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Planet

Protecting Our Planet



Introduction



Our Material Matters

- Emissions Management
- Waste and Water Management

At COP28 UN Climate Change Conference, Dr Tedros Adhanom Ghebreyesus, Director-General World Health Organization, noted that the “climate crisis is a health crisis”. As one of Asia’s largest healthcare networks, we hold a significant responsibility in protecting the planet due to its direct impact on people’s health and its considerable environmental footprint.

The very ethos of healthcare which centers on “doing no harm” and the preservation of human life, aligns intrinsically with environmental stewardship. Environmental degradation, such as pollution and climate change, directly contributes to a range of health problems, which places additional strain on healthcare systems. Moreover, the healthcare sector, being a major consumer of energy and producer of waste, has a moral and practical imperative to adopt sustainable practices.

For this year’s report, we have re-categorised the material matters for our Planet Pillar to accommodate a wider reporting scope. Energy Management is now Emissions Management, while Waste Management has been renamed to Waste and Water Management.

Protecting Our Planet

Today, the healthcare industry is one of the largest sources for greenhouse gases, accounting for almost 5% of global CO₂ emissions¹.

At the same time, 15% of the waste being generated by healthcare activities are hazardous materials that may be infectious, toxic, or radioactive². Outside of this 15%, the industry is also a contributor towards plastic waste which, if not disposed of responsibly, could potentially become microplastics that leech into our food systems.

As for water, we are cognisant of how important it is to minimise water waste, especially in water-stressed regions, to ensure a healthy future.



By reducing our carbon footprint, minimising waste and water consumption, we strive to contribute to a sustainable future where we continue to provide quality care.

Given the scale of our operations, tracking and reducing energy consumption and carbon emissions, as well as managing our waste and water can be challenging. However, our size also gives us an advantage, as it allows us to leverage learnings within our global network and develop deep in-house expertise while driving continuous improvement in our environmental stewardship efforts.

Climate Risks and Opportunities

To ensure we are prepared and well-positioned to handle future challenges as well as leverage opportunities brought about by climate change, we are committed to aligning our climate-related disclosures with the recommendations set out by the Task Force on Climate-Related Financial Disclosures (TCFD) by 2025. Such alignment marks us not only as a responsible corporate citizen, but also a proactive organisation ready to adapt and succeed in a climate-conscious, and climate-impacted business world.

Across our organisation, we are increasingly aware of how healthcare services contributes to the problem and our role in serving our patients against climate-related health issues. We are gaining insights into the relevant physical and transition risks and opportunities across our operations and markets. In addition, we plan to incorporate short to long term climate-related risks and opportunities into our operational decision-making, strategic planning, and risk management processes.

While we have been focusing on climate mitigation through efforts to reduce our greenhouse gas emissions, we also recognise how crucial climate adaptation is to be ready for the negative physical impacts of climate change.

In 2023, we began to chart our TCFD roadmap by undertaking a TCFD screening and benchmarking exercise to understand our current maturity level in identifying and managing climate risks and opportunities across the four TCFD pillars including its 11 disclosure categories.

¹ Rodríguez-Jiménez L, Macarena Romero-Martín, Spruell T, Steley Z, Gómez-Salgado J. The carbon footprint of healthcare settings: A systematic review. Journal of Advanced Nursing. 2023;79(8). Published May 17, 2023. doi:https://doi.org/10.1111/jan.15671.

² World Health Organization. Health-care waste. WHO. Published February 8, 2018. Accessed March 1, 2024. https://www.who.int/news-room/fact-sheets/detail/health-care-waste.

Protecting Our Planet: Milestones and Ambitions

- Launched 'Care. For Good.' aspiration and global sustainability framework
- Revised IHH Group Sustainability Policy
- Announced inaugural sustainability goals
- Established baseline for Scope 1 and 2 GHG emissions, waste, and water data
- Added sustainability KPIs to the Group's Balanced Scorecard, linking it to management's performance and remuneration
- First healthcare provider to join the World Wide Fund for Nature Plastic ACTION (WWF PACT) partnership

2022

2023

- Reported Scope 1 and 2 GHG emissions for the first time in our 2022 Sustainability Report
- Reduced 99% and 79% single-use virgin plastics in non-clinical areas in Singapore and in Malaysia respectively
- Achieved over 90% completion in Group-wide sustainability awareness training
- Expanded Group's Balanced Scorecard to include anaesthetic gas emissions reduction targets
- Achieved 3.9% year-on-year reduction in emissions intensity per patient-bed-day*

2024

- Develop Scope 3 emissions reporting roadmap, with two of 15 Scope 3 categories reported for the first time in our 2023 Sustainability Report
- Establish robust waste and water management strategy
- Roll out sustainability data management platform
- Enhance global procurement policy and processes

2025

- Cap Scope 1 and 2 emissions at 2022 baseline (inclusive of our growth)
- Publish TCFD-aligned disclosures
- Expand Scope 3 GHG emissions reporting categories
- Be SBTi (Science Based Targets initiative) ready

2026

- Announce new sustainability goals
- Explore further green building practices

2027

Achieve Net-Zero

2050

- Target to launch Net-Zero roadmap
- Prepare for Taskforce on Nature-related Financial Disclosures (TNFD)

* The year-on-year reduction target is for time-period 2023-2025.

Our Goal

We are committed to protecting our planet by capping our carbon emissions growth by 2025, improving our waste and water management processes, and achieving Net-Zero by 2050.

How We Will Get There

2023 Progress Highlights



Emissions Management

Reducing direct Scope 1 emissions

- Reducing environmentally harmful anaesthetic gas emissions across our core markets

Improving energy efficiency

- Ramping up with more energy efficiency measures, including increasing on-site renewable energy generation, closer monitoring on chiller performance, building energy efficiency, and LED light replacement
- Exploring collaborations in off-site renewable energy generation for direct reduction in scope 2 emissions

Understanding our Scope 3 emissions

- Implementing efforts to track and report Scope 3 emissions categories

- Reduced emissions per patient-bed-day by 3.9% across our operations
- Deployed rooftop solar panels in four of our 16 hospitals in IHH Malaysia, with plans to expand to all by 2025
- Replaced less efficient chiller systems and refrigerants that had high Global Warming Potential
- Expanded sustainability component of the Group's Balanced Scorecard to include anaesthetic gas emissions reduction targets
- Transitioning towards a cloud-based sustainability data management platform which allows for systematic, ongoing monitoring of sustainability data
- Began to develop our Scope 3 emissions management roadmap
- Established baseline data for Scope 3 categories of Employee Commute and Business Travel



Waste and Water Management

Reducing waste

- Reducing single-use virgin plastic in our markets
- Reviewing procurement guidelines and policies to include further sustainability considerations

Understanding our waste streams

- Refining waste classification, segregation, and strengthening data collection processes

Managing water stress

- Assessing our water conservation efforts, with prioritisation on operations within water stressed regions in order to develop more specific targets and conservation efforts

- Achieved reduction on single-use virgin plastic in non-clinical areas by 99% for IHH Singapore. IHH Malaysia ended 2023 with a commendable 79% reduction, including a 100% reduction in single-use plastic water bottles, and has since achieved the target
- Improved the waste data collection details across all markets
- Expanded internal targets on reducing single-use virgin plastic in non-clinical areas to other markets, and included these targets in the Group's Balanced Scorecard
- Identified regions that are water stressed for prioritisation in water efficiency efforts

Emissions Management

Our Approach

Whilst 2022 was focused on establishing baselines and setting preliminary targets, 2023 saw us shifting our efforts into ways to best achieve our Scope 1 and 2 emissions targets by 2025. To continue the progress towards our goals, key performance indicators related to climate change performance and greenhouse gas (GHG) emissions reduction targets were included in the Group's Balanced Scorecard, linking it to all our management and executive remuneration.

Our emissions measurement approach is largely based upon the guidance provided through the GHG Protocol. Scope 1 emissions would be calculated based on data on direct emission sources. The sources include on-site fuel use, anaesthetic gases, and refrigerant top-ups. Scope 2 emissions are calculated from data related to electricity use and district heating, where applicable. Emission factors used are based upon the latest available data from Intergovernmental Panel on Climate Change (IPCC), and GHG Protocol's cross sector tools. Grid emissions factors were obtained from the respective countries' published information and the Institute for Global Environment Strategies.

To further enhance the robustness of our GHG emissions reporting, we continue to perform limited assurance on our GHG emissions. For 2023, limited assurance was conducted for Scope 1 and Scope 2 emissions in two IHH Malaysia hospitals. This verification exercise gives confidence on our data and helps us refine our processes across our markets. The verification exercise is ongoing and the verification statement will be published on the IHH website (see page 75)

As part of our announced goal of strategising for Scope 3 emissions by 2023, we are developing a roadmap that enables a longer-term strategic approach to the calculation, reporting and management of Scope 3 emissions across our organisation.

Our Progress in 2023

Emissions management plays a pivotal role in mitigating environmental impact. In 2023, we made significant headways in the following areas:

1. Setting reduction targets for anaesthetic gas emissions

Emissions from anaesthetic gases account for 8.4% of our Scope 1 and 2 GHG emissions. Desflurane, in particular, has a significantly higher global warming potential (GWP) as compared to other anaesthetic gases¹. Our hospitals in our core markets have committed to reducing anaesthetic gas emissions and these targets have been added to the Group's Balanced Scorecard for 2024.

2. Improving energy efficiency and increasing renewable energy generation

We continue to optimise our operational processes and invest in technologies and equipment that reduce energy consumption. Some examples include replacement of energy-inefficient chillers, upgrading of fluorescent light tubes to LED lights, replacement of traditional ceiling fans to quieter and more efficient brushless direct current motor fans, and more.

By increasing our reliance on clean, on-site solar energy production, we seek to not only reduce our direct emissions but also contribute positively to the broader renewable energy landscape. Concurrently, we are actively exploring collaborations in off-site renewable energy generation that will reduce our Scope 2 emissions.

Anaesthetic gases and their environmental impact

Desflurane, an anaesthetic gas, stands out not only for its widespread use but also for its considerable environmental impact. It exhibits a greenhouse effect that is 20 to 50 times worse than its medical counterparts and 2,500 times more potent than carbon dioxide in warming our planet.

CO₂ Equivalent for 1 MAC*-hour of Common Anesthetic Gases in Kilometres Driven

Sevoflurane	6.5km
Isoflurane	14km
Nitrous Oxide	95km
Desflurane	320km

Source: Hanna M, Bryson GL. A long way to go: minimizing the carbon footprint from anesthetic gases. *Canadian Journal of Anesthesia/ Journal canadien d'anesthésie*. 2019;66(7):838-839. Published March 15, 2019. doi:https://doi.org/10.1007/s12630-019-01348-1.

* MAC: Minimum Alveolar Concentration

3. Charting our Scope 3 emissions management roadmap

We set the groundwork for disclosure of Scope 3 emissions by focusing on the following:

- Commenced measuring and disclosing Scope 3 emissions starting with Business Travel and Employee Commute
- Appointed an external climate consultant to support us in developing a wider Scope 3 emissions roadmap setting out our options for accounting methodology, assessment boundaries, and data sources across all 15 emissions categories as defined by the Greenhouse Gas Protocol (GHGP)
- Researched the significance of each emission category to prioritise where we shall establish our next Scope 3 emission inventories, likely disclosure goals, and action plans for emissions reduction

71%

of the global healthcare industry's carbon footprint is derived from the healthcare supply chain (Scope 3), including the production, transport, and disposal of goods and services, such as pharmaceuticals and other chemicals, food and agricultural products, medical devices, hospital equipment, and instruments².

¹ Smith et. al. The Earth's Energy Budget, Climate Feedbacks, and Climate Sensitivity Supplementary Material. Published August 9, 2021. <https://www.ipcc.ch>.

² Healthcare Without Harm and Arup. Health Care's Climate Footprint. Published September 23, 2019. Accessed March 1, 2024. <https://noharm-global.org>.

See page 74: Planet Scorecard for more details.

To reflect our newly expanded scope and to enhance reporting clarity, 2022's emissions figures have been restated. These new figures include updated emissions factors, updated data from our hospitals, clinics, and laboratories. The restated 2022 figures includes estimates on anaesthetic gases used in Europe. The expanded reporting scope include emission data from all clinics, laboratories, and management offices across our markets, except Fortis hospitals, laboratories operating in India, and GJPMC in Brunei.

Restatement of historical figures are meant to provide consistency from year to year and does not change our targets set for 2025.

In 2023, our Scope 1 and Scope 2 emissions intensity per patient bed-day decreased by 3.8% while our total Scope 1 and 2 emissions increased by 5.1%. The increase in total emissions was mainly attributable to an increase in patient load and 2023 being recorded as the hottest year (See page 69 for more information). More electricity was used to maintain the hospitals at a comfortable ambient temperature. We remain committed to implement initiatives such as anaesthetic gas reduction and large scale renewable energy projects so that we can meet our 2025 emissions targets.

Targets and Metrics

Targets	Metrics	2022	2023
To cap Scope 1 and Scope 2 emissions at 2022 baseline level by 2025, inclusive of IHH's growth	Total Scope 1 and 2 emissions, metric tonnes CO ₂ e	276,883 Scope 1: 71,764 Scope 2: 205,119	290,639 Scope 1: 80,528 Scope 2: 210,111
To reduce year-on-year Scope 1 and Scope 2 carbon intensity per patient bed-day	Carbon intensity, metric tonnes CO ₂ e per patient bed-day	0.1508	0.1453
Long-Term Target: To achieve Net-Zero emissions by 2050	To be SBTi (Science Based Targets initiative) ready by 2025	Established Scope 1 and Scope 2 baseline	Reported on 2 of 15 Scope 3 categories*

* For more details, please refer to Planet Scorecard on page 74.



Responsible Sourcing

As part of our procurement process, we carefully consider how our actions can be used to positively impact our patients, employees, the environment, and the communities where we operate in. Working hand in hand with our suppliers, we aim to address a variety of complex and interconnected issues, including business ethics, health and safety, human rights and modern slavery, data protection and security, decarbonisation, and waste management.

The smooth operation of our hospitals, clinics, and pharmacies is heavily dependent on the global supply chain. Our suppliers play a pivotal role in providing us with a diverse array of goods and services, and are also crucial partners in our sustainability journey.

As part of responsible sourcing, we will progressively embed sustainability within our procurement processes

and ensure that our sustainability expectations extend to our suppliers, which include contractors, service providers, and consultants.

Our Performance

	2023
Proportion of spending on local suppliers**	98.7%

** Local suppliers refer to companies or persons that provide products or services to the reporting company, and that is based in the same geographic market as the reporting company (that is, no transnational payments are made to a local supplier).



Highlights

Advancing Green Practices in IHH Malaysia

Implementing the Building Efficiency Index (BEI)

IHH Malaysia has introduced a BEI across its 16 hospitals to better assess and manage its energy efficiency initiatives. The BEI has helped in identifying effective strategies for each hospital, including the optimisation of chiller settings and the installation of advanced refrigerant flow systems in operating theatres. These measures have contributed to a 12.5% reduction in energy intensity across the hospital network.

Solar Panel Installations

In addition to the BEI, IHH Malaysia has started implementing solar panel installations at all its 16 hospitals. As of November 2023, roof-top solar have been operationalised in our Pantai hospitals in Batu Pahat, Penang, Cheras, and Ampang. This initiative is part of the organisation's efforts to increase the use of renewable energy and improve energy self-sufficiency. The remaining hospitals in Malaysia are expected to have their solar systems operational by the end of 2025.

Greening Operating Theatres

Alongside these energy initiatives, IHH Malaysia is also working on making its operating theatres more environmentally friendly. As a start, they have commenced reducing their usage on desflurane, an environmentally harmful anaesthetic gas. These steps are aligned with IHH's broader goals of reducing environmental impact in healthcare and complement existing energy efficiency measures.

Mangrove Planting Initiative

IHH Malaysia has joined the country's national effort to plant 1 million mangrove trees by 2030, a project led by Malaysia's Environmental and Forestry Government Departments. In 2023, IHH Malaysia contributed to this goal by planting 2,827 mangrove saplings across various locations. In 2024, we plan to involve more hospitals in this initiative, continuing the effort to aid in the growth of mangrove ecosystems.



Drone imagery of our solar panels at Pantai Hospital Batu Pahat, IHH Malaysia.

Conserving Energy in Gleneagles Hong Kong



Gleneagles Hospital Hong Kong (GHK) has undertaken many energy efficiency measures over 2022 and 2023. In 2022, initiatives included introducing a food waste to energy system, implementing rooftop solar installations, and installing EV charging stations.

In 2023, the primary focus was placed on furthering energy efficiency efforts such as:

- Replaced over 4,000 fluorescent light tubes with energy efficient LED.
- Adjusted the Chilled Water System (CHWS) from 7°C to 9°C.
- Introduced an AI-augmented optimisation system to the hospital's chiller plant.

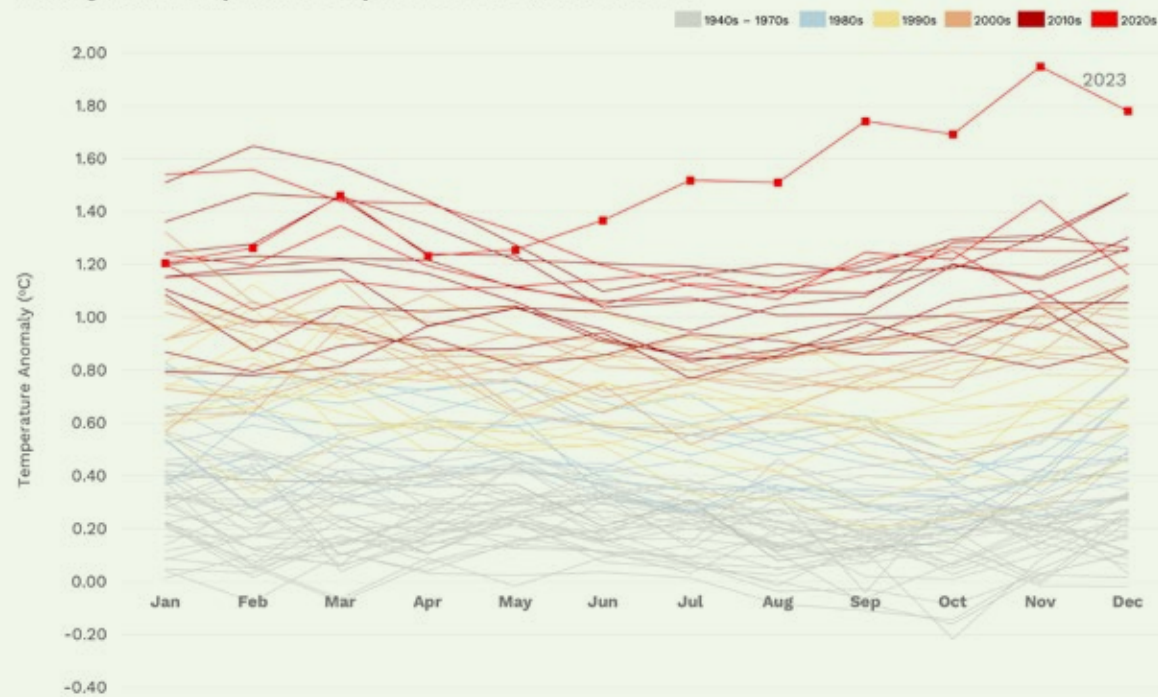
As a result of all the efforts, GHK was able to achieve a 15.1% reduction in energy intensity as compared to the 2022 baseline.

2023 – World's Hottest Calendar Year

2023 was the world's hottest calendar year in global temperature data records going back to 1850. Not only was it the warmest year on record;

- 2023 marked the first time that every day within a year has exceeded 1°C above the 1850-1900 pre-industrial levels.
- Close to 50% of days were more than 1.5°C warmer than the 1850-1900 levels.
- Each month from June to December in 2023 was warmer than the corresponding month in any previous year.

Monthly Global Temperature Compared with Pre-Industrial Levels



<https://www.ecmwf.int/en/about/media-centre/news/2024/2023-was-hottest-year-record-copernicus-data-show>

Adapting to a Warmer World with Innovation in Acıbadem

One of our core markets, Türkiye also saw the hottest summer on record. The prolonged hot season impacted our hospital operations as additional efforts were required to keep the buildings cool and comfortable. This shift towards hotter years is becoming the new normal, prompting Acıbadem to further enhance its sustainable practices and climate resilience measures.

In a forward-thinking move, Acıbadem introduced trigeneration systems at Altunizade Hospital and Maslak Hospital. This approach was especially beneficial during the unusually hot summer, where the systems' efficient use of boiled water and waste heat recovery played a pivotal role. By channelling recovered heat to absorption chillers, these systems have enabled more effective building cooling, showcasing Acıbadem's commitment to managing its carbon footprint responsibly.

Complementing this, Acıbadem has adopted several sustainable practices to enhance efficiency and minimise environmental impact. These include:

- Programmed operational times for lights and air handling units;
- Set fixed temperature ranges for common areas, chillers, and boilers to reduce energy wastage; and
- Upgraded air handling units in some hospitals to electronically commutated systems, which are 47% more efficient than traditional belt type systems.

Through such efforts and initiatives, Acıbadem aims to continue delivering top-tier healthcare while conscientiously managing its carbon footprint and enhancing resilience against the challenges posed by global climate change.



Looking Ahead

To create a better world for generations to come, we remain committed to achieving Net-Zero by 2050. This includes our plans to fully develop our TCFD roadmap in 2024, and to be SBTi (Science Based Targets initiative) ready by 2025, so that we may have a clear decarbonisation pathway in line with the latest climate science.



Reducing Scope 1 emissions

We will continue to encourage the use of alternative surgical anaesthesia options across our hospitals, such as switching from desflurane to lower emissions alternatives and being more efficient in our anesthetic gas usage approaches.



Improving sustainability data collection

We also expect the full implementation of our cloud-based environment data management platform by the end of 2024. This will allow us to have greater data accuracy with higher frequency which will allow us to decarbonise our business operations more readily.



Accelerating our shift to renewable energy

We are working towards full deployment of roof-top solar projects across all IHH Malaysia hospitals by the end of 2024. Beyond localised deployment, we are concurrently working renewable energy producers to lower our significant brown electricity usage through mechanisms such as Virtual Power Purchase Agreements, across all of our core markets.



Fostering a culture of continuous learning

At IHH, we believe that continuous learning is the bedrock to foster a greater sustainability culture. Building on the sustainability awareness training conducted in 2023, we will embark on segmented, more focused sustainability training based on our priorities. For 2024, we aim to mature our Scope 3 GHG emissions accounting, which requires a deeper analysis on our supply chains. We will start with sustainable procurement training for our procurement leads across our markets. This will empower them to enhance our procurement policies and processes with more sustainability considerations.



Waste and Water Management

Our Approach

Sustainable waste and water management is essential to protect public health and the environment, particularly in the healthcare sector. With our operations spread across various geographies, we work towards this commitment through an adherence to stringent waste management guidelines and continual efforts to improve water efficiency.

Our hospitals, clinics, and labs comply with the local waste management regulations, engaging only licensed contractors for clinical waste disposal. This compliance is complemented by an emphasis on reducing waste at the source, employing reuse and recycling strategies, and expanding waste reporting categories. Waste segregation at the point of disposal is a critical step in this process, allowing for more effective recycling and recovery activities to reduce the quantity of general waste destined for incineration or landfills.

In parallel, we are acutely aware of the challenges posed by water stress, particularly in regions susceptible to climate change-induced droughts. Recognising the critical role of

water in hospital operations, each of our markets will look into more water conservation efforts and we will develop a comprehensive water efficiency strategy to mitigate future risks associated with water scarcity.

Our Progress in 2023

In 2022, we set a target to reduce single-use virgin plastic by 90% in non-clinical areas in IHH Malaysia and IHH Singapore by 2023. IHH Malaysia ended 2023 with a commendable 79% reduction, including a 100% reduction in single-use plastic water bottles, and has since achieved the target.

We have expanded our waste reporting categories to include data on how much waste was incinerated, recycled, and sent to landfills, across the markets. In addition, we have identified the water stressed regions in which we operate in. This would allow us to prioritise resources and attention needed for the initiatives that we would undertake.

See also page 74: Planet Scorecard for more Waste and Water Management related data.

Expanding Efforts with Plastic ACTION (WWF PACT)

In 2022, IHH Healthcare was the first healthcare organisation to join the World Wide Fund for Nature Plastic ACTION (WWF PACT) initiative. Leveraging upon the tools provided by WWF PACT, we have been making more decisions on the alternatives to single-use virgin plastics in our non-clinical areas.



Targets and Metrics¹

Targets	Metrics		2022	2023
Reduce single-use virgin plastic by 90% in non-clinical areas in IHH Malaysia and IHH Singapore by 2023.	Percentage reduction of single-use virgin plastic ² in non-clinical areas (against 2021 baseline)	Malaysia	66%	79%
		Singapore	44%	99%



¹ We have expanded the entities that we are reporting on. Specifically, we have expanded to include all clinics, laboratories, and management offices across our markets, but does not include the Fortis hospitals and labs operating in India.

² Refers to plastic water bottles, cups, cutleries, bowls, straws and lunch boxes.

Highlights

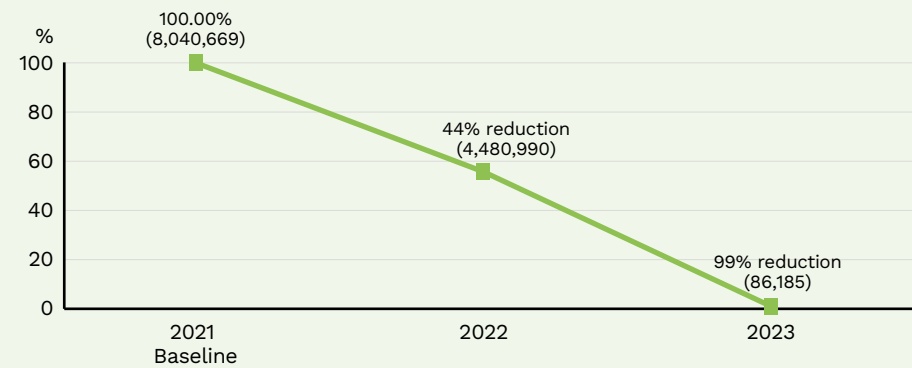
In 2023, our markets have undertaken commendable efforts to reduce waste sources, increase recycling, and improve water efficiency. Here are some of the initiatives in 2023 that showcase our commitment to protecting our planet.

Advancing Sustainable Waste Management in Singapore

Reducing Reliance on Single-Use Virgin Plastics

IHH Singapore’s hospitals made a significant stride as they worked towards the target to achieve at least 90% reduction in single-use virgin plastics in non-clinical areas by 2023. This effort involved replacing items like cups, bowls, and plastic water bottles with sustainable alternatives such as reusable metal utensils. Through diligent tracking, facility inspections, and collaboration with vendors, the hospitals achieved a 99% reduction in single-use virgin plastics by the end of 2023. A notable achievement was the complete substitution of plastic water bottles with water pitchers and ceramic mugs, realising a 100% reduction in this specific area.

IHH Singapore achieved over 90% reduction in single-use virgin plastics* in non-clinical areas



* Refers to number of pieces of plastic water bottles, cups, cutlery, bowls, straws and lunch boxes

Enhancing Biohazard Waste Segregation at Mount Elizabeth Novena

Looking beyond non-clinical areas, Mount Elizabeth Novena Hospital has been improving its biohazard waste segregation processes by focusing on upstream clinical waste segregation within the wards and operating theatres. Segregating correctly has led to a 36% reduction in biohazardous waste in Mount Elizabeth Novena Hospital. This has eased the burden and cost of managing biohazardous waste. Furthermore, it has also opened up potential avenues for greater recycling on general waste, reinforcing the hospital’s commitment to environmental responsibility and operational efficiency.



Leveraging Technology to Improve Water Conservation in IHH India



As part of our ongoing efforts to promote environmental stewardship, IHH India identified a critical need to upgrade its water treatment processes. The outdated Electrocoagulation technology no longer matched our sustainability ambitions, prompting us to seek a more efficient and innovative solution.

The solution came in the form of Membrane Bioreactor (MBR) technology, a cutting-edge replacement chosen for its superior water treatment, reduced sludge production, and better system design.

The effort has improved water quality and resulted in a net saving of 70,000 litres of water per day – equivalent to 10 Olympic-sized swimming pools annually. By adopting MBR technology, IHH India not only boosted operational efficiency but also made substantial contributions to water conservation.

Environmental Stewardship: From Beach Cleanups to Upcycling Efforts Across Malaysia and Singapore

As part of our ongoing efforts to reduce waste and encourage upcycling, IHH Healthcare spearheaded several initiatives throughout the year. These initiatives foster a collective sense of responsibility for the well-being of our oceans and the planet.



Beach cleanups

In Malaysia, the cleanup at Pantai Acheh, Selangor, led by the Group Procurement team and partnering organisations, resulted in 264kg of coastal waste collected, which was then recycled. Similarly, Pantai Hospital Penang has been holding monthly beach cleaning activities since November 2022.

In Singapore, IHH colleagues have participated in several beach cleanups throughout 2023, contributing to the efforts to reduce marine pollution.



Upcycling for a Greener Future

At Gleneagles Hospital Kota Kinabalu, an upcycling project converted 75kg of discarded linen sheets into tote bags.

This initiative not only helped divert waste from landfills but also provided employment opportunities to 15 skilled artisans, supporting their livelihoods. Additionally, for every tote bag sold, a tree was pledged to be planted, further extending the environmental benefits of this project.



Repurposing Furniture for Stronger Communities

Mount Elizabeth Hospital in Singapore embraced sustainability when one of their wards was undergoing renovations. Rather than disposing of old furniture, they chose to give these items a new lease on life. A total of 557 furniture pieces, including patient beds, geriatric chairs, tables, flasks, trolleys, and paintings, were upcycled and donated. The impact of this effort extended to 15 different local beneficiaries across Singapore, reducing waste and providing support to various communities.

Looking Ahead

Drawing on the successes and learnings of IHH Malaysia and IHH Singapore, we are expanding our targets to reduce single-use plastics in non-clinical areas across our core markets. To encourage progress against these targets, we have also added them to the Group's Balanced Scorecard. This step is a sign of commitment to significantly curbing plastic waste and enhancing sustainability across our global footprint. We are also exploring opportunities to reduce single-use virgin plastic in clinical areas within our operations, starting with IHH Malaysia.

Moreover, we are in the process of developing more nuanced waste management approaches. These approaches will focus on improving waste segregation in non-clinical waste, ensuring that our operations contribute to a more sustainable and waste-efficient future. This initiative reflects our deep understanding of the diverse waste management challenges and opportunities in our markets. Recognising the importance of sustainable water use, especially in water-stressed regions, we are exploring measures to improve water efficiency across our operations.

In our continuous effort to minimise our environmental impact, we will be looking into collaborations with vendors to retrofit sub-systems, prioritising this over full system replacements. This strategy will reduce our material footprint while extending the life of existing systems. Additionally, we are engaging with suppliers to explore sustainable alternatives for our consumables, underscoring our commitment to responsible resource use.

Planet Scorecard

Energy Use	FY2022 ¹	FY2023
Total energy consumed (Gigajoules)	2,136,705	2,227,572
– Grid electricity	NR	57.9%
– Natural gas & liquefied petroleum gas	NR	38.1%
– Petrol & diesel	NR	2.0%
– Renewable energy (rooftop solar, off-site renewable)	NR	2.0%
Energy consumption intensity (Megajoules/patient-bed-day)	1,166	1,113

Greenhouse Gas (GHG) Emissions	FY2022 ¹	FY2023
Total Scope 1 and 2 GHG emissions (tCO₂e)	276,883	290,639
– Scope 1 GHG emissions (tCO ₂ e)	71,764	80,528
– Scope 2 GHG emissions (tCO ₂ e)	205,119	210,111
Total Scope 1 and 2 GHG emissions intensity (tCO₂e/patient-bed-day)	0.1511	0.1453
Total Scope 3 emissions (tCO₂e)	NR	18,846
– Business travel	NR	2,747
– Employee commuting	NR	16,099

NR: Not Reported

Data in this scorecard excludes Fortis hospitals (India), Agilis laboratories (India), and GJPMC (Brunei)

Figures may not sum accurately due to rounding differences.

Waste	FY2022 ¹	FY2023
Total waste (metric tonnes)²	14,308	39,019
Total hazardous waste ³ (metric tonnes)	8,352	27,939
Total non-hazardous waste (metric tonnes)	5,956	11,079
– Recycled or Diverted from Landfill	NR	1,985 (17.9%)
– Incinerated	NR	4,572 (41.3%)
– Landfill	NR	4,522 (40.8%)

Water	FY2022 ¹	FY2023
Total amount of water used (megalitres)	3,123	3,553
Water usage intensity (litres/patient-bed-day)	1,704	1,776
Number of hospitals operating in water-stressed regions ⁴	NR	27

¹ All 2022's energy use, GHG emissions, waste, and water data are restated due to updated reporting scope, source data, and emission factors.

² Regulatory requirements on waste reporting differ between countries. Over 2023, waste data availability improved for IHH Malaysia and IHH India. Data does not include non-hazardous unsorted waste in Türkiye and Europe.

³ Hazardous waste includes medical waste. All hazardous waste are treated according to local regulatory requirements and are considered as diverted to disposal. For example, biohazard waste in Singapore undergo high temperature incineration and all bottom-ash from incineration would then be sent to landfill.

⁴ Defined as High and Extremely High on the Water Stress levels in the World Resources Institute's tool – Aqueduct Water Risk Atlas.

GRI Content Index

Statement of use: IHH Healthcare Berhad has reported with reference to the GRI Standards for the period 1 January 2023 to 31 December 2023

GRI 1 Used: GRI 1: Foundation 2021

Applicable GRI Sector Standard(s): None

SASB Code	GRI Standard	Disclosure Number	Disclosure Title	Page Reference
General Disclosures				
	GRI 2: General Disclosures 2021	2-1	Organisational details	3
		2-2	Entities included in the organisation's sustainability reporting	2
		2-3	Reporting period, frequency and contact point	2
		2-5	External assurance	The verification exercise is ongoing and the verification statement will be published on the IHH website – Planet Scorecard
		2-6	Activities, value chain and other business relationships	34-37 (Annual report)
		2-7	Employees	50
		2-9	Governance structure and composition	84 (Annual report)
		2-10	Nomination and selection of the highest governance body	101-105 (Annual report)
		2-11	Chair of the highest governance body	85 (Annual report)
		2-12	Role of the highest governance body in overseeing the management of impacts	11
		2-13	Delegation of responsibility for managing impacts	11
		2-14	Role of the highest governance body in sustainability reporting	2
		2-15	Conflicts of interest	71-83 (Annual report)
		2-16	Communication of critical concerns	48-51 (Annual report)
		2-17	Collective knowledge of the highest governance body	12
		2-18	Evaluation of the performance of the highest governance body	84-100 (Annual report)
		2-19	Remuneration policies	84-100 (Annual report)
		2-20	Process to determine remuneration	84-100 (Annual report)
		2-21	Annual total compensation ratio	84-100 (Annual report)
		2-22	Statement on sustainable development strategy	6-7
	2-23	Policy commitments	IHH website – Corporate governance policy disclosures: https://www.ihhhealthcare.com/investors/corporate-governance/corporate-governance-policy-disclosures	
	2-24	Embedding policy commitments	84-100 (Annual report)	
	2-25	Processes to remediate negative impacts	111-118 (Annual report)	
	2-26	Mechanisms for seeking advice and raising concerns	111-118 (Annual report)	
	2-29	Approach to stakeholder engagement	48-51 (Annual report)	
Material Topics				
	GRI 3: Material Topics 2021	3-1	Process to determine material topics	17-19
		3-2	List of material topics	19

GRI Content Index

SASB Code	GRI Standard	Disclosure Number	Disclosure Title	Page Reference
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Transparency (Quality of Care and Patient Stewardship)				
HC-DY-270a.1			Pricing and billing transparency	30
Data Privacy and Security				
HC-DY-230a.2	GRI 3: Material Topics 2021	3-3	Management of material topics	21; 35-36
HC-DY-230a.3	GRI 418: Customer Privacy 2016	418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	35
Our People				
Employee Safety and Total Well-Being				
	GRI 3: Material Topics 2021	3-3	Management of material topics	39-40
HC-DY-330a.1	GRI 403: Occupational Health and Safety 2018	401-1	New employee hires and employee turnover	51
		401-3	Parental leave	51
		403-5	Worker training on occupational health and safety	50
HC-DY-320a.1		403-9	Work-related injuries	50
People Engagement and Talent Development				
HC-DY-330a.2	GRI 3: Material Topics 2021	3-3	Management of material topics	39; 46-47
	GRI 404: Training and Education 2016	404-1	Average hours of training per year per employee	51
		404-2	Programmes for upgrading employee skills and transition assistance programmes	46-49
Diversity and Inclusion				
	GRI 3: Material Topics 2021	3-3	Management of material topics	39; 43
	GRI 405: Diversity and Equal Opportunity 2016	405-1	Diversity of governance bodies and employees	50
Our Planet				
Emissions Management				
	GRI 3: Material Topics 2021	3-3	Management of material topics	63-67
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		302-3	Energy intensity	74
	GRI 305: Emissions 2016	305-1	Direct (Scope 1) GHG emissions	74
		305-2	Energy indirect (Scope 2) GHG emissions	74
		305-3	Other indirect (Scope 3) GHG emissions	74
		305-4	GHG emissions intensity	74
Waste and Water Management				
	GRI 3: Material Topics 2021	3-3	Management of material topics	63-65; 71
	GRI 303: Water and effluents 2018	303-5	Water consumption	74
	GRI 306: Waste 2020	306-1	Waste generation and significant waste-related impacts	74
		306-2	Management of significant waste-related impacts	71
HC-DY-150a.2		306-3	Waste generated	74
HC-DY-150a.2		306-4	Waste diverted from disposal	74
HC-DY-150a.2		306-5	Waste directed to disposal	74

Summary Performance Table

Indicator	Measurement Unit	2023
Bursa (Anti-corruption)		
Bursa C1(a) Percentage of employees who have received training on anti-corruption by employee category		
Senior Management	Percentage	81.00
Management	Percentage	92.00
Executive	Percentage	94.00
Non-Executive	Percentage	91.00
Bursa C1(b) Percentage of operations assessed for corruption-related risks	Percentage	100.00
Bursa C1(c) Confirmed incidents of corruption and action taken	Number	3
Bursa (Community/Society)		
Bursa C2(a) Total amount invested in the community where the target beneficiaries are external to the listed issuer	MYR	35,635,131.00
Bursa C2(b) Total number of beneficiaries of the investment in communities	Number	328,661
Bursa (Diversity)		
Bursa C3(a) Percentage of employees by gender and age group, for each employee category		
Age Group by Employee Category		
Senior Management Under 30	Percentage	12.00
Senior Management Between 30-50	Percentage	52.00
Senior Management Above 50	Percentage	36.00
Management Under 30	Percentage	3.00
Management Between 30-50	Percentage	77.00
Management Above 50	Percentage	20.00
Executive Under 30	Percentage	29.00
Executive Between 30-50	Percentage	65.00
Executive Above 50	Percentage	6.00

Internal assurance

External assurance

No assurance

(*)Restated

Summary Performance Table

Indicator	Measurement Unit	2023
Non-Executive Under 30	Percentage	50.00
Non-Executive Between 30-50	Percentage	39.00
Non-Executive Above 50	Percentage	11.00
Gender Group by Employee Category		
Senior Management Male	Percentage	49.00
Senior Management Female	Percentage	51.00
Management Male	Percentage	40.00
Management Female	Percentage	60.00
Executive Male	Percentage	31.00
Executive Female	Percentage	69.00
Non-Executive Male	Percentage	31.00
Non-Executive Female	Percentage	69.00
Bursa C3(b) Percentage of directors by gender and age group		
Male	Percentage	80.00
Female	Percentage	20.00
40-49 years	Percentage	20.00
50-59 years	Percentage	20.00
60-69 years	Percentage	60.00
Bursa (Energy management)		
Bursa C4(a) Total energy consumption	Megawatt	70.64
Bursa (Health and safety)		
Bursa C5(a) Number of work-related fatalities	Number	0
Bursa C5(b) Lost time incident rate ("LTIR")	Rate	13.40

Internal assurance

External assurance

No assurance

(*)Restated

Summary Performance Table

Indicator	Measurement Unit	2023
Bursa C5(c) Number of employees trained on health and safety standards	Number	40,252
Bursa (Labour practices and standards)		
Bursa C6(a) Total hours of training by employee category		
Senior Management	Hours	25,223
Management	Hours	48,990
Executive	Hours	147,636
Non-Executive	Hours	818,569
Bursa C6(b) Percentage of employees that are contractors or temporary staff	Percentage	15.00
Bursa C6(c) Total number of employee turnover by employee category		
Senior Management	Number	108
Management	Number	539
Executive	Number	2,796
Non-Executive	Number	6,630
Bursa C6(d) Number of substantiated complaints concerning human rights violations	Number	0
Bursa (Supply chain management)		
Bursa C7(a) Proportion of spending on local suppliers	Percentage	98.70
Bursa (Data privacy and security)		
Bursa C8(a) Number of substantiated complaints concerning breaches of customer privacy and losses of customer data	Number	0
Bursa (Water)		
Bursa C9(a) Total volume of water used	Megalitres	3,553.000000
Bursa (Waste management)		
Bursa C10(a) Total waste generated	Metric tonnes	39,019.00
Bursa C10(a)(i) Total waste diverted from disposal	Metric tonnes	1,985.00

Internal assurance

External assurance

No assurance

(*)Restated

Summary Performance Table

Indicator	Measurement Unit	2023
Bursa C10(a)(ii) Total waste directed to disposal	Metric tonnes	37,034.00
Bursa (Emissions management)		
Bursa C11(a) Scope 1 emissions in tonnes of CO ₂ e	Metric tonnes	80,528.00
Bursa C11(b) Scope 2 emissions in tonnes of CO ₂ e	Metric tonnes	210,111.00
Bursa C11(c) Scope 3 emissions in tonnes of CO ₂ e (at least for the categories of business travel and employee commuting)	Metric tonnes	18,846.00

Internal assurance

External assurance

No assurance

(*)Restated



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