("FY25"), we focused on expanding our global downstream distribution network and enhancing the presence of our **UNIGLOVES®** brand in both developed and developing markets. At the same time, we broadened our product portfolio to include both reusable and disposable hand protection solutions, along with non-glove hygiene and healthcare ancillary products. Our offerings are aimed to meet the requirements for infection control, hygiene and care, dental care, and wound care across various industries worldwide.

Our acquisition of UG Nitrex, S.L. in June 2024, has allowed us to expand our ancillary product portfolio to include reusable gloves and other hygiene and healthcare ancillary products, such as safety footwear and personal protective equipment ("PPE"), for industrial applications. We believe that this expansion of our product range, coupled with our increased equity interests in Unigloves Germany in 2024 and UG Healthcare (USA), Inc. in January 2025, will enhance our ability to serve our global customer base across various industries.

While we have temporarily deferred the commissioning of our third manufacturing facility for disposable examination gloves, we still maintain a production capacity of 3.4 billion pieces of gloves per annum for premium-quality examination gloves

at our upstream manufacturing division. The Group continues to monitor global demand and supply for disposable examination gloves and will commence production at its third manufacturing facility at an opportune time. Despite our limited production capacity, we have the flexibility to collaborate with cost-effective and reliable manufacturers to produce both quality and generic disposable examination gloves, as well as non-glove hygiene and healthcare ancillary products. We market all these products under our proprietary **UNIGLOVES®** international brand, leveraging our extensive global downstream distribution network.

We have concurrently implemented these planned initiatives to optimise our integrated own brand manufacturing ("OBM") supply chain on a global scale. This strategy effectively responds to the evolving global demand and supply for healthcare consumables, including disposable gloves, as the average selling prices strive for stability.

Notwithstanding the trade tensions and intense competition, our Group achieved a 25.1% year-on-year revenue growth, increasing from S\$115.2 million in the financial year ended 30 June 2024 ("FY24") to S\$144.1 million in FY25. The improvement was attributable to increased sales revenue across all product segments, facilitated by an expanded global downstream distribution network. Through our Group's integrated OBM supply chain and our collaboration with cost-effective manufacturers to enrich the product portfolio under our proprietary **UNIGLOVES®** international brand, we achieved a 34.3% year-on-year increase in gross profit, rising from S\$25.9 million in FY24 to S\$34.7 million in FY25. Correspondingly, the Group's composite gross margin improved from 22.5% in FY24 to 24.1% in FY25.

While the Group achieved improvements in gross profit, a net loss attributable to shareholders of S\$4.1 million was recorded for FY25 due to a reduction in gain on remeasurement of previously held interests in associates and interest income, as well as higher marketing expenditures, administrative and finance expenses.

We have upheld our fundamental strength, despite a slight decline of 3.0% in net asset value, which fell from S\$167.7 million as at 30 June 2024 to S\$162.8 million as at 30 June 2025. The net asset value per share declined from S\$0.2688 as at 30 June 2024 to S\$0.2609 as at 30 June 2025 based on the share capital of approximately 623.8 million shares.

Embracing Optimisation and Diversification

The increasing consumer awareness of health and hygiene is driving the global growth of healthcare consumables. These healthcare consumables primarily consist of single-use products, including bandages, medications, syringes, gloves, masks, needles, IV kits, PPE, and surgical tools, among others. Research conducted by Towards Healthcare estimates that the global healthcare consumables market was valued at approximately US\$155.40 billion in 2023. It is projected to experience a compound annual growth rate of 3.45% from 2024 to 2034, potentially reaching US\$225.68 billion by 2034. This anticipated growth is primarily attributed to: (i) the increasing demand for specialised consumables essential for the diagnosis and treatment

of various diseases, (ii) a growing geriatric population, which is leading to a greater need for continuous monitoring and treatment due to reduced immunity, and (iii) a rising prevalence of diseases⁽¹⁾.

We have dedicated decades to building our globally integrated OBM supply chain business infrastructure, focusing on supporting users worldwide in infection control, hygiene and care, dental care, and wound care. We are strategically positioned to capitalise on the global growth of healthcare consumables by optimising our proprietary **UNIGLOVES®** international brand and OBM supply chain infrastructure while diversifying our product portfolio and geographic footprint.

As our integrated OBM supply chain global business continues to serve as the primary source of revenue and income for the Group, the strategic investments made in non-glove healthcare businesses over the past few years will be nurtured for the long term.

These strategic investments include (i) the joint development, management, and operation of active retirement homes in Desaru, Johor, Malaysia, and (ii) the partnership between Unigloves Nigeria and Health Focus Diagnostics GmbH to establish and operate a medical diagnostic centre in the state of Enugu in Nigeria. These strategic investments will be developed progressively with the respective partners to enhance the Group's flexibility and resilience over the long term.

Acknowledgments and Appreciation

We are appreciative of our fellow directors for their support and invaluable advice over the past financial year.

On behalf of the Board, we would like to express our gratitude to our management and employees for their dedicated efforts over the past year. We also acknowledge the trust and support of our customers, business partners, and bankers, who have been instrumental in overcoming challenges and fostering growth.

Furthermore, we are thankful for the unwavering support of our shareholders, who have accompanied us on our journey of progress throughout the years. We look forward to your continued support as we work on optimising the global business of our integrated OBM supply chain.

As we navigate the evolving market landscape, our commitment to supporting our customers and end users of our **UNIGLOVES®** branded products remains resolute. Together, we aspire to seize new opportunities and drive our collective success forward, ensuring a prosperous future for all stakeholders involved.

Mr. Wong Fook Choy Sunny
Non-Executive Chairman
and Independent Director

Mr. Lee Jun Yih
Joint CEO, Executive Director
and Finance Director

Reference source:

(1) <https://www.towardshealthcare.com/insights/healthcare-consumables-market-sizing>

BUSINESS OPERATIONS

Our Growth Opportunities Include:



Optimisation of Own
Extensive Global
Distribution Network



A More Diverse Proprietary
Branded Product Portfolio



Strategic Collaborations
with Reliable Product
Manufacturers

UG Healthcare is dedicated to consistently delivering excellence through our integrated own brand manufacturing (“**OBM**”) supply chain. This commitment enables us to serve a diverse customer base across various industries, which has placed their trust and loyalty in our proprietary **UNIGLOVES®** branded products. We operate a globally owned and managed distribution network, catering to both developed and developing countries.

Our integrated OBM supply chain business model, encompassing both upstream manufacturing and downstream distribution for our proprietary **UNIGLOVES®** branded products, particularly in our premium-quality hand protection solutions, as well as our non-glove hygiene and healthcare ancillary products, enables us to exert greater control over the quality and reliability of our product offerings. These products are essential for end users who require protection against cross-infection and adherence to stringent hygiene standards. We remain committed to addressing the evolving requirements of our end customers across a wide range of industries by providing appropriate hand protection solutions, as well as non-glove hygiene and healthcare ancillary products customised for their applications in their professions, thereby keeping them safe.

The strong brand preference of end users not only enhances our proprietary **UNIGLOVES®** brand presence beyond our key markets but also allows us to enrich our product portfolio. Harnessing the strengths of our entrenched downstream

distribution capabilities provides us with direct market access in our key markets in both developed and developing countries, as well as market intelligence to respond swiftly to market demands and emerging trends, thereby ensuring the Group’s competitiveness in a rapidly evolving market and presenting potential growth opportunities. These opportunities include: (i) new sales and distribution channels, (ii) a more diverse product portfolio, and (iii) strategic collaborations with reliable product manufacturers.

Our integrated OBM supply chain business, specialising in the marketing and sale of proprietary **UNIGLOVES®** branded hand protection solutions, as well as non-glove hygiene and healthcare ancillary products, will remain the primary revenue and income base for the Group, targeting infection control, hygiene and care, dental care, and wound care. As we continue to drive growth in our primary business, we will also continue to work on our strategic investments in the various non-glove healthcare related businesses. These include the active retirement homes project in Malaysia and the medical diagnostic service network project in Nigeria. We anticipate these strategic initiatives to broaden our revenue streams and bolster our overall market presence in the future, thereby creating a more sustainable and resilient business model for the long term.



Total Installed Production Capacity

4.6 Billion

pieces of gloves per annum

Our Upstream Manufacturing is Certified by

British Standards
Institution

for ISO 9001:2015, ISO 13485:2016, EN ISO 13485:2016,
and in compliance with ISO 14971:2019 and EN ISO 14971:2019

Our Upstream Manufacturing Capabilities

In the year under review, ongoing global trade tensions and tariff uncertainty, along with rapidly changing market dynamics, continue to present significant challenges for businesses in making long-term decisions about their supply chains, resulting in holding strategies. This situation, in turn, stimulates competition and currency volatility, which impede the normalisation of global demand and supply for disposable examination gloves.

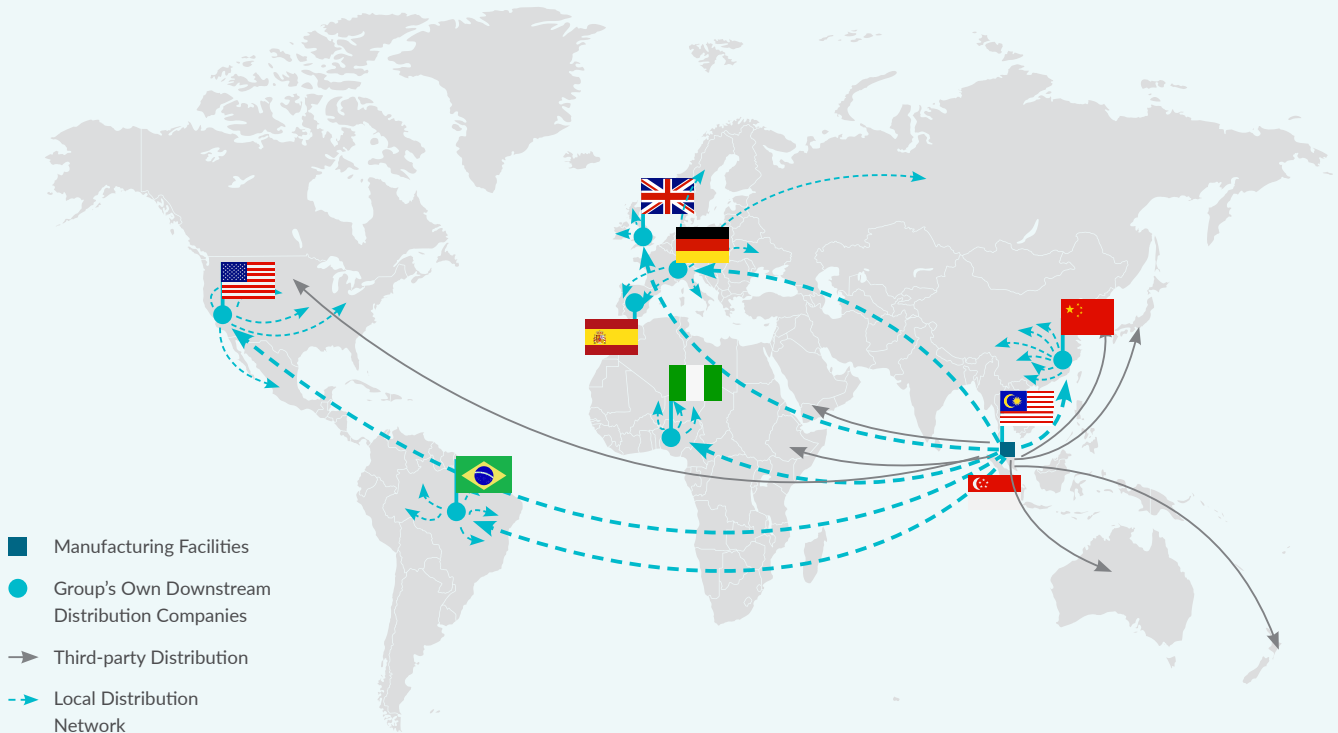
Our integrated OBM supply chain business model enables us with the option of outsourcing some of our generic products to cost-efficient manufacturers for production under our proprietary **UNIGLOVES®** brand. This approach allows us to concentrate our production capacity on premium-quality, higher-margin disposable examination glove products.

The Group has remained mindful of overall production efficiency in light of the inflationary pressures affecting operational overheads in our upstream manufacturing division. Although the expansion of our downstream distribution network is anticipated to boost demand for our proprietary **UNIGLOVES®** brand of premium-quality disposable examination gloves, we

are maintaining our production capacity at 3.4 billion pieces of gloves per annum and have put on hold the commissioning of the third manufacturing facility capable of producing an additional 1.2 billion pieces of gloves per annum, given the intense competition in the upstream manufacturing sector. Our flexibility to outsource the production of generic products to reliable and cost-effective manufacturers, while complemented with our own premium-quality offerings, enables the Group to optimise our resources as we continue to expand our proprietary **UNIGLOVES®** branded product portfolio.

We are committed to upholding high manufacturing quality standards and have received certification from the British Standards Institution ("**BSI**") for ISO 9001:2015, ISO 13485:2016, and EN ISO 13485:2016, which pertain to the production and supply of natural latex and nitrile latex disposable examination gloves. Furthermore, the Group is a registered member of the Supplier Ethical Data Exchange, a not-for-profit membership organisation committed to promoting ethical and responsible business practices in global supply chains. Our upstream manufacturing facilities undergo audits in accordance with the Sedex Members Ethical Trade Audit ("**SMETA**").

BUSINESS OPERATIONS



Our Downstream Distribution Network

We own and operate an extensive network of downstream distribution companies with a local presence in Europe, the United Kingdom, the United States ("US"), China, Africa, North America, and South America, where we specialise in the marketing and sale of our proprietary **UNIGLOVES®** branded portfolio of hand protection solutions, such as disposable examination gloves and reusable gloves, as well as non-glove hygiene and healthcare ancillary products, across over 50 countries worldwide.

The expansion of the Group's downstream distribution network aims not only to increase our geographical coverage but also to foster collaboration with our local offices and marketing teams, thereby strengthening our market presence and enhancing our market share. Our logistics capabilities, which effectively manage inventory within our warehousing and logistics infrastructure, support our downstream distribution network. Additionally, our marketing teams undergo upskilling regularly to develop customer insights and product application knowledge concerning our **UNIGLOVES®** branded product portfolio, allowing them to better align with the preferences of end users across various industries.

In January 2025, the Group acquired a 25% equity interest in UG Healthcare (USA), Inc. ("**UG USA**"), increasing our stake from 50% to 75% and making UG USA an indirect 75%-owned subsidiary of the Group. As UG USA remains one of the Group's important downstream distribution networks in the US, this acquisition enables the Group to consolidate control and enhance our involvement in the marketing and distribution operations of UG USA in the US, thereby improving the efficiency of our downstream distribution business.

The Group's strategic acquisition of 50% equity interest in UG Nitrex, S.L. ("**UG Nitrex**"), which specialises in the marketing, sale, and distribution of reusable gloves for industrial applications, safety footwear, and other personal protective equipment ("**PPEs**") in Spain and neighbouring countries, such as Portugal and France, gives us immediate access to all the relevant licenses, certifications, and trademarks for over a hundred stockkeeping units ("**SKUs**"). Together with our wholly-owned subsidiary, Unigloves Germany, our geographical footprint covers Southern Europe and Central Eastern Europe and will be fully supported by the locally developed warehouse and logistics infrastructures in Germany and Spain. This strategic expansion not only enhances our distribution capabilities but also positions us to respond swiftly to market demands. By optimising our entrenched distribution networks, we aim to provide superior services and innovative solutions to our diverse customer base across the European market.

We value the trust and brand loyalty our customers place in our **UNIGLOVES®** branded products. The **UNIGLOVES®** brand's market share and presence across our key markets, both in developed and developing countries, continue to reflect strong support and confidence. As we venture into new markets beyond our key strategic markets, our locally operated warehousing and logistics infrastructure allows us to implement the hub and spoke model, thereby establishing a new customer base.

We will continue to enhance the visibility of our **UNIGLOVES®** brand in our target markets and to educate more end users across various industries about the applications of our **UNIGLOVES®** branded hand protection solutions, as well as non-glove hygiene and healthcare ancillary products.

Our UNIGLOVES® Brand of Products

The Group's flagship product, the **UNIGLOVES®** brand of both natural latex and nitrile disposable examination gloves, offers an extensive product range of generic and specialised products, including a variety of coatings, scents, colours, thickness, antimicrobial properties, and eco-friendly materials for more specialised users. These products are used in a wide range of industries that require high levels of hygiene and cross-infection protection for a variety of purposes and preferences.

While the Group continues to manufacture premium-quality disposable examination glove products at our upstream manufacturing facilities, we are also actively collaborating with cost-effective manufacturers to supply both disposable and reusable glove products, as well as non-glove hygiene and healthcare consumables. These strategic collaborations with reliable manufacturers aim to enrich our product offerings and meet the evolving needs of our expanding global base of customers.

Our proprietary **UNIGLOVES®** branded products continue to conform to various international standards and requirements. These include the ASTM International (formerly known as American Society for Testing and Materials), the European standard for medical gloves ("**EN455**"), ISO 11193 standards (International Organization for Standardization for Single-use medical examination gloves), ISO 10993 standards (International Organization for Standardization for biological evaluation of medical devices), CE and UKCA Type Examination Certificates of Latex and Nitrile Examination Gloves PPE 2016(425) Cat III, the Acceptance Quality Level requirements under the Food and Drug Administration ("**USFDA**"), the National Medical Products Administration ("**NMPA**"), the Brazilian Health Regulatory Agency ("**ANVISA**"), Certificates of Approval ("**CA**") under the Department of Occupational Safety and Health ("**DSST**") of the Brazil Ministry of Labor and Employment ("**MTE**"), the National Institute of Metrology, Standardization and Industrial Quality ("**INMETRO**"), the National Agency for Food and Drug Administration and Control ("**NAFDAC**"), and the Medical Device Registration Certificate under the Malaysia Medical Device Authority ("**MDA**").

We believe our integrated OBM supply chain approach not only enhances our flexibility and resilience to provide a diverse range of products but also ensures that we remain competitive in the market. We are committed to delivering solutions and services that prioritise both quality and reliability to our valued customers. Currently, our proprietary **UNIGLOVES®** branded portfolio of disposable and reusable gloves, as well as non-glove hygiene and healthcare ancillary products, focuses on the areas of (i) infection control, (ii) hygiene and care, (iii) dental care, and (iv) wound care.



BUSINESS OPERATIONS

Our Strategic Investments

As our integrated OBM supply chain global business continues to serve as the primary source of revenue and income for the Group, the strategic investments made in non-glove healthcare businesses over the past few years will be nurtured for the long term.

These strategic investments include: (i) the joint development, management, and operation of active retirement homes in Desaru, Johor, Malaysia, and (ii) the partnership between Unigloves Nigeria and Health Focus Diagnostics GmbH to establish and operate a medical diagnostic centre in the state of Enugu in Nigeria.

Our strategic joint venture in UG Nitrex in FY24 is earnings accretive, as it allows the Group immediate access to an established portfolio of reusable gloves for heavy industrial applications, safety footwear, and other PPE, as well as the established distribution channels in Spain and neighbouring countries, such as Portugal and France.

Our Business Strategy

The Group's philosophy has consistently centred on nurturing businesses for sustainable, long-term growth.

We established the integrated OBM supply chain business with the aim of creating a seamless and efficient value chain. Our focus is primarily on providing hand protection solutions, as well as non-glove hygiene and healthcare consumables, to support our diverse customer base in areas such as infection control, hygiene and care, dental care, and wound care.

Over the past decade, we have strengthened the integrated OBM supply chain business foundation through a three-pronged strategy. This approach enables us to gain insights into end users' preferences and applications for our hand protection solutions, as well as non-glove hygiene and healthcare consumables, via our downstream distribution network. These insights, in turn, drive our upstream disposable glove manufacturing capabilities and encourage collaborations with original equipment manufacturers ("OEMs") to focus on innovation and production of "market-preferred" products, all under the trusted **UNIGLOVES®** brand.

We strive to enhance our downstream distribution network by expanding our geographical coverage and market presence, concentrating on marketing, brand development, and customer support services. Our goal is to respond swiftly to market demands and emerging trends for hand protection solutions, as well as non-glove hygiene and healthcare consumables, among end users and professionals in diverse industries in both developed and developing countries. We believe this reciprocal strategy strengthens customer trust and fosters brand loyalty in our **UNIGLOVES®** products.

The integrated OBM supply chain business strategy, encompassing our upstream manufacturing, downstream global distribution network, and international **UNIGLOVES®** brand name, is thereby an essential conduit for the Group's flexibility, resilience, and sustainability, especially in a rapidly evolving business environment.



BOARD STATEMENT

The Board of Directors (the “**Board**”) of UG Healthcare Corporation Limited (“**UG Healthcare**” or the “**Company**” and together with its subsidiaries, the “**Group**”) is pleased to present the annual sustainability report for the financial year ended 30 June 2025 (“**FY25**”).

The anticipated consolidation of the global disposable glove and non-glove healthcare consumables industries continues to fluctuate in response to rapidly evolving market dynamics, along with geopolitical tensions and tariff uncertainties that contribute to rising inflationary pressures affecting operational costs.

UG Healthcare is dedicated to optimising our integrated own brand manufacturing (“**OBM**”) supply chain on a global scale. By expanding our global downstream distribution network and enhancing the visibility of our **UNIGLOVES®** brand in both developed and developing markets, we can diversify our product portfolio and cultivate a loyal customer base. This strategy enables us to focus our production capacity on creating premium-quality disposable examination gloves at our upstream manufacturing operations, even amidst intensifying competition. Simultaneously, it allows for collaboration with cost-effective and reliable manufacturers to produce both generic and high-quality hand protection solutions, as well as non-glove hygiene and healthcare ancillary products under our proprietary brand.

At UG Healthcare, our Group values the trust and loyalty of our stakeholders. We are committed to making meaningful progress in our economic, environmental, social, and governance (“**EESG**”) determinants as our Group endeavours to adapt to the evolving business environment for prudent and sustainable growth. We will take into consideration essential EESG factors, along with the possible effects of climate-related risks and opportunities, ensuring they are pertinent to our business and growth ambitions as we formulate the Group’s strategies and policies.

This sustainability report outlines our EESG performance for FY25, with a focus on the Group’s upstream manufacturing operations located in Seremban, Negeri Sembilan, Malaysia. While our Singapore operation primarily oversees corporate reporting for the listed company, it also serves as the headquarters for sales, marketing, and distribution related to our global downstream distribution activities. However, this report continues to focus on the performance of our upstream manufacturing and does not include performance data from our Singapore operations and global downstream distribution, which are managed locally across both developed and developing markets. We value the trust and loyalty of our customers in our **UNIGLOVES®** proprietary branded products, and thereby, we are committed to maintaining integrity and business ethics through our own brand manufacturing (“**OBM**”) supply chain that enables us to ensure accountability and traceability for our products.

This sustainability report has been prepared with reference to the 2021 Global Reporting Initiative (“**GRI**”) Sustainability Reporting Standards (“**GRI Standards**”) and in compliance with Rules 711A and 711B of the Singapore Exchange Securities Trading Limited (“**SGX-ST**”) Listing Manual Section B: Rules of Catalist (the “**Catalist Rules**”) as well as the Practice Note 7F of the Catalist Rules. We have chosen the GRI framework, as it is a well-known and globally recognised sustainability reporting standard. In light of the recent enhancements to the sustainability reporting regime announced by the SGX-ST on 23 September 2024 and 25 August 2025, the Company aims to improve our climate-related disclosures by incorporating climate-related requirements from the IFRS Sustainability Disclosure Standards issued by the International Sustainability Standards Board (“**ISSB**”) in future sustainability reports.

For this sustainability report, we did not seek external assurance. However, as part of our internal audit plan, our internal auditors did an annual review of our sustainability reporting processes in line with the International Standards for the Professional Practice of Internal Auditing published by the Institute of Internal Auditors.

The Company publishes the sustainability report on an annual basis, which is included in the annual report for FY25. The report is accessible on both our corporate website at www.ughealthcarecorporation.com and on SGXNet at www.sgx.com/securities/company-announcements.

BOARD STATEMENT

We invite any feedback or suggestions regarding this report, as we believe your insights can help us to enhance our initiatives. You may reach out to us via our investor relations email at ir@ughcc.com.

On behalf of the Board

Mr. Wong Fook Choy Sunny

Non-Executive Chairman and Independent Director

Mr. Lee Jun Yih

Joint Chief Executive Officer, Executive Director and Finance Director

SUSTAINABILITY GOVERNANCE

At UG Healthcare, our sustainability goal is to make a positive difference and progress together with our prioritised stakeholders – customers, employees, business partners, and the communities where we operate. We believe that our sustainability strategy to embrace EESG areas, such as labour practices and societal responsibilities, represents a holistic approach that emphasises inclusivity and contingency planning, which serves as the foundation of our organisational culture.

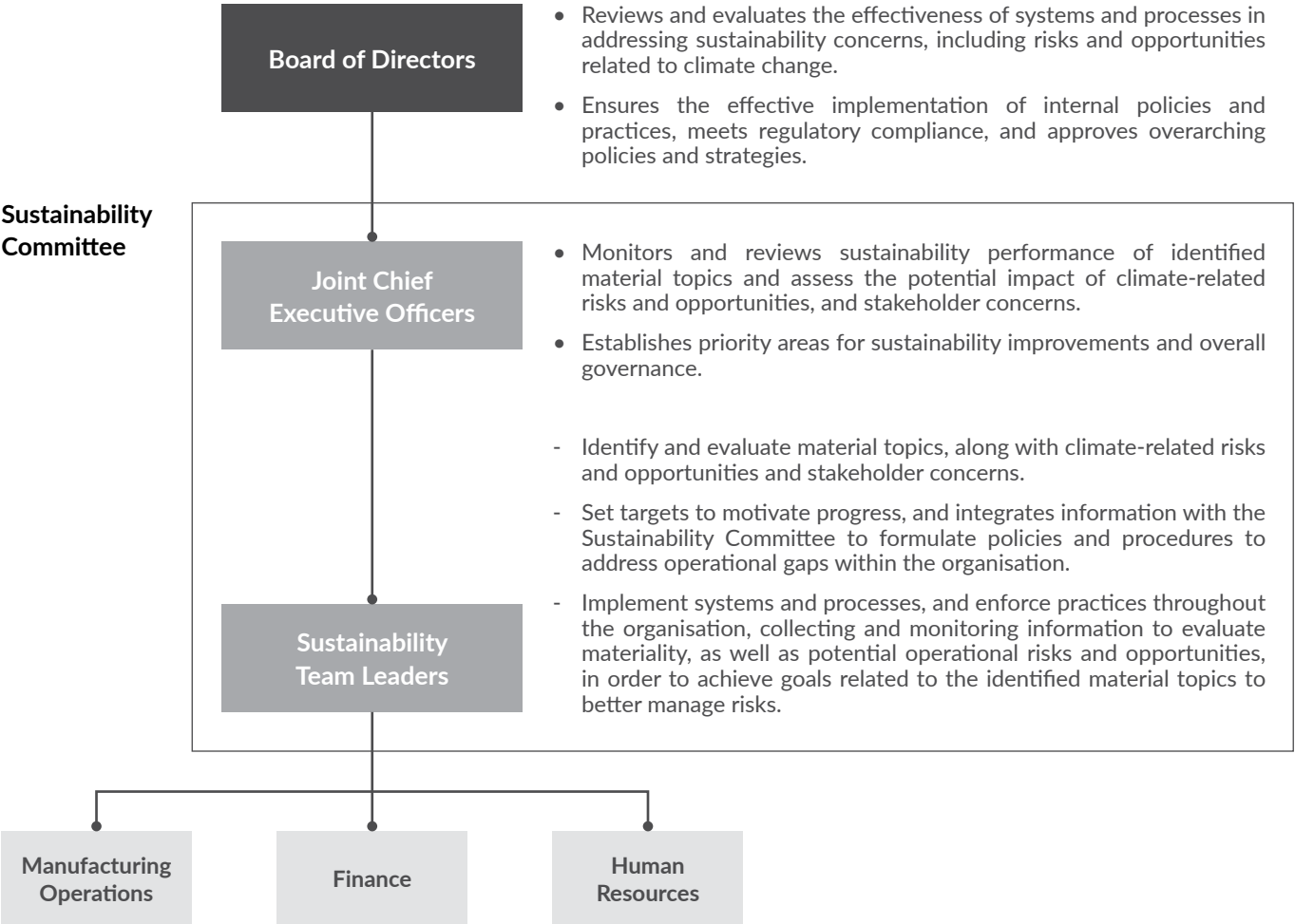
The Board and management, through this sustainability approach, foster sustainable values throughout the organisation and communicate these values to our external stakeholders. We believe that addressing the EESG impacts internally will help us manage the risks and opportunities inherent in our business, thereby generating stable and sustainable value for our stakeholders.

To enhance our Group's commitment to sustainability, we have implemented the Sustainability Reporting Policy, which establishes a framework for our sustainability reporting. The Board remained aware of the increasing concerns surrounding climate-related issues and sustainability through continuous training and education.

The Group's Sustainability Committee ("SC") comprises key management executives responsible for overseeing various departments within the organisation. The SC is overseen by the Group's Joint Chief Executive Officers, who report to the Board for advice and guidance. The SC, will be informed of any sustainability concerns pertaining to the Group's risks and prospects, would investigate these reported concerns before relaying their findings to the Board. The Board effectively monitors the SC by assessing and evaluating the relevance of practices implemented to address potential sustainability challenges. Additionally, the Board would take into account these findings when formulating strategies and policies aimed at better managing future sustainability challenges. This approach ensures that all EESG and climate-related matters material to the business are adequately considered and addressed.

While the Board's responsibility is to review and deliberate on the sustainability concerns, the SC holds the responsibility to ensure that the EESG factors and climate-related matters are monitored on an ongoing basis and properly managed. The SC is tasked with reviewing the Group's sustainability performance and identifying material topics. It analyses climate-related risks and opportunities, addresses stakeholder concerns, and sets targets and goals for material factors. Additionally, the SC establishes systems to collect, verify, monitor, and report the information required for sustainability reporting. The SC meets at least once a year to discuss, propose, coordinate, and promote the Group's sustainability practices.

SUSTAINABILITY GOVERNANCE



We believe that the Group's ethos, along with our conscientious efforts to manage our businesses responsibly, demonstrates our appreciation for the trust and support of our stakeholders, thereby safeguarding their interests.

STAKEHOLDER ENGAGEMENT

At UG Healthcare, we believe that sustainable operations necessitate regular communication among internal and external stakeholders. The Group remains committed to engaging with our stakeholders through effective communication and strengthening mutually beneficial relationships in order to grow sustainably together.

Sustainability reporting gives us a valuable opportunity to engage our stakeholders and respond to concerns that are most important to them and to our business, while also improving the Group's assessment in risk management, strategy development, and stakeholder engagement activities as we work to further focus and prioritise our sustainability and corporate social responsibility initiatives. We are committed to recognising and addressing our key stakeholders' concerns, as well as aligning our key stakeholders to participate in the Group's sustainable and steadfast growth journey.

We continue to engage with our stakeholders through multiple established communication channels to assess the material matters that are of concern to them and our business.

Our engagements with our key stakeholders are summarised below:

Stakeholders	Areas of Concern	Communication Channels	Our Actions
Internal			
Board of Directors	- Ensure internal policies and practices are current and effectively implemented and monitored - Regulatory compliance	- Board meetings - Regular updates via electronic communications (emails, phone calls, virtual meetings)	- Regular updates on corporate activities, developments, and financial performance - Seek advice and approvals from the Board on all material proposed developments
Employees	- Career growth - Training opportunities - Competitive salaries and incentives - Pleasant and safe working environment	- Regular internal communications through staff meetings and electronic communications (emails, phone calls, internal notices, virtual meetings) - Training and development programmes - Performance appraisal - Employee feedback/survey	- Ensure effective implementation of human resources policies, internal systems and procedures - Regular internal meetings to review safety and healthy work environment - Sponsor employees to attend courses and conferences - Annual review on performance
External			
Government & Regulators	- Good governance practices - Regulatory compliance - Occupational health & safety - Environmental issues	- Meetings - Mails - Electronic communications - Through external professionals and agencies - Announcements on SGXNet	- Ensure compliance with applicable laws and regulations - Regular communication with external professionals and agencies - Correspondence with relevant authorities as and when necessary - Consistent update on relevant laws and regulations through seminars and training - Ensure all public disclosures are disclosed accurately and timely via official announcements as appropriate

STAKEHOLDER ENGAGEMENT

Stakeholders	Areas of Concern	Communication Channels	Our Actions
Customers / Distributors	• Quality assurance • Reliability, on-time delivery, and after sales services • Technical support • Reasonable payment terms • Competitive pricing • Long-term working relationship	• Regular customer feedback management (survey, face-to-face meetings) • Regular follow-up and support services (calls, face-to-face meetings) • Trade fair (trade show, exhibition) • Electronic communications (emails, phone calls, virtual meetings)	• Certification of ISO 9001, ISO 13485 and EN ISO 13485, and in compliance with ISO 14971 and EN ISO 14971 to assure consistent quality standards in products and services • Ensure all relevant requirements and compliance with standards are met for all products manufactured and sold • SMETA 4-pillar annual audit to assure products are produced ethically and responsibly • Regular internal meetings to review customers' fulfilment and evolving requirements • Active follow-up on customers' needs and product applications, as well as updates on new products • Provide timely responses to customers • Perform periodic evaluations to understand customers' perspectives
Suppliers / Business Partners	• Timely payment and adherence to agreed terms • Long-term working relationship	• Regular interactions and updates with suppliers • Electronic communications (emails, phone calls, virtual meetings)	• Regular review and feedback on the quality and evolving requirements • Ensure compliance with standards, relevant laws and regulations, as well as good corporate practices • Perform periodic evaluation
Shareholders & Investment Community	• Financial performance and investment returns • Business sustainability and profitability • Industry conditions and prospect • Market presence • Transparency and good governance	• Announcements on SGXNet • Shareholders' general meetings • Investor relations (face-to-face meetings, emails, virtual meetings, conference calls) • Electronic communications (emails, virtual meetings) • Annual report • Company website	• Ensure all public disclosures on corporate results and material developments are disclosed accurately and timely via official announcements as and when required • Half-yearly meetings with analysts and investment community to update on corporate developments • Ensure sustainable business growth

MATERIALITY ASSESSMENT

The Group conducted an internal review and analysis to evaluate the relevance of the material topics in accordance with the latest requirements of the GRI Standards and the Catalyst Rules for FY25 and FY26.

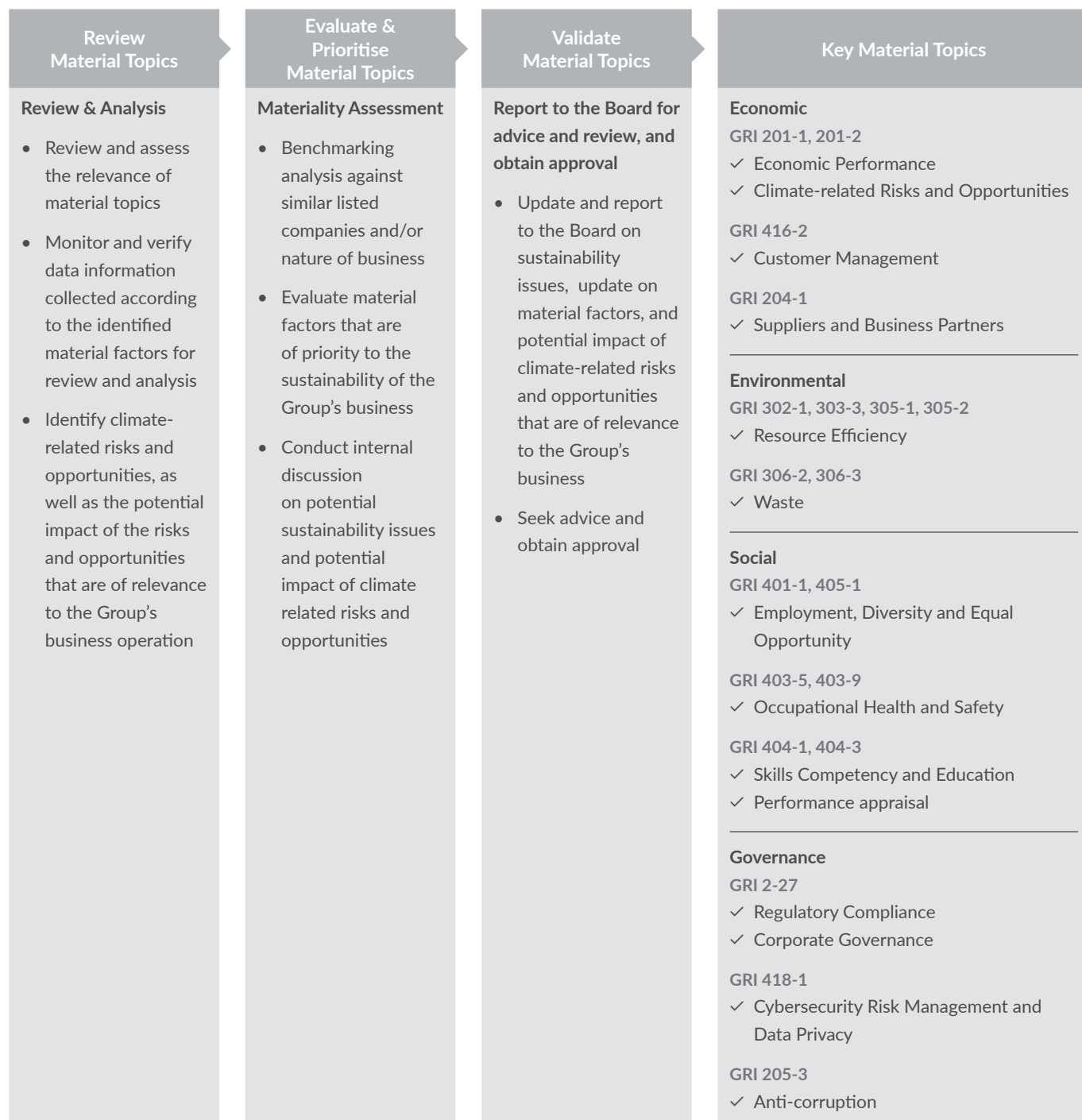
We engaged in further discussions with internal stakeholders to assess the impact of the identified material topics on the Group's business operations. The criteria for the Company's material analysis were developed and chosen based on industry standards, peer benchmarking against similar companies, and management insights. The chart below illustrates the materiality assessment process and the identified concerns. Their inclusion was evaluated in relation to their impacts on stakeholders, as well as the Group's business risks and opportunities. These material topics were subsequently presented to the Board for review and approval before being included in this sustainability report.

We ensure that data is collected in accordance with the selected material topics relevant to our business operations, thereby facilitating an analysis of our sustainability performance for FY25. By integrating data collection into our operational activities, we enable regular monitoring and a swift response should any events arise. We remain focused on material topics that are pertinent and significant to the Group's operations while also making strides towards compliance with the new reporting standards in the near future. Furthermore, analysing our performance allows us to set targets for relevant material topics for FY26.

We remain committed to enhancing our engagement with stakeholder groups concerning the material topics we have identified, particularly as we navigate through the ongoing global economic challenges and tariff uncertainty. We have initiated an internal dialogue and assessment regarding the potential impacts of climate-related risks and opportunities on our business operations. We will maintain our progressive approach and make the best use of our available resources to improve the disclosures in our upcoming sustainability reports.

MATERIALITY ASSESSMENT

The sustainability reporting process and specific disclosures for each GRI Standard reported under the various material topics are set out in the chart below.



MATERIAL TOPICS

Material Topic: Economic

Economic performance

GRI 201-1

As global market demand and supply for disposable examination gloves, as well as hygiene and healthcare consumables, continue to align, businesses are striving to optimise their operations and adapt to these overarching challenges. However, uncertainties surrounding tariffs and rising inflationary pressures have intensified market competition.

Through the Group's integrated OBM supply chain business model, we concentrated on strategically expanding our downstream distribution footprint, particularly in Germany and Spain, as well as the USA, during the fourth quarter of FY24 and the third quarter of FY25, respectively. This, combined with our proprietary **UNIGLOVES®** brand-building efforts, provides us with the flexibility to collaborate with cost-effective manufacturers, thereby enhancing our product portfolio under the **UNIGLOVES®** international brand.

The Group's revenue increased by 25.1% year-on-year, attributed to the expansion of our geographic footprint, rising from S\$115.2 million in FY24 to S\$144.1 million in FY25. Notably, revenue from our proprietary branded disposable examination gloves, which encompass natural latex and nitrile, accounted for 88.6% of total revenue in FY25. To remain competitive and improve our efficiency and financial performance, we sustain an annual production capacity of 3.4 billion pieces of premium-quality examination gloves at our upstream manufacturing division, while also collaborating with cost-effective manufacturers for generic and high-quality hand protection products as well as hygiene and healthcare ancillary products.

Our strategic approach resulted in a 34.3% year-on-year increase in gross profit, rising from S\$25.9 million in FY24 to S\$34.7 million in FY25. Correspondingly, our Group's composite gross margin improved from 22.5% in FY24 to 24.1% in FY25. After accounting for operating expenses, finance costs, tax expenses and minority interests, as well as the retrospective remeasurement of previously held interests in FY24, the Group's net loss attributable to shareholders slightly increased from S\$4.0 million in FY24 to S\$4.1 million in FY25.

Please refer to the following sections for more details on our operations and financial information:

- Business Operations on page 4 to 8
- Financial Highlights on page 10 of the annual report
- Performance Review on page 11 to 13 of the annual report
- Financial Statements on page 94 to 177 of the annual report

Performance in FY25

- Achieved improvement in financial performance but did not achieve profitability in FY25.
- Expanded market presence in the USA through increased equity interest in associated company.
- Collaborating with cost-effective manufacturers to produce generic and high-quality products under our **UNIGLOVES®** international brand strengthens our market competitiveness and enhances financial performance.
- Temporarily deferred the commissioning of the third manufacturing facility to produce disposable examination gloves.
- Recorded no incident of non-compliance with management controls and procedures.

Targets for FY26

- To achieve profitability through ongoing expansions of (i) product portfolio and (ii) market presence in European markets.
- Optimise the growth potential of the OBM supply chain growth as global demand and supply, along with the average selling prices of disposable examination gloves and hygiene and healthcare ancillary products, continue to improve.
- Maintain a record of no incidents of non-compliance with management controls and procedures.

MATERIAL TOPICS

Financial year ended 30 June

(in SGD thousands)

	FY25	FY24	FY23
Economic value generated	144,074	115,205	101,133
Economic value distributed	(149,644)	(123,577)	(140,926)
Operating costs	(125,606)	(105,850)	(110,991)
Employee wages and benefits	(21,994)	(19,499)	(20,845)
Payments to providers of capital	(2,154)	(1,238)	(4,860)
Refund from/(Payments to) government by country (taxes)	110	3,010	(4,230)
Economic value retained	(5,570)	(8,372)	(39,793)

Notes:

- Operating costs include cost of sales, marketing and distribution expenses, administrative expenses, other expenses and exclude employee wages and benefits.
- Employee wages and benefits include Directors' remuneration and employee salaries.
- Payments to providers of capital denotes interest paid to banks and dividends paid to shareholders.
- Refund from/(payments to) government by country (taxes) denotes to income taxes refunded or paid.

The Group remains committed to enhancing our overall financial performance through our globally integrated OBM supply chain business. Given the ongoing uncertainties in the business environment and the opportunity to collaborate with cost-effective manufacturers, the Group has decided to temporarily defer the commissioning of our third manufacturing facility, which is designed to have an annual production capacity of 1.2 billion pieces of disposable examination gloves. Notwithstanding this, our upstream manufacturing division continues to maintain a production capacity of 3.4 billion pieces per annum, enabling us to meet demand while positioning ourselves to commence production at the new facility at an opportune time.

Climate-related risks and opportunities

GRI 201-2

The Group acknowledges the recent updates to the enhanced framework for sustainability reporting established by Singapore Exchange Regulation Pte. Ltd. ("SGX RegCo"). This framework now mandates the adoption of the IFRS Sustainability Disclosure Standards (IFRS S1: General Requirements for Disclosure of Sustainability-related Financial Information and IFRS S2: Climate-related Disclosures), which were issued by the ISSB and developed based on the recommendations of the Task Force on Climate-related Financial Disclosures ("TCFD"). The SGX RegCo has implemented these requirements in a phased manner, and we understand that these standards aim to create a global benchmark for sustainability-related disclosures, including the reporting of the effects of climate-related risks and opportunities on a company's prospects.

The Group recognises the risks that climate change poses to society, our industry, and our business. We are committed to integrating contingency plans into the Group's strategy and operations to enhance risk management and sustainability, as well as to understand climate-related risks and opportunities.

Performance in FY25

- Reported Scope 1 and Scope 2 of GHG emissions under IFRS S2.

Targets for FY26

- To engage in internal discussions aimed at identifying and evaluating climate-related risks and opportunities that may be vital to the Group's sustainability.
- To explore and consider scenario analysis to progressively assess the Group's climate resilience.

MATERIAL TOPICS

We have diligently adhered to the TCFD recommendations and closely monitored our Scope 1 and Scope 2 greenhouse gas emissions (“GHG”) over the past two financial years to gain a comprehensive understanding of our emissions levels. In light of updated requirements, we aim to integrate our relevant disclosures in accordance with IFRS S1 and IFRS S2 in future sustainability reports, all while navigating the ongoing challenges posed by global trade and geopolitical uncertainties.

Customer management

GRI 416-2

It has always been part of our Group’s ethos to foster long-term business relationships with our customers. Our integrated OBM supply chain business, which includes upstream manufacturing and downstream distribution for our proprietary **UNIGLOVES®** branded products, enables us to maintain greater control over the quality and reliability of our product offerings. These products targeted at infection control, hygiene care, dental care, and wound care are essential for end users who require effective cross-infection protection and adhere to stringent hygiene standards.

We are committed to upholding our best practices and standards to meet the evolving needs of our end users across various industries. This commitment encompasses the development of suitable hand protection solutions, including both disposable and reusable gloves, along with hygiene and healthcare-related ancillary products tailored for professional applications, thereby ensuring user safety. We value the trust and brand loyalty our customers have shown towards our **UNIGLOVES®** branded products.

The direct interaction with our customers via our downstream distribution operations offers the Group a competitive advantage, enabling us to understand and respond to their requirements, supported by our upstream manufacturing operations.

Our upstream manufacturing is certified by the British Standards Institution for ISO 9001:2015, ISO 13485:2016 and EN ISO 13485:2016, and complies with ISO 19471:2019 and EN ISO 19471:2019 for the manufacture and supply of natural latex and nitrile latex examination gloves. The Group is also registered with the Supplier Ethical Data Exchange, a not-for-profit membership organisation dedicated to promoting ethical and responsible business practices within global supply chains. Our manufacturing facilities undergo annual audits based on the 4-pillar SMETA framework, which encompasses (i) labour standards, (ii) health & safety, (iii) environmental practices, and (iv) business ethics.

Our proprietary **UNIGLOVES®** brand of products consistently adheres to various international standards and requirements. Please refer to the Business Operations section found on pages 4 to 8 for more information regarding the accreditations of our products.

In FY25, we successfully maintained our record of no incidents of non-compliance with relevant laws and regulations concerning customers’ health and safety, and we will continue to uphold this commitment.

Performance in FY25

- Achieved the targets set for FY25.
- Enhanced market presence in all key market regions, comprising both developed and developing countries, including the increased equity in the USA associated company.
- Recorded no incident of non-compliance with relevant laws and regulations on health and safety impacts of products and services.

Targets for FY26

- Maintain international standards of production and products produced are of high safety and quality standards.
- Continue to cultivate demand for proprietary **UNIGLOVES®** branded products through new markets and product portfolio expansions.
- Continue to maintain no incident of non-compliance with the relevant laws and regulations on health and safety impacts of products and services.

MATERIAL TOPICS

Suppliers and business partners

GRI 204-1

The Group remains committed to fostering mutually beneficial partnerships with local suppliers for our upstream manufacturing operations whenever feasible.

We are of the opinion that sourcing raw materials from local suppliers not only bolsters the local economy and supports the sustainability of their businesses but also improves cost efficiency and ensures a reliable supply of raw materials for our upstream manufacturing operations.

We recognise that the sustainability of our Group's operations can be affected by the sustainability practices of our suppliers and business partners. Therefore, we value the trust and robust relationships we have established with them, as we strive to achieve sustainable growth collaboratively.

In tandem with the higher revenue from nitrile examination gloves in FY25, we observed a rise in our purchases of nitrile from local suppliers in Malaysia, where our manufacturing operations are located. Our manufacturing processes were not disrupted by the availability of raw materials, as we continue to receive excellent support from our long-term suppliers.

Proportion of Spending on Local Suppliers

Types of raw materials	FY25	FY24	FY23
Natural latex	9.1%	9.6%	1.3%
Nitrile	30.1%	21.6%	19.8%
Chemicals	100.0%	100.0%	99.8%
Packaging materials	100.0%	100.0%	100.0%

Performance in FY25

- Achieved the targets set for FY25.
- Increased purchases for nitrile and maintained relatively similar levels of purchases for natural latex, chemicals, and packaging materials from the local suppliers.
- Recorded no disruptions in the raw materials supply for our manufacturing operations.

Targets for FY26

- To maintain a similar percentage of purchases from local suppliers.
- To maintain strong business relationships with our suppliers and business partners.

MATERIAL TOPICS

Material Topic: Environmental

Resource efficiency

GRI 302-1, 303-3, 305-1, 305-2

The Group's upstream manufacturing facilities depend primarily on electricity and natural gas for energy consumption. Our production lines primarily use natural gas to facilitate functions, including drying, chemical heating, and glove manufacturing. Meanwhile, electricity is utilised for lighting, cooling, and operating equipment. Water consumption is primarily to produce disposable examination gloves in the manufacturing facilities.

We are committed to improving our energy efficiency and incorporating renewable sources where feasible. In FY24, we installed solar panels on the rooftops of our warehouse and office building at our upstream manufacturing facilities. Although solar energy remains a small fraction of our total electricity consumption, it contributes to diversifying our energy mix.

Our total energy consumption for the Group's manufacturing facilities decreased by 2.9% year-on-year, from 637,575 gigajoules ("GJ") in FY24 to 619,259 GJ in FY25. The average electricity consumption per 1,000 pieces of gloves declined by 3.6% year-on-year, from 9.83 kWh in FY24 to 9.48 kWh in FY25. Meanwhile, the consumption of natural gas per 1,000 pieces of gloves remained stable at 0.36 Metric Million British Thermal Unit ("MMBtu") in FY25, consistent with FY24.

The energy consumed was attributed to the two existing manufacturing facilities, as the third manufacturing facility has yet to be commissioned. Consequently, the Group's total greenhouse gas ("GHG") emissions declined by 3.8% year-on-year, decreasing from 42,803 tonnes CO₂e ("tCO₂e") in FY24 to 41,190 tCO₂e in FY25.

The local municipal water supply serves as the source of the water consumed. In FY25, the Group's upstream manufacturing facilities consumed a total of volume of 1,004.0 megaliters ("ML"), reflecting a 0.5% year-on-year decrease from 1,009.0 ML consumed in FY24. Additionally, the average water consumption per 1,000 pieces of gloves produced increased by 1.5% year-on-year, rising from 0.67 litre in FY24 to 0.68 litre in FY25.

Our Group's integrated OBM supply chain model, along with our proprietary **UNIGLOVES**® international brand, has provided us the flexibility to collaborate with cost-effective third-party manufacturers to produce some of our generic and quality products. Amid the rapidly evolving market dynamics, including the tariff uncertainty, we temporarily deferred the commissioning of our third manufacturing facility with an installed production capacity of 1.2 billion pieces of gloves per annum. This approach not only improves our resource efficiency but also broadens our product offerings to our valued customers. Hence, we will continue to monitor and quantify our environmental footprint, particularly energy and water consumption, to comprehend our baseline consumption in normal operating situations and facilitate setting realistic targets.

Performance in FY25

- Recorded a 2.9% decline in total energy consumption, from 637,575 GJ in FY24 to 619,259 GJ in FY25.
- Total energy consumption from non-renewable sources reduced by 3.1% from 637,259 GJ in FY24 to 617,843 GJ in FY25.
- Total GHG emissions decreased by 3.8% from 42,803 tCO₂e in FY24 to 41,190 tCO₂e in FY25.
- Total volume of water consumed was relatively stable at 1,004.0 ML in FY25, compared with 1,009.0 ML in FY24.
- The average consumption of energy and water per 1,000 pieces of gloves produced has been relatively stable in FY25, compared with FY24.

Targets for FY26

- To monitor our energy and water consumption performance data.
- To monitor production efficiency and productivity in order to improve the average consumption of energy and water per 1,000 pieces of gloves produced.

MATERIAL TOPICS

Energy consumed from non-renewable and renewable sources

GRI 302-1

Energy Sources	Group Consumption (in GJ)			CAGR (%)
	FY25	FY24	FY23	
Electricity	49,358	53,364	67,333	(14.4)
Natural gas	568,485	583,895	898,938	(20.5)
Total non-renewable energy consumed	617,843	637,259	966,271	(20.0)
Solar	1,416	316	–	N.A.
Total energy consumed	619,259	637,575	966,271	(19.9)

Note: CAGR denotes compound annual growth rate; N.A. denotes not applicable.

Direct (Scope 1) and energy indirect (Scope 2) GHG emissions

GRI 305-1, GRI 305-2

GHG Emissions (in tCO ₂ e)	FY25	FY24	FY23	CAGR (%)
Scope 1	31,999	32,867	50,683	(20.5)
Scope 2	9,191	9,936	12,531	(14.4)
Total GHG emissions	41,190	42,803	63,214	(19.3)

Note: Conversion factors are based on published statistics from the Department for Environment Food & Rural Affairs (“Defra”) and Institute for Global Environmental Strategies.

Water consumed from third-party (local municipal water supply)

GRI 303-3

Consumption (in ML)	FY25	FY24	FY23	CAGR (%)
Total water consumed	1,004.0	1,009.0	1,432.2	(16.3)

Average consumption of energy and water per 1,000 pieces of gloves produced

Average Consumption	Unit	FY25	FY24	FY23	CAGR (%)
Electricity	kWh	9.483	9.830	9.090	2.1
Natural gas	MMBtu	0.362	0.365	0.410	(6.0)
Water	litre	0.675	0.665	0.700	(1.8)

MATERIAL TOPICS

Waste

GRI 306-2, 306-3

The Group is committed to the preservation and protection of the environment and has fulfilled all relevant environmental requirements and standards. We operate industrial effluent treatment plants within our manufacturing facilities to treat effluent prior to discharging wastewater into the environment. Our treatment plants comply with the regulations set by the Malaysia's Department of Environment ("DOE").

We monitor and evaluate the waste produced by our manufacturing facilities. Most of the waste we manage comes from the production of disposable examination gloves made from natural latex and nitrile, which is classified as scheduled waste. General waste comprising wastepaper, paper cartons, and plastics is actively recycled whenever possible. Additionally, we hold environmental awareness briefings across all departments to promote recycling practices and encourage responsible waste management.

General waste is collected by licensed contractors approved by the Solid Waste Management Department, while scheduled waste is collected by licensed contractors approved by the Department of Environment. All waste handling follows the Group's internal standard operating procedures ("SOP") to ensure that contractors operate in line with contractual requirements and applicable legislative obligations.

An approved licensed collector will transport our scheduled waste, which includes latex lumps, rubber sludge, laboratory waste, used oil, rags, ink, and empty containers, to the designated premises for recovery and disposal. Prior to disposal, the latex lump and rubber sludge will undergo an in-house drying and compressing process. Scheduled waste is monitored through the official online reporting system provided by Malaysia's DOE, while general waste is tracked using our Group's internal waste management records.

Our manufacturing facilities discharged 874,706 m³ of wastewater in FY25, a 1.6% year-on-year decrease from 889,208 m³ in FY24. In comparison to FY24, the average wastewater discharge per 1,000 pieces of gloves remained constant at 0.59 m³ in FY25, which can be attributed to the comparable quantity and variety of gloves produced in both financial years.

Total waste generated decreased by 9.6% year-on-year from 1,574 metric tonnes ("MT") in FY24 to 1,423 MT in FY25, comprising (i) scheduled waste, which decreased by 10.1% year-on-year from 1,326 metric tonnes in FY24 to 1,192 metric tonnes in FY25, and (ii) general waste, which decreased by 6.9% year-on-year from 248 metric tonnes in FY24 to 231 metric tonnes in FY25.

Performance in FY25

- Total wastewater discharged decreased by 1.6% from 889,208 m³ in FY24 to 874,706 m³ in FY25.
- Generated a total of 1,423 metric tonnes of waste in FY25, a decrease by 9.6% from 1,574 metric tonnes in FY24.
- Recorded zero incidence of non-compliance with the relevant laws and regulations pertaining to waste disposal.

Targets for FY26

- To monitor our wastewater discharge and waste generation performance.
- To maintain good waste management efforts.
- To maintain zero incidence of non-compliance with the relevant laws and regulations relating to waste disposal.

MATERIAL TOPICS

In FY25, the Group maintained zero incidence of non-compliance with the relevant laws and regulations relating to waste disposal. We remain committed to doing our part to protect the environment, and we will strive to maintain good waste management efforts while meeting our customers' requirements for premium-quality natural latex and nitrile disposable examination gloves. As we have deferred commissioning our third manufacturing facility, we will continue to monitor our performance and gain a better understanding of our baseline in normal operation situations prior to setting realistic targets.

Types of waste	FY25	FY24	FY23	CAGR (%)
Wastewater discharged	874,706 m ³	889,208 m ³	1,252,626 m ³	(16.4)
Per 1,000 pieces of gloves	0.588 m ³	0.586 m ³	0.612 m ³	(2.0)
Hazardous				
Scheduled waste	1,192 MT	1,326 MT	1,341 MT	(5.7)
Per 1,000 pieces of gloves	0.802 kg	0.874 kg	0.655 kg	10.6
Non-hazardous				
General waste	231 MT	248 MT	577 MT	(36.7)
Per 1,000 pieces of gloves	0.155 kg	0.164 kg	0.282 kg	(25.8)
Total waste generated	1,423 MT	1,574 MT	1,918 MT	(13.9)
Per 1,000 pieces of gloves	0.957 kg	1.038 kg	0.937 kg	1.0

Material Topic: Social

Employment, diversity and equal opportunity

GRI 401-1, 405-1

At UG Healthcare, we are committed to fair employment practices and maintaining a working environment where our employees are respected and empowered to perform at their best. We believe that our employees' health, career growth, and well-being are integral to our Group's continuous growth and long-term success.

We value our employees as fellow colleagues with an aligned vision of doing well together in our roles and responsibilities. At UG Healthcare, we prohibit any form of forced labour, human trafficking, and modern slavery in our Group. The Group does not discriminate against our employees or new hires based on race, age, gender, religion, marital status, ethnicity, physical impairments, sexual preference, political viewpoints, or nationality. We handle recruitment, remuneration, promotion, and benefits based on an objective assessment of merit, equal opportunity, and non-discrimination.

The Group conducts engagement sessions twice a week, primarily aimed at our foreign employees, through our HR Helpdesk programme. This effort is in addition to our staff handbook and human resources manual, which comply with the legislation and guidelines in the country of operations, particularly for our upstream manufacturing division. These sessions aim to provide assistance to our foreign employees in resolving issues. We have placed a strong emphasis on regular communication and education for our foreign employees to aid their adjustment.

Performance in FY25

- Reported zero incidents of non-compliance with the relevant laws and regulations relating to fair employment practices.
- Maintained above 90.0% of our workforce below the age of 50.
- Gender diversity remained largely consistent with 84.1% of the workforce being male in FY25, decrease from 85.3% in FY24, due to the nature of profession in the glove manufacturing industry.
- Hiring rate increased slightly from 10.4% in FY24 11.9% in FY25 amid the ongoing consolidation in the glove manufacturing industry.

MATERIAL TOPICS

Furthermore, we are committed to the nomination and election of employee representatives to ensure the welfare of all nationalities is protected. These elected employee representatives are tasked with safeguarding the interests of all foreign employees, regardless of their nationalities. To enhance working relationships, improve the workplace environment, and facilitate effective communication, we hold quarterly meetings between management and employee representatives.

We have also established several communication channels for employees to raise their issues and grievances with management. These include suggestion boxes situated at various locations on the premises, online submissions via the Employee Self Service ("ESS") system, and direct contact with any member of the human resources team, either in person or by telephone.

Our Group remains committed to improving the living conditions and work-life balance of our foreign employees, who are currently staying in various rented hostels.

Employee turnover was primarily due to natural attrition, and recruitment occurred as and when requirements arose. We offer competitive remuneration packages to all our employees, aligned with industry benchmarks and based on their working experience, and provide them with the option to work overtime in accordance with local employment law in Malaysia.

The ongoing consolidation of the disposable glove manufacturing industry amid intense competition in the upstream manufacturing sector has led to a 6.8% year-on-year decrease in our headcount from 898 employees in FY24 to 837 employees in FY25. Nevertheless, our hiring rate has seen a slight increase, rising from 10.4% in FY24 to 11.9% in FY25. We maintained full-time employment for 100% of our workforce in FY25, and the Group remains steadfast in our commitment to achieving zero reported incidents of non-compliance with applicable laws and regulations related to fair employment practices over the short, medium, and long terms.

The nature of the profession continues to contribute to the ongoing male dominance within the industry in terms of gender diversity. In FY25, male employees constitute 84.1% of the workforce, while female employees constitute 15.9%. This represents a slight improvement from FY24, during which male employees comprised 85.3% of the workforce and female employees 14.7%. However, we continue to maintain a relatively youthful workforce, with 95.3% of our total employees under the age of 50 in FY25, a slight decrease from 95.9% in FY24.

We have also conducted our annual 4-pillar SMETA audit, which covers Labour Standards, Health & Safety, Environment, and Business Ethics for our upstream manufacturing operations in FY25.

Performance in FY25 (cont'd)

- Completed 4-pillar SMETA annual audit, which covers Labour Standards, Health & Safety, Environment, and Business Ethics.
- Achieved targets set in FY25.

Targets for FY26

- To maintain track record of no incident of non-compliance with the relevant laws and regulations in fair employment practices.
- Continue to monitor and review the recruitment procedure and systems to ensure fair and non-discrimination in hiring.
- Continue to conduct annual SMETA audits against 4-pillars.
- Continue to improve the diversity of our workforce in terms of gender.

MATERIAL TOPICS

The demographics of our employees for our upstream manufacturing operations in Malaysia are as follows:

Employees by gender

FYE 30 Jun	FY25	FY24	FY23	CAGR (%)
Male	84.1%	85.3%	85.0%	(11.4)
Female	15.9%	14.7%	15.0%	(8.3)
Group headcount	837	898	1,054	(10.9)

Note: CAGR denotes compound annual growth rate of the number of employees by gender.

Employees by age group

FYE 30 Jun	FY25	FY24	FY23	CAGR (%)
Below 30-year-old	30.8%	35.0%	49.1%	(29.4)
Between 30-50- year-old	64.5%	60.9%	48.0%	3.3
Above 50-year-old	4.7%	4.1%	2.9%	12.2
Group headcount	837	898	1,054	(10.9)

Note: CAGR denotes compound annual growth rate of the number of employees by age group.

New employees by gender and age group

FYE 30 Jun	FY25	FY24	FY23	CAGR (%)
By Gender				
Male	66.0%	76.3%	87.7%	(33.7)
Female	34.0%	23.7%	12.3%	27.2
By Age Group				
Below 30-year-old	80.0%	60.2%	56.1%	(8.7)
Between 30-50- year-old	20.0%	37.6%	43.3%	(48.0)
Above 50-year-old	0.0%	2.2%	0.6%	(100.0)
Total new hires	100	93	171	(23.5)

Note: CAGR denotes compound annual growth rate of the number of new employees by gender and age group.

Employee Turnover

FYE 30 June	New Hires			Resigned			Employee Turnover		
	FY25	FY24	FY23	FY25	FY24	FY23	FY25	FY24	FY23
Male	66.0%	76.3%	87.7%	80.1%	80.7%	80.8%	17.6%	24.2%	17.4%
Female	34.0%	23.7%	12.3%	19.9%	19.3%	19.2%	24.1%	33.1%	22.3%
Group average							18.6%	25.5%	18.1%

MATERIAL TOPICS

Diversity by employee category, gender, and age group

FYE 30 June	FY25			FY24		
	Mgmt	Executive	Non-Exec	Mgmt	Executive	Non-Exec
By Gender						
Male	48.8%	26.9%	91.4%	51.4%	28.2%	91.9%
Female	51.2%	73.1%	8.6%	48.6%	71.8%	8.1%
By Age Group						
Below 30-year-old	4.9%	44.7%	31.0%	2.9%	46.5%	35.4%
Between 30-50- year-old	75.6%	46.3%	65.6%	74.3%	45.0%	61.7%
Above 50-year-old	19.5%	9.0%	3.4%	22.8%	8.5%	2.9%
Group	41	67	729	35	71	792

Note: Mgmt denotes senior management and middle management; Executive includes supervisory positions; Non-Exec denotes non-executive personnel.

Occupational health and safety

GRI 403-5, 403-9

We recognised that our Group's workforce is of the utmost importance, and we are committed to ensuring a healthy and safe working environment for our people. We enforce a strong culture on health and safety within the organisation, which requires all members of our workforce to be leaders in creating a safe working environment. We believe that enhancing organisational cohesion and reducing work-related injuries and accidents can be accomplished by fostering a sense of self-responsibility among employees through regular reminders and educational initiatives.

We will continue our efforts to identify and manage occupational risk exposures, reduce the incidence of occupational illnesses, and promote healthy lifestyles. A Health and Safety Committee ("HSC"), which includes employee representatives from various sections of the workplace, meets quarterly to review and discuss the relevance and currency of the training courses, policies, and procedures.

The responsibilities of the HSC and its members include: (i) assisting in the development of safety and health rules and a safe system of work; (ii) reviewing the effectiveness of safety and health programmes; (iii) conducting studies on the trends of accidents, near-miss accidents, dangerous occurrences, and occupational hazards and reporting the same to the Group's management, along with recommendations for corrective actions; and (iv) reviewing the safety and health policies at the workplace and providing recommendations to the Group's management for any policy revision.

Performance in FY25

- Recorded zero incidents resulting in fatality and permanent disability.
- Recorded no incident of non-compliance with the relevant laws and regulations relating to occupational health and safety.
- Recorded 26 recordable work-related injuries and 0.01% total work days lost in FY25, as compared to 23 incidents and 0.03% work days lost in FY24.
- Achieved targets set in FY25.

MATERIAL TOPICS

All employees will have to undergo courses to equip themselves with the necessary knowledge and skills required for their roles and responsibilities. New and existing employees are also required to attend trainings under our Occupational Health & Safety programme which includes health and safety policies, basic first aid training, emergency response training, safe work procedures, and work instructions on a regular basis.

Subcontractors and visitors must comply with the following safety requirements before entering our manufacturing facilities:

- smoking in the manufacturing vicinity is strictly prohibited
- safety requirements to be fulfilled when handling equipment
- good housekeeping during and after completion of work
- emergency response procedure

In FY25, we maintained the record of zero incidents resulting in fatality or permanent disability. The Group is committed to maintaining a record of zero incidents of non-compliance with relevant occupational health and safety rules and regulations, protecting its employees from occupational hazards in the short, medium, and long terms.

However, we observed 26 recordable job-related injuries, which account for 0.01% of work days lost, as compared to 23 recordable work-related injuries in FY24, which resulted in 0.03% of work days lost. Notwithstanding that these recordable job-related injuries were minor, we will continue to emphasise the health, safety, and well-being of our employees, ensuring that their livelihoods remain our primary concern.

Work-related injuries by gender

FYE 30 Jun	FY25	FY24	FY23	CAGR (%)
Male	24	22	45	(27.0)
Female	2	1	1	41.4
Work days lost	0.01%	0.03%	0.06%	(56.3)

Note: Work days lost in percentage denotes total lost days due to injuries over total number working days of total workforce in the respective financial years.

(cont'd)

Targets for FY26

- Continue to conduct regular refresher training for our employees to make sure they understand the policies and standard procedures, and we will continuously emphasise the importance of adhering to workplace safety standards and rules to minimise work-related injuries.
- To minimise the number of recordable work-related injury incidents of not more than 40 cases annually.
- To maintain zero incidents resulting in fatality and permanent disability.
- To maintain record of zero incidents of non-compliance with the relevant laws and regulations relating to occupational health and safety, providing a safe working environment, and protecting our employees from occupational hazards.

MATERIAL TOPICS

Skills competency and education

GRI 404-1, 404-3

Our employees are the lifeblood of our organisation, and it is imperative that we continue to optimise the value of those who contribute to our Group's growth and success.

At UG Healthcare, we believe that it is essential to enhance our employees' value by improving their knowledge, qualifications, and skills, enabling them to perform more effectively in their roles and responsibilities. We provide all employees the chance to enhance their skills through formal and on-the-job training programmes. The roles and responsibilities of our employees within the organisation determine the selection of specific training programmes.

Some of the selected training programmes attended by our employees in FY25 include:

- i) basic occupational first aid, cardiopulmonary resuscitation ("CPR"), and automated external defibrillator ("AED");
- ii) scheduled waste management and handling;
- iii) quality management system to ensure the organisation meet both customer-focused quality goals and stringent medical device regulatory requirements efficiently;
- iv) trends and transformations in occupational health; and
- v) technical report writing.

Total and average training hours per employee

FYE 30 Jun	FY25	FY24	FY23	CAGR (%)
Male	963	1,039	3,894	(50.3)
Female	1,330	1,468	1,650	(10.2)
Total training hours	2,293	2,507	5,544	(35.7)
Group headcount	837	898	1,054	(10.9)
Average training hours per employee	2.74	2.79	5.26	(27.8)

Note: CAGR denotes compound annual growth rate.

In FY25, our workforce of 837 employees completed an aggregate of 2,293 training hours, an average of 2.7 training hours per employee. This represents a 1.9% decrease compared to FY24, where 898 employees completed 2,507 training hours, yielding an average of 2.8 training hours per employee. The Group's headcount experienced a 10.9% year-on-year reduction, which is primarily responsible for the decline in training hours in FY25.

Performance in FY25

- Recorded an average of 2.7 training hours per employee for all employees at the upstream manufacturing division in Malaysia, a 1.9% decrease from an average of 2.8 training hours per employee in FY24.
- All employees received annual performance evaluations in FY25.
- Achieved targets set for FY25.

Targets for FY26

- Continue to explore new upskilling programmes to enhance the knowledge and skills of our employees.
- To monitor our performance and understand our baseline in training requirements for our employees prior to setting realistic targets.
- To maintain annual performance evaluation for all employees.

MATERIAL TOPICS

We are committed to delivering relevant educational and skills training programmes for our employees. Notwithstanding the macro challenges, we endeavour to increase training hours and subsidies to support employees' enrichment opportunities as we strive to improve our financial performance.

Our Group conducts annual performance evaluations for all employees, a practice that will continue indefinitely.

The employee performance review primarily comprises quantitative evaluation criteria that are based on specific positions and responsibilities. We actively gather performance information from direct supervisors and hold regular communication meetings with employees. We believe that regular communication fosters stronger working relationships and helps us stay informed about our employees' growth and well-being.

We grant discretionary incentives to eligible employees based on their performance and contributions to the Group. We also conduct annual performance reviews with our employees, outlining a clear career progression path and arranging training to enable them to assume the necessary responsibilities. We regularly review remuneration policies and packages to ensure that the compensation and benefits align with industry standards. This helps the Group in recruiting and retaining talent.

Material Topic: Governance

Regulatory compliance

GRI 2-27

At UG Healthcare, we recognise that responsible business practices are vital for achieving our objective of providing quality and reliable hand protection solutions, as well as non-glove hygiene and healthcare ancillary products for users' personal protection and professional applications across various industries. We demonstrate our commitment to this principle by integrating ethical and responsible policies and practices at all levels of the organisation.

The Group remains committed to conducting business in compliance with relevant social, economic, and environmental regulations and standards, utilising internal checks and balances, and providing regular reporting and updates to the appropriate authorities and agencies. We believe that robust corporate governance and adherence to regulatory obligations represent the minimum standards, and we aim to surpass them.

We are committed to proactively monitoring, identifying, and addressing a broader range of socioeconomic and environmental concerns, as well as potential risks and consequences for our global businesses that extend beyond our upstream manufacturing operations in Malaysia and corporate office in Singapore. We are committed to upholding the interests of all stakeholders and conducting our business with integrity.

Performance in FY25

- Achieved the targets set for FY25.
- Recorded zero incident of non-compliance with the relevant laws and regulations pertaining to social, economic, and environment that could potentially result in internal disciplinary action or public allegation.
- Complied with the principles and guidelines set out in the Code of Governance 2018, where appropriate.
- Recorded no incident of non-compliance with management controls and procedures.

MATERIAL TOPICS

In FY25, we upheld our record of zero incidents of non-compliance with the relevant laws and regulations pertaining to socioeconomic and environmental matters. The Group is committed to achieving zero incidents of non-compliance with applicable laws and regulations in the domains of socio-economics and the environment, both in the short, medium, and long terms.

Corporate governance

UG Healthcare's Board and management team remain committed to upholding high standards of corporate governance and transparency. This commitment aims to ensure the long-term viability of the Group's operations while safeguarding the interests of all our stakeholders.

We remain steadfast in our commitment to upholding the best practices in corporate transparency and disclosures. To ensure compliance with relevant legislation and adherence to our risk management principles, we have established policies and procedures. Our pursuit of corporate excellence drives us to refine our operations by fostering a more transparent, accountable, and equitable organisational structure.

Please refer to the Corporate Governance Report found on page 43 to 79 of the annual report for details of the Group's corporate governance principles and practices, precautionary measures, and risk management structure.

The Corporate Governance Report outlines the Group's corporate governance practices that were in place during FY25, with specific reference made to the principles and the provisions of the Code of Corporate Governance 2018 pursuant to Rule 710 of the Catalist Rules.

Cybersecurity Risk Management and Data Privacy GRI 418-1

UG Healthcare places great importance on each individual's privacy and is dedicated to protecting the confidentiality, integrity, and availability of personal data. This commitment is in line with the principles set out in our Information Technology ("IT") Policy and associated guidelines.

The Group is committed to complying with the Personal Data Protection Act and all applicable laws. With the digital transformation trend, we continue stepping up efforts to enhance systems and procedures to protect information about our businesses and key stakeholders, particularly our employees and customers. We have put in place a range of mitigation measures as part of our risk management strategy to protect against IT system failures and malicious attacks. These measures include, but are not limited to, network firewalls and antivirus software.

In FY25, we maintained our record of zero incidents involving breaches of customer privacy, as well as no identified leaks, thefts, or losses of customer data. We are committed to maintaining zero occurrences of customer or data privacy breaches in FY26, as we will remain vigilant and strictly adhere to all relevant rules and regulations.

(cont'd)

Targets for FY26

- Maintain no incident of non-compliance with the relevant laws and regulations in the social, economic, and environmental aspect.
- Maintain zero incidents of non-compliance with management controls and procedures.
- Maintain regular monitoring and update the adequacy of the management controls and procedures as the Group reviews the possible impacts of climate-related issues on our operations and strategic investments.

Performance in FY25

- Achieved the target set for FY25.
- Recorded no incident of non-compliance on cybersecurity and data privacy.

Targets for FY26

- Maintain our track record of zero incidents of non-compliance on cybersecurity and data privacy.

MATERIAL TOPICS

Anti-corruption
GRI 205-3

UG Healthcare Group remains committed to conducting our business with integrity and transparency, maintaining a strict stance against corruption and bribery. We uphold a zero-tolerance policy towards fraudulent and corrupt practices that could disrupt our business operations and hinder our growth.

We have established the Corruption Prevention Policy and Framework (“**CPPF**”) and provided our employees with Anti-Corruption and Anti-Bribery Guidelines. These resources outline the reasonable actions and steps necessary to ensure that the Group does not engage in bribery activities.

Additionally, we have implemented several policies, including the Conduct and Discipline Policy, the Conflict-of-Interest Policy, and the Whistle-Blowing Policy. These policies serve as important reminders to all members of the organisation regarding the necessity of taking proactive steps to prevent, regulate, and report of any illegal or unethical practices within the organisation.

In FY25, we maintained our record of having no instances of bribery, extortion, fraud, or money laundering violations. We will continue to be vigilant in monitoring our practices and ensuring that our policies remain relevant and up to date.

Performance in FY25

- Achieved the target set for FY25.
- Recorded no incident of non-compliance with the relevant laws and regulations pertaining to corruption, bribery, extortion, fraud, and money laundering violations.

Targets for FY26

- To monitor our practices and ensure that our policies remain relevant and up to date.
- To maintain zero incidence of non-compliance with the relevant laws and regulations pertaining to corruption, bribery, extortion, fraud, and money laundering.

GRI CONTENT INDEX

Statement of use	UG Healthcare Corporation Limited has reported this information cited in this GRI Content Index for the period from 1 July 2024 to 30 June 2025 ("FY25") with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI Standards	Disclosure	Reference
GRI 2: General Disclosures 2021	2-1: Organisational details	Company Profile, page 1
	2-2: Entities included in the organisation's sustainability reporting	Board Statement, page 9 to 10
	2-3: Reporting period, frequency and contact point	Board Statement, page 9 to 10
	2-4: Restatements of information	No restatement of information
	2-5: External assurance	Board Statement, page 9 to 10
	2-6: Activities, value chain, and other business relationships	Letter to Shareholders, page 2 to 3 Business Operations, page 4 to 8
	2-7: Employees	SOCIAL: Employment, Diversity and Equal Opportunity, Page 24 to 30
	2-9: Governance structure and composition	Sustainability Governance, page 11 to 12 Annual Report ("AR") – Board of Directors, page 14 to 16 AR – Corporate Governance, page 43 to 79
	2-10: Nomination and selection of the highest governance body	AR – Corporate Governance Report, page 51 to 53
	2-15: Conflicts of interest	AR – Corporate Governance Report, page 44
	2-16: Communication of critical concerns	AR – Corporate Governance Report: Whistle-blowing, page 75 Board Statement, page 9 to 10
	2-17: Collective knowledge of the highest governance body	AR – Corporate Governance Report, page 44
	2-18: Evaluation of the performance of the highest governance body	AR – Corporate Governance Report, page 64 to 65
	2-19: Remuneration policies	AR – Corporate Governance Report, page 65 to 67
	2-20: Process to determine remuneration	AR – Corporate Governance Report, page 65 to 67
	2-22: Statement on sustainable development strategy	Board Statement, page 9 to 10
	2-23 Policy commitments	Board Statement, page 9 to 10 SUSTAINABILITY GOVERNANCE, Stakeholder Engagement, page 13 to 14
	2-24 Embedding policy commitments	SUSTAINABILITY GOVERNANCE, Materiality Assessment, page 15 to 16
	2-25 Processes to remediate negative impacts	AR – Corporate Governance Report, page 71 to 73
	2-26: Mechanisms for seeking advice and raising concerns	SOCIAL: Employment, Diversity and Equal Opportunity, page 24 to 27 SOCIAL: Occupational Health and Safety, page 27 to 28

GRI CONTENT INDEX

GRI Standards	Disclosure	Reference
GRI 2: General Disclosures 2021 (cont'd)	2-27: Compliance with laws and regulations	GOVERNANCE: Regulatory Compliance, page 30 to 31
	2-28: Membership associations	ECONOMIC: Customer Management, page 19
	2-29: Approach to stakeholder engagement	SUSTAINABILITY GOVERNANCE: Stakeholder Engagement, page 13 to 14
GRI 3: Material Topics 2021	3-1: Process to determine material topics	SUSTAINABILITY GOVERNANCE: Materiality Assessment, page 15 to 16
	3-2: List of material topics	
	3-3: Management of material topics	
GRI 201: Economic Performance	201-1: Direct economic value generated and distributed	ECONOMIC: Economic Performance, page 17 to 18
	201-2: Financial implications and other risks and opportunities due to climate change	ECONOMIC: Climate-related Risks and Opportunities, page 18 to 19
GRI 204: Procurement Practices 2016	204-1: Proportion of spending on local suppliers	ECONOMIC: Suppliers and Business Partners, page 20
GRI 205: Anti-corruption 2016	205-3: Confirmed incidents of corruption and actions taken	GOVERNANCE: Anti-corruption, page 32
GRI 302: Energy 2016	302-1: Energy consumption	ENVIRONMENTAL: Resource Efficiency, page 21 to 22
GRI 303: Water and Effluents 2018	303-3: Water withdrawal	ENVIRONMENTAL: Resource Efficiency, page 21 to 22
GRI 305: Emissions 2016	305-1: Direct (Scope 1) GHG emissions	ENVIRONMENTAL: Resource Efficiency, page 21 to 22
	305-2: Energy Indirect (Scope 2) GHG emissions	
GRI 306: Waste 2020	306-2: Management of significant waste-related impacts	ENVIRONMENTAL: Waste, page 23 to 24
	306-3: Waste generated	
GRI 401: Employment 2016	401-1: New employee hires and employee turnover	SOCIAL: Employment, Diversity and Equal Opportunity, page 24 to 27
GRI 403: Occupational Health and Safety 2018	403-5: Worker training on occupational health and safety	SOCIAL: Occupational Health and Safety, page 27 to 28
	403-9: Work related injuries	
GRI 404: Training & Education 2016	404-1: Average hours of training per year per employee	SOCIAL: Skills Competency and Education, page 29 to 30
	404-3: Percentage of employees receiving regular performance and career development reviews	
GRI 405: Diversity and equal opportunity 2016	405-1: Diversity of governance bodies and employees	SOCIAL: Employment, Diversity and Equal Opportunity, page 24 to 27
GRI 416: Customer Health and Safety 2016	416-2: Incidents of non-compliance concerning the health and safety impacts of products and services	ECONOMIC: Customer Management, page 19
GRI 418: Customer Privacy 2016	418-1: Substantiated complaints concerning breaches of customer privacy and losses of customer data	GOVERNANCE: Cybersecurity Risk Management and Data Privacy, page 31



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