

GRI content index

The Netcare Environmental, Social and Governance Report 2021 has been prepared in accordance with the Global Reporting Initiative (GRI) Standards at a core application level.

Key:

IR: Integrated Report for the year ended 30 September 2021

ESG: Environmental, Social and Governance Report for the year ended 30 September 2021

SR: Shareholder Report for the year ended 30 September 2021

These reports and the King IV application register are available online.

Code	Description	Reference and explanatory notes
Organisational profile		
102-1	Name of the organisation	Netcare Limited
102-2	Activities, brands, products and services	IR: What we do: page 04 ESG: What we do: page 06
102-3	Location of headquarters	76 Maude Street (corner West Street), Sandton, 2196, South Africa
102-4	Location of operations	South Africa and Lesotho ¹
102-5	Ownership and legal form	Public company listed on JSE and A2X Markets
102-6	Markets served	South Africa and Lesotho IR: What we do: page 04 IR: Where we are: page 06 IR: Our context: page 40 ESG: What we do: page 06 ESG: Where we are: page 08
102-7	Scale of the organisation	IR: What we do: page 04 IR: Manufactured capital: page 156 IR: Natural capital: page 160 IR: Financial capital: page 170 ESG: What we do: page 06
102-8	Information on employees and other workers	Permanent employees are reported by occupational level, gender and race. There are no material seasonal variations in employee numbers, and reliance on self-employed workers or contractors is not considered material. ESG: Social report: page 62
102-9	Supply chain	IR: Social and relationship capital: pages 126, 132 and 133 ESG: Social report: page 92 ESG: Social report: page 110
102-10	Significant changes to the organisation and its supply chain	ESG: Social report: page 92 ESG: Social report: page 110

1. Operations in Lesotho ceased during the course of 2021.

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Code	Description	Reference and explanatory notes
Organisational profile continued		
102-11	Precautionary Principle or approach	<p>IR: Manufactured capital: page 156</p> <p>IR: Natural capital: page 160</p> <p>ESG: Our material impacts, risks and opportunities: page 22</p> <p>ESG: Environment report: page 36</p> <p>ESG: Governance report: page 103</p>
102-12	External initiatives	<p>ESG: Our environmental, social and governance report: page 02</p> <p>ESG: Social report: page 84</p> <p>ESG: Environment report: page 36</p> <p>ESG: Governance report: page 100</p>
102-13	Membership of associations	Hospital Association of South Africa. Global Green and Healthy Hospital Network
Strategy		
102-14	Statement from senior decision-maker	<p>IR: Board Chair's review: page 16</p> <p>IR: Chief Executive Officer's review: page 22</p> <p>ESG: Chief Executive Officer's letter: page 18</p>
102-15	Key impacts, risks, and opportunities	<p>IR: Board Chair's review: page 16</p> <p>IR: Chief Executive Officer's review: page 22</p> <p>IR: Our material matters: page 56</p> <p>IR: Our strategy: page 08</p> <p>IR: Our strategic objectives: page 72</p> <p>IR: Key strategic trade-offs: page 84</p> <p>IR: Our risks and opportunities: page 62</p> <p>IR: Financial capital: page 170</p> <p>ESG: Our environmental, social and governance report: page 02</p> <p>ESG: Our material impacts, risks and opportunities: page 22</p> <p>ESG: Our ESG rating performance: page 28</p> <p>ESG: Key performance indicators: page 30</p>
Ethics and integrity		
102-16	Values, principles, standards and norms of behaviour	<p>IR: Our purpose and promise: page 03</p> <p>ESG: Our purpose and promise: page 05</p> <p>SR: Ethics: page 23</p> <p>King IV application register</p>
102-17	Mechanisms for advice and concerns about ethics	<p>IR: Governance overview: page 30</p> <p>ESG: Governance report: page 108</p> <p>SR: Ethics: page 23</p>

Code	Description	Reference and explanatory notes
Governance		
102-18	Governance structure	IR: Governance overview: page 30 SR: Governance and delegation of authority framework: page 04 King IV application register
102-19	Delegating authority	IR: Governance overview: page 30 SR: Governance and delegation of authority framework: page 04 King IV application register
102-20	Executive-level responsibility for economic, environmental, and social topics	IR: Governance overview: page 30 ESG: Governance report: pages 102 and 103 SR: Responsibilities of the Board: page 10 SR: Operating committees: page 10
102-21	Consulting stakeholders on economic, environmental, and social topics	IR: Stakeholder expectations: page 50 ESG: Our stakeholders: page 16 SR: Stakeholder inclusion: page 25 King IV application register
102-22	Composition of the highest Governance body and its committees	IR: Governance overview: page 30 SR: Board of directors: page 06 SR: Responsibilities of the Board: page 10 King IV application register
102-23	Chair of the highest governance body	IR: Governance overview: page 30 SR: Board of directors: page 06
102-24	Nominating and selecting the highest governance body	SR: Board composition: page 08 King IV application register
102-25	Conflicts of interest	SR: Board composition: page 08
102-26	Role of highest governance body in setting purpose, values, and strategy	IR: Governance overview: page 30 SR: Governance and delegation of authority framework: page 04 SR: Responsibilities of the Board: page 10 King IV application register
102-27	Collective knowledge of highest governance body	IR: Governance overview: page 30 SR: Board composition: page 08
102-28	Evaluating the highest governance body's performance	SR: Board composition: page 08 King IV application register
102-29	Identifying and managing economic, environmental, and social impacts	IR: Governance overview: page 30 IR: Our material matters: page 56 IR: Social and relationship capital: page 112 IR: Manufactured capital: page 156 IR: Natural capital: page 160 ESG: Our environmental, social and governance report: page 02 ESG: Our material impacts, risks and opportunities: page 22 ESG: Governance report: page 100

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Code	Description	Reference and explanatory notes
Governance continued		
102-30	Effectiveness of risk management processes	<p>IR: Our risks and opportunities: page 62</p> <p>SR: Accountability and control: page 28</p> <p>SR: Combined assurance: page 30</p> <p>King IV application register</p>
102-31	Review of economic, environmental, and social topics	<p>IR: Our material matters: page 56</p> <p>IR: Social and relationship capital: page 112</p> <p>IR: Manufactured capital: page 156</p> <p>IR: Natural capital: page 160</p> <p>IR: Financial capital: page 170</p> <p>ESG: Our environmental, social and governance report: page 02</p> <p>ESG: Our material impacts, risks and opportunities: page 22</p>
102-32	Highest governance body's role in sustainability reporting	<p>IR: Our report</p> <p>ESG: Our environmental, social and governance report: page 02</p>
102-33	Communicating critical concerns	<p>Material matters and progress towards achievement of the Group's strategy are monitored at executive level and championed by the Director of Strategy, who makes recommendations to the Board in terms of critical concerns. Critical concerns are managed in Board meetings and are reported to the Board through subcommittee minutes. If required, special Board meetings are held.</p>
102-34	Nature and total number of critical concerns	<p>IR: Our material matters: page 56</p> <p>ESG: Our environmental, social and governance report: page 02</p>
102-35	Remuneration policies	<p>IR: Remuneration overview: page 100</p> <p>SR: Remuneration report: page 34</p>
102-36	Process for determining remuneration	<p>IR: Remuneration overview: page 100</p> <p>SR: Remuneration report: page 34</p>
102-37	Stakeholders' involvement in remuneration	<p>IR: Remuneration overview: page 100</p> <p>SR: Remuneration report: page 34</p> <p>King IV application register</p>

Code	Description	Reference and explanatory notes
Stakeholder engagement		
102-40	List of stakeholder groups	IR: Stakeholder expectations: page 50 ESG: Our stakeholders: page 16
102-41	Collective bargaining agreements	IR: Our people: page 138 ESG: Social report: pages 64 and 70
102-42	Identifying and selecting stakeholders	IR: Stakeholder expectations: page 50 ESG: Our stakeholders: page 16 King IV application register
102-43	Approach to stakeholder engagement	Stakeholder engagement is undertaken on an ongoing basis and not specifically as part of the report preparation process. IR: Stakeholder expectations: page 50 ESG: Our stakeholders: page 16 ESG: Social report: pages 68 and 70 SR: Stakeholder inclusion: page 25 King IV application register
102-44	Key topics and concerns raised	IR: Our material matters: page 56 ESG: Our environmental, social and governance report: page 02
Reporting practice		
102-45	Entities included in the consolidated financial statements	Full annual financial statements
102-46	Defining report content and topic boundaries	IR: Our report ESG: Our environmental, social and governance report: page 02 ESG: Environment report: page 36 ESG: Social report: page 60 ESG: Governance report: page 100
102-47	List of material topics	IR: Our material matters: page 56 ESG: Our environmental, social and governance report: page 02 ESG: Our material impacts, risks and opportunities: page 22
102-48	Restatements of information	Restatements for non-financial information are clearly denoted in the footnotes to the tables.
102-49	Changes in reporting	IR: Our report
102-50	Reporting period	IR: Front cover ESG: Front cover

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Code	Description	Reference and explanatory notes
Reporting practice <small>continued</small>		
102-51	Date of most recent report	30 September 2021 (financial year end)
102-52	Reporting cycle	Annual
102-53	Contact point for questions regarding the report	ir@netcare.co.za
102-54	Claims of reporting in accordance with the GRI standards	GRI Standards: Core option ESG: Our environmental, social and governance report: page 02
102-55	GRI content index	This document.
102-56	External assurance	IR: Our report ESG: Our environmental, social and governance report: page 02
Economic performance		
201-1	Direct economic value generated and distributed	IR: Value outcomes: page 88
201-2	Financial implications and other risks and opportunities due to climate change	IR: Our risks and opportunities: page 62 ESG: Our material impacts, risks and opportunities: page 22
201-3	Defined benefit plan obligations and other retirement plans	Full annual financial statements
201-4	Financial assistance received from governance	IR: Our people: page 138 ESG: Social report: page 80
Market presence		
202-2	Proportion of senior management hired from the local community	ESG: Social report: page 71
Indirect economic impacts		
203-2	Significant indirect economic impacts	IR: Value outcomes: page 88
Procurement practices		
204-1	Proportion of spending on local suppliers	IR: Suppliers: page 126 ESG: Social report: page 92

Code	Description	Reference and explanatory notes
Anti-corruption		
205-1	Operations assessed for risks related to corruption	Corruption risk is assessed across the Group and no significant risks relating to corruption have been identified other than minor exposure to bribes, kickbacks and gratuities. ESG: Governance report: page 108
205-2	Communication and training about anti-corruption policies and procedures	ESG: Governance report: page 108
205-3	Confirmed incidents of corruption and actions taken	ESG: Governance report: page 108 SR: Ethics: page 23
Anti-competitive behaviour		
206-1	Legal actions for anti-competitive behaviour, antitrust, and monopoly practices	There were no pending actions for anti-competitive behaviour, anti-trust, and monopoly practices for FY2021.
Materials		
301-1	Materials used by weight or volume	No materials are used in the provision of our services.
Energy		
302-1	Energy consumption within the organisation	IR: Value outcomes: page 88 IR: Natural capital: page 160 ESG: Environment report: page 48
302-3	Energy intensity	IR: Value outcomes: page 88 IR: Natural capital: page 160 ESG: Environment report: page 48
302-4	Reduction of energy consumption	IR: Value outcomes: page 88 IR: Natural capital: page 160 ESG: Environment report: page 48
Water		
303-1	Water withdrawal by source	IR: Natural capital: page 160 ESG: Environment report: page 57
303-2	Water sources significantly affected by withdrawal of water	IR: Natural capital: page 160 ESG: Environment report: page 57
303-3	Water recycled and reused	IR: Natural capital: page 160 ESG: Environment report: page 57

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Code	Description	Reference and explanatory notes
Biodiversity		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	No operational sites owned, leased or managed are located in, or adjacent to, protected areas or areas of high biodiversity value outside protected areas.
304-2	Significant impacts of activities, products, and services on biodiversity	Our operations have no significant impacts on biodiversity.
Emissions		
305-1	Direct (Scope 1) GHG emissions 2020	IR: Natural capital: page 160 ESG: Environment report: page 44
305-2	Energy indirect (Scope 2) GHG emissions	IR: Natural capital: page 160 ESG: Environment report: page 44
305-3	Other indirect (Scope 3) GHG emissions	IR: Natural capital: page 160 ESG: Environment report: page 44
305-4	GHG emissions intensity	IR: Natural capital: page 160 ESG: Environment report: page 44
305-5	Reduction of GHG emissions	IR: Natural capital: page 160 ESG: Environment report: page 44
Effluents and waste		
306-1	Water discharge by quality and destination	IR: Natural capital: page 160 ESG: Environment report: page 51 ESG: Environment report: page 57
306-2	Waste by type and disposal method	IR: Natural capital: page 160 ESG: Environment report: page 51
306-3	Significant spills	IR: Natural capital: page 160 ESG: Environment report: page 51
Environmental compliance		
307-1	Non-compliance with environmental laws and regulations	ESG: Governance report: page 103

Code	Description	Reference and explanatory notes
Supplier environmental assessment		
308-1	New suppliers that were screened using environmental criteria	ESG: Governance report: pages 103 and 106
308-2	Negative environmental impacts in the supply chain and actions taken	ESG: Governance report: page 103
Employment		
401-1	New employee hires and employee turnover	IR: Our people: page 138 ESG: Social report: page 70
401-2	Benefits provided to full-time employees that are not provided to temporary or part-time employees	ESG: Social report: page 80
401-3	Parental leave	ESG: Social report: page 80
Labour/management relations		
402-1	Minimum notice periods regarding operational changes	ESG: Social report: page 70
Occupational health and safety		
403-1	Workers' representation in formal joint management-worker health and safety committees	ESG: Social report: pages 64 and 70
403-3	Workers with high incidence or high risk of diseases related to their occupation	ESG: Social report: page 64
403-4	Health and safety topics covered in formal agreements with trade unions	ESG: Social report: pages 64 and 70
Training and education		
404-2	Programmes for upgrading employee skills and transition assistance programmes	IR: Our people: page 138 ESG: Social report: pages 72 and 90
404-3	Percentage of employees receiving regular performance and career development reviews	ESG: Additional data: page 118

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Code	Description	Reference and explanatory notes
Diversity and equal opportunity		
405-1	Diversity of governance bodies and employees	IR: Our leadership: page 14 ESG: Social report: pages 72, 84 and 90 SR: Board composition: page 08
405-2	Ratio of basic salary and remuneration of women to men	SR: Remuneration report: page 48
Non-discrimination		
406-1	Incidents of discrimination and corrective actions taken	IR: Our people: page 138 ESG: Social report: page 76
Freedom of association and collective bargaining		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	ESG: Governance report: pages 106 and 108
Child labour		
408-1	Operations and suppliers at significant risk for incidents of child labour	ESG: Governance report: pages 106 and 108
Forced or compulsory labour		
409-1	Operations and suppliers at significant risk for incidents of forced or compulsory labour	ESG: Governance report: pages 106 and 108
Rights of indigenous peoples		
411-1	Incidents of violations involving rights of indigenous peoples	We do not currently distinguish between discrimination and violations of rights of indigenous peoples.
Human rights assessment		
412-2	Employee training on human rights policies or procedures	ESG: Governance report: page 108

Code	Description	Reference and explanatory notes
Local communities		
413-1	Operations with local community engagement, impact assessments, and development programmes	IR: Society: page 128 ESG: Social report: page 96
Supplier social assessment		
414-2	Negative impacts in the supply chain and actions taken	ESG: Governance report: page 106
Public policy		
415-1	Political contributions	ESG: Governance report: page 108
Customer health and safety		
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	ESG: Governance report: page 108
Marketing and labelling		
417-3	Incidents of non-compliance concerning marketing communications	ESG: Governance report: page 108
Customer privacy		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	ESG: Governance report: page 112
Socioeconomic compliance		
419-1	Non-compliance with laws and regulations in the social and economic area	There were no significant fines or non-monetary sanctions for non-compliance with laws and regulations recorded in FY2021. ESG: Governance report: page 103