



Sustainability Report 2024



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About our report

We are pleased to present our 2024 sustainability report. The report provides our stakeholders with an overview of our approach to ESG reporting. We also include detailed ESG data for the year under review and our long-term environmental targets and performance against the targets.

The report should be read together with our 2024 integrated annual report.

Scope and boundary

This report provides a comprehensive view of Life Healthcare Group Holdings Limited (Life Healthcare, the Group or the Company). It includes our southern Africa acute hospitals, mental health, acute rehabilitation, oncology and Life Nkanyisa. Our southern Africa business operates in South Africa (SA) and Botswana; our international business comprises Life Molecular Imaging (LMI).

The report covers the year from 1 October 2023 to 30 September 2024 (the 2024 financial year). Unless otherwise stated, references to years such as 2023, 2024 and 2025 refer to our financial year.

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 our stakeholders
Shareholders, investors and financiers 	5
Government 	6
Employees 	7
Suppliers 	8
Society 	9



Our 2024 reporting suite and frameworks

The 2024 reporting suite (and the frameworks and legislation to which it adheres and complies) consists of the following elements and is available on our [website](#).

Integrated Annual Report	Annual Financial Statements	Sustainability Report	Remuneration Report
 <p>Our primary report to stakeholders, provides material information on who we are as a company, why and how we conduct our business, and the value we create for our stakeholders.</p>	 <p>Sets out the Group's audited annual financial statements, including the independent auditor's report.</p>	 <p>Describes our environmental and social impacts and governance practices, which determine how we run our organisation to create value for stakeholders. Provides numerous data points of interest to shareholders, analysts and ESG rating agencies.</p>	 <p>Explains our remuneration philosophy and how we implemented this in the current year and prior years. Includes a remuneration summary on  page .</p>

Key regulatory and reporting frameworks

	Integrated Annual Report	Annual Financial Statements	Sustainability Report	Remuneration Report
International Integrated Reporting Framework	✓			
South African Companies Act, No. 71 of 2008, as amended (Companies Act)	✓	✓		✓
JSE Listings Requirements	✓	✓		✓
JSE Debt and Specialist Securities Listing Requirements	✓	✓		✓
King Report on Corporate Governance for South Africa, 2016* (King IV™)	✓	✓	✓	✓
International Financial Reporting Standards (IFRS)	✓	✓	✓	
Global Reporting Initiative (GRI) Standards			✓	
United Nations Sustainable Development Goals (SDGs)			✓	
Task Force on Climate-related Financial Disclosures (TCFD) for health sector reporting guidelines			✓	

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	Integrated Annual Report	Annual Financial Statements	Sustainability Report	Remuneration Report
Summarised information contained in:	<ul style="list-style-type: none"> Chief Financial Officer's (CFO) review in the integrated annual report Seven-year financial performance review in the integrated annual report 		<ul style="list-style-type: none"> Natural, social and human capital sections of the integrated annual report 	

Additional information

- Results presentations
- King IV™ application register
- Our Broad-Based Black Economic Empowerment (B-BBEE) certification
- Quality metrics for each Life Healthcare hospital

Where to find it:

- Access and download via our website

Our approach to sustainability

We believe that sustainability makes good business sense. We are inspired by a simple yet profound purpose: **Making life better**. We strive to ensure that our actions contribute positively to society, health outcomes and our planet.

Life Healthcare's purpose of **Making life better** is at the core of our commitment to provide world-class healthcare services and products to individuals and communities. In striving to achieve this purpose, we ensure that every action we take contributes to the betterment of society and the planet that we live in.

Preserving the environment and enhancing the livelihoods of the communities in which we operate are at the heart of Life Healthcare's sustainability approach. We recognise that integrating ESG principles into our value creation is a strategic tool for achieving our long-term goals. As such ESG is a key focus area for ensuring the long-term viability of our business. Our strategic priorities, including ESG and CSI initiatives, can make a meaningful contribution to the achievement of the United Nations SDGs. We highlight the SDGs where we believe we can deliver the most impact.

Assurance

The financial and sustainability aspects of our 2024 performance are independently assured. The independent assurance practitioner's report on specific sustainability indicators is on [page 47](#).

Our strategic priorities, including ESG initiatives and CSI, can make a meaningful impact on the following challenges identified within the United Nation's SDGs. We highlight the SDGs where we think we can deliver the most impact.





Our approach to sustainability

Our ESG focus and contribution to the SDGs

	Making life better through 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 to fully understand our carbon footprint Consistently reducing our carbon emissions to net zero by 2050 Consistently reducing our waste to landfill to zero by 2030 Supporting regulatory environmental initiatives Engaging our workforce and wider communities to create a culture of environmental responsibility 	<ul style="list-style-type: none"> Contributing to community upliftment by supporting education, health and community improvement initiatives Delivering high-quality healthcare services through a workforce that reflects the diverse demographics of our regions 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 Installing solar photovoltaic (PV) systems at all viable facilities Introducing water conservation initiatives at all viable facilities Aligning new build initiatives 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 investment in community upliftment initiatives in the regions in which we operate Investment in workforce development, training and education Investment in improving pay and employment conditions, including a commitment to adopt a living wage for all employees Achieving agreed transformation, diversity and inclusion targets, including B-BBEE targets in South Africa (SA)
Group targets for 2025	<ul style="list-style-type: none"> Reduce southern Africa carbon emissions by 20% by 2030 based on the 2023 assured baseline data Implement 9MWh PV solar across our facilities in 2025 	<ul style="list-style-type: none"> R65 million investment in nursing training and development 80% of total measurable procurement spend on B-BBEE enterprises 3% improvement in senior management African, Coloured or Indian (ACI) representation 70% ACI doctors recruited R115 million CSI spend on health and community improvement initiatives
ESG KPIs embedded in remuneration	<ul style="list-style-type: none"> A reduction in carbon emissions was included as a measure in the single incentive plan (SIP) in FY2024 Environmental targets included in FY2025. 	<ul style="list-style-type: none"> Social targets for FY2025 have been included in the remuneration scheme



Making life better through Governance

- Operating an appropriate governance structure to support corporate governance principles and ensure high-quality, safe healthcare services
- Recognising the sensitivity of patient data through world-class cyber-security and data protection initiatives
- Actively implementing responsible ESG practices

- Supporting appropriate Board governance and independence
- Board succession
- Enacting principles to ensure appropriate diversity and expertise for internal boards and committees
- Managing 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
- Continued investment in clinical, quality, health and safety and compliance
- Embedding ESG in role profiles for our leaders and their performance scorecards

- Board succession
- Manage Board tenure, diversity, skills and succession
- ESG performance scorecards for leadership
- SDGs integrated into our global code of conduct

- Future remuneration schemes will consider including additional ESG measures



Our ESG strategy

Our ESG aspiration

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

Life Healthcare's strategy is driven by our ambition to:

- **Be a diversified business** with a growing share of revenue and earnings from non-acute services – as reflected in our increased capabilities across the continuum of care spectrum.
- **Deliver measurable quality through a people-centred approach** that focuses on our employees, clinicians and clinical excellence while using data analytics and technology to positively impact patient care.

Social and environmental targets

Life Healthcare has set environmental and social targets, giving careful consideration to stakeholder engagement and inclusion in the decision-making process. Our approach is guided by global and local ESG factors, including climate change and water security and energy availability, that significantly impact our operations. In 2023, the social ethics and transformation committee (SETCO) concluded the long-term goal of a 20% reduction in carbon emissions by 2030. The target is based on the 2023 baseline data disclosed on page 37. We have also set ourselves a long-term goal of zero waste to landfill on our general waste by 2030. The years 2024 and 2025 will allow us to complete the waste pilot that we are undertaking, implementing waste recycling across all our facilities. Our strategic objectives are reflected in our new target for 2025. The targets encompass both the social and environmental metrics as indicated on page 10. The 2025 targets form part of our single incentive plan (SIP) for senior management.

Diversity and equal opportunity Employee value proposition (EVP)

We further successfully implemented the new Life Healthcare EVP in 2023. The EVP fosters a sense of belonging and commitment among employees. It attracts and retains talent, builds a strong organisational culture and enhances the overall employee experience, ultimately contributing to the Company's success.

Employee development

Life Healthcare is committed to implementing robust employee development programmes to nurture talent and enhance skills. We offer continuous learning opportunities through training initiatives, mentorship and career development plans. By investing in our employees' growth, we empower them to reach their full potential while cultivating a pipeline of skilled leaders for the future.

Employee well-being

We understand that a healthy and balanced workforce is more productive, engaged and resilient. We provide comprehensive wellness programmes and mental health support for our employees. By prioritising employee well-being, we foster a culture that values and addresses the holistic needs of our team members.

Diversity and inclusion

At Life Healthcare, we recognise the importance of fostering a diverse and inclusive workforce that mirrors the communities we serve. We have implemented strategic initiatives to attract, retain and promote individuals from diverse backgrounds.

Our current employment equity plan runs from 1 April 2023 to 31 March 2026. As we begin year two of the plan on 1 April 2024, we are pleased to report that our year one close-out showed outstanding results. Specifically, the junior management occupational level surpassed its 2026 targets and significant progress was made in the middle management level in 2024.

Our efforts to increase our diversity and inclusivity are complemented by robust talent management and succession planning initiatives, as well as career development programmes in partnership with top-tier institutions such as Gordon Institute of Business Science (GIBS) and the Henley Business School. These collaborations are designed to cultivate and expand our pipeline of future leaders.

We are delighted to announce that Life Healthcare's employment equity plan was approved by the Department of Labour for the period 1 April 2023 until 31 March 2026.

Our ACI target for senior management for 2025 aligns with our approved employment equity plan.

Women in Life

Our Women in Life programme is about to enter its fifth year. The initiative continues to act as a catalyst for empowering our female leaders, emerging and practised, through the support and guidance of our programme leads.

Doctors' diversity and inclusion

The number and speciality of doctors we recruit are driven by supply and demand factors. Demand is the need as identified by the hospitals due to growth requirements or the replacement levels of doctors leaving. The biggest driver of transformation (gender and race) in our hospitals is output from the medical schools. Doctors trained are in registrar posts on the payroll of the provincial departments and they are selected based on the recruitment policies of the government. These policies are very strictly driven by transformation targets and the specialists produced in South Africa is evidence thereof. We have been consistently recruiting ACI doctors in the order of 70% for total gains and net gains taking into consideration the doctors lost through retirement.




Looking ahead

Our people remain our greatest asset. Nurturing Life Healthcare's diverse talent across various geographies is essential to our vision of being the preferred healthcare provider and the best place to work – a truly people-centred organisation. By cultivating an environment for personal and professional growth, we establish a foundation for success, sustainability and continued growth. This will be a primary focus in the year ahead.



Our ESG strategy

ESG strategy roadmap

	Strategic objectives	Group targets for 2025 – 2026
 <p>Environmental</p>	<ul style="list-style-type: none"> Develop systems to measure, monitor and manage energy, water and waste to comprehensively understand our carbon footprint Engage with national healthcare systems to support government, public health sector and regulatory environmental initiatives 	<ul style="list-style-type: none"> Reduce southern Africa carbon emissions by 20% by 2030 based on the 2023 assured baseline data Reduce carbon emissions in 2024 by 3% (target) Implement 9MWh PV solar across our facilities in 2025 Drive zero general waste to landfill by 2030
 <p>Social</p>	<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"> R65 million investment in nursing training and development 80% of total measurable procurement spend on B-BBEE enterprises 3% improvement in senior management ACI representation 70% ACI doctors recruited R115 million CSI spend on health and community improvement initiatives
 <p>Governance</p>	<ul style="list-style-type: none"> Entrench governance structures Actively implement responsible ESG practices Commitment to ESG and sustainability Ongoing focus on cyber-security and data protection 	<ul style="list-style-type: none"> Board succession Manage Board tenure, diversity, skills and succession ESG performance scorecards for leadership SDGs integrated into 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 Installed solar PV systems at 15 facilities in South Africa 	<ul style="list-style-type: none"> Developed ESG strategy and roadmap Identified Group ESG projects 	<ul style="list-style-type: none"> Established an environmental baseline for southern Africa Established Group carbon emission targets

Group initiatives

- Solar PV installations in SA
- Water conservation 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
- Drive EVP measures
- Invest in employee training and skills development



- Board governance and independence
- Board diversity and expertise
- Equitable and fair remuneration practices and philosophy
- Manage ethics through the code of conduct
- Enhance cyber-security and protect patient and employee data



2024 – 2025

- Continue implementation of ESG projects
- Develop social and environmental targets
- Continually identify new projects
- Roll out ESG strategy to operations
- Implement 9 MWh of solar PV across 16 facilities
- Roll out the waste recycling project

2026

- Reach 2026 targets
- Reassess baseline and determine 2030 targets
- Validate and align targets

ESG goals

- 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

Zero general waste to landfill roadmap for southern Africa operations

2023 – 2024	<ul style="list-style-type: none"> Waste audits conducted at three flagship hospitals Waste projections across the Group using benchmark data Reviewed current waste management practices/processes
2024 – 2025	<ul style="list-style-type: none"> Implement a waste recycling pilot at four hospitals Separation at source project for five recyclable grades Green initiatives (waste recycling) Focus on organic waste separation and valorisation (capex, employee training, feasibility models)
2026 – 2028	<ul style="list-style-type: none"> Follow-up waste audit: review of baseline, successes, and lessons learned Reassess and amend strategy, if necessary, to adapt to business growth and changes Focus on outlying areas
2029 – 2030	<ul style="list-style-type: none"> Focus on sustainable solutions for non-recyclable grades Initiate CSI projects focused on waste reduction
2030	<ul style="list-style-type: none"> Zero general waste to landfill Net zero waste certification (Green Building Council South Africa) – 90% diversion Carbon footprint – carbon credit programmes to offset the remaining 10%

Environmental and social targets for FY2025

Pillar	Weighting	Measure	Target
1 Environment	50%	Solar PV roll-out	9 MWh installed in FY2025
2 Social	10%	Investment in nurse training and development	R65 million
People	10%	Diversity in employment	3% improvement in senior management ACI representation
Doctors	10%	Diversity in recruitment	70% ACI doctors recruited
Community	10%	B-BBEE procurement spend	80% of total measurable procurement spend on B-BBEE enterprises
	10%	CSI spend on health and community	R115 million

Our sustainability performance at a glance

Sustainability achievements for 2024



Achieved our stretch target of **4.0% reduction in carbon emissions**



Rolled out waste recycling pilot



Achieved limited assurance for our **scope 1 and 2 data**



Set environmental and social targets for 2025



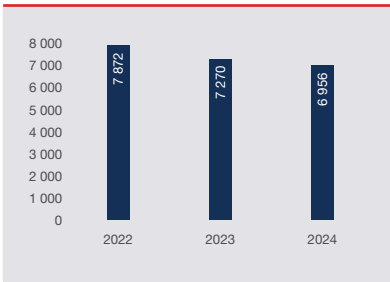
Our sustainability performance at a glance

Key sustainability indicators

Life Healthcare discloses key performance indicators (KPIs) related to our material issues. The performance of our southern Africa operations against our ESG KPIs is outlined below. For more detailed southern Africa ESG data related to our material issues, see the ESG performance data tables starting on page 37.

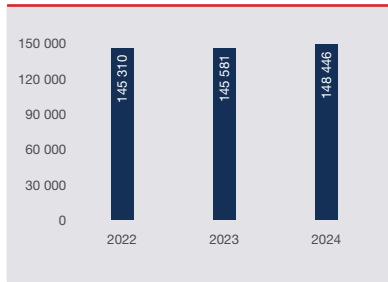
ESG performance

Renewable energy consumption
(kWh'000)



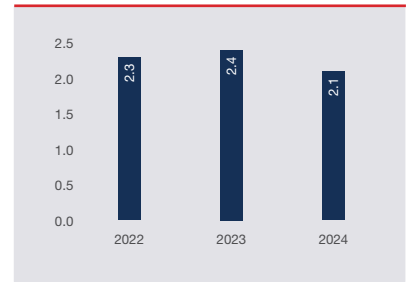
To increase our use of renewable energy and help reduce carbon emissions, we have committed to installing 9MW of PV solar throughout our hospitals.

Total electricity consumption
(kWh'000)

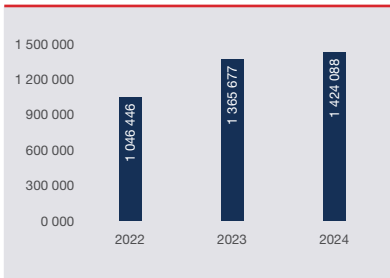


Reduced loadshedding in H2 of FY2024 contributed to increased electricity consumption but resulted in reduced diesel usage for generators.

Total healthcare risk waste generated/PPD (kg/PPD)

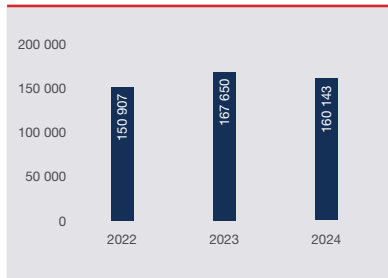


Total municipal water withdrawn



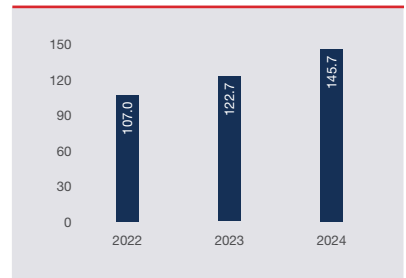
Increased water usage caused by increasing bed occupancy as well as maintenance and construction projects.

Total carbon emissions
(tCO₂e)



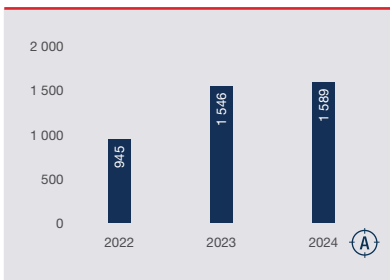
We reduced our total carbon emissions by 4.5%, exceeding our target for 2024.

CSI spend
(R'm)

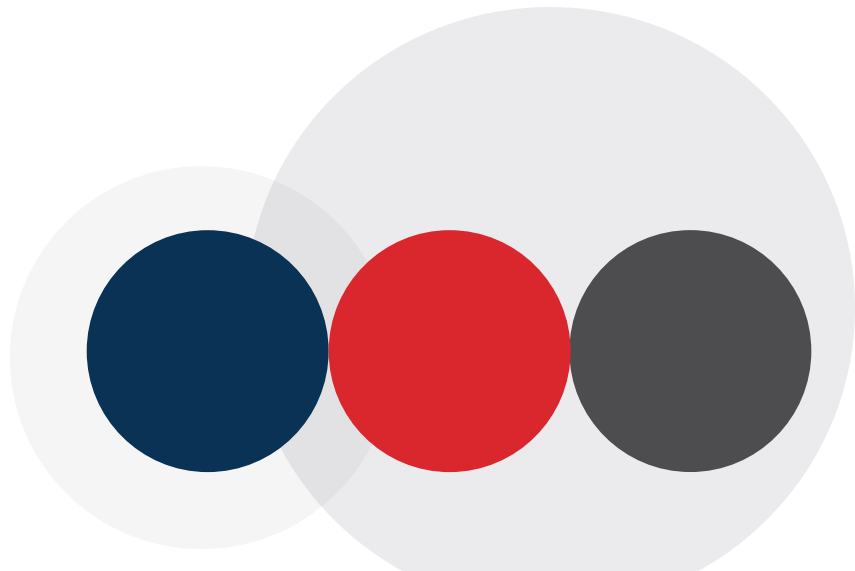


We increased our CSI spend by 18.7%.

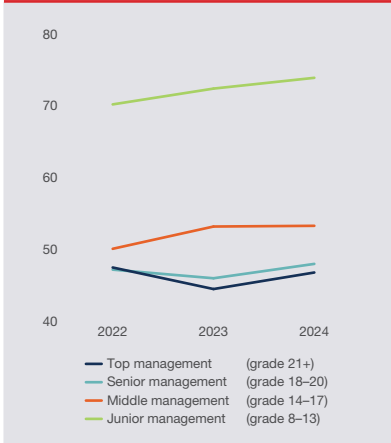
Total general waste recycled
(tonnes)



Two of our hospitals have started a waste recycling pilot programme. In 2025, this will be expanded to additional facilities, leading to a more effective diversion of waste from landfills.



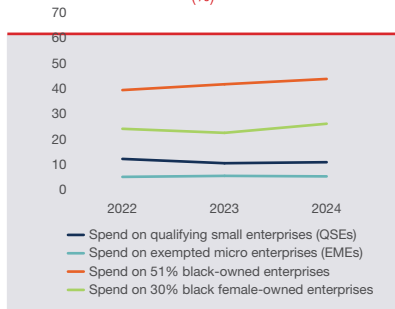
Diversity and equal opportunity
(ACI %)



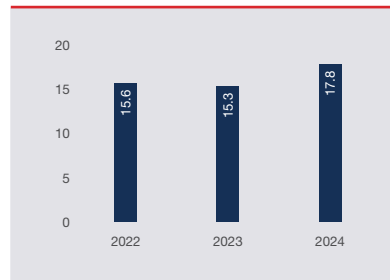
Doctor gains FY2019 – FY2024
ACI% of doctor gains



Procurement spend
(%)



Staff turnover (all nursing)
(%)



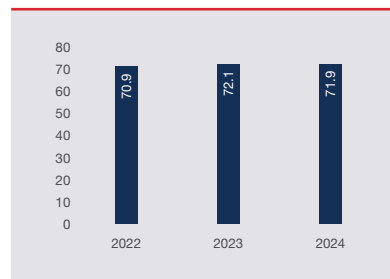
Procurement spend

R12 153 million
Total spend

R11 663 million
Total measured spend

R860 million
Total excluded spend

Patient experience (PXM)
(Definitely recommend %)



ESG rating highlights



ESG rating performance over three years

Rating agency	2024	2023	2022
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 (Medium)	3.2
ESG score – Sustainalytics <div style="display: flex; justify-content: space-between; font-size: small;"> Negligible Low Medium High Severe </div> <div style="display: flex; justify-content: space-between; font-size: x-small;"> 0 – 10 10 – 20 20 – 30 30 – 40 40+ </div>	↑ 24.9 (Medium)	27.1 (Medium)	26 (Industry = 28)
ESG score – MSCI <div style="display: flex; justify-content: space-between; font-size: small;"> CCC B BB BBB A AA AAA </div>	↔ AA	AA	AAA
(ccc – AAA) ESG score – S&P Global (0 – 60)	↑ 41	39	31
ESG score – ISS Scoring Grade D- to A+ Status P = Prime, NP = Not Prime Prime Threshold D- to A+ Decile Rank 1 – 10	↔ B-	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 2024 will be released in early 2025	D	D

- ↑ Improved
- ↓ Declined
- ↔ Maintained

S&P Global

Score: 41/100

Rating date: 16 August 2024

Methodology year 2024

- Scored well above the industry average score of 24/100 for healthcare providers and services

Morgan Stanley Capital International (MSCI)

Score: AA

Rated as a leader in the healthcare industry

Rating date: 20 February 2024

- Maintained 2023 rating score

Carbon Disclosure Project (CDP)

Achieved a disclosure band of D for water security and climate change disclosure in 2023

The scoring for 2024 will be released in early 2025



Chief Executive's message



4.5% REDUCTION
in carbon emissions

Dear Shareholders,

I am pleased to present our 2024 sustainability report, which offers a comprehensive overview of our commitment to responsible and impactful ESG practices. Our sustainability strategy is firmly rooted in Life Healthcare's purpose of **Making life better**. This guides us in providing world-class healthcare services while ensuring that our actions contribute positively to society and the environment.

I want to emphasise that addressing ESG matters is not only a moral obligation but also a strategic imperative. Integrating ESG principles into our value creation strategy is key to achieving our long-term goals. It fosters innovation, enhances our reputation, and generates sustainable value for our stakeholders. At Life Healthcare, we take pride in conducting our operations ethically and responsibly, adhering to global ESG reporting standards while contributing towards the United Nations Sustainable Development Goals (SDGs).

Together we strive to make a meaningful impact on our patients, communities and the planet. In 2024, we made significant strides in several key areas.

Environmental sustainability

Life Healthcare is committed to reducing its carbon emissions by 20% by 2030 using the 2023 assured baseline data as our reference point. Additionally, we are dedicated to achieving zero general waste to landfill by 2030. To date, we have achieved a carbon reduction of 4.5%, aligning with our stretch annual target for 2024. In the year under review, we made considerable progress in developing systems to measure, monitor and manage energy, water and waste usage. These systems enable us to better understand our carbon footprint and identify opportunities for improvement. At the same time, we actively engaged our workforce and community stakeholders to ensure collective action towards achieving our environmental objectives.


It is crucial to protect the environment in which we operate. In 2024, we conducted a biodiversity baseline screening to identify high biodiversity-sensitive areas within our operations. Our goal is to safeguard and preserve these areas to minimise our negative impact to the environment.

Governance excellence

We remain committed to upholding the highest standards of corporate governance and transparency. Our diverse and independent Board of directors offers strong oversight and guidance. We have robust processes and controls in place for governance, risk and compliance to ensure the integrity of our decisions. Details on our Board and governance can be found in our 2024 integrated annual report.

Social impact

Life Healthcare's success hinges on the well-being of our patients, employees and communities. As a leading private healthcare provider, we prioritise clinical excellence backed by robust governance to ensure quality and accountability. We are committed to patient-centred care. We respect individual preferences and foster effective communication between healthcare providers and patients. Through our high-quality healthcare services and dedicated and experienced workforce, we ensure we provide exceptional care. By investing in innovative healthcare solutions and the latest technological advancements, we continually enhance patient outcomes.

This year, Life Healthcare invested R145.7 million in social initiatives, making a significant impact in the targeted areas of education, health and community upliftment. Our partnerships with not-for-profit organisations and third-party experts enabled us to leverage their local insights, enhancing the effectiveness of our programmes. This collaborative approach maximised the impact of our investments, ensuring they benefitted the communities and individuals who needed it most. For more information on these initiatives, see  pages 33 – 35.

Our EVP continues to align with our people strategy. This has led to improved diversity although disappointingly we saw staff turnover increase due to a combination of factors. This included intense competition amongst healthcare providers for a limited pool of clinical resources, which was further exacerbated in the second half of the year as employees resigned to access retirement benefits

before implementation of the newly introduced two-pot retirement system. By emphasising diversity and inclusion, we are continuing to strengthen our strategy and enhanced our succession planning for the future. For more information on our EVP and diversity initiatives, refer to our integrated annual report.

We acknowledge there is more to do going forward. We will keep setting ambitious yet attainable goals, tracking our progress and staying accountable. We will consistently report on our ESG performance and engage with stakeholders for transparency and alignment.

I thank our shareholders for their ongoing support and confidence in our ESG efforts. Together, we are not just striving for a better future, but we are actively making ESG a way of life at Life Healthcare, underpinned by our purpose of **Making life better**.

Thank you for your continued support as we work towards a more sustainable future.

Peter Wharton-Hood

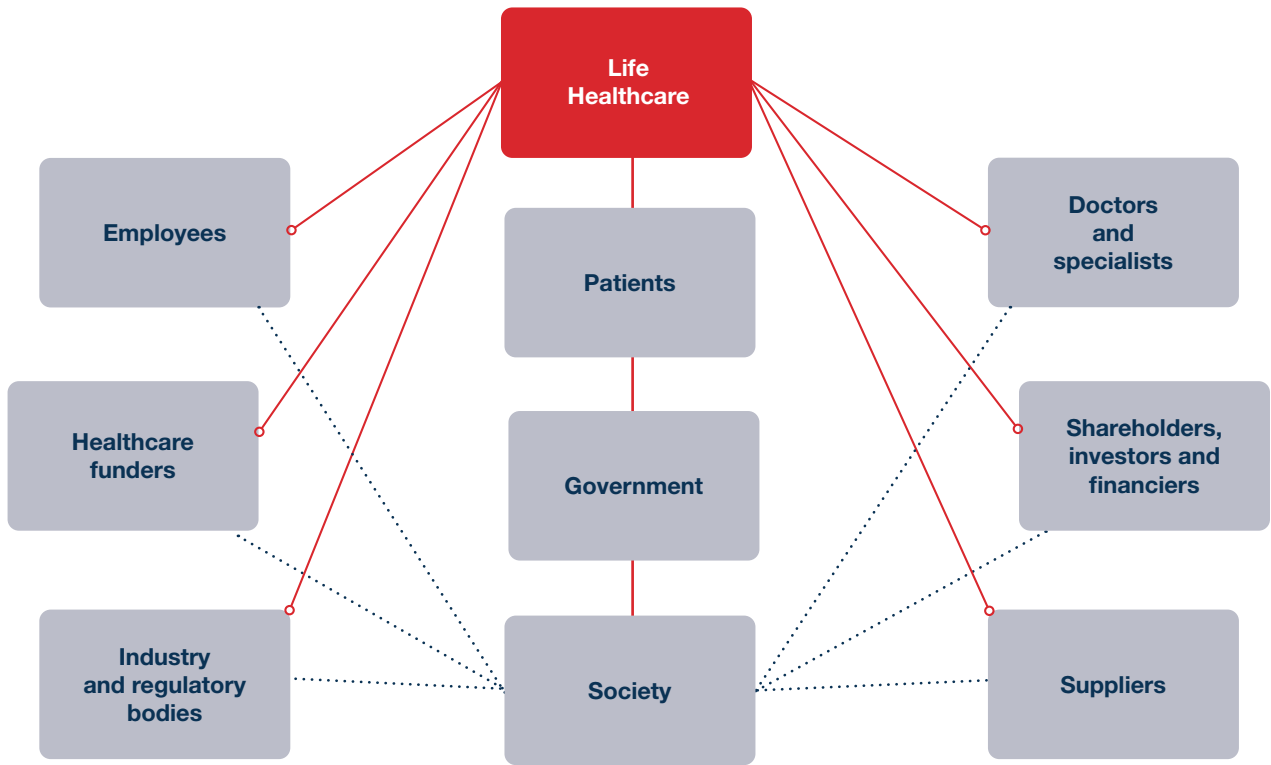
Chief Executive



Responding to our stakeholders

Key stakeholders

Several stakeholders shape Life Healthcare's operating environment and contribute to our ability to deliver high-quality services across our business. Further details on our key stakeholders can be found in our integrated annual report, available on our website.



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 our purpose and motivation for everything we do.



Doctors and specialists are critical to our healthcare service delivery. In South Africa, we are not allowed to employ doctors and specialists. They act as consulting partners with access to our facilities and have the right to admit patients and carry out procedures within our facilities.



Several key stakeholders shape Life Healthcare's operating environment and contribute to our ability to deliver services across our business.



Healthcare funders reimburse us for our services and products. In southern Africa, our services are primarily funded through private medical insurance coverage and occasionally through direct out-of-pocket payments or publicly funded schemes. Life Healthcare is proud to be the leading medical scheme network provider in South Africa and the most efficient hospital group. This is demonstrated by our successful network partnerships with three top major administrators.

For LMI, the healthcare funders are mainly public payors and, in some cases, pharmaceutical companies that use our services and products in clinical trials.



The growth and sustainability of our Group depends on how effectively we manage the funds entrusted to us by our **shareholders, investors and financiers**, including noteholders, banks and financial advisers.



Healthcare is a heavily regulated sector worldwide. Regulations set by national **governments or industry regulatory bodies** define what we can and cannot do as a healthcare services provider.



Governments and their regulations reflect 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, technology and food we utilise in providing our services. We also rely on utilities to supply us with water, electricity and other municipal services. The reliability of our supply chain and utilities is crucial to the sustainability of our services.



Further details on our key stakeholders can be found in our integrated annual report, available on our website.

Responding to our stakeholders

Stakeholders' key expectations and concerns	How we engage with our stakeholders
<ul style="list-style-type: none"> • Responsible global citizen • Environmental impact awareness with plans in place to reduce these impacts • Achievable implementation roadmap to reduce emissions and waste to landfill • Fair and caring employer • Diversity and inclusion measures • Appropriate B-BBEE scorecard • Quality of patient care (see  page 44) • Safe work environment • Ethical conduct with all stakeholders 	<ul style="list-style-type: none"> • Regular meetings with all key stakeholders regarding our environmental impact and how we reduce or mitigate this impact • Independent verification and assurance of some of our environmental data, and 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 communication with employees on health and wellness and opportunities for them to get involved in CSI projects

Affected material matters



Affected strategic pillars



ESG governance and oversight

Life Healthcare’s ESG governance structures are outlined below. These indicate the roles and responsibilities for overseeing, assessing and managing sustainability-related issues, including climate change as per the TCFD.

Board of directors (Board)	<ul style="list-style-type: none"> • Commitment to ESG • Ultimately responsible for successful governance of ESG • Oversight role delegated to the SETCO
Social, Ethics and Transformation Committee (SETCO)	<ul style="list-style-type: none"> • Provides overall oversight of ESG • Delegates responsibility for implementation to the executive management team • Approves the ESG strategy and monitors implementation • Keeps abreast of regulatory and other requirements relating to ESG • Monitors performance through evaluation of established ESG metrics and reports to the Board
Executive Management Committee (ExCo)	<ul style="list-style-type: none"> • Responsible for implementation • Serves as a high-level strategic support structure that oversees implementation • Ensures integration of ESG into the daily business and decision-making process • Ensures adequate resourcing of the ESG function • Evaluates implementation and establishes corrective and improvement measures • Monitors performance metrics and reports to SETCO and the Board
Data, Compliance, Risk and ESG Management Committee	<ul style="list-style-type: none"> • Provides oversight of ESG with respect to sustainable development • Enables the business to incorporate ESG values and principles into the core strategy and operations for long-term sustainability • Provides strategic guidance and support to the Group’s operating business to ensure that long-term growth and sustainability goals are met • Identifies initiatives for continual improvement and makes recommendations for implementation to ExCo and SETCO

Our approach to ESG governance

- a) Anti-corruption:** Life Healthcare has a comprehensive anti-bribery and corruption policy that is reviewed and presented for Board approval annually. The Group compliance lead conducts training on the policy for all newly appointed employees across the organisation during their orientation.
- b) Public policy:** Donations to governments and political parties are prohibited across the Group.
- c) Anti-competitive behaviour:** We obtain the necessary legal advice during transactions to guarantee that our engagements comply with competition regulations.
- d) Compliance:** Our compliance department monitors controls related to significant regulatory requirements across all operations in accordance with our compliance framework. We have developed a regulatory universe to identify applicable legislation across the business. We evaluate legislation based on its potential impact and likelihood and monitor controls for material regulations in line with the framework. All significant regulatory concerns are presented and reviewed by the Board, and Group compliance lead provides quarterly reports to the audit and risk committee.

e) Grievance mechanisms for impacts on society:

Our whistle-blowing hotline is accessible to employees and service providers and supported by policies and procedures to facilitate the raising of grievances and submission of complaints. Our Ethics Office provides an alternate avenue for reporting unethical behaviour. Patients can submit complaints through a dedicated website email address or via social media, or lodge them with a hospital manager. A structured escalation process ensures complaints are effectively managed and addressed.

f) Non-discrimination:

Life Healthcare’s code of conduct strictly prohibits discrimination based on arbitrary criteria such as race, gender, or sexual orientation. We actively promote diversity in the workplace, encouraging individuals from diverse ethnic backgrounds, religions and orientations to join the Group.

g) Child labour:

The Company does not tolerate child labour in any form, and our procurement process is stringent in this regard. Suppliers must complete a comprehensive questionnaire regarding their employment practices.

ESG governance and oversight

- h) Forced or compulsory labour:** We strictly prohibit forced labour, and our procurement process is stringent in this regard. Suppliers must complete a comprehensive questionnaire regarding their employment practices, covering child labour, forced and compulsory labour, anti-competitive behaviour and anti-corruption measures. The Board has adopted a global position statement on modern slavery and human rights.
- i) Human rights grievance mechanisms:** Any human rights grievances can be brought to the attention of the Ethics Office via a dedicated email address.

We regularly train employees on the code of conduct to ensure its consistent and correct application in various work areas across the Group.

Gender-based violence

The scourge of gender-based violence (GBV) has escalated globally, profoundly impacting women and leaving a devastating effect on communities and societies. We can no longer remain passive observers; we must empathise with victims and take decisive action as responsible corporate citizens.

At Life Healthcare, we are committed to alleviating the impact of GBV on society. We continue to raise awareness of GBV throughout our business and support initiatives aimed at its eradication. This includes facilitating discussions on tackling GBV and participating in the annual 16 Days of Activism campaign.

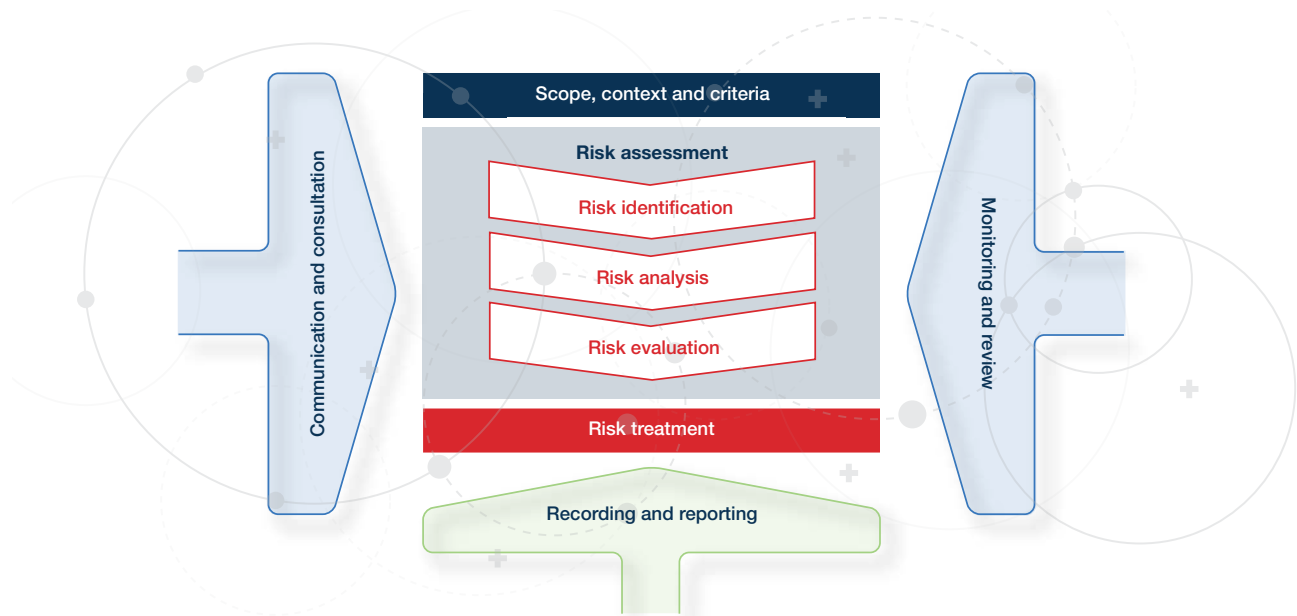
During the 16 Days campaign in December 2023, our employee volunteers packed over 2 312 care bags for distribution to shelters housing victims of GBV and vulnerable children.



Managing ESG risks and opportunities

How processes for identifying, assessing and managing sustainability risks are integrated into overall risk management

Life Healthcare uses a standardised risk management process to identify, assess and manage enterprise-wide risks (including sustainability and climate-related risks).



This process is supported by a standardised risk taxonomy, methodology and classifications. The Company's risk universe spans 10 key risk types: business, investment, financial, market, clinical and patient safety, operational, IT and data, legal, regulatory and compliance, reputational, and human capital risk.

At present, sustainability and climate-related risks are categorised under operational risk. However, they may also feature under clinical and patient safety, reputational, and legal, regulatory and compliance risk.

ESG risk identification process

Life Healthcare's Enterprise Risk Management Policy and Framework (ERMPF) sets out the processes for identifying, assessing and managing all types of risks, including sustainability risks. The ERMPF aligns with the TCFD framework, and our risk management process adheres to leading industry practices and is tailored to the Company's specific needs. Executive management and oversight bodies ensure that risk management is integrated into all Company structures and applied in strategy setting and across all operations and activities.

Risks are identified through:

- Structured workshops for risk and opportunity identification
- Regular feedback during operational meetings, management forums and stakeholder engagements
- Assessments against established standards, including gap analyses, internal and external assurance activities, and accreditation reviews

- Analysis of reported incidents/events and complaints
- Proactive environmental scanning of risk and business reports and publications to identify emerging risks

ESG risk management process

The management of ESG risk is governed by the ERMPF.

Functional risk owners are responsible for ensuring that all risks, including sustainability risks, are effectively managed through appropriate internal control measures. They are required to document identified risks within their respective business area's risk assessment or risk register. Additionally, they must analyse and evaluate these risks, both inherently and residually, based on the adequacy of existing controls. When necessary, they will implement appropriate measures to mitigate residual risks.

Furthermore, the management team that oversees these functions is responsible for ensuring that the business operates within established risk appetite and tolerance levels.

When a residual risk is deemed high and the cost of further mitigation outweighs the anticipated benefits, management first evaluates all other treatment options, then follows a formal process to make a deliberate decision to accept the risk.

Risks identified and documented through this process are regularly monitored and reviewed. For risks rated as residually high or very high, a system is in place to track and report progress in implementing additional mitigation actions.

Managing ESG risks and opportunities

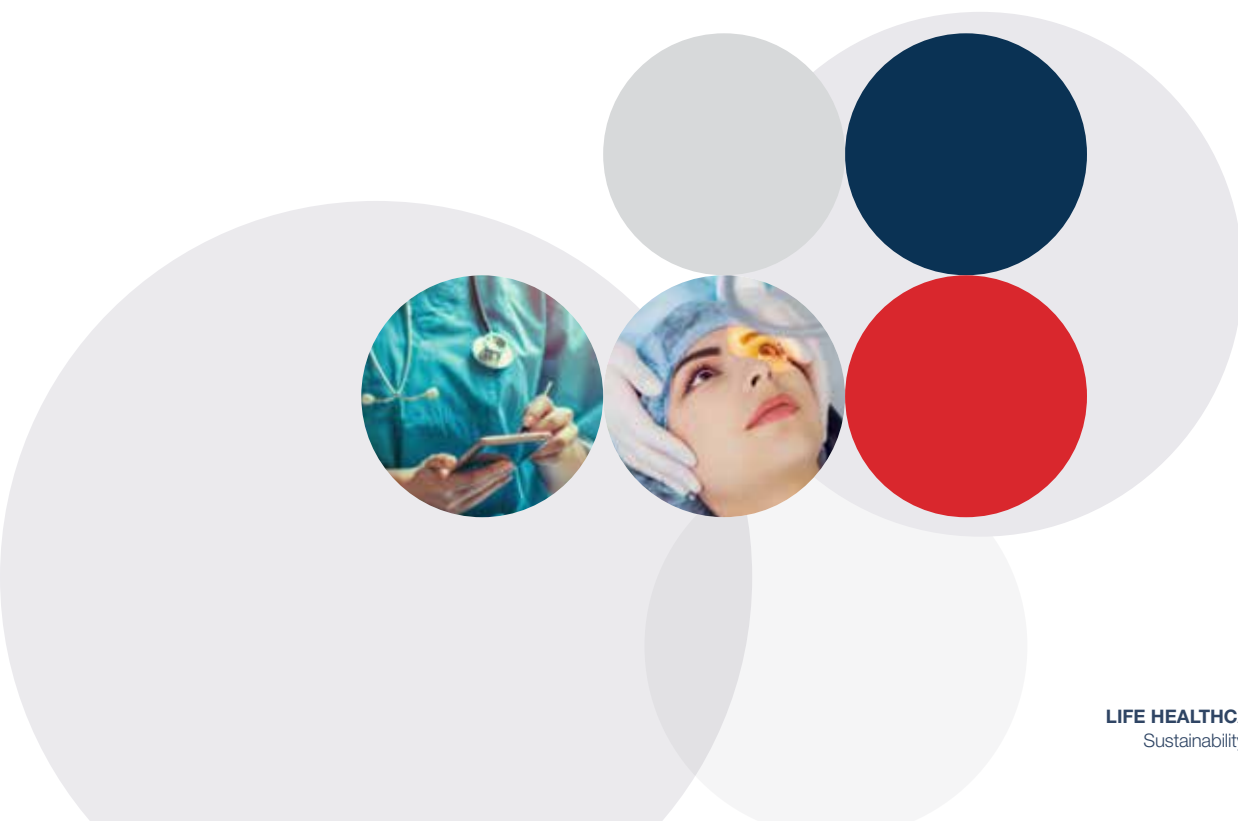
Sustainability-related risks and opportunities identified over the short, medium and long term, and the impact of risks and opportunities on the business, strategy and financial planning

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 resulting from increased activities at our facilities.	Increased use of alternative, greener power sources (solar panels for solar power). Solar PV systems installed at 15 hospitals. Further solar PV (9 MW) to be implemented across 16 hospitals in 2025. Implementation of energy-efficient projects at various hospitals.
		Limited availability of water due to drought and limited rainfall in many provinces in SA could impede our ability to conduct business operations.	Water efficiency initiatives continually implemented at operations. Increased on-site water storage and borehole installations to mitigate short-term supply disruptions. Environmental impact studies conducted to identify further initiatives.
3.	Operational	Improper handling of HCRW by employees and/or vendors.	ISO 14001 certification. Internal and external waste management system implemented to ensure compliance. Service level agreements and monitoring.
		Improper disposal of HCRW by employees and/or vendors.	HCRW management programme implemented internally and externally. Vendors are considered as Life Healthcare strategic partners in delivering on sustainability targets, including zero waste to landfill by 2030.
		Avoidable or unnecessary radiation exposure (people or environment).	Teaching and training in the management of radioactive material. Research and development initiatives conducted to identify greener technology.
		Release of refrigerant gases into the atmosphere from air handling and air conditioning units, resulting in air pollution.	Replacement with new-technology air handling and air conditioning units that are not reliant on greenhouse gases (refrigerant gases). Life Healthcare's head office maintains a Green Building Council 5-Star Green Star rating.
		Operating activities at facilities could disturb biodiversity and the natural ecosystem.	Conducted a biodiversity and heritage baseline study to identify high-biodiversity and heritage-sensitive areas within our operations. Developed management and protection plans for highly sensitive biodiversity areas. Re-use of water for gardens. Replacement of invasive plants with indigenous plants. Implementation of waste recycling and re-use at facilities.
		Chemical concentrated water effluent (higher than acceptable parameters) is released into the sewage system due to the introduction of solids in water effluent.	Wastewater screening technology implemented to ensure compliance. Food composting implemented to reduce the load of release.

The resilience of the strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario

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



Managing ESG risks and opportunities

Risks and opportunities

Ambition	Constraint	Our response
<p>Reducing electricity consumption</p>	<p>Electricity outages in SA due to poor service delivery from Eskom necessitate the utilisation of diesel generators.</p> <p>Solar power and diesel generators offer unique benefits for our acute hospitals in southern Africa. Solar power yields energy cost savings while contributing towards our sustainability goals. Diesel generators serve as reliable critical infrastructure at our hospitals, ensuring patient safety should power outages occur.</p>	<p>Solar PV installations at 15 of our facilities in SA. These are installed and maintained by a third-party renewable energy provider.</p> <p>We are exploring additional renewable energy installations.</p> <p>Investing in backup power systems and upgrading end-of-life assets for uninterrupted electricity.</p> <p>More frequent maintenance and testing of backup systems.</p> <p>We are finalising our energy efficiency strategy.</p> <p>We are exploring long-term renewable wheeling agreements.</p>
<p>Improving water security</p>	<p>South Africa is a water-scarce country, but water is essential to our operations. Medical procedures, sanitation, sterilisation and general hospital functionality depend on a reliable water supply.</p> <p>Water outages related to ageing infrastructure and electricity outages are becoming more frequent in parts of SA. These could potentially interrupt our operations.</p>	<p>We continually strive to become more resilient to water outages.</p> <p>We are exploring innovative and practical strategies to minimise the impact of water supply disruptions, particularly in regions facing droughts or infrastructure issues.</p> <p>Many of our facilities have backup water storage tanks that can sustain our operations for 24 to 48 hours. We are continually increasing capacity.</p> <p>Installing water-efficient fixtures and equipment, including medical equipment.</p> <p>Utilising groundwater via boreholes in certain areas to improve the consistency of supply.</p>
<p>Reducing healthcare risk waste</p>	<p>Healthcare risk waste (HCRW) is an inevitable by-product of our operations.</p>	<p>We manage and dispose of HCRW in line with regulatory requirements and monitor to ensure our suppliers do the same.</p> <p>We have implemented HCRW separation system from point of generation to minimise cross contamination of waste resulting in increased HCRW.</p>

Managing ESG compliance and data protection

Process for identifying sustainability-related compliance obligations

Life Healthcare's ESG-related legal requirements are integrated into the overarching compliance risk assessment process outlined in the group compliance framework. The Board reviews the framework annually, the most recent review being in November 2023, the next review will be in February 2025.

The compliance risk assessment process consists of five phases:

- Risk identification: Identify the regulatory universe (all applicable legislation, rules and regulatory directives relevant to each specific entity).
- Risk analysis: Prioritise compliance requirements by assessing the likelihood of non-compliance and its potential impact, using Annexure A of the Framework.
- Risk management: Develop risk management plans for high-risk legislation, enabling ongoing monitoring of critical compliance obligations associated with specific laws.
- Risk monitoring: Continuously monitor compliance risks to ensure adherence to identified requirements.
- Recording and reporting: Systematically document findings and report compliance status to maintain transparency and accountability.

The process culminates in a bi-annual compliance assurance process, the results of which are presented to the Board.

Process for managing sustainability compliance obligations

Our process for managing sustainability compliance obligations is aligned with the compliance framework, as outlined above. This alignment between compliance obligations and the ESG strategy is an ongoing effort that evolves with changing regulations and stakeholder expectations.

Process for identifying, assessing and managing sustainability compliance obligations are integrated into overall compliance management

Our process for identifying, assessing and managing sustainability compliance obligations is thoroughly integrated into our overall compliance management system. The process covers various compliance mandate actions and activities in accordance with the compliance framework, ensuring a cohesive approach to sustainability compliance.

Process for data protection

Our approach to data protection includes the implementation of International Organization for Standardization (ISO) 27001 and associated standards. Our information security teams and IT functions work together to ensure effective collaboration on information governance, cyber-risk management, compliance, assurance, and privacy requirements.

The core focus areas across the business reflect a layered defence strategy. This strategy includes applying robust security policies, enforcing advanced cyber-defence technologies, proactive vulnerability management, and developing secure architecture by design. We prioritise the integration of our technology ecosystem within a comprehensive security operations monitoring framework.

A continuous assurance process is implemented for existing and new solutions. This involves regular security assessments, audits, penetration tests and maturity evaluations to gauge the effectiveness of our controls. We utilise advanced cyber-security technologies, including endpoint EDR protection, vulnerability and patch management, cloud security, email security and next-generation firewalls. These elements are integrated into a cohesive security information and event management (SIEM) monitoring framework supported by ongoing end-user training and awareness initiatives.

From a business perspective, we prioritise data protection by classifying our data assets, enforcing data encryption protocols, blocking USB ports, and applying strict least-privilege controls to administrative accounts. Life Health Solutions has a dedicated internal information security team that manages cyber, data and supply chain risks in accordance with our established risk appetite thresholds. The team continually designs controls tailored to the needs of our corporate and hospital environments.

Categories of incidents during 2024

	Number of incidents
Personal information taken by or given to incorrect patient /recipient (TTOs, patient stickers, emailed wrong person)	12
Files or documents missing from patient files misplaced/destroyed/lost	13
Alleged breaches of confidentiality social media (Tik Tok, WhatsApp, etc)	2
Crime – case stolen during mugging containing patient files	1
Relationship break-up next of kin not updated by guarantor – resulting in privacy incident	1
Total	29

Managing ESG compliance and data protection



Disclosure of the sustainability-related compliance obligations identified over the short, medium and long term, and the impact on the business, strategy and financial planning

Not all identified ESG-related laws are classified as “high-risk”. We are working to identify and assess the risk levels of all relevant ESG compliance obligations. This project is ongoing, with monitoring conducted in collaboration with the ESG/safety, health and environment (SHE) compliance leads.

The relevant Regulatory Universe (RU) is regularly reviewed and updated to ensure compliance with ESG-related legislation.

In South Africa, we are working to develop and update site-specific SHE legal registers. These registers cover applicable legislative requirements, environmental aspects, relevant standards, and local by-laws in line with ISO 14001. This three-year project is ongoing and will address both British Standards Institution (BSI) registered and non-BSI registered sites.

Furthermore, we have initiated external legal baseline audits on SHE regulations across various sites to gain deeper insight into compliance progress at site level.

Life Healthcare adheres to all health, safety and ESG-related laws pertinent to the regions within which we operate. Our compliance risk management plans target policies and legislative risks categorised as “high” and “material”. Compliance assurance measures are actively implemented to ensure adherence.

Disclosure of the resilience of the organisation’s strategy, taking into consideration different sustainability-related scenarios

As Life Healthcare’s ESG strategy is in its early stages, we are unable to comment on its resilience in light of various sustainability scenarios. However, we made significant progress this year in integrating ESG principles and ensuring regulatory compliance throughout the business.

We are also working to strengthen our understanding of the various components and scenarios that impact ESG-related compliance. The revised regulatory update and the project to implement site-specific legal registers focusing on SHE will significantly contribute to embedding ESG compliance in the business.

We have intensified our focus on ESG compliance and made substantial progress towards effectively managing and reporting on ESG compliance across the business.



Safety, health, environment and quality (SHEQ) management

The health and safety of our employees, contractors and other stakeholders is critical for our continued existence. Life Healthcare is embodying its purpose, *Making life better*, by enhancing its risk-based medical surveillance programme for employees.

The programme proactively identifies and mitigates health risks associated with occupational hazards, creating a safer work environment and safeguarding the health and well-being of our workforce. By continually improving the programme, Life Healthcare ensures that we meet and exceed regulatory requirements.

Our comprehensive policies and procedures specify how each activity should be carried out. These are regularly reviewed to ensure alignment with the latest legal requirements. Life Healthcare has access to a legal team system that covers all occupational health and safety laws, regulations, standards and by-laws relevant to our operations in South Africa.

Employees are encouraged to comply with health and safety requirements through regular internal and external training sessions. Targeted training is provided when negative trends are identified. Each Life Healthcare facility has a health and safety committee that meets regularly to address issues affecting employees. These committees operate under internal guidelines aligned with the Occupational Health and Safety Act, No. 85 of 1993 (OHSA).

Our facilities are subject to a range of assurance activities, including audits by the Department of Employment and Labour and the South African Health Products Regulatory Authority and legal compliance reviews. The Office of Health Standards Compliance performs inspections to ensure we comply with the OHSA and its regulations. Life Healthcare also conducts internal audits to verify adherence to the OHSA and our own health and safety standards.

Environmental management forms an integral part of how we do business. We have embedded environmental management principles in our day-to-day operating processes to ensure proactive management of environmental risks and opportunities. The BSI, which

audits one-third of our facilities each year, carried out a re-certification assessment of our environmental management systems (EMS) based on ISO 14001:2015. To date, 34 of our hospital facilities have maintained the ISO 14001:2015 certification. 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, reflect the value we attach to the environment in which we operate. We are proud of the results received from the external and internal environmental assurances conducted across our business in 2024. This includes the external SHE legal baseline audit as well as the inspections conducted by the Office of Health Standards Compliance.

As a business, we have recognised the importance of assessing the impact of our business on the environment with the aid of protecting and safeguarding the environment that we operate in. In 2024 we conducted a biodiversity baseline screening assessment to evaluate the potential impacts of the hospital's activities on biodiversity and heritage in or around our areas. The initial phase of the study involved using the Department of Forestry, Fisheries and the Environment (DFFE) screening tool. This web-based tool is designed to assess the environmental sensitivity of a specific site. The hospital's geographic boundaries were used to generate a comprehensive sensitivity analysis. The screening tool evaluates various environmental factors, including protected areas, threatened ecosystems, and the presence of any critical biodiversity zones. Phase 2 employed QGIS, which generated maps at a scale of 1:50 000 for the hospital using site location. GIS mapping has been vital in identifying sensitivities within and around the sites. Furthermore, the maps generated highlighted risk areas, allowed the team to draw information related to biodiversity and heritage, and assisted in creating regulated and non-regulated buffers to protect and preserve the identified sensitive sites.

Only three of our hospitals are located near highly biodiversity-sensitive areas due to their proximity to natural features such as watercourses or declared national nature reserves, necessitating a detailed biodiversity management plan. Most hospitals have been confirmed to have low biodiversity sensitivity because they are in highly disturbed urban areas with the dominant presence of modified habitats with minimal or no remaining ecological value.



Biodiversity study area and outcome

Our healthcare quality management system (QMS) is designed to create a service that improves quality care and patient experience while ensuring compliance with industry standards and legal, regulatory and Life Healthcare requirements. The QMS is based on ISO 9001 certification.

Life Healthcare was certified for ISO 9001 by the 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 one-third of our facilities are audited annually by the BSI, and these facilities also undergo a preparatory audit conducted by Life Healthcare's head office functions. In addition, all facilities are required to conduct their own annual quality audit, called the management self-audit, based on the Life Healthcare QMS.

These robust quality assurance processes reflect the emphasis Life Healthcare places on preserving the environment, creating a safe and healthy workplace, and providing quality care and service offerings to our patients and the community at large.



Supplier sustainability management

Our procurement philosophy aligns with Life Healthcare’s mission to improve the lives of people through the delivery of high-quality, cost-effective care.

The procurement team follows a rigorous process in sourcing and acquiring quality, cost-effective goods for our hospitals. This process centres around legal compliance, quality accreditation of products, sustainability, and social and economic transformation. We conducted environmental compliance audits at three HCRW treatment sites operated by our suppliers in 2024, and no critical legal non-compliance was recorded.

When procuring services, we are deliberate in driving transformation of vendors through our source-to-contract and new vendor applications processes. We also engage frequently to encourage multinational suppliers to invest in or utilise vendors with appropriate and sustainable B-BBEE ratings.

In 2024, 84.4% of Life Healthcare’s procurement spend went to B-BBEE suppliers, surpassing our target of 80%. This included:

- 29% of spend on suppliers with at least 51% black ownership
- 16% of spend on suppliers with at least 30% black female ownership

At Life Healthcare, we recognise our vendors as partners and acknowledge their influence on our ability to attain our long-term ESG goals. Accordingly, vendors are required to complete risk and sustainability questionnaires as part of the sourcing and onboarding process. The sustainability questionnaire assesses their labour and human rights practices and environmental, occupational health and safety, societal and economic compliance against a pre-defined framework. The risk questionnaire assesses their compliance with legal and governance requirements as defined by Life Healthcare.

In the year under review, we conducted 34 site visits across our top 100 vendors by spend to validate the information provided in these assessments.



Corporate social investment

Corporate social investment (CSI) is an integral part of Life Healthcare's ethos, reflecting our commitment to being closely involved with the communities we serve. We are dedicated to social upliftment and our CSI initiatives embody our Company's purpose of *Making life better*.

CSI projects update – southern Africa

As a leading player in the healthcare industry, Life Healthcare is uniquely positioned to improve health outcomes across southern Africa and empower communities to take ownership of their health on individual and collective levels. Our strategically significant programmes are managed at national level while other CSI initiatives are driven by local needs. Our three primary focus areas are healthcare access, education and training, and community upliftment.



1. Healthcare access



a. Surgery for state indigent patients

We are committed to making a positive impact in the community by supporting specialists and allied healthcare workers in providing pro bono surgical services through our organised surgical programmes. These initiatives include cataract surgery, joint replacements, and cleft lip and palate repairs. We prioritise patients from participating state hospitals to ensure we assist those in greatest need.

We have a strong and enduring relationship with the South African National Council for the Blind (SANCB). Since 2006, we have donated four mobile eye care clinics to serve peri-urban and rural communities. This collaboration has facilitated over 77 000 eye care screenings, resulting in more than 24 000 cataract surgeries and the issuing of over 15 300 pairs of spectacles.

b. Health screenings and testing

In 2024, Life Healthcare proudly sponsored 10 PinkDrive tours, providing essential screening for breast, cervical and prostate cancers. During these tours, we facilitated 750 mammograms, 1 123 pap smears and 1 246 prostate-specific antigen (PSA) tests to detect potential health issues.

National Department of Health (NDOH) health calendar

Following the National Department of Health's awareness calendar, our hospitals participate in community screening and testing programmes for non-communicable diseases.



c. SA Bone Marrow Registry

Life Healthcare proudly sponsored 250 tests in collaboration with the South African Bone Marrow Registry (SABMR), a dedicated NGO, to screen and test South African stem cell donors. These efforts are aimed at adding potential donors to a comprehensive database of patients in need of life-saving stem cell transplants.

The SABMR partners with registries across 76 countries, collectively representing over 37 million donors. This significantly increases the likelihood of finding compatible donors for South African patients. Currently, an impressive 70% of donors for local patients have come from international sources.





2. Education and training projects



a. High school maths, science and english tuition

We are pleased to be a founding sponsor of a Saturday school at Somerset College in the Western Cape. The school provides additional tuition in mathematics, science and english. In 2024, we sponsored 130 Grade 11 and 12 learners based on their performance in mathematics and physical science over the past two years. The programme improves learners' academic performance, expands their horizons and creates opportunities for their future.



b. Nursing bursaries

Through Life Healthcare's nursing college and learning centres, annual bursaries are offered to previously disadvantaged students for:

- Higher Certificate in Auxiliary Nursing (one-year programme)
- Diploma in Nursing (three-year programme)
- Bachelor's Degree in Nursing (four-year programme)

Over 100 nursing education programmes and bursaries have been awarded at various higher education institutions.



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 120 visually impaired students through a one-year Sector Education and Training Authority (SETA)-accredited programme. The curriculum includes essential topics such as computer skills, contact centre support, business administration services and braille literacy. Additionally, over 250 students have benefitted from various short courses offered by the college. To enhance the learning experience, computer laboratories have been established in seven training centres, equipped with adaptive software, printers and internet connectivity.





3. Community upliftment projects



a. Access to clean running water

Access to safe and reliable water is a challenge in rural areas. Life Healthcare has partnered with Round About Water Solutions, a water sector non-government organisation (NGO) that delivers water to rural schools and communities. The NGO installs merry-go-rounds on top of existing boreholes. As the children play, water is pumped into a tank for immediate or stored use. The water is tested in accordance with the South African National Standards (SANS) 241 drinking water standards.

The project increases school attendance and decreases the incidence of waterborne diseases while providing recreation for children. To date, 25 pumps have been installed in schools and communities across the country.

b. Rural community development

Life Healthcare has partnered with the NGO Pondoland Conservation Trust to construct a community recreation centre that enhances local resources and well-being. Our commitment includes funding three years of operational expenses, which will cover critical services such as a Wi-fi hub, access to satellite television, a medical clinic and employee salaries



for the early childhood development centre.

To further support the community, three play pumps have been installed, providing clean drinking water and recreation for children.

Additionally, we have initiated a community garden programme to establish an agricultural hub for buying, processing and selling homegrown produce.





c. Food relief for needy communities

Life Healthcare has partnered with the NGO Soul Food Provider Trust to provide food relief to needy communities, particularly early childhood development centres, which are excluded from the national school nutrition programme.

This initiative prevents stunting from malnutrition by providing children with tasty and nutritious meals. In 2024, our sponsorship provided more than 700 000 meals at centres in the Eastern Cape, Gauteng and KwaZulu-Natal.

Climate-related disclosures

Life Healthcare’s disclosure of climate-related information is aligned with the healthcare industry reporting guidelines of the Task Force on Climate-related Financial Disclosures (TCFD). We disclose information as follows:

Content	Index
<p>Governance</p> <ul style="list-style-type: none"> a) Disclose the role of the Board in overseeing climate-related issues b) Disclose the role of management in assessing and managing climate-related issues 	<p>Refer to  pages 21 – 22</p>
<p>Strategy</p> <ul style="list-style-type: none"> 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 change scenarios 	<p>Refer to  pages 6 – 10</p>
<p>Risk management</p> <ul style="list-style-type: none"> 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 	<p>Refer to  pages 23 – 26</p>
<p>Metrics and targets</p> <ul style="list-style-type: none"> 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 	<p>Refer to  pages 37 – 45</p>

ESG performance data tables

This section presents key ESG data for Life Healthcare's southern Africa business operations, excluding the newly acquired renal dialysis facilities.

Governance pillar

KPI	UOM**	2024	2023	2022
Percentage of females at Board level	%	42%	36%	36%
Racial diversity at Board level	%	67%	43%	43%

Patient privacy and electronic health records*

KPI	UOM**	2024	2023	2022
Number of data breaches recorded	No.	29	25	10
Total breaches involving personally identifiable information (PII)	No.	28	4	10
Percentage of breaches involving only personally identifiable information (PII)	%	3%	16%	30%
Percentage of breaches involving protected health information (PHI)	%	97%	84%	70%
Number of customers affected	No.	165	37	179
Number of customers affected in PII category	No.	2	3	10
Number of customers affected in PHI category	No.	163	34	169
Total amount of monetary losses as a result of legal proceedings associated with data security and privacy	Value	0	0	R118 664

Environmental pillar

Carbon emissions

KPI	UOM**	2024	2023	2022
Scope 1	Tonnes CO ₂ e	6 494	15 256	7 951
Scope 2	Tonnes CO ₂ e	148 446	147 037	138 045
Total scope 1 and 2	Tonnes CO ₂ e	154 940	162 292	145 995
Scope 3	Tonnes CO ₂ e	5 203	5 359	4 913
Total carbon emissions	Tonnes CO ₂ e	160 143	167 650	150 907
Total carbon saving via Company-owned projects	Tonnes CO ₂ e	6 959	7 342	7 478
Percentage emissions reduction resulting from initiatives	%	4.3	4.3	4.9
Total carbon credits purchased	Tonnes CO ₂ e	0	0	0

An Eskom carbon emission factor of 1.00 tonne per MWh published in 2023 was used to calculate scope 2 emissions for the 2024 reporting period.

* Prior year statistics include all reported incidents on our reporting systems. These include near-miss incidents or incidents that were investigated and breaches contained prior to any harm to data subjects. The current year reporting includes only data leaks and breaches where there was a likelihood of harm to data subjects, these being the incidents that were notified to the regulators and data subjects as required by legislation. One of Life Healthcare's 29 privacy breaches in 2024 involved a patient erroneously being sent an email that contained information about 118 patients. This increased the number of breaches related to personal identifiable information.

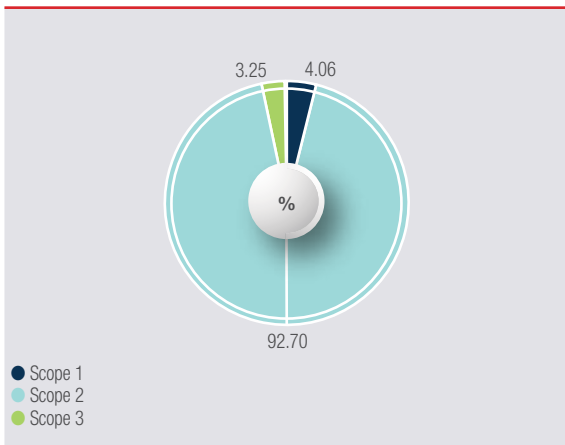
** Unit of measurement.

ESG performance data tables

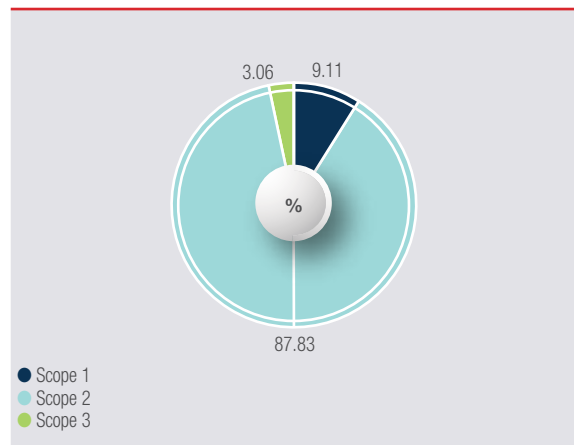
Scope for carbon emissions calculations

	Scope 1	Scope 2	Scope 3
2024	<ul style="list-style-type: none"> Heavy fuel oil (HFO) Diesel Petrol Liquified petroleum gas (LPG) Refrigerant gases 	<ul style="list-style-type: none"> Purchased electricity 	<ul style="list-style-type: none"> Coal from central laundry Waste to landfill Borehole water withdrawal Third-party water withdrawal
2023	<ul style="list-style-type: none"> HFO Diesel Petrol LPG Refrigerant gases 	<ul style="list-style-type: none"> Purchased electricity 	<ul style="list-style-type: none"> Coal from central laundry Waste to landfill Borehole water withdrawal Third-party water withdrawal Municipal water withdrawal
2022	<ul style="list-style-type: none"> HFO Diesel Petrol LPG Refrigerant gases 	<ul style="list-style-type: none"> Purchased electricity 	<ul style="list-style-type: none"> Coal from central laundry Waste to landfill Borehole water withdrawal Third-party water withdrawal Municipal 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

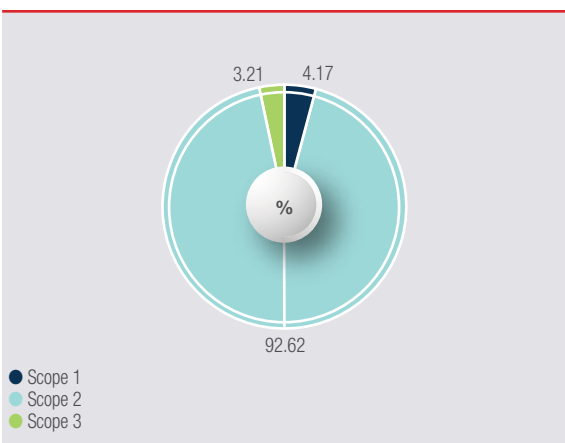
2024 tCO₂e



2023 tCO₂e



2022 tCO₂e



Energy management

KPI	Description	UOM	2024	2023	2022
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	318 963	276 203	314 685
	Petrol	L	150 367	193 047	172 491
	Diesel	L	1 375 037	3 773 420	1 282 665
	LPG	Kg	164 376	145 610	152 925
Total electricity consumption – self-generated (renewable)	Solar PV	kWh	6 956 273	7 269 667	7 871 820
Total electricity consumption – purchased	Purchased	kWh	148 445 758	145 580 670	145 310 090
Total electricity consumption	Self-generated + purchased	kWh	155 402 031	152 850 337	153 181 910
Total indirect energy consumption	Total	GJ	559 447	550 261	551 455
Renewable energy consumption as a % of total energy consumption (electricity)		%	4.5%	4.76%	5.1%

* The increase in fuel consumption was mainly due to loadshedding resulting in high diesel consumption.

Water management

KPI		UOM	2024	2023	2022
Total water withdrawn		KL	1 493 851	1 583 737	1 209 843
Total water withdrawn – municipal		KL (A)	1 424 088 (A)	1 365 677 (A)	1 046 460
Total water withdrawn – borehole		KL	64 902	56 971	141 896
Total water withdrawn – third party		KL	4 861	161 089	21 487

Water consumption for 2021 – 2022 was based on the municipal billing system. The 2023 and 2024 water withdrawn – municipal is based on the assured data collected from our smart meter reading system and an estimated municipal billing system.

ESG performance data tables

Waste management

KPI	UOM	Method of destruction	2024	2023	2022
Total HCRW generated	Tonnes	N/A	4 646	5 391	4 193
Healthcare risk waste (HCRW)	Total HCRW – incinerated	Tonnes	112.7	116	135
	Total HCRW – treated	Tonnes	4 532	5 275	4 058
	HCRW generated per paid patient day (PPD)	Kg/PPD	2.1	2.43	2.28
	HCRW – anatomical waste	Tonnes	72.8	79	74
	HCRW – chemical waste (cytotoxic)	Tonnes	22.8	21	26
	HCRW – chemical waste (pharmaceuticals)	Tonnes	17	17	34
	HCRW – radioactive/nuclear waste	Tonnes	0.1	–	–
	HCRW – infections non-anatomical waste (non-sharp waste)	Tonnes	4 163	4 903	3 735
HCRW – sharps*	Tonnes	369	372	323	

* Sharps waste comprises items that can cut or puncture (e.g. surgical blades, needles).

KPI	UOM	2024	2023	2022	
Total healthcare general waste generated	Tonnes	5 693	2 629	2 219	
Hazardous waste	E-waste	Tonnes	2.8	15.8	2.4
	Batteries	Tonnes	2.8	3.4	5.5
	Used oil	Tonnes	2.5	4.6	3.0
	Fluorescent tubes	Tonnes	1.53	0.6	2.2
	Fat (fat trap)	Tonnes	211.7	180.9	141.3
General waste	General waste to landfill	Tonnes	2 314	930.0	777.1
	Free flex	Tonnes	0	59.2	27.7
Non-hazardous waste	Plastic	Tonnes	834.2	92.3	112.2
	Paper	Tonnes	968.4	412.9	219.1
	Cardboard	Tonnes	709.8	565.6	460.1
	Tins	Tonnes	9.8	7.1	9.5
	Scrap metal	Tonnes	10.9	12.7	23.7
	Glass	Tonnes	4.9	5.6	7.1
Food waste	Food waste	Tonnes	619.4	337.9	356.4

* More data was captured during the current reporting period versus the prior period mainly due to enhanced maturity of the data collation and assurance processes.

KPI	UOM	2024	2023	2022
Total healthcare waste generated	Tonnes	10 338	8 019	6 848
Total general waste recycled	Tonnes	1 589	1 546	945
Total HCRW recycled	Tonnes	181.4	–	–
Total waste recycled as a % of total waste generated	%	17.1%	19.3%	13.8%

Ozone-depleting substances

KPI	UOM	2024	2023	2022
R22	Kg	302	400	488
R134A	Kg	118	105	116
R404A	Kg	19	312	37
R407A	Kg	51	97	10
R410A	Kg	581	626	673
R507	Kg	2	1	-

Environmental incidents and grievances

KPI	UOM	2024	2023	2022
Total number of reportable environmental incidents	No.	0	0	0
Total number of grievances about environmental impacts filed through formal grievance mechanisms during the reporting period	No.	0	2	0
Of the identified grievances, how many were: addressed during the reporting period	No.	0	2	0
Of the identified grievances, how many were: resolved during the reporting period	No.	0	2	0
Total number of grievances about environmental impacts filed prior to the reporting period that were resolved during the reporting period	No.	0	2	2

ESG performance data tables

Social pillar

Employee turnover*

KPI	UOM	2024	2023	2022
Total number of permanent employees	No.	16 108	15 768	15 436
Total number of new employee hires (permanent and temporary)	No.	2 941	2 664	2 698
of which: females	No.	2 297	2 075	2 146
of which: males	No.	644	589	552
of which: under 30	No.	873	628	499
of which: 31 – 40	No.	1 171	1 282	236
of which: 41 – 50	No.	658	553	121
of which: above 50	No.	237	201	247
of which: employment resulting from acquisitions (included above)	No.	451	9	158
Total (as a % of employees at the start of the year)	%	18.6	17.3	18.0
Total number of employees who left	No.	2 601	2 164	2 234
of which: termination of employment contracts	No.	0	0	–
of which: resignations, dismissals and abscondments	No.	2 096	1 994	1 856
of which: termination through disposal of business	No.	29	–	8
of which: retirements	No.	271	235	266
of which: retrenchments and mutual separation	No.	170	63	61
of which: death	No.	34	36	31
of which: disability	No.	1	4	12
Closing number of employees	No.	16 108	15 768	15 436
Average employee turnover excluding “good leavers”	%	16.1	13.7	14.3

* This includes all Southern Africa Life Healthcare employees.

Diversity and equal opportunity

KPI	UOM	2024	2023	2022
Percentage of employees per employee category in each of the following diversity categories:				
Under 30	%	16	16	17
31 – 40	%	36	36	36
41 – 50	%	27	27	27
Above 50	%	20	20	20
Females	%	81	81	82
Males	%	19	19	18
Percentage of employees living with disability	%	2	2	2
Percentage of females in senior management roles	%	47	46	32
Percentage of males in senior management roles	%	53	54	68
Racial diversity at top management level (SA)	%	47	44	47
Percentage of females in top management roles	%	33	33	–
Percentage of black employees in top management roles	%	47	44	–
Female: middle management and above	%	58	57.5	55.9
ACI: middle management and above	%	49.4	48.1	45.9
ACI female employees as a % of total SA females	%	81	80	76
ACI male employees as a % of total SA males	%	87	86	82
B-BBEE accreditation (SA)	Level	3	3	3

ESG performance data tables

Labour practices

KPI	UOM	SA		
		2024	2023	2022
Total number of grievances about labour practices filed through formal grievance mechanisms	No.	2	11	4
How many were addressed	No.	2	10	4
How many were resolved	No.	2	10	3
Total number of grievances about labour practices filed prior to the reporting period that were resolved during the reporting period	No.	1	1	0
Employees covered by collective bargaining agreement	%	0	80	9
Employees belonging to trade unions	%	0	81	9

Employee adverse events – occupational health and safety

KPI	UOM	2024	2023	2022
Total employee adverse events per 200 000 labour hours	Rate	3.03	3.55	3.36

For additional quality and safety metrics, refer to the integrated annual report.

Patient safety adverse events

KPI	UOM	2024	2023	2022
PPDs	No.	^(A) 2 241 052	^(A) 2 219 436	^(A) 2 027 184
Total patient safety adverse events per 1 000 PPDs	No.	^(A) 3.02	^(A) 2.87	^(A) 2.55
Medication-related events per 1 000 PPDs	No.	1.05	0.97	0.76
Falling-related events per 1 000 PPDs	No.	0.70	0.71	0.66
Pressure ulcer rate per 1 000 PPDs	No.	0.13	0.11	0.13
Procedure-related adverse events per 1 000 PPDs	%	0.78	0.71	0.64
Healthcare-associated infections (HAIs) per 1 000 PPDs	%	^(A) 0.66	^(A) 0.62	^(A) 0.47
Number of serious reportable events (SREs) as defined by the National Quality Forum (NQF)	No.	199	201	186
Patient experience measure (PXM)	Score	8.54	8.51	8.40

Training and education

KPI	UOM	SA		
		2024	2023	2022
Average employee training hours per employee	No.	71	56	52
Senior management	%	0.4	0.2	0.2
Middle management	%	2	2	2
Junior management	%	10	10	11
Females	%	66	62	54
Males	%	34	38	46

Economic value distributed

KPI	UOM	2024	2023
Local procurement spend as a % of total procurement spend	%	80	99.9
CSI spend	R'm	145.7	122.7
CSI spend on education	R'm	28.6	17.2
CSI spend on community upliftment	R'm	6.6	8.7
CSI spend on access to healthcare	R'm	110.5	96.8
CSI as a % of total assets	%	0.67	0.65
CSI as a % of revenue	%	0.62	0.56
Employee training and development spend	R'm	129.1	162.6
Employee training and development spend – females	R'm	44.7	81.4
Employee training and development spend – males	R'm	64.4	81.2
Employee training and development spend – senior management	R'm	6.8	4.3
Employee training and development spend – middle management	R'm	17.5	25.1
Employee training and development spend – junior management	R'm	23.4	29.7
Employee wages and benefits as a % of total revenue	%	40.15	39.5
Employee wages and benefits – females	%	79.8	79.6
Employee wages and benefits – males	%	20.2	20.4
Expenditure on research and development (R&D)	R'm	0	6.6
R&D expenditure as a % of revenue	%	0	<0.1

Marketing

KPI	UOM	2024	2023	2022
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	2024	2023	2022
Ownership and management control	25.0	20.30	22.87	22.5
Management control	9.0	5.27	4.68	4.4
Enterprise and supplier development	44.0	40.85	39.11	41.3
Employment equity	10.0	5.52	5.28	5.3
Skills development	25.0	14.08	14.24	13.4
Socio-economic development	5.0	5.00	5.00	5.0
Total score	118.0	91.02	91.2	91.9
B-BBEE level		3	3	3

Assurance and standards

Standard	Output processes assured	Provider
ISO 14001:2015 external certification	Environmental management system	BSI, accredited by the United Kingdom Accreditation Service
ISO 9001 external certification	Quality management	BSI, accredited by the UK Accreditation Service
ISO 27001:2022 external certification	Information security management systems	BSI, accredited by the UK Accreditation Service
(ISAE) 3000 external assurance	Non-financial data	BDO
B-BBEE verification	B-BBEE	Empower logic, accredited by the South African National Accreditation System

Independent Assurance Practitioner's Report



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Independent Assurance Practitioner's Limited Assurance Report on Selected Sustainability Key Performance Indicators

To the directors of Life Healthcare Group Holdings Limited

Report on selected key performance indicators

We have undertaken a limited assurance engagement on selected sustainability key performance indicators (selected sustainability KPIs), as described below and presented in the Sustainability Report and Annual Integrated Report 2024 of Life Healthcare Group Holdings Limited ("Life Healthcare") for the year ended 30 September 2024 (the Report). This engagement was conducted by BDO South Africa's Sustainability and Integrated Reporting team with multidisciplinary team experience in areas including environmental, information technology, assurance and sustainability reporting.

Subject Matter

We have been engaged to provide a limited assurance conclusion on the following KPIs marked with a "A" on the relevant pages in the Report. The selected sustainability KPIs below have been prepared in accordance with Life Healthcare's Reporting guidelines "(Reporting Criteria)" as set out in page 50 of the Life Healthcare Sustainability Report.

KPI	Unit of Measurement	Boundary
Healthcare Risk Waste Generated	Kg/PPD	Southern Africa
Patient safety adverse events	Total patient incidents/PPD x 1000	Southern Africa
Paid patient days (PPD)	Number	Southern Africa
Healthcare-associated infections (HAI)	HAI/PPD x 1000	Southern Africa
Scope 1 carbon emissions	tCO ₂ e	Southern Africa
Scope 2 carbon emissions (electricity)	tCO ₂ e	Southern Africa
Municipal water withdrawn	KL	Southern Africa
General waste to landfill	Tonnes	Southern Africa
General recycled waste	Tonnes	Southern Africa

Directors' Responsibilities

The Directors of Life Healthcare are responsible for the selection, preparation, and presentation of the selected KPI's in accordance with the accompanying Life Healthcare reporting criteria. This responsibility includes the identification of stakeholder and stakeholder requirements, material issues, commitments with respect to sustainability performance and design, implementation and maintenance of internal controls 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 KPI's and for ensuring that those criteria are publicly available to the Report users.

The Directors of Life Healthcare are also responsible for providing us with:

- Access to all information of which the management and the Board are aware that is relevant to the limited assurance engagement such as records, documentation and other matters,
- Additional information that we may request from the management and the Board for the purpose of the engagement, and
- Unrestricted access to persons within the entity from whom we determine it necessary to obtain evidence.

At the finalisation stages of the limited assurance engagement, we will request such representations from you as we considered necessary, including representations that you have fulfilled the responsibilities above.

Inherent Limitations

Non-financial data is subject to more inherent limitations than financial data, given both the nature and the methods used for determining, calculating, sampling, or estimating such data. Qualitative interpretations of relevance, materiality, and the accuracy of data are subject to individual assumptions and judgments. We will not conduct any work outside of the agreed scope and therefore restrict our conclusion to the assurance objectives set out herein.

Exclusions for this Engagement

There were no data exclusions for this engagement.

Independent Assurance Practitioner's Report

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).

We apply International Standard on Quality Management 1: Quality Management for Firms that Perform Audits and Reviews of Financial Statements, and Other Assurance and Related Services Engagements, which requires the firm to design, implement and operate a system of quality management including policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion that the selected KPIs are prepared, in all material respects, in accordance with Life Healthcare reporting criteria. Our engagement will be performed in accordance with ISAE 3000 (Revised) Assurance Engagements other than Audits or Reviews of Historical Financial Information, issued by the International Auditing and Assurance Standards Board. Additionally, we will conduct our assurance on GHG statements in accordance with ISAE 3410 Assurance Engagements on GHG Statements. ISAE 3000 is an overarching assurance standard which addresses all assurance engagements (both reasonable and limited) other than audits or reviews of historical financial information. It is the "umbrella" standard under which the subject-matter specific assurance standards, including ISAE 3410, operate. The ISAE 3000 Standard requires us to plan and perform our engagement to obtain limited assurance about whether the selected KPIs are free from material misstatement.

A limited assurance engagement in accordance with ISAE 3000 (Revised) involves performing procedures to obtain evidence about the measurement of the selected KPIs and related disclosures in the Report. The nature, timing and extent of procedures selected depend on the auditor's professional judgement, including the assessment of the risks of material misstatement of the selected KPIs, whether due to fraud or error.

A limited assurance is a lower level of assurance, conducted in accordance with ISAEs, but is not a guarantee that it will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and considered material if, individually or in aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of the subject matter information.

In a limited assurance engagement, the procedures performed vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, 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.

In a limited assurance engagement, our engagement does not constitute an audit or review performed in accordance with the International Standards on Auditing or International Standards on Review Engagements and consequently an audit opinion or review conclusion will not be expressed. We shall not be responsible for reporting on any transactions beyond those covered by our limited assurance engagement. As part of an assurance engagement in accordance with ISAEs, we exercise professional scepticism throughout the engagement.

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

- Made enquiries with management to obtain an understanding on how the subject matter information was prepared, the internal controls environment, and information systems relevant to the sustainability reporting process.
- Performed walkthroughs of the systems, processes, and controls to collate, aggregate, validate and reported data.
- Reviewed information provided by third parties where applicable and make additional enquiries where necessary.
- Inspected supporting documentation on a sample basis and performed procedures to verify management's reporting processes against the reporting criteria.
- Evaluated the reasonableness and appropriateness of significant estimates and judgments made by management in the preparation of the selected sustainability information.
- 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 any 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, and subject to the inherent limitations outlined elsewhere in this report, nothing has come to our attention that causes us to believe that the selected sustainability information as set out the Subject Matter paragraph above for the year ended 30 September 2024 are not prepared, in all material respects, in accordance with the reporting criteria.

Other Matters

Our report includes the provision of limited assurance on General waste to landfill and General recycled waste KPI's. These were previously not required to provide assurance on this selected KPI's.

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

BDO South Africa Incorporated

Registered Auditors

BDO South Africa Inc

C Mashishi

Director

Registered Auditor

09 December 2024

Wanderers Office Park
52 Corlett Drive
Illovo, 2196

Assurance criteria

No.	KPI	UOM	Boundary	Definition
1	Healthcare risk waste generated	Kg/PPD	Southern Africa business	Healthcare risk waste (HCRW) is waste with the potential to cause disease. It includes laboratory, pathological, pharmaceutical, genotoxic and cytotoxic waste, sharps, infectious waste material, waste potentially contaminated with infectious material, human and animal anatomical waste, infectious human and animal waste, and chemical, pharmaceutical and radioactive waste generated by healthcare facilities and healthcare and non-healthcare professionals (e.g. 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. Patient adverse events can be major or minor and include health and safety adverse events (e.g. medication errors, slips and falls), loss of or damage to patient property (e.g. stolen cell phones), poor services rendered, etc. Patient adverse events also include exposure to hazardous biological agents, infectious diseases and HAIs.</p> <p>Patient death due to anything other than natural causes is also seen as a patient adverse event. However, this is an SRE and does not form part of this work procedure.</p>
3	PPDs	Number	Southern Africa business	A PPD refers to a unit of time during which the services of a healthcare institution or facility are used by a patient.
4	Healthcare-associated infections (HAIs)	HAIs/PPD x 1 000	Southern Africa business	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 Centers for Disease Control and Prevention (CDC) site-specific infection criterion were not present on admission 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, LPG and 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 multiplied by the relevant emission factors approved locally or by the UK government's Department for Environment, Food and Rural Affairs (DEFRA).
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 multiplied by the Eskom-approved emission factor for the reporting year.
7	Total water withdrawn	KL	Southern Africa business	Total water withdrawal refers to water withdrawn from a municipality in KL.
8	General waste to landfill	Tonnes	Southern Africa business	General waste generated at our facilities to landfill is reported in tonnes, and only includes waste collected by the waste vendor.
9	General recycled waste	Tonnes	Southern Africa business	Waste recycled at our facilities is reported in tonnes, and only includes waste recycled by the waste vendor.

Glossary

ACI	African, Coloured or Indian
AE	Accountable executive
AMG	Alliance Medical Group
B-BBEE	Broad-based black economic empowerment
BSI	British Standards Institution
CC	Compliance champion
CDP	Carbon disclosure project
CFO	Chief Financial Officer
CRMP	Climate risk management plan
CSI	Corporate social investment
DFFE	Department of Forestry, Fisheries and the Environment
ECD	Early childhood development
EDR	Environmental data reporting
EMS	Environmental management system
ERMPPF	Enterprise Risk Management Policy and Framework
ESG	Environment, social and governance
EVP	Employee value proposition
ExCo	Executive Committee
FTSE	Financial Times Stock Exchange
GBV	Gender-based violence
GHG	Greenhouse gas
GIBS	Gordon Institute of Business Science
GJ	Gigajoules
HAIs	Healthcare associated infections
HCRW	Healthcare risk waste
HFO	Heavy fuel oil
IFRS	International Financial Reporting Standards
ISAE	International Standard on Assurance Engagements
ISO	International Organization for Standardization
IT	Information technology
JSE	Johannesburg Stock Exchange Limited
Kg	Kilogram
KL	kilolitre
KPI	Key performance indicator
kWh	Kilowatt-hour

Glossary

L	Litres
LMI	Life Molecular Imaging
LPG	Liquefied petroleum gas
MSCI	Morgan Stanley Capital International
NDOH	National Department of Health
NGO	Non-governmental organisation
NQF (education)	National Qualifications Framework
NQF (quality)	National Quality Forum
OHSA	Occupational Health and Safety Act, No. 85 of 1993
OTIF	On-time in-full
PET-CT	Positron emission tomography computed tomography
PPD	Paid patient day
PV	Photovoltaic
PXM	Patient experience measure
QGIS	Quantum geographic information system
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
SDGs	Sustainability Development Goals
SETA	Sector Education and Training Authority
SETCO	Social, Ethics and Transformation Committee
SHE	Safety, health and environment
SHEQ	safety, health, environment and quality
SIEM	Security information and event management
SIP	Single incentive plan
SRE	Serious reportable event
S&P	S&P Global – provides ESG scores
TCFD	Task Force on Climate-related Financial Disclosures
tCO ₂ e	Tonnes of carbon dioxide equivalent
UOM	Unit of measurement
UPS	Uninterrupted power supply
USB	Universal serial bus



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