

MATERIAL MATTERS

For our 2018 reporting, we have selected material sustainability matters that have a short-term, medium-term and long-term impact on the decision-making of our key stakeholder groups and the economic, environmental and social performance of our business operations. The Sustainability Management Committee (SMC) evaluated each material sustainability matter to identify the core matters that define IHH's commitment to economic, environmental and social sustainability practices and its impact on key stakeholder groups.

Our Patients 	Our People 	Our Organisation 	Our Environment 	Our Community 
<ul style="list-style-type: none"> Quality of care Patient satisfaction/ expectation Patient and family safety Patient menu Availability of beds Privacy of medical records 	<ul style="list-style-type: none"> Ethics and integrity Employee health and safety Training and development Employee welfare Talent retention Availability of skilled manpower Management of human rights across the value chain 	<ul style="list-style-type: none"> International healthcare services Cost-effectiveness Emergency preparedness Transparency Security and asset protection Compliance and regulatory risks Maintenance cost Hospital infrastructure and employee insurance cost Innovation Vendor and supplier development 	<ul style="list-style-type: none"> Hazardous waste management Energy efficiency Water availability Plastic waste management Carbon emissions Green design and construction 	<ul style="list-style-type: none"> Community development Affordable treatment and access to medical treatment

The core material matters that have been selected for this year of reporting are captured in the table below, along with a description of why each is important and the corresponding SDGs.

Material Matter	Why is it material?	Sustainable Development Goal
Our Patients		
Quality of Care	Providing quality care involves identifying value and value-added activities from the patient's perspective. Patient satisfaction levels have a direct impact on our reputation as a main player in the healthcare industry, which then impacts our business performance. Our regular practice of garnering patient feedback also allows us to understand areas that need improvement and records our journey to maintain high satisfaction levels.	
Patient and Family Safety	Healthcare is complex and dynamic, with future demographic changes and developments in drugs and technologies serving to continually increase this complexity. To meet these challenges, we need continuous high-level individual and organisational commitment to aspects of patient safety. These include our efforts to ensure food safety and quality in preparing patient menus and measures to ensure the rational use of medicine. Our safety improvement activities focus on the patient as the central and most important aspect of healthcare, while supporting healthcare professionals to give the very best care they can, given their skills and professional dedication.	 

Material Matter	Why is it material?	Sustainable Development Goal
Our People		
Employee Health and Safety	<p>We believe that our ability to be truly sustainable is highly dependent on the safety, health and welfare of our people. Integrating and articulating occupational health and safety (OSH) measures throughout our value chain ensures a key aspect of sustainability relating to our social impact is addressed.</p> <p>Complying with the legal requirements relating to OSH, such as setting up OSH Committees and keeping a regular record of safety statistics in each of the countries we operate, sets the foundation of our OSH efforts.</p>	
Training and Development	<p>The development of meaningful and regular training programmes for our staff increases employee retention, job satisfaction and productivity. Moreover, the healthcare industry is an ever-changing field that requires extensive skills and training. At IHH, mentoring processes, training, development resources and a community of practice are built at the Group and hospital levels.</p> <p>The personal and professional development of our employees is indicative of the importance IHH places on the growth of its doctors, nurses, academics and other staff.</p>	
Our Organisation		
International Healthcare Services	<p>We have the expertise to serve the higher demands and diverse needs of international patients. Through IHH's international healthcare services, we are able to provide access for thousands of patients to enhanced health services, thus improving the quality of life, as well as creating jobs, opportunities for cultural enrichment and technological advances within the community.</p>	 
Cost-Effectiveness	<p>We recognise the benefits of cost-effectiveness in minimising administration and improving quality, accountability and accessibility to healthcare, and its relevance in the context of sustainability. The challenges are ongoing. These include balancing the high prices of drugs and the demand for patient-centred healthcare models, ensuring that the core processes of care remain of high quality and providing affordable healthcare that is cost-effective.</p> <p>Achieving this balance requires numerous stakeholders, multiple approaches and coordinated actions undertaken across various system components.</p>	
Emergency Preparedness	<p>Laboratory readiness and having a response plan for the rapid detection and containment of outbreaks of emerging and dangerous pathogens are critical aspects of our responsibility towards our patients, employees and the public.</p> <p>Our role in controlling such an outbreak is critical and if unprepared, can have a potential negative impact on all three aspects of sustainability, i.e. economic, environmental and social. Communication and creating awareness are important parts of a robust response plan.</p>	
Our Environment		
Waste Management	<p>Healthcare organisations have many environmental aspects that can directly or indirectly affect the community and the region in which they operate. The types of waste generated from our operations include hazardous and infectious waste, which can have a severe negative impact on the environment and community, if not treated or disposed properly.</p>	
Energy Efficiency	<p>Healthcare facilities are known to be among the most energy-intensive facilities. Without compromising on the health and safety of our operations and patients, we recognise the importance of managing IHH's energy consumption. Measures that we have undertaken across all our hospitals include upgrading the HVAC systems, investing in more energy-efficient chillers and innovative technology, replacing compact fluorescent lamp (CFL) lighting with light emitting diodes (LED) and creating awareness of energy-saving practices.</p> <p>The benefits of such efforts can be seen in the form of cost-savings and a reduced impact on the environment.</p>	 
Our Community		
Community Development	<p>We are committed to supporting the vulnerable sections of the community. Through our donations, community engagement activities and provision of pro bono healthcare services, we are able to cater to the medical needs and other needs of the community.</p> <p>Our efforts in this direction are towards building social resilience and sharing our knowledge and skills to improve public health.</p>	