

## STRATEGIC OBJECTIVES

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### CREATING SHAREHOLDER VALUE

- We will continue to optimise operations by growing the business of our existing hospitals and extracting efficiencies in key business processes.
- We will continue to invest in incremental growth opportunities based on sound investment principles and to demonstrate efficiency and diligence in the planning and execution of such opportunities.

### DEVELOPING AN INTERNATIONAL HOSPITAL GROUP

- We will continue to develop core competencies across the various platforms to ensure that international healthcare best practice is followed.
- We will continue to develop in-house capabilities that drive cost savings and synergies across existing and future platforms.
- We will continuously investigate further growth opportunities.

### MANAGING RISK AND REGULATORY CHANGE PROACTIVELY

- We will continue to meticulously manage our risks supported by our enterprise-wide risk management processes.
- We will continue to focus on proactive health policy research and active engagement to influence regulatory and legislative bodies when needed.

### INTEGRATED HEALTHCARE PROVIDER

- We will continue to strive towards a better coordinated healthcare system with the aim to ensure consistently better clinical outcomes and the better utilisation of resources.
- We will continue to focus on improving our partnership relationship with our doctor community with a vision to ensure an aligned delivery process in the best interest of our patients.

### BUILDING A CULTURE THAT PROVIDES GROWTH AND DEVELOPMENT OPPORTUNITIES FOR STAFF AND ENCOURAGES TEAM WORK

- We will continue to maintain a corporate culture that provides a good working environment, training opportunities and skills development that assist to attract and retain a talented workforce.
- We will continue to aim to be the employer of choice, recognising that market competition for talent is increasing.

### CONTINUOUSLY IMPROVING QUALITY CARE

- We will continue to strive to be trusted and respected by patients, doctors, nurses and funders.
- We will continue to focus on firmly embedding our clinical quality processes that ensure patient safety.
- We will continue to improve our clinical outcome statistics and to incrementally reduce adverse events.
- We will continue to meet the independent accreditation standards of our hospitals.
- We will continue with initiatives to improve our independently monitored patient satisfaction levels.

### LEADING AS A RESPONSIBLE CORPORATE CITIZEN

- We will continue to manage our business in a sustainable manner, upholding the highest ethical and professional standards, with continuous engagement with our stakeholders.
  - We maintain focused on managing our social and environmental impacts, in particular with regard to the quality and safety of our patients; addressing the nursing and general skills shortage; BBBEE of our South African operations; our corporate social investment and community involvement; and the effective management of our environmental impact.
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