

# 2018

**GRI STANDARDS  
DISCLOSURE INDEX**

for the year ended 31 March 2018

# 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**”), although all may not be entirely in accordance with the GRI Standards. The **2018 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 **2018 Annual Report** and the **2018 Sustainable Development Report** in respect of the financial year ended 31 March 2018, published on the Company’s website at [www.mediclinic.com](http://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 pages 16 to 17 of the **2018 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 **2018 Sustainable Development Report** explaining the Group’s combined assurance model, as referred to in the GRI Index below next to *GRI Standard 102-56 (External Assurance)*.

| GRI STANDARD DISCLOSURE REFERENCE   | DESCRIPTION                                                                                                                                                            | SECTION OF REPORT                                                                                                                                                                                                                                                                    | PAGE REFERENCE |
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| <b>GRI 102: GENERAL DISCLOSURES</b> |                                                                                                                                                                        |                                                                                                                                                                                                                                                                                      |                |
| <b>ORGANISATIONAL PROFILE</b>       |                                                                                                                                                                        |                                                                                                                                                                                                                                                                                      |                |
| 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"> <li>At a Glance</li> <li>Business Model</li> </ul>                                                                                                                                                                                 | 10<br>12       |
| 102-8                               | Information on employees and other workers                                                                                                                             | Annual Report: <ul style="list-style-type: none"> <li>Our Strategy, Progress and Aims</li> </ul> Sustainable Development Report: <ul style="list-style-type: none"> <li>Material Issue 1: Developing an engaged and productive workforce</li> </ul>                                  | 14<br>18       |
| 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"> <li>Material Issue 3: Being an ethical and responsible corporate citizen (Supply chain management)</li> </ul>                                                                                                     | 45             |
| 102-10                              | Significant changes to the organisation and its supply chain                                                                                                           | Annual Report: <ul style="list-style-type: none"> <li>Chairman’s Statement</li> <li>Chief Executive Officer’s Review</li> </ul>                                                                                                                                                      | 6<br>20        |
| 102-11                              | Precautionary principle or approach                                                                                                                                    | Annual Report: <ul style="list-style-type: none"> <li>Risk Management, Principal Risks and Uncertainties</li> </ul>                                                                                                                                                                  | 44             |
| 102-12                              | External initiatives                                                                                                                                                   | Annual Report: <ul style="list-style-type: none"> <li>Risk Management, Principal Risks and Uncertainties (Combined assurance)</li> </ul> Sustainable Development Report: <ul style="list-style-type: none"> <li>Report overview (Reporting guidelines)</li> <li>Assurance</li> </ul> | 49<br>2<br>54  |
| 102-13                              | Membership of associations                                                                                                                                             | Sustainable Development Report: <ul style="list-style-type: none"> <li>Stakeholder Engagement: (Industry associations)</li> </ul>                                                                                                                                                    | 14             |

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| <b>GRI 102: GENERAL DISCLOSURES (continued)</b> |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                       |
| <b>STRATEGY</b>                                 |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                       |
| 102-14                                          | Statement from senior decision-maker                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Annual Report: <ul style="list-style-type: none"> <li>Chairman's Statement</li> <li>Chief Executive Officer's Review</li> </ul> Sustainable Development Report: <ul style="list-style-type: none"> <li>Letter from the CEO</li> </ul>                                                                                                                                                                              | 6<br>20<br><br>1                      |
| 102-15                                          | Description of key impacts, risks and opportunities                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Annual Report: <ul style="list-style-type: none"> <li>Our Strategy, Progress and Aims</li> <li>Chief Executive Officer's Review</li> <li>Risk Management, Principal Risks and Uncertainties</li> <li>Clinical Performance and Sustainability Committee Report</li> <li>Clinical Services Overview</li> </ul> Sustainable Development Report: <ul style="list-style-type: none"> <li>Our Material Issues</li> </ul> | 14<br>20<br>44<br>116<br>34<br><br>16 |
| <b>ETHICS AND INTEGRITY</b>                     |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                       |
| 102-16                                          | Values, principles, standards and norms of behaviour                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                | Annual Report: <ul style="list-style-type: none"> <li>At a Glance (Our culture)</li> <li>Business Model</li> <li>Corporate Governance Statement</li> </ul> Sustainable Development Report: <ul style="list-style-type: none"> <li>Material Issue 3: Being an ethical and responsible corporate citizen (Ethics, anti-bribery and anti-corruption)</li> </ul>                                                       | 11<br>12<br>93<br><br>43              |
| 102-17                                          | Mechanisms for advice and concerns about ethics                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Annual Report: <ul style="list-style-type: none"> <li>Corporate Governance Statement (Ethics and compliance)</li> <li>Audit and Risk Committee Report (Ethical conduct, governance and compliance)</li> </ul> Sustainable Development Report: <ul style="list-style-type: none"> <li>Material Issue 3: Being an ethical and responsible corporate citizen (Ethics, anti-bribery and anti-corruption)</li> </ul>    | 105<br>128<br><br>43                  |
| <b>GOVERNANCE</b>                               |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |                                                                                                                                                                                                                                                                                                                                                                                                                    |                                       |
| 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"> <li>Corporate Governance Statement</li> </ul> Sustainable Development Report: <ul style="list-style-type: none"> <li>Governance of Sustainable Development (Governance structure)</li> </ul>                                                                                                                                                                     | 93<br><br>7                           |

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| 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"> <li>• Business Model</li> <li>• Clinical Performance and Sustainability Committee Report</li> </ul> Sustainable Development Report: <ul style="list-style-type: none"> <li>• Governance of Sustainable Development</li> </ul>                                                 | 12<br>116<br>7   |
| 102-27 to 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"> <li>• Corporate Governance Statement: (Evaluation of the Board, Committees and Chairman)</li> <li>• Clinical Performance and Sustainability Committee Report</li> </ul>                                                                                                       | 102<br>116       |
| 102-29<br>102-30<br>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"> <li>• Risk Management, Principal Risks and Uncertainties</li> <li>• Clinical Performance and Sustainability Committee Report</li> <li>• Audit and Risk Committee Report</li> </ul>                                                                                            | 44<br>116<br>120 |
| 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"> <li>• Clinical Performance and Sustainability Committee Report</li> </ul>                                                                                                                                                                                                     | 116              |
| 102-33<br>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"> <li>• Clinical Performance and Sustainability Committee Report</li> </ul> Sustainable Development Report: <ul style="list-style-type: none"> <li>• Material Issue 3: Being an ethical and responsible corporate citizen (Ethics, anti-bribery and anti-corruption)</li> </ul> | 116<br>43        |
| 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"> <li>• Directors' Remuneration Report</li> </ul>                                                                                                                                                                                                                               | 130              |

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| 102-40<br>102-42<br>102-43<br>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                                                            | Sustainable Development Report:<br>• Stakeholder Engagement                                                                                                                                                                                    | 8                     |
| 102-41                                          | Collective bargaining agreements                                                                                                                                                                                                                                                                                                             | Sustainable Development Report:<br>• Material Issue 1: Developing an engaged and productive workforce (Labour relations)                                                                                                                       | 31                    |
| <b>REPORTING PRACTICE</b>                       |                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                |                       |
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| <b>GRI 103: MANAGEMENT APPROACH</b>             |                                                                                                                                                                                                                                                                                                                                              |                                                                                                                                                                                                                                                |                       |
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| 103-2                                           | The management approach and its components                                                                                                                                                                                                                                                                                                   | Annual Report:<br>• Risk Management, Principal Risks and Uncertainties<br><br>Sustainable Development Report:<br>• Governance of Sustainable Development (Management approach)<br><br>Sustainable Development Report:<br>• Our Material Issues | 44<br><br>7<br>16     |
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| 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: <ul style="list-style-type: none"> <li>Material Issue 1: Developing an engaged and productive workforce (Employee health and safety)</li> </ul>         | 27             |
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| 401-1                                                                   | Total number and rate of new employee hires and terminations, and employee turnover by age group, gender and region                                                                                                                                                          | Sustainable Development Report: <ul style="list-style-type: none"> <li>Material Issue 1: Developing an engaged and productive workforce (Employee recruitment and retention)</li> </ul> | 19             |
| <b>Aspect: Training and education</b>                                   |                                                                                                                                                                                                                                                                              |                                                                                                                                                                                         |                |
| 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: <ul style="list-style-type: none"> <li>Material Issue 1: Developing an engaged and productive workforce (Training and skills development)</li> </ul>    | 23             |
| <b>MATERIAL ISSUE 2: MINIMISING OUR ENVIRONMENTAL IMPACTS</b>           |                                                                                                                                                                                                                                                                              |                                                                                                                                                                                         |                |
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| 302-1<br>302-3<br>302-4                                                 | Energy consumption within the organisation; energy intensity; reduction of energy consumption                                                                                                                                                                                | Sustainable Development Report: <ul style="list-style-type: none"> <li>Material Issue 2: Minimising our environmental impacts (Energy efficiency)</li> </ul>                            | 38             |
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| 305-1<br>305-2<br>305-3                                                 | Direct greenhouse gas (GHG) emissions (scope 1); indirect GHG emissions (scope 2); other indirect GHG emissions (scope 3)                                                                                                                                                    | Sustainable Development Report: <ul style="list-style-type: none"> <li>Material Issue 2: Minimising our environmental impacts (Reduction of carbon emissions)</li> </ul>                | 35             |
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| 307-1                                                                   | Monetary value of fines and number of non-monetary sanctions for non-compliance with environmental laws and regulations                                                                                                                                                      | Sustainable Development Report: <ul style="list-style-type: none"> <li>Material Issue 2: Minimising our environmental impacts (Why this is important to the business)</li> </ul>        | 32             |

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| 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 | Sustainable Development Report: <ul style="list-style-type: none"> <li>Material Issue 1: Developing an engaged and productive workforce (Employee recruitment and retention)</li> <li>Material Issue 3: Being an ethical and responsible corporate citizen (Diversity)</li> </ul>                                                                                                                                | 19<br>50         |
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| 406-1                                                                       | Incidents of discrimination and corrective actions taken                                                                                                                      | Sustainable Development Report: <ul style="list-style-type: none"> <li>Material Issue 3: Being an ethical and responsible corporate citizen (Respecting human rights)</li> </ul>                                                                                                                                                                                                                                 | 49               |
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| 413-1                                                                       | Operations with local community engagement, impact assessments, and development programmes                                                                                    | Sustainable Development Report: <ul style="list-style-type: none"> <li>Stakeholder Engagement: (Community)</li> <li>Material Issue 3: Being an ethical and responsible corporate citizen (Corporate social investment)</li> </ul>                                                                                                                                                                                | 15<br>51         |
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| 205-3                                                                       | Confirmed incidents of corruption and actions taken                                                                                                                           | Annual Report: <ul style="list-style-type: none"> <li>Corporate Governance Statement: (Fraud and corruption)</li> <li>Audit and Risk Committee Report: (Ethical conduct, governance and compliance)</li> </ul> Sustainable Development report: <ul style="list-style-type: none"> <li>Material Issue 3: Being an ethical and responsible corporate citizen (Ethics, anti-bribery and anti-corruption)</li> </ul> | 105<br>128<br>43 |
| <b>Aspect: Anti-competitive behaviour</b>                                   |                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                  |                  |
| 206-1                                                                       | Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices                                                                               | Annual Report: <ul style="list-style-type: none"> <li>Corporate Governance Statement: (Competition laws)</li> </ul>                                                                                                                                                                                                                                                                                              | 105              |
| <b>Aspect: Socio-economic compliance</b>                                    |                                                                                                                                                                               |                                                                                                                                                                                                                                                                                                                                                                                                                  |                  |
| 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"> <li>Corporate Governance Statement: (Ethics and compliance)</li> </ul>                                                                                                                                                                                                                                                                                         | 105              |



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| <b>Aspect: Economic performance</b>        |                                                                                                                    |                                                                                                                                                                                                                                                                                                                                          |                |
| 201-1                                      | Direct economic value generated and distributed                                                                    | Annual Report: <ul style="list-style-type: none"> <li>Value Added Statement</li> <li>Business Model</li> </ul>                                                                                                                                                                                                                           | 33<br>12       |
| 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"> <li>Material Issue 2: Minimising our environmental impacts (Why this is important to the business)</li> </ul>                                                                                                                                                         | 32             |
| 201-3                                      | Coverage of the organisation's defined benefit plan obligations and other retirement plans                         | Sustainable Development report: <ul style="list-style-type: none"> <li>Material Issue 1: Developing an engaged and productive workforce (Employee remuneration, recognition and benefits)</li> </ul>                                                                                                                                     | 26             |
| 201-4                                      | Financial assistance received from government                                                                      | Sustainable Development report: <ul style="list-style-type: none"> <li>Stakeholder Engagement: (Government and authorities)</li> </ul>                                                                                                                                                                                                   | 13             |
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| 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"> <li>Material Issue 1: Developing an engaged and productive workforce (Employee remuneration, recognition and benefits)</li> </ul>                                                                                                                                     | 26             |
| 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"> <li>Material Issue 1: Developing an engaged and productive workforce (Employee remuneration, recognition and benefits)</li> </ul>                                                                                                                                     | 26             |
| <b>Aspect: Indirect Economic Impacts</b>   |                                                                                                                    |                                                                                                                                                                                                                                                                                                                                          |                |
| 203-1                                      | Infrastructure investments and services supported                                                                  | Annual Report <ul style="list-style-type: none"> <li>Divisional Reviews</li> </ul> Sustainable Development Report: <ul style="list-style-type: none"> <li>Stakeholder Engagement: (Community)</li> <li>Material Issue 3: Being an Ethical and responsible corporate citizen (Maintain high-quality healthcare infrastructure)</li> </ul> | 52<br>15<br>47 |
| 203-2                                      | Significant indirect economic impacts, including the extent of impacts                                             | Sustainable Development report: <ul style="list-style-type: none"> <li>Material Issue 3: Being an ethical and responsible corporate citizen (Corporate social investment)</li> <li>Material Issue 1: Developing an engaged and productive workforce (Training and skills development)</li> </ul>                                         | 51<br>23       |
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| 204-1                                      | Proportion of spending on local suppliers at significant locations of operation                                    | Sustainable Development report: <ul style="list-style-type: none"> <li>Material Issue 3: Being an ethical and responsible corporate citizen (Supply chain management)</li> </ul>                                                                                                                                                         | 45             |



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| <b>Aspect: Materials</b>                               |                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                         |                |
| 301-1<br>301-2                                         | Materials used by weight or volume;<br>Recycled input materials used                                                                                                                                                                                                                                                                                                      | Not reported                                                                                                                            | -              |
| <b>Aspect: Energy</b>                                  |                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                         |                |
| 302-2<br>302-5                                         | Energy consumption outside the Organisation; Reductions in energy requirements of products and services                                                                                                                                                                                                                                                                   | Sustainable Development Report:<br>• Material Issue 2: Minimising our environmental impacts (Energy efficiency)                         | 38             |
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| 303-1<br>303-2<br>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:<br>• Material Issue 2: Minimising our environmental impacts (Responsible water usage)                   | 39             |
| <b>Aspect: Biodiversity</b>                            |                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                         |                |
| 304-1<br>304-2<br>304-3<br>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<br>• Material Issue 2: Minimising our environmental impacts (Effective environmental management system)  | 33             |
| <b>Aspect: Emissions</b>                               |                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                         |                |
| 305-4<br>305-5<br>305-6<br>305-7                       | GHG emissions intensity; Reduction of GHG emissions; Emissions of ozone-depleting substances (ODS); NOx, SOx and other significant air emissions                                                                                                                                                                                                                          | Sustainable Development Report:<br>• Material Issue 2: Minimising our environmental impacts (Reduction of carbon emissions)             | 35             |
| <b>Aspect: Effluents and waste</b>                     |                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                         |                |
| 306-1<br>306-2<br>306-3<br>306-4<br>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:<br>• Material Issue 2: Minimising our environmental impacts (Safe waste and hazardous waste management) | 40             |
| <b>Aspect: Materials</b>                               |                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                         |                |
| 301-3                                                  | Percentage of products sold and their packaging materials reclaimed                                                                                                                                                                                                                                                                                                       | Not applicable                                                                                                                          | -              |
| <b>Aspect: Supplier environmental assessment</b>       |                                                                                                                                                                                                                                                                                                                                                                           |                                                                                                                                         |                |
| 308-1<br>308-2                                         | New suppliers that were screened using environmental criteria; Negative environmental impacts in the supply chain and actions taken                                                                                                                                                                                                                                       | Not reported                                                                                                                            | -              |

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| <b>OTHER SPECIFIC STANDARD DISCLOSURES (continued)</b>          |                                                                                                                                                                                                                                                |                                                                                                                                                         |                |
| <b>CATEGORY: SOCIAL (LABOUR PRACTICES AND DECENT WORK)</b>      |                                                                                                                                                                                                                                                |                                                                                                                                                         |                |
| <b>Aspect: Employment</b>                                       |                                                                                                                                                                                                                                                |                                                                                                                                                         |                |
| 401-2                                                           | Benefits provided to full-time employees, that are not provided to temporary or part-time employees, by major operations                                                                                                                       | Sustainable Development Report:<br>• Material Issue 1: Developing an engaged and productive workforce (Employee remuneration, recognition and benefits) | 26             |
| 401-3                                                           | Return to work retention rates after parental leave                                                                                                                                                                                            | Sustainable Development Report:<br>• Material Issue 1: Developing an engaged and productive workforce (Employee recruitment and retention)              | 19             |
| <b>Aspect: Labour/management relations</b>                      |                                                                                                                                                                                                                                                |                                                                                                                                                         |                |
| 402-1                                                           | Minimum notice period(s) regarding operational changes                                                                                                                                                                                         | Sustainable Development Report:<br>• Material Issue 1: Developing an engaged and productive workforce (Employee remuneration, recognition and benefits) | 26             |
| <b>Aspect: Occupational health and safety</b>                   |                                                                                                                                                                                                                                                |                                                                                                                                                         |                |
| 403-1<br>403-3<br>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:<br>• Material Issue 1: Developing an engaged and productive workforce (Labour relations)                                | 31             |
| <b>Aspect: Training and education</b>                           |                                                                                                                                                                                                                                                |                                                                                                                                                         |                |
| 404-1<br>404-3                                                  | Average hours of training per year per employee and percentage of employees receiving regular performance and career development reviews                                                                                                       | Sustainable Development Report:<br>• Material Issue 1: Developing an engaged and productive workforce (Training and skills development)                 | 23             |
| <b>Aspect: Diversity and Equal Opportunity</b>                  |                                                                                                                                                                                                                                                |                                                                                                                                                         |                |
| 405-2                                                           | Ratio of basic salary and remuneration of men to women by employee category                                                                                                                                                                    | Not reported                                                                                                                                            | -              |
| <b>Aspect: Freedom of association and collective bargaining</b> |                                                                                                                                                                                                                                                |                                                                                                                                                         |                |
| 407-1                                                           | Operations and suppliers in which the right to exercise freedom of association and collective bargaining may be at risk                                                                                                                        | Sustainable Development Report:<br>• Material Issue 1: Developing an engaged and productive workforce (Labour relations)                                | 31             |

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| <b>OTHER SPECIFIC STANDARD DISCLOSURES (continued)</b>   |                                                                                                                                                                               |                                                                                                                                                                                                                                                   |                |
| <b>CATEGORY: SOCIAL (HUMAN RIGHTS)</b>                   |                                                                                                                                                                               |                                                                                                                                                                                                                                                   |                |
| <b>Aspect: Investment</b>                                |                                                                                                                                                                               |                                                                                                                                                                                                                                                   |                |
| 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                                                                                                                                                                                                                                      | -              |
| <b>Aspect: Child labour and forced/compulsory labour</b> |                                                                                                                                                                               |                                                                                                                                                                                                                                                   |                |
| 408-1<br>409-1                                           | Operations and suppliers at significant risk for incidents of child labour;<br>Operations and suppliers at significant risk for incidents of forced or compulsory labour      | Sustainable Development Report:<br>• Material Issue 3: Being an ethical and responsible corporate citizen (Respecting human rights)                                                                                                               | 49             |
| <b>Aspect: Security practices</b>                        |                                                                                                                                                                               |                                                                                                                                                                                                                                                   |                |
| 410-1                                                    | Security personnel trained in human rights policies or procedures                                                                                                             | Not applicable                                                                                                                                                                                                                                    | -              |
| <b>Aspect: Rights of indigenous people</b>               |                                                                                                                                                                               |                                                                                                                                                                                                                                                   |                |
| 411-1                                                    | Incidents of violations involving rights of indigenous people                                                                                                                 | Sustainable Development Report:<br>• Material Issue 3: Being an ethical and responsible corporate citizen (Respecting human rights)                                                                                                               | 49             |
| <b>Aspect: Human rights assessment</b>                   |                                                                                                                                                                               |                                                                                                                                                                                                                                                   |                |
| 412-1<br>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:<br>• Material Issue 3: Being an ethical and responsible corporate citizen (Respecting human rights)                                                                                                               | 49             |
| <b>Aspect: Customer privacy</b>                          |                                                                                                                                                                               |                                                                                                                                                                                                                                                   |                |
| 418-1                                                    | Substantiated complaints concerning breaches of customer privacy and losses of customer data                                                                                  | Annual Report:<br>• Corporate Governance Statement (Information and communications technology governance)<br><br>Sustainable Development Report:<br>• Material Issue 3: Being an ethical and responsible corporate citizen (Information security) | 106<br><br>47  |

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| <b>Aspect: Local communities</b>                       |                                                                                                                                                                                                                   |                                                                                                                                                                           |                |
| 413-2                                                  | Operations with significant potential or actual negative impact on local communities                                                                                                                              | Not applicable                                                                                                                                                            | -              |
| <b>Aspect: Anti-corruption</b>                         |                                                                                                                                                                                                                   |                                                                                                                                                                           |                |
| 205-1<br>205-2                                         | Operations assessed for risks related to corruption; Communication and training about anti-corruption policies                                                                                                    | Annual Report:<br>• Corporate Governance Statement: (Fraud and corruption)                                                                                                | 105            |
| <b>Aspect: Public policy</b>                           |                                                                                                                                                                                                                   |                                                                                                                                                                           |                |
| 415-1                                                  | Political contributions                                                                                                                                                                                           | Annual Report:<br>• Corporate Governance Statement: (Political donations)<br><br>Sustainable Development Report:<br>• Stakeholder Engagement (Government and authorities) | 109<br><br>13  |
| <b>Aspect: Supplier social assessment</b>              |                                                                                                                                                                                                                   |                                                                                                                                                                           |                |
| 414-1                                                  | Percentage of new suppliers screened using social criteria                                                                                                                                                        | Website:<br>• <a href="#">Modern Slavery and Human Trafficking Statement</a>                                                                                              | -              |
| 414-2                                                  | Negative social impacts in the supply chain and actions taken                                                                                                                                                     | Website:<br>• <a href="#">Modern Slavery and Human Trafficking Statement</a>                                                                                              | -              |
| <b>Aspect: Socio-economic compliance</b>               |                                                                                                                                                                                                                   |                                                                                                                                                                           |                |
| 419-1                                                  | Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area                                                                                      | Annual Report:<br>• Corporate Governance Statement: (Ethics and compliance)                                                                                               | 105            |
| <b>CATEGORY: SOCIAL (PRODUCT RESPONSIBILITY)</b>       |                                                                                                                                                                                                                   |                                                                                                                                                                           |                |
| <b>Aspect: Customer health and safety</b>              |                                                                                                                                                                                                                   |                                                                                                                                                                           |                |
| 416-1<br>416-2                                         | Assessment of the health and safety impacts of product and service categories                                                                                                                                     | Annual Report:<br>• Clinical Services Overview<br><br>Website:<br>• 2018 Clinical Services Report                                                                         | 34<br><br>-    |
|                                                        | Incidents of non-compliance concerning health and safety impacts of products and services                                                                                                                         | Sustainable Development Report:<br>• Material Issue 1: Developing an engaged and productive workforce (Employee health and safety)                                        | 27             |
| <b>Aspect: Marketing and labelling</b>                 |                                                                                                                                                                                                                   |                                                                                                                                                                           |                |
| 417-1<br>417-2<br>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                                                                                                                                                            | -              |