



COMPANY PROFILE

2025

 **LG HEALTHCARE**

DOING BUSINESS AS

 **Nephro Access**
DIALYSIS CENTER

Executive Summary

LG Healthcare, Inc., established in August 2018, is a forward-thinking Philippine corporation strategically positioned to address the nation's most pressing public health needs through a portfolio of specialized medical services. Our corporate mission is to build and manage distinct healthcare brands, each committed to the highest standards of clinical excellence and patient-centered care. We aim to improve the quality of life for Filipinos by creating accessible, world-class healthcare solutions that are both innovative and reliable.

Our flagship service line, Nephro Access Dialysis Center, launched on July 31, 2019, exemplifies our corporate strategy in action. This premier brand is our direct response to the critical challenge of chronic kidney disease (CKD) in the Philippines. Through Nephro Access, we have deployed state-of-the-art facilities and curated a team of elite healthcare professionals dedicated to delivering superior renal care. As LG Healthcare, Inc. looks to the future, we are committed to broadening our impact, not only through the strategic expansion of our successful Nephro Access brand but also through the thoughtful development of new ventures, such as diagnostic centers and other specialized clinics, under the trusted LG Healthcare corporate umbrella.

Addressing a National Health Crisis

The Philippines is currently navigating a significant public health crisis in the form of Chronic Kidney Disease (CKD), a condition that has tragically become a leading cause of mortality among Filipinos. The urgency of this situation is starkly illustrated by statistics revealing that one Filipino develops chronic renal failure every hour. This creates an immense and continually escalating demand for high-quality, life-sustaining treatment across the archipelago.

LG Healthcare, Inc. was founded with the explicit purpose of confronting this challenge, leveraging strategic investment and operational expertise to build medical service lines capable of supporting this vulnerable patient population with the world-class care they deserve.



Our Premier Service Line: Nephro Access Dialysis Centers

To fulfill our corporate commitment to renal care, LG Healthcare, Inc. launched its premier brand, **Nephro Access Dialysis Center**. This brand represents the gold standard within our service portfolio, with facilities meticulously designed and executed to ensure unparalleled patient safety, comfort, and clinical outcomes.

- **Advanced Medical Technology:** LG Healthcare, Inc. made a strategic decision to equip its Nephro Access centers exclusively with state-of-the-art Nikkiso hemodialysis machines. This investment underscores our commitment to providing reliable, efficient, and effective treatments, ensuring our clinical teams have the best tools to care for our patients.
- **A Superior Patient Environment:** We believe that the physical environment is integral to a patient's healing and well-being. Therefore, each patient station is designed as a personal haven, featuring a comfortable, fully adjustable recliner chair and a personal television complete with earphones for privacy and entertainment during treatment sessions.
- **Guaranteed Physician-Led Supervision:** A cornerstone of our operational policy at LG Healthcare, Inc. is the non-negotiable presence of a qualified physician during every treatment session at our Nephro Access facilities. This guarantees the highest level of patient safety and ensures that immediate, expert medical intervention is always available.
- **Uncompromising Safety & Infection Control:** Our commitment to patient safety is absolute. We have implemented rigorous protocols, including a sophisticated reverse osmosis water filtration system to ensure water purity. Furthermore, we utilize separate, semi-automated reprocessing machines for hepatitis-negative and hepatitis-positive patients to eliminate the risk of cross-contamination and adhere to the highest standards of infection control.

Corporate Growth & Service Line Expansion

LG Healthcare, Inc. is actively executing a deliberate strategy for growth, reflected in the successful and continuous expansion of our Nephro Access brand. This is not merely growth for its own sake, but a direct response to the community's needs and a testament to the success of our operational model.

Current Nephro Access Locations:

Our current network provides a strong foundation for our services in the Metro Manila area.

- **Pasig – Choice Market:** This flagship facility operates with **32 advanced Nikkiso hemodialysis machines**.
- **Malabon – Gov. Pascual:** Our second center expanded our reach with **16 new Nikkiso machines**.

Future Development and Strategic Outlook:

- **Pasig – Sandoval (Under Construction):** Demonstrating our forward momentum, LG Healthcare, Inc. is currently constructing our third Nephro Access facility, located on the 2nd Floor of the Luckygold Sandoval Bldg. in Pasig City. Upon its launch, this center will add another **32 hemodialysis machines** to our capacity, significantly deepening the market penetration of our renal care services and reinforcing our position as a key provider in the region.

Operational Impact Since Inception

Our consistent growth is reflected in the significant number of patients and treatments served since our first center opened. These metrics underscore the effectiveness of our operational model and the trust communities place in our services.

- **Over 400 Patients Served:** We have become the trusted provider for hundreds of patients across our network, demonstrating significant market penetration.
- **More than 75,000 Treatments Provided:** Our facilities have successfully administered a substantial volume of life-sustaining treatments, highlighting our operational capacity and clinical expertise.

Guiding Principles of LG Healthcare, Inc.

Our corporate identity and strategic decisions are anchored in a deeply held set of principles that guide every aspect of our business.

Our Vision

To be the leading provider of specialized healthcare services in the Philippines, delivering accessible, world-class care to the Filipino people through our diverse and growing portfolio of trusted brands and ventures.

Our Mission

As a corporation, we are dedicated to a holistic mission that creates value for our patients, our employees, and our stakeholders.

- **Patient Care & Quality of Life:** We are committed to a holistic approach to patient care, focusing on prolonging and improving the quality of life for individuals with chronic conditions. We achieve this by offering convenient and accessible locations where patients from all social classes can receive life-sustaining procedures.
- **Community & Employee Development:** We believe in contributing to national progress by creating valuable employment opportunities for Filipino healthcare professionals. We are dedicated to fostering a culture of excellence that supports the professional growth and careers of our employees as we expand our services across the Philippines.
- **Business Integrity & Excellence:** The foundation of our business is an unwavering commitment to the highest ethical and moral standards in both patient care and all business practices. We strive to achieve optimal profitability through a culture built on professionalism, respect, and synergistic relationships with all stakeholders.

Our Core Values

- **Integrity:** We firmly uphold truthfulness, reliability, and the highest ethical standards in all our products, services, and interactions.
- **Patient-Centered Care:** Our primary focus is the health, safety, and well-being of our patients. This principle is at the heart of every decision we make.
- **Culture of Excellence:** We actively encourage, celebrate, and reward diligence and the pursuit of excellence within our workforce, believing that a motivated team delivers superior care.
- **Respect & Professionalism:** We cultivate an environment of mutual respect in every interaction—with our patients and their families, among our colleagues, and within the communities we serve.
- **Creativity & Innovation:** We relentlessly explore, develop, and implement advanced and innovative ways to challenge the status quo and tangibly enhance our patients' quality of life.

Our Corporate Leadership

The strategic direction and operational integrity of **LG Healthcare, Inc.** are steered by a dynamic and experienced leadership team. Their collective expertise in medicine, business, and administration provides the strong guidance necessary to navigate the complexities of the healthcare industry and drive sustainable growth.

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| • Jonas U. Tan, M.D., M.B.A. | President / Managing Director |
| • Alejandro L. Tan | Vice President |
| • Christine U. Tan | Treasurer |
| • Dr. Gelen Vestalez Umali-Sunga | Medical Director of Pasig Branch |
| • Dr. Bea Barbara C. Carrascal | Medical Director of Malabon Branch |
| • Richicor Managuelod | Accounting & Administrative Head |

A Foundation of Trust: Our Family of Companies

LG Healthcare, Inc. is a proud member of a diverse corporate group established by our affiliate, Luckygold Development Inc. This shared foundation in service, community development, and business excellence supports our mission to provide world-class healthcare.

Luckygold Development Inc.

The group's projects in property and retail development are managed by Luckygold Development.



Luckygold Plaza (LG Plaza): The group's first project, this two-level shopping complex opened on November 11, 2011, and hosts a variety of food chains, retail shops, and service stores.

Choice Market Ortigas (CMO): A four-story building adjacent to LG Plaza, this market is home to Robinsons Supermarket, various restaurants, retail stores, government services like the NBI, and the flagship Nephro Access branch.

Food & Restaurant Franchise Operations

Our affiliated companies are proud franchisees of some of the most popular food chains in the Philippines.



Golden Apron Bakeshop Inc. (Goldilocks Franchisee): Operates the Goldilocks Bakeshop franchise located on the ground floor of Choice Market Ortigas, with a second branch opened in Pinagbuhatan, Pasig City in 2023.



Crown Delight Inc. (Chowking Franchisee): Operates the 24/7 Chowking restaurant at the corner of Ortigas Avenue Extension and Pres. M.L. Quezon.



Joyful Delight Inc. (Jollibee Franchisee): Operates the Jollibee, the country's largest fast-food chain, located on the ground floor of Luckygold Plaza.

Pancoastal Trading Inc.



Founded in 2015, Pancoastal specializes in importing premium frozen seafood for restaurants, hotels, and supermarkets. The company is committed to leading the market by providing high-quality, diverse seafood products that adhere to stringent food safety standards.

Connect with LG Healthcare, Inc.

We invite you to engage with our corporate team to learn more about the entirety of our healthcare services, including our premier Nephro Access dialysis centers, and to explore synergistic partnership opportunities that align with our mission of growth and care.

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