MEDICLINIC
INTERNATIONAL

CORPORATE POLICY

CODE OF BUSINESS CONDUCT AND ETHICS

TABLE OF CONTENTS

MEDICLINIC INTERNATIONAL'S VALUES 3
A MESSAGE FROM OUR CEO 4
1 **DEFINITIONS** 5
2 **PURPOSE AND SCOPE** 5
3 **YOUR RESPONSIBILITY TO COMPLY WITH THE CODE** 6
4 **IMPLEMENTATION AND MANAGEMENT OF THE CODE** 6
4.1 Governance 6
4.2 Responsibility 6
4.3 Anonymous and confidential reporting 7
5 **APPLICATION OF THE CODE** 7
5.1 Maintaining good corporate governance 7
5.2 Respecting our stakeholders 7
- Employees 8
- Patients 8
- Doctors 8
- Shareholders 8
- Suppliers 8
- Society and communities 8
- Healthcare funders 8
- Government and industry associations 8

5.3 Maintaining a pleasant working environment 9
- Health and safety 9
- Workplace behaviour 9

5.4 Acting within authority 9
5.5 Avoiding actual or perceived conflicts of interests 9
- Outside business interests / involvement / employment 9
- Offering of gifts 10
- Acceptance of gifts 10
- Personal use of company information and business opportunities 11

5.6 Adherence to laws, rules, codes, standards and Group policies 11
5.7 Fair competition 11
5.8 Respecting human rights 12
5.9 Protection of assets 11
- Funds 11
- Assets 11
- Intellectual property 12

5.10 External communication 12
- Accurate and fair disclosure 12
- Marketing 12
- Media relations 12

5.11 Protecting the Group's brands and reputation 12
5.12 Protecting the environment 12
5.13 Respecting cultural diversity 12
6 **ASSOCIATED GROUP POLICIES AND/OR PROCEDURES** 13
7 **QUESTIONS ON INTERPRETATION** 13
ANNEXURE A: ETHICS CONTACT PERSONS 14

MEDICLINIC INTERNATIONAL'S VALUES

Mediclinic International's commitment to high-quality, cost effective, integrated healthcare services not only refers to our commitment to excellence to our patients, but also to all our stakeholders. We are committed to conducting our business with honesty and integrity. Our values represent the basic beliefs to which we aspire and should be reflected in our actions at all times.

Mediclinic International and all its business divisions and employees support the following core values:

CLIENT ORIENTATION

In our behaviour we:

- reflect the image of the company;
- deliver the right service in the right place at the right time;
- regard everyone who is dependent on our outputs as our client;
- determine and meet the expectations of our clients;
- measure our clients' satisfaction regularly;
- respect our clients' right to confidentiality; and
- personally accept responsibility for client service.

TEAM APPROACH

In our behaviour we:

- promote positive team behaviour;
- ensure the participation of all role players in problem solving;
- set common goals; and
- exhibit responsible, fair, honest and effective leadership and followership.

MUTUAL TRUST AND RESPECT

In our behaviour we:

- share information to the benefit of the company;
- listen with empathy;
- communicate openly and honestly;
- exhibit respect for the individual and his or her dignity;
- respect personal and company property;
- solve problems on a win-win basis;
- greet and acknowledge one another; and
- maintain an ethical standard.

PERFORMANCE DRIVEN

In our behaviour we:

- set objectives and give regular performance feedback;
- ensure that each individual knows what the standards are and what is expected;
- give recognition to whom it is due;
- offer each employee the opportunity to develop to his or her full potential;
- eliminate activities that do not add value;
- promote continuous improvement in productivity;
- base all appointments and promotions on competence and performance; and
- accept mentorship as a management task.

A MESSAGE FROM OUR CEO

Dear colleagues,

Ethical behaviour has always been a fundamental guiding principle in our business and management continually focuses on establishing a culture of responsibility, fairness, honesty, accountability and transparency in the Mediclinic Group. This commitment is firmly entrenched in our business and supports our mission to be regarded as the most respected and trusted provider of hospital services by our patients, doctors and funders of healthcare.

Our stakeholders (which includes our employees, patients, supporting doctors, shareholders, suppliers, society and community, healthcare funders, industry associations, media and government) rightfully expect that the Mediclinic Group stands for honesty and integrity in all our decisions and actions. Sound ethical relations with all our stakeholders are of fundamental importance to us.

Our commitment to the highest ethical standards is embodied in the Group's values which demonstrate our commitment to the four core elements of ethics, namely:

- fairness
- transparency
- accountability
- responsibility

In addition to various policies or guidelines which are already in place within the Group, this code provides a guideline to help you understand and live the Mediclinic values.

Our business has grown across borders and today, we are an international company committed to being a responsible corporate citizen in every country and community in which we do business. Let us commit together, as individuals and as a Group, to truly live our values by conducting business consistent with the ethical standards embodied within this code.

I am personally committed to these ethical standards and expect each employee within the Group to understand the conduct expected from him/her and to assist in ensuring that our business is continuously conducted in accordance with the highest level of honesty and integrity.

It is not practical to include in one document every policy that might be relevant for every employee in all countries in which we operate. There might thus be many more policies and rules that must be followed and will continue to be enforced throughout the Group. If you have questions about the right thing to do or any ethical concerns, please raise them with your manager, your Operating Division's Ethics Contact Person (as listed in Annexure A) or the Group Risk Manager.

Kind regards

Danie Meintjes
Chief Executive Officer

1. DEFINITIONS

"**the Board(s)**"	means the board(s) of directors of the company indicated in the context;
"**the Code**"	means the Code of Business Conduct and Ethics embodied in this document;
"**Ethics Contact Person(s)**"	means the designated employee of Mediclinic International and each of the Operating Divisions responsible to receive and/or deal with any reports of actual or potential incidents of non-compliance with the Code;
"**the Group**" or "**the Mediclinic Group**"	means Mediclinic International and all its business divisions, subsidiary companies and associated entities internationally;
"**Group Risk Manager**"	means the Group General Manager: Risk Management of Mediclinic International;
"**Mediclinic International**" or "**Mediclinic**"	means Mediclinic International plc;
"**Operating Division(s)**"	means the operating divisions of Mediclinic International in (i) South Africa and Namibia (Mediclinic Southern Africa, (ii) Switzerland (Hirslanden), and (iii) the United Arab Emirates (Mediclinic Middle East).

2. PURPOSE AND SCOPE

The purpose of the Code is to provide a framework for employees of the standards of business conduct and ethics that is required of all business divisions, directors and employees (which includes agency staff or contract workers) within the Mediclinic Group in order to promote and enforce ethical business practices and standards throughout the Group.

Although the Code cannot provide specific answers to every conceivable situation in the workplace, it should provide basic guidance and is complementary to our values and other policies implemented within the Group.

The Code applies to all directors (including non-executive directors) and employees of the Mediclinic Group.

3. YOUR RESPONSIBILITY TO COMPLY WITH THE CODE

Each employee and director within the Group is expected to read, understand and comply with all provisions of the Code relevant to their area of responsibility.

Mediclinic will not tolerate non-compliance with any matter dealt with in the Code. It is required to take formal developmental, corrective or disciplinary action as may be appropriate giving regard to the seriousness of the contravention. Failure to take action as is required, is seen as unethical and also regarded as a contravention of the Code.

Any uncertainty about a matter not clearly dealt with in the Code, should be taken up with your manager. If the matter can still not be resolved, it should be referred to your Operating Division's Ethics Contact Person (as listed in **Annexure A**) or the Group Risk Manager.

All directors and employees who have any concerns of an actual or possible contravention of the Code or any other wrongdoing within the Group, should report such matter immediately in the manner set out in paragraph 4.3 below.

4. IMPLEMENTATION AND MANAGEMENT OF THE CODE

4.1 Governance

The governance of our business conduct and ethics programme includes the following elements:

- acceptance and implementation of the principles embodied in the Code;
- communication of the Code throughout the Group and externally to relevant stakeholders;
- training of new directors and employees during orientation;
- monitoring compliance and taking appropriate corrective actions in cases of non-compliance; and
- public reporting of material non-compliance.

The Board of each Operating Division is responsible to ensure that:

- the Code is implemented within their respective group and communicated to its directors, employees and relevant stakeholders;
- new employees receive training on the content of the Code;
- compliance with the Code is monitored and the necessary corrective actions are taken in cases of non-compliance; and
- all instances of non-compliance with the Code, highlighting any instances of material non-compliance with the Code, as well as the corrective action taken by management are reported to the Group Risk Manager, as and when requested, but at least annually and in the format as may be prescribed from time to time.

4.2 Responsibility

The Board of Mediclinic International is ultimately responsible for the management of the Code. To this end, the Mediclinic International Board has delegated the monitoring of compliance with the Code to the Mediclinic International Clinical Performance and Sustainability Committee, with material non-compliance to be reported to the Mediclinic International Board.

However, due to the international structure of the Group, the Executive Committees of the Operating Divisions are responsible for the management and the monitoring of compliance with the Code within their respective Operating Division.

The Operating Divisions must give feedback, at least annually, to the Clinical Performance and Sustainability Committee of Mediclinic International of any material non-compliance with the Code.

The Code shall be reviewed as and when deemed necessary, but at least annually by the Board, upon recommendation by the Clinical Performance and Sustainability Committee.

4.3 Anonymous and confidential reporting of non-compliance

Any person who becomes aware of any existing or potential violation of the Code is required to promptly report such incident to the relevant Ethics Contact Person or Ethics Line (where available), the contact details of which are listed in **Annexure A**.

All reports will be dealt with in a non-discriminatory and confidential manner. Anyone contacting an Ethics Contact Person or making use of the Ethics Line has the option to remain anonymous. Any form of retaliation against an employee or other person making a report in good faith shall not be tolerated. Making a report in good faith means that the person making the report believes that the information is complete, true and accurate. Unjust retaliation by a line manager or other employee may lead to disciplinary action, including termination of services. Any employee who believes that he/she has experienced retaliation should report the matter to the relevant Ethics Contact Person.

All reports will be investigated if sufficient information is provided and the necessary corrective action will be taken.

5. APPLICATION OF THE CODE

Honesty and integrity is expected from each director and employee at all times. We do not tolerate any form of dishonesty, bribery, corruption or misrepresentation. In support hereof, we manage the risks related thereto and are committed to the following:

5.1 Maintaining good corporate governance

Mediclinic International is committed to maintaining strict principles of good corporate governance and the highest standards of integrity and ethics. The Mediclinic International Board accepts full responsibility for corporate governance and is committed to ensuring a high standard of discipline, independence, ethics, equity, social responsibility, accountability, cooperation and transparency.

An extensive Corporate Governance Manual has been implemented throughout the Group to assist and provide guidance to the directors and the company secretaries of the Group in ensuring their continued focus and compliance with the Group's strict principles of good corporate governance.

5.2 Respecting our stakeholders

We manage our business responsibly, respecting and taking into consideration the needs of all our stakeholders, which include our employees, patients, supporting doctors, shareholders, suppliers, community, funders of healthcare, government and regulating authorities and industry associations. We maintain an honest, transparent and ethical relationship with all our stakeholders and treat them with dignity and respect.

Employees

- We maintain good employee relations.
- We recognise and uphold the rights of employees to freedom of association and collective bargaining, as provided for in relevant labour laws.
- We do not engage in child, forced and / or compulsory labour.
- We treat our employees fairly, with respect to their human rights and dignity.
- We uphold fair remuneration practices and remunerate our employees competitively.
- We provide our employees with a safe and healthy working environment.
- We value diversity and provide equal opportunities for all in the workplace and do not tolerate any form of unfair discrimination, such as access to employment, career development, training or working conditions, based on gender, age, religion, nationality, race/ethnic origin, language, HIV/AIDS status, family status, disability, sexual orientation or other form of differentiation. We shall achieve transformation and set

objectives relating to equal opportunities (specifically the Southern African operations) to ensure a workforce representative of the economically active population.
- We do not tolerate, permit and condone any form of harassment.
- We communicate regularly and openly with our employees.
- We invest in the continuous training and development of our employees.

Patients
- We are focused on continuously maintaining and improving the quality of care and safety of our patients.
- We are focussed on our patients' needs and dedicated to their well-being.
- We continually engage with our patients to measure, maintain and improve our patients' satisfaction regularly.
- We respect our patients' right to privacy and confidentiality.
- We respect our patients' rights, including but not limited to dignity, no discrimination, full information on health status and treatment, a second opinion, access to medical records, self-determination and participation, refusal of treatment and the right to complain.
- We are commited to responsible billing practices (i.e. not conducting unnecessary treatments, requiring bills to be accurate, truthful and properly coded, and billing only for services actually provided).

Doctors
- We respect our supporting doctors' (who are not employed by the Group) freedom of association and clinical independence.
- We maintain good working relationships with our supporting doctors supporting and assisting them where possible.
- We maintain quality facilities and equipment to provide an optimal working environment to our supporting doctors.
- We do not accept or give inappropriate gifts or invitations from or to our supporting doctors (as dealt with in more detail in paragraph 5.5 below).
- We do not permit any payment of referral fees or other payment to employed or supporting doctors of the Operating Divisions to reward the referral of patients to the Group's facilities or services or other facilities (e.g. laboratory, radiology) under any circumstances.
- We communicate regularly and openly with our supporting doctors.
- We measure our supporting doctors' satisfaction regularly.

Shareholders
- We communicate regularly and openly with our shareholders based on the principles of balanced reporting, clarity and transparency.
- We are responsible to achieve growth and sustainable returns on our shareholders' investment.
- We provide a responsible investment proposition for investors.

Suppliers and advisors
- We make use of strict and fair selection criteria in our choice of supplier.
- We do not accept or give any inappropriate gifts or invitations from or to our suppliers or any other third party (as dealt with in more detail in paragraph 5.5 below).
- We evaluate suppliers and other business advisors and associates (as far as practical and reasonably possible) on human rights prior to entering into investment or procurement agreements.

- As part of our responsibility to respect human rights, we shall also avoid and not contribute to any indirect adverse human rights impact that are directly linked to the Group's operations or services by our suppliers or other business relations.

Society and communities

- We conduct our business in a socially responsible manner focussing on our triple bottom line (i.e. economic, social and environmental impacts).
- We invest in society and the communities which we serve through our corporate social investment programmes.

Healthcare funders

- Our negotiations with funders of healthcare are handled ethically and with integrity to ensure a fair tariff to our patients as well as maintaining a sustainable business.

Government and industry associations

- We respect the authority of the governments in the countries in which we conduct our business.
- We participate and engage with government and relevant authorities relating to laws and policies affecting the Group and industry.

5.3 Maintaining a pleasant working environment

Health and safety

Special attention is given to health and safety aspects in the workplace to ensure a healthy workforce, a safe environment for our employees, patients and visitors and a working environment in which to sustain and enhance our operations. Any accidents, injuries and unsafe equipment, practices or conditions shall be reported to a manager or other designated person responsible for a healthy and safe work environment.

The Group shall manage the impact of HIV/Aids and TB (specifically the Southern African operations) and other public health threats amongst our employees. The disclosure of an employee's HIV/Aids status is voluntary and shall be treated with the utmost confidentiality.

Workplace behaviour

Any form of unacceptable behaviour in the workplace, including violence of a physical or verbal nature, shall not be tolerated, permitted or condoned.

5.4 Acting within authority

Honesty and integrity is expected from each director and employee at all times. Every director and employee shall ensure that he or she always acts within his or her authority on behalf of any of the business divisions within the Group. Only employees authorised to do so may enter into contracts, sign other documents, or use a letterhead on behalf of any business division within the Group or represent or exercise authority on its behalf.

5.5 Avoiding actual or perceived conflict of interests

Every director and employee must avoid any conflict of interests, real or perceived, between their own interests and the interests of the Group. A director or an employee may not place himself or herself in a position in which he or she has or can have a personal interest conflicting with his or her duty to act in the interests of the Group. This duty also includes the duty:

- to disclose any interest in a contract with the Group;

- not to use opportunities known to them due to their position within Group for personal gain;
- not to misappropriate corporate opportunities; and
- not to inappropriately compete with the Group.

Conflicts of interests are situations where directors or employees may make decisions based on personal gain rather than the best interest of the Group ("actual conflict"). In certain instances, a director or employee may make a decision without allowing their personal interests to influence their decision making, but could be perceived by the Group's stakeholders as a conflict of interests and may jeopardise their trust in the Group ("perceived conflict").

Actual and perceived conflicts of interests should be avoided and all directors and employees must promptly declare the nature and extent of all contracts, business interests, directorships, affiliations and/or relationships that could possibly give rise to a conflict of interests, actual or perceived, with the Group in accordance with the prescribed policies and procedures of the Group and/or the Operating Division or to their Ethics Contact Person (as listed in **Annexure A**).

Outside business interests / involvement / employment

The Group's employees shall not:

- hold an interest or operate in any capacity, serve as a director or work as an employee or consultant for any competitor or any current or potential business partner;
- use the resources of the Group to run private businesses or conduct work for another organisation;
- confer any benefit, monetary or otherwise, on a business partner or competitor of the Group in which such employee or a family member, in his or her personal capacity, hold a beneficial interest;
- take benefit, personally or through their family or personal associates, directly or indirectly, from opportunities that may arise through the use of the Group's intellectual property, information or position; and
- obtain services or products from a supplier or business entity that deals with the Group at a value less than such services or products are delivered or sold in the ordinary course of business.

Any director within the Group shall:

- have no interest in any contract that is of significance in relation to the Group's business;
- treat all non-public information that he / she might have acquired in the course of performing his/her duties as confidential and will not use any such information for personal advantage or for the advantage of a third person;
- immediately disclose all relevant information and business interests should any situation arise that may result in a potential conflict of interests with the Group; and
- upon request, declare all other directorships and business interests.

Offering of gifts

Our business relationships are based on honesty and integrity. No director or employee of the Group is to make, offer, promise or authorise an unlawful or improper gift (which includes gifts, invitations, entertainment, travel or payment of any kind) to the Group's suppliers, supporting doctors or other third parties.

No spending on donations, lobbying, membership of, or support to political parties or to non-governmental or other organisations that engage in political activities shall be made by the Group, unless it has been pre-approved by the Executive Committee or board of the relevant Operating Division and reported to the Executive Committee of Mediclinic International. This

prohibition relates to financial support and does not preclude the Group to engage and/or lobby directly or through an industry association in relation to policy, laws and regulations relevant to the Group's business.

Any gift shall be offered in accordance with the prescribed policies and procedures of the Group and/or the Operating Division.

Acceptance of gifts

The acceptance of improper gifts (which includes gifts, invitations, entertainment, travel or payment of any kind) may lead to improper business practices and is governed by a strict approval procedure in terms of the Group's Anti-bribery Policy. The policy allows for the acceptance of gifts of a nominal value, subject to approval (refer to the group policy) by the designated managers and prohibits, inter alia, the following subject to certain exclusions contained in the policy:

- any form of cash payments by a supplier or third party to an employee of the Group;
- donations by a supplier or third party to an internal Group or departmental function; and
- advertising of suppliers or third parties at an event presented by any entity within the Group.

Any gift which might compromise or appear to compromise our directors' or employees' business judgement shall be refused.

Personal use of company information and business opportunities

Employees (and/or any member of their immediate family) shall not use his/her position within the Group for any personal gain or for the benefit of any third party, such as:

- personal exploitation of information to which an employee has access by reason of his/her employment with the Group;
- dealing in Mediclinic International shares with insider information (as governed by the Group's Code of Conduct in respect of Insider Trading);
- personal use of any business opportunity in which the Group is or may be interested.

5.6 Adherence to laws, rules, codes, standards and Group policies

The Group shall act in accordance with all applicable laws of the jurisdictions in which it conducts business.

The Boards of Mediclinic International and the Operating Divisions shall ensure that an appropriate management system is in place to monitor compliance with applicable laws, rules, codes standards and policies within the Group and consider all instances of material non-compliance.

5.7 Fair competition

The Group shall not engage in any anti-competitive behaviour and supports and adhere to the relevant competition and antitrust laws applicable in the various countries in which the Group operates. These laws are complex and the Group has therefore issued guidelines to our employees on competition law compliance within their relevant jurisdiction.

Each manager is personally responsible to know, understand and adhere to the guideline. Where there is even the slightest doubt about an action, managers must immediately consult with their legal services department.

5.8 Respecting human rights

The Group is committed to conducting its business in a manner that respects and promotes the human rights and dignity of all those within our sphere of influence and avoids complicity

in human rights abuses throughout our operations and relationships, as confirmed in our engagement with stakeholders, as referred to above.

5.9 **Broad-based black economic empowerment**

The Group shall set and manage goals regarding broad-based black economic empowerment in respect of its operations in South Africa.

5.10 **Protection of assets**

The Group's employees are expected to, in respect of the management of:

Funds

- exercise integrity, prudence and good judgement in incurring and approving business expenses and ensure that business expenses are reasonable and incurred wholly, exclusively and necessarily in the best interest of the Group;
- obtain authorisation for all transactions and expenses occurred;
- not conceal any funds or any transactions from either management and/or the auditors; and
- not enter into any transaction for the purposes of unlawfully evading any tax, duty or other levy imposed by the government in those jurisdictions the Group conducts business either for the benefit of the Group or third parties.

Assets

- use the Group's assets prudently with due care and diligence; and
- take appropriate steps to protect the Group's assets against theft, loss, damage and waste.

Intellectual property

- take precautions to avoid inadvertent disclosure of such information;
- enter into confidentiality agreements with any third parties to whom the Group discloses such information;
- not release information to third parties without proper authorisation;
- use only properly licensed computer software;
- be honest in obtaining, interpreting, using and disclosing information.

5.11 **External communication**

The Group's commitment to honesty and integrity includes our commitment to being truthful in all communications.

Accurate and fair disclosure

Our communications with the public and our shareholders are based on the principles of balanced reporting, clarity and transparency.

Mediclinic International's reports are prepared in accordance with International Financial Reporting Standards, the UK Companies Act 2006, the UK Corporate Governance Code and the UK Listing Authority's Listing Rules and Disclosure and Transparency Rules.

Marketing

Our reputation is built on the integrity of our business practices and the quality of care we provide. In support hereof, our marketing must be accurate and truthful. No misleading messages, omission of important facts, false claims or reference to our competitors are allowed. We obtain business ethically and do not tolerate any form of bribes or kickbacks (as dealt with in more detail in paragraph 5.5 above).

Media relations

In order to ensure that the media receive accurate information and to address the risk of disclosing confidential information, all communication with the media shall be referred to the relevant senior manager within the Group.

5.12 **Protecting the Group's brands and reputation**

Our actions are guided by the overall aim to protect the Group's brands and reputation. In this regard we shall at all times act honestly and with integrity in all our business activities.

5.13 **Protecting the environment**

We are committed to protecting the environment, conserving our natural resources and utilising our natural resources in an effective and responsible manner and implement sound environmental practices in all our business activities. We will refrain from doing business with third parties who do not conduct their business in an environmentally responsible manner.

5.14 **Respecting cultural diversity**

All directors and employees shall be aware that, also when visiting a foreign country, their behaviour is a reflection on the Mediclinic Group and that they are therefore expected to familiarise themselves with the norms, laws and customs of the diverse cultures within the Group and the respective countries and show the required respect for any cultural differences.

6. ASSOCIATED GROUP POLICIES AND/OR PROCEDURES

The following associated policies and/or procedures apply within the Group:

- Corporate Governance Manual
- Anti-bribery Policy
- Guidelines on Competition Law Compliance
- Code of Conduct in respect of Insider Trading and Prohibited Trading Practices
- Disclosure Procedures Manual
- Code of Practice for Dealing in Company's Securities
- Policy on the Signing and Safekeeping of Contracts
- Group Sustainable Development Policy
- Group Environmental Policy
- Regulatory Compliance Policy
- Fraud Risk Management Policy

7. QUESTIONS ON INTERPRETATION

Please contact your Ethics Contact Person (listed in **Annexure A**) or the Group Risk Manager with any questions on the implementation, application or interpretation of the Code.

ANNEXURE A: ETHICS CONTACT PERSONS

MEDICLINIC INTERNATIONAL

Ethics Contact Person: Martin Rossouw
Address: Mediclinic Offices
Strand Road
Stellenbosch
SOUTH AFRICA
Telephone: +27 (0)21 809 6500
Facsimile: +27 (0)21 809 6703
E-mail: ethics@mediclinic.com

OR

Make use of the **Ethics Line** service hosted by an independent service provider:
Toll-free: **0800 005 316** (South Africa only)
Tel: **+27 (0)12 543 5332**

SOUTHERN AFRICA

Ethics Contact Person: Martin Rossouw
Address: Mediclinic Offices
Strand Road
Stellenbosch
SOUTH AFRICA
Telephone: +27 (0)21 809 6500
Facsimile: +27 (0)21 809 6703
E-mail: ethics@mediclinic.com

OR

Make use of the **Ethics Line** service hosted by an independent service provider:
Toll-free: **0800 005 316** (South Africa only)
Tel: **+27 (0)12 543 5332**

SWITZERLAND

Ethics Contact Person: Claudia Dusold
Address: Hirslanden Corporate Office
Seefeldstrasse 214
CH - 8008 Zürich
SWITZERLAND
Telephone: +41 44 388 85 38
Facsimile: +41 44 388 85 26
E-mail: claudia.dusold@hirslanden.ch

OR

Make use of the **Ethics Line** service hosted by an independent service provider:
Toll-free: **0800 005 316** (Switzerland only)

UNITED ARAB EMIRATES

Ethics Contact Person: Darayus Baria
Address: Mediclinic Middle East
Publishing Pavilion Building
Floor 7
Dubai Production City
Dubai
UNITED ARAB EMIRATES
Telephone: + 971 4 512 2782
Facsimile: + 971 4 422 6162
E-mail: darayus.baria@mediclinic.ae

OR

Make use of the **Ethics Line** service hosted by an independent service provider:
Toll-free: **800 155000** (UAE only)

ANYONE CONTACTING AN ETHICS CONTACT PERSON OR MAKING USE OF THE ETHICS LINE HAS THE OPTION TO REMAIN ANONYMOUS.
ALL REPORTS WILL BE TREATED IN A CONFIDENTIAL MANNER.