

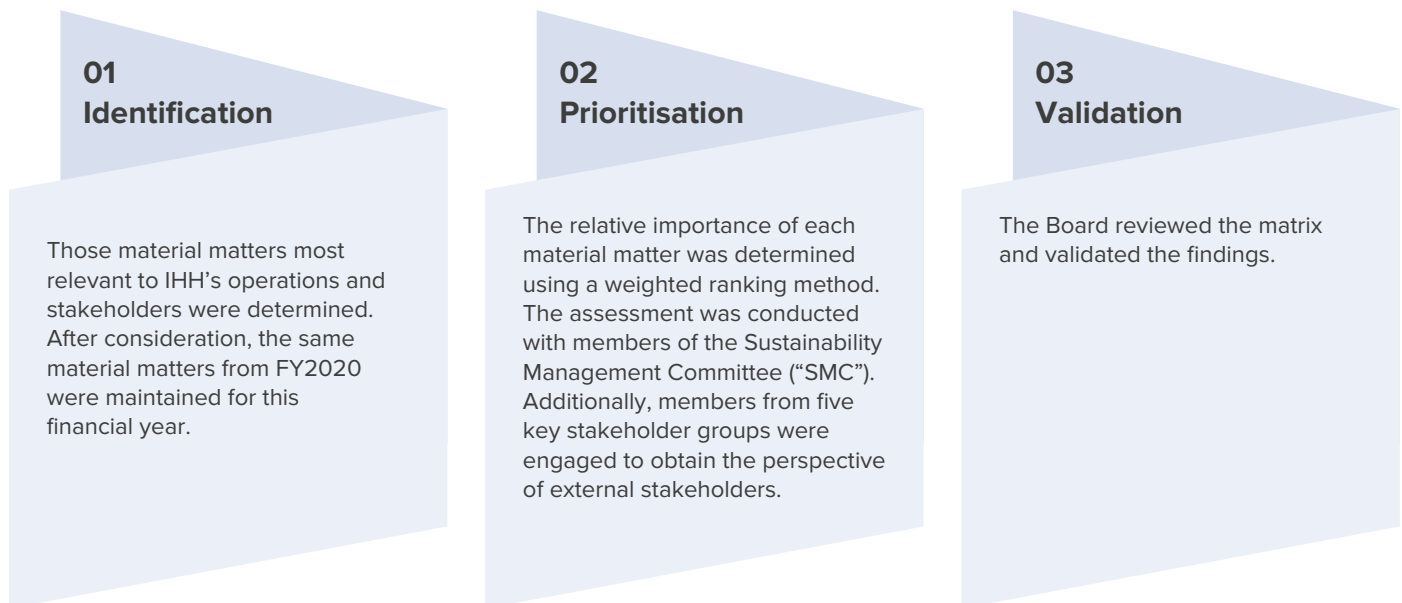
Our Material Sustainability Matters

Material sustainability is one of the highest priority sustainability areas for the Group. In terms of our business and the sustainability of our operations, these topics present both opportunities and risks. In FY2019, we developed our current list of material sustainability matters, which has been maintained since last year. Following a meeting with the SMC to discuss the relevance of the material matters, it was decided to keep the same list for FY2021. Twenty material matters have been chosen in alignment with our five core pillars.

 <p>Our Patient</p> <ul style="list-style-type: none"> • Patient Safety and Welfare • Quality of Care and Patient Satisfaction • Privacy of Patients' Data and Medical Records 	 <p>Our People</p> <ul style="list-style-type: none"> • Occupational Safety and Health • Human Rights • Employee Capability Building • Talent Recruitment and Retention 	 <p>Our Organisation</p> <ul style="list-style-type: none"> • Ethics and Integrity • Regulatory Compliance • Corporate Governance • Technology and Innovation • Economic Performance • Cost-Effectiveness 	 <p>Our Environment</p> <ul style="list-style-type: none"> • Waste Management • Energy Conservation • Water Efficiency • Green Design and Construction • Climate Change 	 <p>Our Community</p> <ul style="list-style-type: none"> • Affordable and Accessible Treatment • Community Engagement
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After the 20 material matters were confirmed, an assessment was performed to generate a materiality matrix. Each matter is ranked based on its relative importance from the matrix's stakeholder and business perspective.

A three-step process was used to develop the materiality matrix.



IHH's Materiality Matrix for FY2021 is presented below.

Material Sustainability Matter	Legend
Our Patients	
Patient Safety and Welfare	A
Quality of Care and Patient Satisfaction	B
Privacy of Patients' Data and Medical Records	D
Our Organisation	
Ethics and Integrity	C
Regulatory Compliance	F
Corporate Governance	G
Technology and Innovation	I
Economic Performance	L
Cost-Effectiveness	M
Our People	
Occupational Safety and Health	E
Human Rights	H
Employee Capability Building	J
Talent Recruitment and Retention	K
Our Environment	
Waste Management	N
Energy Conservation	Q
Water Efficiency	R
Green Design and Construction	S
Climate Change	T
Our Community	
Affordable and Accessible Treatment	O
Community Engagement	P



As in previous years, the top three material matters are Patient Safety and Welfare, Quality of Care and Patient Satisfaction, and Ethics and Integrity.

Human Rights, Technology and Innovation, and Employee Capability Building were prioritised, reflecting the "new normal" operating during the COVID-19 pandemic. For this reporting year, economic matters such as Economic Performance, Cost-Effectiveness, and Affordable and Accessible Treatment have decreased relative importance. Similarly, the current COVID-19 epidemic and the shift in stakeholders' focus towards health and safety issues and topics relating to employee wellness may have contributed to this trend.

Our Material Sustainability Matters

Mapping Our Material Matters

All of IHH's sustainability topics, key performance indicators, and the United Nations Sustainable Development Goals are deeply entwined with one another and with IHH's five sustainability pillars. The map below illustrates this:

