

SUSTAINABILITY REPORT 2023



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BOARD STATEMENT

The Board of Directors (“**The Board**”) would like to present the annual Sustainability Report (“**Report**”) for New Silkroutes Group Limited (“**NSG**” or the “**Company**”) and its associates and subsidiaries (collectively, the “**Group**”) for the financial year ended 30 June 2023 (“**FY2023**”). Therefore, the Board is making every effort to meticulously prepare this report to ensure the utmost accuracy of the disclosed information. This Report, prepared by NSG with the Board’s guidance, features our commitment to and progress in sustainability for FY2023. The intention is to present this report to all the stakeholders who have a vested interest.

This Report demonstrates to our stakeholders our commitment to creating a sustainable business model, where adopting the best sustainable practices in the economics, environment, social and governance (“**ESG**”) areas are fundamental to our business. This report highlights NSG’s commitment to implementing sustainable business practices and defines our purpose to create long-term value for our stakeholders that result in a positive impact on our environment.

The Board has been involved in the Group’s sustainability efforts by actively overseeing Management’s responsibilities of identifying, managing, and monitoring material ESG topics. We have prioritised five main topics, namely, Economic Performance, Employee Relationship, Customer Health and Safety, Marketing and Labelling, and Customer Privacy. As such, the Group will continue to address our challenges and drive long-term growth while mitigating the environmental and social risks that might have a negative financial impact on our business. The Board understands that the Group is required to present the sustainability report annually to disclose the Company’s sustainable business practices concerning ESG topics. The Board is responsible for driving the Group’s policies and performance in key environmental, social, and governance matters. The Board also provides oversight and monitors the management of these material ESG matters. All the reported ESG material topics have been reviewed and approved by the Board.

In 2023, the Group committed to support the 17 United Nations Sustainable Development Goals (“**UN SDGs**”) and has linked these goals with our material sustainability activities.

The Group welcomes comments and suggestions from readers on this Report. All the comments and suggestions from our customers, business partners, and the public will help determine and reinforce the Group’s future sustainability strategies.

Thank you,

Mr Darrell Lim Chee Lek

Chairman of the Board of Directors
New Silkroutes Group Limited



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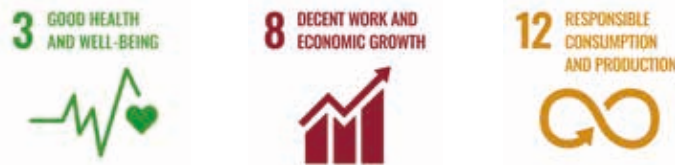
FINANCIAL YEAR 2023

SUPPORT OF THE UNITED NATIONS SUSTAINABLE DEVELOPMENT GOALS (UN SDGS)

The UN SDGs provide a shared roadmap for governments, private sectors and civil society organizations to address the most pressing social and environmental issues faced by our society today. The UN SDGs aim to end poverty, protect the planet and ensure peace and prosperity for all people by 2030.



At NSG, we are committed to playing our part in supporting the 17 global goals. In FY2023, we mapped the 17 goals over our material topics and decided to focus on the following goals in our sustainable business strategy.



ABOUT THIS REPORT

NSG is proud to present our FY2023 Sustainability Report.

Sustainability is part of our group's key strategy to create long-term value for all our stakeholders. The Group recognized the importance of ESG areas in creating sustainable value for our businesses and our stakeholders. We adopt the principles of sustainability throughout our value chain and continue to build sustainable practices in every aspect of the Group's businesses to achieve high levels of integrity and excellence in our operations.

This Report provides a comprehensive understanding of our annual performance on sustainability. This Report shall be read together with the NSG FY2023 Annual Report.

REPORTING PERIOD

This sustainability report presents the annual sustainability performance of the Group for the period from 1 July 2022 to 30 June 2023.

This Report presents our approaches and performance regarding our key ESG topics for FY2023.

REPORTING FRAMEWORK

This Report is also prepared in accordance with SGX-ST Listing Rules 711A and 711B and the relevant SGX Practice Notes on Sustainability Reporting Guide. The data displayed in this Report covers the period from 1 July 2022 to 30 June 2023 (FY2023).

This Report has been prepared with reference to Global Reporting Initiatives (“GRI”) Standard 2021 Revision. The Group has adopted the application of the GRI Standards for sustainability reporting due to its internationally recognized guidelines. It is also deemed the most widely adopted standard by organisations around the world.

REPORTING SCOPE

The performance and data reflected in this Report cover the Group’s main operation in Singapore only. It only covers our operation in the following Groups:

- New Silkroutes Group (“NSG”)
- Healthsciences International Pte. Ltd. (“HSI”)
- Shanghai Fengwei Garment Accessory Co., Ltd.

REPORT ACCESSIBILITY

In order to reduce our environmental footprint and the impact on the environment, the hard copy version of this Report will not be made available.

The Report is only available in PDF format which can be downloaded from the SGX website.

FEEDBACK

We welcome views on this Report from stakeholders. Please send feedback and enquiries to info@newsilkroutes.com.

INDEPENDENT ASSURANCE

The Group has engaged an external sustainability consultant to guide us on the sustainability reporting in order to comply with the latest requirements.

All the information and data disclosed in this Report have been reviewed by our management and Board Directors.

Our internal auditors, operating independently and objectively, have scoped in the materiality assessment and selected ESG factors in our sustainability reporting processes as part of their internal audit plan for FY2023.

While external assurance has not been performed on this sustainability report, we remain committed to transparency and continuous improvement.

OUR COMPANY

New Silkroutes Group is an investment holding company listed on the Mainboard of the Singapore Exchange Securities Trading Limited. Together with its subsidiaries, the Group operates in the healthcare sector and is headquartered in Singapore.

NSG’s healthcare division focuses on the provision of healthcare and related services, and operates under its subsidiary, HSI. HSI owns and operates primary care medical and dental clinics in Singapore.

Until May 31, 2023, HSI owned a total of 18 clinics in Singapore. This portfolio included one dental specialist clinic, nine dental clinics, five family medicine clinics, one aesthetic clinic, one Traditional Chinese Medicine (“TCM”) clinic, and one dental supplies company. The Group divested its entire medicine clinic business, with the effective date of this transaction being May 31, 2023.

The Group additionally holds a healthcare-related supplies portfolio through its subsidiary, Shanghai Fengwei Garment Accessory Co., Ltd. (“Shanghai Fengwei”), located in China. Shanghai Fengwei specializes in the production of non-woven materials, which are essential for manufacturing disposable medical consumables including hospital gowns, linens, personal protective equipment, and masks.

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OUR BUSINESS ADDRESS

HQ Address (Singapore)
New Silkroutes Group Limited
456 Alexandra Rd
#24-01 Fragrance Empire Building
Singapore 119962

OUR KEY BUSINESS AND VALUE CHAIN

HSI adopts a systematic approach to ensuring the rational use of medicines, including best dispensing practices, clinical protocol adherence to prescribed medications, and cost efficiency and effectiveness. We maintain seamless business operations by improving supply chain engagement, hence, securing adequate resources, such as medicine, dental or orthodontic appliances, and more.

In FY2023, the NSG Group is undergoing a significant restructuring as it prepares to venture into a new market. The group has experienced substantial changes in its management team. Further details will be disclosed to the public through company announcements in FY2024.

OUR BUSINESS CORE VALUE

VISION

Our purpose is parallel with our healthcare division, HSI and Shanghai Fengwei practice in prioritising serving our patients or customers and the community's interest before self-interest.

MISSION

Our mission to create a positive impact on the lives of others is accomplished through the provision of high-quality healthcare and fulfilling corporate social responsibility. We value and serve our patients, caregivers and customers with compassion, dignity, and respect. We will continue to strive for excellence in our service and practice with integrity.

OUR SUSTAINABILITY STRATEGY

At NSG, we hold a steadfast belief that sustainability goes beyond being a mere corporate obligation; it embodies our unwavering commitment to shaping a brighter future for our employees, the environment, and the communities we interact with.

Our Sustainability Strategy maps out the path we intend to follow, ensuring the seamless integration of sustainable practices across every aspect of our business operations. By prioritizing the well-being of our employees and championing ethical governance, we aim to create a positive and lasting impact on society.

We recognize that sustainability is an ongoing journey, and our dedication to continuous improvement and innovation remains unwavering. Together, we aspire to construct a superior and more sustainable world—one that will endure for generations to come.

BUSINESS ASSOCIATIONS AND MEMBERSHIP

On a group level, NSG is a member of the Singapore Business Federation. All professionals practising in our clinics under HSI are required to be registered and comply with the Codes and Conduct and guidelines of their respective professional bodies listed below:

- Singapore Medical Council
- Singapore Dental Council
- Traditional Chinese Medicine Practitioners Board

Shanghai Fengwei is a member of the following associations in China:

- China Nonwoven & Industrial Textiles Association
- Shanghai Federation of Industry and Commerce
- Shanghai Fire Protection Association
- Shanghai Yangtze River Delta Nonwovens Industry Association

CORPORATE GOVERNANCE AND GOVERNANCE STRUCTURE

The Board is committed to upholding high standards of corporate governance practices throughout the Group that is in line with the Code of Corporate Governance 2018 (Last Amended 11 January 2023). The Board will ensure compliance with the other relevant regulations, notices, circulars, and guidelines that may be issued by the Monetary Authority of Singapore and the SGX-ST. Explanations will be provided should there be any deviations.

The Board provides leadership, determines and sets the Group's corporate strategies and objectives and ensures that the necessary financial and human resources are in place for the Company to meet its objectives and align with the company's vision and mission.

To ensure effective corporate governance and sound decision-making, the Board is composed of individuals with diverse backgrounds, expertise, and experience. It operates with independence, objectivity, and a strong commitment to acting in the best interests of shareholders and stakeholders. The Board promotes a culture of ethical conduct, risk management, and compliance throughout the organization.

DIRECTOR DIVERSITY

As of 30 June 2023, all our directors are male directors, with the age between 30 to 55.

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BOARD DIRECTOR COLLECTIVE KNOWLEDGE

The current Board composition provides a diversity of background, knowledge and experience to enable the Board to make decisions in the best interests of the Company. Their expertise includes: finance, legal and corporate governance, sustainability, investment, risk management with relevant industry knowledge.

For detailed information, please refer to our Annual Report Page 8-9.

DIRECTOR SUSTAINABILITY TRAINING

The directors are in the process of completing the training. By the time this report is published, all directors have completed the director sustainability training as required by SGX.

SUSTAINABILITY GOVERNANCE

NSG is committed to working collectively toward our sustainability goals wherever we operate globally, in Singapore and China.

The NSG Board, serving as the highest governing body, assumes responsibility for overseeing ESG matters and advancing the global sustainability agenda. The Board ensures the seamless integration of sustainability and ESG considerations into the Group's overarching strategies and offers guidance for shaping policies and best practices.

Senior Management, in collaboration with department heads, shares the duty of upholding sustainability principles and executing NSG's daily operations in alignment with established policies and practices. Their concerted efforts prioritize the most pertinent ESG concerns for the Group. Additionally, Senior Management plays a pivotal role in developing and supervising the implementation of the sustainability strategy, framework, and policies.

Department Heads take charge of providing the necessary information and data while implementing action plans derived from the sustainability strategy.

Furthermore, Senior Management collaborates closely with Board Directors to oversee climate-related risks, ensuring the identification, monitoring, and effective management of all such risks.

In light of ongoing Group restructuring efforts, once this process is completed, NSG will establish a dedicated Sustainability Committee. This committee's primary purpose will be to enhance the Group's ability to manage our sustainability initiatives more effectively.

Regarding more details of our corporate governance, please refer to our Annual Report Page 14-41.

OUR REPORTING PRINCIPLES

According to GRI 2021-Foundation, we follow the 8 reporting principles in preparing our Sustainability Report.



Principle	Explanation
Accuracy	The information disclosed in this Report is correct and sufficiently detailed to assess the organization's impact.
Balance	The information is disclosed in an unbiased way and provides a fair representation of the organisation's negative and positive impacts.
Clarity	The information presented in this Report is accessible and understandable.
Comparability	The Group endeavours to select, and compile the report information consistently to enable an analysis of changes in the organisation's impacts over time.
Completeness	The Group tries its best to provide sufficient information to enable the transparency of its efforts in ESG topics.
Sustainability Context	The Group ensures that the information it discloses in this Report is about its business impacts within the context of sustainable development.
Timeliness	The Group reviews its ESG material topics on a regular basis to ensure that all the information declared in this Report is updated.
Verifiability	The information declared in this Report has been internally reviewed by the Group's internal auditor to ensure its accuracy and quality.

STAKEHOLDER ENGAGEMENT

NSG recognizes its stakeholders as individuals or entities with the capacity to impact or be influenced by the company's operations, including external organizations possessing expertise in material topics.

In our interactions with stakeholders, we employ a two-way communication approach to actively solicit feedback and incorporate their interests, concerns, and recommendations into our sustainability strategies and initiatives. This approach enables us to harness the valuable input received, shedding light on critical issues that inform the development of business strategies and policies, ultimately driving long-term organizational success.

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STAKEHOLDER IDENTIFICATION

According to our business activities and our business value chain, we have identified our stakeholders into the following two groups:



STAKEHOLDER ENGAGEMENT APPROACH

The table below lists the key stakeholders and the respective engagement channels and frequencies. We are continuously improving our communication channels to connect better with our stakeholders and accurately interpret stakeholder needs into corporate goals.

Stakeholders	Modes of Engagement	Engagement Frequency	Key Interests
Shareholders	Quarterly financial results Annual and Extraordinary general meetings Investor relations contact Media release	Annually Quarterly Ad hoc	Good Corporate Governance Compliance Economic Performance
Top Management	Board meetings Management meetings	Quarterly Ad hoc	Good Corporate Governance Economic Performance
Customers	Front line team members Electronic feedback channel via website Emails Phone calls Face-to-face patient care	Ad hoc	Product Quality Competitive Price
Employees	Emails Annual appraisals Regular dialogue with management	Annually Ad hoc	Employee Benefits Remuneration Economic Performance
Suppliers	Request for quotations Request for proposals Site visits Meetings Email correspondences Phone calls	Ad hoc	Economic Performance On-time payment
Regulators	Annual inspection Regulatory guidelines Emails Phone calls	Annually Ad hoc	Compliance with regulations and laws

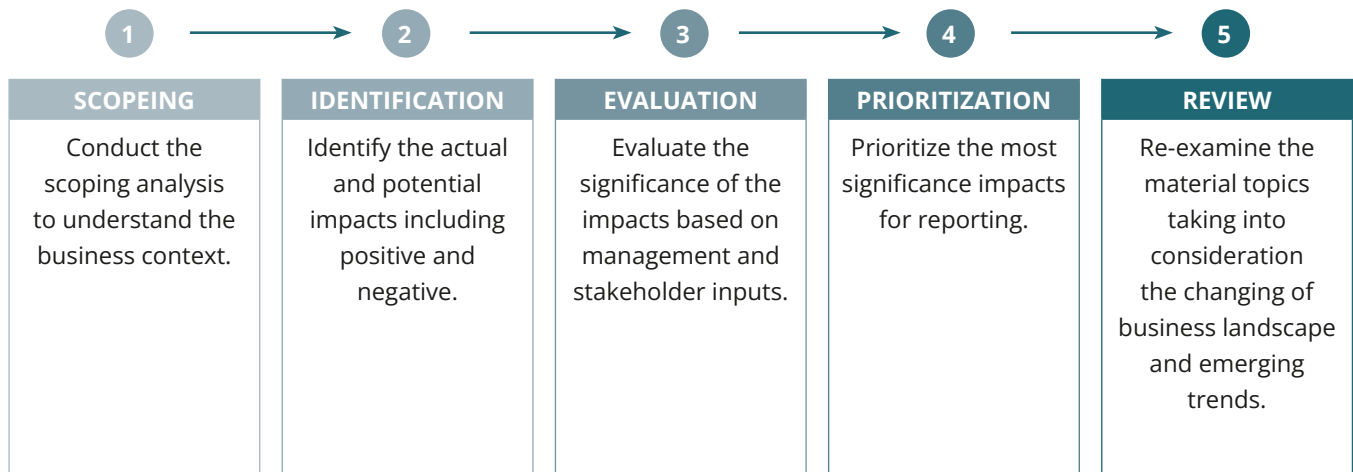
MATERIAL TOPIC

Material topics are topics that represent the Group's most significant impacts on the Business Ethics, Economy, and People.

MATERIAL TOPIC IDENTIFICATION

The report content and materiality assessment process conducted under the guidance of the GRI Principles for Defining Report Content identifies material topics relevant to our operation and stakeholders. A materiality refresh exercise, including benchmarking analysis against industry peers, is conducted every year to re-evaluate and update previous material ESG topics with the current operation.

The process for our material topic refreshment exercise is outlined as follows:



MATERIAL TOPICS

following ESG topics have been identified, and the approaches to managing these topics are stated in this Report:

Sustainability Focus Area	Relevant GRI Indicators	Material Topics
Economy and Business Conduct	GRI 201	Economic Performance
	GRI 205	Anti-Corruption
	GRI 2-27	Compliance with Laws and Regulations
Environment	TCFD	Our Response to Climate Change
Social	GRI 401	Employment
	GRI 405	Diversity and Equal Opportunity
	GRI 416	Customer Health and Safety
	GRI 418	Customer Privacy
Product Information	GRI 417	Product Information and Labeling

OUR BUSINESS CONDUCT

Relevant GRI Topics

GRI 2-27 Compliance with laws and regulations

GRI 205 Anti-Corruption

NSG and its subsidiaries are committed to maintaining a high standard of integrity in its business conduct.

Consistent with its “zero tolerance” stance to fraud, bribery, corruption and other unethical behaviour or conduct, the Policy aims to:

- provide a trusted avenue for employees, vendors, customers and other stakeholders to report serious wrongdoing or concerns, particularly in relation to fraud, controls or ethics, without fear of reprisals when whistleblowing in good faith; and
- ensure that robust arrangements are in place to facilitate independent investigation of the reported concern and for the appropriate follow-up actions to be taken.

WHISTLEBLOWING POLICY

Consistent with its “zero tolerance” stance to fraud, bribery, corruption and other unethical behaviour or conduct, the Company publicly discloses, and clearly communicates to employees, the existence of a whistle-blowing policy and procedures for raising such concerns.

The NSG Whistleblowing Policy is designed to uphold high standards of integrity within New Silkroutes Group Limited and its subsidiaries. It provides a safe channel for employees, vendors, customers, and stakeholders to report serious concerns such as fraud, bribery, corruption, and other unethical behaviors without fear of retaliation. The policy ensures that all reports are handled confidentially and that whistleblowers’ identities are protected, except when necessary for the investigation. It outlines the types of reportable incidents, including financial misconduct, corruption, criminal offenses, policy breaches, and safety risks. Reports can be directed to specific designated officers depending on the nature of the concern, such as the Human Resources Manager, Chief Financial Officer, or Chief Executive Officer. If issues are not addressed internally, complaints can be escalated to the Audit and Risk Committee.

The Designated Officer oversees the investigation process, ensuring it is confidential and involves only necessary personnel. Records of complaints and investigations are maintained for at least seven years and marked as “Privileged and Confidential.” The policy also protects employees from disciplinary actions and retaliation when they report in good faith, though false allegations can lead to disciplinary action. The Audit and Risk Committee periodically reviews the policy for effectiveness and communicates any updates to all employees. This policy is crucial for maintaining transparency, accountability, and high ethical standards within NSG.

ANTI-CORRUPTION POLICY

NSG is committed to maintaining the highest standards of integrity, transparency, and accountability in all its operations. We recognize that corruption poses a significant threat to sustainable development, undermines trust, and damages the reputation of our organization. Therefore, we are dedicated to preventing, detecting, and addressing all forms of corruption within our organization and in our interactions with external stakeholders.

CONFLICT OF INTEREST

All employees and individuals representing NSG must avoid situations that could create a conflict of interest between personal, financial, or other interests and the interests of the organization.

POLICY COMMITMENT

In addition to the aforementioned measures aimed at ensuring ethical business conduct, NSG has established a comprehensive set of policies pertaining to environmental management and human resource management.

Our unwavering commitment extends to the following principles:

- Upholding Equitable Employment Practices
- Safeguarding Environmental Sustainability
- Prioritizing the Well-being of our Employees and Customers

To fulfil our role as responsible corporate citizens, we place the utmost emphasis on our responsibilities to our stakeholders as a collective entity. Detailed policy information and our approach to management can be found in the respective sections addressing material topics.

We take great care to disseminate all these policies to every member of our organization, including employees across the entire Group, as well as our valued suppliers and contractors.

REGULATORY AND LEGAL COMPLIANCE

NSG is committed to comply with all relevant laws and regulations. Besides establishing whistleblowing and anti-corruption policies, we have conducted regular legal and compliance assessments to ensure that our business is conducted with integrity, fairness, impartiality and ethical behaviour.

We monitor our existing customers and vendors periodically. This ensures that we stay vigilant and remain up to date with the latest international economic environment and updated laws and regulations. We take our corporate responsibilities very seriously, including paying our fair share of taxes, corporate income taxes, and social contributions.

Our commitment to these responsibilities is also embodied in our corporate culture. Tax payments to the relevant authorities are in accordance with applicable anti-corruption laws, rules and regulations.

FY2023 PERFORMANCE

We are pleased to report that there were no reported incidents of non-compliance with the local anti-corruption laws, rules and regulations across the Group in FY2023.

FY2024 TARGET

We aim to maintain zero violation of the laws, rules and regulations for FY2024 and beyond.

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ECONOMIC PERFORMANCE

Relevant GRI Topics

GRI 201 Economic Performance

WHY IS THIS A MATERIAL ISSUE?

The measurement of our economic and financial performance is a basic and fundamental indication of how we as an organisation have created wealth for our stakeholders, especially our investors and shareholders. We strive to continuously enhance our financial performance and create long-term value for our investors and stakeholders.

MANAGEMENT APPROACH

The management is exerting maximum effort to enhance the Group's economic performance in FY2023, with revenues primarily derived from all the clinics. Furthermore, the management is actively exploring diverse investment opportunities to ensure optimal results for our shareholders and key stakeholders.

The charts below highlight our economic performance (i.e. direct economic value generated¹, economic value distributed² and economic value retained³) of our continuing operations for FY2023. More information on our financial performance as a Group is disclosed in our FY2024 Annual Report.

FINANCIAL PERFORMANCE FY2021-FY2023

(IN SINGAPORE DOLLAR AS PER '000)



Note:

1. Direct economic value generated typically refers to the revenue generated by the organisation for the reporting period, which can be calculated as net sales, plus revenues from financial investments and sales of assets.
2. Economic value distributed: costs, employee wages and benefits, payments to providers of capital, payments to government by country and community investments.
3. Economic value retained: the value of direct economic value generated less economic value distributed.

FY2024 TARGET

In FY2024 and beyond, the Group is trying our best to strive for delivering the best business performance to our stakeholders and shareholders.

OUR ACTION ON ENVIRONMENT

Relevant Topics

TCFD Our Response to Climate Change

OUR RESPONSE TO CLIMATE CHANGE (TCFD)

Climate change poses an enormous threat to our community's safety and well-being and the global economy. In the FY2021 National budget, Singapore government has announced that the carbon tax price will be increased from the current S\$5/tCO₂e to \$25/tCO₂e in 2024 and 2025, and \$45/tCO₂e in 2026 and 2027, with a view to reaching \$50-80/tCO₂e by 2030 in order to achieve the climate ambition.

In Jan 2022, the Singapore Exchange mandated climate reporting for selected sectors to follow the Task Force on Climate-related Financial Disclosure guidelines. At NSG, although we are not under the prioritised industry sector nor the energy-intensive industry, with increasing energy prices and global supply chain challenges, we must prepare ourselves for a sustainable future. At the same time, we have an obligation to be a responsible corporate citizen to play our part in response to climate change.

Therefore, in line with the TCFD Reporting guidelines, the Group is preparing ourselves to evaluate our performance and disclosure with the following four aspects:

Governance	Strategy	Risk Management	Metrics and Targets
Disclose the organization's governance around climate-related risks and opportunities.	Disclose the actual and potential impacts of climate-related risks and opportunities on the organization's businesses, strategy, and financial planning where such information is material.	Disclose how the organization identifies, assesses, and manages climate-related risks.	Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.

As the group undergoes restructuring, we are placing significant emphasis on environmental and climate risks as primary factors in determining our investment direction for the upcoming projects.

Commencing from FY2024, the Group will initiate the collection of energy and emission data.

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OUR WORKFORCE

Relevant GRI Topics

GRI 401 Employment

GRI 405 Diversity and Equal Opportunity

WHY IS THIS A MATERIAL ISSUE?

HSI understands the pivotal role employees play in our business and our enduring achievements. In strict adherence to pertinent labour laws and regulations, NSG embraces equitable recruitment practices grounded in merit, extending job opportunities to well-suited candidates without regard to race, religion, or ethnicity.

Within NSG, we hold the conviction that every employee directly contributes to the expansion and triumph of the Company. NSG's managerial principles are built upon accountability and mutual esteem. Our aim is to cultivate a workplace that nurtures both personal and professional advancement for every employee, a responsibility shared by all members of the staff.

Given their positions, managers and supervisors bear greater responsibility in guiding with an approach that cultivates reverence for each individual, thereby sustaining the work environment we aspire to uphold.

MANAGEMENT APPROACH

Employee Relations

Within the NSG Group, we firmly believe that the working environment, salaries, and employee benefits we provide are competitive within the market. We encourage all our employees who may have concerns about their working conditions or compensation to openly and directly communicate these concerns with their supervisors.

Our experience has demonstrated that when employees engage in honest and direct communication with their supervisors, it fosters a thriving workplace, maintains transparent communication, and promotes positive attitudes. We are steadfast in our belief that the company showcases its commitment to its employees by promptly addressing their concerns. To safeguard and promote this direct communication between employers and employees, we are fully committed to taking all necessary measures to ensure that employees continue to have the right to express themselves.

Equal Employment Opportunity

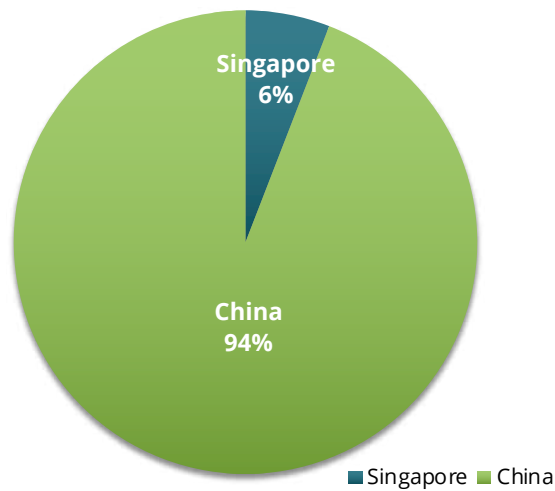
To provide equal employment and advancement opportunities to all individuals, employment decisions at the Group will be based on merit, qualifications, and abilities. The Group does not discriminate in employment opportunities or practices based on race, colour, religion, sex, national origin, age, or any other characteristic protected by law.

FY2023 PERFORMANCE (AS OF JUNE 30, 2023)

Total Workforce by Location

In FY2023, the Group has undergone a significant restructuring process. As of 30 June 2023, the Group only has 136 employees: 8 of them are based in Singapore, and 128 of them are based in China.

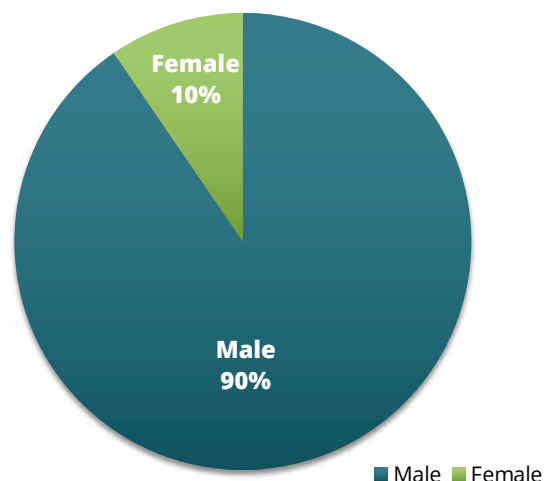
**Total Workforce by Location
As of June 30, 2023**



Workforce by Gender

As of June 30, 2023, our Singapore operation had a workforce comprising 3 female employees and 5 male employees. In contrast, our China Fengwei operation had a larger workforce, with 10 female employees and 118 male employees. This disparity in the number of male employees is primarily attributed to their predominant presence within our production line.

**Total Workforce by Gender
FY2023**

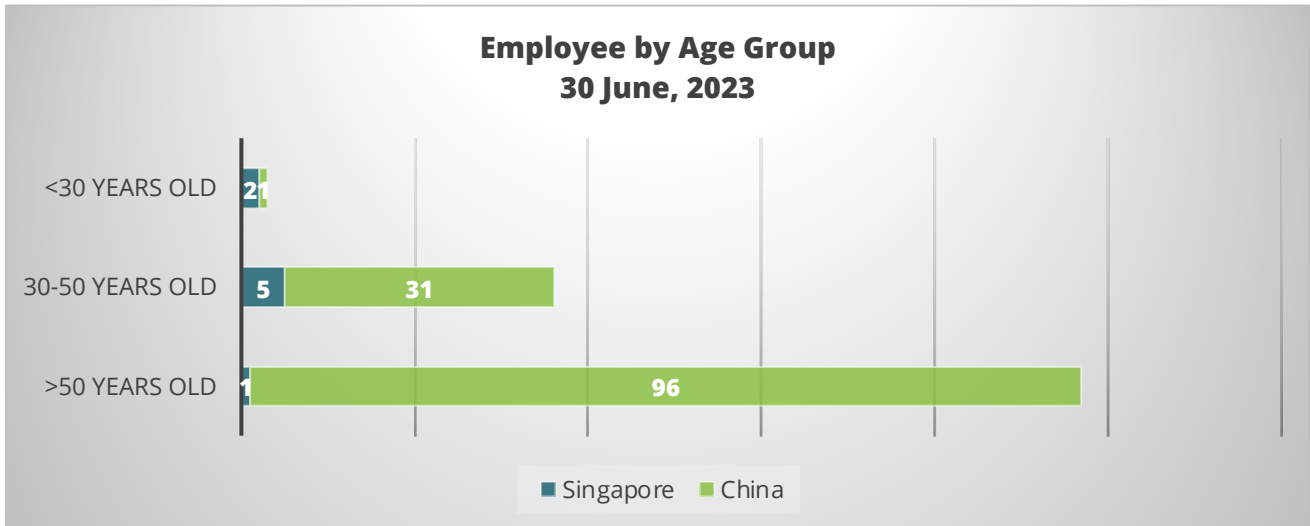


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Employee by Age Group

Within our operations, we maintain a highly diverse workforce that encompasses a wide range of age groups. Specifically, we have three employees below the age of 30; two are located in Singapore, and one is based in China. Furthermore, we employ 36 individuals aged between 30 and 50, with five in Singapore and 31 in China. Additionally, our team consists of 97 individuals who are older than 50, with one based in Singapore and 96 in China.



FY2024 TARGET

In FY2024 and beyond, we strive to ensure that we do not receive any negative feedback from our employees on working conditions or unfair recruitment policies and ensure all our employees are being well taken care of.

OUR CUSTOMER

Relevant GRI Topics

- GRI 414 Customer Health and Safety
- GRI 417 Marketing and Labeling
- GRI 418 Customer Privacy

CUSTOMER HEALTH AND SAFETY

WHY IS THIS A MATERIAL ISSUE?

As of June 1, 2023, we have divested our ownership of 18 dental clinics. Prior to May 31, we continued to serve as healthcare providers in Singapore. Our role as healthcare providers has always carried significant responsibility, as it directly impacts the health and safety of our patients. We are committed to prioritizing the needs and well-being of HSI's patients, who have placed their trust in our professional care.

NSG consistently goes above and beyond to enhance and provide high-quality essential healthcare services, surpassing the mere fulfilment of our products and services' expected purposes.

MANAGEMENT APPROACH

HSI maintains full regulatory compliance with healthcare laws established by the government, which include the Private Hospitals and Medical Clinics Act, Medicine Act, and Health Products Act enacted by both the Ministry of Health and Health Sciences Authority. To guarantee consistent adherence throughout all our clinics, we meticulously follow a comprehensive set of Standard Operating Procedures ("**SOPs**") for clinical practice. These SOPs cover various aspects such as clinic workflows and the Code of Conduct for clinical assistants. The SOPs undergo an annual review process led by department leaders. Any updates or modifications to the procedures require approval from the Chief Executive Officer.

Our topmost priority revolves around the safety of our patients. NSG implements a variety of measures aimed at preventing and mitigating risks, errors, and potential harm that may occur during the delivery of healthcare services. We accomplish this by ensuring that our clinical staff are thoroughly trained. This comprehensive training is provided through mandatory orientations and on-the-job training for new employees, closely overseen by Clinic Heads. Additionally, we conduct regular compliance audits to minimize any risks associated with compliance issues.

Our commitment extends to continuously improving our understanding of patient safety and best clinical practices among our clinicians and frontline employees. This is achieved by analyzing case studies and industrial accidents, which serve as the foundation for ongoing education and knowledge-sharing initiatives.

FY2023 PERFORMANCE

In FY2023, the Group haven't received any complaints from our customers in relation to the quality of products. The organisation has not identified any other non-compliance with regulations and/or voluntary codes concerning the health and safety impacts of its products and services.

FY2024 TARGET

Going forward, we aim to maintain zero complaints from our customers on product quality for FY2024 and beyond.

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MARKETING AND LABELLING

WHY IS THIS A MATERIAL ISSUE?

At NSG, we are committed to upholding ethical business practices and maintaining a strong reputation. We firmly believe in employing the ethical marketing of our products and services to our customers and stakeholders. We promote transparent communication of the economic, environmental, and social impact of our brands, products, and services. As any miscommunication may jeopardise our patient's health and violate marketing and labelling standards, we ensure business integrity is the single most important determinant of sales profitability.

MANAGEMENT APPROACH

All of HSI's registered healthcare professionals comply with the requirements and guiding principles in the Code of Conduct of their respective professional bodies, including those of the Singapore Medical Council, Singapore Dental Council, and Traditional Chinese Medicine Practitioners Board. The Code of Conduct includes standards for the ethical marketing of healthcare, pharmaceutical, and medical products.

FY2023 PERFORMANCE

In FY2023, the organisation has not identified any incidents of non-compliance with regulations resulting in a fine/penalty or a warning, or any incidents of non-compliance with voluntary codes related to product and service information and labelling, or any incidents of non-compliance with matters related to marketing communications, including advertising, promotion and sponsorship.

FY2024 TARGET

For FY2024, the company intends to shift its business strategy towards new areas. Specific targets for this strategic shift will be established in the upcoming reporting period.

CUSTOMER PRIVACY

WHY IS THIS A MATERIAL ISSUE?

NSG respects and protects our customers' privacy as it is necessary to establish trust and loyalty, particularly that of HSI's patients. Patient's treatment and medical records are sensitive data, and a breach of patient confidentiality is a serious matter. To preserve the Group's success in upholding the highest standard of ethics, we ensure that customer's data are collected and safeguarded to prevent violating our customers' trust.

MANAGEMENT APPROACH

NSG takes a proactive approach towards protecting our customers' privacy. Since 2018, a notice was issued to all employees to inform them of their protection obligation and duty under the Personal Data Protection Act 2012 ("PDPA"). It enumerates the Group's Privacy and Personal Data Protection Policies procedures on the collection, protection, and safe handling of personal data of our existing and prospective customers, business associates, and employees. Furthermore, we have established SOPs for our clinical practice to lead clinical assistants and assure the safeguarding of patient privacy and confidentiality.

We take serious responsibility for adhering to these implemented policies and have communicated to our employees the potential disciplinary actions upon the occurrence of a breach. A designated Data Protection Officer ("DPO") was appointed to oversee and enforce the responsibilities of the Group to ensure compliance with the PDPA. For any related matters, the DPO is contactable at info@newsilkroutes.com.

FY2023 PERFORMANCE

There were no reports of substantiated complaints received from outside parties, the Group, and regulatory bodies regarding customer data loss and privacy breach, nor identified leaks, thefts, or losses of customer data.

FY2024 TARGET

In FY2024 and beyond, we aim to maintain our excellent standing in the year to come, the Human Resource department will administer training sessions for employees to keep abreast of developments in the PDPA and its obligations.

SUSTAINABILITY REPORT

FINANCIAL YEAR 2023

GRI CONTENT INDEX

Statement of Use

New Silkroutes Group Limited has reported the information cited in this GRI content index for the period from 1 July 2022 to 30 June 2023 with reference to the GRI standards.

GRI 1 used

GRI 1: Foundation 2021

Disclosure

Topics

Location

GRI 2: General Disclosures 2021

2-1 Organisational details	Our Company	Pg. 3
2-2 Entities included in the organisation's sustainability reporting	About This Report	Pg. 2
	Our Company	Pg. 3
2-3 Reporting period, frequency and contact point	About This Report	Pg. 2
	Feedback	Pg. 3
2-4 Restatements of information	N.A	N.A
2-5 External assurance	N.A	N.A
2-6 Activities, value chain and other business relationships	Our Key Business and Value Chain	Pg. 4
2-7 Employees	Our Workforce	Pg. 14
2-8 Workers who are not employees	N.A	N.A
2-9 Governance structure and composition	Corporate Governance and Governance Structure	Pg. 5
2-10 Nomination and selection of the highest governance body	Annual Report	AR Pg. 14/19
2-11 Chair of the highest governance body	Corporate Governance and Governance Structure	Pg. 5
2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Governance and Governance Structure	Pg. 5
2-13 Delegation of responsibility for managing impacts	Annual Report	AR Pg. 25
2-14 Role of the highest governance body in sustainability reporting	Sustainability Governance	Pg. 6
2-15 Conflicts of interest	Conflict of Interest	Pg. 10
2-16 Communication of critical concerns	Whistleblowing Policy	Pg. 10
2-17 Collective knowledge of the highest governance body	Board Director Collective Knowledge	Pg. 6

Disclosure	Topics	Location
2-18 Evaluation of the performance of the highest governance body	Annual Report	AR Pg.20
2-19 Remuneration policies	Annual Report	AR Pg.21
2-20 Process to determine remuneration	Annual Report	AR Pg.21
2-21 Annual total compensation ratio	Annual Report	AR Pg.22
2-22 Statement on sustainable development strategy	Board Statement Sustainability Governance	Pg. 1, 6
2-23 Policy commitments	Policy commitments	Pg. 10
2-24 Embedding policy commitments	Policy commitments	Pg. 10
2-25 Processes to remediate negative impacts	N.A	N.A
2-26 Mechanisms for seeking advice and raising concerns	Feedback Whistleblowing Policy	Pg. 3 Pg. 10
2-27 Compliance with laws and regulations	Regulatory and Legal Compliance	Pg. 11
2-28 Membership associations	Business Association and Membership	Pg. 5
2-29 Approach to stakeholder engagement	Stakeholder Engagement	Pg. 7
2-30 Collective bargaining agreements	N.A	N.A
GRI 3: Material Topics		
3-1 Process to determine material topics	Material Topic Identification	Pg. 9
3-2 List of material topics	Material Topics	Pg. 9
3-3 Management of material topics	Our Business Conduct Economic Performance Our Workforce Our Customer Marketing and Labelling Customer Privacy	Pg. 10-18 At each material topic
GRI 201: Economic Performance		
201-1 Direct economic value generated and distributed	Economic Performance	Pg. 12
GRI 205: Anti-Corruption		
205-1 Operations assessed for risks related to corruption	Anti-Corruption Policy	Pg. 10

SUSTAINABILITY REPORT

FINANCIAL YEAR 2023

Disclosure	Topics	Location
205-2 Communication and training about anti-corruption policies and procedures	Anti-Corruption Policy	Pg. 10
205-3 Confirmed incidents of corruption and actions taken	Our Business Conduct	Pg. 10
GRI 401: Employment		
401-1 New employee hires and employee turnover	Our Workforce	Pg. 14
GRI 405: Diversity and Equal Opportunity 2016		
405-1 Diversity of governance bodies and employees	Corporate Governance and Governance Structure	Pg. 5
GRI 416: Customer Health and Safety		
416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Customer Health and Safety	Pg. 17
GRI 417: Marketing and Labeling		
417-2 Incidents of non-compliance concerning product and service information and labelling	Marketing and Labelling	Pg. 18
417-3: Incidents of non-compliance concerning marketing communications	Marketing and Labelling	Pg. 18
GRI 418: Customer Privacy		
418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Customer Privacy	Pg. 18

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FEEDBACK

We would like to provide a channel for our stakeholders to give us comments on sustainability issues to enable continual improvements.

Please send your feedback and suggestions to info@newsilkroutes.com or the address below:

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