



Sustainability complementary data report

Introduction

We are pleased to present our 2022 sustainability complementary data report. This report provides our stakeholders with detailed data that reflect the sustainability performance for the year under review. The report is a supplement to the 2022 integrated annual report, which can be accessed via our website.

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OUR APPROACH TO SUSTAINABILITY

At Life Healthcare we believe that sustainability makes good business sense. The creation of value to our stakeholders while preserving the environment and enhancing the livelihood of the communities we operate in form the basis of our approach to sustainability. We recognise the integration environmental social and governance (ESG) principles in our value creation as a strategic tool to attain our long-term goals. ESG continues as a key strategic focus area for the long-term viability of our business.

SCOPE AND BOUNDARY

The information contained in this report includes our southern African business (SA) and the International operations. The environmental section of this report only includes data from the SA business.



A number of non-financial indicators were assured by Deloitte. For more information regarding these indicators and the independent assurance report, refer to page 38.

HIGHLIGHTS OF ACHIEVEMENTS IN 2022

Southern African operations

- Four mobile clinics fully fitted with mobile ophthalmic equipment were donated to the SANCB. This sponsorship has yielded screening of more than 70 000 patients for eye care services
- More than 20 000 cataract surgeries undertaken in peri urban and rural areas across South Africa
- 25 play pumps have been installed in schools and communities
- 5% water saving in southern Africa
- 23.7% reduction in total healthcare risk waste generated (Kg/PPD) in 2022

International operations

- Both the Ireland and UK business procure 100% renewable energy for directly controllable sites
- Alliance Medical in the UK has introduced 57 electric plug-in cars from February 2021 to March 2022
- AMG has made several charitable donations during the year and has received complimentary feedback from the Medical Director of the organisation called Younger People With Dementia

"Alliance Medical's donation to YPWD Berkshire CIO provides an opportunity to help reduce the negative impact of scan results and consequent diagnosis of young onset dementia by supporting groups that will offer post-diagnostic intervention, peer support and help for their families. In this way, Alliance Medical will be helping to support community resilience and education and reduce stigma that can sometimes be associated with a dementia diagnosis, especially at such a young age. Thank you Alliance Medical, donations such as yours have been described as life changing" *Dr Jacqui Hussey, YPWD Medical Director.*

Group Chief Executive's message



Peter Wharton-Hood
Group Chief Executive (GCE)

We aspire to continue **Making life better** for our patients, our employees and our communities by implementing and entrenching sustainability into our business.

ESG continues as a key strategic focus area for the long-term viability of our business. The environmental roadmap and strategy were presented in the Board strategy session held in September 2022.

The presentation included the ESG strategy roadmap, the principles of calculating a baseline for our southern African and International businesses, our longer-term, milestone-based approach to the development of the environmental targets, as well as provisional targets set for the 2026 strategy. The specific environmental targets will be presented during May 2023 to the Board for approval.

A full catalogue of our achievements to date across our southern Africa and International businesses has been compiled in order to assess and articulate our ambition statement. These achievements, for FY2022, are showcased in this report, our second supplementary sustainability report.

Our social and governance functions of ESG within Life Healthcare are mature and contribute significantly to the good ratings we continue to receive. The ongoing initiatives across the social and governance function will likely contribute further to strengthening our current position and ratings in 2023, with specific environmental targets and the ESG-linked scorecards likely contributing further to the already solid ratings we have received.

We aspire to continue **Making life better** for our patients, our employees and our communities by implementing and entrenching sustainability into our business. Not only does this make business sense, but it is also the right thing to do for our people and our planet.

ESG IN ACTION:

Solar installations at

15 of our SA hospitals

16% of AMG's vehicle fleet are electric

25 water storage installations in rural SA

R107 million spent on community projects in 2022

ESG RATINGS:

FTSE/JSE Responsible investment index score **3.2**

Sustainalytics ESG score **26**

MSCI ESG score **AAA**

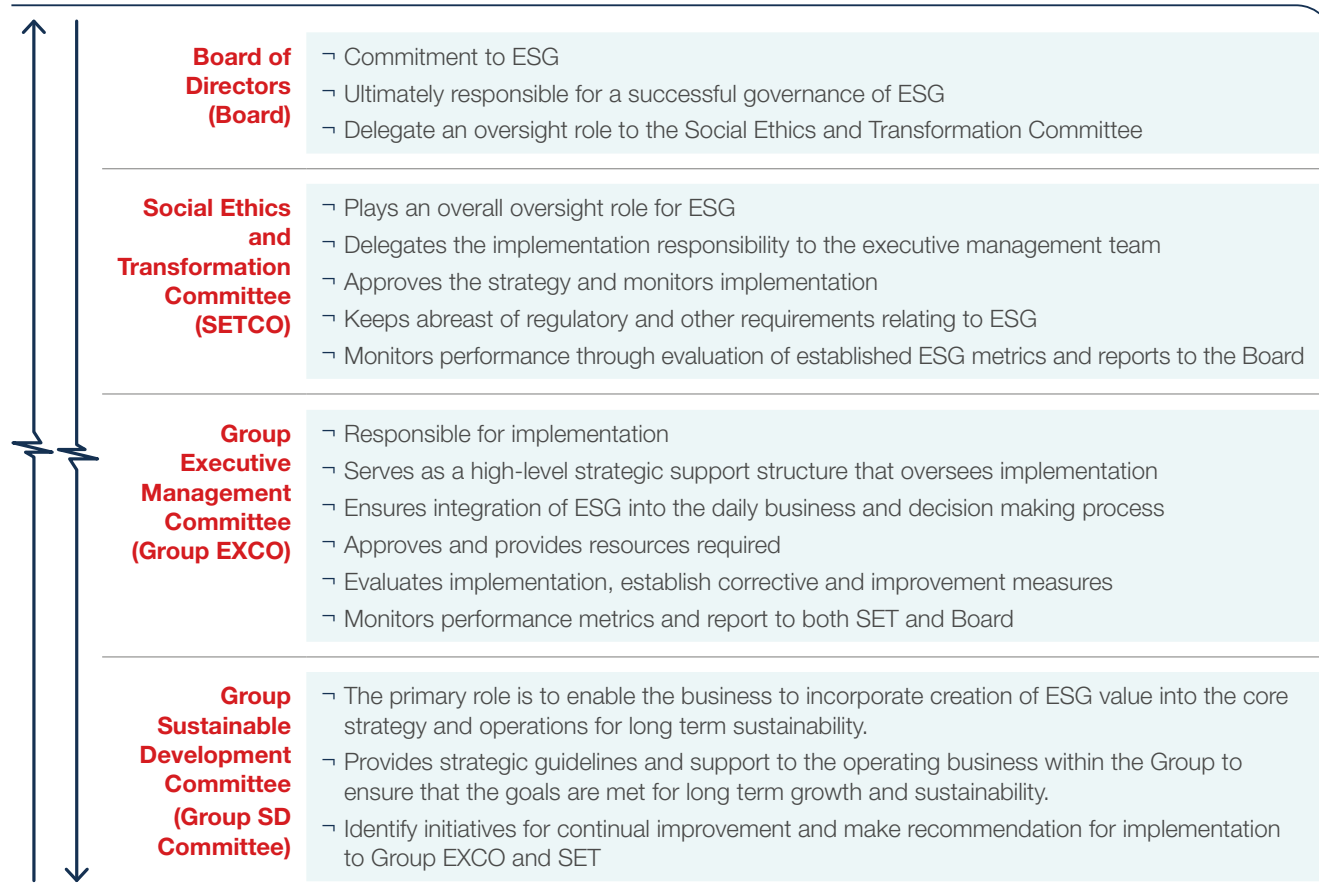
S&P Global ESG score **31**



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ESG governance and oversight

Sustainability/ESG governance structure indicating roles and responsibilities for overseeing, assessing and managing Life Healthcare sustainability related issues, including climate change as per the Task Force on Climate-Related Financial Disclosures (TCFD).



Our approach to ESG governance

- Anti-corruption:** The Company has a policy on Anti-Bribery and Corruption which is reviewed annually and tabled for Board approval. In addition, the Group Compliance Manager provides training on the Policy.
- Public Policy:** Donations to Government are not permitted without executive approval, and depending on the quantum, may need Board approval.
- Anti-competitive Behaviour:** The Group ensures the necessary advice is received when transacting to ensure its engagements are not anti-competitive.
- Compliance:** The Company has a dedicated Group Compliance Manager who considers Compliance across the Group. A regulatory universe has been created identifying applicable legislation across the Group and is tabled and reviewed at Board level. The Group Compliance Manager provides reports to the Risk, Compliance and IT Governance Committee on a quarterly basis.
- Grievance Mechanisms for Impacts on Society:** The Company has a whistle-blowing hotline which is open and available for both employees and service providers. Patient complaints can be made via a website and there is a dedicated email address. In addition, complaints may be lodged directly with a hospital manager.
- Non-discrimination:** The Company's Global Code of Conduct prohibits discrimination on an arbitrary basis such as race, gender or sexual orientation. Diversity in the workplace is encouraged and persons from different ethnic backgrounds, geographies and orientations are encouraged to join the group.
- Child Labour:** The company does not allow child labour and our procurement process is quite stringent in relation to suppliers. They are required to complete a comprehensive questionnaire in relation to the employment practices.
- Forced or Compulsory Labour:** The Company does not allow forced labour and our procurement process is quite stringent in relation to suppliers. They are required to complete a comprehensive questionnaire in relation to the employment practices and abolition of child labour, forced and compulsory labour, anti-competitive behaviour, anti-corruption etc.
- Human Rights Grievance Mechanisms:** The Company has an Ethics Office and any human rights grievances are brought to the attention of the Ethics Office.

In 2022 we ran a competition on the Code of Conduct – *suggest changes to our Code to reflect a post-pandemic environment*. This was our way to get renewed interest in the Code. The Code will now be renewed and re-tabled for approval in February 2023.

Management of ESG risks and opportunities

a. ESG risk identification process

The organisation's Enterprise Risk Management Policy and Framework (ERMPPF) sets out the process to be followed for the identification, assessment and management of all risks including sustainability risks. The risk management process aligns with leading risk management practice and has been crafted to be fit for purpose for the company. Executive Management and oversight bodies ensure that risk management is integrated into all structures of the Group and that enterprise risk management is applied in strategy setting and across all operations and activities of the business.

There are various approaches used to identify risks including sustainability risks, and these are described below.

- I. Through structured risk and opportunity identification workshops.
- II. Risks are also identified through business-as-usual organisational activities such as operational meetings, management forums and through stakeholder engagements and feedback.
- III. Through assessments against standards, eg gap analyses, internal and external assurance activities and accreditation reviews.
- IV. Through reported incident/events and through complaints.
- V. Through proactive environmental scanning for emerging risks (risk and business reports and publications).

c. Description of how processes for identifying, assessing, and managing sustainability risks are integrated into the overall risk management

The Group employs a standardised risk management process, as depicted below, for the identification, assessment and management of enterprise-wide risks (including sustainability and climate-related risks).

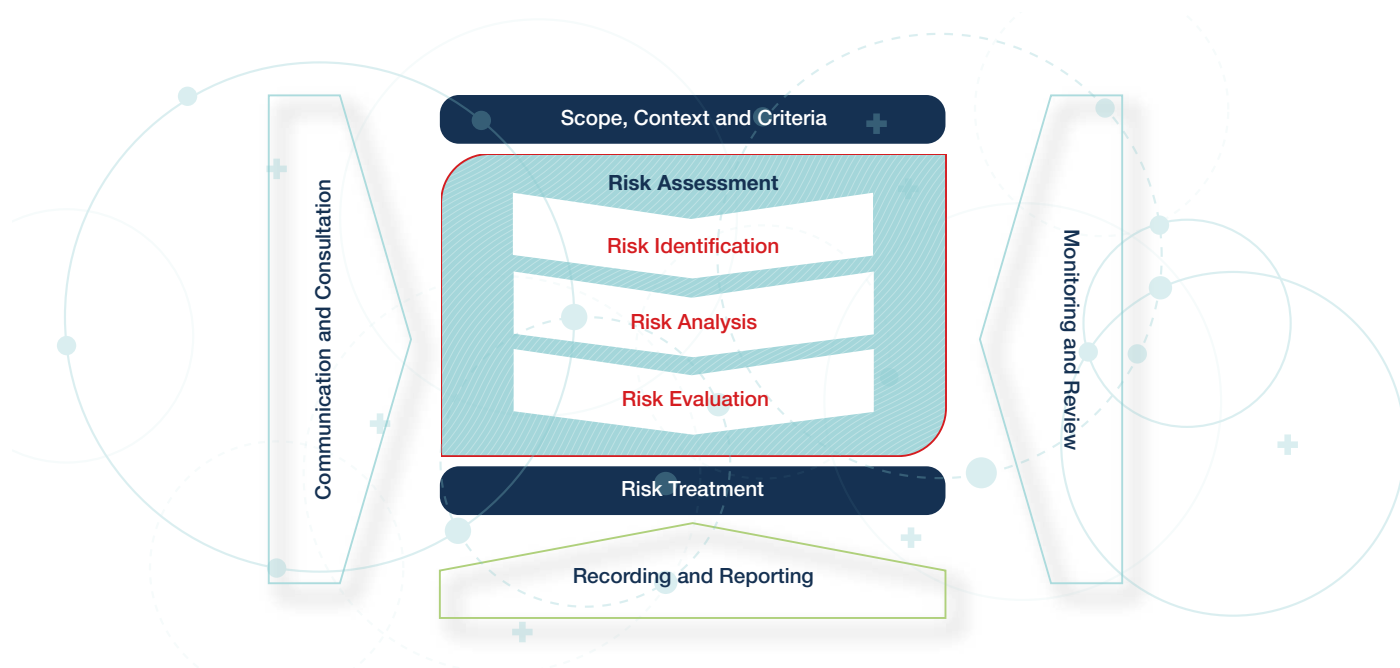
b. ESG risk management process

The management of risk is also governed by the ERMPPF.

Functions that own risk are responsible for ensuring that all risks, including sustainability risks, have adequate and effective internal control measures in place to manage risks. They are responsible for ensuring that risks identified are documented on their business areas risk assessment/risk register, that these risks are adequately analysed and assessed both inherently and then residually based on the adequacy of controls, and that appropriate mitigation actions are taken to further reduce residual risks, where necessary. Management of these functions are also responsible for ensuring that the business operates within approved risk appetite and tolerance.

Where residual risks are high and the cost of mitigating these risks further outweigh the benefit that will be derived, management undergoes a formal process – after assessing all other treatment options – to take a conscious decision to accept a risk.

Risks identified and documented through the risk assessment process are regularly monitored and reviewed and a process is in place to track and report on the progress made with the implementation of further mitigation actions to address risks that are rated residually high or very high.





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This process is further supported by a standardised risk taxonomy, risk methodology and risk classifications. The Group's risk universe spans ten key risk types, viz. Strategic Risk, Investment Risk, Financial Risk, Market Risk, Clinical & Patient Safety Risk, Operational Risk, IT Risk, Legal, Regulatory & Compliance Risk, Reputational Risk and Country Risk.

At present sustainability and climate related risks are categorised largely under Operational Risk but may also feature under Clinical & Patient Safety Risk, Reputational Risk and Legal, Regulatory & Compliance Risk.

d. Sustainability related risks and opportunities identified over the short, medium, and long term, and the impact of risks and opportunities on the business, strategy and financial planning

Our top ESG risks and opportunities

RISKS	OPPORTUNITIES
1. Climate change – Increased carbon emissions by Life Healthcare due to increased energy consumption resulting in increased carbon tax contribution.	Increasing the use of alternate greener power sources (solar panels for solar power) Solar PV installed at 15 hospitals Introduction of electric vehicles into AMG's UK fleet.
2. Limited availability of water due to drought and limited rainfall across many provinces in SA could result in the inability to carry out business operations.	Continual water consumption reduction initiatives implemented at operations. Environmental impact studies conducted to identify further initiatives.
3. Improper handling of healthcare waste by staff and/or vendors	ISO 14001 certification. Internal and external waste management system implemented to ensure compliance. Service level agreements and monitoring.
4. Improper disposal of healthcare waste by staff and/or vendors	Healthcare risk management programme implemented internally and externally. Vendors are considered as Life Healthcare strategic partners to deliver sustainability targets which includes zero waste to landfill.
5. Avoidable or unnecessary radiation exposure (people or environment)	Teaching and training on the management of radioactive material. Research and development initiatives conducted to identify greener technology
6. Release of refrigerant gases into the atmosphere from air handling and air condition units resulting in air pollution.	Replacement with new technology air handling and air conditioning unit that is not reliant on greenhouse gases (refrigerant gases). Life Healthcare new head office has attained a 5-Star Green Star green rating. Initiatives are under investigation to roll out such projects across the business.
7. Operating activities at facilities could disturb the natural biodiversity and the natural ecosystem	Reuse of water for use in gardens Replacement of invasive plants with indigenous plants. Implementation of waste recycling and re-use at operations.
8. Chemical concentrated water effluent (higher than acceptable parameters) is released into the sewage system due to introduction of solids in water effluent.	Wastewater screening technology implemented to ensure compliance. Food composting implemented to reduce the load of release.

e. Description of the resilience of our ESG strategy, taking into consideration different climate-related scenarios including a 2°C or lower scenario.

SCENARIO	RESILIENCE
1. Drought or reduced freshwater availability	<ul style="list-style-type: none"> ↳ Backup water tanks at facilities ↳ Water meters for monitoring and understanding water consumption/requirements at facility level ↳ Agreements in place at facilities with external suppliers of water for the provision of water if there is no municipal water ↳ Borehole water at some facilities ↳ Water security assessments conducted at facilities to understand availability of underground water ↳ Autoclave waster saving project implemented to reduce the amount of water used.
2. Prolonged power outages arising from natural disasters (flooding, extreme weather conditions)	<ul style="list-style-type: none"> ↳ Backup power sources at facilities (UPS, generators and solar power) for critical equipment and areas
3. Wide scale destruction of facilities arising from natural disasters (flooding, extreme weather conditions) – related to climate change	<ul style="list-style-type: none"> ↳ Emergency evacuation plans in place and plans to redirect patients to other facilities. ↳ Business Continuity Plans are documented for the resumption and continuation of business operations, where possible.
4. Loss of people (employees) eg above normal levels of absenteeism due to illness/deadly virus/avian flu	<ul style="list-style-type: none"> ↳ Business continuity plans in place and include contingency measures in place to address loss/unavailability of key employees above normal levels.





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Management of ESG compliance

a) Processes for identifying sustainability related compliance obligations

ESG-related laws are considered as part of the general compliance risk assessment process as set out in the Group Compliance Framework ("the Framework"). The latest version of the Framework was approved by the Group Board in May 2022.

The compliance process consists of five phases, namely:

- Compliance risk identification: identifying all applicable legislation, rules and regulatory directives which apply to a specific entity also known as the "regulatory universe".
- Compliance risk analysis: prioritizing the compliance requirements, assessing the likelihood of non-compliance and the impact associated therewith using Annexure A of the Framework.
- Compliance risk management: developing Compliance Risk Management Plans for High-Risk laws which enable ongoing monitoring of key compliance requirements of the specific Act.
- Compliance risk monitoring; and
- Compliance recording and reporting of findings.

The process culminates in the Bi-Annual Compliance Assurance process which uses cascading assurance across all levels of business to obtain confirmation of compliance for each material entity within the Group.

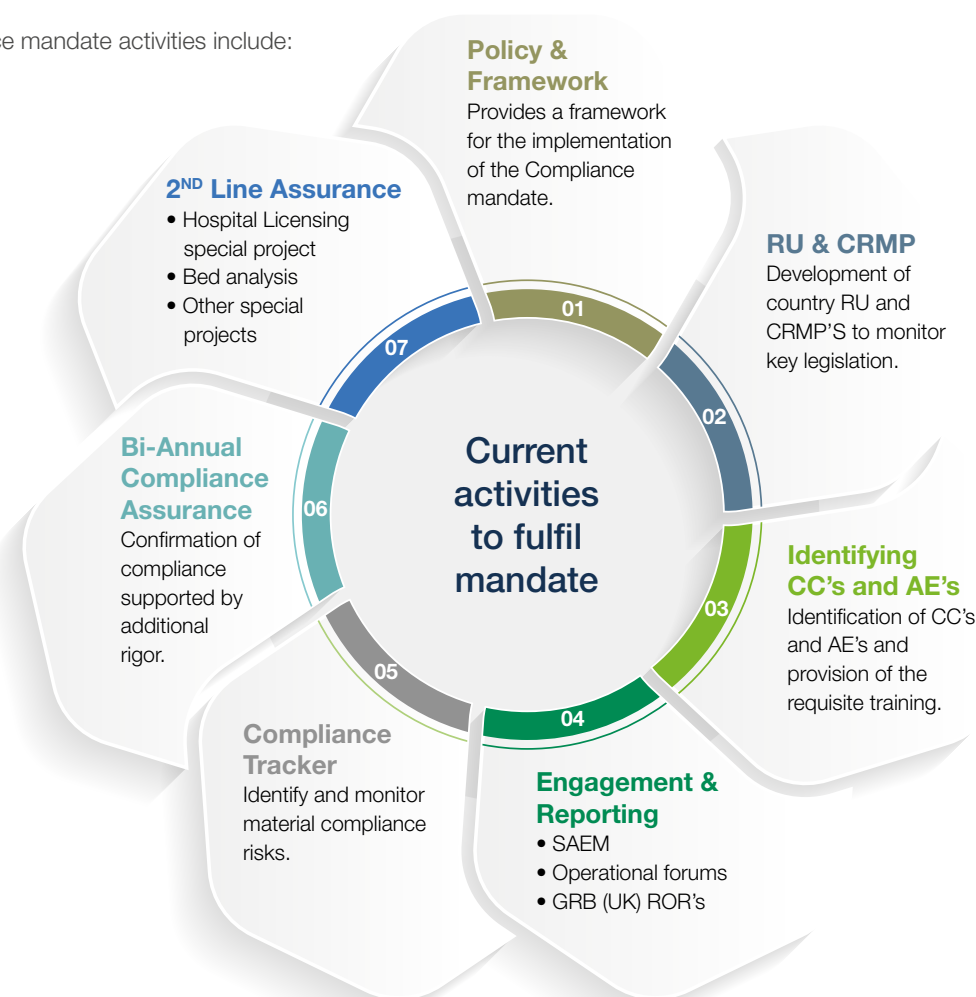
b) Processes for managing sustainability compliance obligations.

The process for managing sustainability compliance obligations is aligned with the Group Compliance Framework, as more fully described above. Further work with regards to our obligations is ongoing and these processes are being reviewed and aligned with Group's revised ESG strategy and ESG management protocols currently.

c) Processes for identifying, assessing, and managing sustainability compliance obligations are integrated into the organisation's overall compliance management.

Processes are currently integrated in terms of the various compliance mandate actions/activities as aligned with the Group Compliance Framework.

Group Compliance mandate activities include:



d) Disclosure of the sustainability related compliance obligations that the organisation has identified over the short, medium, and long term, and the impact on the organisation's businesses, strategy and financial planning.

Not all identified ESG-related laws fall within the "High-Risk" category and consequently further work has been done to identify and risk rate all relevant ESG compliance-related obligations. This project is ongoing and monitoring is conducted as part of the Group Compliance monitoring requirements in conjunction with the relevant ESG/SHE compliance leads.

The review exercise of all country RUs with specific focus on ensuring that all ESG-related legislation is ongoing. We have received confirmation from the relevant Compliance stakeholders that ESG laws have been considered as part of the RU reviews and assessed accordingly.

In addition, the International ESG Manager is currently undertaking an exercise to unpack climate change commitments for each country in our International business and track against current activities within the respective businesses.

In South Africa we have also embarked on a project to develop site-specific SHE-related legal registers. The project is ongoing and we aim to cover all material sites by end 2023.

The following ESG-related laws were identified as "High Risk" and require additional reporting in terms of the relevant country's compliance obligations. This list is not exhaustive and further work is underway to ensure that all ESG-related laws are properly risk rated and adequately covered.

COUNTRY	LAW	CRMP IN PLACE
South Africa	B-BBEE Act	Yes
	BCEA	Yes
	EEA	Yes
	Environment Conservation Act	Yes, under review and calibration
	Hazardous Substances Act	Yes, CRMP developed under review and calibration with the relevant business leads.
	NHA	Yes
	National Environmental Management Act and related legislation (Waste, Water)	Yes, CRMP developed under review and calibration with ESG leads.
	National Environmental Laws Amendment Act	Yes, CRMP developed under review and calibration with ESG leads.
	OSHA Act and applicable Health & Safety Regs.	Yes
UK	Bribery Act	Yes
	Modern Day Slavery Act	Yes
	Various Radiation Protection Acts	No – assured by an alternative process
Ireland	Various Radiation Protection Acts	No – assured by an alternative process
Italy	Legislative Decree no. 231 of 8 June 2001 (ABC)	Yes
N. Europe	German Health Advertising Act	Yes
	German Medicinal Products Act	Yes
	Austrian Medicines Act	Yes



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e) Disclosure of the resilience of the organisation's strategy, taking into consideration different sustainability-related scenarios.

As the Group's ESG strategy is still in its early stages we are unable to comment on its resilience taking into consideration the different sustainability-related scenarios. That being said, significant work has been done over the past six months to embed both ESG principles and ensure regulatory compliance within the organization.

With regards to the Group Compliance strategy in relation to ESG, work is ongoing to firm up our understanding of the various compliance-related components and scenarios. The reviewed RU and the project to implement site-specific legal registers focusing on SHE will go a long way in further embedding ESG compliance within the business.

In addition, the appointment of the International ESG Manager has increased the focus on ESG compliance within our International business and great strides have been made in ensuring that ESG Compliance is effectively managed and reported across all our operations.

ESG targets

Setting of the ESG targets has commenced during FY2022. Careful consideration is given to the approach of setting the targets to ensure sufficient stakeholder engagement and inclusion in decision making process. Our approach is informed by the global and local ESG aspects including but not limited to climate change and water availability which have an impact on our operations. The setting of our ESG targets will conclude during FY2023 and the targets will be disclosed to stakeholders.

Diversity and equal opportunity

Diversity and inclusion remain key drivers of our strategic journey and are, without a doubt, integral to building a workforce that reflects our commitment to equal employment opportunities regardless of race, gender, age, disability, physical features, political belief or activity, pregnancy, religion, or sexual preference, and reflects the demographics of the countries within which we operate.

The Board's diversity sets the tone for broader workforce diversity. The Board comprises a broad diversity of geographical backgrounds, age, gender, race, interests, qualifications, skills, and experience appropriate for the nature and scale of our business.

43% of our Board members are African, Coloured, or Indian (ACI) and 36% of our Board members are female (for additional information about our Board composition, please refer to our Integrated Annual Report).

In furtherance of our commitments to transformation, diversity, and inclusion, we encourage each geographical region to develop transformation strategies that are aligned with the context and environment in which it operates.

As a Group, we continue to support these region – specific strategies, with racial and gender parity remaining a key focus across the Group.

79% of our southern African employees are ACI employees. 82% of our southern African employees are female, while in our International operations 68% of our employees are female.

For more information regarding our diverse workforce, please refer to the tables below on page 30 and our Integrated Annual Report at <https://www.lifehealthcare.co.za/investor-relations/>.

Broad-Based Black Economic Empowerment (B-BBEE)

The Group obtained a level 3 B-BBEE contributor status for 2021, based on the measurement criteria contained in the B-BBEE Codes of Practice. The most recent independent verification process was completed during September 2022, and the outcome is likely to be published towards the end of 2022.

Safety Health Environment & Quality (SHEQ) management

The Life Healthcare Quality Management System (QMS) is designed to create a service that improves of quality care and patient experience. The QMS is based the International Organisation for Standardisation (ISO) 9001 certification and drives behaviour that ensures compliance to legal requirements, industry standards, regulatory requirements and Life Healthcare requirements.

Life Healthcare is certified for ISO 9001 and this certification was performed by the British Standards Institution (BSI). This certification extends to 56 acute hospitals, day clinics, acute rehabilitation and mental health facilities, renal facilities, and Life College of Learning. Approximately a third of the facilities are audited annually by BSI and these facilities also undergo a preparatory audit prior to BSI audits conducted by Life Healthcare head office functions. In addition, all facilities will be required to conduct their own quality audit based on the Life Healthcare QMS, called the Management Self-Audit once per year. These robust Quality Assurance processes ensure that Life Healthcare maintains the highest standards in patient care and experience.

Environmental management forms an integral part of how we do business. We have integrated environmental management principles into our day-to-day operating processes to ensure proactive management of environmental risk and opportunities. Certification to the environmental management systems based on ISO 14001:2015 follows that of quality management systems. To date, thirty-four (34) hospital facilities are ISO 14001:2015 certified. Life Health Solutions has also been certified against ISO14001 and ISO 45001.

These certifications indicate the emphasis that Life Healthcare has placed on preserving the environment we operate in, creating a safe and healthy workplace, and providing the best quality service offering to our patients and the community at large.

Supplier sustainability management

We are aware that every procurement decision we make has a potential impact on the environment, the economy and society we operate in. Our guiding principles to supplier sustainability management include that of procuring more sustainable goods, products and services throughout our value chain. We recognise our vendors as our partners and acknowledge that they can influence our ability to attain our long term ESG goals. It is therefore vital that ESG requirements are considered during selection and management of our vendors.

In the southern Africa business, our procurement philosophy is centred around the Company's Mission statement which is to improve the lives of people through the delivery of high-quality, cost-effective care. In giving effect to the statement, the procurement team has embraced a rigorous process in respect of sourcing and acquiring quality cost-effective goods for the Company's hospitals that are centred around legal compliance, the quality accreditation of the products we procure as well as sustainability and social and economic transformation. Vendors are required to complete a sustainability questionnaire as part of the vendor onboarding and tender processes. The sustainability questionnaire assesses the vendors labour and human rights practices, environmental, occupational health and safety, societal and economic compliance against a pre-defined framework.

A supplier code of conduct is used by the International business to ensure that vendors comply with the sustainability requirements.



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ESG projects update

This section provides an update of other ESG projects conducted during the reporting period.

a. Appointment of regional ESG leads and ESG forum

ESG Leads have been appointed for each region within the International business. An ESG forum has been set up for the purposes of reviewing ESG and CSI initiatives, ensuring that ESG has a dedicated focus within the international business. The International ESG Manager is a member of the Independent Healthcare Providers Network where details of other healthcare providers' approach as well as the NHS are discussed. The UK business has been asked to provide a statement showing the initiatives and measures it has in place or is taking in connection with Net Zero.

b. Renewable energy and de-carbonisation

I. Ireland

The deep dive analysis of environmental data undertaken in the second half of FY2022 revealed that the electricity that the Ireland business purchased directly from its suppliers was 100% renewable. This is in respect of six of its directly controllable sites.

II. UK

The UK's contractual arrangements for its electricity supply have recently been renewed and the UK also now purchases 100% renewable energy for its directly controllable sites.

III. Italy

The Italian business is investing in solar energy for its business and plans to install solar panels in four of its clinics. Solar panels will be installed at two of its clinics in 2023 – the other two clinics identified will be installed in 2024.

IV. Electricity Saving Initiatives

The Northern European business, namely Life Radiopharma is investing in projects that can reduce/improve the amount of electricity used by the Cyclotrons in the business. 115 000 euros have been invested in 2022 by the Northern European business to date. Projects are ongoing and details of electricity efficiencies are anticipated in 2023.

V. Low Helium Scanner

AMG UK has acquired a low helium scanner for future use within the business, which has much improved environmental credentials. The scanner's energy usage is reduced by 5% and the system helium content is reduced from 1 500 to 7L. Discussions in connection with the future use of such scanners within the business are being held.

VI. Diagnostic Imaging Facilities

AMG are committed to developing and building low-carbon diagnostic facilities. Facilities are designed having regard to the environment and reducing energy use where possible. Several factors are considered and implemented into the design process to minimise the overall energy usage and CO₂ emissions, including the use of natural ventilation (reducing the use of mechanical equipment), minimising solar

glare (reducing energy consumption via air conditioning units), improving daylight factors and improving the facilities thermal performance. High-Efficiency lighting (including LED) and appropriate artificial lighting levels, along with lighting controls and strategies to improve the utilisation of plant and equipment are also considered. The Guildford PET-CT facility in the UK has achieved a 21% reduction against the 2020 carbon emission criteria by adopting the Simplified Building Energy Model (SBEM) calculation as required by UK building regulations.

VII. Electric Vehicles

Following a decision to introduce more electric cars in the car fleet at AMG UK in February 2021, the number of electric plug-in cars stands at 57 as at the 31 March 2022. This represents 16% of the car fleet and has had a positive impact on the CO₂ emissions reducing the average CO₂ reduction from 103g/km in February 2021 to 89 g/km on 31 March 2022. A further 17 electric plug-in cars ordered in 2022 await delivery, which would then account for 21% of the current total car fleet and once received and in use would result in a further reduction in CO₂ emissions.

c. Update on ESG reports

The reports mentioned below are required by either statutory regulations or contractual obligations placed upon AMG in the UK but are relevant to sustainability and its development across the Life Healthcare Group.

Pension Provider

53% of default funds managed by the pension providers in the UK and Ireland are invested in ESG-recognised funds. Employees also have the flexibility to choose where pension funds are invested and can choose to invest in ESG-related funds.

Gender Pay Gap Report

In the UK, employers with a headcount of 250 or more are required to comply with the regulations on gender pay gap reporting. The gender pay gap is the difference between the average (mean or median) earnings of men and women across a workforce. The findings of the report serve as a measure to identify any differences and take action to close any gaps.

Streamlined Energy and Carbon Reporting (SECR)

Large unquoted companies (in the UK) that have consumed more than 40 000 kilowatt-hours (kWh) of energy in the reporting period are required to include energy and carbon information in the directors' report for the period. The aim is to increase awareness of energy costs within organisations and provide them with data to inform the adoption of energy-efficient measures and to help reduce their impact on climate change as well as providing greater transparency for stakeholders. The UK business prepares a report at the end of each financial year as required by the regulations and the information gathered is currently being reviewed.

Workforce Race Equality Standard (WRES) Report

The UK is party to the NHS Standard Contract that contains numerous obligations upon providers. One such obligation is to 'implement and comply with the National Workforce Race Equality Standard and submit an annual report to the coordinating commissioner on its compliance'. This involves a self-assessment against nine indicators of workplace experience and opportunity. Four indicators relate specifically to workforce data, four are based on data from the national NHS staff and survey questions, and one considers Black and minority ethnic (BME) representation on boards.

Modern Slavery Act Statement

AMG UK is required to comply with the provisions of the Modern Slavery Act and publishes a Modern Slavery Act statement setting out the steps it takes to combat modern slavery and human trafficking.

Life UK Tax Strategy

AMG UK is required to prepare a tax strategy for the UK Companies and publish it on the website. This has recently been reviewed and added to the UK website

d. Sustainability website launched

A new sustainability site has been created on the UK website. This can be accessed using the link below:

<https://www.alliancemedical.co.uk/about-us/sustainability>

e. Environmental targets and UK carbon reduction plan

The UK has set environmental targets for the business and a Carbon Reduction Plan committing to a 30% reduction in carbon emissions over the next five-year period. The UK Carbon Reduction Plan can be accessed via the following link:

<https://www.alliancemedical.co.uk/about-us/carbon-reduction-plan>

f. Whistleblowing

A whistleblowing link has been added to the UK website supplementing its existing policies and procedures. This can be accessed using the following link:

<https://www.alliancemedical.co.uk/about-us/whistleblowing>





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Corporate Social Investment (CSI)

Corporate Social Investment (CSI) is an integral part of Life Healthcare's ethos to be closely involved with the communities we serve. As an organisation we are committed to social upliftment and community development, and our CSI initiatives reflect our group's purpose of ***Making life better.***

As a leading player in the healthcare industry, Life Healthcare is well positioned to contribute to the improvement of health outcomes in South Africa and to provide health, education, and training to encourage and empower communities to take responsibility for their own health both individually and collectively.

CSI programmes are driven at a local level within communities in which we serve, and strategically relevant programmes are managed at a national level. Our three focus areas are ***access to health care, education & training, and community upliftment.***

In the section which follows, we detail our current CSI projects across our focus areas, with reference to the UN Sustainable Development Goals that each project aligns to.



CSI PROJECTS – SOUTHERN AFRICAN

ACCESS TO HEALTHCARE PROJECTS



a. Surgery for state indigent patients

Life Healthcare creates the opportunity for supporting specialists and allied healthcare workers to undertake pro-bona surgery in structured surgical programmes. These include cataract surgery, joint replacements, cleft lip and palate repair amongst others. Only patients selected via the participating state hospitals are considered.

Life Healthcare has a long-standing relationship with the South African National Council for the Blind (SANCb). To date 4 mobile clinics fully fitted with mobile ophthalmic equipment were donated to the SANCb. This sponsorship has yielded screening of more than 70 000 patients for eye care services with more than 20 000 cataract surgeries undertaken in peri urban and rural areas across the country.



b. Health screenings and testing

In accordance with the Health Awareness calendar, many Life Healthcare hospitals participate in community screening and testing programmes for diabetes, hypertension and cholesterol.

Life Healthcare in partnership with Pink Drive, a health non-governmental organisation (NGO) that delivers cancer screening and testing programmes to state indigent patients, works in collaboration with health municipal clinics. 250 mammograms, 500 pap smears and 600 PSA tests were conducted during National Women's Month 2022.



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EDUCATION AND TRAINING PROJECTS



a. Secondary School – maths and science tuition

Life Healthcare sponsored the creation of a Saturday School at Somerset College, for additional math and science tuition for teachers and learners in Grades 12, 11, and 10 of Nomzamo High School in Somerset West, Cape Town.

b. Medical research

Life Healthcare sponsored the University of Cape Town (UCT) to undertake a research project in accessing the prevalence of Rheumatic Heart Disease (RHD) in school children in Van Guard Estate, Cape Town. The success of the project has led to the formation of a National RHD Register, and the inclusion of RHD testing in the school health programme. Subsequently Life Healthcare sponsored a research project with UCT in the development of an innovative heart valve that is a cost-effective alternative to current alternatives for the surgical intervention of RHD.

c. Nursing bursaries

Through the Life College of Learning, nurse bursaries are offered annually to previously disadvantaged students who cannot afford to pay for tuition in the following fields of study:

- I. Higher Certificate in Auxiliary Nursing (NQF Level 5; 1 year programme)
- II. Diploma in Nursing (NQF Level 6; 3-year programme)
- III. Bachelor's Degree in nursing (4-year programme)

d. Training and education for students with visual impairment

Since 2018 Life Healthcare has been the sole sponsor of the South African Council for the Blind's, Optima College which provides vocational and life skills training for visually impaired students and trains 120 students annually in a one-year SETA accredited programme which includes, Introduction to computers, Contact Centre and Support, Business Administration Services and Braille Literacy. A further 250 to 300 visually impaired learners also enrolled in short programmes during the year.

COMMUNITY UPLIFTMENT PROJECTS



a. Access to clean running water

Life Healthcare has partnered with Round About Water Solutions, an NGO in the water sector that delivers fresh running water to schools and communities in rural areas. There are hundreds of children who attend schools where there is no water. School children, predominantly the girl child is tasked with collecting water from dams and rivers, which are often contaminated causing numerous cases of water borne diseases.

Round About Water Solutions identifies existing boreholes in these communities, installs a merry go round on the top of the borehole. Children play, while it pumps water into a tank for immediate or stored use. The water is tested in accordance with SANS 241 drinking water standards

This project has increased learner school attendance, decreased the incidence of water borne diseases, and has created recreational equipment at the same time. To date, 25 play pumps have been installed in schools and communities across the country.



b. Development of rural communities

Life Healthcare has partnered with the Pondoland Conservation Trust, an NGO which focuses on preserving the pristine coastline of Pondoland in the Eastern Cape, for the construction of a community recreational centre for the Msikaba Village in Pondoland, one of three communities with approximately 500 community members per village. In addition, the sponsorship provides for three years of operational expenses which includes a Wi-Fi hub, access to DSTV, a medical clinic and staff salaries for the ECD centre in the community.

Three play pumps have been installed for the community, bringing access to clean drinking water as well as recreation for the children.

A community gardening programme for all three villages has commenced with great promise for the development of a Agri Hub which is set up to facilitate the procurement, aggregation, processing, and sale of household grown produce for off-take agreements.



Sustainability complementary data report continued

COMMUNITY UPLIFTMENT PROJECTS continued



c. Food gardening – in schools and communities

Life Healthcare has partnered with Reel Life – a leading award-winning NGO targeting food poverty, security, and hunger in South Africa through the provision of sustainable school, household and community gardens.

In addition to supporting targeted communities exposed to food and hunger issues, the project is intended to support and enhance a target of 500 sustainable Household Food Gardens in Pondoland, Eastern Cape and two school gardens in Kwa-Zulu Natal with learner take-home kits using the Learn and Grow model implemented by Reel Life. The programme is aligned with Life Healthcare's core vision of **Making life better** through projects that enhance their life experiences, by facilitating a brighter future in an enabling way.



d. Food relief to needy communities

Life Healthcare partnered with the Gift of the Givers, a disaster relief NGO, to distribute non-perishable food parcels to needy communities. One food parcel feeds a family of four people for four weeks. Life Healthcare's sponsorship provided 960 000 meals over 24 months.

Life Healthcare has partnered with the Soul Food Provider Trust, an NGO providing food relief to needy communities, in particular early childhood development (ECD) centres as they are excluded from the national school's nutrition programme. This programme seeks to prevent the effects of stunting from malnutrition in children by providing meals that are tasty, high in energy, protein and dietary fibre and which include daily vitamin requirements. Life Healthcare's sponsorship will provide more than 700 000 meals over 12 months.

CSI PROJECTS – INTERNATIONAL

As Europe's leading independent diagnostic and molecular imaging services provider, Alliance Medical Group is committed to the improvement of health, the advancement of education and making a positive contribution to the communities that it serves.

AMG's CSI initiatives also focus on **health, education and the community** and promote the Group's overall purpose of **Making life better.**

AMG has made several contributions to each of these focus areas during the year which include the following:

HEALTH PROJECTS



a. Young People with Dementia

AMG's operations in the United Kingdom (UK) donated funds to the charitable organisation – Young People with Dementia. Dementia is often perceived as a condition that only affects people in their mid-60s and above, but at least 42 000 younger people (under the age of 65 years) are also thought to be living with the condition, which can arise in people aged as young as late thirties and forties. This is a group of people, who without their illness, would expect to be still contributing to the workforce, society, and family life. Almost inevitably, they must give up work, as do their partners who need to spend more time at home to provide support. Consequently, they become financially disadvantaged. They may also have dependent children and there are high levels of stress and mental health problems in family members.

Younger People with Dementia is one of very few organisations in the whole of England providing comprehensive and innovative support to younger people with dementia and their families and carers. The charity was set up in 2012 to support people of 65 or under diagnosed with young onset dementia to enable them to live better with this progressive illness and get the most from their lives.

Alliance Medical is at the forefront of supporting the diagnosis process for people with dementia.

Statement from the charitable organisation's Medical Director in recognition of the donation received below:

"Alliance Medical's donation to YPWD Berkshire CIO provides an opportunity to help reduce the negative impact of scan results and consequent diagnosis of young onset dementia by supporting groups which will offer post diagnostic intervention, peer support and help for their families. In this way, Alliance Medical will be helping to support community resilience and education and reduce stigma which can sometimes be associated with a dementia diagnosis, especially at such a young age. Thank you Alliance Medical, donations such as yours have been described as life changing"
Dr Jacqui Hussey, YPWD Medical Director.



A picture of the choir that was set up by the charity using the donation provided – and which also appeared on the BBC TV



Sustainability complementary data report continued

HEALTH PROJECTS continued



b. Paediatric Diabetes Clinic

AMG's Irish business donated funds to the Paediatric Diabetes Clinic where they operate an MRI scanner in Wexford Public Hospital and scan both private and public Patients. The funding was used to renovate the garden and waiting area to become a more child friendly and interactive place for children to go to when attending the facilities.

c. Cancer Fund for Children

The Irish business donated funding for the Cancer Fund for Children Charity. This comprised a donation by the business and €17 500 raised by employees via a successful fundraising event.

32 children and young people are diagnosed with cancer every month in Ireland. This means that each day families face the devastating news that their child has cancer.

Daisy Lodge is a short break centre for children aged 0 – 18 with Cancer and their families. Therapeutic breaks provide families with the opportunity to spend quality time together in a peaceful and nurturing environment far removed from cancer treatment and hospital care.

Funding will be used to contribute towards building a second Daisy Lodge to ensure all families get the vital emotional support they need. Staff also committed to run a steps challenge where for each kilometre walked per staff member the business would give €1 up to €5 000.



HEALTH PROJECTS continued



d. Dublin Simon Community

A contribution was made to the Dublin Simon Community. The Dublin Simon Community work to prevent and address homelessness in Dublin, Kildare, Wicklow, Meath, Louth, Cavan and Monaghan. They provide services at all stages of homelessness and empower people to access and retain a place they can call home. The attitude of The Simon Community is **'You are homeless. You are not less'**.

Funding will be used for several different donation options, for example paying for light and heat for one week for €750, providing a literacy programme for €150 or providing a home starter pack for someone moving into their own home for €100. These are amenities that we might take for granted.

Staff were encouraged to donate good condition clothing that is no longer wanted to the Dublin Simon Community charity shop in Dublin city centre. Staff in the Dublin region donated 40 bags of clothes to the charity.

Other fund-raising events were also organised for example – a cake bake off type competition and mini marathon in the Dublin regions.



Pictures of AMG employees and donations of clothing collected for the Dublin Simon Community



Sustainability complementary data report continued

HEALTH PROJECTS continued



e. **Ukraine fundraising appeal**

AMG raised funds for the Disasters Emergency Committee Ukraine appeal, which included a donation from Alliance Medical and sent much needed consumables and bandages to Ukraine in an initiative via the Ukraine embassy.

AMG's Irish business also donated medical equipment, together with donations of essential supplies from employees at AMG's Head Office.



Pictures of Staff and the essential supplies collected for Ukraine

Charitable Donations were also made by the UK business to the Red Cross and Local Scout Groups and by the Irish Business to the Irish Motor Neurone Disease Association and Pieta.

f. **Donation of PPE**

The UK business donated protective personal equipment (PPE) to a not-for-profit charity in India, known as the KG Medical Trust.

g. **Medici in Africa**

The Italian business donated COVID Tests (61 263) and used medical equipment including a colposcope and ultrasound scanner to a not-for-profit association known as "Medici in Africa" operated by a group of doctors experienced in developing healthcare in sub-Saharan Africa.



ACCESS TO EDUCATION PROJECTS



a. Italy

AMG's Italian business have offered three-months paid internships to 15 new graduates/students for a project concerning the study and analysis of customer satisfaction in its clinics which started in October 2022. The project will provide benefits to both students by providing valuable paid experience and to the Italian business by producing information that can assist and improve customer satisfaction within its business.

b. University partnerships to support increase in the recruitment of radiographers

There are currently partnerships with 20 universities across the UK, Ireland and Italy – 3 of which were established in FY22 with a further 2 under discussion in the UK. FY22 has seen 9 university recruitment events take place with 10 new recruits identified to date.

The UK launched its second cohort of Assistant Practitioners onto the Foundation Degree apprenticeships it developed alongside the University of Cumbria and was shortlisted as a Finalist in the NHS Health and Care Apprenticeship Awards 2022 as Apprentice Employer of the Year. An AMG employee was also shortlisted as Employee Apprentice of the Year.

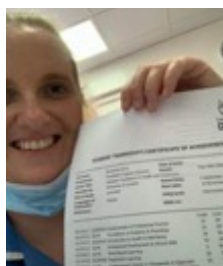
The development of these partnerships enhances the recruitment opportunities within the business and its collaboration and partnership with the Universities concerned.



CONGRATULATIONS!
You have been shortlisted as a finalist at the NHS Health and Care Apprenticeship Awards 2022
We would be delighted for you to join us on the evening.
Friday 17th June, 6:30pm till late

AMG UK colleagues at the Apprentice Employer of the Year Awards for which AMG UK and Sue Hurd an AMG colleague was shortlisted as Apprentice of the Year

c. An AMG employee recently completed her Assistant Practitioner course and gained a distinction supported by AMG colleagues



*"Congratulations to **Sam Berry** of the Princess Royal Unit for completing her **Assistant Practitioner** course and passing with a **Distinction**! Thanks go to the entire team who aided, supported, and went above and beyond to enable Sam to complete her coursework. This is truly testament to the wonderful ways our teams support each other, with a well-deserved achievement as a result."*

d. Sponsorship of Medical AI Initiatives

Alliance Medical is sponsoring a PhD Fellow (over three-year period) in connection with AI related work linked to PET-CT Imaging – which will ultimately benefit Alliance Medical in this area.

AMG's UK business has also delivered lectures and real-world working sessions in PET-CT and basics of MRI and CT for undergraduate Radiographers at several universities including Salford, Sheffield and Plymouth.



Sustainability complementary data report continued

COMMUNITY UPLIFTMENT PROJECTS



Ireland

AMG's Irish business has donated funds to the Mullingar Gay Pride event and in support of the gay community, arranged the delivery of donuts decorated with colours representing Gay Pride. Donuts were delivered to all colleagues at all sites in Ireland and this initiative was well received by all colleagues.



UK

AMG's UK employees took part in the Birmingham Pride Event on Saturday 24 September 2022. AMG provided funds towards the purchase of tickets and provided all colleagues taking part with a T-shirt and goodie bag. All those who attended were provided with a complimentary buffet and refreshments.



COMMUNITY UPLIFTMENT PROJECTS continued



Italy

AMG's Italian business has also made charitable contributions to local sports clubs, junior academies and to assist with the alteration of vehicles to transport disabled persons as well as disadvantaged persons.



Other initiatives

IT for Kids

The Northern Europe business is in the process of reviewing a potential project involving the re-use of electrical equipment for example, laptops and phones, after the equipment has fulfilled its business use.

Subject to review and approval and the appropriate policies and procedures being put in place including the deletion of confidential and personal data, the project could see the donation of used electrical equipment to under privileged children via a school, church or registered charity.

This initiative will be shared with the International business as it is something that, subject to the appropriate policies and procedures being put in place, could be driven by all territories.

AMG's UK business has also delivered lectures and real-world working sessions in PET-CT and basics of MRI and CT for undergraduate Radiographers at several universities including Salford, Sheffield and Plymouth.

UK

Alliance Medical has introduced 'The Care Certificate', a programme of learning developed by Health Education England, Skills for Care and Skills for Health to equip non-regulated health and social care support workers with the knowledge, skills, and behaviours to provide safe and compassionate care throughout the NHS and independent practice. From the 1st October 2022 this will be available to all of our existing non-registered patient facing employees.

The UK business has also launched a new manager training programme in September 2022 called 'Managing Mental Health in the Workplace' providing managers with the information and understanding they require to become active participants in creating a positive mental health culture in AMG. The second half of FY2022 also saw the launch of extended wellbeing benefits through 'Help@Hand' service for all employees which includes remote GP and Physio services and enhanced EAP (Counselling services).





Sustainability complementary data report continued

TCFD disclosure for healthcare sector

Governance a) Disclose the role of the board of the organization in overseeing climate-related issues b) Disclose the role of management in assessing and managing climate-related issues	Pages 2 to 3
Strategy a) Disclose the climate-related risks and opportunities the organization has identified over the short, medium, and long term b) Disclose the impact of climate-related risks and opportunities on the organization's businesses, strategy and financial planning c) Disclose the resilience of the organization's strategy, taking into consideration different climate-related scenarios including a 2°C or lower scenario.	Pages 3 to 8
Risk Management a) Describe the organization's processes for identifying climate-related risks b) Describe the organization's processes for managing climate-related risks c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organization's overall risk management	Pages 3 to 8
Metrics & Targets a) Disclose the metrics used by the organization to assess climate-related risks and opportunities in line with its strategy and risk management process. b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks	Pages 4, 8, 25 to 34 and 37

ESG performance data tables

GOVERNANCE PILLAR

KPI		2022	2021
Percentage of employees who have been trained on the Global Code of Conduct		96%	96%

Diversity and equal opportunity

KPI	UOM	2022	2021
Percentage of females at board level	%	36%	38%
Racial diversity at board level	%	43%	54%

Environment Social and Governance (ESG) score

KPI		2022	2021
FTSE/JSE Responsible investment index score		3.2	3.3
Environment Social and Governance (ESG) score – Sustainalytics (Risk rating = Low 10 – 20, Med 20 – 30, High 30 – 40)		26.0	24.4
Environment Social and Governance (ESG) score – MSCI (ccc – AAA)		AAA	AAA
Environment Social and Governance (ESG) score – S&P Global (0-60)		31	31

Patient privacy and electronic health records

KPI	UOM	2022	2021
Number of data breaches recorded	No	10*	291
Percentage of breaches involving personally identifiable information (PII)	%	30%	–
Percentage of breaches involving protected health information (PHI)	%	70%	–
Number of customers affected	No	179	–
Number of customers affected in PII category	No	10	–
Number of customers affected in PHI category	No	169	–
Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	Value	R118 664	0

* Prior year statistics included near miss incidents or incidents that were investigated and contained prior to any harm to data subjects. The current year only includes Data Leaks and Breaches where there was some likelihood of harm to data subjects, these were notified to both the Regulators and data subjects.

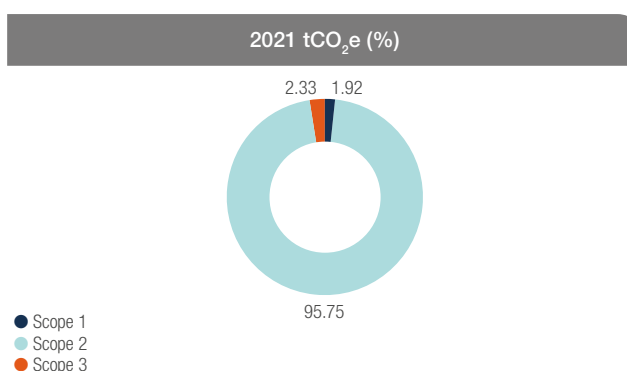
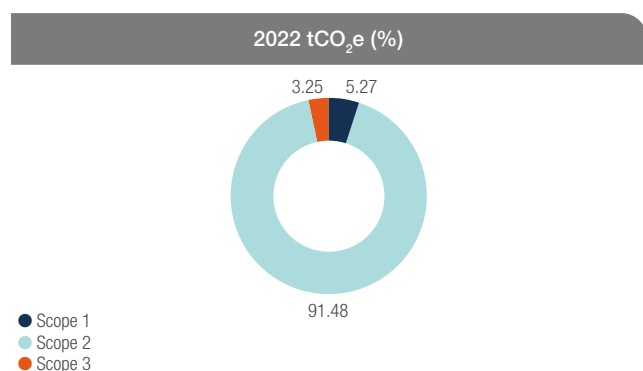


Sustainability complementary data report continued

ENVIRONMENTAL PILLAR

Scope for carbon emissions calculations

Reporting year	Scope 1	Scope 2	Scope 3
2022	<ul style="list-style-type: none"> ↪ HFO ↪ Diesel ↪ Petrol ↪ LPG ↪ Refrigerant gases 	<ul style="list-style-type: none"> ↪ Purchased electricity 	<ul style="list-style-type: none"> ↪ Coal from central laundry ↪ Waste to landfill ↪ Water withdrawal
2021	<ul style="list-style-type: none"> ↪ HFO ↪ Diesel ↪ Petrol ↪ LPG 	<ul style="list-style-type: none"> ↪ Purchased electricity 	<ul style="list-style-type: none"> ↪ Coal from central laundry



Carbon emissions

KPI	UOM	2022	2021
Scope 1	Tonnes CO ₂ e	7 951	2 869
Scope 2*	Tonnes CO ₂ e	138 045	142 922
Total scope 1 & 2	Tonnes CO ₂ e	145 995	145 791
Scope 3	Tonnes CO ₂ e	4 912	3 471
Total carbon emissions	Tonnes CO ₂ e	150 907	149 263
Total carbon saving via Company-owned projects	Tonnes CO ₂ e	7 478	7 430
Total carbon credits purchased	Tonnes CO ₂ e	0	0

* Electricity consumption data excludes Life Nkanyisa.

ENVIRONMENTAL PILLAR continued

Energy management

KPI	Description	UOM	2022	2021
Direct renewable energy consumption	Renewable fuel	L	0	0
	Total	GJ	0	0
	HFO	L	314 685	415 472
Total renewable energy consumption ¹	Petrol	L	172 491	100 758
	Diesel	L	1 282 665	364 067
	LPG	Kg	152 925	108 773
Total electricity consumption – self generated (renewable)	Solar PV	Kwh	7 871 820	7 821 437
Total electricity consumption – purchased*	Purchased	Kwh	145 310 090	150 444 359
Total electricity consumption	Self-generated + purchased	Kwh	153 181 910	158 265 796
Total indirect energy consumption	Total	GJ	551 455	569 757
Variance YOY %		Kwh	(3.2%)	
Renewable energy consumption as a % of total energy consumption		%	5.1%	4.9%

¹ Increase in diesel consumption during 2022 largely due to significant increase in electricity outages.

* Electricity consumption data excludes Life Nkanyisa.

Water management

KPI	UOM	2022	2021
Total water withdrawn	KI	1 209 843	1 274 035
Total water withdrawn – Municipal	KI	1 046 460	1 059 690
Total water withdrawn – Borehole	KI	141 896	21 4345
Total water withdrawn – 3rd party	KI	21 487	n/a



Sustainability complementary data report continued

ENVIRONMENTAL PILLAR continued

Waste management

KPI		UOM	Method of destruction	2022	2021	2020	2019
Healthcare Risk Waste	Total Healthcare Risk Waste generated	Tonnes	n/a	4 193	5 497	4 372	4 454
	Total healthcare risk waste – Incinerated	Tonnes	Incineration	135	120	n/a*	n/a
	Total healthcare risk – Treated	Tonnes	Treated	4 058	6 249	n/a	n/a
	Healthcare risk waste generated per PPD 	Kg/PPD	n/a	2.28	2.87	n/a	n/a
	HCRW – Anatomical Waste	Tonnes	Incineration	74.04	74.02	2.01	1.93
	HCRW – Chemical Waste (Cytotoxic)	Tonnes	Incineration	26.22	25.51	n/a	n/a
	HCRW – Chemical Waste (Pharmaceuticals)	Tonnes	Incineration	34.46	20.83	n/a	n/a
	HCRW – Infections Non-Anatomical waste (non-sharp waste)	Tonnes	Treated	3 735	5 005	n/a	n/a
	HCRW – Sharps	Tonnes	Treated	323	373	n/a	n/a
Total healthcare general waste generated		Tonnes	n/a	2 219	942	n/a	n/a
Hazardous waste	E-waste	Tonnes	Recycled	2.35	n/a	n/a	n/a
	Batteries	Tonnes	Recycled	5.54	n/a	n/a	n/a
	Used oil	Tonnes	Recycled	2.97	n/a	n/a	n/a
	Fluorescent tubes	Tonnes	Recycled	2.20	n/a	n/a	n/a
	Fat (Fat trap)	Tonnes	Disposed	141.28	n/a	n/a	n/a
General waste	General waste to landfill	Tonnes	Landfilled	777.06	n/a	n/a	n/a
Non-hazardous waste	Free flex	Tonnes	Recycled	27.74	n/a	n/a	n/a
	Plastic	Tonnes	Recycled	112.18	79.28	n/a	n/a
	Paper	Tonnes	Recycled	219.11	296.99	n/a	n/a
	Cardboard	Tonnes	Recycled	460.09	1 386.98	n/a	n/a
	Tins	Tonnes	Recycled	9.49	n/a	n/a	n/a
	Scrap metal	Tonnes	Recycled	23.70	n/a	n/a	n/a
	Glass	Tonnes	Recycled	7.14	n/a	n/a	n/a
Food waste	Food waste	Tonnes	Composting	356.43	n/a	n/a	n/a
Total healthcare waste generated		Tonnes	n/a	6 848	n/a	n/a	n/a
Total Waste Recycled		Tonnes	Recycled	945	1 763	n/a	n/a
Total waste recycled as a % of total waste generated		%	n/a	13.8%	n/a	n/a	n/a

* n/a not previously recorded.

ENVIRONMENTAL PILLAR continued

Ozone depleting substances

KPI	UOM	2022	2021
R22	Kg	488	776
R134A	Kg	115	71
R404A	Kg	37	86
R407A	Kg	10	58
R410A	Kg	673	4 046

Environmental incidents and grievances

KPI	UOM	2022	2021
Total number of reportable environmental incidents	No	0	1
The total number of grievances about environmental impacts filed through formal grievance mechanisms during the reporting period	No	0	3
Of the identified grievances, how many were: Addressed during the reporting period	No	0	1
Of the identified grievances, how many were: Resolved during the reporting period	No	0	1
The total number of grievances about environmental impacts filed prior to the reporting period that was resolved during the reporting period	No	2	0



Sustainability complementary data report continued

SOCIAL PILLAR

Employee turnover

Southern Africa (includes Life Gaborone)

KPI	UOM	SA		Int	
		2021	2022	2021	2022
Number of permanent employees	No	14 972	15 436	2 302	2 582
Number of temporary employees	No	1 081	1 032	1 180	1 206
Total employees	No	16 053	16 468	3 482	3 788
Opening number of permanent employees	No	15 076	14 972	2 110	2 302
Total number of new permanent employee hires	No	1 983	2 698	550	552
Females	No	1 586	2 146	271	384
Males	No	397	552	279	168
Under 30	No	845	499	196	200
31 – 40	No	374	236	207	177
41 – 50	No	152	121	85	113
Above 50	No	612	247	62	62
Employment resulting from acquisitions (included above)	No	–	158	–	–
Total rate of new employee hires	%	13.2%	18.0%	26.1%	24.0%
Total number of permanent employee leavers	No	2 087	2 234	358	272
Termination of employment contracts	No	103		358	272
Resignations, dismissals and abscondments	No	1 459	1 856	–	–
Termination through disposal of business	No	135	8	–	–
Retirements	No	249	266	–	–
Retrenchments and Mutual Separation	No	67	61	–	–
Death	No	70	31	–	–
Disability	No	4	12	–	–
Total net movement in employees	No	(104)	464	192	280
Closing number of permanent employees	No	14 972	15 436	2 302	2 582
Average permanent staff turnover annualised	%	15.1%	14.3%	17.0%	11.8%
Average permanent staff turnover excluding “good leavers” (annualised)	%	11.9%	11.9%	14.8%	11.9%

SOCIAL PILLAR continued
Diversity and equal opportunity

KPI	UOM	SA		Int	
		2022	2021	2022	2021
Percentage of employees per employee category in each of the following diversity category – under 30	%	17	15	17	14
31 – 40	%	36	37	35	34
41 – 50	%	27	27	27	27
Above 50	%	20	21	25	25
Females	%	82	81	68	69
Males	%	18	19	32	31
Percentage of employees living with disability	%	2	–		–
Percentage of females in senior management roles	%	32	31	14	14
Percentage of males in senior management roles	%	68	69	86	86
Racial diversity at top management level (SA)	%	47	44	n/a	n/a
B-BBEE accreditation (SA)	Level	3*	3	n/a	n/a
ACI Female Employees as a % of total SA females	%	76	n/a	n/a	n/a
ACI Male Employees as a % of total SA males	%	82	n/a	n/a	n/a

* Level 3 obtained in 2021 and accreditation for 2022 will only be finalised after publication of this report.



Sustainability complementary data report continued

SOCIAL PILLAR continued

Labour practices

KPI	UOM	SA		Int	
		2022	2021	2022	2021
Total number of grievances about labour practices filed through formal grievance mechanisms	No	4	2	10	14
How many were addressed	No	4	1	9	14
How many were resolved	No	3	1	9	10
Total number of grievances about labour practices filed prior to the reporting period that were resolved during the reporting period	No	0	2	–	–
Employees covered by collective bargaining agreement	%	9	–	27	–
Employees belonging to trade unions	%	9	–	1	–

Employees adverse events – occupational health and safety (OHS)

KPI	UOM	SA			
		2022	2021	2020	2019
Total employee adverse events per 200 000 labour hours	Rate	3.36	3.59	4.06	4.11
Total employee adverse events per 200 000 labour hours unit COVID-19 included	Rate	5.58	9.15	–	–

Patient safety adverse events

KPI	UOM	SA		
		2022	2021	2020
Total PPDs ^(A)	No	2 027 184	1 915 924	1 914 159
Total patient safety adverse events per 1 000 PPDs ^(A)	No	2.55	2.21	2.07
Medication related events per 1 000 PPDs	No	0.76	0.66	0.69
Falling related events per 1 000 PPDs	No	0.66	0.63	0.68
Pressure ulcer rate per 1 000 PPDs	No	0.13	0.17	0.09
Procedure related adverse events per 1 000 PPDs	%	0.64	0.48	0.39
Healthcare associated infections (HAIs) per 1 000 PPDs ^(A)	%	0.47	0.57	0.40
Number of Serious Reportable Events (SREs) as defined by the National Quality Forum (NQF)	No	186	128	–
Patient Experience Measure (PXM)	Score	8.40	8.41	8.39

Training and education

KPI	UOM	SA	
		2022	2021
Average employee training hours per employee	No	20.8	32.8
Senior management	%	0.4	1.0
Middle management	%	5.4	3.1
Junior management	%	11.3	23.4
Females	%	22.1	34.1
Males	%	77.9	65.9

SOCIAL PILLAR continued
Economic value distributed

KPI	UOM	SA		Int	
		2022	2021	2022	2021
Local procurement spend as a % of total procurement spend	%	99.9	99.9	84.3	86.6
Amount of community Investment spend (CSI)	Rand (Million)	105.3	92.1	2.1	0.7
Community investment spent on Education	Rand (Million)	14.3	–	0.0	–
Community investment spend on Community upliftment	Rand (Million)	14.1	–	1.2	–
Community investment spend on access Healthcare	Rand (Million)	76.9	–	0.9	–
Community Investment (CSI) as a % of total assets	%	0.64	0.59	<0.1	<0.1
Community Investment (CSI) as a % of revenue	%	0.54	0.50	<0.1	<0.1
Employee training and development spend	Rand (Million)	120.8	158.5	–	86.6
Employee training and development spend per employee	Rand	74 285	110 498	–	–
Employee training and development spend – Females	Rand	63 572	109 453	–	–
Employee training and development spend – Males	Rand	89 627	111 478	–	–
Employee training and development spend – senior management	Rand	8 793	533 356	–	–
Employee training and development spend – middle management	Rand	54 186	345 242	–	–
Employee training and development spend – junior management	Rand	3 739	134 407	–	–
Employee wages & benefits as a % of total revenue	%	39.9	39.6	27.9	26.5
Employee wages & benefits – Females	%	–	–	18.9	–
Employee wages & benefits – Males	%	–	–	8.9	–
Expenditure on R&D	Rand (Million)	18.8	–	130.0	–
R&D expenditure as a % of revenue	%	0.1	–	1.6	–



Sustainability complementary data report continued

SOCIAL PILLAR continued

Marketing

KPI	UOM	2022	2021
Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship, by:			
Incidents of non-compliance with regulations resulting in a fine or penalty	No	0	0
Incidents of non-compliance with regulations resulting in a warning	No	0	0
Incidents of non-compliance with voluntary codes	No	0	0

B-BBEE scorecard (SA)

KPI	Available points	SA			
		2022	2021*	2020	2019
Ownership and management control	25.0		21.81	18.2	10.7
Management control	9.0		9.89	5.0	6.9
Enterprise and supplier development (ESD)	44.0		37.71	34.0	33.6
Employment equity	10.0		–	4.5	4.3
Skills development	25.0		15.65	15.3	20.8
Socio-economic development	5.0		5.0	5.0	5.0
Total score	118.0		90.06	82.0	81.3
B-BBEE level		3^	3	4	4

* Using 2021 B-BBEE scorecard.

^ Level 3 obtained in 2021 and accreditation for 2022 will only be finalised after publication of this report.

Glossary

SDG	Sustainability Development Goals
ESG	Environment, social and governance
SETCO	Social, Ethics and Transformation Committee
EXCO	Executive Committee
SD Committee	Sustainable Development Committee
AMG	Alliance Medical Group
SANCB	South African National Council for the Blind
PET-CT	Positron emission tomography computed tomography
PV	Photo voltaic
UK	United Kingdom
UNGC	United Nations Global Compact
UOM	Unit of measurement
NHS	National Health Service
KPI	Key performance indicator
JSE	Johannesburg Stock Exchange
FTSE	Financial Times Stock Exchange
PPD	Paid patient day
HAI	Healthcare associated infections
SRE	Serious reportable event
NQF (quality)	National Quality Forum
PXM	Patient experience measure
HFO	Heavy fuel oil
LPG	Liquefied petroleum gas
HCRW	Healthcare risk waste
SA	South Africa
Int	International
B-BBEE	Broad-based Black Economic Empowerment
CSI	Community social investment
TCFD	Task Force on Climate-related Financial Disclosures
SHEQ	Safety Health Environment & Quality
CIO	Charitable incorporated organisation
ERMPF	Enterprise Risk Management Policy and Framework
UPS	Uninterrupted Power Supply
ACI	African, Coloured or Indian
QMS	Quality Management System
BSI	British Standards Institution



Sustainability complementary data report continued

SBEM	Simplified Building Energy Model
SECR	Streamlined Energy and Carbon Reporting
WRES	Workforce Race Equality Standard
BME	Black and minority ethnic
NGO	Non-governmental organisation
UCT	University of Cape Town
RHD	Rheumatic Heart Disease
NQF	National Qualification Framework
SETA	Sector Education and Training Authority
SANS	South African National Standard
ECD	Early Childhood Development
PPE	Personal protective equipment
GHG	Greenhouse gas
R&D	Research and development
ESD	Enterprise and supplier development

FY2022 sustainability complementary data assurance – data measurement KPIs and definitions

No	Key Performance Indicator	Unit of measurement	Boundary	Definition
1	Healthcare risk waste generated	kg/PPD	Southern Africa Business	Health Care Risk Waste (HCRW) is waste with the potential to cause disease including laboratory, pathological, genotoxic, cytotoxic, infectious, sharps, pharmaceutical, and waste that has potentially come into contact with the patient and may be contaminated with infectious materials. human and animal anatomical waste, infectious human and animal waste, sharps, chemical waste, pharmaceutical waste and radioactive waste generated by healthcare professionals, healthcare facilities and other non-healthcare professionals, eg tattooists and taxidermists.
2	Patient safety adverse events	Total patient incidents/ PPD x 1000	Southern Africa Business	<p>A patient adverse event is an event that affects the quality of the service provided to our patients. These adverse events can be major or minor, and can include health and safety adverse event, loss of or damages to patient property eg medication errors, slips and falls, stolen cell phones, poor services rendered etc. Patient adverse event will also include exposure to HBA, infectious diseases and HAI.</p> <p>Patient death due to anything other than natural causes is also seen as a patient adverse event. These are however SREs and do not form part of this work procedure.</p>
3	Paid patient days (PPD)	Number	Southern Africa Business	A Paid patient days (PPD) refers to a unit of time during which the services of the institution or facility are used by a patient.
4	Healthcare associated infections (HAI)	HAI/PPD x 1000	Southern Africa Business	A Healthcare associated infections is a localised or systemic condition resulting from an adverse reaction to the presence of an infectious agent(s) or its toxin(s) that was not incubating or present on admission to the healthcare facility. An infection is considered an HAI if all elements of a Centre for Disease Control (CDC) site-specific infection criterion were not present on admission (POA) but were all present after the 3rd calendar day of admission to the facility. The day of admission to the facility is calendar day one.
5	Scope 1 carbon emissions (HFO, petrol, diesel and LPG + Refrigerant gases)	tCO ₂ e	Southern Africa Business	Carbon emissions expressed as Carbon dioxide equivalent (CO ₂ e) = Total fuel (stationary and mobile) + Refrigerant gases used multiply by the relevant DEFRA / locally approved emission factors.
6	Scope 2 carbon emissions (electricity)	tCO ₂ e	Southern Africa Business	Carbon emissions expressed as Carbon dioxide equivalent (CO ₂ e) = Total electricity consumption multiply by the DEFRA/local power utility emission factor for the reporting year.



Independent Assurance Practitioner's Limited Assurance Report

ON SELECTED KEY PERFORMANCE INDICATORS

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TO THE DIRECTORS OF LIFE HEALTHCARE GROUP HOLDINGS LIMITED

Report on Selected Key Performance Indicators

We have undertaken a limited assurance engagement on selected key performance indicators (KPIs), as described below, and presented in the Sustainability Complementary Data Report 2022 of Life Healthcare Group Holdings Limited (Life Healthcare) for the year ended 30 September 2022 (the Report). This engagement was conducted by a multidisciplinary team including environmental and assurance specialists with relevant experience in sustainability reporting.

Subject Matter

We have been engaged to provide a limited assurance conclusion in our report on the following selected KPIs, marked with an "A" on the relevant pages in the Report. The selected KPIs described below have been prepared in accordance with Life Healthcare's reporting criteria as disclosed within the Report (reporting criteria).

Key Performance Indicator	Unit of measurement	Boundary of reporting
Healthcare risk waste generated	kg/PPD	Southern Africa Business
Patient safety adverse events	Total patient incidents/PPD x 1 000	Southern Africa Business
Paid patient days (PPD)	Number	Southern Africa Business
Healthcare associated infections (HAI)	HAI/PPD x 1 000	Southern Africa Business
Scope 1 emissions	tCO ₂ e	Southern Africa Business
Scope 2 emissions	tCO ₂ e	Southern Africa Business (excluding Life Nkanyisa)

Directors' Responsibilities

The Directors are responsible for the selection, preparation and presentation of the selected KPIs in accordance with the accompanying Life Healthcare reporting criteria. This responsibility includes the identification of stakeholders and stakeholder requirements, material issues, commitments with respect to sustainability performance and design, implementation and maintenance of internal control relevant to the preparation of the Report that is free from material misstatement, whether due to fraud or error. The Directors are also responsible for determining the appropriateness of the measurement and reporting criteria in view of the intended users of the selected KPIs and for ensuring that those criteria are publicly available to the Report users.

Inherent Limitations

The Greenhouse Gas (GHG) emission quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the values needed to combine emissions of different gases.

Our Independence and Quality Control

We have complied with the independence and other ethical requirements of the *Code of Professional Conduct for Registered Auditors* issued by the Independent Regulatory Board for Auditors (IRBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. The IRBA Code is consistent with the corresponding sections of the *International Ethics Standards Board for Accountants' International Code of Ethics for Professional Accountants (including International Independence Standards)*.

Deloitte applies the International Standard on Quality Control 1, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Assurance Practitioner's Responsibility

Our responsibility is to express a limited assurance conclusion on the selected KPIs based on the procedures we have performed and the evidence we have obtained. We conducted our assurance engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance Engagements other than Audits or Reviews of Historical Financial Information* and, in respect of greenhouse gas emissions, in accordance with the International Standard on Assurance Engagements (ISAE) 3410, *Assurance Engagements on Greenhouse Gas Statements*, issued by the International Auditing and Assurance Standards Board. These Standards requires that we plan and perform our engagement to obtain limited assurance about whether the selected KPIs are free from material misstatement.

A limited assurance engagement undertaken in accordance with ISAE 3000 (Revised) and ISAE 3410 involves assessing the suitability in the circumstances of Life Healthcare's use of its reporting criteria as the basis of preparation for the selected KPIs, assessing the risks of material misstatement of the selected KPIs whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the selected KPIs. A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks. The procedures we performed were based on our professional judgement and included inquiries, observation of processes followed, inspection of documents, analytical procedures, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed above we:

- Interviewed management and senior executives to obtain an understanding of the internal control environment, risk assessment process and information systems relevant to the sustainability reporting process;
- Inspected documentation to corroborate the statements of management and senior executives in our interviews;
- Tested the processes and systems to generate, collate, aggregate, monitor and report the selected KPIs;
- Inspected supporting documentation on a sample basis and performed analytical procedures to evaluate the data generation and reporting processes against the reporting criteria;
- Evaluated whether the selected KPIs presented in the Report are consistent with our overall knowledge and experience of sustainability management and performance at Life Healthcare.

The procedures performed in a limited assurance engagement vary in nature and timing, and are less in extent than for a reasonable assurance engagement. As a result, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether Life Healthcare's selected KPIs have been prepared, in all material respects, in accordance with the accompanying Life Healthcare's reporting criteria.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the selected KPIs as set out in the Subject Matter paragraph above for the year ended 30 September 2022 are not prepared, in all material respects, in accordance with the reporting criteria.

Other Matters

Our report includes the provision of limited assurance on Scope 1 and 2 emissions. We were previously not required to provide assurance on these selected KPIs.

The maintenance and integrity of the Life Healthcare's website is the responsibility of Life Healthcare's management. Our procedures did not involve consideration of these matters and, accordingly, we accept no responsibility for any changes to either the information in the Report or our independent limited assurance report that may have occurred since the initial date of its presentation on Life Healthcare's website.

Restriction of Liability

Our work has been undertaken to enable us to express a limited assurance conclusion on the selected KPIs to the Directors of Life Healthcare in accordance with the terms of our engagement, and for no other purpose. We do not accept or assume liability to any party other than Life Healthcare, for our work, for this report, or for the conclusion we have reached.



Deloitte & Touche
Registered Auditors

Per Jyoti Vallabh
Chartered Accountant (SA)
Registered Auditor
Partner

5 December 2022

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