

Sustainability Policy



IHH Healthcare

Issuing Department

IHH Sustainability Department

Target Audience

All Employees, Partners, Investors, Public

Approver

IHH Board of Directors

Custodian

Group Head of Sustainability

Appendices

This document is complemented with more detailed sustainability goals available on <https://www.ihhhealthcare.com/sustainability>



IHH Healthcare

Care.
For good.



1. PURPOSE

IHH Healthcare Berhad including its subsidiaries, related corporations or any of its affiliates under IHH Healthcare Berhad (referred to as “IHH” or “IHH Group”) is committed to incorporating sustainable practices within the Group’s operations and collectively improving our sustainability performance across all markets.

In line with our vision to be the world’s most trusted healthcare services network, the main **objectives** of IHH Group Sustainability Policy (“Policy”) are to:



Serve as a guideline for our sustainability initiatives outlining the approach, commitments, responsibilities and implementation by which we build trust with all stakeholders.



Articulate our position on and approach to sustainability toward effective integration of sustainability risks and opportunities into decision-making processes and business strategies.



Assign roles and responsibilities in driving sustainability, with Board-level accountability to review and approve our sustainability commitments.



2. SCOPE

All companies under IHH Group are covered by this policy and it applies to all employees, and Board of Directors.

3. APPROACH & COMMITMENTS

Our sustainability approach is driven from our **purpose, vision and values** and guided by **Trust 360, IHH Group Sustainability Framework**.

Purpose

Touch Lives and Transform Care.

Vision

To be the world's most trusted healthcare services network.

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.



IHH Sustainability Framework

Trust 360

This framework is anchored to aligning to the expectations of our four pillars:



At IHH Healthcare, we strive to deliver excellence in healthcare by making responsible choices as corporate citizens. Our sustainability efforts are fundamentally driven from going beyond the Hippocratic oath of doing no harm where we are committed to:



Provide quality and safe care to patients above all



Care for our people and partners including ensuring a **safe work environment**



Protect the environment



Contribute to the communities in which we operate



Maintain an **effective governance structure**



Publicly report our sustainability performance



Be **guided by international standards** and best practices



Promote a culture in which all IHH Healthcare employees **share these commitments**

Acknowledging our role in addressing national and global challenges in the context of healthcare, our sustainability commitments align with the **United Nations Sustainable Development Goals (UN SDGs)** particularly with **SDG3, Good Health and Well-being**, where we can make the largest contribution.

Through our sustainability commitments, we aim to have a sustainability performance that we can be proud of, to earn the trust of our patients, people, partners, shareholders and society, and to contribute to a healthier world.

4. RESPONSIBILITIES

At IHH, we are expected to:



Have a systematic approach to sustainability designed to ensure compliance with the law and to achieve continuous performance improvement.



Set targets for improvement and measures, appraise and report performance.



Require joint ventures under its operational control **to apply this policy**, and use its influence to promote it in its other ventures.



Engage with stakeholders to capture their **feedback and concerns**.



Include sustainability performance in the **appraisal of staff and reward accordingly**.

5. IMPLEMENTATION

Stakeholder Engagement

Our sustainability efforts focus on sustainability issues that are relevant and meaningful for the Group.

Our **focus areas** are determined by regularly engaging with key stakeholder groups to capture their feedback/concerns and align to their expectations.

Stakeholder engagement is a key part of our **materiality assessment**, which is conducted periodically to ensure the material matters are timely and relevant.

Risk & Opportunity Assessment

This policy aims to **address sustainability risks** that may impact our long-term performance, while **leveraging opportunities** to create positive sustainability outcomes.

We conduct sustainability risk assessments for operations, value chains and partnerships. Where possible, this is combined with an opportunity assessment to spot positive actions that can improve the sustainability performance in these areas.

Transparent Communication & Reporting

We shall publish our Sustainability Performance in an **annual sustainability report** which will be approved by the Board.

The sustainability disclosures shall be prepared in a **balanced, comparable and meaningful manner**, adhering to **internationally-recognised reporting standards** as well as **guidelines** provided by stock exchanges.

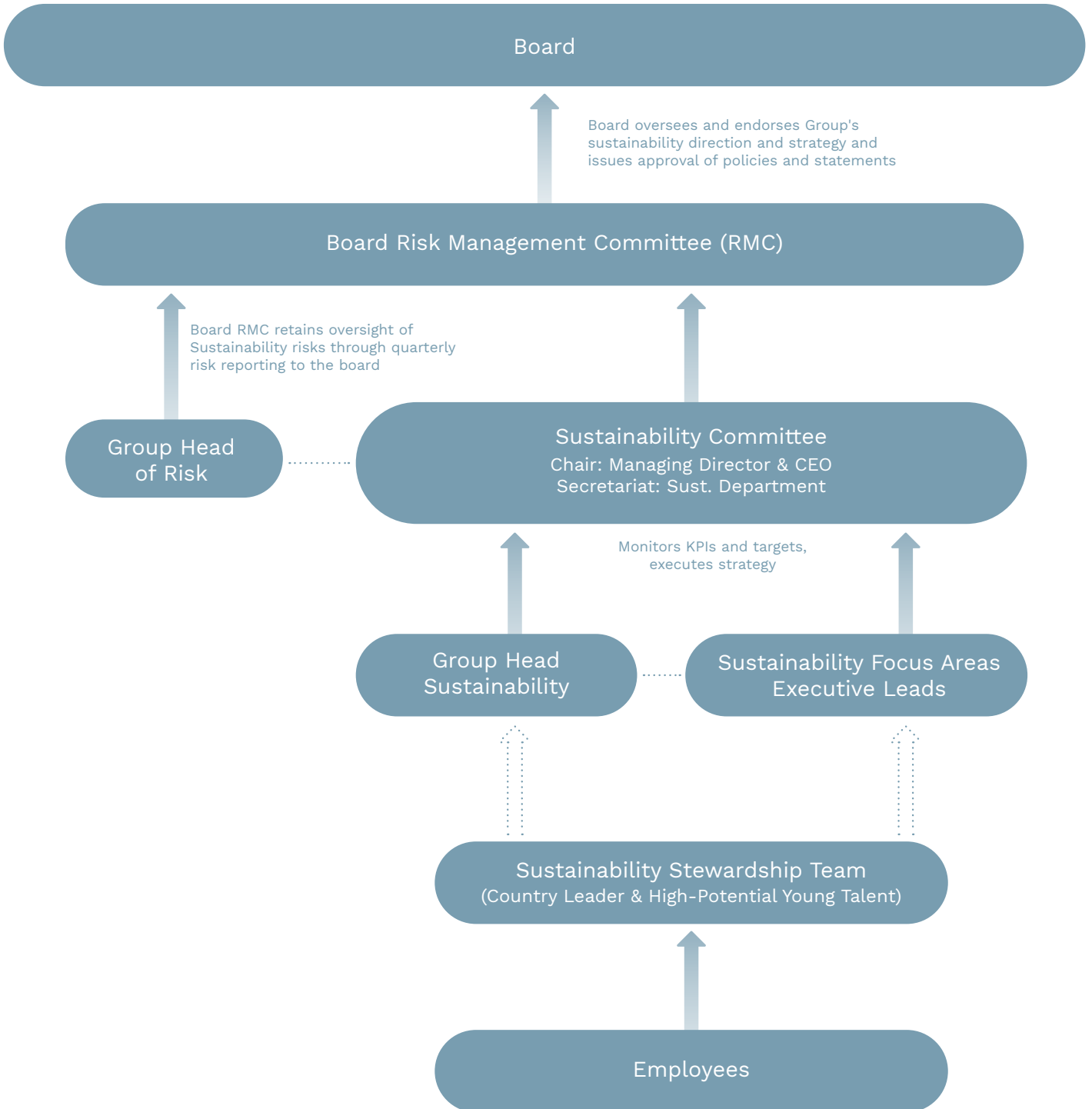
We will provide stakeholders with regular sustainability communication through engagement platforms and communication channels.



Sustainability Governance

The direction, implementation and execution of all sustainability-related matters fall under the responsibility of our sustainability governance structure as prescribed below:

Sustainability Governance Structure



The Sustainability Committee, led by Group CEO and Managing Director, monitors sustainability-related KPIs, targets and strategy execution by Country CEOs, who ensure the implementation of sustainability initiatives across their operations.



Training and Development

To build a strong culture of sustainability, we will invest in employee sustainability training and development programmes across the Group, including at the Board level. The objectives include:

To inspire **responsibility and sustainability action**

To take an inclusive **multi-stakeholder approach** to create a positive impact

Regulation

Our sustainability efforts comply with **relevant laws and regulations** governing our countries of operations. We carefully **monitor and assess** regulatory developments with respect to sustainability, which ensures consistent compliance throughout the Group.

Related Policies & Guidelines



[Anti-Bribery & Corruption Policy](#)



[Workforce Diversity & Inclusion Policy](#)



[Boardroom Diversity Policy](#)



[Employee Code of Conduct Policy](#)



[Whistleblowing Policy](#)



This policy was approved by the Board in May 2022.
It will be reviewed at least every two years, or as and
when required.

We suggest the following best practices to minimise the
carbon footprint of this document:



Print only when
strictly necessary



Choose FSC or
recycled paper

We can all contribute to this sustainability journey.



IHH Healthcare