



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 outcomes¹ (VDO)** at or above international benchmarks by 2025
- **Billing estimates** to be 90% accurate in our core markets² 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)³** in our core markets² 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 lives⁴ 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 markets² 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 VDO is about using data to improve quality and outcomes while ensuring cost effectiveness.

² Our core markets refer to Malaysia, Singapore, India and Türkiye.

³ Net Promoter Score is a key metric that measures customer loyalty and satisfaction.

⁴ Number of lives touched includes cumulative number of patient interactions through IHH Healthcare services targeted at reducing antimicrobial resistance and disease burden, and number of beneficiaries reached through our corporate responsibility programmes.