



Sustainability

Management Plan

Report

Report Year
2024



<https://www.asiancareph.com/>

Executive Summary



AsianCare Health Systems, Inc. is committed to delivering quality, accessible healthcare while upholding environmental responsibility, social impact, and strong corporate governance. This Sustainability Report outlines how ESG principles are embedded in the Company's operations and culture, despite its modest size.

Key initiatives are organized under three pillars:

Environmental

Promoting resource efficiency, waste reduction, and climate-conscious practices.



Advancing employee well-being, member care, and community engagement.

Social

Governance

Ensuring ethical leadership, regulatory compliance, and stakeholder protection.



This report affirms AsianCare's dedication to transparency, accountability, and sustainable growth in line with the Revised Corporation Code of the Philippines and Insurance Commission regulations.

Purpose of The Report

The purpose of this Sustainability Report is to:

- Communicate AsianCare's ESG performance and commitments to stakeholders, including shareholders, members, healthcare providers, employees, and regulators.
- Demonstrate how the Company's Corporate Governance Manual guides its ethical and transparent management practices.
- Provide a structured account of sustainability-related risks, opportunities, and progress in line with national regulations and global best practices.
- Foster accountability and encourage dialogue with stakeholders to support long-term value creation and trust.



This report serves as a foundational step in institutionalizing sustainability reporting within AsianCare's corporate culture, ensuring that its growth is both responsible and resilient.





Organizational Profile



AsianCare Health Systems, Inc. (“AsianCare” or the “Company”) is a privately owned Health Maintenance Organization (HMO) organized and existing under the laws of the Republic of the Philippines and is one of the pioneer members of Philippine Association of Health Maintenance Organization Companies (PAHMOC).

The Company is committed to delivering accessible, affordable, and quality healthcare services to its members through a network of accredited healthcare providers nationwide.

Core Services



AsianCare offers a comprehensive suite of healthcare benefits, including:

Outpatient Care



Consultations, diagnostics, and minor procedures

Emergency Care



Immediate medical attention for urgent conditions

Hospital Confinement



In-patient services for acute and chronic illnesses

Dental Care



Preventive and basic dental services

Preventive Healthcare



Annual physical exams, immunizations, and wellness programs



Mission

To provide our members with seamless and dependable healthcare experience by delivering high-quality, timely, professional, and affordable services – ensuring peace of mind and well-being at every stage of care.



Vision

To be the leading Health Maintenance Organization recognized for exceptional, personalized service—trusted by all, and especially valued by blue-collar and project-based workers across the Philippines.



Sustainability Governance and Oversight



AsianCare Health Systems, Inc. (“AsianCare”) integrates sustainability into its governance framework to ensure that environmental, social, and governance (ESG) considerations are embedded in strategic decision-making and day-to-day operations. While the Company operates with a lean structure, it upholds the highest standards of accountability, transparency, and ethical conduct in line with Philippine corporate governance principles.

Governance Structure



Board of Directors

The Board holds ultimate responsibility for overseeing the Company's sustainability direction, ensuring that ESG risks and opportunities are identified, monitored, and addressed. It also ensures compliance with the Revised Corporation Code of the Philippines and the regulatory requirements of the Insurance Commission.

Executive Management

Senior officers are tasked with implementing sustainability initiatives, integrating ESG goals into operational plans, and reporting progress to the Board. Given the Company's size, some officers may hold multiple roles, provided that statutory prohibitions on incompatible positions are observed.

Checks and Balances

To maintain integrity and prevent conflicts of interest, the Company ensures that individuals who approve transactions are distinct from those who record or review them.

ESG Integration

Environmental

Resource efficiency, waste reduction, and climate-conscious practices are incorporated into facility management and procurement decisions.

Social

Employee well-being, member satisfaction, and community health initiatives are prioritized through inclusive policies and responsive service delivery.

Governance

Ethical business conduct, data privacy, and risk management are guided by the Corporate Governance Manual and reinforced through internal controls and periodic reviews.

Adaptive Oversight



Recognizing the dual roles of directors and executives in a small-scale organization, AsianCare adopts a flexible approach to committee structures. While formal committees on audit, risk, and related-party transactions may be streamlined, their core functions are preserved through designated responsibilities and regular Board oversight.

Continuous Improvement

AsianCare is committed to enhancing its sustainability governance by:

- Periodically reviewing its governance framework to align with evolving ESG standards.
- Engaging stakeholders to inform policy development and performance evaluation.
- Promoting a culture of integrity, innovation, and shared responsibility across all levels of the organization



Environmental Performance

AsianCare's operational footprint is primarily shaped by **electricity consumption from lighting, air conditioning units, and computer systems**, together with **water use for daily office activities**. Unlike industrial firms, the organisation does not operate heavy machinery or energy-intensive equipment, which means its environmental impact is concentrated in these manageable areas.

In addition, the company is actively working to **reduce reliance on paper records** by expanding digital systems and electronic health documentation. This shift not only lowers paper consumption and associated waste but also streamlines workflows, enhances data security, and supports patient care quality.

Together, these initiatives reflect AsianCare's commitment to sustainability within a **service-oriented healthcare model**, where small but deliberate actions in energy, water, and resource management contribute to a more efficient, environmentally responsible operation.

Energy Management Practices

To minimize its environmental footprint and improve operational efficiency in **2024**, the company has deliberately chosen to invest in **all-in-one computers** rather than conventional tower desktops. This decision was guided by the recognition that all-in-one units typically consume significantly less electricity, as they integrate components more efficiently and operate with lower power requirements. By standardizing on these energy-saving devices, the company reduces overall electricity demand while maintaining the performance needed for daily administrative and healthcare service tasks.

In addition to efficient computing equipment, the company places strong emphasis on the **responsible use of air conditioning systems**, which represent one of the largest contributors to office energy consumption. To prevent unnecessary energy waste, all A/C units are subjected to **regular inspection, cleaning, and preventive maintenance**. This ensures that filters, coils, and thermostats function optimally, allowing the units to maintain comfortable office temperatures without drawing excessive power. Routine servicing also extends equipment lifespan, reduces breakdowns, and supports a healthier indoor environment for employees.

Together, these measures reflect the company's commitment to **sustainable energy management**. By combining smart procurement choices with proactive maintenance practices, the organization not only lowers its utility costs but also demonstrates accountability in reducing its carbon footprint and aligning operations with broader environmental goals.

Social Performance

AsianCare's social performance reflects its commitment to people—patients, members, and employees alike. The organisation invests in health education initiatives that empower members to make informed decisions about their well-being, while continuous staff training programs ensure that employees remain equipped with the latest knowledge, skills, and professional standards.

A strong emphasis on diversity and inclusion fosters a workplace culture that values different perspectives and backgrounds, contributing to higher employee retention and satisfaction. Complementing this, comprehensive health and safety programs safeguard both staff and patients, reinforcing trust in the company's operations.

On the member side, AsianCare actively measures and pursues improvements in member satisfaction, focusing on responsiveness, quality of care, and overall experience. Efforts to expand access to services—through streamlined processes, digital platforms, and community outreach—ensure that healthcare remains available and equitable.

Underlying all these initiatives is a commitment to professionalism, which guides interactions with patients, partners, and regulators. By integrating education, training, safety, and inclusivity into its daily operations, AsianCare strengthens its social impact and builds lasting confidence among stakeholders.



Community Engagement



PALSCON 14TH National Conference as a major sponsor

PMAP (People Management Association of the Philippines) as a major sponsor

Capacity Building

Anti-Money Laundering Council of the Philippines

- Targeted Financial Sanction (TFS) Course - July 25, 2024
- AML/CTF Fundamentals - June 26, 2024

Awareness And Advocacy



Health Promotion and Employee APE Activities



Promoting active participation in sports competitions

Governance Performance

Ethics

AsianCare enforces a comprehensive **Code of Conduct** for directors, officers, and employees, supported by **whistleblower protections** and strict **anti-bribery/anti-corruption policies**. These practices promote **accountability, transparency, fairness, and integrity** across all operations and relationships.

Compliance

The Company ensures adherence to **Insurance Commission (IC) regulations, the Data Privacy Act of 2012**, and other healthcare-related laws. Governance practices also align with the **Revised Corporation Code of the Philippines** and applicable rules of regulators, safeguarding responsible management and regulatory compliance.

Risk Management

A structured **risk management framework** identifies, assesses, and mitigates operational, financial, and reputational risks. Reviews focus on claims processing, provider network reliability, and patient confidentiality, ensuring resilience while protecting the interests of **shareholders, members, healthcare providers, employees, and regulators**.

Governance Performance

Internal Audit

AsianCare's internal audit function provides independent assurance on financial controls, claims management, and compliance. Findings are reported to the Board, with corrective actions tracked to closure, reinforcing accountability and continuous improvement in governance practices.

- There were **no notable breaches** of governance standards identified throughout the reporting period.
- Internal audit outcomes were effectively managed, with most findings resolved during the period
- **100% Compliance** with financial reporting, security deposits and capital requirements

Governance Performance

Accreditation Updates

- **12** Newly accredited Hospitals
- **58** Newly accredited Out-patient clinics
- **19** Newly accredited Dental clinics



Conclusion

AsianCare Health Systems, Inc. reaffirms its commitment to responsible governance, sustainable operations, and stakeholder trust. Throughout the reporting period, the Company upheld the principles of **accountability, transparency, fairness, and integrity**, ensuring that its practices align with the **Revised Corporation Code of the Philippines**, the **Insurance Commission's regulations**, and other applicable laws.

By strengthening its governance framework, enhancing compliance systems, and embedding risk management into healthcare delivery, AsianCare continues to protect the interests of its **members, shareholders, healthcare providers, employees, and regulators**. Internal audit activities and continuous board education further reinforce a culture of integrity and continuous improvement.

Looking ahead, AsianCare remains dedicated to integrating **environmental, social, and governance (ESG) principles** into its strategy, advancing operational efficiency, and promoting sustainable healthcare solutions. The Company's ongoing efforts reflect its vision of delivering quality healthcare while contributing positively to the broader community and ensuring long-term resilience.



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