



**Sustainability
Report 2023**

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Navigation

For easy navigation and cross referencing, we use the following icons throughout this report:

Stakeholders		Material matters	
Patients		1	 Attract and retain employees and specialists
Doctors and specialists		2	 Deliver care which is high-quality, cost-effective and people-centred
Healthcare funders		3	 Adapt and grow our diversified business in a sustainable manner
Industry regulatory bodies		4	 Be a trusted partner for all of our stakeholders
Shareholders, investors and financiers		5	
Government		6	
Employees		7	
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A non-financial indicator for which Deloitte has provided a limited assurance conclusion




This icon indicates that further information is available online.



This icon indicates that further information can be found elsewhere in this report.

Introduction







We are pleased to present our 2023 Sustainability Report. This report provides our stakeholders with an overview of our approach to environmental, social and governance (ESG) reporting. We also include detailed ESG data for the year under review and our long-term environmental targets.

This report should be read together with our Integrated Annual Report for the year 2023. 



A non-financial indicator for which Deloitte has provided a limited assurance conclusion.

Our 2023 reporting suite and frameworks

Integrated Annual Report	Annual financial statements	Sustainability Report	Remuneration Report
 <p>This is our primary report to stakeholders.</p> <p>The Integrated Annual Report provides material information on who we are as a Company, why and how we conduct our business, and the value we create for all of our stakeholders.</p> <p>Reporting frameworks applied:</p> <ul style="list-style-type: none"> • International Integrated Reporting Council's (IIRC) International <IR> Framework (updated January 2021) • Johannesburg Stock Exchange Limited (JSE) Listings Requirements and JSE Debt Listings Requirements • South African Companies Act, No. 71 of 2008, as amended (Companies Act) • International Financial Reporting Standards (IFRS) • King Report on Corporate Governance for South Africa, 2016* (King IV™) <p>Where to find it:</p> <ul style="list-style-type: none"> • In print • Download via our website 	 <p>This standalone report sets out the Group's audited annual financial statements, including the Independent Auditor's Report.</p> <p>Reporting frameworks applied:</p> <ul style="list-style-type: none"> • JSE Listings Requirements and JSE Debt Listings Requirements • Companies Act • International Financial Reporting Standards (IFRS) • King IV™ <p>Where to find it:</p> <ul style="list-style-type: none"> • Download via our website <p>Summarised information contained in:</p> <ul style="list-style-type: none"> • Group CFO review  in the Integrated Annual Report • Seven-year financial summary  in the Integrated Annual Report 	 <p>This standalone report details our environmental and social impacts as well as our governance practices that determine how we run our organisation to create value for all our stakeholders. It provides numerous data points that may be of interest to shareholders, analysts and help ESG ratings agencies with their evaluation of our Group.</p> <p>Reporting frameworks applied:</p> <ul style="list-style-type: none"> • King IV™ • Global Reporting Initiative (GRI) Standards • Task Force on Climate-related Financial Disclosures for health sector reporting guidelines (TCFD) • United Nations Sustainable Development Goals (SDG) <p>Where to find it:</p> <ul style="list-style-type: none"> • Download the full report via our website <p>Summarised information contained in:</p> <ul style="list-style-type: none"> • Natural capital section of  in the Integrated Annual Report 	 <p>This standalone report provides detail on our remuneration philosophy and how we have implemented this in both the current year and prior years.</p> <p>Reporting frameworks applied:</p> <ul style="list-style-type: none"> • JSE Listings Requirements and JSE Debt Listings Requirements • Companies Act • King IV™ <p>Where to find it:</p> <ul style="list-style-type: none"> • Download the full report via our website <p>Additional Information</p> <ul style="list-style-type: none"> • Results presentations • Notice of our Annual General Meeting and proxy voting form • King IV™ application register • Our Broad-Based Black Economic Empowerment (B-BBEE) certification • Quality metrics for each Life Healthcare hospital <p>Where to find it:</p> <ul style="list-style-type: none"> • Access and download via our website

References to years such as 2022, 2023 and 2024, refer to our financial year (1 October to 30 September).

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Our approach to sustainability

At Life Healthcare we believe that sustainability makes good business sense.

At our core, we are driven by a simple yet profound purpose of **Making life better**, which fuels our commitment to providing world-class healthcare services and products to individuals and communities. This is why we are dedicated to ensuring that every action we take contributes to the betterment of society and the planet. The creation of value for our stakeholders, while preserving the environment and enhancing the livelihood of the communities we operate in, forms the basis of our approach to sustainability. We recognise the integration of

ESG principles in our value creation as a strategic tool to attain our long-term goals. ESG continues to be a key strategic focus area for the long-term viability of our business. In compiling this report, we have followed the Global Reporting Initiative (GRI-G4) and the taskforce for climate-related financial disclosure (TCFD) for health sector reporting guidelines. Our approach to ESG is aligned with the United Nations Sustainable Development Goals (SDGs) throughout our business with the aim of **Making life better** for our patients, employees, and communities.

Assurance

Financial and sustainability aspects for 2023 indicators are independently assured. The External Assurer's Report on specific sustainability indicators is on  page 50.



Our strategic priorities including ESG initiatives and Corporate Social Investments, can make a meaningful impact on the following challenges identified within the United Nation's Sustainable Development Goals (SDGs). We highlight the SDGs where we think we can deliver the most impact.

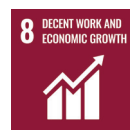




Our approach to sustainability continued

Our ESG focus and contribution to SDGs

	Making life better through Sustainability Environment 	Making life better through Social 
Delivered through our Group objectives	<ul style="list-style-type: none"> Developing systems to measure, monitor and manage energy, water and waste in order to comprehensively understand our carbon footprint. Consistently reduce our carbon emissions to net zero by 2050. Consistently reduce our waste to landfill to Zero by 2030. Engaging with national healthcare systems to support the government, public health sector or regulatory environmental initiatives. Engage our workforce and wider communities to create a culture of environmental responsibilities. 	<ul style="list-style-type: none"> Engaging with national healthcare systems to support government, public health sector or regulatory social initiatives. Contribute to community upliftment through supporting improvement initiatives in education, health and community. Delivering high-quality healthcare services through an experienced, stable workforce. Providing healthcare services through a management team and workforce that reflects the diversity demographics of the regions in which we operate. Investment in innovative healthcare solutions to improve community health outcomes.
Measured against our initiatives and targets	<ul style="list-style-type: none"> Providing consistent, transparent internal and external ESG reports. Achieving zero waste to landfill by 2030. Introducing solar photovoltaic (PV) installations at all viable facilities. Introducing water usage improvement initiatives at all viable facilities. New build initiatives to align with energy efficiency principles. Identifying appropriate, sustainable and responsible carbon offset initiatives. 100% of all medical and radioactive waste disposed of responsibly. 	<ul style="list-style-type: none"> Annual commitment to invest funds in community upliftment initiatives in the regions in which we operate. Continued investment in workforce development, training and education. Continued investment in pay, terms and conditions of employment, including a commitment to achieve the adoption of living wage principles in the regions in which we operate. Achievement of agreed transformation, diversity and inclusion targets, including B-BBEE targets in SA. Embedding ESG in role profiles for our leaders and their performance scorecards.





- Engaging with national healthcare systems to support government, public health sector or regulatory governance initiatives.
- Operate an appropriate governance structure to support corporate governance principles and to ensure the provision of high-quality, safe healthcare services.
- Recognise the sensitivity of patient data through world-class cyber-security and data protection initiatives.
- Actively implement responsible ESG practices.

- Support appropriate Board governance and independence.
- Enact principles to ensure appropriate diversity and expertise for internal boards and committees.
- Manage the ethical delivery of healthcare services through a Global Code of Conduct applicable to internal and external stakeholders.
- Independent external audit of financial and non-financial activities in all the regions in which we operate.
- Continued investment in clinical, quality, health and safety and compliance in all the regions in which we operate.



Scope and boundary

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

In light of the proposed Alliance Medical Group (AMG) disposal, we have not reported on the International ESG indicators in this report. Details of the AMG transaction can be found in our Integrated Annual Report for 2023.



Our ESG strategy

Our ESG aspiration

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

Our 2026 strategy (refer to our Integrated Annual Report ) is driven by our ambition to be:

- A diversified business with a growing share of revenue and earnings from non-acute services
- Delivering measurable quality through a people-centred approach while using data analytics and technology to positively impact patient care.

Environmental strategy roadmap

	Strategic objectives	Group targets for 2030
 Environmental	<ul style="list-style-type: none"> • Developing systems to measure, monitor and manage energy, water and waste in order to comprehensively understand our carbon footprint. • Engaging with national healthcare systems to support the government, public health sector or regulatory environmental initiatives. 	<ul style="list-style-type: none"> • Reduce southern African carbon emissions by 20% by 2030 (target presented and approved at May 2023 Board meeting).
 Social	<ul style="list-style-type: none"> • Drive diversity and inclusion. • Strengthen employee retention. • Continued employee health, safety and wellness programmes. • Continuous training and development. • Ongoing CSI and enterprise development programmes. 	<ul style="list-style-type: none"> • B-BBEE targets in SA. • Diversity and inclusion targets in SA. • Diversity and inclusion targets for International. • Drive reduction in employee turnover. • Training KPIs in SA and International. • CSI initiatives.
 Governance	<ul style="list-style-type: none"> • Entrenched governance structures. • Actively implement responsible ESG practices. • Commitment to ESG and sustainability. • Ongoing cyber security and data protection focus. 	<ul style="list-style-type: none"> • Board succession targets. • Board tenure, diversity, skills and succession. • ESG performance scorecards for leadership. • United Nations SDGs integrated within our Global Code of Conduct.

ESG roadmap	2021	2022	2023
	<ul style="list-style-type: none"> • First Sustainability Complementary Data Report • New green 5-Star rated head office • Implemented solar PV at 15 facilities in SA 	<ul style="list-style-type: none"> • Developed ESG strategy and roadmap • Identified Group projects 	<ul style="list-style-type: none"> • Established an environmental baseline for southern Africa • Established Group carbon emission targets

Our environmental strategy outlines our objectives of meeting a long-term target of 20% reduction on carbon emissions by 2030 for our southern African business.

The target is based on the assured 2023 baseline data for scope 1, 2 and 3 subject to review in 2026.

Group initiatives

Southern Africa

- Solar PV installations in SA.
- Water reduction initiatives.
- Reduce waste to landfill project.
- Responsible disposal of medical waste.
- Offset initiatives.

- Continue to promote gender empowerment and diversity in the health sector.
- Continue investing in product development and innovation.
- Driving our Group-wide Employee Value Proposition (EVP) measures.
- Invest in training and skills development in SA and International business units.

- Board governance and independence.
- Board diversity and expertise.
- Equitable and fair remuneration practices and philosophy.
- Management of ethics through the Code of Conduct.
- Cyber-security and protection of patient and employee data.

2024

- Continue implementation of ESG projects
- Validate and align targets
- Continuously identify new projects (Group and operations)
- Roll out ESG strategy to operations

2026

- Reach 2026 targets
- Re-assess baseline and determine 2030 targets

ESG Goal

- 20% reduction in carbon emissions by 2030
- net zero emissions by 2050
- Zero general waste to landfill by 2030
- Employer of choice

Our ESG strategy continued

Our zero general waste to landfill roadmap for SA operations



Our sustainability achievements for 2023



1

A Group waste management plan to meet zero general waste to landfill by 2030 has been developed for the southern Africa business.



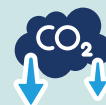
2

Successfully rolled out a smart monitoring system for electricity and water at all of our southern Africa facilities.



3

Achieved limited assurance for our Scope 1, 2 and 3 data including water, as compared to 2022 where water consumption was excluded from the assurance scope.




4

Developed an environmental strategy for 20% reduction on carbon emissions for the southern African business.

Our sustainability performance at a glance

Key sustainability indicators

Life Healthcare has been disclosing KPIs related to its material issues identified in 2021. Performance on our ESG KPIs for our southern Africa operations at a glance is illustrated below. A detailed performance on all our southern Africa ESG data related to our material issues is included in various data tables on  pages 37 – 47 of this report.

7 269 667 kWh

Renewable energy consumption

145 580 670 kWh

Total electricity consumption

1 546 tonnes

Total general waste recycled

 **2.43 Kg/PPD**

Total healthcare risk waste
generated/paid patient day (PPD)

R122.7 million

CSI spend

 **1 365 677 KI**

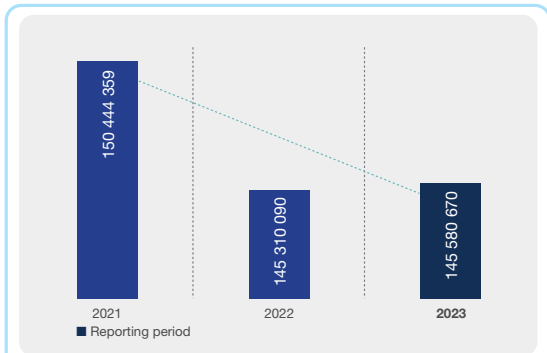
Total municipal water withdrawn

167 650 tCO₂e

Total carbon emissions

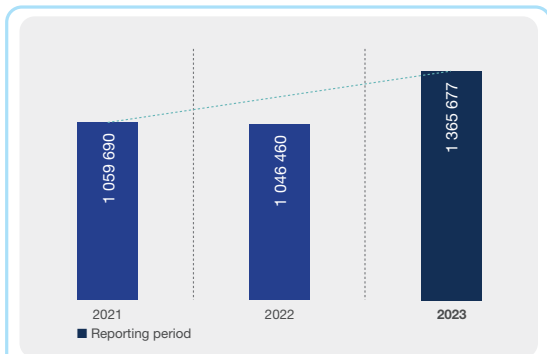
Zero reportable
environmental incidents

Purchased electricity consumption (kWh)



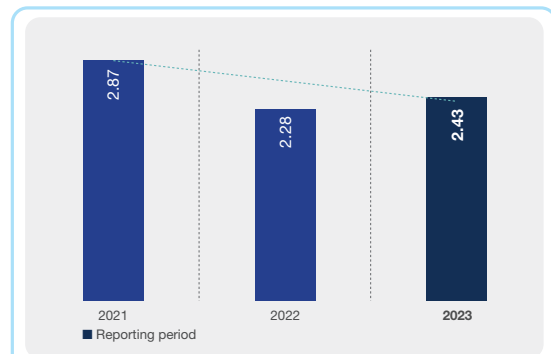
Loadshedding contributed to a reduced energy consumption.

Total water withdrawn (Kℓ)



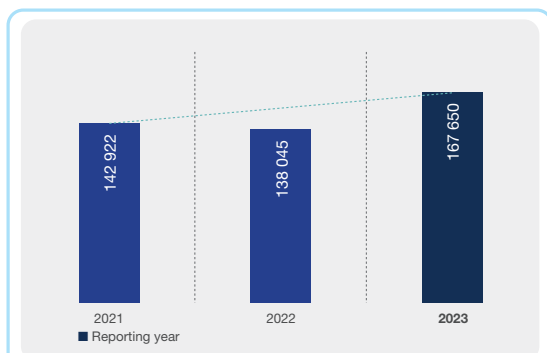
We rolled out automated smart meter systems to measure water consumption at all of our southern Africa operations. This has resulted in more accurate and effective recording of water usage. The 2022 water consumption figures were based on the municipal estimates.

HCRW/PPD (Kg/PPD)



HCRW increased due to the growth in PPDs and improved reporting systems.

Total carbon emissions (tCO₂e)



Our total carbon emissions increased due to higher diesel consumption during loadshedding.

ESG rating highlights

ISS score

Rating: B-
Performance score of 63.3/100

Date of rating: 06 March 2023

- Achieved a higher disclosure rating of 2 on Environmental.
- Achieved a higher disclosure rating of 3 on Social.
- Achieved an overall rating of very high transparency and a prime status.

ISS ESG 



Sustainalytics

Rating: 27.1

Rating date: 25 October 2023

- Our disclosure is very strong, signalling a high degree of accountability to investors and the public, although it requires improvement on some initiatives to manage risks related to material ESG issues.
- Our score declined due to a change in the scoring methodology.



FTSE/JSE Responsible investment index

3.4

Percentile rank: 71

Score date: 19 June 2023

- Achieved a sector and industry-leading score of 3.4 and a score of 5 on Human Rights and Community.



MSCI

Score: AA

Rated as the Leader in Healthcare Industry

Rating date: 14 February 2023

Our score declined due to a change in the scoring methodology.



S&P Global

Score: 39/100

Rating date: 25 August 2023

Methodology
Year 2023

Scored well above the industry average score of 26/100 for the Health care providers and services.










CDP

Achieved a disclosure band of D for water security and climate change disclosure in 2022.

The scoring for 2023 will be released in early 2024.



ESG rating performance over a period of three years

Rating agency	2023	2022	2021
FTSE/JSE Responsible investment index score Exposure levels: ■ High ■ Medium ■ Low Score/Rating: 0 to 5 (higher scores are better)	 3.4 (Medium)	3.2	3.3
ESG score – Sustainalytics <div> Negligible Low Medium High Severe </div> <div> 0 – 10 10 – 20 20 – 30 30 – 40 40+ </div>	 27.1 (Medium)	26 (Industry = 28)	24.4
ESG score – MSCI <div> CCC B BB BBB A AA AAA </div>	 AA	AAA	AAA
(ccc – AAA)			
ESG score – S&P Global (0 – 60)	 39	31	31
ESG score – ISS <div>  </div> Scoring Grade D- to A+ Status P = Prime, NP = Not Prime Prime Threshold D- to A+ Decile Rank 1 – 10	B- 	–	–
CDP Leadership (A/A-): Implementing current best practices Management (B/B-): Taking coordinated action on water issues Awareness (C/C-): Knowledge of impacts on, and of, water issues Disclosure (D/D-): Transparent about water issues	The scoring for 2023 will be released in early 2024 	D	Submitted but not scored

 Improved

 Declined

 Maintained

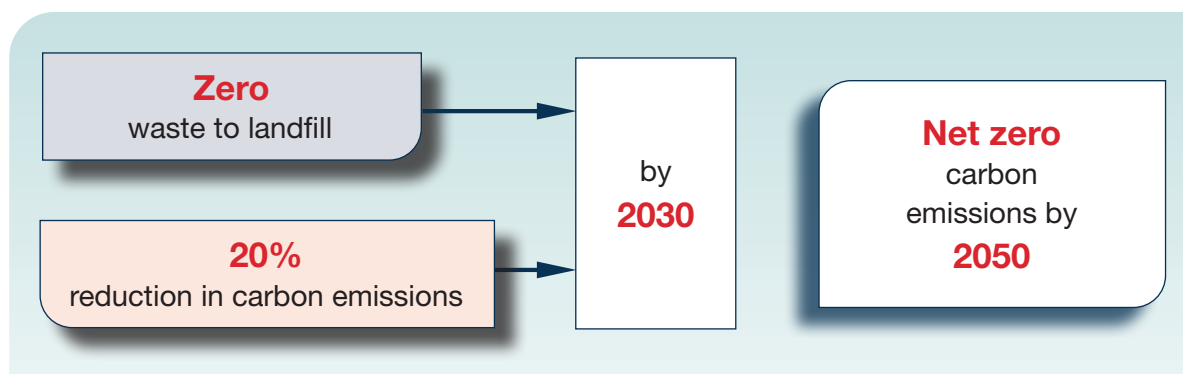
Group Chief Executive's message

Dear Shareholders,

As we report on yet another financial year-end, I wanted to take a moment to reflect on our Company's commitment to ESG principles and update you on our progress in this area. At our core, we believe that a sustainable business is not only good for the planet and society, but also for our long-term performance as a healthcare company. We recognise that addressing ESG issues is not just a moral imperative, but also a strategic imperative that drives innovation, protects and enhances our reputation, and creates long-term value for our stakeholders.

Environmental sustainability

We are on a constant journey to collate, analyse and report on our environmental impact as a business. For the year under review, this work has culminated in us setting targets to reduce our environmental impact, as shown below.



Our strategy roadmap has been developed through an iterative process, resulting in realistic targets in terms of value and resource allocation and capabilities. We have included ESG metrics within our remuneration targets included in the new Single Incentive Plan that will be implemented during 2024. Further details of our incentive plans and our ESG-related remuneration targets, can be found within our 2023 Remuneration Report [📄](#).

We take a holistic approach to ESG, considering it alongside the delivery of quality clinical care. We are committed to addressing environmental challenges in a responsible manner that does not contradict our growth imperative or ability to deliver quality care.

Our safety, health and environmental (SHE) stewardship is further demonstrated by our compliance level with SHE regulatory requirements and continual improvement in the implementation of our ISO 14001 Environmental Management System, both of which are assured by external parties.

Social impact

We believe that our success is intertwined with the well-being of our patients, our doctors, our employees, our customers, and the communities in which we operate. As a leading healthcare company, clinical excellence remains our key priority. We have robust and established clinical governance structures and processes in place to ensure accountability, transparency, and quality in clinical practice. In addition, and in pursuit of continued excellence, we strive to foster a culture of patient-centred care by respecting their preferences and values, and encouraging effective communication between our healthcare providers and our patients.

Our EVP continues to guide and support our people strategy. We have seen material progress and a reduction in staff turnover for the year under review in multiple categories of southern Africa critical skilled employees, including registered, experienced, and qualified nurses, case managers and pharmacists. Diversity and inclusion is central to our strategy and continues to strengthen our ability to diversify our succession planning over the medium to longer term. Additional information on our EVP and progress with diversity and inclusion can be found in our 2023 Integrated Annual Report [📄](#).

We remain committed to invest funds in community initiatives in the regions in which we operate. Our CSI are focussed on upliftment across various healthcare, education and community improvement initiatives, which we detail on [📄](#) pages 30 – 34 of this report. During the current year we spent R123 million on these initiatives.

Governance excellence

We are committed to maintaining the highest standards of corporate governance and transparency. We have a diverse and independent Board of Directors who provide strong oversight and guidance. We have also implemented robust governance, risk and compliance management processes and internal controls to ensure the integrity of our decisions and our business. Additional information regarding our Board and how we govern our Company can be found within our 2023 Integrated Annual Report [📄](#).

Looking ahead, we recognise that there is still work to be done. We will continue to set ambitious but realistic goals, measure our progress, and hold ourselves accountable. We are committed to regularly reporting on our ESG performance and engagement with our stakeholders to ensure transparency and alignment.

I want to express my gratitude to our shareholders for their continued support and belief in our ESG journey. Together, we can create a more sustainable and equitable future.

Thank you for your trust and partnership.

Peter Wharton-Hood

Group Chief Executive

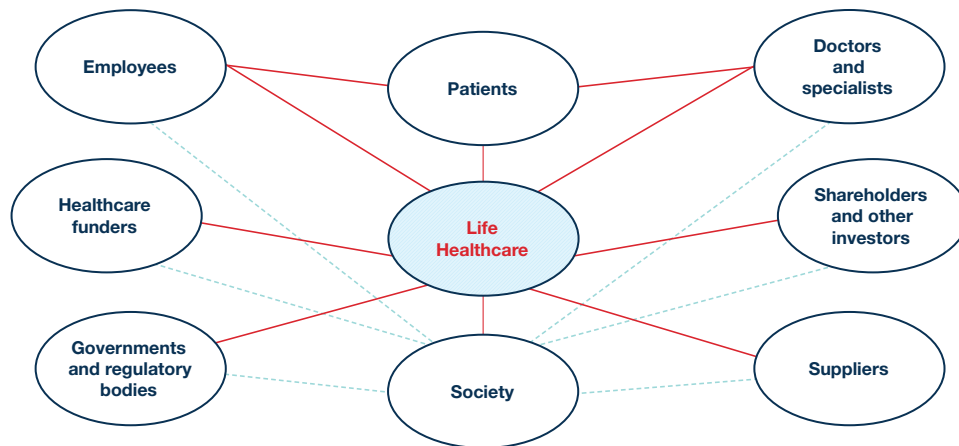


Stakeholder and reputation

(Responding to our stakeholders)

Several key stakeholders shape our operating environment and contribute to our ability to deliver services across our business. We provide further detail with regards to all of these key stakeholders in our Integrated Annual Report, which can be accessed on our website [🌐](#).

Here is a summary of our key stakeholders.



Our employees are critical to the delivery of our services. Our ability to employ and retain talented and passionate employees is a key component of delivering consistent high-quality care.



The **patients** we treat are our primary stakeholders and **are at the centre of everything we strive to achieve**.

Making life better for them is key to what we do.



Doctors and specialists are critical to our healthcare services delivery. In many countries we operate in we either do not, or are not legally permitted to, employ doctors and specialists. They act as consulting partners with access to our facilities and have rights to carry out procedures and admit patients within our facilities.



The growth and sustainability of our Group depends on how efficiently we manage the funds entrusted to us by our **shareholders and other investors**.



Healthcare is a heavily regulated sector worldwide. These regulations, from national **governments or from professional or other regulatory bodies**, define what we can and cannot do from a healthcare provision perspective.



Governments, and their regulations, are essentially a reflection of the values, beliefs and aspirations of **society**. Society plays a role in holding governments and businesses accountable for their actions.



Our **suppliers** deliver the consumables, drugs, equipment and food we utilise during the provision of our services. We also rely on utilities to supply us with water, electricity and other municipal services. Reliability of our supply chain and utilities is crucial to the sustainability of our services.



Healthcare funders are important stakeholders as we receive much of our remuneration directly from them. In southern Africa our services are mostly funded through private medical insurance coverage and occasionally through direct out-of-pocket payments or publicly funded schemes. For Life Molecular Imaging (LMI), the uptake of PET-CT scanning as part of the diagnostic pathway for dementia patients, will largely depend on public sector funders agreeing to cover the costs of dementia treatment and the diagnostic tests required.



Stakeholders' key expectations and concerns

How we engage with our stakeholders

- Responsible global citizen.
- Awareness of impact on the environment with plans implemented to reduce these impacts.
- Believable implementation road map to reduce emissions and waste to landfill.
- Fair and caring employer.
- Diversity and inclusion measures.
- Appropriate B-BBEE scorecard.
- Quality of patient care (see safety and quality review,  page 28).
- Safe work environment (see safety and quality review,  page 28).
- Ethical conduct with regards to suppliers and other stakeholders.

- Regular meetings with shareholders and other investors, healthcare and financial funders, employees, patients and suppliers with regards to environmental impact and way to reduce these or mitigate the impact.
- Independent verification and assurance of some of our environmental data, along with disclosure of ESG data to enable accurate assessment and scoring of our ESG-related outcomes.
- Independent verification and scoring of our B-BBEE credentials, quality and safety standards.
- Regular communications related to health and wellness campaigns and opportunities for employees to get involved in CSI projects.

Affected material matters



(refer to our Integrated Annual Report )

Affected strategic pillars




(refer to our Integrated Annual Report )

Ambition

Constraints/Trade-offs

Our response

Reducing electricity consumption

Electricity outages in SA due to poor service delivery from Eskom, necessitates the utilisation of diesel generators at all of our facilities. Given the significant elevated level of outages during 2023, our diesel usage has increased dramatically, impacting on our scope 1 emissions (see  page 37).

Solar installations at 15 of our facilities in SA. These are installed and maintained by a third party renewable energy provider.

We are exploring additional renewable energy installations including more solar panel and/or battery installations.

Reducing water consumption

South Africa is a water scarce country, but water is essential within our operations.

Water outages, related to ageing infrastructure and electricity outages, are becoming more frequent in some parts of SA, which has the ability to halt our operations.

We continually strive to reduce our water consumption by more efficiently using water.

Many of our facilities have back-up water storage tanks that can sustain our operations for between 24 to 48 hours.

In some parts of the country we have introduced borehole supply to our hospitals to improve the consistency of our supply.

Reducing healthcare waste

Healthcare risk waste is an inevitable by-product of our operations.

Due to the increase demand for our services, as demonstrated by the 9.5% growth in paid patient days across our hospital and complementary services in 2023, our healthcare risk waste has also increased.

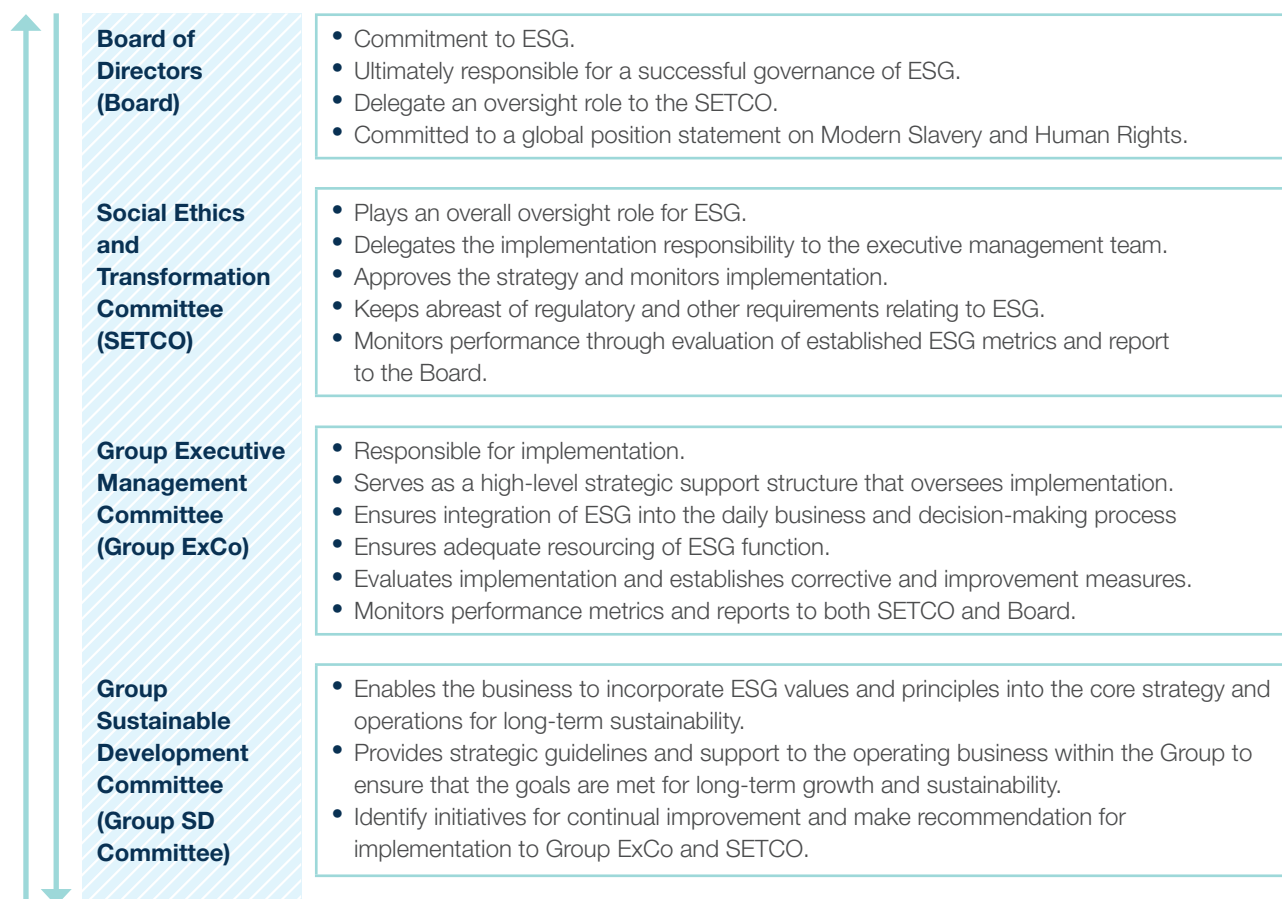
We continue to dispose of healthcare risk waste in-line with the regulatory conditions in each geography in which we operate.

We have developed a strategy to reduce our general waste to landfill.

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 task force on climate-related financial disclosures (TCFD).



Our approach to ESG governance

- a) **Anti-corruption:** The Company has a policy on Anti-Bribery and Corruption which is reviewed annually and tabled for Board approval. The Group Compliance Manager provides training on the policy supplemented by training conducted by the International Regions.
- b) **Public Policy:** Donations to governments and political parties are prohibited across the Group.
- c) **Anti-competitive Behaviour:** The Group ensures the necessary advice is received when transacting to ensure its engagements are not anti-competitive.
- d) **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 every quarter.
- e) **Grievance Mechanisms for Impacts on Society:** The Company has a whistle-blowing hotline, which is open and available for both employees and service providers supplemented by policies and procedures enabling parties to raise grievances and make complaints. In addition, the Company has an ethics office which provides an alternate avenue for reporting unethical conduct. Patient complaints can be made via a website as there is a dedicated email address. In addition, complaints may be lodged directly with a hospital manager. Complaints are also received via social media and an escalation process is in place to manage these.
- f) **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 people from different ethnic backgrounds, geographies and orientations are encouraged to join the Group.

- g) **Child Labour:** The Company does not allow child labour and its procurement process is quite stringent in relation to suppliers. Suppliers are required to complete a comprehensive questionnaire in relation to the employment practices and a Supplier Code of Conduct is implemented within the international business obligating suppliers to comply with all sustainability laws.
- h) **Forced or Compulsory Labour:** The Company does not allow forced labour and our procurement process is quite stringent in relation to suppliers. Suppliers 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. A global position statement has been adopted by the Board in respect of Modern Slavery and Human Rights.
- i) **Human Rights Grievance Mechanisms:** The Company has an Ethics Office and any human rights grievances are brought to the attention of the Ethics Office via a dedicated email address. A Global position statement on Human Rights and Modern Slavery Statement has also been implemented setting out the Company's policy views on such matters.

Ongoing training of our employees on the Global Code of Conduct is conducted to ensure consistent and correct application in various work areas within the Group. In 2022 the Group held an internal employee competition to involve employees in proposing updates and changes to the Code of Conduct. This was our strategy to increase employee's drive and interest in the renewed Code. The Code is currently under review and once finalised will be re-scheduled for approval.

Gender-based Violence

The scourge of gender-based violence (GBV) has unfortunately increased globally and the plight of women, in particular, has left a devastating effect on communities and societies as a whole.

We can no longer stand on the side and empathise with the victims. As responsible corporate citizens we need to show our support and act with intent and purpose to help alleviate the impact on society. As a Company, we will continue to create awareness around GBV – across our operations – and support initiatives that seek to eradicate GBV. These include discussions around GBV and how it can be addressed and during 16 Days of Activism the Company also packs care bags which are distributed to shelters with women and vulnerable children.



Management of ESG risks and opportunities

a. ESG risk identification process

The Company's Enterprise Risk Management Policy and Framework (ERMPPF), guided by the TCFD framework 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 Company 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 stakeholder engagements and feedback.
- III. Through assessments against standards, eg gap analyses, internal and external assurance activities, and accreditation reviews.
- IV. Through reported incidents/events and through complaints.
- V. Through proactive environmental scanning for emerging risks (risk and business reports and publications).

b. ESG risk management process

The management of risk is also governed by the ERMPPF.

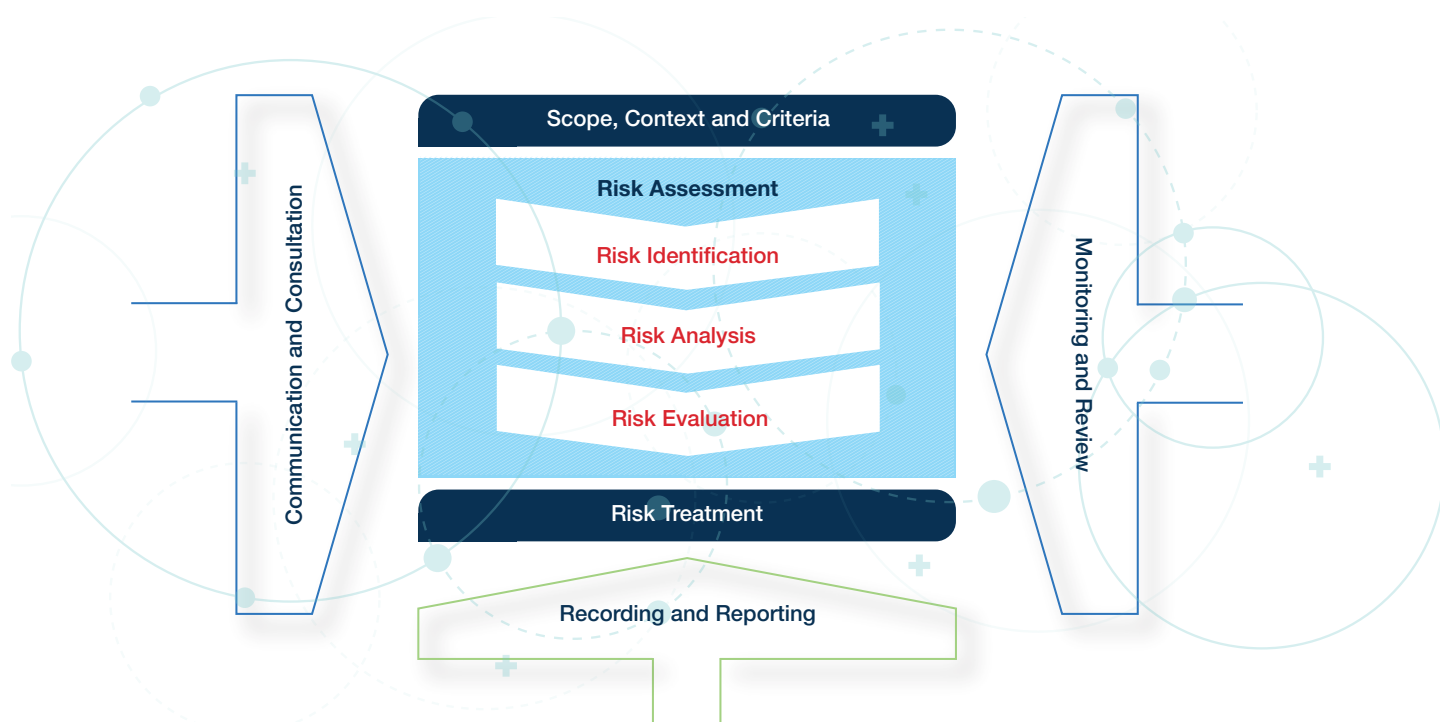
Functions that own risk are responsible for ensuring that all risks, including sustainability risks, have adequate and effective internal control measures in place to manage risks. They are responsible for ensuring that risks identified are documented on their business areas' risk assessment/risk register, 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. The management team 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 outweighs the benefit that will be derived, management undergoes a formal process – after assessing all other treatment options – to make a conscious decision to accept risk.

Risks identified and documented through the risk assessment process are regularly monitored and reviewed. 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.

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

The Company 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).



This process is further supported by a standardised risk taxonomy, risk methodology and risk classifications. The Company's risk universe spans ten key risk types, viz. strategic risk, investment risk, financial risk, market risk, clinical and patient safety risk, operational risk, IT risk, legal, regulatory and compliance risk, reputational risk and country risk.

At present, sustainability and climate-related risks are categorised under operational risk but may also feature under clinical and patient safety risk, reputational risk and legal, regulatory and 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 – A table indicating top 20% risks and opportunities identified

Ambition		Constraints/Trade-offs	Our response
1.	Physical	Climate change – increased carbon emissions by Life Healthcare due to increased energy consumption, either from increased diesel usage due to loadshedding, or increased electricity as a consequence of increased activities in our facilities.	Increasing the use of alternate greener power sources (solar panels for solar power). Solar photovoltaics (PV) installed at 15 hospitals.
		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. Increased on-site water storage and borehole installations can mitigate short-term supply disruptions. Environmental impact studies conducted to identify further initiatives.
3.	Operational	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 employees 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's head office attained a Green Building Council 5-Star Green Star 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.

Management of ESG risks and opportunities continued

e. Description of the resilience of the 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 waste water-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) and key employees e.g. 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.

Management of ESG compliance and data protection

a) Processes for identifying sustainability related compliance obligations.

ESG-related laws are considered part of the general compliance risk assessment process set out in the Group Compliance Framework (the Framework). The latest version of the Framework was approved by the Group Board in July 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 (RU)”;
- Compliance risk analysis: prioritising 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 Company.

b) Processes for managing sustainability compliance obligations.

The Company's process for managing sustainability compliance obligations are aligned with the Group Compliance Framework, and as more fully described above. The process of aligning compliance obligations with the Company's ESG strategy is an ongoing exercise.

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

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

d) Process for data protection.

Life Healthcare enforces data protection safeguards that align to global practices such as ISO 27001 and associated standards. There is an integrated working function between the Group Information Security teams and the Information Technology functions to collaborate on information governance, cyber risk management, compliance, assurance and privacy requirements. The core focus areas across the organisations result from a layered defence approach by applying security policies, enforcing cyber defence technologies, vulnerability management, providing security architecture by design and encompassing the technology eco system within a security operations monitoring centre. There is also a continuous assurance process implemented on the existing and new solutions by having periodic security assessments, audits, penetration tests and maturity assessment performed to assess the effectiveness of controls. We implement advanced cyber technologies ranging from end point EDR protection, vulnerability and patch management, network anomaly detections through AI, automated identity and access management, cloud security, email security and next generations firewalls aggregating on an orchestrated SIEM monitoring technology and also continuous end user training and awareness. There is also a business view taken when protecting data ranging from having our data assets classified and ensuring data encryption protocols are enforced, USB ports are blocked, and vigorous least privileged controls applied to admin accounts. Life Health Solutions has a dedicated internal information security team that ensures cyber, data and supply chain risk is managed according to risk appetite thresholds whilst consistently designing controls that are relevant for both the corporate and hospital environments.

Management of ESG compliance and data protection continued

Group Compliance mandate activities include:



e) Disclosure of the sustainability-related compliance obligations that the Company has identified over the short, medium, and long term, and the impact on the organisation's businesses, strategy and financial planning – A table indicating top 20% compliance obligations identified.

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 RU's with specific focus on ensuring that all ESG-related legislation is ongoing. We have received confirmation from the relevant Compliance stakeholders that ESG laws are considered as part of the bi-annual RU reviews and assessed accordingly.

In South Africa, we have also embarked on a project to develop site-specific SHE-related legal registers that cover applicable site-level legislative requirements, environmental aspects, applicable standards and local by-laws as contemplated in ISO 14001. The project is ongoing.

In addition to the above, an external legal baseline audit of SHE regulations has been initiated at a selection of sites to provide us with further insights into site-level compliance progress.

Our SA business, together with our international business operate in accordance to the Health, Safety, Environmental, Social and Governance-related laws applicable to the southern African and international business. Compliance Risk Management Plans are in place for policies and legislative related risks that are categorised as high and material risk and compliance assurance is obtained.

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

As the Groups 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 Company.

As far as 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.

Environmental targets

The setting of the environmental targets commenced during 2022. Careful consideration was given to setting the targets to ensure sufficient stakeholder engagement and inclusion in decision making. 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 long term 20% carbon reduction by 2030 target setting was concluded and approved by SETCO in 2023. The target is based on the 2023 baseline data disclosed in this report.



Diversity and equal opportunity

Employee value proposition

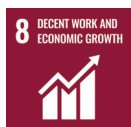
We successfully launched our EVP in October 2022, and the past year has been spent on embedding aspects of the EVP into core Human Resources (HR) processes. It is pleasing to note the positive impact of the many interventions launched in terms of **Making life better** for our employees, and the Company has seen a further decline in employee turnover, especially in our core clinical functions.

Employee development

We have continued with the implementation of robust employee development programmes to nurture talent and enhance skills. We provide opportunities for continuous learning through training programmes, mentorship, and career development plans. By investing in our employees' growth, we are not only empowering them to reach their full potential but also ensuring a pipeline of skilled leaders for the future.

Employee well-being

We prioritise the well-being of our employees by offering comprehensive wellness programmes and mental health support. We understand that a healthy and balanced workforce is more productive, engaged, and resilient. By promoting employee well-being, we are creating a culture that values and supports the holistic needs of our employees.



Diversity and inclusion

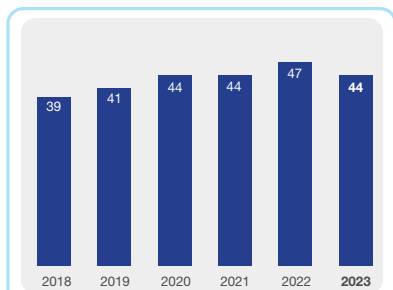
We are committed to building a diverse and inclusive workforce that reflects the communities we serve. We have implemented initiatives to attract, retain, and promote individuals from diverse backgrounds.

We are pleased to report good outcomes against the employment equity targets for the period 1 April 2021 – 31 March 2024. Top management occupational levels targets were achieved and middle management and junior management levels targets were exceeded (as shown in the charts below).

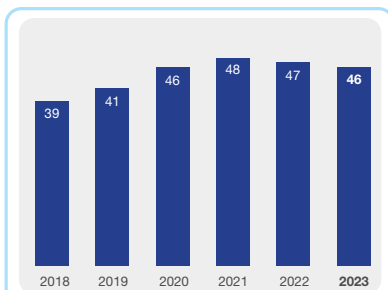
The outcomes achieved reflect our sustained commitment to the recruitment and promotion of ACI candidates, but can also be attributed to talent management and succession planning initiatives such as a management development trainee programme, a Hospital Manager Development programme and other career development programmes where we partner with GIBS, to develop top leaders.

It is also pleasing to report that a new cycle of Employment Equity targets for Life Healthcare were approved by the Department of Labour for the period 1 April 2023 until 31 March 2026.

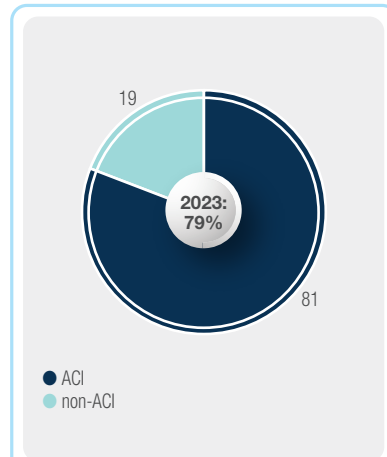
ACI employees in top management (%)



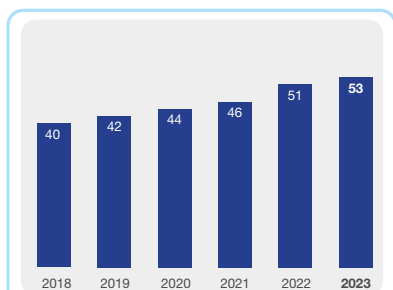
ACI employees in senior management (%)



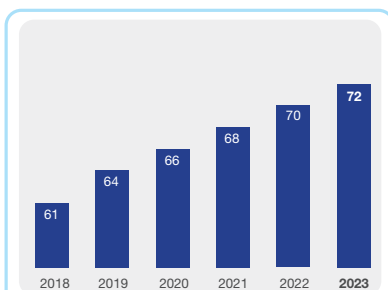
Percentage of ACI employees in southern Africa



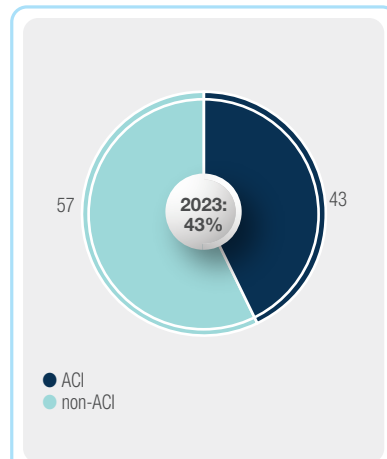
ACI employees in middle management (%)



ACI employees in junior management (%)



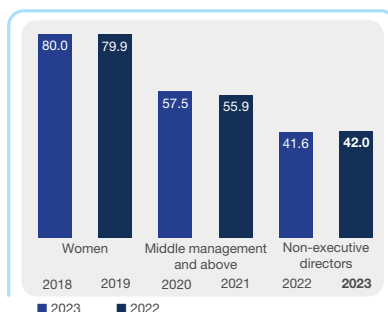
Percentage of ACI Non-Executive Directors in southern Africa in 2023



Women in Life

Three years into the initiative, our *Women in Life* programme continues to act as a catalyst for the empowerment of all women in Life Healthcare, through the support and guidance of our programme leads. The southern African workforce.

Women in Life (%)



Looking ahead

Our people will continue to be our greatest asset, and nurturing the collective talent found within the Group and across geographies is critical to our vision statement of being a people-centred organisation. By creating the environment for both personal and professional growth for our people, we will create the platform required for success, sustainability and for growth. This will continue to be our focus for the year ahead.

Safety health environment and quality (SHEQ) management

The health and safety of our employees, contractors, and other stakeholders are of paramount importance in our business, and our treasured assets. Occupational Health and Safety is promoted at all levels through the monitoring of both leading and lagging indicators in the business.

This is evidenced by the Occupational Health and Safety policy which embodies the Company's commitment to safeguarding the health and safety of its employees. The document is displayed in strategic points where it can easily be seen and read. The policy is reviewed at predetermined intervals to ensure its relevance to the organisation's operations and activities.

Life Healthcare appreciates the magnitude of occupational hazards and risks within its operations. A detailed Occupational Health and Safety Risk Assessment was conducted to unpack these hazards, risks, and control measures. In addition to the Risk assessment Life Healthcare continuously strives to identify risks by urging employees to report near misses (Alerts).

Our policies and work procedures offer an all-embracing support to the business detailing how each activity needs to be fulfilled. These are reviewed regularly to align with the latest legal requirements. Life Healthcare has access to the Legal Team system which houses all Occupational Health and Safety laws, regulations, national standards, and by-laws for each municipality where we operate within South Africa.

Employees are encouraged to comply with the Health and Safety requirements through regular internal and external training. This is further supplemented by issue-based training where negative trends have been identified. Life Healthcare has well-established Health and Safety committees in every facility that meet regularly to unpack any health and safety matters affecting employees. These committees are governed by our internal terms of reference aligned to the Occupational Health and Safety Act (OHSA).

Our facilities are subjected to various assurance activities which include the Department of Employment and Labour, South African Health Products Regulatory Authority, as well as Legal Compliance audits. The Office of Health Standards Compliance also conducts Occupational Health and Safety inspections at our operations to ensure compliance with the Occupational Health and Safety Act 85 of 1993 and its regulations. Life Healthcare internal audits are done to ensure adherence to the OHSA Act and our own internal health and safety rules and requirements.

Environmental management forms an integral part of how we do business. We have entrenched 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 and a third of these facilities are audited by the British Standards Institution (BSI) annually. The ISO 14001:2015 certification extends to our Life Health Solutions business with an additional ISO 45001 certification. Our EMS, policy and procedures supported by our ESG strategy upholds the values we have for the environmental we operate within. We pride ourselves in our environmental performance resulting from the external and internal environmental assurances conducted in 2023 across our business. This includes the external SHE legal baseline audit as well as the inspections conducted by the Office of Health Standards amongst others.

Our Healthcare Quality Management System (QMS) is designed to create a service that improves quality care and patient experience. The QMS is based on 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 our acute hospitals, day clinics, acute rehabilitation and mental healthcare facilities, Life renal dialysis facilities and Life Healthcare's nursing college and its learning centres. 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.

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



Supplier sustainability management

The Company's 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. This process is centred around legal compliance, the quality accreditation of the products we procure as well as sustainability and social and economic transformation.

Our procuring of services is deliberate in driving transformation of our vendors through our source-to-contract and new vendor applications processes as well as frequent engagements to encourage multinational suppliers to invest in, or utilise, vendors with appropriate and sustainable B-BBEE ratings. In our intention to support transformation, we have achieved 84% of our procurement spend with B-BBEE suppliers (above our target of 62%), with 46% black owned and 24% black female ownership, combined.

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 includes that of procuring more sustainable good, 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 the selection and management of our vendors. 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. During this reporting period, we managed to conduct a sustainability assessment using a sustainability questionnaire on all our new group vendors for the SA business. We have also conducted on-site supplier environmental compliance audits on our two group HCRW vendors.



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, as our CSI initiatives reflect our Group's purpose of ***Making life better.***

R122.7 million

spent on CSI projects
(2022: R107 million)



CSI projects update – Southern African

As a leading player in the healthcare industry, Life Healthcare is well positioned to contribute to the improvement of health outcomes in southern Africa and to provide access to 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 and training, as well as community upliftment'.

1 Healthcare access projects



a. Surgery for state indigent patients

Life Healthcare creates the opportunity for supporting specialists and allied healthcare workers to undertake pro bono 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 this partnership has yielded over 75 000 eye care screenings, 23 000 cataract surgeries, and >15 000 spectacles issued. 400 cataract surgeries were performed in partnership with SANCb during this reporting period in KwaZulu-Natal (KZN), Western Cape (WC) and Eastern Cape (EC) provinces.



b. Health screenings and testing

Life Healthcare in partnership with Pink Drive, a health sector non-governmental organisation (NGO) that delivers cancer screening and testing programmes to state indigent patients, works in collaboration with health municipal clinics. We sponsored 21 Pink Drive tours in 2023 for mammograms to screen for breast abnormalities, prostate-specific antigen (PSA) blood tests to screen for prostate cancer and pap smears to screen for cervical cancer.



c. SA Bone Marrow Registry

The main objective of the SA Bone Marrow Registration programme is to screen and test South African stem cell donors and place them on a database for patients who need a lifesaving stem cell transplant. We are in partnership with registries in 76 countries, which collectively list over 37 million donors, to increase the chances of finding matching donors for SA patients. Currently, 70% of the donors for South African patients have come from other countries. We also co-ordinate the collection of stem cells and arrange their transport to transplant centres in South Africa once a match has been found.

The National Department of Health (NDOH) health calendar

Working with the National Department of Health's health awareness calendar, many of our hospitals participate in community screening and testing programmes for diabetes, hypertension and cholesterol etc.

Corporate social investment (CSI) continued

2 Education and Training Projects



a. Secondary school – maths and science tuition

Life Healthcare is the founding sponsor of a Saturday school established at Somerset College for additional math's and science tuition. 30 Grade 11, and 30 Grade 12 learners from three schools in Strand and Somerset West in the Western Cape province were sponsored on the basis of their last two years' math's and physical science performance. This programme aids learners to improve their performance in maths, science, english and life science introducing them to a broadened scope of academic knowledge.



b. Nursing bursaries

Through Life Healthcare's nursing college and its learning centres, 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; one year programme)
- II. Diploma in Nursing (NQF Level 6; three-year programme)
- III. Bachelor's Degree in nursing (four-year programme)

c. 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. The College 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. Life Healthcare sponsored the Optima College for a fifth academic year as at April 2023. 350 students benefited from short courses and computer laboratories were established in all training centres with desktops with adaptive software, printers and internet connectivity. Additional enrichment programmes in orientation and mobility, activities of daily living and braille literacy are rendered to registered students.



3 Community Upliftment Projects



a. Access to clean running water

Life Healthcare partnered with Round About Water Solutions, an NGO in the water sector that delivers fresh running water to schools and communities in rural areas. In the study done by the Round About Water Solution, access to safe and reliable water supply has been a challenge to schools and communities in rural areas.

Round About Water Solutions identifies existing boreholes in these communities and install merry-go-rounds on the top of the borehole. As the children play on the merry-go-round, 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. Twenty-five (25) play pumps have been installed in schools and communities across the country.

b. Development of rural communities

Life Healthcare partnered with the Pondoland Conservation Trust an NGO which focuses on preserving the pristine coastline of Pondoland in South Africa's Eastern Cape province 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 include a Wi-Fi hub, access to Digital Satellite Television (DStv), a medical clinic and staff salaries for the early childhood development (ECD) centre in the community.

Three play pumps have been installed, one at each village 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 an Agri Hub which is set up to facilitate the procurement, aggregation, processing, and sale of household grown produce for off-take agreements.

Corporate social investment (CSI) continued

3 Community Upliftment Projects continued

c. Food gardening – in schools and communities

Life Healthcare partnered with Reel Life – a leading award-winning NGO targeting food poverty, security, and hunger in South Africa through the provision of sustainable school and household 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 the Kwa-Zulu Natal province (KZN) with learner take-home kits using the Learn and Grow model implemented by Reel Life.

The programme is aligned with Life Healthcare's purpose 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 Soul Food Provider Trust, an NGO providing food relief to needy communities, in particular early childhood development 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 tasty, high energy, protein, and dietary fibre foods that are well balanced with all relevant vitamins fortified meals.

Life Healthcare's sponsorship will provide more than 700 000 meals over 12 months.





TCFD disclosure for healthcare sector

Life Healthcare disclosure of information is aligned with the TCFD content for Healthcare industry cited below.

Content	Index
Governance a) Disclose the role of the Board of the Company in overseeing climate-related issues. b) Disclose the role of management in assessing and managing climate-related issues.	Sustainability Report page 18
Strategy a) Disclose the climate-related risks and opportunities the Company has identified over the short, medium, and long term. b) Disclose the impact of climate-related risks and opportunities on the Company's businesses and strategy planning. c) Disclose the resilience of the Company's strategy, taking into consideration different climate-related scenarios including a 2°C or lower scenario.	Sustainability Report pages 6 – 8
Risk Management a) Describe the Company's processes for identifying climate-related risks. b) Describe the Company's processes for managing climate-related risks. c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the Company's overall risk management.	Sustainability Report pages 20 – 22
Metrics and Targets a) Disclose the metrics used by the Company 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.	Sustainability Report pages 25, 37 – 47

ESG performance data tables

This section presents our key ESG data for our southern Africa business operations

Governance pillar

KPI	UOM	2023	2022	2021
Percentage of females at Board level	%	36%	36%	38%
Racial diversity at Board level	%	43%	43%	54%

Patient privacy and electronic health records

KPI	UOM	2023	2022	2021
Number of data breaches recorded	No	25	10	–
Total breaches involving personally identifiable information (PII)	No	4	10	–
Percentage of breaches involving only personally identifiable information (PII)	%	16%	30%	–
Percentage of breaches involving protected health information (PHI)	%	84%	70%	–
Number of customers affected	No	37	179	–
Number of customers affected in PII category	No	3	10	–
Number of customers affected in PHI category	No	34	169	–
Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	Value	0	R118 664	–

* Prior year statistics included all reported incidents on our reporting systems, this included near miss incidents or incidents which were investigated, and breach contained prior to any harm to the data subjects. The current year reporting only includes data leaks and breaches where there was likelihood of harm to data subjects, these are the incidents that were notified both to the regulators and data subjects as required by legislation.

Environmental pillar

Carbon emissions

KPI	UOM	2023	2022	2021
Scope 1	Tonnes CO ₂ e	15 256	7 951	2 869
Scope 2	Tonnes CO ₂ e	147 037	138 045	142 922
Total scope 1 & 2	Tonnes CO ₂ e	162 292	145 995	145 791
Scope 3	Tonnes CO ₂ e	5 359	4 913	3 471
Total carbon emissions	Tonnes CO ₂ e	167 650	150 907	149 263
Total carbon saving via Company-owned projects	Tonnes CO ₂ e	7 342	7 478	7 430
Percentage emissions reduction resulting from initiatives	%	4.3%	4.9%	5%
Total carbon credits purchased	Tonnes CO ₂ e	0	0	0

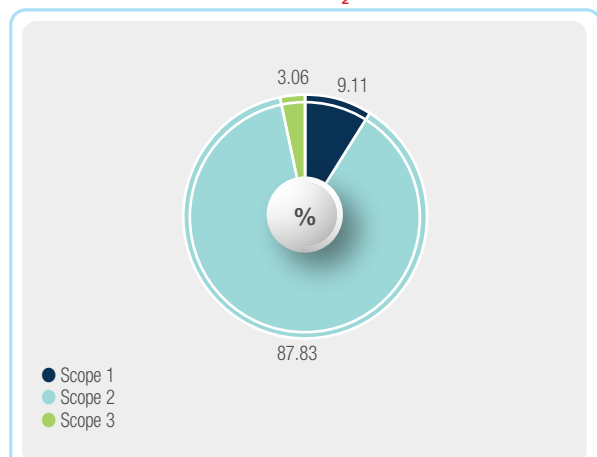
An Eskom carbon emission factor of 1.01 tons per MWh published in 2023 was used to calculate scope 2 emissions for this reporting period. Scope 2 emissions for the 2022 reporting period were calculated using 0.95 tons per MWh Eskom carbon emission factor.

ESG performance data tables continued

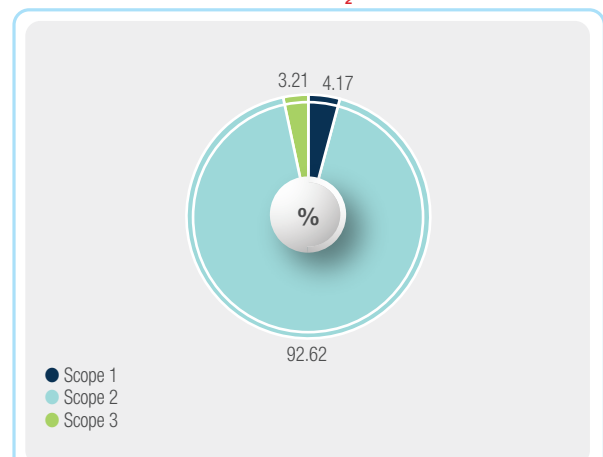
Scope for carbon emissions calculations (For Life Healthcare and Life Nkanyisa)

Reporting year	Scope 1	Scope 2	Scope 3
2023	<ul style="list-style-type: none"> • HFO • Diesel • Petrol • LPG • Refrigerant gases 	<ul style="list-style-type: none"> • Purchased electricity • Municipal water withdrawal 	<ul style="list-style-type: none"> • Coal from central laundry • Waste to landfill • Borehole water withdrawal • Third party water withdrawal
2022	<ul style="list-style-type: none"> • HFO • Diesel • Petrol • LPG • Refrigerant gases 	<ul style="list-style-type: none"> • Purchased electricity • Municipal water withdrawal 	<ul style="list-style-type: none"> • Coal from central laundry • Waste to landfill • Borehole water withdrawal • Third party 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

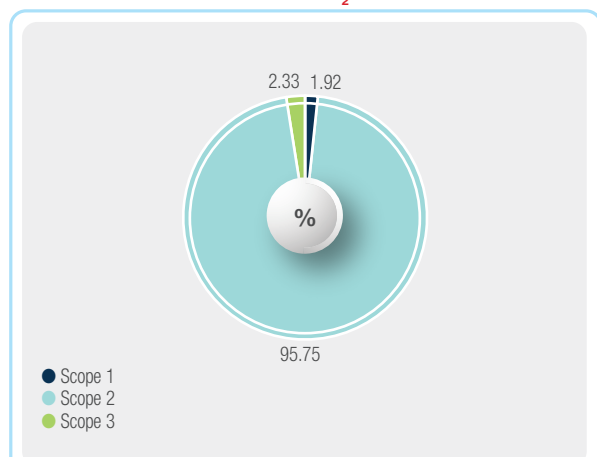
2023 tCO₂e



2022 tCO₂e



2021 tCO₂e



Energy management

KPI	Description	UOM	2023	2022	2021
Direct renewable energy consumption	Renewable fuel	L	0	0	0
Total renewable energy consumption	Total	GJ	0	0	0
Total direct non-renewable energy consumption	HFO	L	276 203	314 685	415 472
	Petrol	L	193 047	172 491	100 758
	Diesel	L	3 773 420	1 282 665	364 066
	LPG	Kg	145 610	152 925	108 773
Total electricity consumption – self-generated (renewable)	Solar PV	kWh	7 269 667	7 871 820	7 821 437
Total electricity consumption – purchased	Purchased	kWh	145 580 670	145 310 090	150 444 359
Total electricity consumption	Self-generated + purchased	kWh	152 850 337	153 181 910	158 265 796
Total indirect energy consumption	Total	GJ	550 261	551 455	569 757
Total electricity consumption – variance YOY %		kWh	(2.7%)	(3.2%)	–
Renewable energy consumption as a % of total energy consumption (electricity)		%	4.76%	5.1%	5.2%

* Increase in fuel consumption mainly due to load shedding resulting in high diesel consumption.

Water management

KPI	UOM	2023	2022	2021
Total water withdrawn	KL	1 583 737	1 209 843	1 274 035
Total water withdrawn – Municipal	KL	1 365 677	1 046 460	1 059 690
Total water withdrawn – Borehole	KL	56 971	141 896	214 345
Total water withdrawn – 3rd party	KL	161 089	21 487	–

Water consumption for 2021 – 2022 was based on municipal estimated bill. The 2023 water withdraw-Municipal is based on the assured data collected from our smart meter readings.

ESG performance data tables continued

Waste management

KPI		UOM	Method of destruction	2023	2022	2021	2020	2019
Total Healthcare Risk Waste generated		Tonnes	N/A	5 391	4 193	5 497	4 372	4 454
Healthcare risk waste	Total healthcare risk waste Incinerated	Tonnes	Incineration	116	135	120	–	–
	Total healthcare risk Treated	Tonnes	Treated	5 275	4 058	6 249	–	–
	Healthcare risk waste generated per PPD	Kg/PPD	N/A	2.43	2.28	3.32	2.01	1.93
	HCRW – Anatomical Waste	Tonnes	Incineration	79	74	74	–	–
	HCRW – Chemical Waste (Cytotoxic)	Tonnes	Incineration	21	26	26	–	–
	HCRW – Chemical Waste (Pharmaceuticals)	Tonnes	Incineration	17	34	21	–	–
	HCRW – Infections Non-Anatomical waste (non-sharp waste)	Tonnes	Treated	4 903	3 735	5 006	–	–
HCRW – Sharps		Tonnes	Treated	372	323	373	–	–

KPI		UOM	2023	2022	2021
Total healthcare general waste generated		Tonnes	2 629	2 219	942
Hazardous waste	E-waste	Tonnes	15.8	2.4	–
	Batteries	Tonnes	3.4	5.5	–
	Used oil	Tonnes	4.6	3.0	–
	Fluorescent tubes	Tonnes	0.6	2.2	–
	Fat (Fat trap)	Tonnes	180.9	141.3	–
General waste	General waste to landfill	Tonnes	930.0	777.1	–
Non-hazardous waste	Free flex	Tonnes	59.2	27.7	–
	Plastic	Tonnes	92.3	112.2	79.3
	Paper	Tonnes	412.9	219.1	297.0
	Cardboard	Tonnes	565.6	460.1	1 387.0
	Tins	Tonnes	7.1	9.5	–
	Scrap metal	Tonnes	12.7	23.7	–
	Glass	Tonnes	5.6	7.1	–
Food waste	Food waste	Tonnes	337.9	356.4	–

* More data was captured during the current reporting period vs. prior year mainly due to enhanced maturity of the data collation system.

KPI		UOM	2023	2022	2021
Total healthcare waste generated		Tonnes	8 019	6 848	–
Total waste recycled		Tonnes	1 546	945	1 763
Total waste recycled as a % of total waste generated		%	19.3%	13.8%	–

Ozone depleting substances

KPI	UOM	2023	2022	2021
R22	Kg	400	488	776
R134A	Kg	105	116	71
R404A	Kg	312	37	86
R407A	Kg	97	10	58
R410A	Kg	626	673	4 046
R507	Kg	1	–	–

Environmental Incidents and grievances

KPI	UOM	2023	2022	2021
Total number of reportable environmental incidents	No	0	0	1
The total number of grievances about environmental impacts filed through formal grievance mechanisms during the reporting period	No	2	0	3
Of the identified grievances, how many were: Addressed during the reporting period	No	2	0	1
Of the identified grievances, how many were: Resolved during the reporting period	No	2	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	2	0

ESG performance data tables continued

Social pillar

Employee turnover

KPI	UOM	SA		
		2023	2022	2021
Total number of permanent employees	No	15 768	15 436	14 972
Total number of new employee hires (Permanent and temporary)	No	2 664	2 698	1 983
of which: females	No	2 075	2 146	1 586
of which: males	No	589	552	397
of which: under 30	No	628	499	397
of which: 31 – 40	No	1 282	236	845
of which: 41 – 50	No	553	121	152
of which: above 50	No	201	247	615
of which: Employment resulting from acquisitions (included above)	No	9	158	0
Total (as a % of employees at the start of the year)	%	17.3	18.0	13.3
Total number of employees who left	No	2 164	2 234	2 087
of which: termination of employment contracts	No	–	–	103
Resignations, dismissals and abscondments	No	1 994	1 856	1 459
Termination through disposal of business	No	–	8	135
Retirements	No	235	266	249
Retrenchments and mutual separation	No	63	61	67
Death	No	36	31	70
Disability	No	4	12	–
Closing number of employees	No	15 768	15 436	14 972
Average staff turnover excluding “good leavers”	%	13.7	14.3	11.9

* The SA number of employees for 2021 only included permanent employees.

Diversity and equal opportunity

KPI	UOM	SA		
		2023	2022	2021
Percentage of employees per employee category in each of the following diversity categories:				
Under 30		16	17	15
31 – 40	%	36	36	37
41 – 50	%	27	27	27
Above 50	%	20	20	21
Females	%	81	82	81
Males	%	19	18	19
Percentage of employees living with disability	%	2	2	–
Percentage of females in senior management roles	%	46	32	31
Percentage of males in senior management roles	%	54	68	69
Racial diversity at top management level (SA)	%	44	47	44
Percentage of females in top management roles	%	33	–	–
Percentage of black employees in top management roles	%	44	–	–
B-BBEE accreditation (SA)	Level	3	3	3
ACI Female Employees as a % of total SA females	%	80	76	–
ACI Male Employees as a % of total SA males	%	86	82	–

ESG performance data tables continued

Labour practices













KPI	UOM	SA			
		2023	2022	2021	2023
Total number of grievances about labour practices filed through formal grievance mechanisms	No	11	4	2	19
How many were addressed	No	10	4	1	19
How many were resolved	No	10	3	1	16
Total number of grievances about labour practices filed prior to the reporting period that were resolved during the reporting period	No	1	0	2	–
Employees covered by collective bargaining agreement	%	80	9	–	27
Employees belonging to trade unions	%	81	9	–	1

Employees adverse events – occupational health and safety

KPI	UOM	SA		
		2023	2022	2021
Total employee adverse events per 200 000 labour hours	Rate	3.55	3.36	3.59

For additional quality and safety metrics, refer to the Integrated Annual Report (📄).

Patient safety adverse events

KPI	UOM	SA			
		2023	2022	2021	2020
Paid patient days (PPD)	No	 2 219 436	 2 027 184	 1 915 924	 1 914 159
Total patient safety adverse events per 1 000 PPDs	No	 2.87	 2.55	 2.21	 2.07
Medication related events per 1 000 PPDs	No	0.97	0.76	0.66	0.69
Falling related events per 1 000 PPDs	No	0.71	0.66	0.63	0.68
Pressure ulcer rate per 1 000 PPDs	No	0.11	0.13	0.17	0.09
Procedure related adverse events per 1 000 PPDs	%	0.71	0.64	0.48	0.39
Healthcare associated infections (HAIs) per 1 000 PPDs	%	 0.62	 0.47	 0.57	 0.40
Number of serious reportable events (SREs) as defined by the National Quality Forum (NQF)	No	201	186	128	–
Patient experience measure (PXM)	Score	8.51	8.40	8.41	8.39

Training and education

KPI	UOM	SA	
		2023	2022
Average employee training hours per employee	No	56	52
Senior management	%	0.2	0.2
Middle management	%	2	2
Junior management	%	10	11
Females	%	62	54
Males	%	38	46

ESG performance data tables continued

Economic value distributed

KPI	UOM	SA	
		2023	2022
Local procurement spend as a % of total procurement spend	%	99.9	99.9
Amount of community investment spend (CSI)	Rand (Million)	122.7	105.3
Community investment spent on education	Rand (Million)	17.2	14.3
Community investment spend on community upliftment	Rand (Million)	8.7	14.1
Community investment spend on access healthcare	Rand (Million)	96.8	76.9
Community investment (CSI) as a % of total assets	%	0.65	0.64
Community investment (CSI) as a % of revenue	%	0.56	0.54
Employee training and development spend	Rand (million)	162.6	120.8
Employee training and development spend – Females	Rand (million)	81.4	53.2
Employee training and development spend – Males	Rand (million)	81.2	51
Employee training and development spend – senior management	Rand (million)	4.3	1.2
Employee training and development spend – middle management	Rand (million)	25.1	11.6
Employee training and development spend – junior management	Rand (million)	29.7	24
Employee wages and benefits as a % of total revenue	%	39.5	39.9
Employee wages and benefits – Females	%	79.6	79
Employee wages and benefits – Males	%	20.4	21
Expenditure on R&D	Rand (Million)	6.6	18.8
R&D expenditure as a % of revenue	%	<0.1	0.1

Marketing

KPI	UOM	2023	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	0
Incidents of non-compliance with regulations resulting in a warning	No	0	0	0
Incidents of non-compliance with voluntary codes	No	0	0	0

B-BBEE scorecard*

KPI	Available points	2023	2022	2021	2020	2019
Ownership and management control	25.0	22.87	22.5	21.8	18.2	10.7
Management control	9.0	4.68	4.4	9.9	5.0	6.9
Enterprise and supplier development (ESD)	44.0	39.11	41.3	37.7	34.0	33.6
Employment equity	10.0	5.28	5.3	–	4.5	4.3
Skills development	25.0	14.24	13.4	15.7	15.3	20.8
Socio-economic development	5.0	5.00	5.0	5.0	5.0	5.0
Total score	118.0	91.2	91.9	90.1	82.0	81.3
B-BBEE level		3	3	3	4	4

Assurance and standards

Standard	Output processes assured	Provider
ISO 14001:2015 external certification	Environmental management system	British Standards Institute (BSI), accredited by United Kingdom Accreditation Service
ISO 9001 external certification	Quality management	British Standards Institute (BSI), accredited by United Kingdom Accreditation Service
ISO 27001:2022 external certification	Information security management systems	British Standards Institute (BSI), accredited by United Kingdom Accreditation Service
(ISAE)3410 external assurance	Greenhouse gas emissions (scope 1 and 2)	Deloitte
B-BBEE verification	B-BBEE	Empower logic, accredited by South African National Accreditation System

Glossary

ACI	African, Coloured or Indian
AMG	Alliance Medical Group
B-BBEE	Broad-based Black Economic Empowerment
BSI	British Standards Institution
CFO	Chief Financial Officer
CSI	Community social investment
ECD	Early Childhood Development
ERMPPF	Enterprise Risk Management Policy and Framework
ESD	Enterprise and supplier development
ESG	Environment, social and governance
ExCo	Executive Committee
FTSE	Financial Times Stock Exchange
GBV	Gender-based violence
GHG	Greenhouse gas
GJ	Gigajoules
HAI	Healthcare associated infections
HCRW	Healthcare risk waste
HFO	Heavy fuel oil
IFRS	International Financial Reporting Standards
IIRC	International Integrated Reporting Council's
IR	Integrated Report
ISAE	International Standard on Assurance Engagements
ISO	International Organization for Standardization
IT	Information technology
JSE	Johannesburg Stock Exchange
Kg	Kilogram
KPI	Key performance indicator
kWh	Kilowatt-hour
L	Litres
LMI	Life Molecular Imaging
LPG	Liquefied petroleum gas
NDOH	The National Department of Health
NGO	Non-governmental organisation
NQF (Education)	National Qualifications Framework
NQF (quality)	National Quality Forum
OHSA	Occupational Health and Safety Act
PET-CT	Positron emission tomography computed tomography
PPD	Paid patient day
PV	Photo voltaic
PXM	Patient experience measure
QMS	Quality Management System
R&D	Research and development
RU	Regulatory universe
SA	South Africa
SANCB	South African National Council for the Blind
SANS	South African National Standards
SD	Sustainable Development
SDG	Sustainability Development Goals
SETA	Sector Education and Training Authority
SETCO	Social, Ethics and Transformation Committee
SHE	Safety Health Environment
SHEQ	Safety Health Environment and Quality
SRE	Serious reportable event
TCFD	Task Force on Climate-related Financial Disclosures
tCO2e	Tonnes of carbon dioxide equivalent
TDI	Transformation, diversity and inclusion
UNGC	United Nations Global Compact
UOM	Unit of measurement
UPS	Uninterrupted Power Supply

Independent auditor's limited assurance report on selected key performance indicators





Private Bag X6
Gallo Manor 2052
South Africa

Deloitte & Touche
Registered Auditors
Audit & Assurance
Gauteng
Deloitte
5 Magwa Crescent
Waterfall City
Waterfall 2090
Docex 10 Johannesburg
Tel: +27 (01) 11 806 5000
www.deloitte.com

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 Report 2023 of Life Healthcare Group Holdings Limited ("Life Healthcare") for the year ended 30 September 2023 (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  on the relevant pages in the Report. The selected KPIs described below have been prepared in accordance with Life Healthcare's reporting guidelines ("reporting criteria"). The reporting criteria is available on  page 52 of this report.

Environment Key Performance Indicators	Unit of measurement
Healthcare Risk Waste Generated	Kg/PPD
Patient safety adverse events	Total patient incidents/PPD x 1000
Paid patient days (PPD)	Number
Healthcare-associated infections (HAI)	HAI/PPD x 1000
Scope 1 carbon emissions	tCO ₂ e
Scope 2 carbon emissions (electricity)	tCO ₂ e
Total water withdrawn	KL

Directors' Responsibilities

The Directors are responsible for the selection, preparation and presentation of the selected KPIs in accordance with the 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 Management 1, which requires the firm to design, implement and operate a system of quality management including policies or 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 require 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; and
- 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 2023 are not prepared, in all material respects, in accordance with the reporting criteria.

Other Matters

Our report includes the provision of limited assurance on the total water withdrawn KPI. We were previously not required to provide assurance on this selected KPI.

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

11 December 2023

5 Magwa Crescent
Waterfall City, Waterfall
Private Bag X6, Gallo Manor, 2052
South Africa

Life Healthcare 2023 Sustainability Report

assurance criteria

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 waste material, sharps, pharmaceutical, and waste that has potentially been 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 1 000	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 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 1 000	Southern Africa Business	An HAI 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 third 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 Eskom approved emission factor for the reporting year.
7	Total water withdrawn	Kl	Southern Africa	Total water withdrawal refers to waster withdrawn from municipality in Kl.