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## 1. Purpose


- 1.1 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.
- 1.2 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:
- 1.2.1. Serve as a guideline for our sustainability initiatives outlining the approach, commitments, responsibilities and implementation by which we build trust with all stakeholders;
- 1.2.2. Articulate our position on and approach to sustainability toward effective integration of sustainability risks and opportunities into decision-making processes and business strategies;
- 1.2.3. Assign roles and responsibilities in driving sustainability, with Board-level accountability to review and approve our sustainability commitments.

## 2. Scope

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

## 3. Approach & Commitments


- 3.1 Our sustainability approach is driven from our purpose, vision, and core values. Our IHH Healthcare Sustainability Framework is aligned to the expectations of our four pillars (See **Appendix 1** for details):
- 3.1.1. **Patients**, the reason of our existence.
- 3.1.2. **People**; our employees, our suppliers, doctors, and partners, who are the face and force behind all performance.
- 3.1.3. **Public**, the society or the ecosystem where we operate and rely on their perceptions of us.
- 3.1.4. **Planet**, the natural environment that provides us with the resources to operate in a seamless manner.
- 3.2 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 principle of doing no harm where we are committed to:
- 3.2.1. Provide quality and safe care to patients above all;

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- 3.2.2. Care for our people and partners including ensuring a safe work environment;
  - 3.2.3. Protect the environment;
  - 3.2.4. Contribute to the communities in which we operate;
  - 3.2.5. Maintain an effective governance structure;
  - 3.2.6. Publicly report our sustainability performance;
  - 3.2.7. Be guided by international standards and best practices; and
  - 3.2.8. Promote a culture in which all IHH Healthcare employees share these commitments.
- 3.3 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.
- 3.4 We also acknowledge the impact that we, as a healthcare provider, have on the environment. We remain committed to continually improve our environmental management practices and foster environmentally sustainable practices. (See **Appendix 2** for our Environment Management Statement). Our priorities include tackling climate change, lowering our greenhouse gas emissions, minimising energy and water consumption, decreasing the use of resources like single-use plastics where clinically safe, reducing waste, boosting recycling, and advancing sustainable procurement practices. We also strive towards ensuring that our facilities are prepared against the impacts of climate-change.
- 3.5 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**

- 4.1 At IHH, we are expected to:
- 4.1.1 Have a systematic approach to sustainability designed to ensure compliance with the law and to achieve continuous performance improvement;
  - 4.1.2 Set targets for improvement and measures, appraise and report performance;
  - 4.1.3 Require joint ventures under its operational control to apply this policy, and use its influence to promote it in its other ventures;
  - 4.1.4 Engage with stakeholders to capture their feedback and concerns; and
  - 4.1.5 Include sustainability performance in the appraisal of staff and reward

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accordingly.

## 5. Implementation

### 5.1 Stakeholder Engagement

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

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

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

### 5.2 Risk & Opportunity Assessment

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

5.2.2 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.

### 5.3 Sustainability Governance

5.3.1. The direction, implementation and execution of all sustainability-related matters fall under the responsibility of our sustainability governance structure as shown in **Appendix 3**.

5.3.2. The board oversees and endorses our sustainability direction and policy, and issues approvals of policies and statements.

5.3.3. The Board Risk Management Committee (RMC) retains oversight of Sustainability risks through quarterly risk reporting to the Board.


5.3.4. 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.

### 5.4 Transparent Communication & Reporting

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

5.4.2. 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.

5.4.3. We will provide stakeholders with regular sustainability communication through

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engagement platforms and communication channels.

## 5.5 Training & Development

5.5.1. 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:

5.5.1.1 To inspire responsibility and sustainability action.

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

## 5.6 Regulation

5.6.1. 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.

## 5.7 Related Policies & Guidelines

5.7.1. Anti-Bribery & Corruption Policy

5.7.2. Human Rights, Labour Standards and Diversity & Inclusion Policy

5.7.3. Group Responsible Sourcing Policy

5.7.4. Boardroom Diversity Policy

5.7.5. Employee Code of Conduct Policy

5.7.6. Whistleblowing Policy

## 6. Review of Policy

6.1 This policy was approved by the Board in May 2025. It will be reviewed at least every two years, or as and when required.

## 7. Custodian


7.1 Group Chief Sustainability Officer

## 8. Appendices

**Appendix 1:** IHH Healthcare Sustainability Framework


**Appendix 2:** IHH Healthcare Environmental Management Statement

**Appendix 3:** Sustainability Governance Structure

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## Appendix 1: IHH Healthcare Sustainability Framework



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## Appendix 2: IHH Healthcare Environmental Management Statement

### 1. Introduction

IHH Healthcare recognises that a healthy environment is a prerequisite for healthy communities. As one of the world's leading healthcare services networks, we are committed to minimizing our environmental footprint and promoting environmental sustainability throughout our operations. Our Environmental Management Statement underpins our commitment to continual improvement in environmental performance, risk management, and resource stewardship.

### 2. Scope


This Statement applies to all IHH Healthcare-owned, operated, or affiliated hospitals, clinics, and subsidiaries under the IHH Group. It guides our environmental initiatives across all levels of the organization—including employees, contractors, partners, and stakeholders.

### 3. Guiding Principles

1. **Compliance and Beyond**
  - Comply fully with all applicable environmental laws, regulations, and industry standards.
  - Strive to go beyond mere compliance by adhering to international best practices and continuously seeking ways to improve.
2. **Precautionary Approach**
  - Adopt a precautionary principle toward environmental challenges, proactively identifying potential risks and implementing preventive measures to safeguard ecosystems and communities.
3. **Stakeholder Engagement**
  - Engage regularly with stakeholders—including employees, local communities, patients, suppliers, and regulatory bodies—to identify concerns, incorporate feedback, and collaborate on environmental solutions.
  - Maintain transparent, constructive dialogues around environmental objectives and performance.
4. **Continuous Improvement**
  - Periodically review and adapt our objectives, targets, and programs in light of emerging environmental science, industry trends, and stakeholder feedback.

### 4. Key Focus Areas

1. **Climate Change Mitigation and Adaptation**
  - **Greenhouse Gas (GHG) Emissions:** Continuously measure and reduce Scope 1, 2, and where relevant, Scope 3 emissions by increasing energy efficiency, using renewable energy sources, and optimizing transportation and supply chain logistics.
  - **Resilience to Climate Impacts:** Strengthen facilities to withstand extreme weather events, collaborate with local authorities on climate adaptation plans, and ensure business continuity strategies address potential climate risks.
2. **Energy and Water Management**

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- **Energy Efficiency:** Implement energy audits, upgrade to efficient equipment, optimize HVAC systems, and explore alternative energy sources (solar, cogeneration, etc.).
- **Water Stewardship:** Monitor water usage, invest in water-saving technologies, and consider greywater recycling and rainwater harvesting where feasible.
- 3. **Waste Reduction and Management**
  - **Healthcare Waste Management:** Follow stringent protocols for segregation, treatment, and disposal of medical waste to minimize risks to human health and the environment.
  - **Material Circularity:** Reduce single-use plastics where clinically safe and promote recycling, re-use, and sustainable procurement practices to close the loop on material use.
- 4. **Sustainable Procurement**
  - Develop and implement procurement guidelines favoring suppliers with strong environmental credentials and lower-carbon supply chains.
  - Encourage responsible sourcing of consumables, pharmaceuticals, and equipment, emphasizing lifecycle impacts and recycling potential.
- 5. **Biodiversity and Land Use**
  - Where relevant, consider local biodiversity impacts when planning new facilities or expanding existing sites.
  - Incorporate green spaces, tree planting, and nature-based solutions to improve local ecosystems and community well-being.


## 5. Governance and Accountability

1. **Board Oversight**
  - As aligned with the overall Sustainability Policy, the Board of Directors and the Board Risk Management Committee provide strategic oversight, approving environmental strategies and annual performance targets.
2. **Senior Management Implementation**
  - The Sustainability Committee, led by the Group CEO, is responsible for ensuring alignment with this Statement across all IHH sites.
  - Country CEOs oversee operational implementation in their respective jurisdictions, supported by local Sustainability Stewardship Teams.
3. **Employee Responsibility**
  - All employees share responsibility for upholding this Statement in their daily activities. Each facility will nominate environmental focal points to coordinate site-level projects, training, and audits.

## 6. Reporting and Transparency

We will publicly disclose our environmental performance in our annual sustainability report, highlighting progress, challenges, and areas for future improvement.



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### Appendix 3: Sustainability Governance Structure

