



IHH Healthcare

# IHH Sustainability Goals



## Patients

Earning the trust of our patients

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

- Achieve 90% of **VDO outcomes** at or above international benchmarks by 2025
- **Billing estimates** to be 90% accurate in our core markets by 2025
- **Admission for A&E** case to be within 1-hour from doctors' instruction by 2025
- Be in top quartile in **NPS** score in all our markets by 2025

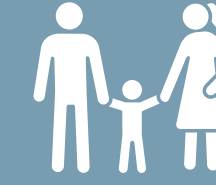


## People

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 **EES** for all of our markets by 2025



## Public

Nurturing a healthier society

To touch 5 million lives\* for healthier communities by 2025

- 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 markets to avail **quality healthcare to the underserved** by 2023



## Planet

Protecting our planet

To cap carbon growth by 2025 and achieve carbon net zero by 2050

- Cap **Scope 1 & 2 emissions** at 2022 baseline (inclusive of our growth) by 2025 and reduce YOY 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 MY and SG by 2023

**IHH patient trust score card, further targets and metrics on all our material matters will be communicated in our 2023 sustainability report.**

\*Number of lives touched includes cumulative number of patients utilising IHH services targeted at reducing antimicrobial use and disease burden, number of beneficiaries reached through our public corporate responsibility programmes, as well as those reached via IHH digital platforms and educational outreach programmes.