

1. ABOUT IHH HEALTHCARE

Our Identity

Welcome to IHH Healthcare. Joining IHH means becoming part of an international healthcare network that is committed to making a difference in the lives of patients, employees and communities. At the heart of the organisation is the purpose, “Touching Lives, Transforming Care.” This purpose reflects IHH’s commitment to providing quality healthcare while continuously improving the way care is delivered. IHH’s vision is to be the world’s most trusted healthcare services network, supported by a mission to provide exemplary patient care through people who are committed to clinical, operational and service excellence.

The way IHH works is guided by five core values: Patients First, Integrity, Empathy, Teamwork and Excellence. These values provide a common foundation for employees across the organisation. Putting Patients First means understanding that every decision ultimately affects the people who trust IHH with their health. Integrity means acting honestly and responsibly, while Empathy reminds us to understand the experiences and needs of others. Teamwork recognises that quality healthcare depends on people working together, and Excellence encourages everyone to continuously improve the way they work and serve patients.

Our Global Reach

IHH Healthcare operates on a large international scale, with more than 80 hospitals across 10 countries, supported by over 13,000 operational beds and 70,000 employees. Its network includes recognised healthcare brands such as Pantai, Gleneagles, Prince Court, Island Hospital, Mount Elizabeth, Fortis and Acibadem. Although these brands operate in different markets and have their own histories, they are connected by a shared commitment to quality, patient-centred care and healthcare excellence.

For a new employee, this means being part of something much larger than an individual hospital or department. IHH brings together people with different experiences, skills and backgrounds, allowing knowledge and expertise to be shared across the wider healthcare network. Every employee contributes to the organisation’s purpose in their own way, whether their role involves direct patient care, business operations, technology, administration or other areas of support.

2. CARE FOR GOOD

Our Approach to Sustainability

Healthcare is closely connected to the well-being of people and the environment around them. IHH recognises that its responsibility does not stop at treating patients. The organisation also has a role to play in supporting its employees, contributing to healthier communities and reducing the environmental impact of its operations. This broader approach is reflected in IHH’s sustainability agenda, “Care. For Good.”

“Care. For Good.” represents IHH’s commitment to go beyond the traditional idea of simply doing no harm. Instead, the organisation aims to actively contribute to a healthier and more sustainable world. The framework is built around four connected pillars: Patients, People, Public and Planet. These pillars provide a simple way to understand how sustainability is connected to the organisation’s

everyday work. Caring for patients means providing responsible and meaningful healthcare. Caring for people means creating a workplace where employees can develop and feel supported. Caring for the public means contributing to healthier communities, while caring for the planet means reducing the environmental impact of healthcare operations.

3. PATIENTS: EMPOWERING OUR PATIENTS

Patients are at the centre of IHH's purpose and sustainability approach. The organisation is committed to providing care that is safe, evidence-based, empathetic and focused on outcomes that matter to patients. Through its focus on Value-Driven Outcomes, IHH looks beyond simply treating an illness and considers whether the care provided creates meaningful value and better outcomes for the people receiving it. This supports the organisation's commitment to putting Patients First while maintaining high standards of clinical excellence.

Innovation and digitalisation are also changing the way patients experience healthcare. More than 8 million patients have online access to their medical records, giving them greater access to their own health information. IHH also works with AI innovators to explore how technology can support areas such as diagnostics and patient safety. These developments show how technology can be used to make healthcare more accessible, connected and convenient.

At the same time, greater use of technology comes with a responsibility to protect patient information. Medical records contain highly personal information, making privacy and cybersecurity an important part of responsible healthcare. IHH maintains measures to protect patient information and strengthen trust in its digital healthcare environment. For every employee, protecting patient trust is an important part of providing responsible care.

4. PEOPLE: SHAPING THE BEST PLACE TO WORK

People are at the heart of IHH Healthcare. Providing excellent healthcare depends not only on clinical expertise, but also on having employees who feel supported, respected and empowered to contribute. IHH therefore takes a holistic approach to employee well-being, focusing on five areas: physical, mental, emotional, recovery and purpose. Employees have access to resources such as the Intellect mental health platform and support from Mental Health First Aiders. This approach reflects the belief that supporting employee well-being contributes to better care for patients.

Creating a supportive workplace also means valuing different backgrounds and perspectives. IHH's approach to diversity focuses on five dimensions: Gender, Generational, Differently Abled, Skillset and Cultural. In 2024, women held 49% of leadership roles, reflecting the organisation's continued focus on diversity and inclusion. A diverse workplace allows people with different experiences and perspectives to contribute to the organisation and strengthens the way teams work together.

IHH also places importance on employee development and career growth. In 2024, employees completed more than 1.2 million training hours globally. Programmes such as I.GLOBE, I.LEAD, I.ELEVATE and I.SHINE provide opportunities for employees to strengthen their capabilities and develop their careers. Employee feedback is also valued through engagement surveys, with IHH recording an employee engagement score that was 3% above the global healthcare benchmark in 2024.

For new recruits, joining IHH is therefore not only about starting a new job. It is also an opportunity to learn, develop new skills and grow within a healthcare organisation that values its people.

5. PUBLIC: NURTURING A HEALTHIER SOCIETY

IHH's responsibility extends beyond its hospitals and clinics to the communities where its employees live and work. Through the Public pillar, IHH focuses on wider health challenges, prevention, early detection and improving access to healthcare for communities that need it most.

One of the areas IHH addresses is Antimicrobial Resistance (AMR), which is an important global health challenge. IHH has implemented AMR interventions aligned with U.S. CDC guidelines across its hospitals. This supports stronger infection prevention and encourages more responsible approaches to antimicrobial use.

Prevention and early detection are another important part of IHH's contribution to public health. Since 2022, the IHH network has conducted more than 3.1 million health and cancer screenings. These programmes encourage individuals to identify potential health risks earlier and take proactive steps towards their health and well-being.

IHH also supports communities through social impact initiatives. Through its Life Renewed programme, IHH has subsidised cancer treatments for underserved patients in Malaysia, helping to reduce barriers to essential healthcare. During regional disasters, IHH teams also provide medical relief to communities affected by emergencies. These initiatives demonstrate that IHH's commitment to care extends beyond its healthcare facilities and into the wider communities it serves.

6. PLANET: PROTECTING OUR FUTURE

A healthy environment is an important part of a healthy society. As a healthcare organisation, IHH recognises that its operations can have an environmental impact and therefore continues to take steps towards more sustainable healthcare. Under the "Care. For Good." framework, IHH is working to reduce emissions, improve resource use and build more sustainable operations.

IHH has committed to capping carbon growth by 2025 and is working towards its longer-term ambition of achieving Net-Zero emissions by 2050. These commitments support efforts to improve energy efficiency, increase the use of renewable energy and reduce carbon-intensive practices across hospitals and facilities.

These environmental commitments are supported by practical actions. IHH has achieved up to a 55% reduction in desflurane use, helping to reduce the environmental impact associated with this high-emission anaesthetic gas. In Malaysia, rooftop solar installations across 10 hospitals support the transition towards cleaner energy. IHH has also achieved more than a 90% reduction in single-use virgin plastics in non-clinical areas, showing how changes in everyday operations can contribute to wider environmental goals.

For employees, sustainability can also be reflected in everyday decisions, from the way resources are used to how waste is managed. Small actions across a large organisation can contribute to meaningful change.

7. GOVERNANCE AND INTEGRITY

Trust is fundamental to healthcare. Patients, employees, communities and stakeholders expect IHH to operate responsibly and ethically. Strong governance therefore plays an important role in ensuring that the organisation's commitment to "Care. For Good." is reflected not only in the way it provides healthcare, but also in the way it conducts its business.

IHH promotes ethical conduct through its Anti-Bribery and Corruption policies, Group Code of Conduct and mandatory compliance requirements. These provide employees with clear expectations for responsible behaviour and help strengthen accountability across the organisation. Integrity is not limited to formal policies. It should also be reflected in the decisions employees make and the way they interact with others every day.

IHH also encourages employees and stakeholders to speak up when they encounter improper conduct or potential violations. Through EthicsPoint, a confidential reporting channel, concerns can be raised through an established process. The whistleblowing approach includes protection from retaliation, helping employees raise concerns safely and responsibly.

YOUR ROLE IN CARE FOR GOOD

As a new recruit, sustainability is not something that belongs only to one department or team. It is part of how everyone contributes to IHH. Putting Patients First can be reflected in the way we communicate and provide support. Caring for People means treating colleagues with respect and contributing to a positive workplace. Supporting the Public means understanding how our work can contribute to healthier communities. Caring for the Planet means being mindful of resources and waste. Practising Integrity means making responsible decisions and speaking up when something is not right.

Every role contributes to the larger purpose of IHH Healthcare. Whether you work directly with patients or support the organisation through another function, your actions can influence the quality of care, the experience of colleagues and the impact IHH has on society.