

2024 GRI CONTENT INDEX



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Mediclinic has reported the information cited in this content index ('Index') for the calendar year ended 31 December 2023 and financial year ended 31 March 2024, with reference to the GRI Standards. This Index identifies the location of the general and specific standard disclosures required by the Sustainability Reporting Standards developed by the Global Reporting Initiative ('GRI Standards').

The references included in this Index refer to sections of the Company's [2024 Corporate Profile](#), published on the Company's website at mediclinic.com.

Although many of the GRI Standards disclosures have been reported on by the Company, this Index includes the Group's general standard disclosures and the material-specific standard disclosures, based on the Company's materiality assessment referred to on page 61 of the Corporate Profile.

Reference to the assurance of the various aspects is not included in this Index. The Group's independent assurance is set out from page 101 of the Corporate Profile, as referred to in the index below next to *GRI Standard 2-5 (External assurance)*.

GRI Standard disclosure reference	Description	Section of Corporate Profile	Page reference
GRI 2: GENERAL DISCLOSURES 2021			
ORGANISATIONAL PROFILE			
2-1 2-2	Organisational details; Entities included in the organisation's sustainability reporting	<ul style="list-style-type: none"> Company information About this profile At a glance 	112 1 5
2-3	Reporting period, frequency and contact point	<ul style="list-style-type: none"> About this profile Company information 	1 112
2-4	Restatements of information	Data sources	104
2-5	External assurance	Assurance	101-103
ACTIVITIES AND WORKERS			
2-6	Activities, value chain and other business relationships	<ul style="list-style-type: none"> True to our purpose At a glance Connecting to our partners Connecting to our suppliers 	2 5 52-55 91-92
2-7	Information on employees and other workers	<ul style="list-style-type: none"> Connect, Connecting to our people Data sources 	70-85 106-109
2-8	Workers who are not employees	Not reported	-

GRI Standard disclosure reference	Description	Section of Corporate Profile	Page reference
GRI 2: GENERAL DISCLOSURES 2021 CONTINUED			
STRATEGY, POLICIES AND PRACTICES			
2-22	Statement on sustainable development strategy	<ul style="list-style-type: none"> • Our approach to sustainability • Sustainability model 	58 60
2-23 2-24 2-25 2-26	Policy commitments; Embedding policy commitments; Processes to remediate negative impacts; Mechanisms for seeking advice and raising concerns	<ul style="list-style-type: none"> • Conserve • Connect • Human rights • Comply • Preventing bribery, corruption and conflicts of interests <p>Website: Modern Slavery and Human Trafficking Statement</p>	63 71 93 96 98
2-27	Compliance with laws and regulations	<ul style="list-style-type: none"> • Conserve • Preventing bribery, corruption and conflicts of interests 	62 98
2-28	Membership associations	Our stakeholders	15-16
GOVERNANCE			
2-9	Governance structure and composition	<ul style="list-style-type: none"> • Our leadership • Clinical governance • Our sustainable development governance structure 	3-4 25 58
2-10 2-11 2-12 2-15 2-17 2-18 2-19 2-20 2-21	Nomination and selection of the highest governance body; Chair of the highest governance body; Role of the highest governance body; Conflicts of interest; Collective knowledge of the highest governance body; Evaluation of performance of the highest governance body; Remuneration policies; Process to determine remuneration; Annual total compensation ratio	Preventing bribery, corruption and conflicts of interests	98
2-13 2-14	Delegation of responsibility for managing impacts; Role of the highest governance body in sustainability reporting	Our sustainable development governance structure	58
2-16	Communication of critical concerns	Preventing bribery, corruption and conflicts of interests	98

GRI Standard disclosure reference	Description	Section of Corporate Profile	Page reference
GRI 2: GENERAL DISCLOSURES 2021 CONTINUED			
STAKEHOLDER ENGAGEMENT			
2-29	Approach to stakeholder engagement	<ul style="list-style-type: none"> • Our stakeholders • Connecting to our clients • Connecting to our medical practitioners • Connecting to our partners • Connecting to our people • Connecting to our communities • Connecting to our suppliers • Connecting to governments and authorities 	15-16 40 49 52 72 86 91 94
2-30	Collective bargaining agreements	Labour relations	77
GRI 3: MATERIAL TOPICS 2021			
3-1 3-2 3-3	Process to determine material topics; List of material topics; Management of material topics	<ul style="list-style-type: none"> • Our focus areas • Conserve (Key developments in 2023, Risk mitigation) • Connect (Key developments in 2023, Risk mitigation) • Comply (Key developments in 2023, Risk mitigation) 	61 63 71 96
MATERIAL-SPECIFIC STANDARD DISCLOSURES			
MATERIAL ISSUE 1: MINIMISING ENVIRONMENTAL IMPACT			
Aspect: Energy			
3-3 302-1 302-3 302-4	Management of material topics; Energy consumption within the organisation; Energy intensity; Reduction of energy consumption	<ul style="list-style-type: none"> • Conserve • Energy consumption • Data sources (Direct and indirect energy consumption) 	62-63 65 104-105
Aspect: Water			
3-3 303-1 303-2 303-5	Management of material topics; Interactions with water as a shared resource; Management of water discharge-related impacts; Water consumption	<ul style="list-style-type: none"> • Conserve • Using and reusing water resources sustainably • Data sources (Water usage) 	62-63 69 105
303-3 303-4	Water withdrawal; Water discharge	Not reported	-

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MATERIAL-SPECIFIC STANDARD DISCLOSURES CONTINUED

MATERIAL ISSUE 1: MINIMISING ENVIRONMENTAL IMPACT CONTINUED

Aspect: Emissions

3-3 305-1 305-2 305-3 305-4 305-5 305-6 305-7	Management of material topics; Direct greenhouse gas ('GHG') emissions (Scope 1); Indirect GHG emissions (Scope 2); Other indirect GHG emissions (Scope 3); GHG emissions intensity; Reduction of GHG emissions; Emissions of ozone-depleting substances ('ODS'); NOx, SOx and other significant air emissions	<ul style="list-style-type: none"> • Conserve • Becoming carbon neutral • Data sources (Carbon emissions) 	62-63 64 104
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Aspect: Waste

3-3 306-1 306-2 306-3 306-4 306-5	Management of material topics; Waste generation and significant waste-related impacts; Management of significant waste-related impacts; Waste generated; Waste diverted from disposal; Waste directed to disposal	<ul style="list-style-type: none"> • Conserve • Having zero waste to landfill • Unlocking circular economies • Data sources (Waste) 	62-63 66-67 67 105-106
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MATERIAL ISSUE 2: BUILDING STAKEHOLDER TRUST

Aspect: Employment

3-3 401-1	Management of material topics; Total number and rate of new employee hires and terminations, and employee turnover by age group, gender and region	<ul style="list-style-type: none"> • Connect • Recruitment, retention • Data sources (Employee retention) 	70-71 73 106-107
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Aspect: Occupational health and safety

3-3 403-2	Management of material topics; Hazard identification, risk assessment, and incident investigation	<ul style="list-style-type: none"> • Connect • Wellbeing • Safety • Assurance 	70-71 78-79 80 101
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MATERIAL-SPECIFIC STANDARD DISCLOSURES CONTINUED

MATERIAL ISSUE 2: BUILDING STAKEHOLDER TRUST CONTINUED

Aspect: Training and education

3-3 404-2	Management of material topics; Type and scope of programmes implemented and assistance provided to upgrade employee skills, and transition assistance programmes provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment	<ul style="list-style-type: none"> • Connect • Training and development 	70-71 76-77
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Aspect: Diversity and equal opportunity

3-3 405-1	Management of material topics; Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity	<ul style="list-style-type: none"> • Connect • Diversity and inclusion • Data sources (Diversity and inclusion) 	70-71 81 108-109
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Aspect: Non-discrimination

3-3 406-1	Management of material topics; Incidents of discrimination and corrective actions taken	<ul style="list-style-type: none"> • Connect • Human rights 	70-71 93
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Aspect: Local communities

3-3 413-1	Management of material topics; Operations with local community engagement, impact assessments, and development programmes	<ul style="list-style-type: none"> • Connect • Our stakeholders (Communities) • Connecting to our communities, Corporate social investment 	70-71 15 86-90
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MATERIAL ISSUE 3: BEING AN ETHICAL AND RESPONSIBLE CITIZEN

Aspect: Anti-corruption

3-3 205-3	Management of material topics; Confirmed incidents of corruption and actions taken	<ul style="list-style-type: none"> • Comply • Preventing bribery, corruption and conflicts of interests 	95-96 98
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Aspect: Anti-competitive behaviour

3-3 206-1	Management of material topics; Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices	<ul style="list-style-type: none"> • Comply • Compliance with consumer protection laws; Anti-competitive behaviour; Governance of advertising 	95-96 97
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Aspect: Customer privacy

3-3 418-1	Management of material topics; Substantiated complaints concerning breaches of customer privacy and losses of customer data	<ul style="list-style-type: none"> • Comply • Protecting information assets 	95-96 99-100
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GRI Standard disclosure reference	Description	Section of Corporate Profile	Page reference
OTHER SPECIFIC STANDARD DISCLOSURES			
CATEGORY: ECONOMIC			
Aspect: Economic performance			
201-1	Direct economic value generated and distributed	Our values in action	2
201-2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	Minimising the impact of climate change on the business	64
201-3	Coverage of the organisation's defined benefit plan obligations and other retirement plans	Retirement fund benefits	75
201-4	Financial assistance received from government	Connecting to governments and authorities	94
Aspect: Market presence			
202-1	Ratios of standard entry-level wage by gender compared to local minimum wage at locations of significant operation	Remuneration, rewards and benefits	75
202-2	Proportion of senior management hired from the local community at locations of significant operation	Diversity and inclusion	81
Aspect: Indirect economic impacts			
203-1	Infrastructure investments and services supported	<ul style="list-style-type: none"> • At a glance • Our stakeholders (Communities) • Corporate social investment • Maintaining high-quality healthcare infrastructure 	5 15 88-90 98
203-2	Significant indirect economic impacts, including the extent of impacts	<ul style="list-style-type: none"> • Our values in action • Training the doctors of tomorrow • Training and development • Future workforce • Corporate social investment 	2 51 76-77 87 88-90
Aspect: Procurement practices			
204-1	Proportion of spending on local suppliers at significant locations of operation	Connecting to our suppliers	91-92
Aspect: Anti-corruption			
205-1 205-2	Operations assessed for risks related to corruption; Communication and training about anti-corruption policies	Preventing bribery, corruption and conflicts of interests	98

GRI Standard disclosure reference	Description	Section of Corporate Profile	Page reference
OTHER SPECIFIC STANDARD DISCLOSURES CONTINUED			
CATEGORY: ECONOMIC CONTINUED			
Aspect: Approach to tax			
207-1 207-2 207-3 207-4	Approach to tax; Tax governance, control and risk management; Stakeholder engagement and management of concerns related to tax; Country-by-country reporting	Group Tax Strategy	97
CATEGORY: ENVIRONMENTAL			
Aspect: Materials			
301-1 301-2 301-3	Materials used by weight or volume; Recycled input materials used; Percentage of products sold and their packaging materials reclaimed	Not available	-
Aspect: Energy			
302-2 302-5	Energy consumption outside the organisation; Reduction in energy requirements of products and services	<ul style="list-style-type: none"> • Conserve (Key developments in 2023) • Energy consumption • Data sources (Direct and indirect energy consumption) 	63 65 105
Aspect: Biodiversity			
304-1 304-2 304-3 304-4	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas; Significant impacts of activities, products and services on biodiversity; Habitats protected or restored; Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations	Protecting biodiversity	68
Aspect: Supplier environmental assessment			
308-1 308-2	New suppliers that were screened using environmental criteria; Negative environmental impacts in the supply chain and actions taken	Connecting to our suppliers Website: Group Procurement Philosophy	91-92
CATEGORY: SOCIAL (LABOUR PRACTICES AND DECENT WORK)			
Aspect: Employment			
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations	<ul style="list-style-type: none"> • Retention • Remuneration, rewards and benefits 	73 75
401-3	Return to work retention rates after parental leave	Data sources (Employee retention)	107

GRI Standard disclosure reference	Description	Section of Corporate Profile	Page reference
OTHER SPECIFIC STANDARD DISCLOSURES CONTINUED			
CATEGORY: SOCIAL (LABOUR PRACTICES AND DECENT WORK) CONTINUED			
Aspect: Labour/management relations			
402-1	Minimum notice period(s) regarding operational changes	Labour relations	77
Aspect: Occupational health and safety			
403-1 403-3 403-4	Occupational health and safety management system; Occupational health services; Worker participation, consultation and communication on occupational health and safety	Wellbeing	78-80
Aspect: Training and education			
404-1 404-3	Average hours of training per year per employee; Percentage of employees receiving regular performance and career development reviews	Training and development	76-77
Aspect: Diversity and equal opportunity			
405-2	Ratio of basic salary and remuneration of men to women by employee category	Equal pay for equal work and work of equal value	84
Aspect: Freedom of association and collective bargaining			
407-1	Operations and suppliers in which the right to exercise freedom of association and collective bargaining may be at risk	Labour relations	77
CATEGORY: SOCIAL (HUMAN RIGHTS)			
Aspect: Child labour and forced/compulsory labour			
408-1 409-1	Operations and suppliers at significant risk for incidents of child labour; Operations and suppliers at significant risk for incidents of forced or compulsory labour	<ul style="list-style-type: none"> • Connecting to our suppliers • Human rights Website: Modern Slavery and Human Trafficking Statement	91-92 93
Aspect: Security practices			
410-1	Security personnel trained in human rights policies or procedures	Not reported	-
Aspect: Rights of indigenous people			
411-1	Incidents of violations involving rights of indigenous people	Human rights	93

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OTHER SPECIFIC STANDARD DISCLOSURES CONTINUED

CATEGORY: SOCIAL (HUMAN RIGHTS) CONTINUED

Aspect: Human rights assessment

412-1 412-2	Operations that have been subject to human rights reviews or impact assessments; Employee training on human rights policies or procedures	Human rights Website: Modern Slavery and Human Trafficking Statement	93
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Aspect: Investment

412-2	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Not reported	-
412-3	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that have undergone human rights screening	Not reported	-

CATEGORY: SOCIAL (SOCIETY)

Aspect: Local communities

413-2	Operations with significant potential or actual negative impact on local communities	Not applicable	-
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Aspect: Supplier social assessment

414-1	Percentage of new suppliers screened using social criteria	Not reported	-
414-2	Negative social impacts in the supply chain and actions taken	Website: Modern Slavery and Human Trafficking Statement	-

Aspect: Public policy

415-1	Political contributions	<ul style="list-style-type: none"> • Our stakeholders (Governments and authorities) • Connecting to governments and authorities 	15 94
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GRI Standard disclosure reference	Description	Section of Corporate Profile	Page reference
OTHER SPECIFIC STANDARD DISCLOSURES CONTINUED			
CATEGORY: SOCIAL (SOCIETY) CONTINUED			
Aspect: Socio-economic compliance			
419-1	Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area	<ul style="list-style-type: none"> • Conserve • Comply 	62 97
Aspect: Customer health, safety and experience			
416-1 416-2	Assessment of the health and safety impacts of product and service categories; Incidents of non-compliance concerning health and safety impacts of products and services	Clinical services	17-55
Aspect: Marketing and labelling			
417-1 417-2 417-3	Requirements for product and service information and labelling; Incidents of non-compliance concerning product service information and labelling; Incidents of non-compliance concerning marketing communications	Sustaining effective and transparent governance	97

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