



IHH Healthcare Berhad

## IHH Healthcare Berhad Sustainability Policy

### 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. As prescribed in Appendix 1, our sustainability approach is driven from our purpose, vision and values and guided by Trust 360, IHH Group Sustainability Framework. This framework is anchored to aligning to the expectations of our four pillars:
  - 3.1.1. **Patients**, the reason of our existence.
  - 3.1.2. **Public**, the society or the ecosystem where we operate and rely on their perceptions of us.
  - 3.1.3. **Planet**, the natural environment that provides us with the resources to operate in a seamless manner.
  - 3.1.4 **People**; our employees, our suppliers, doctors, and partners, who are the face and force behind all performance.
- 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:



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- 3.2.1. Provide quality and safe care to patients above all;
- 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.** 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 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.



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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 prescribed in Appendix 2.
- 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 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. Workforce Diversity & Inclusion Policy



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- 5.7.3. Boardroom Diversity Policy
- 5.7.4. Employee Code of Conduct Policy
- 5.7.5. Whistleblowing Policy

## **6. Review of Policy**

- 6.1. This policy was approved by the Board in May 2022. It will be reviewed at least every two years, or as and when required.

## **7. Custodian**

- 7.1. Group Head of Sustainability

## **8. Appendices**

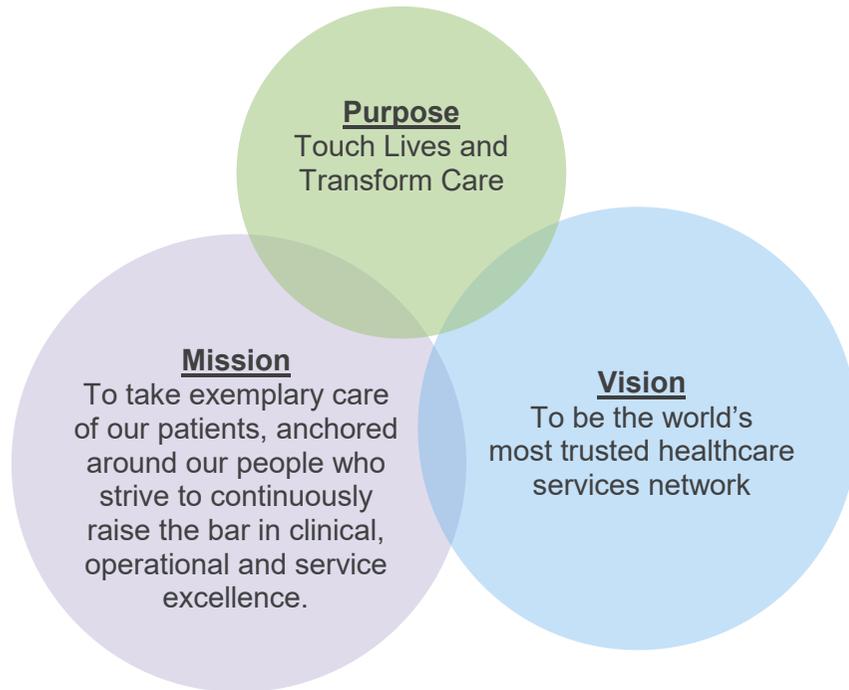
**Appendix 1:** Trust 360, IHH Group Sustainability Framework

**Appendix 2:** Sustainability Governance Structure



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### Appendix 1: Trust 360, IHH Group Sustainability Framework



#### Core Values

**Patients First:** We put the patients' needs first

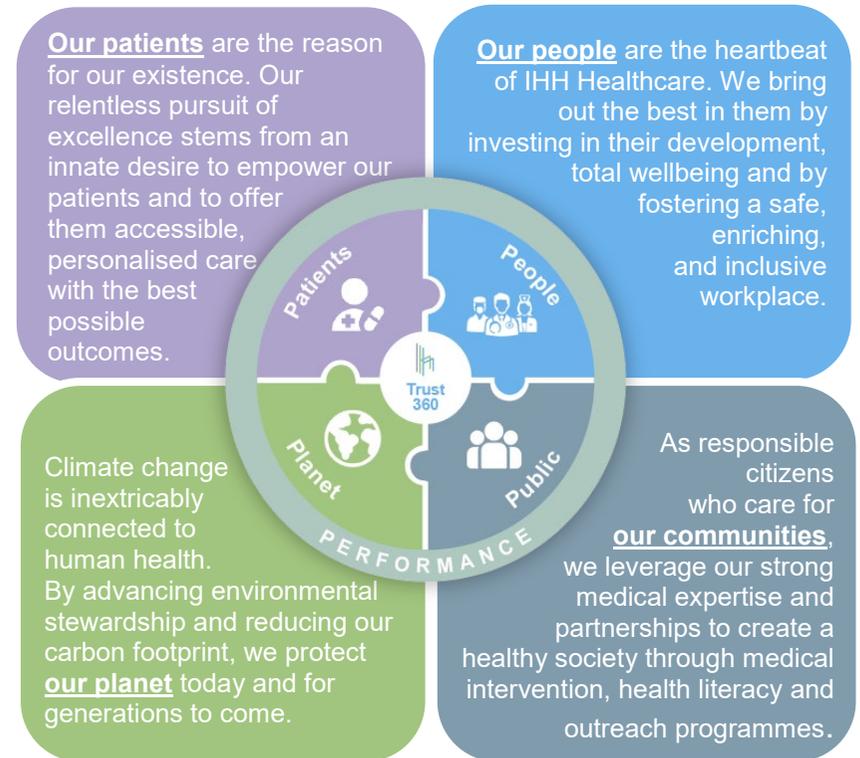
**Integrity:** We do the right thing

**Empathy:** We listen with our hearts

**Teamwork:** We are better together

**Excellence:** We champion continuous improvement & innovation

### IHH Sustainability Framework Trust 360



## Appendix 2: Sustainability Governance Structure

