

IHH 2030 Sustainability Goals



Patients

Empowering Our Patients

By providing better, faster and more transparent care

Meet or exceed international benchmarks for our **key clinical quality indicators (CQIs)**¹

Improve YoY **billing estimates** in our markets²

Improve YoY **Net Promoter Score (NPS)**³ in our markets²



People

Shaping the Best Place to Work

By embracing diversity and prioritising well-being and growth

Maintain **50:50 male to female ratio in leadership roles**

Continue to be above benchmarks in **Engagement Scores**⁴ across our markets

Maintain or reduce **lost time injuries** annually



Public

Nurturing a Healthier Society

By tackling global health issues and reducing disease burden

Achieve compliance with the **antimicrobial stewardship (ASP)** implementation protocols

Provide **free or subsidised cancer treatments or health screenings** annually to underserved communities in our markets²



Planet

Protecting Our Planet's Health

By accelerating path to net zero and building climate resilience

Emissions: Reduce **Scope 1 and 2 emissions** by 42% from 2025 levels by 2030

Scope 3: Engage with **top 70% of suppliers by spend**⁵ to encourage their Scope 1 and 2 reporting and target setting by 2030

Waste: Achieve 30% **non-hazardous waste** recycling/landfill diversion rate by 2030

Water: Reduce **water intensity** by up to 10% by 2030 from 2025 baseline



¹ The following four key CQIs form part of our 2030 Patients goal: i) Infection control: Central Line Associated Bloodstream Infection (CLABSI) in ICU/NICU per 1,000 device days; ii) Safety (Patient & Staff): Complication Rate per 100 Peripheral Intravenous Lines Inserted; iii) Effectiveness: All-cause in-hospital mortality per 100 patients admitted for Acute Myocardial Infarction (AMI); and iv) Timeliness: Notification of Inpatient Laboratory Test Results with Critical Values within 10 minutes upon results verification per 100 Inpatient Laboratory Test Results with Critical Values.

² This refers to Malaysia, Singapore, India, Türkiye, and Hong Kong.

³ NPS is a widely used market research metric that is based on a single survey question asking respondents to rate the likelihood that they would recommend a company, product, or service to a friend or colleague.

⁴ The survey used Qualtrics EX25 benchmarks prepared using industry standard categories from MSCI and S&P. The benchmark database comprises 32 million respondents across 1,006 brands, and include Fortune 500 and FTSE 100 benchmarks too. Healthcare is represented through 124 companies worldwide, with more than 3.3 million respondents (2022–2024).

⁵ For suppliers by spend in Scope 3 Category 1: Purchased Goods & Services and Category 2: Capital Goods.