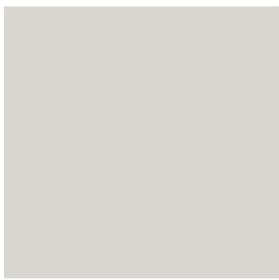


**2019
SUSTAINABLE
DEVELOPMENT REPORT:
GRI STANDARDS
DISCLOSURE INDEX**



GRI STANDARDS DISCLOSURE INDEX

This disclosure index (“**GRI 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 Sustainable Development Report is aligned with the core “in accordance” option of the GRI Standards.

The references included in this **GRI Index** refer mainly to sections of the Company’s **2019 Annual Report** and the **2019 Sustainable Development Report**, both documents relating to the financial year ended 31 March 2019, and published on the Company’s website at www.mediclinic.com.

Although many of the GRI Standards’ disclosures have been reported on by the Company, this **GRI 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 21 of the **2019 Sustainable Development Report**.

Reference to the assurance of the various aspects is not included in this **GRI Index**. Please refer to the section in the **2019 Sustainable Development Report** explaining the Group’s combined assurance model, as referred to in the index below, next to *GRI Standard 102-56 (External Assurance)*.

GRI Standard disclosure reference	Description	Section of report	Page reference
GRI 102: GENERAL DISCLOSURES			
ORGANISATIONAL PROFILE			
102-1 to 102-7	Name; activities, brands, products and services; location of headquarters; location of operations; ownership and legal form; markets served; scale of the organisation	Annual Report: <ul style="list-style-type: none"> At a glance Business model 	4 16
102-8	Information on employees and other workers	Annual Report: <ul style="list-style-type: none"> Our strategy, goals and progress Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 1: Developing an engaged and productive workforce 	18 24
102-9	A description of the organisation’s supply chain, including its main elements as they relate to the organisation’s activities, primary brands, products, and services	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 3: Being an ethical and responsible corporate citizen (Supply chain management) 	58
102-10	Significant changes to the organisation and its supply chain	Annual Report: <ul style="list-style-type: none"> Chairman’s Statement Chief Executive Officer’s Review 	12 24
102-11	Precautionary Principle or approach	Annual Report: <ul style="list-style-type: none"> Risk management, principal risks and uncertainties 	55
102-12	External initiatives	Sustainable Development Report: <ul style="list-style-type: none"> Reporting guidelines Assurance 	5 70
102-13	Membership of associations	Sustainable Development Report: <ul style="list-style-type: none"> Stakeholder engagement: Industry associations 	18

GRI Standard disclosure reference	Description	Section of report	Page reference
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GRI 102: GENERAL DISCLOSURES (CONTINUED)

STRATEGY

102-14	Statement from senior decision-maker	Annual Report: <ul style="list-style-type: none"> Chairman's Statement Chief Executive Officer's Review Sustainable Development Report: <ul style="list-style-type: none"> Message from the Chief Executive Officer 	12 24 1
102-15	Description of key impacts, risks and opportunities	Annual Report: <ul style="list-style-type: none"> Our strategy, goals and progress Chief Executive Officer's Review Clinical services overview Risk management, principal risks and uncertainties Viability statement Audit and Risk Committee Report Clinical Performance and Sustainability Committee Report Sustainable Development Report: <ul style="list-style-type: none"> Our material issues 	18 24 41 55 60 136 150 22

ETHICS AND INTEGRITY

102-16	Values, principles, standards and norms of behaviour	Annual Report: <ul style="list-style-type: none"> At a glance Corporate Governance Statement Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 3: Being an ethical and responsible corporate citizen (Ethics, anti-bribery and anti-corruption) 	4 114 56
102-17	Mechanisms for advice and concerns about ethics	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement Audit and Risk Committee Report Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 3: Being an ethical and responsible corporate citizen (Ethics, anti-bribery and anti-corruption) 	114 136 56

GOVERNANCE

102-18 to 102-25	Governance structure of the organisation, including any committees responsible for decisions on economic, environmental and social impacts; process for delegating authority for economic, environmental and social topics; executive-level person responsible for economic, environmental and social topics; process for consultation between stakeholders and highest governing body on economic, environmental and social topics; composition of highest governance body and its committees; Chairman of the highest governance body; nomination and selection process for highest governance body; processes of highest governance body for management of conflicts of interest	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement Sustainable Development Report: <ul style="list-style-type: none"> Governance of Sustainable Development (Governance structures) 	114 9
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GRI Standard disclosure reference	Description	Section of report	Page reference
GRI 102: GENERAL DISCLOSURES (CONTINUED)			
GOVERNANCE (continued)			
102-26	Highest governance body's and senior executives' role in the development, approval, and updating of the organisation's purpose, value or mission statements, strategies, policies and goals related to economic, environmental and social topics	Annual Report: <ul style="list-style-type: none"> Investment case Business model Our strategy, goals and progress Clinical Performance and Sustainability Committee Report Sustainable Development Report: <ul style="list-style-type: none"> Governance of Sustainable Development (Management approach) 	22 16 18 150 9
102-27 102-28	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics; processes for evaluating highest governance body's own performance, particularly with regard to economic, environmental and social topics	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: Evaluation of the Board, Committees, Chairman Nomination Committee Report: Evaluation of the composition, structure and functioning of the Board Clinical Performance and Sustainability Committee Report 	124 158 150
102-29 102-30 102-31	Highest governance body's role in identification and management of economic, environmental and social impacts, risks and opportunities; review of the effectiveness of the organisation's risk management processes; frequency of review of impacts, risks and opportunities	Annual Report: <ul style="list-style-type: none"> Risk management, principal risks and uncertainties Viability statement Audit and Risk Committee Report Clinical Performance and Sustainability Committee Report 	55 60 136 150
102-32	Highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material topics are covered	Annual Report: <ul style="list-style-type: none"> Clinical Performance and Sustainability Committee Report 	150
102-33 102-34	Process for communicating critical concerns and nature and total number of critical concerns communicated to the highest governing body	Annual Report: <ul style="list-style-type: none"> Clinical Performance and Sustainability Committee Report 	150
102-35 to 102-39	Remuneration policies and linkage between performance criteria in remuneration policies and highest governance body's and senior executives' economic, environmental and social topics; process for determining remuneration; how stakeholders' views are sought and taken into account regarding remuneration, including the results on the voting on remuneration policies; ratio of annual total compensation of highest paid individual to the median annual total compensation for all employees per country	Annual Report: <ul style="list-style-type: none"> Directors' Remuneration Report 	159

GRI Standard disclosure reference	Description	Section of report	Page reference
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GRI 102: GENERAL DISCLOSURES (CONTINUED)

STAKEHOLDER ENGAGEMENT

102-40 102-42 102-43 102-44	List of stakeholder groups engaged by organisation; basis for identification and selection of stakeholders with whom to engage; approaches to stakeholder engagement; key topics and concerns that have been raised through stakeholder engagement and how organisation responded	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: Stakeholder interest and Board engagement Sustainable Development Report: <ul style="list-style-type: none"> Stakeholder engagement 	124 10
102-41	Collective Bargaining agreements	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 1: Developing an engaged and productive workforce (Employee engagement and labour relations) 	37

REPORTING PRACTICE

102-45 to 102-56	Entities included in the consolidated financial statements; Defining report content and topic Boundaries; List of material topics; Restatements of information; Changes in reporting; Reporting period; Date of most recent report; Reporting cycle; Contact point for questions regarding the report; GRI content index; External assurance	Annual Report: <ul style="list-style-type: none"> Report profile Performance summary Sustainable Development Report: <ul style="list-style-type: none"> Report overview Governance of sustainable development Assurance 	3 10 3 9 70
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GRI 103: MANAGEMENT APPROACH

103-1	Explanation of the material topic and its boundary	Sustainable Development Report: <ul style="list-style-type: none"> Our material issues 	22
103-2	The management approach and its components	Annual Report: <ul style="list-style-type: none"> Our strategy, goals and progress Risk management, principal risks and uncertainties Viability statement Sustainable Development Report: <ul style="list-style-type: none"> Management approach Our material issues 	18 55 60 9 22
103-3	Evaluation of the management approach	Sustainable Development Report: <ul style="list-style-type: none"> Management approach 	9

GRI Standard disclosure reference	Description	Section of report	Page reference
MATERIAL SPECIFIC STANDARD DISCLOSURES			
MATERIAL ISSUE 1: DEVELOPING AN ENGAGED AND PRODUCTIVE WORKFORCE			
Aspect: Occupational health and safety			
403-2	Type of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and by gender	Sustainable Development Report: • Material Issue 1: Developing an engaged and productive workforce (Employee health and safety)	35
Aspect: Employment			
401-1	Total number and rate of new employee hires and terminations, and employee turnover by age group, gender and region	Sustainable Development Report: • Material Issue 1: Developing an engaged and productive workforce (Employee recruitment and retention)	28
Aspect: Training and education			
404-2	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	Sustainable Development Report: • Material Issue 1: Developing an engaged and productive workforce (Training and skills development)	31
MATERIAL ISSUE 2: MINIMISING ENVIRONMENTAL IMPACT			
Aspect: Energy			
302-1 302-3 302-4	Energy consumption within the organisation; energy intensity; reduction of energy consumption	Sustainable Development Report: • Material Issue 2: Minimising environmental impact (Energy efficiency)	47
Aspect: Emissions			
305-1 305-2 305-3	Direct greenhouse gas (“GHG”) emissions (scope 1); indirect GHG emissions (scope 2); other indirect GHG emissions (scope 3)	Sustainable Development Report: • Material Issue 2: Minimising environmental impact (Reduction of carbon emissions)	44
Aspect: Compliance			
307-1	Monetary value of fines and number of non-monetary sanctions for non-compliance with environmental laws and regulations	Sustainable Development Report: • Material Issue 2: Minimising environmental impact	40

GRI Standard disclosure reference	Description	Section of report	Page reference
MATERIAL SPECIFIC STANDARD DISCLOSURES (CONTINUED)			
MATERIAL ISSUE 3: BEING AN ETHICAL AND RESPONSIBLE CITIZEN			
Aspect: Diversity and equal opportunity			
405-1	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 1: Developing an engaged and productive workforce (Employee recruitment and retention) Material Issue 3: Being an ethical and responsible corporate citizen (Diversity, Broad-based black economic empowerment (“B-BBEE”)) 	114 28 65, 66
Aspect: Non-discrimination			
406-1	Incidents of discrimination and corrective actions taken	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 3: Being an ethical and responsible citizen (Respecting human rights) 	63
Aspect: Local communities			
413-1	Operations with local community engagement, impact assessments, and development programmes	Sustainable Development Report: <ul style="list-style-type: none"> Stakeholder engagement: Community Material Issue 3: Being an ethical and responsible corporate citizen (Corporate social investment) 	20 68
Aspect: Anti-corruption			
205-3	Confirmed incidents of corruption and actions taken	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: Fraud and corruption Audit and Risk Committee Report Sustainable Development report: <ul style="list-style-type: none"> Material Issue 3: Being an ethical and responsible corporate citizen (Ethics, anti-bribery and anti-corruption) 	128 136 56
Aspect: Anti-competitive behaviour			
206-1	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: Competition legislation 	128
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	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: Ethics and compliance 	127

GRI Standard disclosure reference	Description	Section of report	Page reference
OTHER SPECIFIC STANDARD DISCLOSURES			
CATEGORY: ECONOMIC			
Aspect: Economic performance			
201-1	Direct economic value generated and distributed	Annual Report: <ul style="list-style-type: none"> Value added statement 	40
201-2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 2: Minimising environmental impact (Why this is important to the business) 	41
201-3	Coverage of the organisation's defined benefit plan obligations and other retirement plans	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 1: Developing an engaged and productive workforce (Employee remuneration, recognition and benefits) 	34
201-4	Financial assistance received from government	Sustainable Development Report: <ul style="list-style-type: none"> Stakeholder engagement: Government and authorities 	17
Aspect: Market presence			
202-1	Ratios of standard entry-level wage by gender compared to local minimum wage at locations of significant operation	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 1: Developing an engaged and productive workforce (Employee remuneration, recognition and benefits) 	34
202-2	Proportion of senior management hired from the local community at locations of significant operation	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 1: Developing an engaged and productive workforce (Employee remuneration, recognition and benefits) 	34
Aspect: Indirect Economic Impacts			
203-1	Infrastructure investments and services supported	Annual Report: <ul style="list-style-type: none"> Divisional reviews Sustainable Development Report: <ul style="list-style-type: none"> Stakeholder engagement: Community Material Issue 3: Being an ethical and responsible corporate citizen (Maintain high-quality healthcare infrastructure) 	62 20 60
203-2	Significant indirect economic impacts, including the extent of impacts	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 3: Being an ethical and responsible corporate citizen (Corporate social investment) Material Issue 1: Developing an engaged and productive workforce (Training and skills development) 	68 31
Procurement practices			
204-1	Proportion of spending on local suppliers at significant locations of operation	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 3: Being an ethical and responsible corporate citizen (Supply chain management) 	58

GRI Standard disclosure reference	Description	Section of report	Page reference
OTHER SPECIFIC STANDARD DISCLOSURES (CONTINUED)			
CATEGORY: ENVIRONMENTAL			
Aspect: Materials			
301-1 301-2	Materials used by weight or volume; Recycled input materials used	Not reported	-
Aspect: Energy			
302-2 302-5	Energy consumption outside the Organisation; Reductions in energy requirements of products and services	Sustainable Development Report: • Material Issue 2: Minimising environmental impact (Energy efficiency)	47
Aspect: Water			
303-1 303-2 303-3	Total water withdrawal by source; Water sources significantly affected by withdrawal of water; Percentage and total volume of water recycled and reused	Sustainable Development Report: • Material Issue 2: Minimising environmental impact (Responsible water use)	49
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	Sustainable Development Report: • Material Issue 2: Minimising environmental impact: Effective environmental management system	43
Aspect: Emissions			
305-4 305-5 305-6 305-7	GHG emissions intensity; Reduction of GHG emissions; Emissions of ozone-depleting substances (ODS); NO _x , SO _x and other significant air emissions	Sustainable Development Report: • Material Issue 2: Minimising environmental impact (Reduction of carbon emissions)	44
Aspect: Effluents and waste			
306-1 306-2 306-3 306-4 306-5	Total water discharge by quality and destination; Waste by type and disposal method; Significant spills; Transport of hazardous waste; Water bodies affected by water discharges and/or runoff	Sustainable Development Report: • Material Issue 2: Minimising environmental impact (Safe waste and hazardous waste management)	51
Aspect: Materials			
301-3	Percentage of products sold and their packaging materials reclaimed	Not applicable	-
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	Not reported	-

GRI Standard disclosure reference	Description	Section of report	Page reference
OTHER SPECIFIC STANDARD DISCLOSURES (CONTINUED)			
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	Sustainable Development Report: • Material Issue 1: Developing an engaged and productive workforce (Remuneration, recognition and benefits)	34
401-3	Return to work retention rates after parental leave	Sustainable Development Report: • Material Issue 1: Developing an engaged and productive workforce (Employee recruitment and retention)	28
Aspect: Labour/management relations			
402-1	Minimum notice period(s) regarding operational changes	Sustainable Development Report: • Material Issue 1: Developing an engaged and productive workforce (Employee engagement and labour relations)	37
Aspect: Occupational health and safety			
403-1 403-3 403-4	Workers presentation in formal joint management-worker health and safety committees; Workers with high incidence or high risk of diseases related to their occupation; Health and safety topics covered in formal agreements with trade unions	Sustainable Development Report: • Material Issue 1: Developing an engaged and productive workforce (Employee engagement and labour relations)	37
Aspect: Training and education			
404-1 404-3	Average hours of training per year per employee and percentage of employees receiving regular performance and career development reviews	Sustainable Development Report: • Material Issue 1: Developing an engaged and productive workforce (Training and skills development)	31
Aspect: Diversity and Equal Opportunity			
405-2	Ratio of basic salary and remuneration of men to women by employee category	Not reported	-
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	Sustainable Development Report: • Material Issue 1: Developing an engaged and productive workforce (Employee engagement and labour relations)	37

GRI Standard disclosure reference	Description	Section of report	Page reference
OTHER SPECIFIC STANDARD DISCLOSURES (CONTINUED)			
CATEGORY: SOCIAL (HUMAN RIGHTS)			
Aspect: Investment			
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	-
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	-
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	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 3: Being an ethical and responsible corporate citizen (Respecting human rights) Modern Slavery and Human Trafficking Statement 	63 -
Aspect: Security practices			
410-1	Security personnel trained in human rights policies or procedures	Not applicable	-
Aspect: Rights of indigenous people			
411-1	Incidents of violations involving rights of indigenous people	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 3: Being an ethical and responsible corporate citizen (Respecting human rights) 	63
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	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 3: Being an ethical and responsible corporate citizen (Respecting human rights) 	63
Aspect: Customer privacy			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: ICT governance Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 3: Being an ethical and responsible corporate citizen (Information security and cyber security) Material Issue 3: Being an ethical and responsible corporate citizen (Privacy and data protection) 	128 61 61

GRI Standard disclosure reference	Description	Section of report	Page reference
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OTHER SPECIFIC STANDARD DISCLOSURES (CONTINUED)

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: Anti-corruption

205-1 205-2	Operations assessed for risks related to corruption; Communication and training about anti-corruption policies	Annual Report: • Corporate Governance Statement: Fraud and corruption	128
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Aspect: Public policy

415-1	Political contributions	Annual Report: • Corporate Governance Statement: Political payments	131
		Sustainable Development Report: • Stakeholder engagement: Healthcare funders	16

Aspect: Supplier social assessment

414-1	Percentage of new suppliers screened using social criteria	Website: • Modern Slavery and Human Trafficking Statement	-
414-2	Negative social impacts in the supply chain and actions taken	Website: • Modern Slavery and Human Trafficking Statement	-

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	Annual Report: • Corporate Governance Statement: Ethics and compliance	127
		Sustainable Development Report • Our material issues	22

CATEGORY: SOCIAL (PRODUCT RESPONSIBILITY)

Aspect: Customer health and safety

416-1	Assessment of the health and safety impacts of product and service categories	Annual Report: • Clinical services overview	41
		Website: • Clinical Services Report	-
416-2	Incidents of non-compliance concerning health and safety impacts of products and services	Annual Report: • Corporate Governance Statement: Ethics and compliance	127

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	Not applicable	-
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