



ESG UPDATE 2026

Environmental, Social and Governance
(ESG) Overview

Yong-en Care Centre



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EXECUTIVE SUMMARY



Yong-en Care Centre is committed to **Improving Lives, Impacting Communities** through person-centred care, community engagement and responsible organisational practices.

We recognise that sustainability extends beyond environmental protection to include how we care for our service users, support our staff and volunteers, engage our communities, manage our resources and uphold public trust.

This report outlines Yong-en's Environmental, Social and Governance (ESG) practices across our services, programmes and operations, highlighting existing initiatives and opportunities to strengthen our sustainability efforts over time.

ORGANISATION OVERVIEW

Yong-en Care Centre supports seniors, individuals, children, youths and families through community-based care and support services, including dementia care, home care, active ageing, food assistance, academic and soft skills support, and mental wellbeing programmes.

Serving more than 2,000 service users, we work with volunteers, donors, corporate partners and community stakeholders to strengthen wellbeing and community support.



OUR ESG APPROACH

We view sustainability as an ongoing organisational responsibility, guided by three pillars:

- **Environmental:** Using resources responsibly, reducing waste and promoting sustainable practices.
- **Social:** Promoting dignity, inclusion and wellbeing among service users, staff, volunteers and the wider community.
- **Governance:** Upholding accountability, transparency, ethical conduct and responsible stewardship.

Our approach builds on existing initiatives while identifying practical opportunities to strengthen sustainability across the organisation.

ENVIRONMENTAL SUSTAINABILITY

Yong-en promotes responsible resource use and waste reduction through community initiatives, particularly those led by Yong-en Active Hub (YEAH!).

Reuse and Reblessing of Mobility Aids

YEAH! collects donated mobility aids, including wheelchairs, walking frames, walking sticks and bath chairs, for assessment and redistribution to individuals in need. Suitable items are checked and restored where necessary, extending their useful life and improving access to essential mobility aids. A senior volunteer contributes repair skills to this initiative.



Upcycling and Sustainable Crafts

Seniors repurpose donated fabrics into handmade products such as bags and tissue holders. Recycled materials, including plastic bottles and cardboard cores, are also used to create decorative crafts, particularly during festive periods.

These items may be sold through fundraising activities. Seniors participate in crafting and packaging, combining waste reduction with creativity, skill development and social interaction.

Reuse of Pre-loved Items

YEAH! collects and sorts suitable pre-loved items donated by members and the public. Items in good condition are redistributed to individuals in need or offered at affordable prices through charity sales, extending their useful life and encouraging mindful consumption.



ENVIRONMENTAL SUSTAINABILITY



Community Clean-up and Environmental Awareness

Through initiatives such as “Walk for a Cause”, YEAH! combines guided walks with community litter collection. Participants contribute to cleaner public spaces while staying active and building social connections.

Responsible Resource Use

Yong-en recognises the importance of minimising waste and using resources responsibly across its services and operations. Opportunities for improvement include reducing paper use, encouraging reuse, managing waste appropriately and adopting more mindful purchasing practices.



Environmental Impact and Outcomes

Our environmental initiatives promote resource reuse, waste reduction and community participation, engaging over 120 seniors and community members annually. Estimated annual outcomes include:



Initiative

- Mobility aid reblessing
- Upcycling
- Pre-loved items
- Community clean-ups

Estimated Annual Outcomes

- ~ 30 mobility aids redistributed
- ~ 50 kg of materials reused; ~ 300 items produced
- ~ 100 items redistributed
- ~ 100 kg of litter collected

SOCIAL RESPONSIBILITY

Yong-en's social impact centres on providing meaningful support, promoting dignity and strengthening community connections.

Person-centred Care

Through dementia care, home care and active ageing programmes, Yong-en supports seniors and individuals with differing needs and abilities. Our services aim to promote wellbeing, independence and quality of life while respecting each individual's dignity.

Supporting Individuals and Families

Yong-en supports children, youths and families through food assistance, academic and soft skills support, and programmes that promote mental well-being. These initiatives aim to strengthen individual and family resilience.

Active Ageing and Meaningful Participation

Yong-en encourages seniors to remain active and connected through wellness activities, learning, creativity and social engagement. At YEAH!, seniors also contribute through volunteering, mobility aid restoration, upcycling and the sorting of pre-loved items, allowing them to share their skills and contribute meaningfully to the community.



SOCIAL RESPONSIBILITY



Community Education and Awareness

Beyond our direct services, Yong-en contributes to the wider community through talks on dementia and home care. These efforts raise awareness, share caregiving knowledge and help build a more informed and supportive community.

Staff and Volunteer Engagement

Staff and volunteers are integral to our service delivery. We recognise the importance of supporting their contributions through appropriate training, development, recognition and opportunities for feedback and engagement.

Community Partnerships

Yong-en collaborates with corporate partners, community organisations, donors and volunteers to support its programmes and services. These partnerships strengthen community support through shared resources, fundraising and volunteering.



GOVERNANCE AND ACCOUNTABILITY

Good governance underpins Yong-en’s ability to fulfil its mission, manage resources responsibly and maintain public trust. Our governance approach is guided by the principles of accountability, transparency, integrity and responsible stewardship.

Board and Management Oversight

Yong-en’s governance arrangements support effective oversight, risk management and accountable decision-making by the Board and management.

Financial Stewardship and Internal Controls

Yong-en maintains financial controls and oversight of budgets, financial reporting, donations and grants to ensure responsible use of resources for its charitable purposes.

Risk Management

Yong-en conducted an Enterprise Risk Management Review with the management team to identify and assess key organisational risks, including financial, operational, safety, information security and service-user protection risks.

Ethical Conduct and Conflict of Interest

Yong-en conducts annual conflict-of-interest declarations to promote transparency, accountability and fair decision-making. Any declared conflicts are managed in accordance with the organisation’s procedures.

Data Protection and Safeguarding

Yong-en promotes responsible data handling through mandatory six-monthly PDPA and Cyber Awareness training and assessments. Ongoing laptop cybersecurity checks and phishing simulations further reinforce staff awareness and safe digital practices.

Transparency and Compliance

As an IPC, Yong-en fulfils applicable regulatory and reporting obligations through annual reporting, financial statements and the Governance Evaluation Checklist, supporting accountability and transparency.

LOOKING AHEAD

Yong-en will continue to strengthen its ESG efforts by improving the documentation of existing initiatives, monitoring relevant outcomes and identifying practical opportunities for improvement across its centres and services. This will help us better understand our impact, demonstrate accountability and support continuous improvement.

CONCLUSION

For Yong-en, sustainability is closely linked to caring for people, using resources responsibly and maintaining the trust of the community.

By building on existing initiatives, strengthening organisational practices and improving the evidence used to understand our impact, Yong-en aims to integrate environmental responsibility, social well-being and good governance into its ongoing work.

Improving Lives, Impacting Communities.

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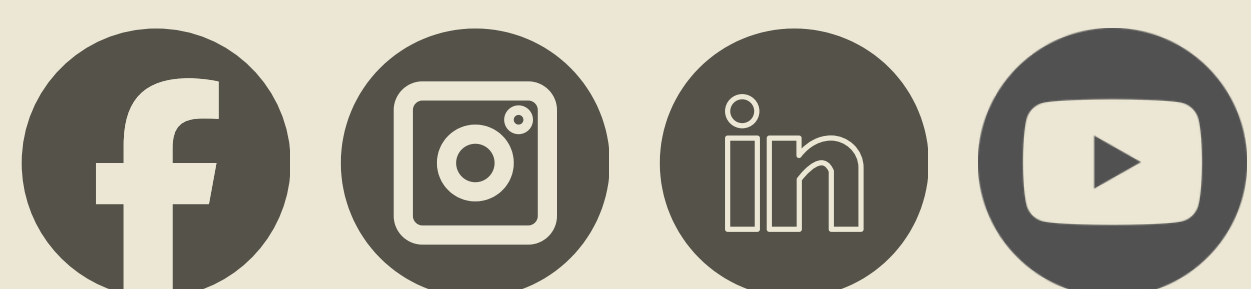
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