

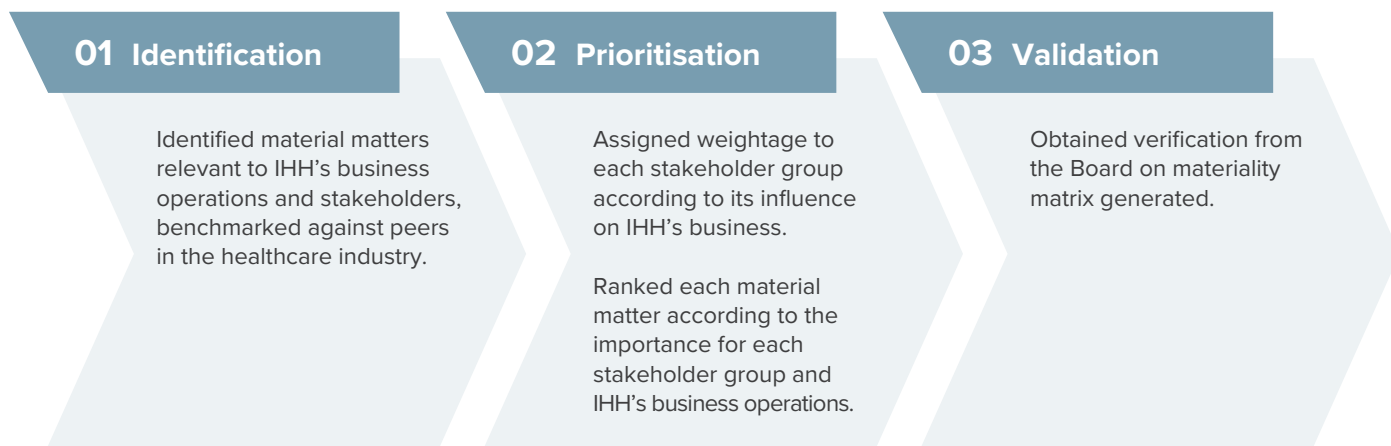
# Our Material Matters

Sustainability at IHH means we focus on areas of opportunity that maximise our value for long-term growth while ensuring our operations do not impact the surrounding ecosystem. Doing this allows our business to intersect positively with the environment and society.

## Materiality Assessment






Our list of material matters represents the priorities of the Group and reflects changing healthcare needs, as well as emerging challenges, through the lens of sustainability. The identification and prioritisation of material matters by the Sustainability Management Committee (SMC) are both part of a three-step materiality assessment process that was conducted in FY2019.


This year, after a meeting held to deliberate on the relevance of the material sustainability matters for FY2020, the SMC decided to maintain the 20 material sustainability matters identified in FY2019. Increased importance was, however, given to Occupational Safety and Health because of the COVID-19 pandemic. The 20 material matters were then validated by the Board as the final step in the three-step process.



The materiality assessment helps us identify opportunities for long-term growth and shared value creation. Our 20 materiality matters have been categorised according to the Group's five pillars of sustainability as presented below.

<p><b>Our Patients</b></p> <ul style="list-style-type: none"> <li>• Patient Safety and Welfare</li> <li>• Quality of Care and Patient Satisfaction</li> <li>• Privacy of Patients' Data and Medical Records</li> </ul>	<p><b>Our People</b></p> <ul style="list-style-type: none"> <li>• Occupational Safety and Health</li> <li>• Talent Recruitment and Retention</li> <li>• Employee Capability Building</li> <li>• Human Rights</li> </ul>	<p><b>Our Organisation</b></p> <ul style="list-style-type: none"> <li>• Ethics and Integrity</li> <li>• Corporate Governance</li> <li>• Compliance and Regulatory Risks</li> <li>• Economic Performance</li> <li>• Cost-Effectiveness</li> <li>• Technology and Innovation</li> </ul>	<p><b>Our Environment</b></p> <ul style="list-style-type: none"> <li>• Waste Management</li> <li>• Energy Conservation</li> <li>• Water Efficiency</li> <li>• Green Design and Construction</li> <li>• Climate Change</li> </ul>	<p><b>Our Community</b></p> <ul style="list-style-type: none"> <li>• Affordable and Accessible Treatment</li> <li>• Community Engagement</li> </ul>

Material Sustainability Matter	Description	Strategic Thrusts	Stakeholders	Sustainable Development Goal(s)
<b>Our Patients</b>				
<b>Quality of Care and Patient Satisfaction</b>	The provision of quality healthcare services promotes higher patient satisfaction that leads to an increase in patient trust and loyalty. This in turn attracts new patients to IHH hospitals and clinics to obtain the necessary medical treatment.	<ul style="list-style-type: none"> <li>Build trust culture</li> <li>Improve locally, synergise globally</li> </ul>	<ul style="list-style-type: none"> <li>Patients</li> <li>Doctors, Nurses and Employees</li> </ul>	
<b>Privacy of Patients' Data and Medical Records</b>	Safeguarding patients' right to privacy is crucial in promoting trust among our patients. Building trust safeguards our position as a healthcare provider of choice across our operating divisions. We implement stringent procedures and policies to ensure patient data and medical records are kept safe.	<ul style="list-style-type: none"> <li>Build trust culture</li> </ul>	<ul style="list-style-type: none"> <li>Patients</li> <li>Doctors, Nurses and Employees</li> <li>Regulators</li> </ul>	
<b>Patient Safety and Welfare</b>	Patient safety is of utmost importance to IHH. By keeping our patients safe, we support the recovery process. We ensure our patients are kept free from harm by practising the rational use of medicines and through the preparation of patient-centric menus.	<ul style="list-style-type: none"> <li>Build trust culture</li> </ul>	<ul style="list-style-type: none"> <li>Patients</li> <li>Doctors, Nurses and Employees</li> <li>Regulators</li> </ul>	
<b>Our People</b>				
<b>Occupational Safety and Health</b>	Ensuring our employees are provided with a safe, conducive work environment is a top priority for IHH. By practising safe workplace behaviour, we hope to be an employer of choice across our home markets. We conduct regular assessments on workplace safety and implement stringent policies and procedures to ensure workplace hazards are minimised.	<ul style="list-style-type: none"> <li>Build trust culture</li> </ul>	<ul style="list-style-type: none"> <li>Doctors, Nurses and Employees</li> <li>Regulators</li> </ul>	 
<b>Talent Recruitment and Retention</b>	Our employees are a crucial part of the Group. Without them, we would not be able to provide healthcare services that allow us to achieve our vision of becoming the world's most trusted healthcare services provider. We recruit talented individuals and ensure they are well taken care of throughout their tenure at IHH hospitals and clinics.	<ul style="list-style-type: none"> <li>Build trust culture</li> </ul>	<ul style="list-style-type: none"> <li>Senior Management</li> <li>Doctors, Nurses and Employees</li> </ul>	
<b>Our Organisation</b>				
<b>Corporate Governance</b>	Good corporate governance is necessary to ensure IHH remains accountable and transparent. The Group is helmed by the Board of Directors, guiding Senior Management, who ensure that IHH remains an organisation of integrity. Our experienced leadership team continues to guide IHH in achieving our vision and mission.	<ul style="list-style-type: none"> <li>Build trust culture</li> <li>Improve locally, synergise globally</li> <li>Develop robust sustainable growth platforms</li> </ul>	<ul style="list-style-type: none"> <li>Senior Management</li> <li>Doctors, Nurses and Employees</li> <li>Investors and Shareholders</li> <li>Regulators</li> </ul>	
<b>Emergency Preparedness and Crisis Response</b>	By ensuring IHH hospitals and clinics are prepared for emergencies and equipped with crisis response plans, we safeguard our ability to provide patient care during times of uncertainty. This year COVID-19 has highlighted the need for emergency preparedness. We rolled out various measures across our operating divisions to safeguard operations while assisting the governments of the countries we operate in to manage the COVID-19 pandemic.	<ul style="list-style-type: none"> <li>Build trust culture</li> <li>Improve locally, synergise globally</li> </ul>	<ul style="list-style-type: none"> <li>Senior Management</li> <li>Doctors, Nurses and Employees</li> <li>Investors and Shareholders</li> <li>Regulators</li> </ul>	
<b>Our Environment</b>				
<b>Waste Management</b>	Improper waste disposal practices can negatively impact public health and damage the environment. At IHH, we continue to implement initiatives to reduce our waste output and carry out proper waste management practices to minimise our environmental footprint for a better tomorrow.	<ul style="list-style-type: none"> <li>Build trust culture</li> <li>Improve locally, synergise globally</li> </ul>	<ul style="list-style-type: none"> <li>Regulators</li> <li>Local Communities</li> </ul>	 
<b>Our Community</b>				
<b>Community Engagement</b>	IHH has taken the responsibility to foster healthy communities across all regions in which we operate. We conduct community engagement programmes that aim to improve public health through health awareness campaigns and health screenings.	<ul style="list-style-type: none"> <li>Develop sustainable growth platforms</li> </ul>	<ul style="list-style-type: none"> <li>Local Communities</li> <li>Doctors, Nurses and Employees</li> <li>Investors and Shareholders</li> </ul>	 

 Please refer to pages 67-89 for further details on how we manage our material sustainability issues.