



IHH Healthcare Berhad

## **IHH Healthcare Berhad Sustainability Policy**

### **1. Objective**

- 1.1. IHH Healthcare Berhad including its subsidiaries, related corporations or any of its affiliates (referred to as “IHH” or “IHH Group” or “Group”) is committed to incorporating sustainable practices within the Group’s operations and collectively improving our sustainability performance across all markets.**
- 1.2. IHH’s Sustainability Policy (hereinafter referred to as the “Policy”) serves as a guideline in implementing sustainability initiatives across the Group in line with global and national efforts, as well as industry best practices.**
- 1.3. The Group’s commitment to sustainability is outlined in the IHH’s Principle of Sustainability that integrates IHH’s strategic thrusts, core values and pillars of sustainability in realising the Group’s vision and mission as prescribed in Appendix 1.**
- 1.4. The Policy sets out the operating standards required in order to achieve sustainable development of the Group.**
- 1.5. IHH is committed to contributing towards the achievement of the United Nations Sustainable Development Goals which are applicable to the healthcare sector through sustainability practices across the Group’s operations as prescribed in Appendix 2.**

### **2. Scope**

- 2.1. All companies under IHH Group are covered by this Policy and any other policies, standards, guidelines, procedures and mechanisms as prescribed from time to time.**
- 2.2. The tenets of this Policy provide the foundation for the development of other supporting policies, guidelines, procedures and mechanisms, as prescribed from time to time where sustainability practices is embed.**



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**2.3.** The Policy focuses on improving sustainability across the Group under each of IHH's pillars of sustainability: "Our Patients", "Our Organisation", "Our People", "Our Community" and "Our Environment".

*2.3.1. Our Patients*

2.3.1.1. Providing best-in-class quality healthcare that people trust.

*2.3.2. Our Organisation*

2.3.2.1. Delivering value to shareholders by balancing purpose and profit to achieve long-term sustainable growth.

*2.3.3. Our People*

2.3.3.1. Becoming the employer of choice for the healthcare services industry

*2.3.4. Our Community*

2.3.4.1. Improving community engagement and accessibility through innovative platforms

*2.3.5. Our Environment*

2.3.5.1. Operating in an environmentally sound manner

**3. Policy Statement**

**3.1.** In upholding sustainability, IHH is committed to:

3.1.1. Conducting business with the highest standards of ethics and transparency across our operations;

3.1.2. Ensuring compliance to legislation, regulations and codes of practice governing healthcare facilities in the countries we operate;



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- 3.1.3. Delivering sustainable economic growth and returns to our investors and enriching the local economy;
- 3.1.4. Continuously engaging with relevant stakeholders who include but not limited to patients, employees, suppliers, students, amongst others, to address and manage their concerns and expectations of the Group;
- 3.1.5. Constantly working to improve the quality of our healthcare services to ensure delivery meets stakeholder expectations;
- 3.1.6. Ensuring that stakeholders receive quality healthcare services through highly trained medical, nursing and administrative staff;
- 3.1.7. Identifying and monitoring the environmental impacts of the Group's business activities and facilities to mitigate and improve our environmental performance;
- 3.1.8. Improving environmental awareness amongst employees and promote green practices where possible; and
- 3.1.9. Contributing to local communities and assisting them in improving and enhancing their socio-economic status and well-being.

### **3.2. Sustainability Governance Structure**

- 3.2.1. The direction, implementation and execution of the Sustainability Policy shall fall under the responsibility of the Group's sustainability governance structure as prescribed in Appendix 3.
- 3.2.2. The IHH Board of Directors ("the Board") is collectively responsible for:
  - 3.2.2.1. Steering the Group's overall sustainability direction;
  - 3.2.2.2. Establishing accountability and oversight for sustainability matters, including the assignment of sustainability-related responsibility;



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- 3.2.2.3. Approving and monitoring the effectiveness of economic, environmental and social related (EES) policies;
- 3.2.2.4. Overseeing the achievement and performance of sustainability management across the Group; and
- 3.2.2.5. Providing the final approval on IHH Group's annual sustainability report.

3.2.3. The Sustainability Management Committee ("SMC") is responsible for:

- 3.2.3.1. Ensuring that sustainability the Group's commitment to sustainability is a core value and priority across IHH's operations;
- 3.2.3.2. Identifying the Group's material sustainability risks and opportunities;
- 3.2.3.3. Supporting value creation across the Group by integrating EES responsibilities into daily business operations;
- 3.2.3.4. Approving sustainability initiatives and overseeing that approved initiatives are implemented and measured across IHH's business operations;
- 3.2.3.5. Identifying corrective action for existing sustainability initiatives, processes and systems; and
- 3.2.3.6. Ensuring policies, processes, systems and persons required meet the relevant international sustainability standards while upholding the Group's sustainability commitments.

3.2.4. The Group Chief Executive Officer ("CEO") & Managing Director ("MD") is responsible for:

- 3.2.4.1. Ensuring that the SMC comprises relevant personnel to ensure that the Policy is implemented accordingly across the Group; and



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3.2.4.2. Updating the Board on sustainability initiatives implemented under the purview of the Sustainability Policy.

3.2.5. The country and subsidiary CEOs, with the support of the Sustainability Representative (“SReps”), shall be responsible for:

3.2.5.1. Managing potential EES risks and opportunities in their respective markets;

3.2.5.2. Implementing and executing initiatives, processes and systems developed under the Policy by the SMC and collaborators; and

3.2.5.3. Conducting necessary corrective action in order to meet IHH’s sustainability objectives, goals and targets.

### **3.3. Control Measures**

3.3.1. The Policy shall be reviewed on an annual basis, or as and when required.

3.3.2. Any revision made to the Policy shall be reviewed and approved by the Board prior to implementation.

### **3.4. Sustainability Reporting**

3.4.1. The accuracy and transparency records of IHH Group’s business dealing is vital for the sustainability disclosure and statement.

3.4.2. The statement shall be prepared in a balanced, comparable and meaningful manner.

## **4. Sustainability Strategy**

4.1. The Group’s Sustainability Strategy aims to support the implementation of this Policy across all markets:

4.1.1. *Quality Healthcare*



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- 4.1.1.1. To prioritise patient experience and encourage feedback to improve satisfaction levels and to continuously benchmark our standards for quality to international standards throughout our operations.

#### *4.1.2. Sustainable Growth*

- 4.1.2.1. To develop and deepen our operations in each market in a manner that provides economic opportunity, strengthens the local healthcare infrastructure, builds local talent and supports the surrounding communities.

#### *4.1.3. Eco-Efficiency*

- 4.1.3.1. To implement measures and consider alternatives throughout our operations to manage our performance on matters relating to energy and other areas that have an environmental impact.



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## 5. References

- Bursa Malaysia's Main Market Listing Requirements
- Bursa Malaysia's Sustainability Reporting Guide (2<sup>nd</sup> Edition)
- Global Reporting Initiative (GRI) Standards

## 6. Appendices

**Appendix 1:** IHH's Principle of Sustainability

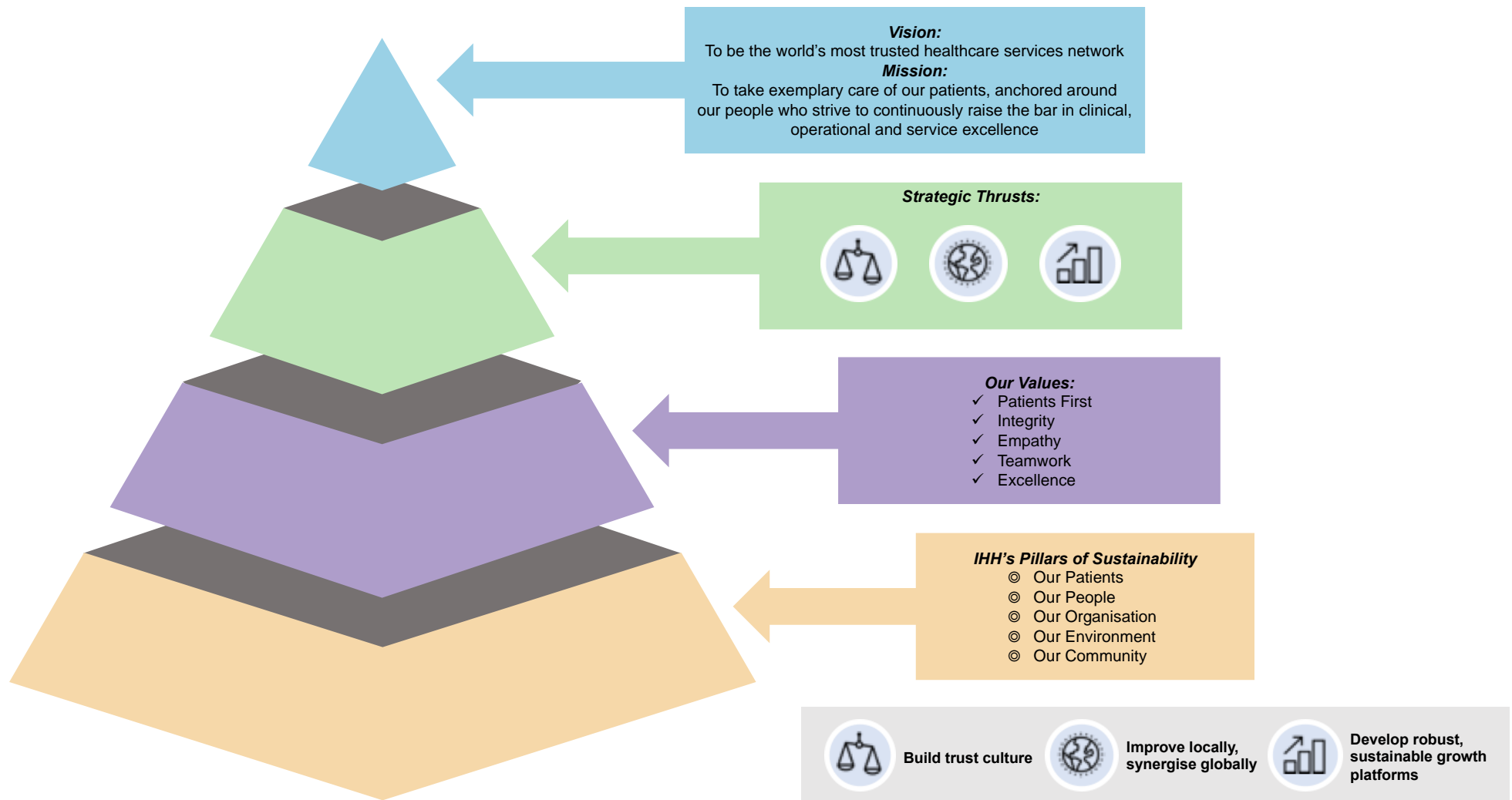
**Appendix 2:** Alignment of the Policy with the United Nations Sustainable Development Goals

**Appendix 3:** Sustainability Governance Structure



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## Appendix 1: IHH's Principle of Sustainability







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## Appendix 2: Alignment of the Policy with the United Nations Sustainable Development Goals

In 2015, the United Nations formulated a global plan for sustainable development, known as Agenda 2030. The agenda lists out 17 United Nations Sustainable Development Goals (“UNSDGs”) which aim to eradicate environmental, social and economic inequalities across the globe. As a responsible healthcare service provider, we understand our role in contributing towards the achievements of these goals.

IHH has adopted seven out of the 17 UNSDGs. We commit ourselves to support the fulfillment of the goals.



### ❖ UN Sustainable Development Goal 3



*Ensure healthy lives and promote well-being for all at all ages.*

As a healthcare provider, it is our utmost priority to provide people with access to quality healthcare. We are committed to delivering excellent patient-centric care. We also strive to educate the public to promote and create awareness on critical health issues and taking care of one's overall well-being.

### ❖ UN Sustainable Development Goal 4



*Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all.*

Through our academic arm, we dedicate our resources to the provision of medical training through our established educational institutions. IHH is dedicated in moulding the next generation of medical professionals to realise their full potential.



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#### ❖ UN Sustainable Development Goal 7



*Ensure access to affordable, reliable, sustainable and modern energy for all.*

We recognise that as a healthcare provider our hospitals consume large amounts of energy, and therefore, we aspire to identify innovative solutions to reduce our consumption and find alternative resources of energy.

#### ❖ UN Sustainable Development Goal 8



*Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all.*

IHH seeks out and offers local talents with career opportunities that aid the growth of the local economy in the various regions we operate in. We provide all employees with a safe and secure work environment that ensures equal treatment of all.

#### ❖ UN Sustainable Development Goal 9



*Build resilient infrastructure, promote sustainable industrialization and foster innovation.*

The Group invests in research and development of innovative technologies and solutions for improved medical treatment. We strive to continuously deepen our clinical expertise through the enhancement of scientific research and technological capabilities.

#### ❖ UN Sustainable Development Goal 12

*Ensure sustainable consumption and production patterns.*



Sustainable development involves proper management of resource consumption as well as our waste generation. As a healthcare Group, we realise that clinical waste is toxic and poses as a hazard to public health and the environment if not treated properly. We ensure that all waste is disposed of in a proper manner outlined by the laws of the respective regions we operate in.



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## ❖ UN Sustainable Development Goal 16



*Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.*

The IHH Group is committed to conducting all its business operations in a fair and transparent manner. We reject all forms of corruption and misconduct, while upholding the highest ethical standards in order to fortify our organisational integrity.



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### Appendix 3: IHH's Sustainability Governance Structure

