



OPTIMAX

New Vision New Life[®]

OPTIMAX HOLDINGS BERHAD

Registration No. 201801028697 (1290723-T)

ANNUAL 2021 REPORT

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CORPORATE **PROFILE**


OPTIMAX
New Vision New Life®

Optimax Holdings Berhad (“Optimax” or the “Company”) was incorporated in Malaysia under the Companies Act 2016 as a private limited company on 9 August 2018 under the name of Optimax Holdings Sdn Bhd. Subsequently on 20 January 2020, our Company was converted into a public limited company and assumed our present name of Optimax Holdings Berhad. The Company was listed on the ACE Market of Bursa Malaysia Securities Berhad (“Bursa Securities”) on 18 August 2020.

Our material subsidiary, Optimax Eye Specialist Centre Sdn Bhd (“OESC”) was incorporated in Malaysia on 5 January 1995 as a private limited company. The principal activities of OESC are provision of eye specialist services and related products and services and investment holding.

KEY HIGHLIGHTS

OUR SERVICES



* As at 31 December 2021

- 1** Treatment of eye diseases and disorders
- 2** Refractive surgery
- 3** Consultation and dispensary services
- 4** Oculoplastic surgery
- 5** Eye examination
- 6** Others

CORPORATE INFORMATION

BOARD OF DIRECTORS

AUDIT AND RISK MANAGEMENT COMMITTEE

Yap Ping Hong (Chairman)
Tan Sri Dato' Seri Mohamad Noor
Bin Abdul Rahim
Yap Eng Gee

REMUNERATION AND NOMINATING COMMITTEE

Yap Ping Hong (Chairman)
Tan Sri Dato' Seri Mohamad Noor
Bin Abdul Rahim
Yap Eng Gee

COMPANY SECRETARIES

Rebecca Kong Say Tsui
(MAICSA 7039304)
SSM Practising Certificate
No:202008001003

Wong Yoke Fun
(MAICSA 7027345)
SSM Practising Certificate
No:202008003051

REGISTERED OFFICE

Unit 30-01, Level 30, Tower A,
Vertical Business Suite,
Avenue 3, Bangsar South,
No.8, Jalan Kerinchi,
59200 Kuala Lumpur,
Wilayah Persekutuan
Tel : +603 2783 9191
Fax : +603 2783 9111

HEAD/MANAGEMENT OFFICE

1st and 2nd Floor,
No. 145, Jalan Radin Bagus,
Seri Petaling, 57000 Kuala Lumpur,
Wilayah Persekutuan
Tel : +603 9054 6186/89
Fax : +603 9055 4150
Email : contact@optimax.com.my
Website : www.optimax2u.com

DATO' SERI

DR. CHEN CHAW MIN

Independent Non-Executive Director
and Chairman

TAN SRI DATO' (DR.) TAN BOON HOCK

Non-Independent Executive Director
and Deputy Chairman

TAN SRI DATO' SERI MOHAMAD NOOR BIN ABDUL RAHIM

Non-Independent
Non-Executive Director

SANDY TAN SING YEE

Non-Independent Executive Director
and Chief Executive Officer

YAP PING HONG

Independent Non-Executive
Director

YAP ENG GEE

Independent Non-Executive
Director

SPONSOR

Affin Hwang Investment Bank Berhad
Registration No. 197301000792
(14389-U)
27th Floor, Menara Boustead,
69, Jalan Raja Chulan,
50200 Kuala Lumpur,
Wilayah Persekutuan
Tel : +603 2142 3700
Fax : +603 2141 7701

STOCK EXCHANGE LISTING

ACE Market of Bursa Securities

STOCK NAME / CODE

OPTIMAX / 0222

AUDITORS

KPMG PLT (LLP0010081-LCA & AF
0758)
Chartered Accountants
Level 10, KPMG Tower,
8, First Avenue,
Bandar Utama,
47800 Petaling Jaya,
Selangor Darul Ehsan
Tel : +603 7721 3388
Fax : +603 7721 3399

SHARE REGISTRAR

Boardroom Share Registrars Sdn Bhd
Registration No. 199601006647
(378993-D)
11th Floor, Menara Symphony,
No. 5, Jalan Prof. Khoo Kay Kim,
Seksyen 13,
46200 Petaling Jaya,
Selangor Darul Ehsan
Tel : +603 7890 4700
Fax : +603 7890 4670

PRINCIPAL BANKERS

Affin Bank Berhad
Public Bank Berhad

CORPORATE MILESTONE

**1995**

Incorporated OESC

Optimax International Limited granted OESC sole rights to use the Optimax trademark in Malaysia for 10 years from 31 March 1995

First eye specialist clinic in Taman Tun Dr Ismail to provide Photorefractive Keratectomy (PRK) procedure

2000

Started offering laser in-situ keratomileusis (LASIK) procedure

2006

Started offering cataract surgery
Renewed trademark licence until 31 March 2015

2008

Expanded to East Malaysia by opening an eye specialist clinic in Kuching, Sarawak

2010

Optimax International Limited granted Tan Sri Dato' (Dr.) Tan Boon Hock and OESC the right and license to use the Optimax trademark in South East Asia

2012

Relocated eye specialist clinic and established first specialist hospital in Penang

**2021**

Involved in the national immunisation programme to assist in vaccine inoculation

Expanding to have an additional ACC in Bahau, Negeri Sembilan

2020

OESC became the sole and exclusive party entitled to the use of the "Optimax" trademark in South East Asia

Listed on the ACE Market of Bursa Securities Malaysia Berhad

Licences obtained and completed conversion for Seremban ACC

TM**TM****2019**

The "Optimax" trademarks are assigned and transferred to OESC

2018

Established an additional two ambulatory care centres in Kluang and Segamat, Johor

**2017**

Carried out several acquisitions as part of our corporate rationalisation exercise and geographical expansion business strategies

Expanded to the Southern region

**2013**

Started offering Small Incision Lenticule Extraction (SMILE®) procedure



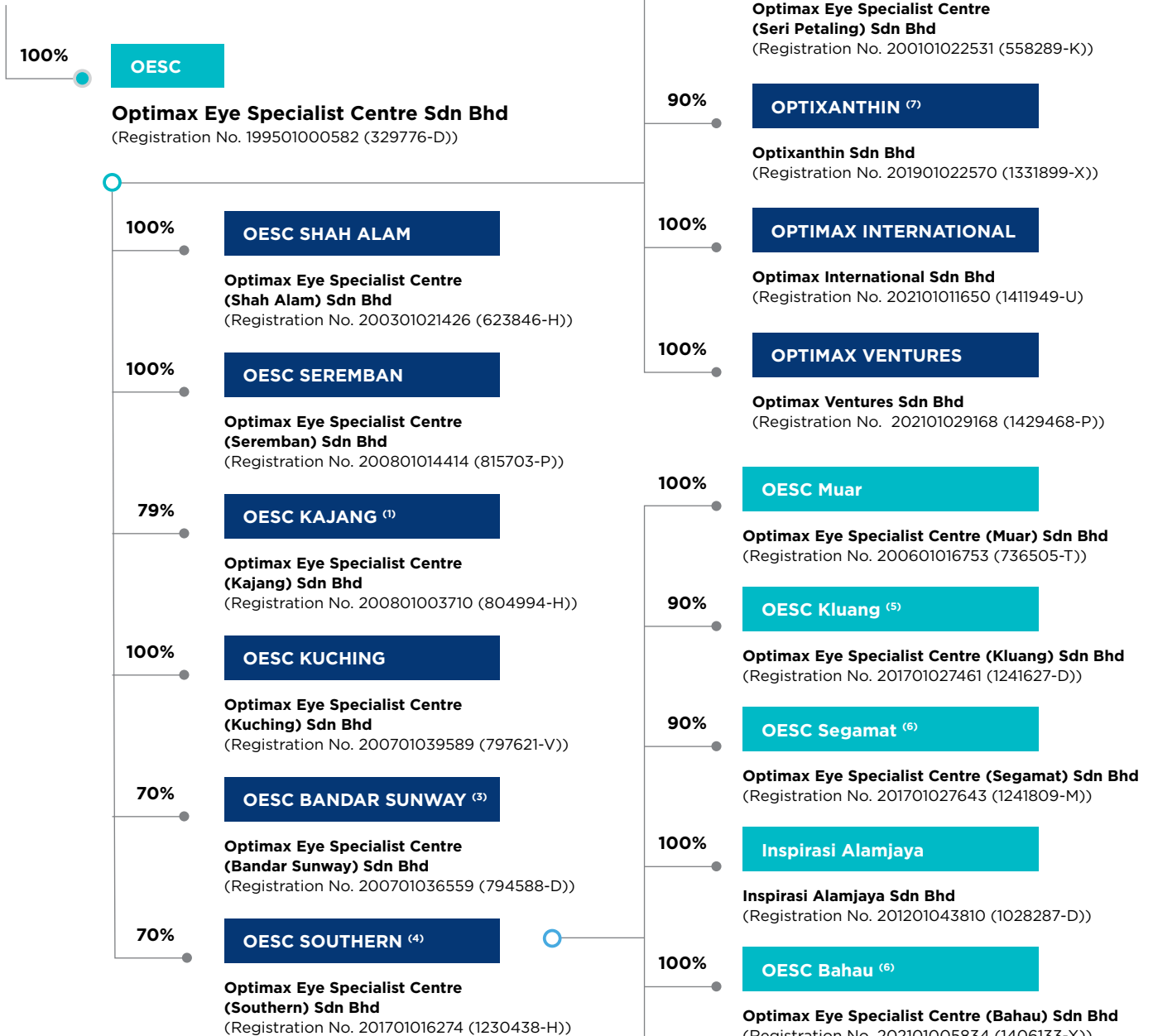
CORPORATE STRUCTURE

OPTIMAX

New Vision New Life[®]

OPTIMAX HOLDINGS BERHAD

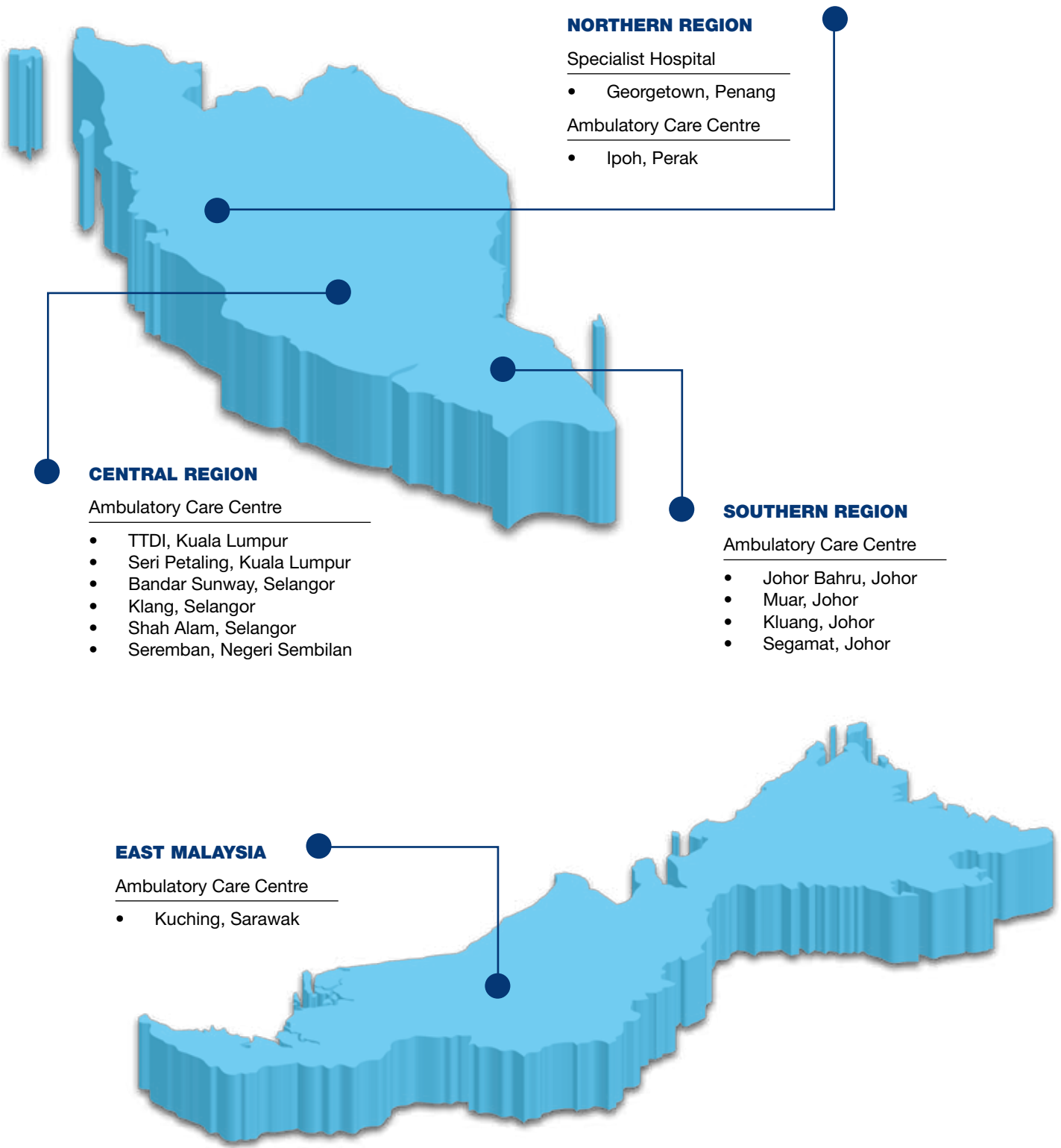
Registration No. 201801028697 (1290723-T)
(Incorporated in Malaysia under the Companies Act 2016)



Note:

- (1) OESC Kajang ceased its operations since the FYE 31 December 2012. The remaining 21% equity interest in OESC Kajang is held by Dr. Yen Siew Siang.
- (2) The remaining 30% equity interest in OESC Seri Petaling is held by Dr. Chang Khai Meng.
- (3) The remaining 30% equity interest in OESC Bandar Sunway is held by Dr. Ngo Chek Tung.
- (4) The remaining 30% equity interest in OESC Southern is held by Dr. Lam Hee Hong.
- (5) The remaining 10% equity interest in OESC Kluang is held by Dr. Ng Kang Kok.
- (6) The remaining 10% equity interest in OESC Segamat is held by Dr. Ngim You Siang.
- (7) The remaining 10% equity interest in Optixanthin is held by Low Mong Ying, our pharmacist.

OPTIMAX AT A GLANCE



OUR FOOTPRINT

CENTRAL REGION



**TTDI -
Ambulatory Care Centre**



**Klang -
Ambulatory Care Centre**



**Bandar Sunway -
Ambulatory Care Centre**



**Seri Petaling -
Ambulatory Care Centre**



**Shah Alam -
Ambulatory Care Centre**

OUR FOOTPRINT
(CONT'D)

CENTRAL REGION



EAST MALAYSIA



SOUTHERN REGION



OUR FOOTPRINT
(CONT'D)

NORTHERN REGION

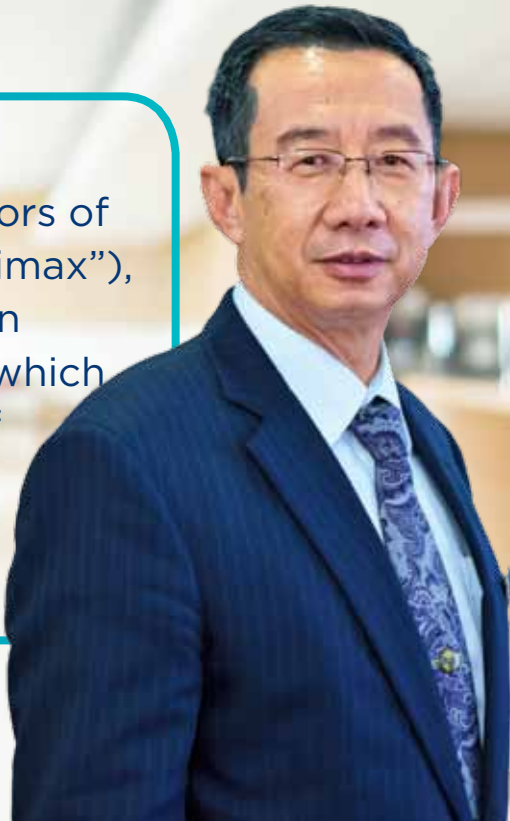


George Town -
Specialist Hospital



Ipoh -
Ambulatory Care Centre

CHAIRMAN'S STATEMENT



Dear Shareholders,
On behalf of the Board of Directors of Optimax Holdings Berhad (“Optimax”), I am pleased to present to you an account of the major highlights which underscored the performance of Optimax for the financial year ended 31 December 2021 (“FYE 2021”).

DATO' SERI DR. CHEN CHAW MIN

Independent Non-Executive Director and Chairman

OVERVIEW

Two years into the Coronavirus disease (“COVID-19”) pandemic, the International Monetary Fund (“IMF”) stated that the global economy is entering 2022 in a more vulnerable position than previously anticipated. This is due to the new Omicron COVID-19 variant spreading globally, resulting in countries reimposing mobility restrictions to curb the spread.

As we forge forward from years of unparalleled challenges presented by the COVID-19 pandemic, the Malaysian economy is set for a gradual recovery, with real gross domestic product (“GDP”) growth targeted to be at 5.75% in 2022, according to the IMF’s “2022 Article IV Mission with Malaysia. Since the economic reopening, the general mood and sentiment have largely turned positive as Malaysians are allowed to travel interstate. The people’s mobility and traffic indicators have been showing signs of revival despite concerns about the Omicron COVID-19 variant.

While we are optimistic that our performance will improve along with the expected but careful resumption of travel, business and lifestyle activities in Malaysia, we are also still mindful that the COVID-19 situation remains fluid.

We are poised to seize any opportunity arising from the anticipated growth while upholding all the necessary measures to ensure a safe working environment for our doctors and staff. With an ingrained culture of trust within Optimax, we can be confident of sustainable success, given our sound fundamentals, effective corporate governance and prudent oversight of our businesses.

CHAIRMAN'S STATEMENT
(CONT'D)**GEARING FOR SUSTAINABLE GROWTH**

Optimax will continue tenaciously to strengthen the trust we have been cultivating with all our stakeholders. We are always committed to create and deliver the best value for our stakeholders.

As a healthcare organisation operating in an increasingly volatile and competitive environment, it is imperative that we grow sustainably.

In 2022, we foresee that the eye specialist industry will continue to grow. As the Malaysian population inevitably ages, there will be more people seeking treatments and cataract surgeries where, as in most cases, if the cataract condition is left untreated, it could lead to a loss of vision and is the principal cause of blindness. Further, with the COVID-19 pandemic resulting in people working from home or staying at home, there may be a tendency to lead a more sedentary lifestyle with exposure to ultraviolet light from the use of more electronic equipment and gadgets to work and/or play. Additionally, other factors such as diet and smoking may also contribute to diseases such as diabetes, hypertension and obesity. These lifestyle diseases may cause eye diseases and disorders, and potentially increase the demand for eye specialist services. Despite the COVID-19 pandemic which has impacted our business to a certain extent, we had the opportunity to leverage on our strength as one of the healthcare participants to diversify the Company's source of income and strengthen our business in the last financial year. This can be seen in our participation in the national vaccination programme and MyMedic@Wilayah organised by ProtectHealth Corporation Sdn Bhd and the Ministry of Federal Territories. Our participation in the national vaccination programme allowed us to play an active role in the country's fight against the pandemic by rolling out the COVID-19 vaccines throughout Malaysia.

MAKING STRIDES IN EXPANSION

As a result of our strategic expansion, we currently have 12 ambulatory care centres ("ACC") and 1 specialist hospital. We are further expanding our market presence in the country through the establishment of a new ACC in Bahau, Negeri Sembilan that is undergoing renovation works and targeted to complete by Q2 in 2022. Moving forward, we plan to expand to the East Coast of Peninsular Malaysia by setting up several satellite clinics and forming an ACC network to connect the major states.

To further improve our market reach, we are planning to set up several satellite clinics to provide eye examination and consultation services. The satellite clinics will extend our geographical coverage as it allows the patients in remote areas that require surgery to be referred to our surgeons at the nearest available ACC. To date, we manage to identify

and are in the process of setting up our first satellite clinic in Taman Sutera Utama which is located in Skudai, Johor.

We have also signed the memorandum of understanding ("MoU") with Selgate Healthcare Sdn Bhd in December 2021 to manage and operate a full-service eye specialist centre at Selgate's designated hospitals on an exclusive basis. We are committed to continuing to expand our market reach in Malaysia, subject to investment assessment and evaluation.

STANDING BY OUR PEOPLE

The COVID-19 pandemic is perhaps the Company's most challenging period to date. Despite these challenges, we managed to perform well, validating the trust that our shareholders have placed in us. I would like to emphasise that the initiatives implemented, and our achievements would not have been possible without the support of our doctors and employees across our network.

Our doctors and employees' dedication never wavered, they carried out their duties admirably and put themselves at risk to serve the patients. During the financial year under review, we have witnessed our doctors and employees' commitment where they went beyond their call of duty to assist in the roll-out of the COVID-19 vaccines in the battle against the pandemic.

On behalf of the Board, we are committed to continue to provide an environment where all our doctors and employees are able to perform their roles safely and sustainably.

OUR HEARTFELT THANKS

We always appreciate the support and trust from our loyal shareholders. More importantly, this motivates us to deliver our best for our patients and ensure sustainable growth for the Group.

We also thank our doctors and employees, on upholding Optimax's branding through their professionalism and excellence. The compassion with which they treat our patients is commendable, and we are truly fortunate to have them with us.

Thank you heartily to our patients for trusting us to give you the best we can. The trust placed on us inspires us to raise our bar on the services we provide so that we can remain as your preferred eye specialist provider.

Finally, we want to sincerely thank our Board members and management team for their foresight and dedication. You are the reason we are one of the leading eye specialist provider we are today.

MANAGEMENT DISCUSSION AND ANALYSIS

COMPANY OVERVIEW

Optimax Holdings Berhad (“Optimax” or the “Company”) and our subsidiaries (“Group”) are principally involved in eye specialist services through a network of 13 eye specialist centres in Malaysia comprising a specialist hospital and 12 ambulatory care centres (“ACCs”). We are one of the leading providers of eye specialist services that founded our first eye specialist clinic in TTDI in 1995 and we were listed on the ACE Market of Bursa Malaysia Securities Berhad on 18 August 2020.

As of 31 December 2021, our Group has 19 eye surgeons to perform a range of eye specialist services from diagnosis to treatment including medical and surgical procedures. Our eye surgeons are supported by a team of professional workforce of 44 optometrists to perform eye examinations.

Our Group offers a wide range of treatments relating to eye and vision difficulties or impairment covering refractive error, cataract, glaucoma, macular degeneration, diabetic retinopathy and other eye diseases and disorders.

5-YEAR FINANCIAL HIGHLIGHTS

	FYE 2017 RM'000	FYE 2018 RM'000	FYE 2019 RM'000	FYE 2020 RM'000	FYE 2021 RM'000
STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME:					
Revenue	36,015	49,234	62,619	58,020	88,898
Other Income	2,933	94	87	230	169
Inventories and consumables	(8,261)	(10,553)	(12,875)	(12,090)	(19,473)
Staff costs	(12,204)	(18,266)	(23,617)	(22,791)	(34,722)
Depreciation expenses	(3,726)	(5,324)	(5,642)	(5,955)	(6,580)
Other expenses	(4,244)	(6,160)	(6,587)	(6,328)	(8,634)
Net loss on impairment of financial instruments	(37)	-	-	-	-
Results from operating activities	10,476	9,025	13,985	11,086	19,658
Finance income	4	20	48	124	191
Finance costs	(897)	(1,244)	(1,461)	(1,540)	(1,258)
Profit before tax	9,583	7,801	12,572	9,670	18,591
Tax expense	(2,203)	(2,831)	(3,833)	(3,257)	(5,490)
Profit after tax	7,380	4,970	8,739	6,413	13,101
Profit and total comprehensive income attributable to:					
Owners of the Company	7,390	4,445	7,831	5,641	12,298
Non-controlling interests	(10)	525	908	772	803
Profit and total comprehensive income for the financial year	7,380	4,970	8,739	6,413	13,101

MANAGEMENT DISCUSSION AND ANALYSIS
(CONT'D)

FINANCIAL PERFORMANCE

For the financial year ended 31 December 2021 ("FYE 2021"), our Group recorded total revenue of RM88.90 million, which represents an increase of 53.22% as compared to the previous financial year ended 31 December 2020 ("FYE 2020") of RM58.02 million. Our improvement in revenue was mainly due to the increase in treatments performed following the easing and relaxation of certain restrictions under the National Recovery Plan ("NRP") implemented during the current financial year as compared to the corresponding financial year which encountered the Movement Control Order ("MCO") and its extension under the Conditional Movement Control Order from 4 May 2020 to 9 June 2020 and Recovery Movement Control Order from 10 June 2020 to 31 December 2020.

In addition, our Group's participation in the national vaccination programme ("PICK") and MyMedic@Wilayah which were organised by ProtectHealth Corporation Sdn Bhd and the Ministry of Federal Territories respectively had also contributed to our improvement in revenue. With these two programmes, our Group derived a new revenue stream from the provision of vaccination services. Ongoing promotions for our eye specialist service through online platforms as part of our marketing efforts also contributed positively to our growth in revenue.

Our Group recorded PBT and PAT of RM18.59 million and RM13.10 million respectively, a significant increase of 92.25% and 104.29% compared to RM9.67 million and RM6.41 million recorded in FYE 2020, respectively.

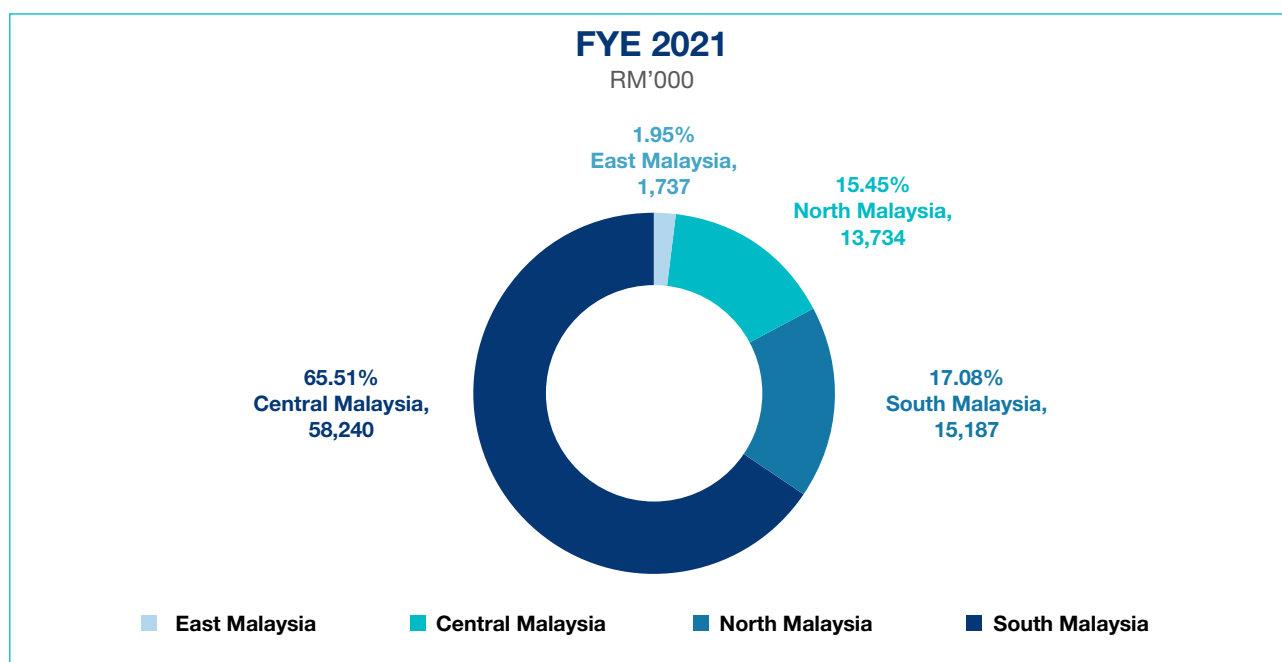
The rise in the number of patients, including those who postponed their refractive and cataract surgeries due to the various movement restrictions orders primarily contributed to the increase in both our PBT and PAT. Our involvement in the PICK and MyMedic@Wilayah programmes had also contributed to our PBT and PAT for FYE 2021. As at the latest practicable date prior to the production of this annual report, our Group is still administering coronavirus disease ("COVID-19") booster vaccinations through our participation in PICK.

Our Group's liquidity position in terms of ratio has improved to 2.40 times as at FYE 2021 from 2.68 times as at FYE 2020.

REVENUE REVIEW BY GEOGRAPHICAL SEGMENT:

As at 31 December 2021, we operate a specialist hospital and 12 ACCs across 7 states in Malaysia. For our internal management reporting purposes, our Group's performance from the respective entities is segmented into North, Central, South and East Malaysia. Our revenue by geographical segment for the FYE 2021 were as follows:

The Revenue from the Geographical Segments of Optimax



MANAGEMENT DISCUSSION AND ANALYSIS (CONT'D)

REVENUE REVIEW BY GEOGRAPHICAL SEGMENT: (CONT'D)

Central Malaysia which comprises Selangor, the Federal Territory of Kuala Lumpur and Negeri Sembilan remained our largest revenue contributor for the FYE 2021 having contributed approximately 65.51% to our Group's revenue. One of the reasons that the Central Malaysia region contributed substantially to our Group's revenue is due to the region having the highest number of our Group's ACCs. We currently have a total of 6 ACCs in Central Malaysia. North Malaysia which comprises Penang and Perak contributed RM13.734 million or 15.45% to our Group's revenue, while South Malaysia which comprises Johor contributed RM15.19 million or 17.08% to our Group's revenue. While East Malaysia, which comprises the state of Sarawak contributed RM1.74 million or 1.95% to our Group's revenue.

OPERATIONS REVIEW OF POST-IPO PROCEEDS

The status on the utilisation of proceeds from the IPO of RM21.00 million is as follows:

Purpose	Intended timeframe for utilisation from Listing	Proposed utilisation		Amount utilised as at FYE 2021		Deviation	
		RM'000	%	RM'000	%	RM'000	%
Capital expenditure	Within 24 months	10,354	49.31	8,078	78.02	(2,276)	(21.98)
Repayment of borrowings	Within 3 months	3,520	16.76	3,520	100.00	-	-
Working capital	Within 12 months	3,526	16.79	3,526	100.00	-	-
Estimated listing expenses	Within 1 month	3,600	17.14	3,600	100.00	-	-
TOTAL		21,000	100.00	18,724	89.16	(2,276)	(10.84)

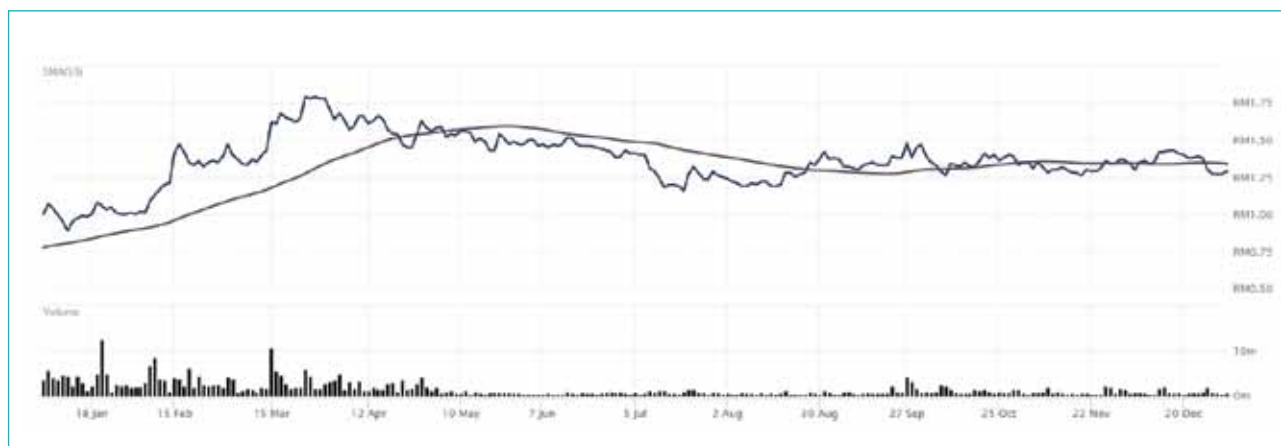
The utilisation of the proceeds as disclosed above should be read in conjunction with our Company's prospectus dated 15 July 2020.

- 1) The allocated IPO proceeds for capital expenditure has not been fully utilised as at FYE 2021.
- 2) Our Group has announced that the timeframe for the utilisation of proceeds allocated for capital expenditure will be extended for another 12 months. Accordingly, the timeframe for the utilisation of proceeds allocated for capital expenditure will be for a period of up to 24 months from 18 August 2020, being the date of the listing of and quotation for our Company's entire enlarged issued capital on the ACE Market of Bursa Malaysia Securities Berhad.

Apart from the IPO proceeds allocated for capital expenditure which has deviated from the intended utilisation timeframe, the allocation for repayment of borrowings, working capital and payment of listing expenses have been utilised as planned. The extended timeframe required for the utilisation of IPO proceeds for capital expenditure is due to the deferment of our purchase of operation equipment, which we anticipate to be incurred as we continue to expand our eye specialist services.

MANAGEMENT DISCUSSION AND ANALYSIS
(CONT'D)

SHARE PRICE PERFORMANCE



Source: Wall Street Journal

The share price of Optimax closed at RM1.29 on 31 December 2021, with a total market capitalisation of RM348 million. The year's high stood at RM1.844 while the year's low stood at RM0.897. Our Company's shares were offered for subscription at RM0.30 per share when our Company was listed on the ACE Market of Bursa Malaysia Securities Berhad on 18 August 2020. The average daily trading volume stood at 1,410,566 units.

DIVIDEND POLICY

Optimax presently does not have a fixed dividend policy in place.

However, to reward shareholders for your support to our Company, our Board had on 24 November 2021 declared an interim tax-exempt dividend of 1.90 sen per ordinary share totalling RM5,130,000 in respect of FYE 2021, which was paid on 24 December 2021. In addition, the Board had also on 24 February 2022 declared a second interim tax-exempt dividend in respect of FYE 2021 of 1.90 sen per ordinary share which was paid on 28 March 2022. The total dividends declared to date for FYE 2021 is 3.80 sen per ordinary share. The total payout of dividend for the financial year under review is RM10.26 million which represents a total payout ratio of 78% to the Company's PAT for the FYE 2021.

The decision of our Board was made after considering our Group's cashflow, capital and working requirements for FYE 2021 and the next 12 months.

ANTICIPATED/ KNOWN RISKS & MITIGATING PLANS/ STRATEGIES

Key Risks	Description	Mitigation Measures
Bound by the laws and regulations set by government bodies related to health and optical health	<p>Our Group's business is bound by federal, state, and local laws as well as rules and regulations set by government bodies related to health and optical health, such as the Ministry of Health.</p> <p>In general, laws and regulations applicable to the medical industry has become more stringent with penalties and potential liabilities increasing over the years.</p>	<ul style="list-style-type: none"> To-date, our Group has not encountered any difficulty in renewing approvals, licenses, permits, and certificates. All renewals of permits and certificates are dependent on our Group's compliance with the relevant regulations, which is at times contingent on the review, inspection, and assessment as well as continuously evolving practices and requirements of the relevant authorities.

MANAGEMENT DISCUSSION AND ANALYSIS
(CONT'D)

ANTICIPATED/ KNOWN RISKS & MITIGATING PLANS/ STRATEGIES (CONT'D)

Key Risks	Description	Mitigation Measures
Our Group's growth is dependent on our Directors, Key Senior Management and Ophthalmologists	<p>Our Group's growth and success depend on our Directors, Key Senior Management and ophthalmologists. Having a team of experienced and skilled personnel, including ophthalmologists, is critical in maintaining the quality of our services and our relationship with our customers, as we operate in the eye care industry focusing on eye specialist services.</p> <p>Being a private eye specialist provider, market awareness of our brand is, to a certain extent, built on and intertwined with, the reputation of our ophthalmologists and driven by the quality of our eye specialist services.</p>	<ul style="list-style-type: none"> • Ensure that our eye specialist doctors regularly attend training and conferences to keep up to date with the latest developments in medical technology. • Instil various quality management processes and controls, to ensure the quality and consistency of the services provided by our centres.
Subjected to the risks of medical and legal claims, regulatory actions and professional liability arising from the provision of our eye specialist services and business operations.	<p>We are subject to the risks of medical and legal claims, regulatory actions and professional liability arising from the provision of our eye specialist services and business operations.</p> <p>As such, our insurance coverage and indemnities may not be adequate to cover all risks and losses associated with our business operations. Our Group faces the risk of exposure to malpractice, medical or negligence claims on account of alleged misconduct or deficiencies in the services provided. We may not be able to avoid malpractice, medical negligence, or misconduct exposure, including on account of error by our personnel, machine or equipment error, or the lack of pre-operative advice or post-operative care for patients.</p>	<ul style="list-style-type: none"> • Our ophthalmologists are required to maintain their own individual medical indemnity insurance while our Group also maintains malpractice liability policies for the sum insured of RM5,000,000 to protect against various losses and liabilities arising from medical malpractice. • Obtained indemnity from each of our ophthalmologists against any and all losses, damages, and liabilities incurred or suffered by our Group or that may arise from any negligence, demands, actions, claims, lawsuits or proceedings that are threatened or pending against us arising from medical negligence of our fire insurance policies and machinery and equipment policies with coverage against, amongst others, risk of damage to or loss of our specialist hospital, ACCs, specialist clinics, machinery and equipment.
Our Group's staff is subjected to the risk of contracting COVID-19 from the participation in PICK	<p>Our Group's staff in PICK faces the risk of contracting COVID-19 due to the constant exposure to high-risk environmental conditions. Our staff has higher chances of coming in contact with an infected individual as they are at the frontline administering the vaccine injections to a high number of individuals during the course of PICK.</p>	<ul style="list-style-type: none"> • Our staffs are required to adhere strictly to the measures announced by the Ministry of Health Malaysia and take utmost precautions to safeguard themselves.

MANAGEMENT DISCUSSION AND ANALYSIS (CONT'D)

BUSINESS OUTLOOK

On 15 June 2021, the Government of Malaysia announced the NRP which consists of four phases of an exit strategy to transition out of the COVID-19 pandemic. The transition from one phase to the next phase is based on three threshold indicators: i) average number of daily COVID-19 cases; ii) intensive care unit beds occupancy rate; and iii) national vaccination rates. From 7 August 2021 onwards, the number of new COVID-19 cases with serious symptoms were used to indicate whether a state was ready to move up to Phase 2 and 3 instead and asymptomatic cases were no longer counted. Most of the states had entered into Phase 4 in October 2021 (Pahang, Kuala Lumpur, Selangor, Putrajaya, Malacca, Johor and Terengganu) and November 2021 (Sabah, Perlis, Kedah, Penang and Perak).

As a provider of eye specialist services, our Group's business falls within essential services, and thus, we were able to continue our operations during the MCO 3.0, full MCO and NRP periods during FYE 2021. Our Group has also seen a gradual improvement of the performance for some of our branches while some branches' performances were back to the pre-COVID-19 performance since fourth quarter onwards as more states entered into Phase 4 of the NRP. Our Group will continue to monitor the situation to assess and address the impact of the COVID-19 pandemic on our business and financial condition.

In addition, with our Group's participation in the PICK programme as mentioned above and our involvement in administering of booster vaccinations is expected to continue to contribute positively to our Group's performance.

Accordingly, given the performance of our Group during the FYE 2021, our Directors are of the opinion that the Group's prospects for FYE 2022 remain favourable.

FUTURE PLANS

Our main business focus will be on our core competency in providing eye specialist services and business expansion as follows:

1. ACC NETWORK EXPANSION

Optimax is planning to expand our network of ACCs in Malaysia. We will continue with our existing mode of operation to adopt two approaches in our expansion of centres. The approach to be taken will depend on the location, population, demographics within the location, availability of skilled doctors and the type of employment or business associate arrangement to be made for the hire or sourcing of doctors as follows:

- Through fully owned new ACCs where we will hire employee doctors to be our resident doctors; or
- Through business associate arrangements with jointly owned new ACCs where our resident doctors will have equity participation and be minority shareholders, whilst we will be the majority shareholder.
- We had identified a new ACC expansion location at Bahau, Negeri Sembilan, which is undergoing renovation works and targeted to complete by Q2 in 2022.

2. SETTING UP SATELLITE CLINICS

Optimax intends to set up satellite clinics as part of its future plans to provide eye examination and consultation services to further improve our market reach. Through the clinics, we will be able to refer patients that require surgery to our surgeons at the nearest available ACC. This allows us to have more geographical coverage including to the remote areas. To date, we have identified and completed the renovation of our first satellite clinic in Taman Sutera Utama which is located in Skudai, Johor where it is expected to be fully operational by second quarter of 2022.

3. BUSINESS EXPANSION

On 17 December 2021, Optimax had inked an MoU with Selgate Healthcare Sdn. Bhd. ("Selgate") to manage and operate a full-service eye specialist centre at Selgate's designated hospitals on an exclusive basis, further extending our market reach in the country.

Selgate would provide the facilities at the designated Selgate Group of Hospitals for use and would procure the necessary approvals from the Ministry of Health for the provision of the full-service eye specialist centre at the clinic by Optimax, while we are responsible to prepare all necessary machineries to operate, licensed eye doctors and nurses.

Our branding has continued to grow with embedded trust among the local community, and we are committed to continuously expand our market reach in Malaysia, subject to our further investment assessment and evaluation.

DIRECTORS' PROFILE



Dato' Seri Dr. Chen Chaw Min

Independent Non-Executive Director and Chairman

Malaysian	Male	60
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Board Meetings of Optimax Holdings Berhad held in the financial year ended 31 December 2021

Attended



Note: Appointed to the Board in December 2021

Dato' Seri Dr. Chen Chaw Min ("Dato' Seri Dr. Chen") was appointed to the Board in December 2021.


Dato' Seri Dr. Chen started his career with the Malaysian Civil Service in 1988 and has held many posts in the government. Dato' Seri Dr. Chen first posting was in the Ministry of Rural Development and from 1990 onwards, Dato' Seri Dr. Chen has served in various divisions in the Ministry of Finance such as the Budget Division, Investment Division, Housing Loan Division, Finance Division and Fiscal and Economy Division of the Ministry. On 25 April 2014, Dato' Seri Dr. Chen joined the Ministry of Health Malaysia as Deputy Secretary General (Finance). On 4 July 2015, Dato' Seri Dr. Chen was appointed as the Secretary General of the Ministry of Health Malaysia.

Dato' Seri Dr. Chen was appointed as the Chairman of Protect Health Malaysia and a board member of several government companies such as National Heart Institute (IJN), National Kenaf & Tobacco, Clinical Research Malaysia (CRM), Malaysia Health Tourism Council (MHTC) and ProtectHealth Corporation Sdn Bhd. Dato' Seri Dr. Chen retired officially from civil service on 4 February 2021.

At present, Dato' Seri Dr. Chen is the independent director of Malaysia Genome Research Centre Berhad, independent director of Dynaciate Group Berhad, director of Tropicana Golf and Country Resort Berhad and founding trustee of "For Every Child Foundation" and also Pecca Leather Foundation.

Dato' Seri Dr. Chen has not attended any of the meetings held during the financial year ended 31 December 2021 as he was appointed to the Board in December 2021 and he does not hold any ordinary shares and warrants in the Company.

Dato' Seri Dr. Chen has no family relationship with any Director and/or major shareholder of the Company. He has no conviction of any offences within the past five (5) years and has no public sanctions and/or penalties imposed by the relevant regulatory bodies during the financial year. He has no conflict of interest with the Company.

DIRECTORS' PROFILE
(CONT'D)


**Tan Sri Dato' (Dr.)
Tan Boon Hock**

Non-Independent Executive Director and
Deputy Chairman

Malaysian	Male	66
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Board Meetings of Optimax Holdings Berhad held in the financial year ended 31 December 2021**Attended**

7/7

Tan Sri Dato' (Dr.) Tan Boon Hock ("Tan Sri Dato' (Dr.) Tan") was appointed to the Board in August 2018. He is a major shareholder of the Company. Tan Sri Dato' (Dr.) Tan conferred as Tan Sri by KDYMM Seri Paduka Baginda Yang di-Pertuan Agong in 2020.

Tan Sri Dato' (Dr.) Tan ventured into the eye specialist healthcare industry by incorporating OESC under the name of Precious Premier (M) Sdn Bhd, offering refractive surgery services to patients. Throughout the 26 years since the incorporation of OESC, Tan Sri Dato' (Dr.) Tan expanded the business of OESC to other states in Malaysia and started providing other eye specialist services, including cataract surgery services.

In Tan Sri Dato' (Dr.) Tan's capacity as a director of companies within the Optimax Group, he has provided business and management guidance and strategic advice to the senior management of the Optimax Group over the years. He has also played a leading role in the formulation of the business direction and strategies of the Optimax Group. Under his guidance and direction, the Optimax Group has grown rapidly to become one of the major operators in the eye specialist industry in Malaysia and it is anticipated that going forward, Tan Sri Dato' (Dr.) Tan will continue to play a similar role in formulating the business and strategies of the Optimax Group.

Tan Sri Dato' (Dr.) Tan has attended 7 Board meetings held during the financial year ended 31 December 2021. Tan Sri Dato' (Dr.) Tan holds 72,043,000 ordinary shares together with 18,010,750 warrants directly in the Company.

Tan Sri Dato' (Dr.) Tan is the father of Sandy Tan Sing Yee, the Chief Executive Officer and Non-Independent Executive Director and Tan Sing Chia, Chief Financial Officer. He has no conviction of any offences within the past five (5) years and has no public sanctions and/or penalties imposed by the relevant regulatory bodies during the financial year. He has no conflict of interest with the Company other than those disclosed in the Company's circular to shareholders in relation to recurrent related party transactions. He does not hold any directorship in other public companies and listed issuers in Malaysia.

DIRECTORS' PROFILE
(CONT'D)

Tan Sri Dato' Seri Mohamad Noor Bin Abdul Rahim

Non-Independent Non-Executive Director

Malaysian

Male

76

Board Meetings of Optimax Holdings Berhad held in the financial year ended 31 December 2021

Attended

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Note: Appointed to the Board in December 2021


Tan Sri Dato' Seri Mohamad Noor Bin Abdul Rahim ("Tan Sri Dato' Seri Mohamad Noor") was appointed to the Board in December 2021.

Tan Sri Dato' Seri Mohamad Noor graduated with a Bachelor of Arts (Honours) from University of Malaya and joined the Malaysian civil service in 1968. Tan Sri Dato' Seri Mohamad Noor has held positions in the Government including State Secretary of Pulau Pinang, Kelantan Federal Development Director (Prime Minister's Department), Perak State Financial Officer, Director General of Kuala Lumpur City Hall, Secretary for Ministry of Defence and Ministry of Finance and Secretary General of Ministry of Domestic Trade and Consumer Affairs. Tan Sri Dato' Seri Mohamad Noor last post in the civil service was as the Secretary General of the Ministry of Home Affairs from 1998- 2000.

Currently, Tan Sri Dato' Seri Mohamad Noor is the Independent Non-Executive Chairman of TSR Capital Berhad and Independent Non-Executive Director of Mitrajaya Holdings Berhad. He is also currently the President of the Asian Petanque Confederation, Committee member of the Malaysia Golf Association, Vice President of Olympic Council of Malaysia, Council Member of Institut Sukan Negara and Deputy Chairman of Federal Territory Sports Council.

Tan Sri Dato' Seri Mohamad Noor has not attended any of the meetings held during the financial year ended 31 December 2021 as he was appointed to the Board in December 2021 and he does not hold any ordinary shares and warrants in the Company.

Tan Sri Dato' Seri Mohamad Noor has no family relationship with any Director and/or major shareholder of the Company. He has no conviction of any offences within the past five (5) years and has no public sanctions and/or penalties imposed by the relevant regulatory bodies during the financial year. He has no conflict of interest with the Company.

DIRECTORS' PROFILE
(CONT'D)


Sandy Tan Sing Yee
Non-Independent Executive Director and
Chief Executive Officer

Malaysian	Female	35
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Board Meetings of Optimax Holdings Berhad held in the financial year ended 31 December 2021**Attended**

7/7

Sandy Tan Sing Yee ("Sandy") was appointed to the Board in December 2019.

Sandy started as a customer service executive in OESC in 2012. She was then re-designated as a human resources executive in 2013, where she gained her working experience relating to human resources management of our Group. She was promoted to Marketing Director a year later and took charge of sales and marketing activities of the Group. Subsequently, she was appointed as our Chief Executive Officer in 2017.

Upon joining the Group, Sandy has been responsible for developing and implementing marketing strategies to promote our Group's branding with the aim of increasing market share in the eye specialist industry. She is also responsible for developing new business opportunities, particularly in promoting our Group's business and services in the eye specialist industry. Going forward, she will continue to play a similar role within the Group.

Sandy has attended 7 Board meetings held during the financial year ended 31 December 2021. Sandy holds 1,030,000 ordinary shares together with 257,500 warrants directly in the Company.

Sandy is the daughter of Tan Sri Dato' (Dr.) Tan Boon Hock, the Non-Independent Executive Director and Deputy Chairman and a major shareholder of the Company. She has no conviction of any offences within the past five (5) years and has no public sanctions and/or penalties imposed by the relevant regulatory bodies during the financial year. She has no conflict of interest with the Company other than those disclosed in the Company's circular to shareholders in relation to recurrent related party transactions. She does not hold any directorship in other public companies and listed issuers in Malaysia.

DIRECTORS' PROFILE
(CONT'D)**Board Meetings of Optimax Holdings Berhad held in the financial year ended 31 December 2021****Attended**

7/7

Yap Ping Hong (“Ping Hong”) was appointed to the Board in January 2020. He is a member of the Association of Chartered Certified Accountants (“ACCA”) since 2008 and a fellow of ACCA since 2013. Ping Hong is also a chartered accountant of the Malaysian Institute of Accountants (MIA) and a professional member of The Institute of Internal Auditors Malaysia (IIA Malaysia).

Ping Hong started his career with BDO Malaysia as an external auditor and subsequently joined the advisory department of BDO Malaysia where he was responsible for carrying out assignment relating to receivership and liquidation. Ping Hong was an Associate Director of NGL Tricor Governance Sdn Bhd, where he led a team of internal auditors to provide internal audit services to public listed companies in Malaysia and Singapore.

Ping Hong is one of the co-founders and presently a Director of Silver Ocean Advisory Sdn Bhd, a company providing corporate advisory and risk advisory; Ping Hong also owns Herman Yap & Associates, a firm registered with MIA, providing accounting and corporate services.

Ping Hong has attended 7 Board meetings held during the financial year ended 31 December 2021 and does not hold any ordinary shares and warrants in the Company.

Ping Hong has no family relationship with any Director and/or major shareholder of the Company. He has no conviction of any offences within the past five (5) years and has no public sanctions and/or penalties imposed by the relevant regulatory bodies during the financial year. He has no conflict of interest with the Company. He does not hold any directorship in other public companies and listed issuers in Malaysia.

DIRECTORS' PROFILE
(CONT'D)


Yap Eng Gee
Independent Non-Executive Director

Malaysian	Female	53
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Board Meetings of Optimax Holdings Berhad held in the financial year ended 31 December 2021**Attended**

7/7

Yap Eng Gee ("Eng Gee") was appointed to the Board in January 2020. She is a member of the Malaysian Association of Certified Public Accountants (now known as Malaysian Institute of Certified Public Accountants (MICPA)) and a member of the Malaysian Institute of Accountants (MIA).

Eng Gee has more than 30 years of extensive experience in various spectrum of finance functions encompassing accounting, taxation, financial reporting, corporate finance and corporate development across various industries including manufacturing, property development, automotive and healthcare services in both private and public listed companies.

She has held senior leadership positions as the Chief Executive Officer of Stemlife Berhad, Group Chief Financial Officer of TMC Life Sciences Berhad and Chief Financial Officer of Pantai Holdings Berhad.

Eng Gee has attended 7 Board meetings held during the financial year ended 31 December 2021 and does not hold any ordinary shares and warrants in the Company.

Eng Gee has no family relationship with any Director and/or major shareholder of the Company. She has no conviction of any offences within the past five (5) years and has no public sanctions and/or penalties imposed by the relevant regulatory bodies during the financial year. She has no conflict of interest with the Company. She does not hold any directorship in other public companies and listed issuers in Malaysia.

KEY SENIOR MANAGEMENT



Sandy Tan Sing Yee

Chief Executive Officer

Malaysian

Female

35

Sandy joined our Group in 2012.

Sandy started as a customer service executive in OESC in 2012. She was then re-designated as a human resources executive in 2013, where she gained her working experience relating to human resources management of our Group. She was promoted to Marketing Director a year later and took charge of sales and marketing activities of the Group. Subsequently, she was appointed as our Chief Executive Officer in 2017.

Upon joining our Group, Sandy has been responsible for developing and implementing marketing strategies to promote our Group’s branding with the aim of increasing market share in the eye specialist industry. She is also responsible for developing new business opportunities, particularly in promoting our Group’s business and services in the eye specialist industry. Going forward, she will continue to play a similar role within the Group.

Sandy holds 1,030,000 ordinary shares together with 257,500 warrants directly in the Company.



Michelle Tan Sing Chia

Chief Financial Officer

Malaysian

Female

33

Michelle Tan Sing Chia (“Michelle”), joined our Group in 2018.

Prior to joining OESC, Michelle gained valuable experience for her coming role as the Chief Financial Officer of OESC by joining Rawang Specialist Center Sdn Bhd as an assistant to the Chief Operating Officer, where she was involved in establishing and setting up of the Rawang Specialist Hospital (now known as KPJ Rawang Specialist Hospital). She then left Rawang Specialist Center Sdn Bhd to assist in the family business and joined Sena Letrik (M) Sdn Bhd as an Acting Chief Financial Controller, where she was primarily responsible for handling the day-to-day finance activities and financial planning of Sena Letrik group of companies.

Michelle first joined OESC as our Group Financial Controller. She was later re-designated as the Chief Financial Officer and is primarily responsible for overseeing our Group’s finance and accounting, treasury functions and regulatory compliance.

Michelle holds 1,030,000 ordinary shares together with 257,500 warrants directly in the Company.

KEY SENIOR MANAGEMENT
(CONT'D)**Susan Cheow Poh Kheng**

Chief Operating Officer

Malaysian

Female

41

Cheow Poh Kheng (“Susan Cheow”), joined our Group in January 2021.

Susan Cheow has more than 15 years of extensive experience in the healthcare industry where she has held senior management and leadership roles at various established private hospitals in Malaysia. Prior to joining OESC, she was the Director of Allied Health at Thomson Hospital Kota Damansara, where she was responsible for more than 10 clinical support services departments. Susan Cheow has also previously held a management position in the Pharmacy Department of Assunta Hospital, Petaling Jaya, and Pantai Hospital Kuala Lumpur.

Susan Cheow joined OESC as our Chief Operating Officer. She brings with her strong healthcare rationales and meticulous approach towards administration and operations into our Group. She is instrumental in the establishment of strong governance, achievement of renowned healthcare quality accreditations and implementation of successful business strategies and process improvement plans in accordance with the goals and directions of our Group.

Susan Cheow does not hold any ordinary shares and warrants in the Company.

**Dr. Stephen Chung**

Senior Medical Director

Malaysian

Male

63

Dr. Stephen Chung (“Dr. Stephen”), joined our Group in 1995.

Dr. Stephen first joined OESC as a consultant ophthalmologist. He underwent training with eye surgeons from Optimax UK for the understanding of then-revolutionary Photorefractive Keratectomy (PRK) refractive laser procedure. He later went on to perform the first PRK operation in OESC.

After fully dedicating his time to OESC, he took the initiative to enhance his skills by adapting and mastering the latest innovations and evolutions of laser technology in the field of ophthalmology by carrying out the femtosecond assisted laser in-situ (FemtoLASIK) procedure in 2005, and the Small Incision Lenticule Extraction (SMILE®) procedure in 2013, and expanding the specialist services that our Group could offer to existing and potential customers.

Dr. Stephen is our Senior Medical Director and substantial shareholder with over 36 years of experience in the eye care industry. He is mainly stationed at our eye specialist centre located at Taman Tun Dr. Ismail, Kuala Lumpur and further provides his services at our eye specialist centres in Kuching and Ipoh on an ad-hoc basis by performing refractive surgeries. Dr. Stephen is also primarily responsible for providing refractive surgeries training to our doctors. He is also the Chairman of our Group’s Medical Committee, which is primarily responsible for introducing rules and standard operating procedures to be adopted by our specialist hospital, ambulatory care centres, and clinics and applied by our doctors.

Dr. Stephen holds 15,360,000 ordinary shares together with 3,840,000 warrants directly in the Company.

KEY SENIOR MANAGEMENT
(CONT'D)



Dr. Chuah Kay Leong

Senior Medical Director

Malaysian

Male

55

Dr. Chuah Kay Leong (“Dr. Chuah”) joined our Group in 2002.

Dr. Chuah first joined OESC as a Consultant Ophthalmologist, bringing with him over 10 years of experience in the eye care industry. He has since been working closely with our Group and is primarily responsible for providing technical and clinical leadership support and mentorship to the cataract surgeons and ophthalmic nurses.

He sits on our Group’s Medical Committee and his primary responsibility is to introduce the rules and standard operating procedures that are applied by all our doctors and adopted by our specialist hospital, ambulatory care centres and clinics.

Dr. Chuah holds 10,085,000 ordinary shares together with 2,521,250 warrants directly in the Company.



Dr. Lam Hee Hong

Medical Director (Southern)

Malaysian

Male

44

Dr. Lam Hee Hong (“Dr. Lam”) joined our Group in January 2018.

A veteran in the eye care industry, Dr. Lam first affiliated with OESC when his clinic, Lam Eye Specialist business and assets were acquired by OESC in 2016. He officially joined our Group as an Ophthalmologist in January 2018 and upon joining our Group, he has since contributed substantially to the expansion of our Group into the Southern region by taking part in the implementation of marketing strategies to strengthen the presence of our Group there.

He was also involved in the process of setting up our branches in Segamat and Kluang. Dr. Lam is responsible for monitoring the performance of the specialist doctors within our Group by coordinating and obtaining feedback from customers and then relaying the responses and assessments to our doctors.

He sits on our Group’s Medical Committee, which is primarily responsible for introducing rules and standard operating procedures to be adopted by our specialist hospital, ambulatory care centres and clinics and to be applied by our doctors.

Dr. Lam holds 110,000 ordinary shares together with 27,500 warrants directly in the Company.

KEY SENIOR MANAGEMENT
(CONT'D)**Pang Woei Yaw**

Group Accountant

Malaysian

Male

34

Pang Woei Yaw ("Pang") joined our Group in September 2018.

Pang was a corporate finance manager for Sena Diecasting Industries Sdn Bhd, where he was primarily responsible for the financing and accounting matters of the company, including preparing monthly management accounts and financial reports and identifying areas for improvement in finance operations. During his employment with Sena Diecasting Industries Sdn Bhd, he was seconded to OESC and placed in charge of reviewing the financial statements of our Group and providing related financing advisory services.

He left Sena Diecasting Industries Sdn Bhd and joined OESC as our Group Accountant. He is responsible for accounting and tax-related matters of our Group, including reviewing the financial statements and audit reports of our Group.

Pang does not hold any ordinary shares and warrants in the Company.

**Ang Chian Yen**

Operations Manager

Malaysian

Female

33

Ang Chian Yen ("Ang") joined our Group in October 2012.

Ang began her career with our Group as an Optometrist in OESC (TTDI branch), where she was primarily responsible for performing vision tests on customers using optometric equipment and diagnostic machines.

Ang was transferred to the operations department as an Operations Executive cum Optometrist and was subsequently promoted to the position of assistant operation manager. She was then promoted to the position of operations manager, where she has been responsible for ensuring that all our branches, doctors and nurses hold and maintain the requisite licenses and certificates for the purpose of complying with the Ministry of Health's requirements as well as adhering to ISO standards with regards to clinical matters. In addition, she is also responsible for assisting our Chief Operating Officer in managing the overall operations of our Group.

Ang holds 24,200 ordinary shares together with 6,050 warrants directly in the Company.

CERTIFICATIONS AND RECOGNITIONS



2019

ISO 9001:2015 certification issued by Independent European Certification (M) Sdn Bhd
- Independent European Certification (M) Sdn Bhd



2018

ISO 9001:2015 certification issued by Independent European Certification (M) Sdn Bhd
- Independent European Certification (M) Sdn Bhd



2018

The Pioneer Clinic in Malaysia to Offer Zeiss SMILE Laser Vision Correction and for reaching five years of successful surgeries
- Carl Zeiss Pte Ltd



2016

ISO 9001:2008 certification issued by Independent European Certification (M) Sdn Bhd
- Independent European Certification (M) Sdn Bhd



SUSTAINABILITY STATEMENT

ABOUT THIS STATEMENT

Optimax's sustainability policies and performance as well as our Group's roadmap for the future are presented in this statement for the financial year ended 31 December 2021. This statement also covers our Group's efforts to improve and integrate the environmental, social, and governance criteria of sustainability into its operations and value chain over the short, medium and long term.

ABOUT OPTIMAX HOLDINGS BERHAD

Operating under the "OPTIMAX" brand, our Group is a provider of eye specialist services with a network of 13 specialist centres in Malaysia comprising 12 ambulatory centres and 1 specialist hospital. Our Group also have jointly owned ambulatory centres with resident doctors, where they have equity participation as minority shareholders. Founded in 1995, our Group was listed on the ACE Market of Bursa Securities on 18 August 2020.

Our specialist centres offer a range of treatments relating to eye and vision difficulties or impairment covering refractive error, cataracts, glaucoma, macular degeneration, diabetic retinopathy, and other eye diseases and disorders.

All our Group's specialist centres are equipped with operation theatres for eye surgery, procedure rooms, general and daycare wards, as well as relevant state-of-the-art equipment for surgical procedures that can perform thorough assessments and diagnoses with appropriate care pathways for patients.

SUSTAINABILITY APPROACH

As a leading provider of eye specialist services, Optimax is committed in ensuring that our operations are sustainable. Our Group's sustainability approach is guided by the Economic, Environmental and Social ("EES") pillars of sustainability.

Our Board has the responsibility to deliver sustainable value to our stakeholders, while our management team provides assistance by overseeing the implementation of the principles, policies, objectives and strategies of our Group under the framework of the EES pillars. In addition, our management team also facilitates in the overseeing and managing of the material risks and opportunities that may impact business continuity, market competitiveness, the environment and the communities in which our Group operates.

While reviewing Optimax's performance based on key non-financial metrics, the statement also highlights areas on where our Group's sustainability management and processes can be enhanced while providing a benchmark to continually improve reporting and meet stakeholder expectations.

STAKEHOLDER ENGAGEMENT

Optimax believes in engaging regularly with stakeholders to address areas of concern and ensure our Group carry out sustainable practices and create long term value for our stakeholders.

Key Stakeholders	Areas of Concern	Modes of Engagement
Employees	<ul style="list-style-type: none"> • Safe and conducive working environment • Rewards and recognition for performance • Career development • Employee satisfaction 	<ul style="list-style-type: none"> • Meetings/briefings • Performance appraisals • Training programmes • Team building • Other communications/feedback such as email

SUSTAINABILITY STATEMENT (CONT'D)

STAKEHOLDER ENGAGEMENT (CONT'D)

Key Stakeholders	Areas of Concern	Modes of Engagement
Patients and Customers	<ul style="list-style-type: none"> • Provision of quality services • Products compliances with certifications • Customer satisfaction 	<ul style="list-style-type: none"> • Quality control and assurance • Regular meetings/visits • Other communications/feedback such as email
Suppliers	<ul style="list-style-type: none"> • Transparent procurement practices • Safety compliance 	<ul style="list-style-type: none"> • Evaluation and performance reviews • Onsite visits and field audits
Regulators and Government	<ul style="list-style-type: none"> • Regulatory compliance • Approvals and permits • Occupational safety and health • Environmental management and compliance 	<ul style="list-style-type: none"> • Audit and verification • Inspections by local authorities and regulators • Training programmes for employees • Meetings with employees • Meetings with management team responsible for compliance
Community	<ul style="list-style-type: none"> • Corporate social responsibility • Impact on community 	<ul style="list-style-type: none"> • Participation in community programmes and initiatives • Providing jobs • Sponsorships to local communities



Economic Sustainability

The “OPTIMAX” brand, since its founding in 1995 has expanded into a network of 13 eye specialist centres across the country. With dedicated resident eye surgeons treating the patients, Optimax has a good track record in eye surgeries including refractive, cataract and oculoplastic surgeries. These eye surgeons are also medical practitioners licensed by the Malaysian Medical Council as well as registered ophthalmologists under the National Specialist Register.

Our Group’s network of eye specialist centres is important in providing market reach and consumer convenience in a consumer-oriented industry. In ensuring that the business is sustainable while seeking to grow our Group’s network and market reach, its mode of operations is based on two approaches, which is:

- Hiring employee doctors in our Group’s fully-owned ambulatory care centres to be resident doctors; and
- Minority equity participation by resident doctors in jointly owned ambulatory care centres.

The applications of the two approaches depend on the location, population, demographics within the location, availability of skilled doctors and the type of employment or business associate arrangements.

Our core services can broadly be categorised into four major groups:

- Refractive surgery comprising of laser vision correction and implant vision correction;
- Treatment of eye diseases and disorders including cataract surgery and other eye medical treatment;
- Consultation and dispensary services comprising doctor consultation and medication; and
- Oculoplastic surgery provides functional and cosmetic treatment for disorders around the eye.

Besides these core services, our Group provides related services such as eye examinations performed by in-house optometrists. These related services provided are sales of optical wear, consumables from surgery and medical treatment, procedures (mainly Ortho-K, which is a non-surgical method of reshaping the cornea to provide a clearer vision for children and Botox), administration fees as well as laboratory tests for patients.

SUSTAINABILITY STATEMENT
(CONT'D)**Economic Sustainability (Cont'd)**

Given the need to have a wider market reach and business expansion, Optimax's plans involve the expansion of its network of ambulatory care centres within Malaysia to areas where our Group has little to no presence, which includes Sabah and the east coast states of Peninsular Malaysia. The expansion of these ambulatory care centres would be carried out either through fully owning these centres or jointly owning them with minority equity participation from resident doctors.

To ensure existing specialist centres have the capability to increase services offered or expand its capacity, our Group also plans to purchase ophthalmological equipment and tools to upgrade or replace existing equipment.

Response to COVID-19

Our Group had made a review of our operations, including the business and financial parameters, during the first Movement Control Order ("MCO") that lasted from 18 March to 3 May 2020 to ensure business sustainability and continuity.

Taking into account the repercussions that resulted from COVID-19, our Group had reassessed our expansion plan which had been disrupted in 2021 due to the various MCOs being implemented throughout the country, including a full lockdown in June 2021 following the rising numbers of COVID-19 infections.

The metrics used in the considerations for expanding the network were based on the two main revenue drivers, namely refractive surgery and treatment of eye diseases and disorders as well as financial performance including Profit Before Tax and net cashflow from operating activities. If these metrics were positive, similar, or exceeded those for the corresponding period of the previous year, then our Group would consider to further expand our specialist centre network.

Our Group also responded to the pandemic by being involved in the national vaccination programme and MyMedic@Wilayah organised by the ProtectHealth Corporation Sdn Bhd and the Ministry of Federal Territories, which supported the financial performance in FYE 2021.

Optimax will remain prudent in managing our capital structure while relying on the metrics provided through reviewing our operations, and we are planning for various investments including the expansion of our network of specialist centres.

**Environmental Sustainability**

Our Group is cognisant that our operations will have an impact on the environment and we have taken steps to mitigate this impact by managing the use of electricity and water at our headquarters in Taman Tun Dr. Ismail and our network of centres. All our lighting had been replaced with LED lighting, which consumes less electricity in addition to switching off all lights when not in use.

Waste generated from our Group's operations is disposed of in a responsible manner by a certified waste management company while product packaging is either recyclable or made from biodegradable material. There is also a proper system in place to manage the medicine supply and ensure minimum wastage while all expired medication is disposed of properly.

SUSTAINABILITY STATEMENT (CONT'D)



Social Sustainability

Workplace Matters

Optimax's employees are crucial to our Group's success, and they play a pivotal role in the expansion of our business. Optimax continues to invest in training and development programmes, including on-the-job training, to improve employee skills and technical knowledge. One of the main employee benefits that our Group provides is free eye checks.

Optimax takes the conduct of its business in an ethical and sustainable manner seriously. Employees are updated on our Group's Code of Conduct while the management team regularly holds meetings. To ensure our Group conducts all business undertakings in an ethical, responsible, and transparent manner, there is a Whistleblowing Policy that employees and the public can use as a reporting path.

Optimax strives to have the highest standards of integrity, openness, and accountability and has an Anti-Bribery and Corruption Policy to guide employees on how to deal with improper solicitation, bribery and other corrupt activities and issues that may arise in the course of business.

To ensure adequate provisions against legal liabilities or risks, our Group has medical malpractice, public liability, asset and fire insurance policies. Our Group has and will continue to adhere to all the health and safety procedures, including those related to the COVID-19. The measures implemented to curb infections include enforcing social distancing, the wearing of personal protection equipment and work rotation. All of our specialist centres have UV air sterilisers and are equipped with disabled accessibility pathway.

To ensure patients are fit to undergo surgery or treatment, our Group has guidelines that we strictly follow as part of our standard operating procedures ("SOPs") for safety and quality in which a thorough assessment is made prior to treatment or any form of procedures. These SOPs include eye examinations, checking patients' ophthalmic history and issues as well as recording their general health and medical history while seeking second opinions and peer discussions may also be required.

The SOPs also include patient consent to undergo a particular treatment or procedure that is obtained through the use of official consent forms that must be explained and clarified to the patients.

Patients' personal informations are stored in a confidential and secured manner and there are SOPs on how to record, store and manage their medical records.

Optimax values cultural and gender diversity in the workplace as it is a building block for a stronger organisation and teamwork. Our Group stresses a safe and respectful workplace for all employees.

SUSTAINABILITY STATEMENT
(CONT'D)**Workplace Matters (Cont'd)**

As of 31 December 2021, our Group had a total of 209 employees (excluding visiting doctors and part-timers). The breakdown of employees is as follows:

EMPLOYEE GENDER

Gender	Total
Male	45
Female	164
Total	209

EMPLOYEE AGE GROUP

Age (Range)	Total
below 20	-
21-30	89
31-40	73
41-50	32
51-60	9
Above 61	6
Total	209

EMPLOYEE GRADING

Staff Grading	Total
Manager and above	47
Executive	122
Non-Executive	35
Contract	5
Total	209

OPTOMETRISTS AND STAFF NURSES

Optometrist	Staff Nurse
44	41

Community Matters

Optimax endeavours to cultivate good relationships with the communities surrounding our network of specialist centres by being a good corporate citizen.

Despite the challenges of various MCOs and movement restrictions, our Group was able to be involved in the following:

Donation to Bodhi Homecare Cheras

On 10 July 2021, we donated OPTI-B, a functional food product that can boost the immune system, to the handicapped and abandoned children at Bodhi Homecare Cheras, in partnership with our OPTI-B ambassador singer Liu Yen Yen and Mr. Chen from Klang.



SUSTAINABILITY STATEMENT (CONT'D)

Community Matters (Cont'd)

MYMEDIC@WILAYAH Mobile Vaccination Programme



On 24 June 2021, we collaborated with the Ministry of Federal Territories for the MYMEDIC@WILAYAH mobile vaccination programme. The programme allows us to despatch our mobile vaccination trucks to vaccinate the residents of the People's Housing Projects (PPR) and public housing as well as workers of essential services companies in designated areas of the Federal Territories.



SUSTAINABILITY STATEMENT
(CONT'D)Community Matters (Cont'd)

World Glaucoma Week

In March 2021, we launched a campaign to raise awareness for glaucoma and protect the public's eyesight, by providing free Glaucoma screening in selected Optimax branches throughout the World Glaucoma Week from 7 March 2021 to 13 March 2021.

OPTIMAX
EYE SPECIALIST
New Vision New Life®

World Glaucoma Week

Free Glaucoma screening available
from 7th - 13th March 2021

*Available at selected branch only *Call for prior appointment

The **SILENT** Thief Of Sight

Mark your calendar for a Free Glaucoma Screening!
Catch the silent thief of sight before it's too late!

Normal Vision Glaucoma Vision

1800 88 1201 | www.optimax2u.com

Terms and conditions apply*

SUSTAINABILITY STATEMENT (CONT'D)

Community Matters (Cont'd)

Exclusive Eye Screening for the Elderly

On 26 March 2021, we launched an Exclusive Eye Screening for senior citizens aged 60 years old and above, available every Monday through appointment only. We understand that senior citizens, especially those who are less fortunate and living in rural areas are sometimes unable to reach proper healthcare due to immobility.



Collaborating with the Ministry of Federal Territories in Repurposing the Ambulatory Care Centre Into Vaccination Centres

On 25 May 2021, we answered the call to carry out a national service to support the Government in their National Covid-19 Immunisation Programme ("Government's PICK Programme"), our ambulatory care centres located in TTDI, Penang and Ipoh were expanded as a COVID-19 Vaccination Centre, to support the National Immunisation Programme.

