



IHH Healthcare

IHH Sustainability Goals



Patients

Empowering our patients

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

- Achieve 90% of **value-driven outcomes (VDO)** at or above international benchmarks by 2025
- **Billing estimates** to be 90% accurate in our core markets¹ by 2025
- **Admission for A&E** case to be within 1-hour from doctors' instruction in our core markets¹ by 2025
- Be in top quartile in **Net Promoter Score (NPS)**² in our core markets¹ by 2025



People

Shaping the best place to work for

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



Public

Nurturing a healthier society

To touch five million lives³ 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 markets¹ to make available **quality healthcare to the underserved** by 2023



Planet

Protecting our planet

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

- Cap **Scope 1 & 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

¹ Our core markets refer to India, Malaysia, Singapore and Türkiye.

² Net Promoter Score is a key metric that measures customer loyalty and satisfaction.

³ Number of lives touched includes cumulative number of patients utilising IHH services targeted at reducing antimicrobial resistance and disease burden, and number of beneficiaries reached through our corporate responsibility programmes.