

## NEWS RELEASE

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# IHH Healthcare launches first standalone Sustainability Report, with clear commitments that will transform the industry and improve care

- Sustainability goals set out systematically across four stakeholder pillars – *Patients, People, Public, and Planet*; Accountability is built into goals with robust governance structure
- Framework will drive transformation for the healthcare sector with initiatives focused on improving care such as Value-Driven Outcomes and Antimicrobial Stewardship Programme
- Baselineing has been undertaken for 2022, serving as foundation for IHH’s sustainability journey

*“At IHH, we are united behind one purpose: to touch lives and transform care. We are taking the lead in our industry by defining very clear commitments and targets focused on our role as a healthcare services provider. We truly believe this initiative is one that will move the needle for our industry and build trust with our stakeholders. By setting clear goals and accompanying governance structures, we are ensuring accountability as IHH marshals its resources to serve patients, people, the public while balancing the needs of our planet.”*

**Tan Sri Mohammed Azlan bin Hashim**  
Chairman, IHH Healthcare

*“Care. For Good. succinctly encapsulates our focus and commitments around the four pillars. After undertaking baselineing in 2022 as part of our very first standalone sustainability report, we will work hard to further integrate sustainability into our business and operations. We remain focused on providing excellent patient care and outcomes while simultaneously serving the healthcare needs of our communities and conserving our only home – our planet. I am proud of how much we have achieved over the past year and I am confident we will amplify our efforts to make an even bigger difference in the years to come.”*

**Mr Joe Sim**  
Group Chief Operating Officer, IHH Healthcare

## Setting Out Our Sustainability Commitments and Achievements

Following the launch of its Sustainability Goals at its 10<sup>th</sup> Anniversary of listing in September 2022, IHH Healthcare (“IHH” or the “Group”) today published its inaugural standalone Sustainability Report.

This marks yet another milestone in the Group’s sustainability journey to create lasting value for and drive transformational change for the healthcare sector, aligned with the United Nations Sustainable Development Goals. In the report, IHH sets out its efforts and achievements made in 2022 while at the same time, establishes baseline metrics for future benchmarking.

IHH aspires to provide **Care. For Good.**, driving positive change across its key pillars of *Patients, People, Public and Planet*, by leveraging its international presence, strong partnerships and resources, with time-bound, measurable targets for each pillar.

This includes taking a lead in driving transparency and patient-centric initiatives for the healthcare sector such as Value-Driven Outcomes (“VDO”) to facilitate better medical recommendations and treatments while optimising costs; enhanced Antimicrobial Stewardship Programme to promote and educate responsible use of antimicrobials (including antibiotics) to reduce antimicrobial resistance (“AMR”); leveraging AI to provide more cost transparency; and reducing disease burden through collaborative partnerships to alleviate public healthcare pressures and demands.

Highlights of the Group’s sustainability commitments and achievements in 2022 can be found below:

## Patients

Empowering Our Patients

**To be the most trusted private healthcare provider in all our markets by 2025**

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Achieve 90% of **value-driven outcomes (VDO)** at or above international benchmarks by 2025

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**Billing estimates** to be 90% accurate in our core markets<sup>i</sup> by 2025

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**Admission for A&E cases** to be within 1 hour of doctors’ instructions in our core markets<sup>i</sup> by 2025

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To be in top quartile in **Net Promoter Score (NPS)**<sup>ii</sup> in our core markets<sup>i</sup> by 2025

Launched **Optimal Care Index** and applied **Value-Driven Care** to 8 medical conditions (up from 4)

Fixed **17 clinical quality indicators** to track against international standards

Launched **FeeAdvisor.ai** to provide transparent bill estimation in Malaysia

Launched **MyHealth360** app in Singapore and Malaysia

**100% of IHH employees** completed a **Personal Data Protection Basics** course to ensure proper handling of patient information

<sup>i</sup> Our core markets refer to India, Malaysia, Singapore and Turkiye.

<sup>ii</sup> Net Promoter Score is a key metric that measures customer loyalty and satisfaction.

## People

Shaping the Best Place to Work



**To be the employer of choice in private healthcare in all our markets by 2025**

Achieve 50:50 male to female ratio in leadership roles by 2025

Increase global nursing talent pool by 10% by 2025

Reduce lost time injuries and have zero workplace fatalities

Be above country and world healthcare norms in Employee Engagement Survey (EES) for all of our markets by 2025



Overall Employee Engagement Survey score in 2022 increased by 3% since 2020



Developed diversity and inclusion strategy and action plans in all markets



Launched Group-wide Nursing Leadership Programme



Hired 100 Patient Care Associates to support nursing teams in Singapore



Named as one of Forbes' World's Best Employers

## Public

Nurturing a Healthier Society



**To touch five million lives<sup>iii</sup> for healthier communities by 2025**

Have 100% of hospitals implement antimicrobial resistance interventions in line with CDC, WHO and national guidelines by 2025

Reduce disease burden on cancer and cardiovascular diseases through screenings, health literacy and disease management programmes

Establish public corporate responsibility programmes in at least two of our core markets<sup>i</sup> to make available quality healthcare to the underserved by 2023



Enhanced Antimicrobial Stewardship Programme across IHH hospitals, in line with CDC and WHO guidelines



Extended Life Renewed Programme to include radiotherapy and radiosurgery treatments for 500 cancer patients in Malaysia



Facilitated 737,057 cancer screenings



Facilitated 460,615 health screenings

<sup>iii</sup> Number of lives touched includes cumulative number of patient interactions through IHH Healthcare services targeted at reducing antimicrobial resistance and disease burden, number of beneficiaries reached through our corporate responsibility programmes, as well as those reached via IHH Healthcare digital platforms and educational outreach programmes.

**Planet**  
Protecting Our Planet 

**To cap carbon growth by 2025 and achieve Net-Zero by 2050**




Cap **Scope 1 and 2 emissions** at 2022 baseline (inclusive of our growth) by 2025 and reduce year-on-year carbon intensity per patient bed-day

Strategise **Scope 3** carbon accounting by 2023

Be **SBTi** (Science Based Target Initiative) **ready** by 2025

Reduce **single-use virgin plastic** by 90% in non-clinical areas in Malaysia and Singapore by 2023




-  **First healthcare provider to join the WWF PACT initiative**
-  **Achieved 42% reduction of single-use virgin plastic in non-clinical areas in Singapore, and 100% reduction of single-use plastic bottles in Malaysia**
-  **Carbon emissions from the Group recorded for the first time; established baseline for Scope 1 and 2 carbon emissions**

**Looking Ahead**

Moving forward, IHH will embrace the many opportunities and take on the challenges as it sharpens and deepens its sustainability focus across all four pillars. Some of its efforts will include the following:

 **Patients**  
Empowering Our Patients

- Expand the scope of VDO programmes to include more procedures and treatments
- Establish baseline data and progressively implement improvements across all IHH hospitals, to achieve one-hour admission from doctors’ instructions at A&E by 2025
- Launch AI bill estimator progressively in other markets and develop an AI package builder to build more accurate surgery packages
- Add features every quarter to MyHealth360 app such as new health and wellness tools

 **People**  
Shaping the Best Place to Work

- Build on all four facets of its Belonging, Equity, Acceptance and Diversity (“**BEAD**”) guideline launched in 2022, including reviewing all HR policies and processes to minimise bias
- Roll out total wellbeing framework across its network to support employees and prevent burnout
- Work towards ISO45001 certification as aligned with internationally recognised occupational health and safety management system standards



## Public

Nurturing a Healthier Society

- Enhance Antimicrobial Stewardship Programme to equip all its hospitals to implement interventions to prevent AMR, in line with CDC, WHO and national guidelines. Part of this effort includes developing AMR education programmes that target healthcare workers and the public
- Extend flagship Life Renewed programme aimed at broadening quality healthcare access to underserved communities to other key markets, starting with Singapore in 2023



## Planet

Protecting Our Planet

- Continue efforts to cap carbon emissions at 2022 baseline while growing the business
- Start strategising for baseline Scope 3 emissions across its value chain in 2023, as aligned to target to be Science Based Targets initiative (“**SBTi**”)-ready by 2025 and to establish science-based pathway to Net-Zero by 2050
- Reduce single-use virgin plastic by 90% in non-clinical areas in Malaysia and Singapore in 2023 and scale this commitment to other markets globally

To learn more about IHH’s sustainability efforts and journey, please visit [here](#).

The 2022 Sustainability Report can be found [here](#).

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## ABOUT IHH HEALTHCARE

A world-leading integrated healthcare provider, IHH believes that making a difference starts with our aspiration to Care. For Good.

Our team of 65,000 people commit to deliver greater good to our patients, people, the public and our planet, as we live our purpose each day to touch lives and transform care.

Through our portfolio of trusted brands – Acibadem, Mount Elizabeth, Prince Court, Gleneagles, Fortis, Pantai and Parkway – we offer our patients comprehensive and personalised care ranging from primary to quaternary, and even ancillary services such as laboratory, diagnostics, imaging and rehabilitation.

With our scale and reach in 10 countries, we continue to raise the bar in healthcare in our key markets of Malaysia, Singapore, Turkey, India, Greater China (including Hong Kong) and beyond.

In partnership with our stakeholders, we will co-create a sustainable future for all as we work towards our vision to become the world's most trusted healthcare services network.

More information can be found at [www.ihhhealthcare.com](http://www.ihhhealthcare.com).

*To speak to an IHH spokesperson, please contact:*

Janet Low  
Vice President, Corporate Comms  
t. +65 9017 8094  
e. [janet.low@ihhhealthcare.com](mailto:janet.low@ihhhealthcare.com)

Ong Chor Hao  
WATATAWA Consulting  
t. +65 9627 2674  
e. [chorhaoo@we-watatawa.com](mailto:chorhaoo@we-watatawa.com)