

## Lotus Eldercare Pte Ltd: Commitment to Sustainability and Carbon Neutrality

### Understanding Carbon Neutrality vs. Net Zero

Both carbon neutrality and net zero are crucial strategies in combating climate change. Carbon neutrality typically focuses on balancing carbon dioxide (CO<sub>2</sub>) emissions from specific business operations by investing in carbon offset projects. This approach generally does not account for other greenhouse gases (GHGs) such as methane (CH<sub>4</sub>) or nitrous oxide (N<sub>2</sub>O). On the other hand, achieving net zero involves a comprehensive reduction of all GHG emissions across the entire supply chain, covering all aspects of a company's operations. Net zero is a more ambitious goal as it requires a holistic reduction strategy encompassing all GHGs.

### Lotus Eldercare's Sustainability Actions

#### 1. Using a Shared Office Package with All Staff Working from Home

By adopting a remote working model since its incorporation, Lotus Eldercare eliminates the need for a physical office space. This approach drastically reduces energy consumption associated with operating a traditional office, including heating, cooling, lighting, and electronic equipment. Additionally, it significantly reduces CO<sub>2</sub> emissions from daily commuting. This practice supports the company's carbon-neutral goals by decreasing direct CO<sub>2</sub> emissions from its operations. However, to align with net zero ambitions, Lotus Eldercare would also need to consider indirect emissions, such as those from the production and disposal of home office equipment and energy use in employees' homes.

#### 2. Home Visits Scheduled by Area

Scheduling home visits based on geographic proximity reduces travel distances and times, lowering fuel consumption and CO<sub>2</sub> emissions. For instance, seeing patients in central Singapore areas like Toa Payoh and Ang Mo Kio on the same day minimizes the distance between appointments. This practice enhances operational efficiency and supports carbon neutrality by reducing direct emissions from transportation. For a net zero approach, Lotus Eldercare would

also need to address emissions from vehicle manufacturing and maintenance, as well as consider the full lifecycle emissions of their transportation methods.

### 3. Use of Hybrid Vehicles and Public Transportation

Lotus Eldercare uses small hybrid vehicles and public transportation for necessary travel. Hybrid vehicles, which combine gasoline and electric power, emit less CO<sub>2</sub> compared to traditional gasoline vehicles. Public transportation further reduces per capita emissions. This choice aligns with carbon-neutral practices by lowering direct CO<sub>2</sub> emissions. To achieve net zero, the company would need to consider the broader environmental impact, including emissions from the production, maintenance, and eventual disposal of vehicles, as well as the full environmental footprint of public transportation systems.

### 4. Tele-Geriatrics

Telehealth services eliminate the need for physical visits, reducing travel-related CO<sub>2</sub> emissions for both healthcare providers and patients. This practice is a significant step towards carbon neutrality by minimizing direct transportation emissions. For net zero, Lotus Eldercare would need to address emissions associated with the digital infrastructure required for telehealth, including data centers, servers, and personal electronic devices used by staff and patients.

### 5. Remote Stakeholder

Meetings Conducting all stakeholder meetings remotely using platforms like Zoom since 2013 eliminates the need for travel, thereby reducing CO<sub>2</sub> emissions from flights, car travel, and other transportation modes. This practice supports carbon neutrality by minimizing travel-related emissions. Achieving net zero would require considering the emissions from the production and energy consumption of the devices and internet infrastructure used for virtual meetings.

### 6. Streamlined Patient Visits

By streamlining patient visits into a four-day workweek, Lotus Eldercare reduces the frequency of travel, leading to lower fuel use and CO<sub>2</sub> emissions. This practice supports carbon neutrality by decreasing direct emissions from transportation. To move towards net zero, the company would need to address indirect emissions from the entire lifecycle of the transportation methods used and the broader environmental impact of reducing the workweek.

## 7. Online Pharmacy Services

Using an online pharmacy to manage medications reduces the need to maintain large inventories and minimizes waste due to expiration. Medications are delivered directly to patients' homes, reducing additional trips for prescription pickups. This practice supports carbon neutrality by lowering transportation-related CO<sub>2</sub> emissions. For net zero, Lotus Eldercare would need to consider the emissions from the production, packaging, and delivery of medications, as well as the environmental impact of the pharmaceutical supply chain.

## 8. Home-Based Routine Procedures

Conducting routine medical procedures at patients' homes, such as changing PEG tubes, eliminates the need for day surgeries and frequent ambulance transfers. This practice reduces CO<sub>2</sub> emissions associated with repeated hospital trips, supporting carbon neutrality. To achieve net zero, Lotus Eldercare would need to address the full lifecycle emissions of the medical supplies used for home-based procedures and the broader environmental impact of providing care in a home setting.

## Conclusion

Lotus Eldercare Pte Ltd demonstrates a strong commitment to sustainability through practices that support both carbon neutrality and steps towards net zero. By reducing energy consumption, minimizing waste, and lowering transportation-related emissions, the company aligns with carbon-neutral guidelines. However, achieving net zero requires a more comprehensive approach that addresses all

GHG emissions across the entire supply chain. Lotus Eldercare's efforts highlight its dedication to providing environmentally responsible healthcare while maintaining high standards of patient care. Moving forward, the company can further its sustainability goals by expanding its focus to include the full spectrum of GHG emissions and adopting more holistic strategies to achieve net zero.

