

CODE OF CONDUCT *May 2026*

Angsana Health delivers corporate health, digital health, consulting, academy, analytics and healthcare AI services in Malaysia and Southeast Asia. Our vision is a Southeast Asia with better health outcomes where everyone can access high-quality, affordable and value-based health services, especially the middle class, SMEs and the gig economy.

Therefore, we focus our work on products and services that achieve the Healthcare Triple Aim: improve health outcomes for patients via high-quality services; improve the user experience for both patients and health professionals; and improve access to affordable and financially sustainable health services.

Our Code of Conduct comprise the Code of Business Conduct and the Code of AI Conduct. Our Code represents our commitment to the highest respect for human life and the highest standards of science, ethics and commercial practices.

Our Code applies to all employees, contractors, partners and agents of Angsana, including the Angsana subsidiaries of MiyaCare Sdn Bhd and Angsana Lindung Sdn Bhd. Our Code is complementary to the Angsana Health Corporate Policies, processes and standard procedures, and must be read together.

Code of Business Conduct

Our Code of Business Conduct outlines the principles that guide ethical business conduct in Angsana. We are committed to the highest ethical standards of science, public health and good governance.

1 Adhere to All Laws and Regulations

Angsana is committed to adhering to all laws and regulations in the countries that it operates in. If we are uncertain, we shall seek advice from appropriate experts. We hold ourselves to the highest standards of all laws and regulations, to demonstrate the highest respect for human life.

2 Be Accountable to Good Governance

Angsana shall keep accurate financial and corporate records, make appropriate public disclosures and pay appropriate taxes and fees. Angsana shall steward all company resources wisely and use them appropriately and ethically for the company, our partners and our customers.

3 Be Trustworthy

We shall base our claims on the highest levels of science and evidence and shall not make inappropriate marketing claims. If arising, Angsana employees shall declare any potential or real conflicts of interest and manage them appropriately. We shall make independent commercial decisions and shall not inappropriately coordinate our activities with our competitors.

4 Compete Fairly and Ethically

Angsana shall sell our products and services based on their individual quality and merits, superior service and competitive pricing. Therefore, we shall not offer or accept improper payments, benefits or transfers of value of any kind. Where there is doubt, Angsana shall not proceed with a commercial opportunity.

5 Support Open and Transparent Communication

All employees, partners and customers of Angsana should be able to speak their minds, including raising any ethical concerns. All Angsana leaders have a duty to set the tone from the top and create and maintain an open and safe environment, where everyone can express their opinions and raise their concerns freely.

Code of Artificial Intelligence (AI) Conduct

Our Code of AI Conduct outlines the principles that guide the ethical use of AI in Angsana. We commit to using AI in ways that support our Code of Business Conduct and the Healthcare Triple Aim.

1 Respect Patient Rights, Protect Autonomy and Be Inclusive

We shall use AI in ways that respect human rights and uphold patient rights, autonomy and dignity. We shall provide informed consent on the risks and benefits of using AI. We shall ensure that AI remains a support tool to augment, not replace, the human element of care. Patients and qualified healthcare professionals retain the right to make the final decision regarding healthcare. We shall use AI in ways that are inclusive and non-discriminatory by proactively identifying and mitigating risks of health inequalities. Where needed, product development teams shall consult public health experts, ethicists or users to co-create a fair solution.

2 Build Transparent and Explainable AI

We commit to making our AI systems clear, explainable and understandable for users. We shall provide transparent information on its operations, algorithms and decision-making processes where needed and where such transparency does not affect our confidentiality obligations and competitive advantage.

3 Build Safe and Accountable AI

We shall be accountable for the AI technologies we create and deploy, to the best of our abilities and to the extent of the law. We shall contribute to and comply with evolving ethical standards, clinical guidelines and legal requirements, as well as the reliability and safety of the AI technologies. We shall explicitly notify users when they are interacting with an AI-generated interface or viewing AI-generated content.

4 Protect Privacy and Data

We commit to protecting the privacy of patients and the confidentiality of their health data, using industry standards. We shall design and operate our AI systems following relevant healthcare data protection laws and best practices. We may use de-identified and aggregated data, which cannot reasonably identify any individual, to train, fine-tune and improve our AI models.

5 Use AI Responsibly

We shall use AI where it adds and provides meaningful value, to avoid unnecessary use or overuse of AI that consumes electricity and produces carbon emissions that contribute to climate change. Where possible, we shall source AI computing power from vendors that are committed to stringent sustainability policies, including using renewable energy and water sources and a commitment to net zero.

Reporting Concerns

Any good-faith concerns can be reported to the Chief Executive Officer (sk@angsanahealth.com) or the Compliance Officer (compliance@angsanahealth.com). Angsana shall investigate all reported instances of unethical behaviours or actions and take appropriate corrective and preventive measures. Angsana is committed to confidentiality and non-retaliation for those who raise genuine concerns in good faith.

For more information, please contact support@angsanahealth.com.

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