



IHH Healthcare



11TH ANNUAL GENERAL MEETING

28 MAY 2021



COVID-19: AT THE FRONTLINE OF TRUST

AT THE FRONTLINE WITH OUR PEOPLE



Caring for our own



Enhanced safety
to protect patients
and staff



Deploying crisis
management
initiatives

AT THE FRONTLINE OF INNOVATION



Transforming care
through virtual
consultations



Greater
transparency
through our
VDO initiative

AT THE FRONTLINE OF POSITIVE CHANGE



Strengthening
public-private
partnerships



Increasing our
lab capacity and
providing swab
testing



Providing
vaccination to the
community

OUR VALUES



PATIENTS FIRST

We put patient's needs first



INTEGRITY

We do the right thing



EMPATHY

We listen to our hearts



TEAMWORK

We are better together



EXCELLENCE

We champion continuous improvement and innovation

OUR VISION

To be the world's most trusted healthcare services network

OUR MISSION

To take exemplary care of our patients anchored around our people who strive to continuously raise the bar in clinical, operational and service excellence

OUR PURPOSE

Touching Lives,
Transforming care



IHH Healthcare

IHH HAS 80 HOSPITALS IN 10 COUNTRIES

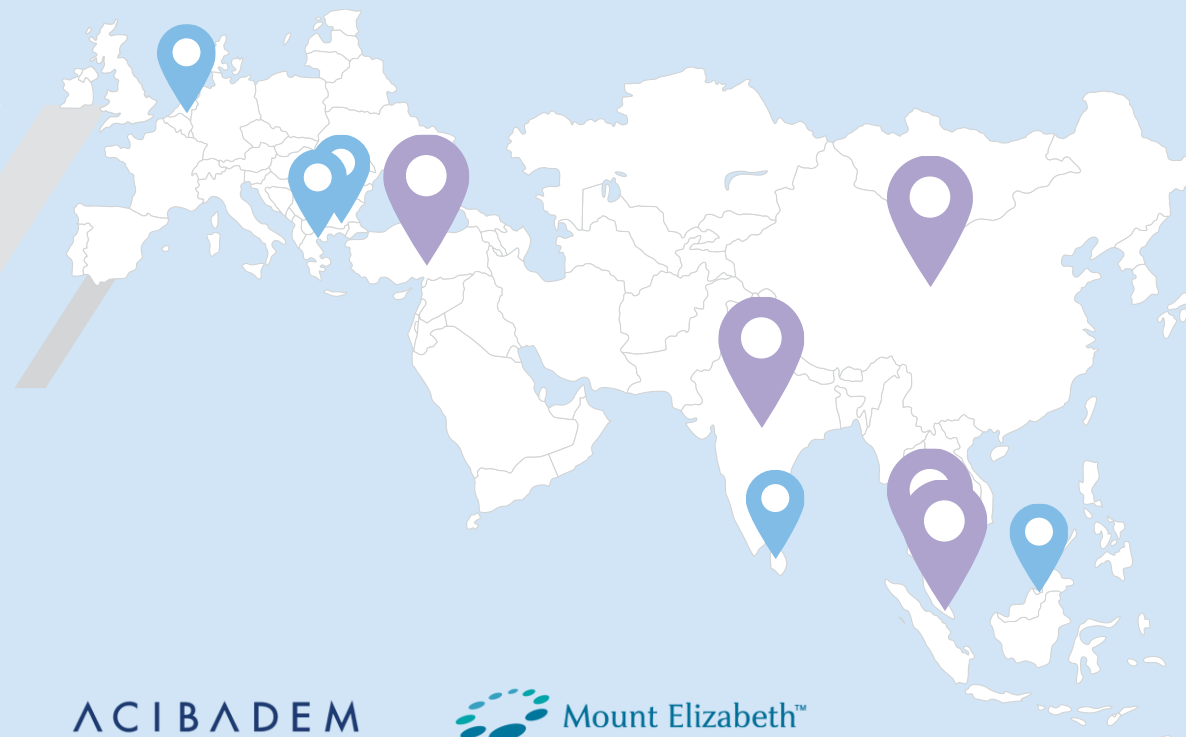
- Malaysia
16 Hospitals
- Singapore
4 Hospitals
- Turkey
16 Hospitals
- India
34 Hospitals
- Greater China
3 Hospitals
- Brunei
1 Hospital
- Bulgaria
3 Hospitals
- Macedonia
1 Hospital
- Netherlands
1 Hospitals
- Sri Lanka
1 Hospital
(in Fortis Healthcare portfolio)



Home & Key Markets



Other international markets



ACIBADEM

 Mount Elizabeth™

 Gleneagles

 PANTAI

 Parkway

 MU



IHH Healthcare

March

03: Parkway Laboratories is the first private lab to be approved by MOH to perform COVID-19 testing in Singapore

31: IHH Health Invests in Telehealth Start-up "Doctor Anywhere" to scale up its Digital Ecosystem



April

01: IHH loaned 20 ventilators to public hospitals in Malaysia for the treatment of patients

17: IHH commit 200 beds in Malaysia to assist the public health system in treating non-COVID-19 patients amid outbreak

May

08: Telemedicine services launched across all key markets



20: Joint Replacement Centre boosts recovery with Hong Kong's sole private pre-anaesthesia clinic, allowing patients to walk in an hour after surgery.



September

01: IHH strengthens its service offerings in Kuala Lumpur through the acquisition of Prince Court Medical Centre, where it becomes the 16th hospital in Malaysia



10: Acibadem's Leadership Program in Nursing earned the Prize of Excellence in Leadership Improvement by Brandon Hall Group

October

26: Launch of Fortis Hospital Vadapalan. Fortis Healthcare's 27th hospital in India



November

11: IHH entered into a Share Purchase Agreement to divest Apollo Gleneagles Hospital joint venture in India

IHH CORPORATE MILESTONES 2020



IHH CORPORATE MILESTONES 2021

January

09: Vaccination drives begin for IHH in its home markets, beginning with Singapore, subsequently in Malaysia, Turkey and India in Q1 2021



February

11: Malaysia Steps Up COVID-19 Measures; Ready to Treat COVID-19 Patients



March

29: IHH enters Serbia as part of its growth strategy for eastern European market



**Joint Replacement Centre,
Hong Kong**



**Successful Bilateral Hand
Transplant, India**



**Digitalising COVID Swab
Results, Singapore**



**Brachytherapy Services,
Hong Kong**



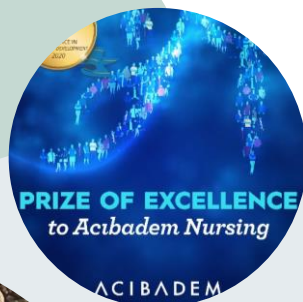
**Breast Cancer Center,
Turkey**



**FOCUSED ON
DELIVERING CLINICAL
AND CARE EXCELLENCE**



RECOGNITION OF IHH'S COMMITMENT TO PATIENTS



IHH HEALTHCARE BERHAD

Asiamoney Asia's Outstanding Companies Poll 2019

- Most Outstanding Company in Malaysia – Healthcare Sector

2019 ASEAN Corporate Governance Scorecard Award

- ASEAN Asset Class

SINGAPORE OPERATIONS

Parkway Shenton

MOH's Nurses' Merit Award 2020
The Healthcare Humanity Awards

Gleneagles Hospital

MOH's Nurses' Merit Award 2020
The 14th Tan Chin Tuan Nursing Award

Mount Elizabeth Hospital

MOH's Nurses' Merit Award 2020
The Healthcare Humanity Awards

Mount Elizabeth Novena Hospital

MOH's Nurses' Merit Award 2020

Parkway East Hospital

The Healthcare Humanity Awards

TURKEY OPERATIONS

Acibadem Healthcare Group

Brandon Hall Group Leadership Development Award 2020

- Gold award for Nursing Leadership Program

INDIA OPERATIONS

Fortis Mumbai

Dainik Jagran Healthcare Heroes Awards 2020
'Beyond the call of duty' – Paramedics category

Fortis Hospital, Mulund

FICCI Healthcare Excellence Awards 2020
'Special Award for COVID 19'

Fortis Memorial Research Institute, Gurugram

Economic Times Healthworld Hospital's Awards 2020

- Best Oncology Hospital

MALAYSIA OPERATIONS

Pantai Hospital Penang

World Stroke Organisation Angels Award 2020

- Diamond Award

Gleneagles Hospital Medini Johor (IVF Centre @ Medini)

Global Health Asia Pacific Award 2020

- Women's Health & Fertility Medical Centre of the Year Asia Pacific

Prince Court Medical Centre

International Medical Journal (IMTJ) Medical Travel Awards 2020

- International Hospital of the Year

Global Health Awards 2020

- Best Hospital of the Year in Malaysia

Global Health Awards 2020

- ENT Service Provider of the Year in Asia Pacific
- Paediatric Service Provider of the Year in Asia Pacific
- Health Screening Service Provider of the Year in Asia Pacific

Pantai Hospital Kuala Lumpur

Global Health Awards 2020

- Endocrinology Service Provider of the Year in Asia Pacific

Gleneagles Hospital Kuala Lumpur

Global Health Awards 2020

- Bariatric Service Provider of the Year in Asia Pacific

International Medical University (IMU)

Quacquarelli Symonds, QS Stars

- 5-star Institution

SETARA 2018/19

- 6-star rating under the Mature University Category

GREATER CHINA OPERATIONS

Gleneagles Hospital Hong Kong

Hong Kong Living Awards 2020

- Best Hospital Award



IHH Healthcare

KEY FINANCIAL HIGHLIGHTS



RESILIENT FY2020 FINANCIALS AMID COVID-19

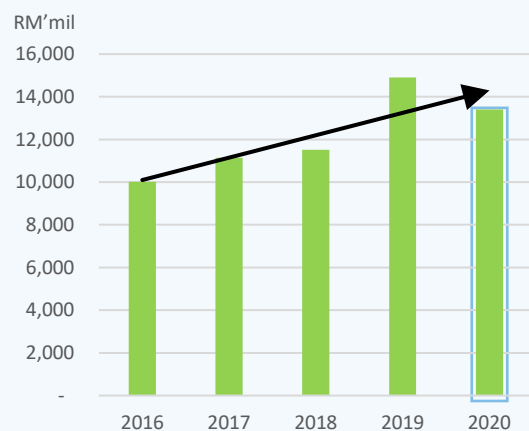
**RM13.4
billion**

**RM2.9
billion**

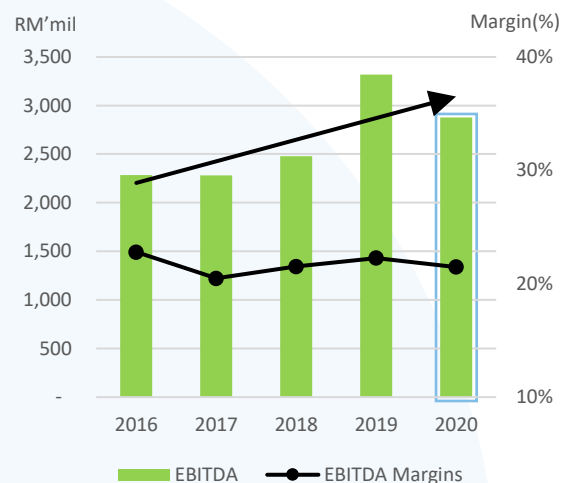
**RM288.9
million**

**RM715.3
million**

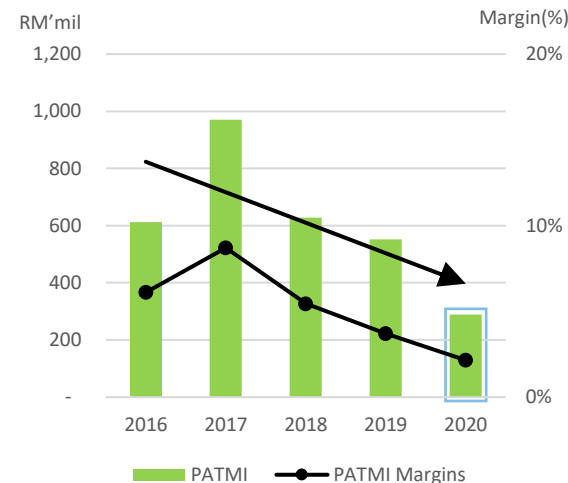
REVENUE



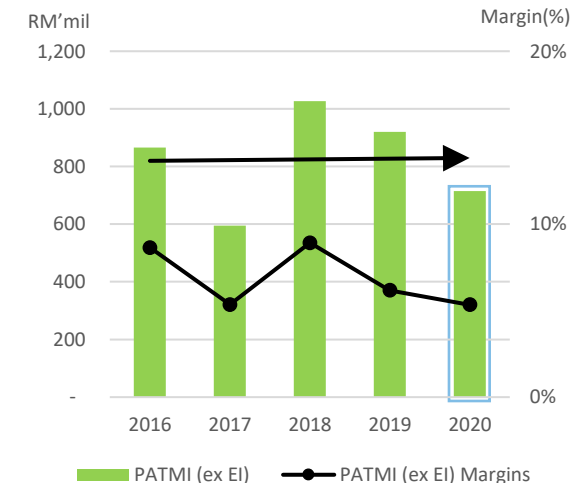
EBITDA



PATMI



PATMI (EX EI)

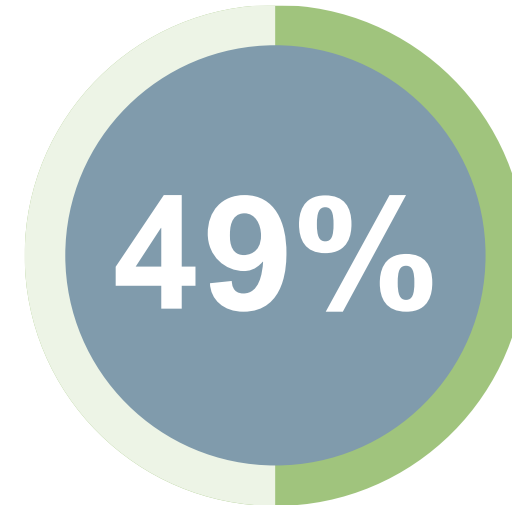


DECLARED DIVIDEND

**FIRST AND FINAL SINGLE-TIER
CASH DIVIDEND OF**



**DIVIDEND PAYOUT
RATIO OF**



IHH Healthcare dividend policy:
Not less than 20% of the Group's profit after tax and minority interests, excluding exceptional items, in respect of any financial year shall be distributed to its shareholders

OUR STRATEGY

from 2020 to 2024

To improve earnings and
deepen trust with stakeholders

EXTRACTING SYNERGIES



Drive productive improvements leveraging best practices across group to be the best healthcare engineering company



Group procurement synergy programme



Enhance operational efficiency to become one-IHH network

DRIVING EFFICIENT GROWTH



Improve asset turnover and drive bed utilisation



Deepen cluster strategy to deliver higher return on equity



Reviewing and calibrating asset portfolio

DEVELOPING SUSTAINABLE PLATFORMS



Accelerate growth in global diagnostic business



Develop digital / online service ecosystem, seamless connect to offline service



Drive deep insights for operating improvements and new revenue streams through advanced data analytics.

THANK YOU

To be the world's most trusted healthcare services network



Leading brands in our home markets services network



Leveraging international scale



Outstanding reputation for clinical outcomes



Continuously deepening operating capabilities



IHH Healthcare