



Environmental sustainability

In 2013, Netcare received a R500 million loan from Nedbank Corporate Bank in association with the French Development Agency, and we set ourselves a goal to reduce our energy intensity by 30% in 10 years.

Our environmental sustainability programme focuses on ensuring a sustainable supply of energy and water, efficiently managing the use and cost of utilities, and recycling and controlling waste. We have strategic partnerships with Energy Management SA and Energy Partners, and provide our employees with training and awareness on utility conservation.

Risk management

In the event of a large scale electricity or water disruption, our major incident plan defines the managerial and administrative actions and processes to be taken at all Netcare facilities to ensure a rapid, co-ordinated and appropriate response and the minimal possible disruption to essential care services. The Netcare Emergency Water Conservation Mode reduces a facility's water consumption during a disruption, doubling the period of available back-up water supply.

During the year, our fleet of approximately 200 generators together with our self-generation capacity, sufficiently mitigated the planned and unplanned electricity outages experienced across SA, ensuring continuity of patient care. All acute and day hospitals have uninterrupted power supply and generators supplying critical areas. Eight hospitals have dual redundancy, enabling continued operation and admission of new patients despite electricity outages. A total of 24 hospitals (representing 55% of our hospital beds) and 13 day hospitals have complete island load capacity, meaning we can supply the entire facility and run independently of the grid.

We are in constant contact with Eskom's National Control Centre and receive advance notice of any concerns as they develop. We also operate over 70 satellite phones to facilitate communication when other channels are unavailable.