

PURSHALTH⁺

LONGEVITY OF THE PLANET

SUSTAINABILITY
REPORT
2023

Our inaugural Sustainability Report marks a significant step in our journey towards a thriving planet and empowered communities.

We believe that the Longevity of the People is not possible without the Longevity of the Planet and at PureHealth, we are resolute towards making a positive impact on the communities we serve.

This report communicates our sustainability performance, management practices and philosophy to our stakeholders.

Know More about our [Sustainability Journey](#).



APPROACH TO REPORTING

Scope and Boundary

This report outlines PureHealth’s sustainability performance for the year 2023. It covers our environmental and social impacts across our entire operations in the UAE, including hospitals, clinics, pharmacies, diagnostic labs, warehousing and administrative offices. The report also considers the broader social and environmental impacts of our supply chain and key partnerships. The list of assets covered in the report is provided in the Annexure.

Reporting Period

The performance data provided in the report covers the reporting period 1 January to 31 December 2023 unless otherwise stated. Ongoing initiatives and activities commenced in earlier years are included as are activities and achievements completed in earlier years. However, in the main the report covers the most important initiatives and activities of 2023.

Data Collection Approach

We have employed a comprehensive data collection approach to ensure the accuracy and reliability of the information presented in this report. This includes:

- Internal data collection systems for environmental and social metrics including but not limited to energy consumption, waste generation, water usage, employee demographics and employee engagement.
- External data sources for industry benchmarks and contextual information.

Reporting Principles and Framework

Transparency and accountability are cornerstones of our commitment to sustainability. We believe in the importance of clear and comparable reporting metrics to track progress and benchmark ourselves against industry leaders.

This Sustainability Report has been prepared in alignment with the Abu Dhabi Securities Exchange (ADX) ESG Disclosure Guidelines. In addition, our Report is in line with the recommendations of international reporting standards and frameworks such as the United Nations Sustainable Development Goals (SDGs), International Sustainability Standards Board (ISSB), Sustainability Accounting Standards Board (SASB), United Nations Guiding Principles on Business and Human Rights and the Taskforce on Climate-Related Financial Disclosures (TCFD). For more information on the TCFD assessment conducted, please refer to [Page 38](#) of the Report.

PureHealth has reported the information cited in the Global Reporting Initiative (GRI) content index for the reporting period 1 January to December 2023 with reference to the GRI Standards.



Feedback

Our approach to managing and reporting our sustainability performance continues to evolve. Your feedback, inquiries and suggestions are welcome, as they will help enhance our sustainability reporting in the future. For more information or queries, visit our [Corporate website](#).

Contact

Sustainability and Social Impact Team:

Nadir Nayyar Hashmi

Group Senior Manager - Sustainability and Social Impact

Email - sustainability@purehealth.com

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MANAGING DIRECTOR'S MESSAGE

Dear Stakeholders,

Imagine a world where vibrant communities thrive alongside a flourishing planet. At PureHealth, we believe this vision is not a distant dream, but a symphony waiting to be played. In an era where technology and healthcare harmonise in a magnificent convergence, we stand at a pivotal moment. It is a moment where unlocking time for humankind intertwines with the promise of a healthier, more sustainable world.

The health of our planet is inextricably linked to the health of our communities. We believe the Longevity of People is not possible without Longevity of the Planet. Just as a diverse ecosystem thrives on interconnectedness, so too does a robust healthcare

system rely on empowered individuals and strong social structures. At PureHealth, we are committed to enabling innovation that benefits not only individuals, but also strengthens communities for generations to come.

We have this extraordinary opportunity to leave the world a better place for our future generations. Abundance is not about providing a life of luxury to everyone—rather it is about providing all with a life of possibility. Cloud-based delivery, powered by cutting-edge technology, can bridge the gap, creating a future where personalised care is accessible to everyone, regardless of location. Imagine a world where geographical boundaries no longer dictate access to life-saving treatments, empowering communities to flourish regardless of socio-economic backgrounds.

By focusing on preventative care and empowering individuals with digital health tools, we can help people live longer, healthier lives, reducing the overall burden on healthcare systems and the environment. Imagine a world where proactive health management, powered by AI and accessible through a cloud-based ecosystem, becomes the norm, fostering a more active and engaged community.

And while the inconvenient truth is that the planet is in serious trouble, we have the means and the will to change that. What we do makes a difference, and we have to keep on trying. PureHealth is committed to playing its part. We aspire to be Net Zero by 2040, reducing our emissions by half within this decade and

transitioning to 100% renewable energy by 2027.

PureHealth is the first Middle Eastern healthcare company to join the UN's Race to Zero initiative and stands shoulder-to-shoulder with a global network of like-minded organisations. Together, we champion collective action, ensuring our solutions are impactful and globally aligned.

By prioritising sustainability, not just within our own operations, but also within the communities we serve, we contribute to the Longevity of the People and the Planet. The future is not something we wait for, it is something we build together.

This Report is just one chapter in our ongoing story. We invite you to explore the details of our initiatives within each of these transformative themes. More importantly, we invite you to join us on this exciting journey.

Together, let's build a future where cutting-edge healthcare and a thriving planet co-exist for generations to come. Let's create a world where healthcare fosters vibrant communities, empowers individuals, and ensures a sustainable future for all.



Farhan Malik
 Founder & Managing Director,
 PureHealth

Farhan Malik

Founder & Managing Director, PureHealth



CHIEF EXECUTIVE OFFICER'S MESSAGE



Shaista Asif
Group Chief Executive Officer,
PureHealth

Dear Stakeholders,

As we present our inaugural Sustainability Report, I am driven by a profound sense of responsibility and optimism. At PureHealth we recognise that our mission extends beyond delivering exceptional healthcare, it encompasses a commitment to nurturing our planet and supporting the well-being of communities around the world.

Our Sustainability Report also marks a significant milestone – our pledge to achieve Net Zero emissions by 2040, in alignment with Science Based Targets Initiative (SBTi). This ambitious goal is a promise to future generations and reflects our dedication to reducing our environmental footprint and leading by example in the healthcare sector. We are proud to be the first healthcare organisation in the Middle East to join United Nation's Race to Zero Initiative and recognise our role in championing Climate Action within healthcare sector.

In this Report, we share our strategic approach and our progress towards the decarbonisation pathways and broader Sustainability and Social Impact. From optimising energy efficiency in our facilities to minimising waste and embracing sustainable practices throughout our supply chain, we are making tangible impact. We are also investing in innovative technological solutions that enhance both healthcare delivery and environmental responsibility.

To navigate this path, we are forging powerful alliances, collaborating with governments, community organisations and industry leaders to drive collective action. We are co-creating innovative solutions that leverage cutting-edge technologies, prioritising both exceptional healthcare delivery and environmental responsibility, to create lasting positive impacts on the communities we serve.

I want to extend my gratitude to our PureHealth family, partners, and stakeholders whose support and dedication make this journey possible. As we look to the future, we remain steadfast in our commitment to driving innovation, expanding access to care, to democratise healthcare delivery, and operating responsibly. We are committed to driving continuous improvement in healthcare outcomes.

Together, we can build a sustainable future and continue to make a meaningful difference in the world.

Thank you for your continued support and partnership.

Shaista Asif
Group Chief Executive Officer, PureHealth



SUSTAINABILITY SNAPSHOT 2023

 <p>Environment</p>	Care for Planet			
	<p>PureHealth Decarbonisation Strategy Rolled out</p>	<p>Committed to Net Zero target as per Science Based Targets Initiative (SBTi)</p>	<p>>13% Reduction in Total GHG Emissions</p>	
 <p>Social</p>	Fostering Talent and Culture			
	<p>63% Gender Diversity in the workforce</p>	<p>80+ Nationalities in the workforce</p>	<p>24% Emiratis in the workforce</p>	<p>Great Place to Work certified</p>
	Empowering Communities			
	<p>495 Community Development Initiatives</p>	<p>AED 35 million Invested on Community Development</p>	<p>179,647 beneficiaries of our Community Development Initiatives</p>	<p>1.1 Million impressions for mass awareness programs</p>
	Delivering Clinical Excellence			
	<p>3,000+ Patient beds in UAE</p>	<p>17 Hospitals JCI accredited</p>	<p>46 Clinics JCI accredited</p>	<p>280,648 Teleconsultations</p>
 <p>Governance</p>	Trust and Credibility			
	<p>Nil Reported instances of Material Data Breaches, Corruption, and Penalties</p>	<p>60% Independent Board Members</p>	<p>4 Hospitals Received Exceptional rating in Muashir Index</p>	<p>79.10 ICV Score Highest score achieved by SEHA in the Healthcare sector</p>



IN THE SPOTLIGHT – LONGEVITY STORIES

We have an extraordinary opportunity to leave the world a better place for our children.

Our “Longevity Stories” highlight innovative practices that promote environmental sustainability alongside promoting community wellbeing.

Discover how we are empowering individuals to live healthier, more fulfilling lives, while fostering a future where both people and planet can thrive.

Transforming Lives, Extending Lifetimes – **LONGEVITY 2.0**

Read more at: [Page 60](#)

Revolutionising Healthcare Volunteerism – **PUREHEROES PLATFORM**

Read more at: [Page 66](#)

PURA SUPER APP – Your Personalised AI Healthcare Companion

Read more at: [Page 49](#)

Walking the Talk – **PUREHEALTH NET ZERO STRATEGY**

Read more at: [Page 87](#)

Pioneering Climate Action in Health Care – **PARTNERING WITH GGHH AND UN’S RACE TO ZERO INITIATIVE**

Read more at: [Page 99](#)

Driving Change, Fuelling Good Practices – **GREEN MOBILITY PROJECT**

Read more at: [Page 93](#)

PRIORITISING WOMEN AND CHILDREN’S HEALTH – Medical City in Abu Dhabi

Read more at: [Page 55](#)

Building a Resilient Healthcare Infrastructure – **PARTNERSHIP WITH UAE CYBERSECURITY COUNCIL**

Read more at: [Page 115](#)

Fostering Talent and Culture – **GREAT PLACE TO WORK CERTIFICATION**

Read more at: [Page 78](#)



Welcome to PureHealth's first Sustainability Report. We are proud to share our vision for a thriving planet and empowered communities.

This report outlines our commitments, strategies and initiatives that champion environmental stewardship, community wellbeing, and strong governance.

Dive into the table of contents and discover how we are enabling Longevity of the People and the Planet.

PRINT REPORT

Click here to download an optimised, easily printable version of this report.



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Pure Health Holding PJSC

Pure Health Holding PJSC is the largest vertically integrated healthcare network in the United Arab Emirates. With a cross-category ecosystem that covers hospitals,

clinics, diagnostics, insurance, pharmacies, health-tech, and more, we are on the ground as well as in the virtual space to advance the science of longevity.

Our Vision

To unlock time for humankind.



Our Mission

To advance the science of longevity so that people live longer, healthier, happier and fuller lives.

Our Core Values



PURITY

We believe in Purity.
We think, feel and act with honesty, integrity and transparency.



UNITY

We believe in Unity.
Our people, products and services deliver universal benefits.



RESILIENCE

We believe in Resilience.
Our agility and flexibility keep us focused on our goals.



ENERGY

We believe in Energy.
We blaze new trails with a passion for innovation and enterprise.



HUMAN

We are Human.
We are conductors of compassion



EVOLUTIONARY

We are Evolutionary.
We stretch boundaries, imaginations, and lifespans.



AHEAD

We are Ahead.
We are well-versed on the ground and metaversed in the cloud.



LIMITLESS

We are Limitless.
Nothing stops us in our quest for longevity.



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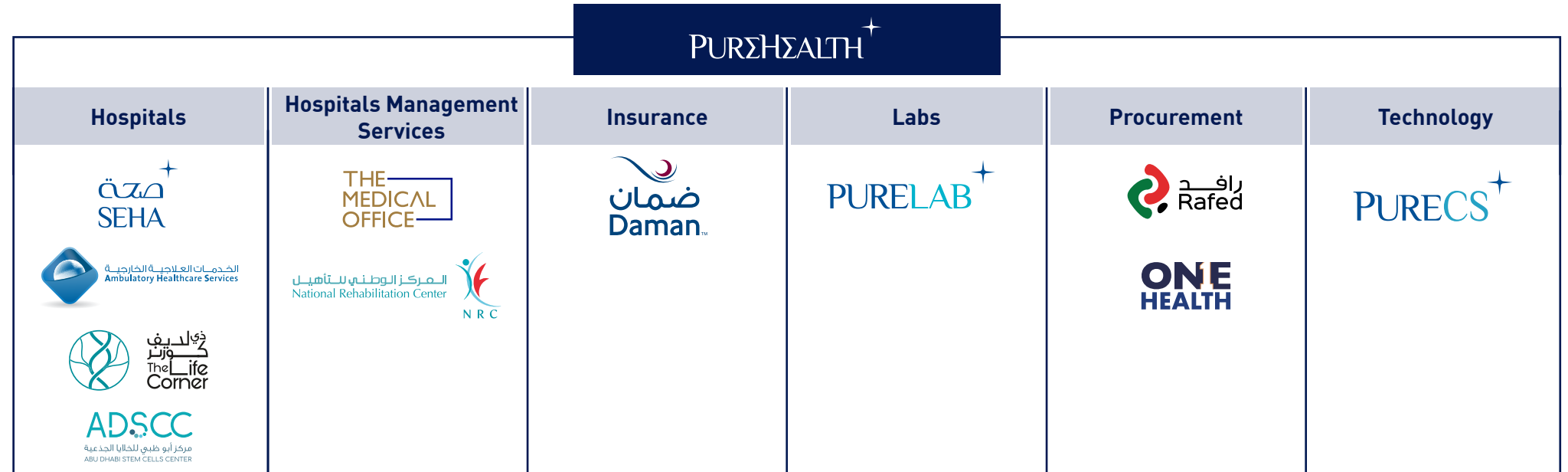
ASSET OVERVIEW

A Strong Network of Hospitals and Clinics

PureHealth operates within six distinct business segments, collectively forming the PureHealth Healthcare Ecosystem. Our global expansion strategy is centred on acquiring 'best-in-class' healthcare assets to enhance our

global footprint. Leveraging our strong portfolio of assets, we are on the ground and in the cloud to advance the science of longevity. Our healthcare ecosystem makes us poised to lead from the edge of tomorrow, pioneering

in ground-breaking innovations, enabling us to deliver exceptional levels of care from the United Arab Emirates to the world.



PUREHEALTH PRESENCE THROUGHOUT THE HEALTHCARE VALUE CHAIN

<p>#1 SEHA: Healthcare services platform in UAE by number of beds & revenue</p> <p>#1 AHS: UAE largest network of community health centres</p>	<p>Leading healthcare provider in the Northern Emirates</p>	<p>#1 Health Insurer in the UAE by market share</p>	<p>#1 Lab network in UAE by number of laboratories</p>	<p>#1 The UAE's leading providers of biomedical support services</p>	<p>#1 HealthTech player systems Technology in the UAE offering end-to-end IT services, cloud services and AI services</p>
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ABU DHABI HEALTH SERVICES (SEHA)

Abu Dhabi Health Services Company (SEHA) is the largest healthcare network in the UAE, providing access to healthcare services for millions of people through its robust network of 14 hospitals. The SEHA community consists of over 13,000 employees who help advance the vision of a strong healthcare system in Abu Dhabi by delivering patient-centric care across the country. SEHA has been ranked as the highest certified healthcare company in the national In-Country Value (ICV) program. SEHA operates across three primary segments: patient healthcare services, funded mandate programs (such as Activity Based Mandates or ABM, and Non-Activity Based Mandates or NABM), and ancillary services. SEHA plays a crucial role in extensive healthcare sector reform initiatives within the region and extends its operations to Al Ain and Al Dhafra.



14 JCI Accredited Hospitals	
Corniche Hospital Awarded Emerald Muashir Award at COP28	
4 of our hospitals rated 'Exceptional' by Muashir for 2021	

13,134 Total Employees	68% Gender Diversity
29% Emiratization Ratio	2,000+ Beds
79.10 ICV Score	34K Surgeries



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AMBULATORY HEALTHCARE SERVICES (AHS)

Ambulatory Healthcare Services (AHS), within SEHA, is responsible for delivering community-based healthcare services through individualised healthcare centres. AHS provides access to high-quality curative, specialised, and preventive services through its extensive network of over 50 clinics across Abu Dhabi and Al Ain. As a school healthcare provider, AHS serves over 250 schools. Key services offered by AHS include family medicine, specialty care, screening, and diagnostics, enabling the delivery of comprehensive, high-quality, community-based healthcare tailored to local needs.



46
Accredited Hospitals

Joint Commission International

Gold Star under AI/ML Category by AHF

إتحاد المستشفيات العربية
ARAB HOSPITALS FEDERATION

2,952 Total Employees	74% Gender Diversity
33% Emiratization Ratio	AED 5M+ CSR Spend
124,882 Teleconsultations	77K Home Visits



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THE MEDICAL OFFICE (TMO)

The Medical Office (TMO), oversees the governance and overall management of a network of specialist and general hospitals, including H.H. The President Initiatives, Sheikh Khalifa Hospitals in the Northern Emirates. It currently manages 8 key hospitals and 13 centres of excellence in the Northern Emirates. The Medical Office collaborates with leading healthcare entities worldwide to elevate patient care standards and operational efficiency. TMO plays a vital role in optimising healthcare system design and operations, providing world-class healthcare services to UAE residents as part of key government initiatives



3 Accredited Hospitals

SKMCA Neonatal Unit Ranks
8th Worldwide in 2023

2,513 Total Employees	61% Gender Diversity
17% Emiratization Ratio	10+ Accreditations
210K+ Emergency Visits	470 Beds



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DAMAN

Daman is the largest health insurance provider in the UAE, offering comprehensive healthcare insurance services to more than 3 million people. Daman delivers premium customer service through a 24/7 customer call centre and an active medical services authorisation team that directly interacts with its network of over 3,000 medical facilities. The company drives innovation in the health insurance sector by leveraging state-of-the-art technology and the expertise of its skilled workforce.



Khaled Ateeq Al Dhaheri
CEO, Daman

GLOBAL BRANDS

Best Insurer for CSR Initiative

ISO 27001:2013
Information Security Management System

ISO 9001:2015
Quality Management System

ISO 20000-1:2018
Information Management System

ISO 41001:2018
Facility Management System

ISO 22301:2019
Business Continuity Management System

1,103 Total Employees	54% Gender Diversity
32% Emiratisation Ratio	AED 3.6M CSR Spend
92% Claims Automated	3M+ Members Enrolled

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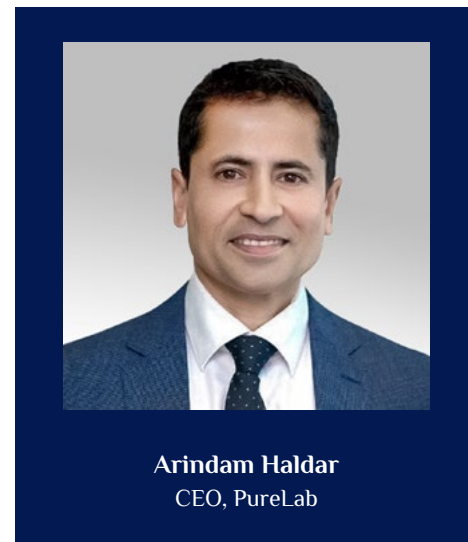
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PURELAB

PureLab, the diagnostic arm of Pure Health Group, operates and manages over 145 ISO-accredited laboratories, conducting more than 25 million tests annually. The entity ensures comprehensive healthcare diagnostics in the region by providing high-quality laboratory tests and clinical support. PureLab caters to both public and private healthcare providers with one of the largest in-lab test offerings. It is at the forefront of conducting public screening programs and managing population health. Additionally, PureLab provides residency and visa screening laboratory services in collaboration with accredited visa screening centres across the country.



ISO ISO 15189:2012
Medical Laboratories

35 Accredited Hospital Labs	36 Accredited Labs	10 Accredited Labs	3 Accredited Labs	1 Accredited Labs

1,276 Total Employees	58% Gender Diversity
10% Emiratization Ratio	80+ CSR Projects
26.5M+ Test Volumes	145+ Labs



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RAFED

Rafed is the Group Purchasing Organisation (GPO) managing healthcare procurement for the Pure Health Group. The entity aims to ensure the availability and quality of healthcare goods and services for Abu Dhabi's healthcare sector while reducing operating costs for healthcare providers. Rafed offers services such as supplier sourcing, contract management, procurement ordering, warehousing, and distribution to both internal Group companies and external healthcare providers. Its deep and strategic relationships with customers serve as a significant competitive advantage.



Mohammad Mustafa Saeed
CEO, Rafed

CIPS Award for Sustainable Procurement Project of the Year 2023

CIPS Award for Public Procurement Project of the Year 2023

Abu Dhabi Statistics Centre – Golden Partner 2022

25%

Emiratisation Ratio

339

Total Employees

56% YOY Increase

Pharma Procurement

29%

Gender Diversity

5+

Awards & Accolades

99.4%

Customer Service Level



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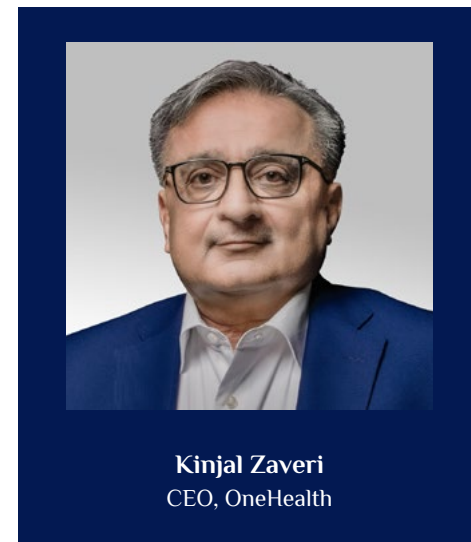
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ONEHEALTH

OneHealth is the UAE’s leading medical and diagnostic devices distributor and the authorised distributor for some of the top brands in the sector. The company caters to a broad network of healthcare providers, offering services in in-vitro diagnostics, life sciences, medical devices, services and applications, and turnkey solutions. OneHealth boasts key partnerships with industry leaders in fields such as critical care, patient care, radiology, oncology, laboratory diagnostics, renal care, surgical equipment, consumables, and clinical and healthcare IT solutions. The company is supported by strong supply chain management, with centrally positioned warehouses in Dubai providing a strategic geographical advantage.



ISO 45001:2018

Occupational Health and Safety Management System

ISO 9001:2015

Quality Management System

ISO 14001:2015

Environmental Management System

Best Performance Award – Mindray China

Distributor Top Performance Award – Immucor Germany

Regional Sales Achievement Award – Illumina USA

8,800+

Deliveries Executed

327

Total Employees

3%

Emiratization Ratio

30%

Gender Diversity

96%

Customer Retention

99.1%

Inventory Accuracy



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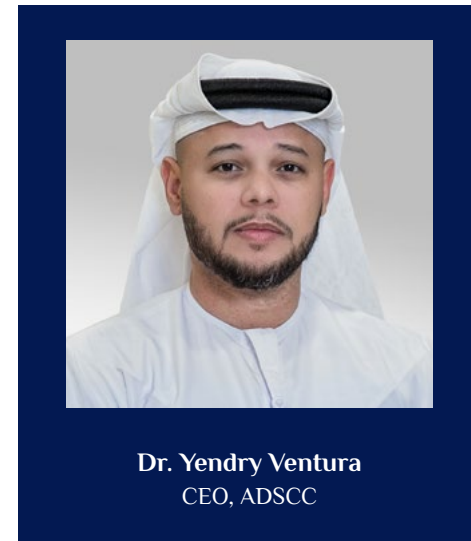
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ABU DHABI STEM CELL CENTER (ADSCC)

Abu Dhabi Stem Cell Center (ADSCC) is a specialised healthcare centre advancing the science of longevity through cutting-edge stem cell research in the region. It focuses on cell therapy and regenerative medicine research via its dedicated research centre while also providing advanced outpatient treatment to a vast number of patients globally. ADSCC boasts state-of-the-art technologies and medical devices, complemented by an esteemed team of internationally recognised doctors and researchers.



Dr. Yendry Ventura
CEO, ADSCC

ADSCC introduced region's first autologous hematopoietic stem cell transplantation (AH SCT) for multiple sclerosis patients.

Application of Extracorporeal photopheresis (ECP) treatment modality for patients with chronic Graft Vs Host Disease GVHD.

610 Total Employees	55% Gender Diversity
4% Emiratization Ratio	AED 15M CSR Spend
19,000+ COVID-19 Cell Treatment	15+ BMT Procedures

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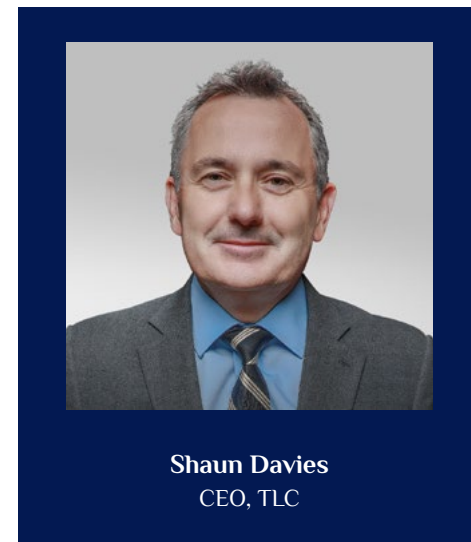
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THE LIFE CORNER (TLC)

The Life Corner (TLC) is a chain of on-site pharmacies offering customers a holistic pharmacy experience with easy accessibility to required medicines. Currently, TLC operates a network of approximately 60 pharmacies within SEHA facilities, generating over 2 million prescriptions annually. The entity aims to become Abu Dhabi's first holistic pharmacy, serving health and wellness establishments. As part of its service offerings, TLC is integrating technology through its digital pharmacy platform, Dawak, a mobile application that provides home delivery of pharmaceuticals and retail products to patients in Abu Dhabi.



- Implemented Salamtak integration for supply chain optimisation
- Implemented GTIN codes for robotic dispensing machines in TLC pharmacies
- Launched digital pharmacy platform, Dawak

494 Total Employees	51% Gender Diversity
15% Emiratisation Ratio	2.1M Prescriptions
400K+ Patient Encounters	95%+ Rated Excellent Customer Rating



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THE NATIONAL REHABILITATION CENTER (NRC)

The National Rehabilitation Center (NRC) is a collaborative centre for substance use prevention and treatment services recognised by the World Health Organisation (WHO). NRC is the first addiction treatment centre in the Middle East to receive recognition from WHO. The entity has also received accredited certification from the United Nations Office on Drugs and Crime (UNODC) in Vienna, further establishing its status as a leading centre in the prevention, treatment, and rehabilitation of addiction globally.



Yousef Altheeb Al Ketbi
CEO, NRC

NRC achieved a remarkable track record of 0 occupational and lost time injuries in 2023 for 416,033 hours worked, showcasing a high level of focus on employee safety.

228

Total Employees

41%

Gender Diversity

36%

Emiratisation Ratio

25+

Research Publications



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Our Corporate Strategy

We have a bold vision to make a global impact and transform healthcare in the UAE and beyond. Our corporate strategy with a three-pronged approach, (i.e. driving global expansion through mergers and acquisitions, enhancing healthcare delivery through innovation, and maximising societal impact through sustainable stewardship), guides our journey forward along this path.

Driving Global Expansion through Mergers & Acquisitions

Our aim is to identify strategic acquisitions that expand our reach and expertise

- Our Mergers & Acquisitions strategy targets healthcare sectors and subsectors that are growth oriented and have a strong market position with global reach.
- Through PureHealth Capital, we unlock international expansion opportunities to expand into markets beyond UAE.

Enhancing Healthcare Delivery through Innovation

Our aim is to invest in cutting-edge healthcare solutions that enhance patient care and outcomes

- We are keen to become customer-centric smart innovator through investing in digitising each touchpoint of the patient journey.
- Using our internal programs like Trailblazer to identify problems within the healthcare ecosystem, pilot innovative solutions and roll them out at scale after validation.

Maximising Societal Impact through Sustainable Stewardship

Our aim is to operate responsibly and contribute positively to the communities we serve.

- We collaborate with government stakeholders to support their initiatives and contribute towards enhancing public health outcomes.
- Establishing ourselves to be pioneers in advancing sustainable healthcare by actively mitigating our emissions and building resilience against challenges posed by climate change.

PureHealth experienced a transformative journey in 2023, highlighted by our successful listing on the Abu Dhabi Securities Exchange. The overwhelmingly positive reception towards PureHealth's Initial Public Offering (IPO) resulted in the raising of AED 3.62 billion, marking a significant milestone in our trajectory. This listing positions us strategically to accelerate our growth trajectory, expand operations, and innovate services as we strive to realise our vision of unlocking time for humankind.



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ECONOMIC PERFORMANCE

Leading Healthcare Transformation

In the dynamic landscape of today's business world, PureHealth has not only navigated challenges but has thrived, displaying robust financial performance. Our dedication to excellence, coupled with strategic initiatives, has positioned us as an emerging leader in the global market.

KEY FINANCIAL HIGHLIGHTS FOR 2023

AED 16.4 Billion
Revenue

31%
Increase in revenue

AED 965 Million
Net Profit

6%
Net Profit Margin

With a strong presence across multiple streams and strategic investments in technological advancements, Pure Health Group remains a frontrunner in innovative healthcare. Total revenue from our operations stood at AED 16,399 million in 2023, a notable 31% increase compared to 2022. Key drivers of revenue growth included:

FY 2022	Parameters (AED Million)	FY 2023
DIRECT ECONOMIC VALUE GENERATED IN THE REPORTING YEAR (A)		
12,486	Revenues from Operations	16,399
1,352	Revenues from Other Sources	2,718
ECONOMIC VALUE DISTRIBUTED (B)		
2,440	Operating Expenses (Excluding Employee Wages & Benefits)	11,593
7,068	Employee wages and benefits	6,023
4,330	Economic value retained (A-B)	1,501
4,286	Profit Before Tax	1,384
4,286	Profit After Tax	965

- Strong expansion in non-COVID-19 patient volumes across outpatient (OP), inpatient (IP), and emergency department (ED) segments.
- Growth in the insurance segment, driven by acquisition of new business accounts, retention of key accounts, and increased premiums upon insurance renewal.
- Significant increase in procurement business, fuelled by a robust 44% growth in procurement and supply chain operations.

In our commitment to healthcare innovation, our primary objective is not only to meet but surpass the needs of our

diverse clientele. At the core of our strategy lies a dedicated focus on customer-centricity, underscored by thorough understanding of customer needs and behaviours. EBITDA and Net Profit for FY23 came in lower compared to FY22, reflecting a normalisation of demand for healthcare services following the peak of the COVID-19 pandemic. Total assets amounted to AED 28.2 billion in 2023. Looking ahead, PureHealth is optimistic about thriving in the dynamic global landscape, as our sustainable business practices drive innovation, efficiency, and foster stronger relationships with customers who prioritise corporate social responsibility.

THIS IS PUREHEALTH

- This is PureHealth
- Our Presence in UAE
- Asset Overview
- Economic Performance

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Certifications

At PureHealth, we are dedicated to providing exceptional care while upholding the highest standards of quality, safety, and sustainability. In recognition of our ongoing commitment, we are proud to have received several prestigious certifications this year. These distinctions underscore our dedication to:

- **Clinical Excellence:** Delivering evidence-based healthcare that prioritises patient outcomes.
- **Safety and Quality:** Maintaining rigorous protocols and a culture of continuous improvement to ensure patient safety and wellbeing.
- **Sustainable Practices:** Integrating environmental responsibility and social accountability into our operations.

These certifications serve as a testament to the tireless efforts of our dedicated staff and their commitment to excellence. We view them not as achievements, but as stepping stones on our journey to continuously improve and redefine the standards of healthcare delivery.



60+ Healthcare assets JCI accredited.

Daman



ISO 27001:2013
Information Security Management System



ISO 9001:2015
Quality Management System



ISO 41001:2018
Facility Management System



ISO 20000-1:2018
Information Management System



ISO 22301:2019
Business Continuity Management System



OSHAD

OneHealth



ISO 45001:2018
Occupational Health and Safety Management System



ISO 14001:2015
Environmental Management System



ISO 9001:2015
Quality Management System

PureLab






ISO 15189:2012
Medical Laboratories



THIS IS PUREHEALTH

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SUSTAINABILITY AMBITION

The Story of PureHealth

Environmental Stewardship

We believe in delivering high-quality healthcare through the application of advanced technology, continuous training and development of our healthcare professionals, alongside the adoption of industry best practices. PureHealth remains committed to ensuring that our operations align with our environmental responsibility and contribute towards the longevity of our planet.

Our Sustainability and Social Impact Ambition

We aspire to engage with the global healthcare community to raise awareness, rally support, and mobilise action for a healthier, greener world. Through our 'North Star – Longevity' vision, we embed the concepts of sustainability by prioritising actions that improve the quality of life for our communities and preserve the environment.

Fostering Health Equity

Our commitment to the longevity of people encompasses a dedication to health equity. We recognise that access to quality healthcare is a right, not a privilege. In 2023, we intensified our efforts to bridge healthcare disparities. We extended our reach to underserved communities, invested in preventive healthcare education and collaborated with stakeholders to drive systemic change. We believe that by prioritising health equity, we are laying the foundations upon which the wellbeing of people and communities rests.



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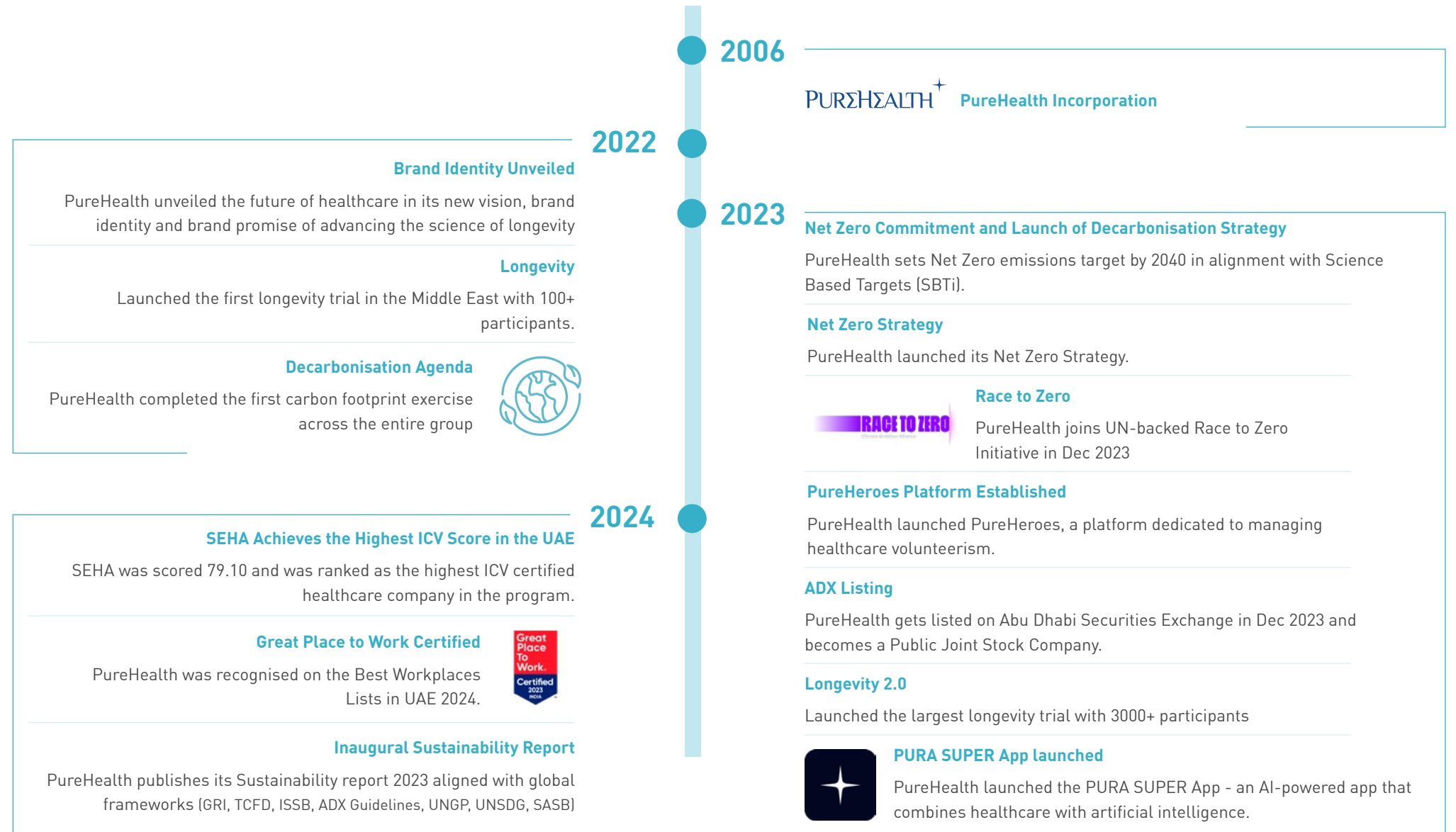
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PureHealth Sustainability Journey



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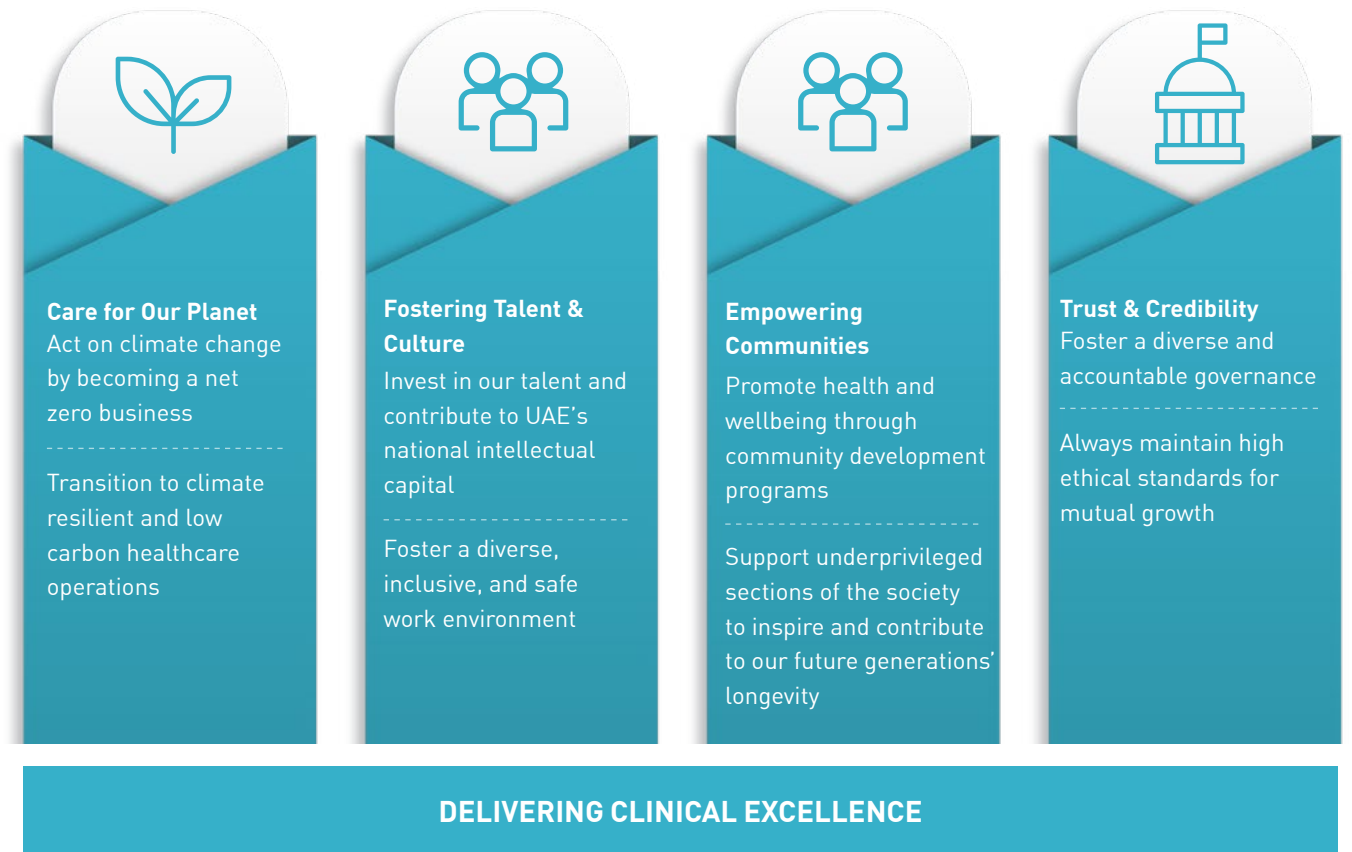
SUSTAINABILITY FRAMEWORK

PureHealth’s comprehensive sustainability framework serves as a guiding beacon, delineating the company’s pivotal focus areas on its journey towards sustainability. By outlining strategic pillars—Empowering Communities, Care for Our Planet, Fostering Talent & Culture and Trust & Credibility—PureHealth ensures a comprehensive approach that intertwines environmental stewardship, social responsibility, and governance excellence. At the heart of our mission lies the pursuit of longevity, not just for individuals but for the planet and the communities we serve.

Our sustainability framework is intricately aligned with the strategic roadmap outlined by the UAE and Abu Dhabi government. As the largest integrated healthcare company in the Middle East, we are actively partnering with the government, playing our part in realising the comprehensive and sustainable development envisioned in the ‘We the UAE 2031’ vision.

As a leading global provider in the healthcare sector, our primary objective is to deliver services with integrity.

Our strategy not only underscores PureHealth’s commitment to sustainability but also serves as a blueprint for the future, ensuring that our vision for the longevity of the people and the planet becomes a shared reality.



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ESG Pillars

CARE FOR PLANET

We recognise the critical link between healthy environment and the health of our communities. We are committed to reducing our environmental footprint, promoting resource efficiency, and transitioning to renewable energy sources. We have set clear goals and targets to reduce our environmental impact and will continuously monitor and report on our progress.

We are committed to achieving Net Zero greenhouse gas emissions and mitigating the impact of our operations on the environment. We have set ambitious targets and will continuously invest in sustainability initiatives to reduce our carbon footprint. We believe that this commitment is not only good for the environment but also essential for the long-term health and wellbeing of our communities.

EMPOWERING COMMUNITIES

We aspire to be catalysts for positive change, leveraging our resources, expertise, and partnerships to create thriving communities where every individual has the opportunity to lead a healthy, fulfilling life. Through collaborative efforts with local stakeholders, we aim to address the root causes of social inequities, enhance access to essential healthcare services, and promote economic prosperity. Our commitment extends beyond philanthropy to encompass long-term investments in education, infrastructure, and capacity-building initiatives that empower communities to build resilience and realise their full potential.

FOSTERING TALENT & CULTURE

We are committed to building a vibrant company culture that upholds human rights, promotes equal opportunity and is free from discrimination. We aim to attract diverse talent and provide opportunities for growth through training and mentorship. Our culture values collaboration, innovation, and inclusivity, empowering employees to thrive in a dynamic industry. We prioritise employee wellbeing and work-life balance, fostering a sense of purpose and connection. Through transparent communication and recognition, we cultivate a community where every individual feels valued and inspired to make a difference in healthcare's future.

TRUST AND CREDIBILITY

We understand that good governance is essential for our long-term success and ability to deliver on our commitments. We are committed to maintaining the highest standards of corporate governance and ethical practices in all aspects of our operations, ensuring it is in line with all applicable national and international regulations, decrees, resolutions, and guidelines issued by regulators relating to sustainability, social responsibility, and good governance.

PureHealth's Corporate Governance framework shall serve as a guiding structure that ensures transparency, accountability, and responsible decision-making to support our environment and sustainability commitments.

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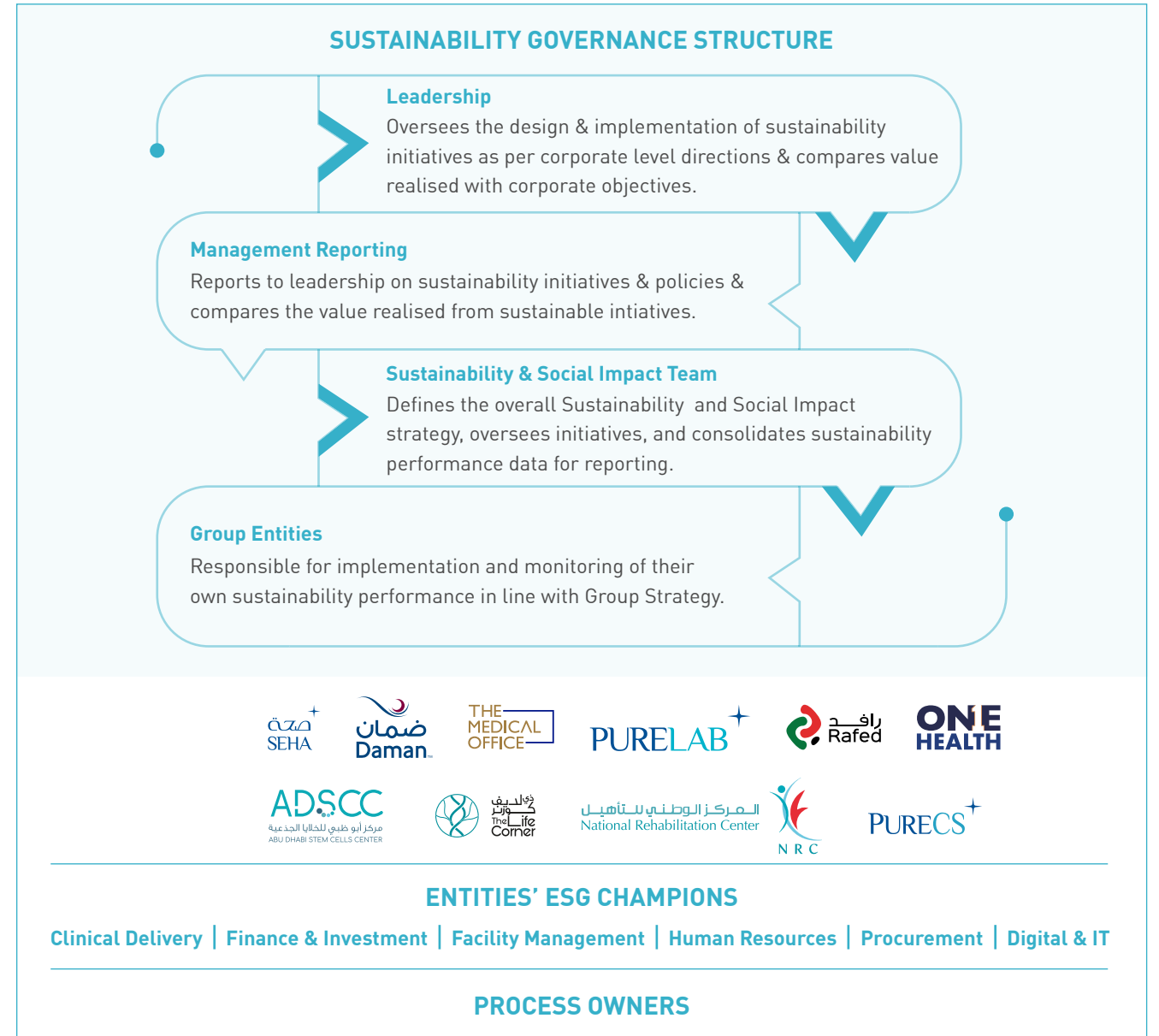
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Sustainability Governance

Under the leadership of our Group CEO, PureHealth’s ESG strategy is seamlessly aligned with the company’s overarching mission and vision. This leadership plays a pivotal role in navigating ESG risks, establishing ambitious targets, ensuring adherence to regulatory standards, and identifying opportunities for positive impact. Guided by our leadership’s commitment, we continue to integrate sustainable practices into every facet of our operations, fostering a culture of responsibility and resilience in pursuit of a healthier and more sustainable world.

The Performance and Business Excellence (PBE) team, together with the Sustainability and Social Impact Team (SSIC), is responsible for defining our ESG strategy, managing sustainability initiatives, and monitoring ESG performance and progress on targets. With timely reviews and structured action plan, we ensure moving towards our goals.

At the operational level, each entity within PureHealth holds the responsibility of implementing our ESG policies, adhering to best practices, and reporting on their sustainability journey. ESG Champions within these entities are dedicated to embedding sustainability in every aspect of our operations and hold the responsibility of implementing initiatives in alignment with the Group ESG strategy.



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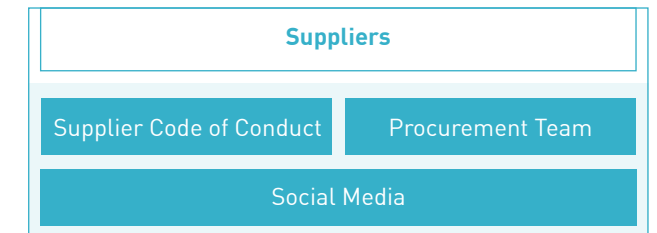
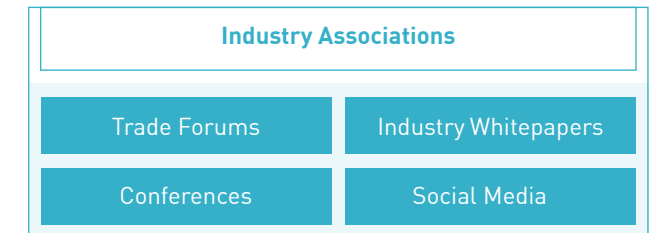
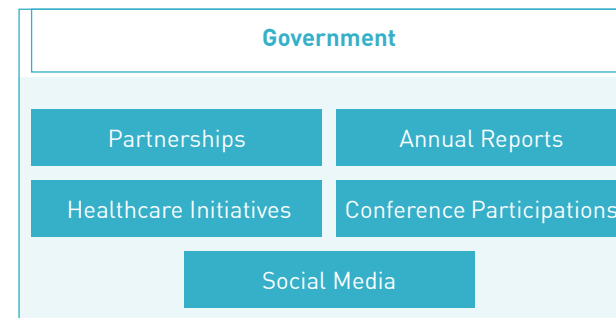
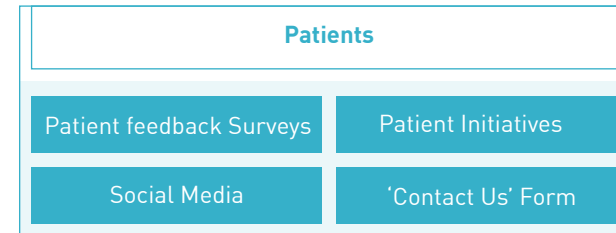
STAKEHOLDER ENGAGEMENT

Ensuring Stakeholder Trust

PureHealth’s sustainability strategy is shaped by diverse perspectives from internal and external stakeholders. Insights from these key stakeholders guide us in identifying material topics and refining our strategy. Our ability to make a positive impact is fuelled by the resilience of our stakeholder relationships.

At the core of our stakeholder engagement strategy is a commitment to actively foster collaboration and open dialogue. We employ a variety of communication channels to seek input from our stakeholders, i.e. our patients, workforce, government, investors, suppliers, industry associations, and the communities we serve. Our proactive approach enables us to gain a comprehensive understanding of stakeholder needs and expectations, thereby informing the development of a robust sustainability strategy that aligns closely with their interests.

The synergy between healthcare professionals, government standards, investor support, community engagement, and industry insights empowers PureHealth to fulfil its commitment to delivering exceptional patient care. By leveraging these interconnected relationships, we uphold our promise to provide innovative and high-quality healthcare services that positively impact the lives of our patients and communities.



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DOUBLE MATERIALITY ASSESSMENT

Defining Our Priorities

At PureHealth, we are committed to operating with transparency and accountability, ensuring our sustainability efforts address the issues that matter most. To achieve this, we conducted a comprehensive Double Materiality Assessment (DMA).

This rigorous process assessed both our impact on environmental and social issues (impact materiality) and the financial implications of these issues for our business (financial materiality). This dual lens approach allows us to prioritise our sustainability initiatives, focusing on areas that generate positive environmental and social outcomes while also contributing to long-term business success.

During this process, we have used surveys, stakeholder engagement processes, ESG standards and ratings, industry trends, peer analysis and legislation and global policy development.

This section delves into the key findings of our Double Materiality Assessment, outlining the material topics identified and detailing our strategic focus areas.

Impact Materiality

While conducting the impact materiality assessment, we identified material topics using peer analysis, industry specific publications, standards and ESG rating industry specific expectations such as DJSI, MSCI, Sustainalytics, Refinitiv as well as sustainability frameworks such as GRI, ADX, SASB and ISSB.

Impact materiality was assessed by evaluating the impact of each topic on environment and society, and whether they are likely to begin impacting over the near term- (0-1 years), medium- (2-5 years), or long-term (6+ years), as well as how important the topic is to our stakeholders. We also conducted a strategic stakeholder engagement survey to identify the priority of material topics for our stakeholders.

Financial Materiality

To undertake financial materiality assessment, we evaluated the financial impact along with time horizon of occurrence, considering our business operations and subsequent opportunities to mitigate these risks over the near, medium, and long term. Financial materiality was assessed by evaluating the impact of each topic and the probability of impacting business, considering macroeconomic factors, current trends, and industry movements.

This comprehensive approach ensures that we proactively address financial considerations in parallel with impact assessments, safeguarding the stability and sustainability of our operations while maximising opportunities for growth and resilience. The results of the impact and financial materiality were analysed to help identify the final list of material topics for PureHealth.



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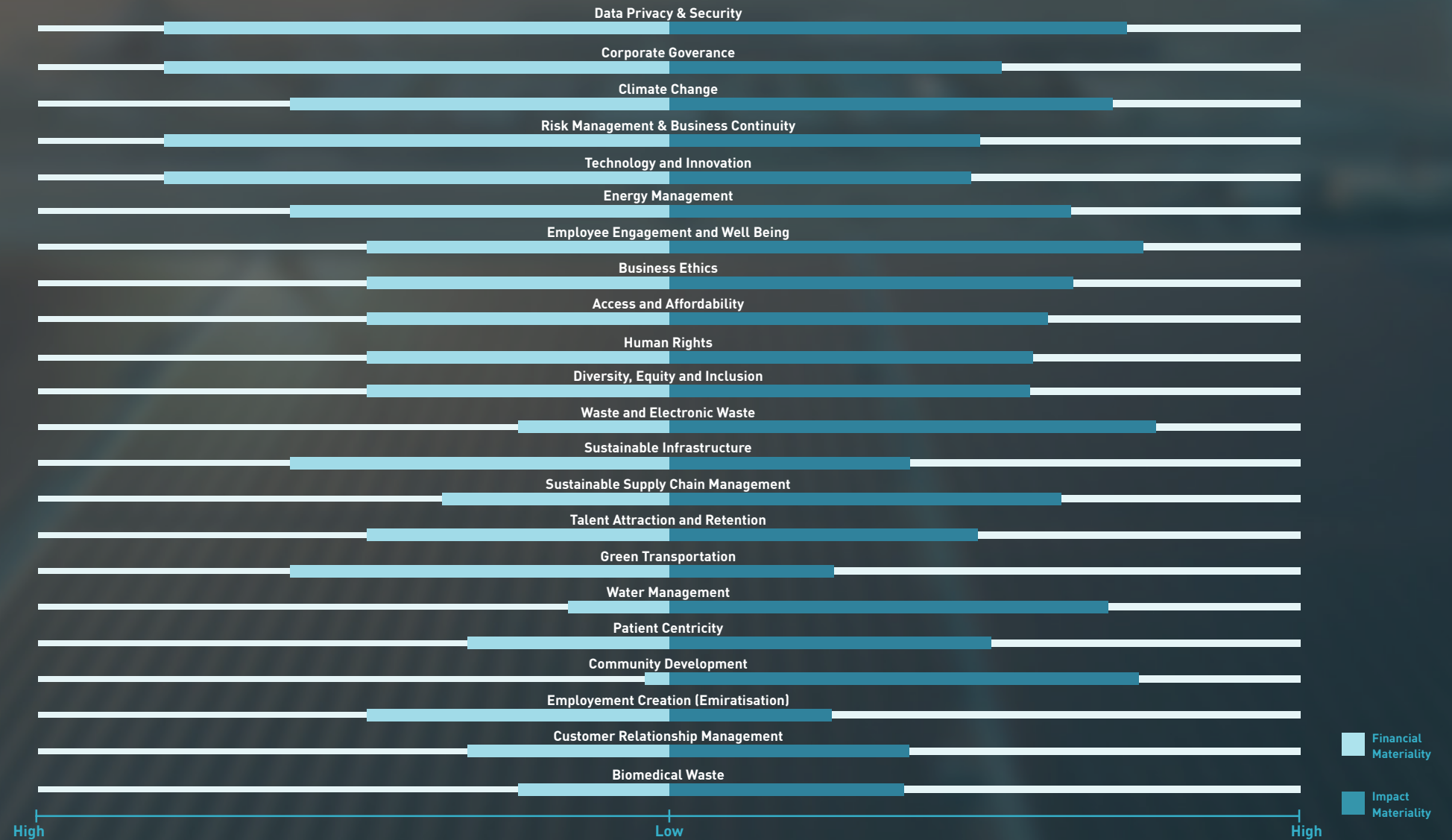
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Quantification of Materiality Based on Double Materiality Assessment



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Prioritisation of Material Topics

The materiality graph is a visual representation of the key findings from the DMA. It plots each material topic based on its impact and financial materiality, allowing us to identify the most critical areas for our sustainability

strategy. This framework ensures we prioritise issues that are not only environmentally and socially impactful, but also hold significant financial relevance for PureHealth's long-term success. By focusing on these priority areas,

we can create a future where exceptional healthcare thrives alongside a healthy planet and empowered communities.



Very High
 High
 Moderate



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PureHealth Material Topics

<p>Patient-First Approach</p> <p>PureHealth emphasises upon upholding service excellence. We believe in personalised care, keeping in mind diverse patient needs. We have developed the PURA Super App, that aims to integrate technology with traditional healthcare delivery, thus creating a more personalised experience for users.</p>	<p>People and Culture</p> <p>'People and Culture' is material to us because we are a people-centric business. We are committed to employee wellbeing by inculcating a safe and inclusive environment and promoting human rights. To this end, we have several employee engagement programs and aim to enhance the skills of our workforce by providing training courses.</p>	<p>Community Development and Social Impact</p> <p>Being in the UAE, we have several avenues of contributing to the upliftment of local communities. We actively do our bit towards the UAE government's Emiratisation initiative and provide several upskilling initiatives through programs such as the Emirati Development Center and the Emirati Women Chapter.</p>	<p>Resource Use and Circularity</p> <p>Using resources judiciously is important for the healthcare sector, as it is water intensive and has a significant waste footprint. Pure Health Group assets have implemented several waste management initiatives to promote circularity.</p>	<p>Climate Action</p> <p>The UAE is classified among the categories of countries with highest rate of vulnerability to the potential impacts of climate change. Additionally, climate change will disproportionately affect the healthcare sector. Since we are headquartered in the UAE and are one of the UAE's largest health companies, climate change is a material topic for us. We focus on minimising our environmental footprint through our Net Zero by 2040 Commitment.</p>
<p>Subtopics</p> <ul style="list-style-type: none"> Patient Centricity Customer Relationship Management Technology and Innovation 	<p>Subtopics</p> <ul style="list-style-type: none"> Talent Attraction & Retention Employee Engagement & Wellbeing Diversity, Equity & Inclusion Human Rights 	<p>Subtopics</p> <ul style="list-style-type: none"> Access and Affordability Employment creation (Emiratisation) and ICV 	<p>Subtopics</p> <ul style="list-style-type: none"> Waste & Electronic Waste Water Management Biomedical Waste 	<p>Subtopics</p> <ul style="list-style-type: none"> Climate Change Energy Management Sustainable Infrastructure Green Transportation Environmental Risk Management



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Data Privacy and Security

PureHealth processes and stores sensitive patient information. Therefore, intelligent data security is of utmost importance to our business operations. We have obtained ISO 27001:2013 certification for the technological arm of Pure Health Group, PureCS.

Subtopics

Data Privacy & Security

Business Ethics

As a health company that is present in several cross categories, PureHealth is required to comply with multiple laws and regulations. Furthermore, as a corporate citizen, we must uphold ethical principles and integrity in our business conduct. We have implemented several policies such as Anti-Bribery and Corruption, Whistleblower Policy and Code of Conduct and Business Ethics.

Subtopics

Business Ethics

Information Security

Data Privacy

Corporate Governance

Having a robust corporate governance structure is essential to mitigate risk, ensuring business continuity. We uphold transparency and accountability are committed to ensuring proper management and mitigation of risks. Our Corporate Governance Policy covers the roles and responsibilities of various stakeholders

Subtopics

Board Governance

Risk Management

Business Continuity

Sustainable Value Chain

Procurement and distribution are integral to the healthcare sector. Additionally, our asset RAFED, is the UAE's largest procurement arm. We have formulated a Supplier Code of Conduct and are in the process of implementing supplier screening processes in the forthcoming year.

Subtopics

Sustainable Supply Chain Management

Partnerships and Collaborations

Technology and Innovation

PureHealth believes in improving access to healthcare through digitalisation. At present, we have implemented an integrated care delivery model through healthcare in the cloud.

Subtopics

Technology Solutions

Research and Development

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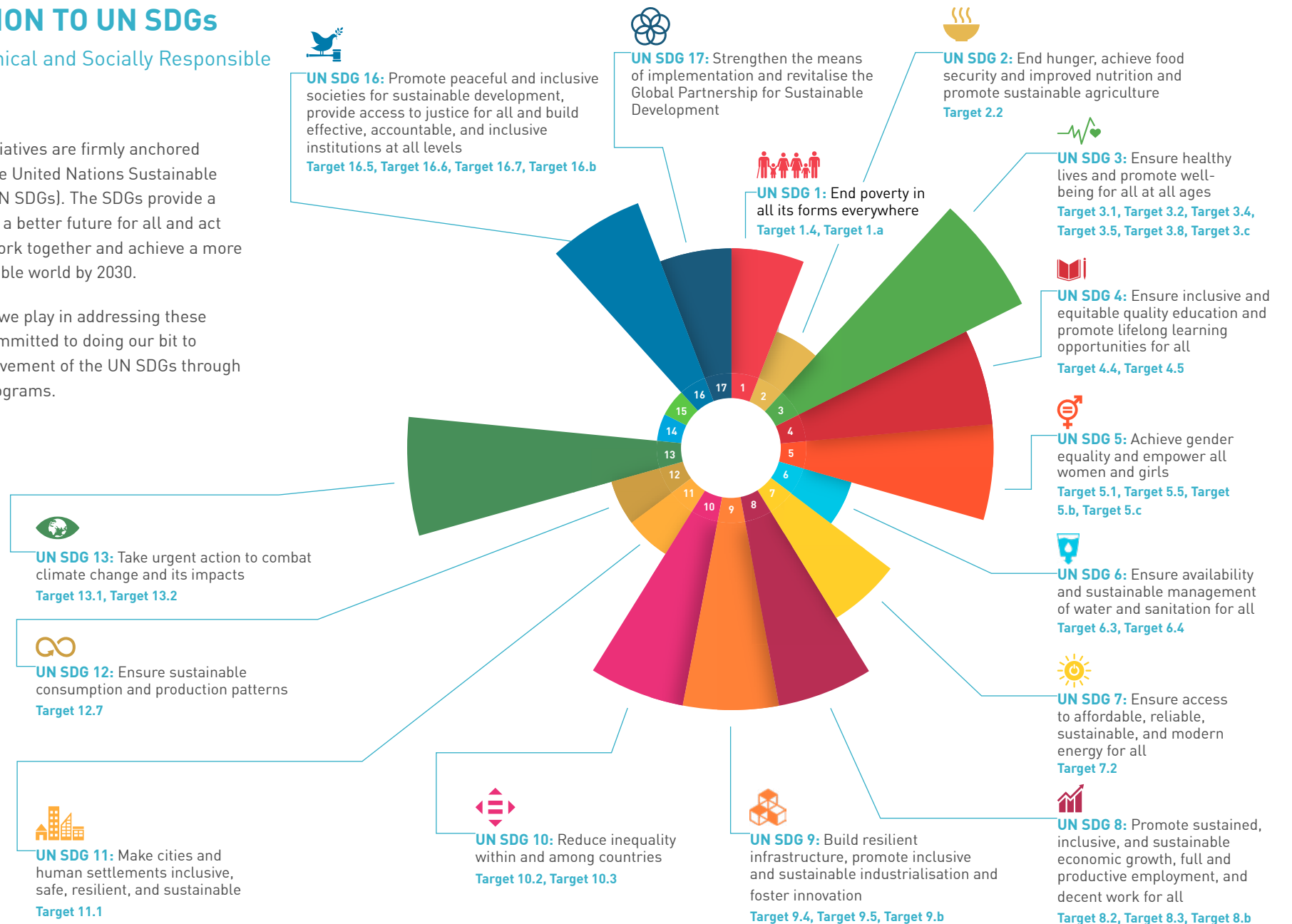


CONTRIBUTION TO UN SDGs

Demonstrating Ethical and Socially Responsible Conduct

At PureHealth, our initiatives are firmly anchored in the framework of the United Nations Sustainable Development Goals (UN SDGs). The SDGs provide a universal blueprint for a better future for all and act as a call to action to work together and achieve a more equitable and sustainable world by 2030.

We recognise the role we play in addressing these challenges and are committed to doing our bit to contribute to the achievement of the UN SDGs through our operations and programs.



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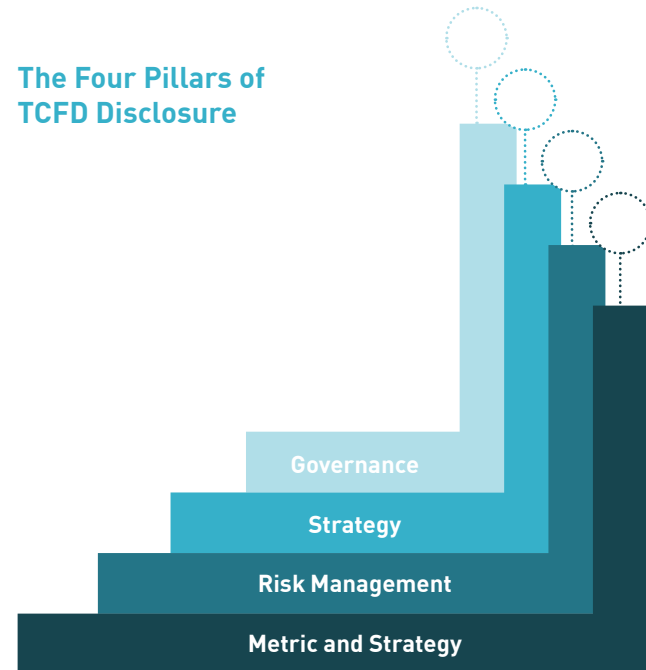


CLIMATE CHANGE RISK ASSESSMENT

Consistent Focus on Risk Management

During 2023, a high-level risk assessment specific to PureHealth’s operations in the United Arab Emirates (UAE) was conducted in line with the Task Force on Climate-Related Financial Disclosures (TCFD) recommendations: Governance, Strategy, Risk Management and Metrics and Targets. This assessment serves as a starting point for further analysis and highlights potential climate risks relevant to our healthcare operations.

The Four Pillars of TCFD Disclosure



Governance

PureHealth’s Board of Directors are entrusted with comprehensive oversight of the company’s strategic direction, performance and management of risks.

PureHealth is committed to integrating climate-related risks and opportunities into our overall governance framework. We believe strong leadership and a clear understanding of these issues are crucial for long-term success.

The Group Chief Executive Officer directs ESG ambitions in line with the Group’s vision and mission. The CEO

champions sustainability initiatives and ensures climate considerations are integrated into key business decisions.

Performance and Business Excellence (PBE) provides periodic reports to the leadership team, which is responsible for overseeing ESG risk management, setting targets, ensuring regulatory compliance and identifying risks.

PureHealth strives to align its climate-related disclosures with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).



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Strategy

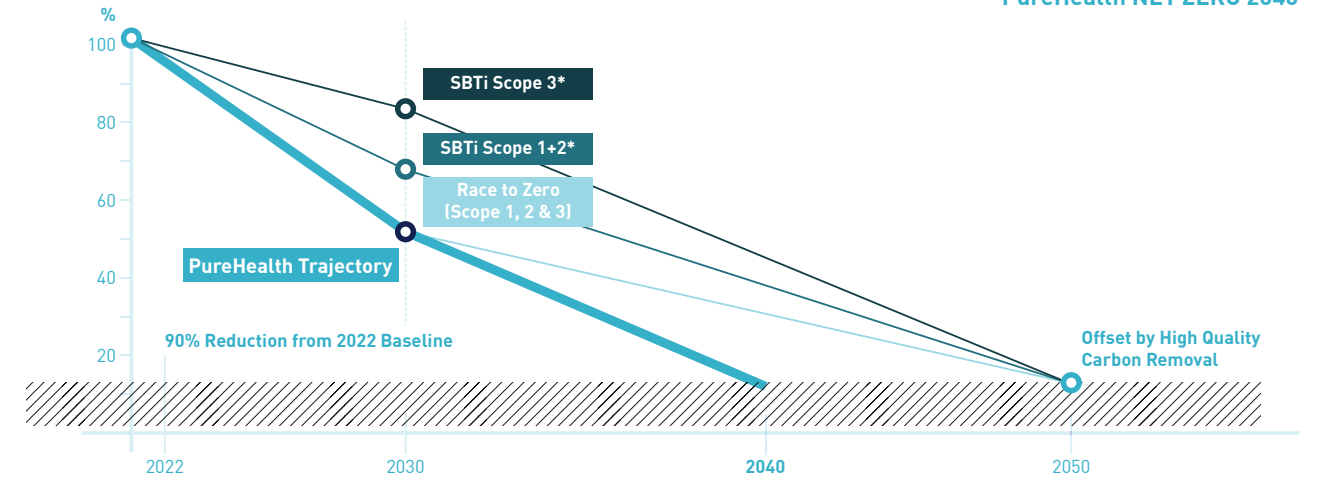
At PureHealth, we recognise the profound impact of climate change on global health and wellbeing. We are committed to leading the healthcare sector in the UAE towards a sustainable future by implementing a comprehensive climate change strategy anchored by our ambitious Net Zero by 2040 target.

PureHealth's Net Zero Aspirations and Interim Targets

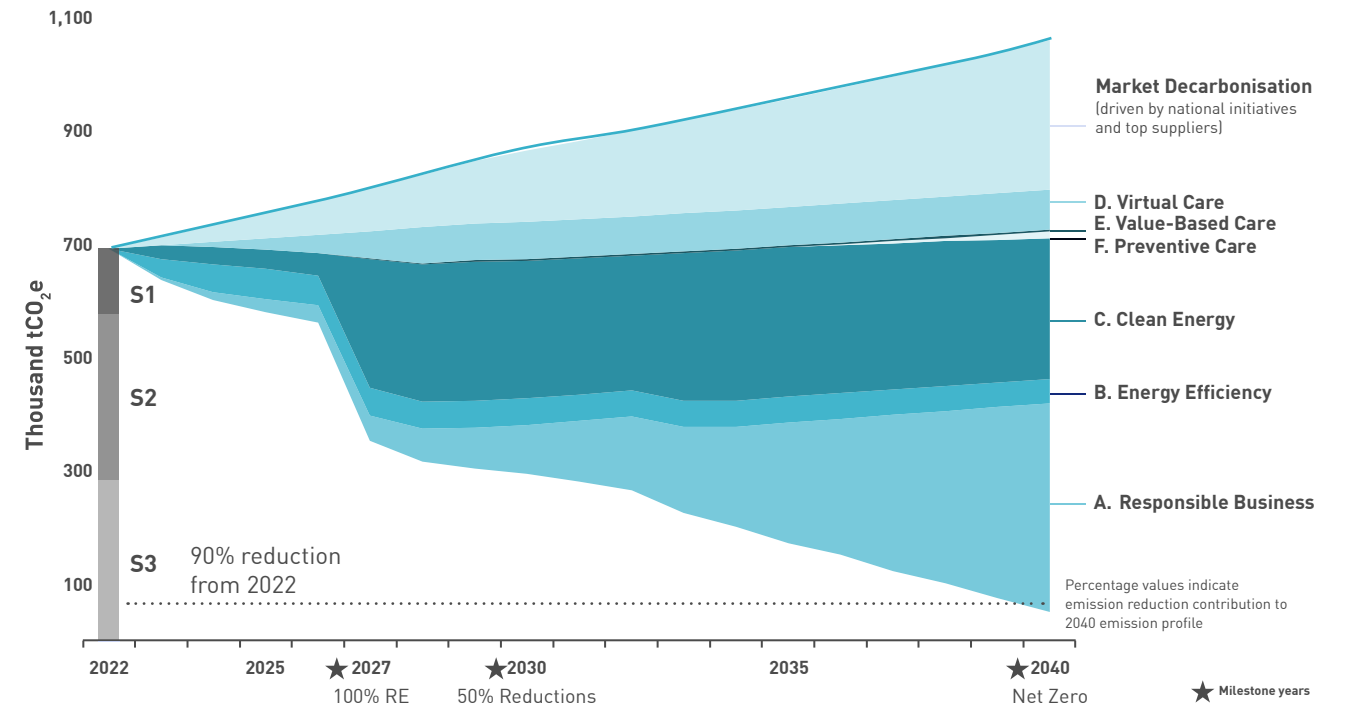
- 2023 Strategy Roll out**
Carbon Footprinting and Climate Strategy Roll Out
- 2027 Near Term Target**
Transition to 100% renewable energy by 2027
- 2030 Near Term Target**
To achieve 50% reductions in GHG emissions by 2030
- 2040 Net Zero Target**
To achieve Net Zero GHG emissions by 2040 and drive emission reductions in the healthcare ecosystem

Read more about our Net Zero commitment and our decarbonisation roadmap in the Care for Planet section of this report.

Commitment
PureHealth NET ZERO 2040



*Based in Absolute Contradiction Approach



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Risk Management

Our comprehensive risk assessment process equips us with a clear picture of the potential climate-related risks that could impact PureHealth’s operations and long-term success. Using a combination of data analysis, scenario

planning, and stakeholder engagement, we have identified a range of risks categorised by severity, likelihood, and timeframe.



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Risk Identification Results

By proactively managing climate-related risks, we remain dedicated to protect and strengthen our assets while ensuring uninterrupted operations and access to healthcare services for our patients.

In the following table, we present a selection of key climate-related risks alongside their assessed impact and our high-level management approach. This is not an exhaustive list, but it highlights the most significant risks

we have identified and the proactive strategies we are employing to mitigate them.

Risk Category	Risk Description	Timeframe	Likelihood	Consequence Rating	Potential Financial Implications	High-Level Management Approach
Acute	Increased cases of heat-related illnesses (HRI) in healthcare delivery due to rising temperatures	Short-term (0-2 years)	Almost certain	Moderate	Increased business due to higher demand for HRI-related services, increased investment in staff training, and diversification of services	Implement heat stress protocols, train staff to handle HRI cases, provide hydration and cooling options for patients and staff.
Acute	Extreme weather events damaging infrastructure (e.g., floods, sandstorms)	Short-term (0-2 years)	Likely	Major	Repair and replacement costs, business interruption, loss of revenue.	Invest in resilient infrastructure, develop emergency preparedness plans, secure relevant insurance coverage.
Acute	Water scarcity impacting operations (e.g., disruptions to water supply)	Short-term (0-2 years)	Almost certain	Moderate	Increased water costs, operational inefficiencies, potential fines.	Implement water conservation measures, explore alternative water sources, collaborate with authorities for sustainable water management strategies.
Chronic	Rising sea levels affecting coastal facilities (if applicable)	Long-term (5-10+ years)	Almost certain	Major	Potential financial losses and/or business disruption.	Conduct vulnerability assessments, consider long-term adaptation strategies (e.g., relocation, infrastructure upgrades), engage with relevant stakeholders.

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Risk Category	Risk Description	Timeframe	Likelihood	Consequence Rating	Potential Financial Implications	High-Level Management Approach
Chronic	Increased energy costs due to climate change (e.g., higher demand for cooling)	Long-term (5-10+ years)	Almost certain	Moderate	Increased utility bills, reduced profitability.	Invest in energy-efficient technologies, explore renewable energy options, optimise building management systems, raise awareness among employees.
Chronic	Changes in disease patterns impacting healthcare demand (e.g., vector-borne diseases)	Long-term (5-10+ years)	Likely	Major	Higher healthcare costs, potential need for specialised services.	Monitor emerging disease trends, strengthen surveillance and prevention programs, collaborate with healthcare authorities and researchers.
Transition	Regulatory changes related to carbon emissions (e.g., carbon pricing)	Medium-term (3-5 years)	Almost certain	Major	Increased operating expenses, potential need for carbon reduction strategies.	Advocate for fair and predictable carbon pricing policies, monitor regulatory developments, implement strategies to reduce carbon footprint, explore carbon offsetting options.
Transition	Shifting consumer preferences towards sustainable healthcare	Medium-term (3-5 years)	Likely	Moderate	Increased investment in sustainable practices, potential loss of market share.	Integrate sustainability principles into operations (e.g., waste reduction, green procurement), develop eco-friendly offerings, communicate sustainability efforts to stakeholders.

SUSTAINABILITY STRATEGY

- Sustainability Ambition
- Sustainability Framework
- Stakeholder Engagement
- Double Materiality Assessment
- Contribution to UN SDGs
- Climate Change Risk Assessment

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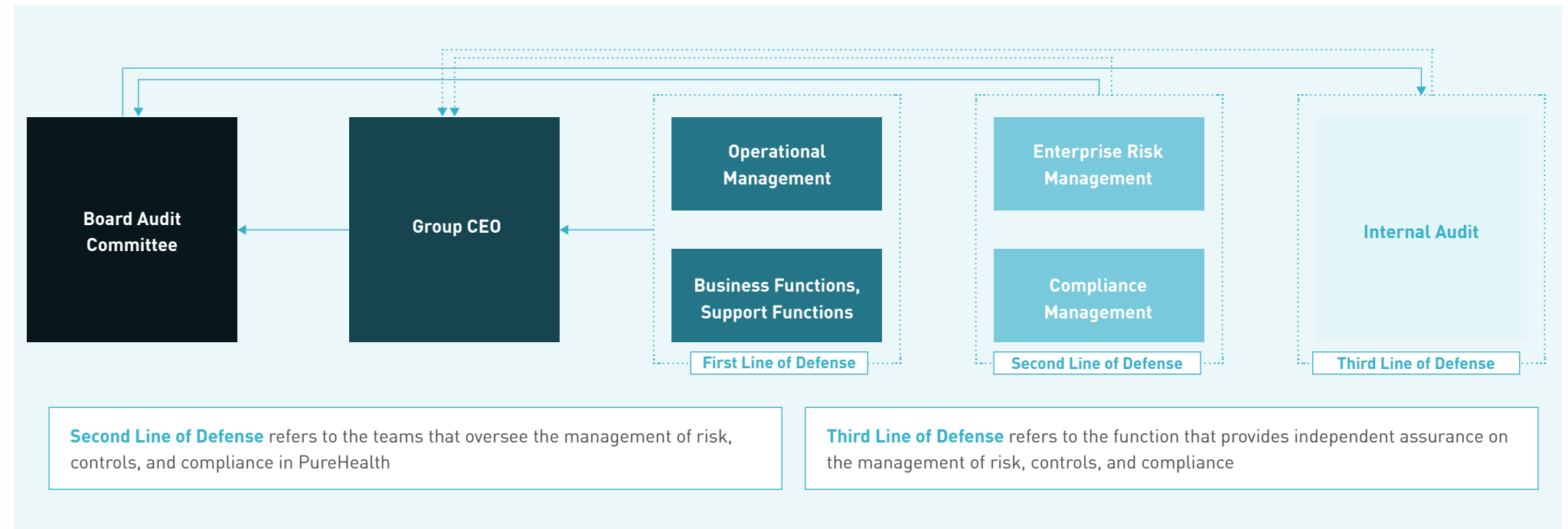
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Risk Management

PureHealth adheres to a 'Three Lines of Defense' model to manage climate-related risks effectively. This robust framework ensures operational controls are in place, specialised risk management and compliance functions are active, and internal audits provide governance

assurance. The company's risk management program is in alignment with global standards, such as ISO 31000 and ISO 22301, ensuring a dynamic and responsive approach to the evolving climate risk landscape.

This well-established framework fosters a culture of accountability and ensures climate considerations are embedded across all levels of our operations.



Our climate change strategy and risk management framework are not static documents; they are living blueprints that evolve and adapt as we navigate a changing climate landscape. We are committed to ongoing research, innovation, and collaboration to identify

and implement the most effective decarbonisation and risk mitigation strategies. This commitment includes regularly reviewing and updating our risk assessments, incorporating new scientific advancements and best practices, and continuously refining our mitigation and

adaptation plans. By fostering a culture of continuous improvement, PureHealth remains committed to achieving Net Zero, building long-term resilience, and leading the healthcare sector towards a sustainable future for generations to come.

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Metrics and Targets

At PureHealth, we are committed to transparent reporting on our climate change progress. We utilise a robust set of metrics and targets to track our performance and ensure accountability towards our Net Zero by 2040 goal. These metrics and targets are aligned with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD).

We track the following Key Performance Indicators (KPIs) on an ongoing basis:

Greenhouse Gas (GHG) Emissions: We track our Scope 1, Scope 2, and Scope 3 GHG emissions to understand our overall carbon footprint and identify areas for improvement.

Renewable Energy Integration: We monitor the percentage of our energy consumption sourced from renewable sources, reflecting progress towards our 100% renewable energy by 2027 target.

Energy Efficiency: We measure energy consumption per unit of service delivered to track progress on our energy-saving initiatives.

Water Consumption: We monitor water usage across our facilities to identify opportunities for conservation.

We have established ambitious emissions reduction targets to guide our decarbonisation efforts:

50% GHG EMISSIONS REDUCTION BY 2030 (Base Year 2022):

This ambitious target signifies a significant step towards Net Zero.

NET ZERO EMISSIONS BY 2040:

This long-term target underscores our commitment to a sustainable future.

Waste Management: We track waste generation and diversion rates to assess the effectiveness of our waste reduction and recycling programs.

Telehealth Utilisation: We monitor the use of telehealth and virtual care services to evaluate their contribution to reducing emissions from patient travel.

Reporting and Transparency:

We are committed to regular and transparent reporting on our climate change performance. We will continue to disclose our progress on these metrics and targets

in our annual sustainability reports and other relevant publications. We believe transparency is crucial for accountability and for motivating continuous improvement in our journey towards Net Zero.

We are confident that this data-driven approach will propel us towards achieving our ambitious sustainability goals and creating a healthier planet for all.

For more detailed insights on our **2023 Performance**, please refer **Annexure I**.

[THIS IS PUREHEALTH](#)

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DELIVERING CLINICAL EXCELLENCE: OVERVIEW

At PureHealth, we envision a future where health is a cornerstone of opportunity that empowers communities to reach their full potential. We are leading the charge towards this vision by fostering health equity.

Unleashing the Power of Collaborative Innovation:

We believe that the key to health equity lies in unleashing the power of collaborative innovation. We are revolutionising patient care, making it more inclusive and accessible than ever before. Cutting-edge technologies like telehealth and remote patient monitoring are embedded in Pura Super App which helps bridge geographical divides, empowering individuals to be active participants in their health journey. Furthermore, we are developing dedicated health tech infrastructure solutions like PureNet that specifically address the health needs of our communities.

Measuring Impact & Embracing Continuous Improvement:

We are passionate about measuring the tangible impact of our initiatives and continuously pushing the boundaries of health equity. This section dives into the key material topics alongside performance highlights that demonstrate our progress towards a future where health equity is a reality.

The Future We Are Building:

Our commitment to empowering communities is an ongoing journey. By revolutionising patient care and championing health equity through partnerships, PureHealth is building a future where everyone has the opportunity to thrive.

Material Topics



Patient-First Approach



Technology and Innovation



17 Million
Electronic Medical Records under Riayati Program



Launch of Pura Super App



4 Hospitals
With Exceptional Muashir Rating



280,648
Teleconsultations Conducted



3,000+
Participants in the Longevity 2.0 Trials



60+
Healthcare Assets with JCI Accreditation



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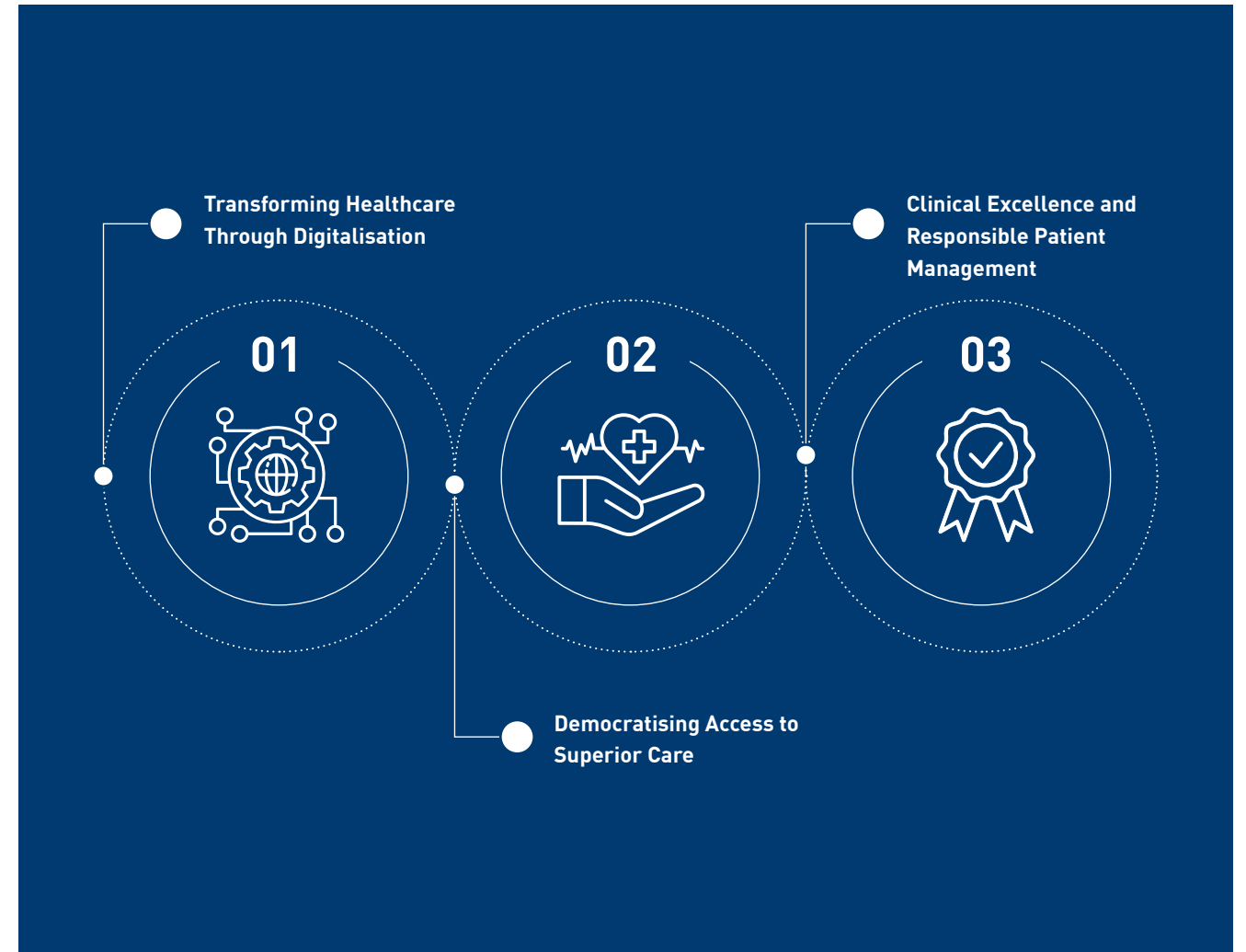
Our Approach Towards Healthcare Excellence

As the largest integrated health company in the UAE, PureHealth is driven by its vision to establish Abu Dhabi as a major destination in global healthcare. Our primary stakeholders are our patients and the communities that we serve, and our commitment to providing them with world-class healthcare guides our actions. We have identified three key focus areas to achieve our vision and add value to our communities.

Firstly, we prioritise transforming healthcare through digitalisation, recognising technology as a catalyst for enhancing healthcare outcomes. By leveraging innovative digital tools, we aim to place preventative healthcare at the forefront, unlocking the potential for human longevity.

Secondly, we are dedicated to health equity, viewing access to quality healthcare as a fundamental right rather than a privilege. Through our innovative digital tools and operational enhancements, we focus on democratising access to healthcare, ensuring inclusivity and accessibility of healthcare for all.

Lastly, while digitalisation and democratising healthcare are our strategic focus areas to realise our vision of establishing UAE as a centre for patient-centric care, this goal is not possible without upholding clinical excellence and responsible patient management as our core value. Our patient-centric philosophy revolves around a dedication to providing high-quality care across all facilities while prioritising patient safety, and actively seeking feedback to foster continuous improvement.





TRANSFORMING HEALTHCARE THROUGH DIGITALISATION




Technology is driving a revolutionary transformation in healthcare, serving as a catalyst for positively enhancing global healthcare outcomes. The integration of technology within healthcare is rapidly advancing both accessibility and the efficiency of healthcare services, fostering a dynamic, resilient, and responsive healthcare system.

At PureHealth, we are dedicated to leading this transformation in the UAE and beyond through our “Healthcare in the Cloud” strategy. We are actively leveraging cutting-age technological advancements to provide refined patient care and offer streamlined interventions, unlocking the full potential of the human body. PureHealth’s seamless integration of digital tools across our service offerings is the cornerstone of our strategy to enhancing patient care, fostering growth, and achieving operational excellence. By harnessing our digital ecosystem for a competitive edge, our goal is to revolutionise the existing healthcare system in the UAE.

PureHealth’s “Healthcare in the Cloud” Strategy

Our “Healthcare in the Cloud” strategy signifies our dedication to leveraging advanced technology to improve healthcare accessibility, efficiency, and sustainability. By incorporating cloud technology into healthcare systems, we are creating a path towards enhanced patient outcomes and sustained resilience of healthcare infrastructures. We are shifting away from a reactive approach that focuses on sick care to one that prioritises prevention and wellness.

To operationalise our strategy, we have identified the following key levers:

 <p>Digital Transformation of Care Delivery</p>	<p>By integrating digital tools within our existing care model, we are driving enhanced outcomes through improved patient experience, resource optimisation, and operational efficiencies.</p> <p>Through this integration, PureHealth empowers its entities and healthcare facilities to enhance service standards and clinical outcomes.</p>
 <p>Leveraging the Power of Data</p>	<p>Beyond our existing model, we are working on revolutionising community care with advanced technologies, data analytics, and telehealth capabilities.</p> <p>We are building an integrated digital health service platform that seamlessly provides access to healthcare services, remote consultations, and personalised care management.</p>
 <p>Driving Smart Care Innovation</p>	<p>We spearhead healthcare innovation in our communities by collaborating closely with our entities to drive intelligent solutions.</p> <p>Through harnessing technology, we enhance patient engagement, improve care coordination, and enable proactive health management.</p>

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PURA- A Personalised AI (Artificial Intelligence) Healthcare Companion

The Pura Super App is an all-inclusive, easy to use, virtual healthcare management application that provides access to teleconsultations, medication management, diabetes care, mental wellness support, and overall fitness and wellness resources, all at one place. Leveraging its AI-powered platform that brings together multiple patient-centric health services at your fingertips, Pura helps embed intelligent solutions into our healthcare delivery framework and offer a hyper-personalised user experience.

Pura integrates preventive and curative treatments that streamlines healthcare access and communication between providers and patients. Through real-time health monitoring, tailored prevention plans, and timely reminders, the Pura Super App enables early detection of health risks and proactive wellness management.

Utilising digital twin technology, which creates a virtual simulation of the patient, Pura integrates real-time data on vitals, treatment responses, and extensive medical records datasets. This capability enables PureHealth to continuously monitor, evaluate, and analyse patient’s overall health in real time.

We are also working to expand the capabilities of Pura by incorporating medical testing, including genomic sequencing and AI-enabled imaging, to enhance the personalised treatment options and predictive insights into potential outcomes.

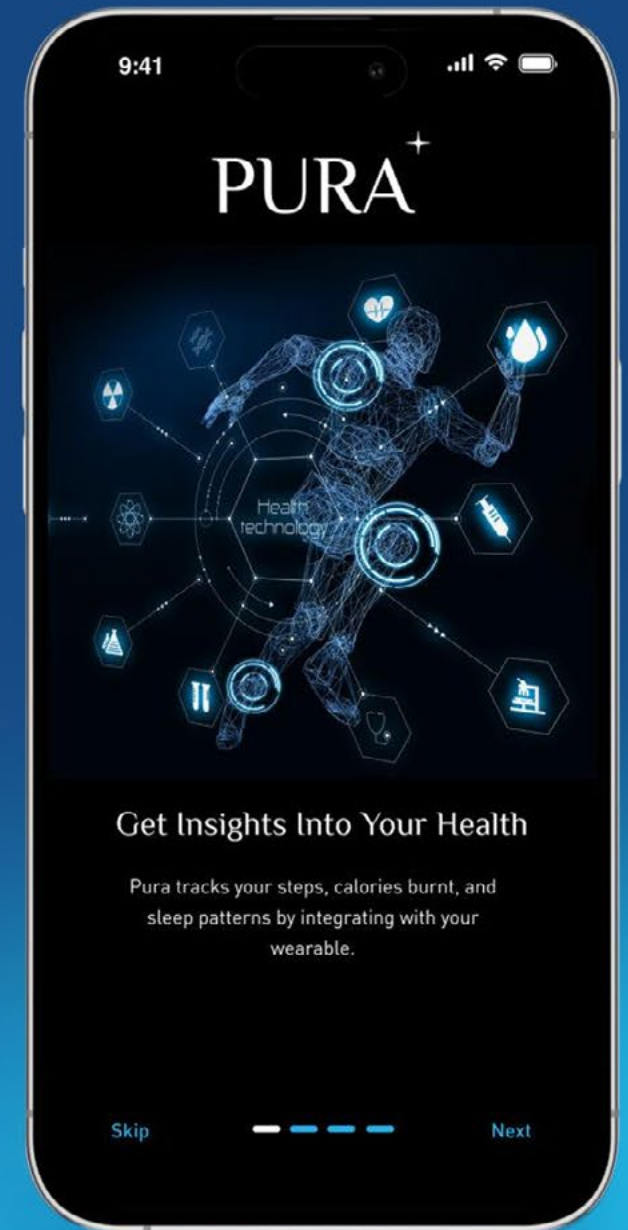
Furthering Our Sustainability Commitment

Our “Healthcare in the Cloud” model goes beyond providing our patients with an efficient, effective, and empowered healthcare experience; it also advances our sustainability commitments. By prioritising prevention, our model actively mitigates emissions associated with the patients’ journey, such as travel to clinic visits, minimising the necessity for tests, and optimising resource utilisation.

49,000 MTCO₂e
Emissions avoided by transitioning 12% of total patient visits to teleconsultations.

We will continue our efforts within this framework, to achieve similar strides in resource efficiency. In 2023, over 280,000 teleconsultations were conducted across our network in the UAE.

This milestone has not only strengthened our healthcare delivery model but also significantly reduced our environmental footprint. We anticipate an additional 8.82% reduction in our CO₂ emissions over the next five years through the expansion of virtual care services.



PATIENT HEALTH AND WELLBEING

Democratising Access to Superior Care

PureHealth’s vision of unlocking time for humanity encompasses a commitment towards advancing health equity. Leveraging technology as a bridge towards fostering equity in healthcare access, we seek to address the gap in services accessibility and healthcare outcomes across different social and economic groups through ensuring that tools like virtual healthcare assistants, personalised medicine and preventative care can reach everyone in our community.

PureHealth is actively working towards democratising healthcare in the UAE through its integrated care delivery model that ensures healthcare advancements reach a wider community. This model emphasises seamless coordination among healthcare providers, settings, and specialties, fostering alignment between various players. By strategically directing investments towards operational improvements and digital innovation, PureHealth is committed to making high-quality healthcare accessible to all, promoting sustainability and equity in healthcare delivery.

Building Digital Infrastructure for Healthcare

As the leading integrated healthcare delivery platform in the UAE, PureHealth recognises the importance of a robust digital infrastructure to support its vision of democratising healthcare. Through initiatives like the Riayati Platform and PureNet, PureHealth is developing customised digital tools for healthcare facilities, pharmacies, insurance services, and procurement operations, creating a more interconnected and efficient ecosystem.

Riayati Platform Powered by PureHealth

National Unified Medical Record (NUMR), an initiative by the Ministry of Health and Prevention in the UAE, envisions to establish a centralised medical record for every citizen and resident in the country. Through the Riayati platform, as part of this initiative, over 2,500 healthcare facilities across the UAE, comprising public and private hospitals, clinics, diagnostic centres, and pharmacies, are interconnected.

PureCS, undertook the ambitious task of delivering this project, successfully digitising 17 million unique electronic medical records as part of the Riayati program.

The Riayati platform offers enhanced patient experiences by seamlessly providing medical records to healthcare providers, eliminating the need for patients to carry physical records. It enables easy access to comprehensive patient healthcare records, leading to early diagnosis and improved treatment plans, while increasing workforce efficiency and reducing unnecessary efforts.

Benefits of Riayati Program



Enhanced Patient Experience



Easy Access



Increased Efficiency



Cost Effective



Improved Preventative Health



High Quality Data



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The Riayati platform marks a significant advancement in shaping a modern healthcare ecosystem in the UAE. It facilitates cost-effective healthcare by lowering readmissions and hospital visits while advocating preventive health measures. It lays a solid foundation for future digital innovations in healthcare through the provision of high-quality data for advanced analytics and clinical decision support.

The Riayati platform has established a strong foundation for future collaborative healthcare tools, but its effective utilisation requires all healthcare platforms and partner come together in this collective journey. Acknowledging the disparity among smaller and fragmented healthcare providers and platforms in achieving equitable digital transformation, our commitment towards healthcare equity prompts us to take a step forward in supporting them along their digital journey.

To ensure that all healthcare providers can be active participants in this digital evolution of healthcare, we have introduced PureNet. This digital health service platform aims to bridge this inclusivity gap by empowering healthcare providers of all scales to join in our pursuit of digital innovation in healthcare.

PureNet- Building a Connected Healthcare Ecosystem

PureNet is a Health-Tech SaaS (Software as a Service) platform by PureHealth, which uses advanced cloud computing to connect and empower diverse healthcare providers and platforms. By offering solutions like comprehensive hospital or clinic management tools, facilitating the digitisation of patient records, streamlining administrative tasks, and enhancing patient engagement,

PureNet supports healthcare providers on their unique journey of unlocking value through employing digital tools.



PureNet offers flexibility to its healthcare partners by integrating with existing systems and third-party apps, enabling future innovation and cost reduction. It allows linking both established and emerging healthcare providers and facilitates the digitisation and streamlining of their operations with minimal investments.

Our vision for PureNet is to revolutionise healthcare operations by integrating numerous services, streamlining processes, and enhancing patient care. By catalysing the healthcare value chain, PureNet supports the broader vision of advancing digital healthcare in UAE by eliminating fragmented approaches toward managing patients and enhancing operational excellence of each partner.

Enhancing Access to Healthcare

At PureHealth, our commitment to enhancing accessibility drives our strategic operational decisions. By leveraging innovative technology tools and data-driven insights, we optimise our operations, reducing denial rates and improving efficiency. We invest in technological innovations to minimise wait times and effectively meet patient needs. We aim to enhance accessibility to healthcare services at every stage of patient care, from prevention to treatment.



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PARTNERSHIPS FOR CLINICAL EXCELLENCE

In 2023, PureHealth partnered with Dell Technologies to utilise generative artificial intelligence (AI) across healthcare services including in early disease detection, medical data analysis and personalised treatment plans, further enhancing the health ecosystem in Abu Dhabi.

The collaboration was signed by Junaid Khan, Chief Technology Officer at PureHealth, and Walid Yehia, the UAE's General Manager of Dell Technologies. Michael Dell, Founder, Chairman, and CEO of Dell Technologies and Farhan Malik, Founder & Managing Director of PureHealth, witnessed the signing of the collaboration between both organisations.

The collaboration aims to harness the collective resources and technologies of both companies to improve health outcomes by ensuring access to leading medical solutions and services and accelerating long-term preparedness and agility.

GenAI brings with it a multitude of advantages in healthcare, ranging from early disease detection by analysing extensive medical data, to personalised treatment plans based on individual patient profiles. GenAI can also improve medical imaging accuracy, aid in predictive analytics for disease outbreaks and expedite drug discovery, contributing to a more efficient and patient-centred healthcare landscape.

With Dell's innovative solutions, PureHealth aims to positively impact the wellbeing of communities by offering better patient experiences through intelligent healthcare decision-making and advancing health research.

“As we embark on this transformative journey with Dell, we are thrilled to pioneer a new era in healthcare. By integrating GenAI, we are poised to revolutionise the industry, improve health outcomes, and fortify our healthcare system’s readiness for the future. Our efforts align seamlessly with our vision of extending human health span. GenAI will be incorporated in our digital transformation where we aim to take healthcare to the cloud.”

JUNAID KHAN
Chief Technology Officer, PureHealth



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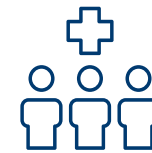
PureHealth regularly collaborates with government stakeholders such as the Abu Dhabi Public Health Centre (ADPHC) in enhancing accessibility to healthcare services for citizens in UAE, particularly in population health management initiatives, such as the IFHAS screening program.

This program focuses on the importance of adopting appropriate prevention measures, embracing healthy lifestyles, and ensuring the early detection of chronic diseases. As part of this program, a comprehensive clinical assessment is done, and individuals are apprised of their health status through a medical report.

Operational Transformation at AHS

Ambulatory Healthcare Services (AHS) within the Pure Health Group is focused on making operational enhancements to improve patient access and service delivery. By focusing on technological innovation and efficiency-driven initiatives, AHS streamlines processes and enhances the overall healthcare experience for its patients. Some of the key initiatives over the past year were:

- Introducing Retinal AI examinations, reducing result turnaround time from 3 days to 3 seconds.
- Implementing 88 self-registration kiosks across 14 healthcare centres, resulting in reduced waiting times for registration for 1.6 Million patients.
- Leveraging technology to enhance patients' access to our services, conducting over 124,882 teleconsultations
- Enhancing the appointment booking system to alert physicians of available services.



Patient Volume

14% expansion*

* This pertains to YoY non-COVID-19 patient volume.



Growth in visa screening volumes

19% YoY for 2023



ADVANCING CLINICAL OUTCOMES BY PRIORITISING SERVICE QUALITY

PureHealth’s guiding light in our journey of growth has always been putting patients at the heart of all we do. We believe consistently upholding the health and wellbeing of our patients as our foremost goal. To achieve this goal, we focus on providing best-in class patient-centric care by a relentless pursuit of maintaining high quality of healthcare delivery. We manage our patients responsibly, with a strict focus on both patient safety and satisfaction. Equally important under clinical excellence is our dedication to continuous innovation, seeking the futuristic solutions to unlock human longevity and advancing research excellence.

Consistently Delivering Quality Care

At PureHealth, we remain focused on maintaining the highest medical standards across our entire value chain, which is essential for fostering trust amongst patients and healthcare professionals. Our commitment to medical excellence forms the foundation of our value proposition.

As a testament to this, many of our facilities have obtained accreditation from esteemed national and international organisations, including the Commission on the Accreditation of Rehabilitation Facilities (CARF), American Health Association (AHA), and the Ministry of Health and Prevention-UAE. A significant number of our assets are implementing ISO certifications including ISO 9001:2015 Quality Management System, ISO 41001: 2018 Facility Management System, and ISO 15189: 2012 Medical Laboratories.



Showcasing our commitment on providing quality care, 17 hospitals and 46 clinics within PureHealth have received accreditation from the Joint Commission International (JCI).

Muashir Healthcare Quality Framework

Introduced in 2018 by the Department of Health, Muashir builds upon the Jawda program initiated in 2014, serving as a robust healthcare quality framework aligned with Abu Dhabi’s commitment to a healthier community.

While not all healthcare facilities within Abu Dhabi qualify for the Muashir ratings, select PureHealth assets are invited to participate in this rating initiative by virtue of providing exceptional service to patients. Our hospitals and clinics diligently monitor and report various KPIs required under Muashir quarterly. These hospitals monitor clinical quality indicators such as medication management and infection control, as well as service standards focusing on patient satisfaction, wait times, operational efficiency, and HR management processes.

Muashir, a government-backed quality initiative, promotes proactive quality control within our facilities. It offers a structured framework for monitoring and enhancing services, fostering continuous refinement to elevate overall care quality.

In 2021, 4 Hospitals received Exceptional rating in Muashir Index.

The infographic displays the Muashir Index logo at the top, followed by four rows of four diamonds each, representing an 'Exceptional' rating. Below each row is the name of a facility: SKMC, Madinat Zayed Hospital, Corniche Hospital, and Corniche IVF Centre.





Daman, the insurance arm of Pure Health Group, is broadening access to health insurance coverage with customised plans. “USelect” plans empower SMEs to personalise employee benefits, while “Ziyarah Plans” cater to tourists, ensuring that they have top-tier healthcare during their stay in the UAE.

We undertake strategic initiatives to broaden our reach, targeting vulnerable populations and ensuring inclusivity in healthcare delivery. These efforts align with our mission to establish the UAE as a leading hub of patient-centric care, enhancing the wellbeing of our communities.

Recognising the crucial role women and children play in a nation’s progress, PureHealth places a strong emphasis on these demographics to achieve our vision of Empowering Communities.

One of our key initiatives focuses on enhancing the UAE’s healthcare infrastructure specifically for women and children’s health. This targeted approach ensures access to essential preventive and curative services, fostering a healthier generation from the very beginning.

By empowering women with knowledge about their health and wellbeing, we empower families and communities as a whole. Additionally, investing in early childhood

development programs lays the foundation for a healthy and productive future generation. These programs equip children with the cognitive and social skills necessary to

thrive in school and later life, contributing significantly to the UAE’s overall social and economic progress.

Medical City in Abu Dhabi Dedicated to Women and Children’s Health

His Highness Sheikh Khaled bin Mohamed bin Zayed Al Nahyan, Crown Prince of Abu Dhabi and Chairman of the Abu Dhabi Executive Council, has approved the establishment of a specialised medical centre for women and children’s health in Abu Dhabi. Proposed by the Department of Health – Abu Dhabi and PureHealth, this initiative aims to enhance the emirate’s healthcare infrastructure with a focus on women and children’s health. The Proposed facilities within the Medical City would include:

Centre of Excellence

With 250 beds including 10 beds for mental health services and 100 for long-term paediatric healthcare

Proposed healthcare infrastructure

205
Beds

120
Doctors

460
Women Health
Specialists



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Dedication to Patient Safety

We continuously strive to implement rigorous protocols and standards to uphold the highest levels of safety and care across our operations. Our commitment to patient safety is multi-pronged. We have established robust internal controls that meticulously monitor and ensure the highest level of care.

This includes implementing cutting-edge safety protocols, fostering a culture of open communication where

concerns are readily addressed, and investing in advanced safety technologies. These measures work in concert to create a secure environment where patients can focus on healing with peace of mind.

Furthermore, we actively solicit feedback through comprehensive hospital surveys specifically designed to assess patient safety. By listening to the experiences of those we serve, we can continuously refine our practices

and identify areas for improvement.

Additionally, we prioritise the wellbeing and ongoing education of our healthcare staff. By investing in their training and development, we empower them to deliver the most effective and compassionate care possible, ultimately resulting in better outcomes for our patients.

Internal Controls to Patient Safety

Robust Policies



Culture of Transparency



Hospital Surveys on Patient Safety



Investing in Healthcare Staff



Robust Policies

To cultivate a culture of patient safety and adhere to regulatory standards, our hospitals and healthcare facilities have enacted robust policies. Some of these policies like the Sentinel Event Policy and the Narcotic and Controlled Medications Management Policy are integral to our operational framework, ensuring that patient safety protocols are firmly embedded within our practices.

Investing in Healthcare Staff

We prioritise investing in our healthcare staff as a strong defence against patient safety threats. Beyond DOH (Department of Health) licensing, our clinical staff must hold life support certification and meet additional task-specific requirements wherever applicable. Alongside mandatory safety training during onboarding, we regularly provide staff with updates on infection control and prevention, as well as safety and risk management.

Culture of Transparency

Our patient safety culture emphasises non-punitive incident reporting, empowering staff to enhance care quality and safety through transparent reporting and proactive initiatives. This approach fosters a faultless environment where staff feel confident reporting incidents and contributing to improving patient care. Additionally, we have introduced the “Good Catch” award in our facilities to promote reporting and reward staff who identify and report potential safety concerns.

Annual Hospital Surveys

Our healthcare delivery assets, such as TMO, conduct hospital surveys on patient safety annually to raise staff awareness, assess patient safety culture, identify strengths and areas for improvement, and implement enhancement actions.



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Prioritising Patient Feedback for Service Excellence

As an integrated health company spanning the entire healthcare value chain, including healthcare delivery, insurance, and supply chain management, PureHealth serves a diverse range of customers, from individual patients to businesses and healthcare providers. Gathering feedback from this varied customer base is crucial for continual improvement, enabling us to refine our services consistently. Hence, we prioritise collecting and utilising the insights drawn from the feedback of our customers to inform our future strategy and action items across our operations. This approach is essential for enhancing care standards across all our assets and services, driving us towards the highest level of service excellence.

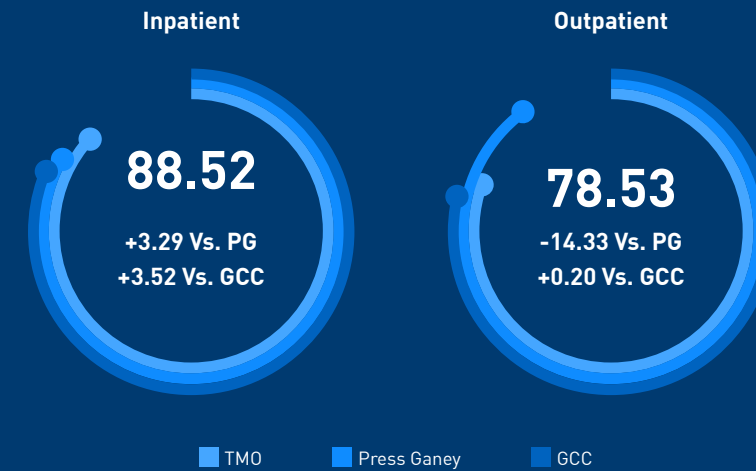
“Courtesy Calls” Initiative

As part of the patient satisfaction process, TMO started the “Courtesy Calls Initiative” where patients voluntarily provided their contact information and expressed interest in further discussing their experiences. The Patient Experience (PX) team reaches out to these patients to acknowledge their feedback and gather additional qualitative insights. In 2023, a total of 1,377 patients have been contacted through this initiative which offered valuable qualitative insights.

Enhancing Patient Experience: TMO’s Approach

The Medical Office (TMO) uses patient feedback to improve its operations by collaborating closely with onsite teams, monitoring patient feedback and KPIs at every touchpoint. TMO collects patient feedback through annual third-party evaluations conducted with Press Ganey, as well its own centralised survey system. These surveys cover inpatient, outpatient, and emergency departments, ensuring representation across various patient demographics. Each survey is tailored to the specific needs of individual departments, addressing a wide range of topics such as personal interactions, facility cleanliness, and the effectiveness of medical staff.

In 2023, as part of the Patient Experience Measurement Program, Press Ganey analysed 3,623 survey responses. To assess performance, TMO benchmarks survey results against the GCC Healthcare Average, which includes a wide range of healthcare facilities in the Gulf Region, as well as the Press Ganey Average.



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Putting Patients First: TLC's Patient Satisfaction Survey Initiative

The Life Corner started a patient survey initiative in 2023 aimed at collecting and addressing patient feedback to enhance their services by promptly resolving any received concerns. The initiative received resoundingly positive results:



PureLab's Patient Satisfaction Survey

PureLab, the diagnostic arm within Pure Health Group implemented a Patient Satisfaction Survey initiative across its sites, utilising QR code posters in phlebotomy areas for feedback collection. The survey, covering a 5-point questionnaire and NPS question was facilitated via Microsoft Forms. The received feedback is analysed and reported monthly which ensures that negative feedback is promptly addressed. The survey also helps engage employees by awarding quarterly e-certificates to frontline staff for commendation.



Advancing Research and Collaboration

To foster a healthcare ecosystem rooted in clinical excellence, we recognise the importance of knowledge sharing and staying informed about scientific advancements, innovations, and best practices. We recognise that our widespread presence and asset network provides us with a unique position to drive growth and expansion in medical research, addressing the most pressing challenges to human longevity.

Acknowledging our unique positioning, we both host and participate in significant healthcare conferences and publish in esteemed medical journals regularly. We strongly believe in sharing our research findings to stimulate innovation and catalyse breakthroughs in medical excellence for the broader healthcare research community. These platforms aid us to adapt, innovate, and thrive within an industry that is constantly evolving.

Strands of Success: The Curious Case of Rapunzel Syndrome (TM0)

A 3-year-old girl arrived at SKMCA exhibiting nonspecific abdominal symptoms. Upon promptly diagnosing intestinal obstruction, the patient received necessary resuscitation before proceeding to surgery in the operating theatre. During the procedure, surgeons discovered a substantial hairball obstructing her small intestine, a rarity for her age group, typically associated with older children who engage in hair swallowing. Thanks to timely intervention and surgery by the skilled medical team at SKMCA, the patient experienced a complication-free recovery and continued to progress well after discharge.

Our comprehensive analysis of this case, along with a systemic review, was published in the American Journal of Health, Medicine, and Nursing Practice (ISSN 2520-4017, Vol. 9, Issue 2, pp. 54–63, 2023), showcasing our successful management of this unique medical condition and sharing our insights from the procedure.

The 11th Emirates Oncology Conference (EOC 2023)

was organised by the Abu Dhabi Health Services (SEHA) and Tawam Hospital to enhance medical education, raise public awareness amongst citizens and healthcare professionals on cancer research.

The 9th International Nursing and Midwifery Conference (SINMC)

was organised by the Abu Dhabi Health Services Company (SEHA) where workshops were held on communications, empathy, teamwork, and self-care.

The 4th Abu Dhabi Integrated Mental Health Conference

was organised by SEHA. The Conference serves as the largest integrated mental health Congress in the UAE and offers a platform for knowledge sharing on the latest standards in mental health.

The Best of ASCO (American Society of Clinical Oncology) UAE 2023

was organised by SEHA and Tawam Hospital. The conference marks the official annual meeting review of the American Society of Clinical Oncology (ASCO), with more than 300 registered delegates from around the world.

The inaugural ADSCC (Abu Dhabi Stem Cell Centre) Bones Marrow Transplant and Cellular Therapy Congress 2023

was held in Abu Dhabi with over 1500 participants from 15+ countries.



DELIVERING CLINICAL EXCELLENCE

Overview

Transforming Healthcare through Digitalisation

Patient Health and Wellbeing

Partnerships for Clinical Excellence

Prioritising Service Quality

EMPOWERING COMMUNITIES

FOSTERING TALENT & CULTURE

CARE FOR PLANET

TRUST & CREDIBILITY

ANNEXURE



Transforming Lives, Extending Lifetimes

Within the dynamic realm of healthcare, PureHealth believes that our continuous quest for scientific innovation is the essence of our organisational identity. We look towards improving individuals' health-spans over simply increasing their lifespans, aiming to empower people to achieve optimal health.

Longevity Trial is a one-of-a-kind initiative by PureHealth with the aim to combat common age-related diseases and extend the period of life spent in good health. In 2022, PureHealth unveiled the future of healthcare by launching Longevity 1.0. In this unique 90-day intensive longevity program, 101 participants were given a chance to improve their health span by focusing on exercise and a healthier diet under clinical supervision.

Throughout Longevity 1.0, participants increased their projected lifespans by an average of 2.2 years through improving their biomarkers.

PureHealth achieved remarkable results and saw an average improvement of 26 months in the biological age of participants. At the trial's onset, laboratory findings indicated that 9 participants were predisposed to diabetes. By day 90, only 3 participants remained in the at-risk category. Physical activity levels among participants surged by 25%, with the most active cohort shedding an average of 3.5 kg.



In 2023, we took our journey ahead through Longevity 2.0, which is the largest longevity trial in the Middle East, involving more than 3,000 participants. Biomarkers that impact body composition, functional fitness, cardiovascular fitness, and wellbeing are monitored in this trial. It embodies the remarkable progress we are making in our endeavour to evolve Abu Dhabi into a blue zone city—regions where inhabitants enjoy longer lifespans.

Our journey of scientific discovery through our Longevity Trials has led us to significant achievements in healthcare innovation, solidifying our commitment of advancing the science of longevity. Our vision is adding up to 25 additional years of higher-quality, happier and healthier living to the UAE's average life expectancy, over the next 50 years, making UAE a land of longevity!

[THIS IS PUREHEALTH](#)

[SUSTAINABILITY STRATEGY](#)

[DELIVERING CLINICAL EXCELLENCE](#)

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[ANNEXURE](#)



EMPOWERING COMMUNITIES



EMPOWERING COMMUNITIES: OVERVIEW

In today's interconnected world, the health and prosperity of a community are intricately linked to the wellbeing of the people. We recognise that our responsibility extends beyond the walls of our facilities. We are committed to fostering a thriving ecosystem of empowered communities. Through a diverse range of community development initiatives, we strive to be a catalyst for positive change, aligning our efforts with the United Nations Sustainable Development Goals (SDGs) and national priority areas.

This commitment reflects our core belief that a healthy and empowered society is essential for long-term sustainability. By investing in people, fostering education, and promoting environmental stewardship, we can create a brighter future for generations to come.

This section of our report delves into the specific initiatives we undertake to empower communities in the Middle East, highlighting their impact on achieving the SDGs and addressing key national priorities defined by the government. We believe that by working hand-in-hand with communities, we can build a more sustainable and prosperous future for all.

Collaboration is the cornerstone of lasting change. We forge strong partnerships with local organisations and community leaders to co-create and implement targeted programs that tackle the root causes of health disparities. These programs focus on health education, addressing social determinants of health, or tackling specific health challenges faced by vulnerable populations. By working collaboratively, we can ensure that our initiatives are culturally relevant, address the most pressing needs of the community, and have a lasting impact.

By weaving together these elements, we aim to showcase the comprehensive and impactful nature of our community development efforts. We are confident that through collaboration, innovation, and a shared vision, we can empower communities and build a brighter future for all.

Material Topic



495
Community Development Initiatives



AED 35 Million
Spent on Community Development Initiatives



179,647
Beneficiaries of our Community Development Initiatives



1.1 Million
Impressions for Mass Awareness Programs



AED 1,257,800
Total Value of Volunteering Projects Till Date



Launch of Italian Dream Program





Our Community Development Framework

To ensure the long-term success and impactful nature of our initiatives, we adhere to a core set of community development principles. These principles guide our approach and ensure that our programs are not only effective but also sustainable.

Our corporate responsibility initiatives are aligned with the strategic national agenda and we are fully committed to contributing to the objectives outlined in the ‘We the UAE 2031’ vision.

Our Community Development Principles





At PureHealth, our mission focuses on empowering communities through two key pillars: “Healthy and Happy Communities” and “Inclusive and Resilient Communities”. We recognise these aspects as mutually reinforcing, essential for the sustained wellbeing of our communities. Our initiatives aim for holistic community development,

prioritising inclusivity, social cohesion, healthcare accessibility, and improved lifestyle choices to foster enduring longevity.

Our areas of focus for community engagement are as follows:

Healthy and Happy Communities

Health and wellbeing

Promote healthy behaviours, lifestyle choices and improve access to healthcare services

Promotion of Sports

Promote physical activity and an active lifestyle to have positive impact on health, and help build stronger, more connected communities

Arts, Culture, and Tourism

Promote cultural awareness and appreciation through preserving cultural heritage and promoting diversity and inclusive communities

Inclusive and Resilient Communities

Combating Hunger and Food Security

Promote food security and address hunger in the marginalised communities while aiming to reduce food waste, and improve access to nutritious food

Education

Promoting quality education for all, including marginalised communities who have limited access to education due to socio-economic barriers

Early Childhood Development

Support childcare to ensure the wellbeing and safety of children and providing access to healthcare, nutrition, and education.

Environment

Encouraging volunteer efforts and fostering community participation to reduce the negative impact on the environment





We believe that an important precursor to generating the maximum impact is a transparent governance framework. Our approach to Community Development governance is anchored by several core aspects:

Clear Leadership & Accountability:

Senior leadership champions our Community Development strategy, providing clear direction and ensuring accountability throughout the organisation. The accompanying graphic illustrates how responsibilities are distributed across different functions, highlighting ownership and decision-making pathways.

Collaborative Spirit:

We foster a collaborative environment across departments. This ensures a holistic approach to strategy development, implementation, and monitoring. Regular

cross-functional communication and collaboration are crucial for maximising the impact of our initiatives.

Transparency & Stakeholder Engagement:

We value transparency and open communication with stakeholders, including employees, patients, communities, government stakeholders and investors. We actively engage them on our community development efforts, fostering a sense of shared ownership in our sustainability journey.

Continuous Improvement:

Our efforts are a continuous journey. We are committed to regularly examining our strategy, tracking progress, and

adapting our approach based on emerging best practices and evolving stakeholder expectations.

The accompanying graphic provides a representation of how these principles translate into action. It details the ownership and decision-making structure, ensuring clear accountability and effective governance of our community development endeavors.





PUREHEROES PLATFORM

Healthcare Volunteerism

Volunteerism in healthcare plays a crucial role in supplementing the efforts of paid healthcare professionals. Healthcare volunteer opportunities are diverse, ranging from assisting with basic tasks like patient transport to providing specialised services such as medical interpretation and counselling. Volunteering reflects a spirit of compassion and civic responsibility as efforts are made to support the wellbeing of others and contribute to the broader goal of improving healthcare outcomes and increasing access to healthcare.

“The agreement contributes to Emirates Foundation’s goals towards building strategic partnerships with public and private sectors to promote social responsibility and achieve integration, thereby boosting development in the UAE. We will continue to support all the positive ideas and projects that can give back to society and promote a culture of volunteerism.”

HIS HIGHNESS SHEIKH THEYAB BIN MOHAMED BIN ZAYED AL NAHYAN
Chairman, Emirates Foundation’s Board of Directors

“At PureHealth, we recognise that our responsibility extends beyond delivering exceptional medical services and solutions. It’s about actively engaging with our communities, listening to their needs, making a meaningful difference in their lives, and contributing to their longevity. We look forward to inviting all healthcare professionals within the public and private sectors to sign up for this unique platform and join us in our mission as a driving force for this national initiative.”

SHAISTA ASIF
Group Chief Executive Officer, PureHealth

In 2023, the Emirates Foundations and PureHealth entered a strategic partnership to establish the PureHeroes platform. This platform aims at building healthcare volunteering initiatives in the UAE, in which healthcare professionals from both public and private sectors will be able to avail the benefits. Through skill-based volunteering and targeted healthcare endeavours, the initiative establishes a pioneering standard in healthcare volunteerism.

Within the framework of PureHeroes, we marked more than two thousand volunteering hours of a total value till date of AED 1,257,800. This is a testament of our dedication and focused approach to community development.



PEOPLE OF DETERMINATION

Empowering Change

People of determination play a vital role in our society, contributing their unique perspectives, talents, and experiences to enrich our communities in numerous ways. Their importance lies not only in their individual accomplishments but also in the broader impact they have on shaping a more inclusive and equitable society. PureHealth recognises that accessible healthcare services are essential for addressing the unique medical needs and challenges faced by individuals with disabilities, promoting their overall health and enabling them to lead fulfilling lives. In pursuit of this goal, we have initiated the People of Determination initiative.

This initiative recognises the achievements of people with disabilities in various fields such as education, health and more. SEHA and Zayed Higher Organisation for People of Determination (ZHO) signed a Memorandum of Understanding (MoU) to enhance cooperation and coordination in the delivery of curative and preventive services, medical support, and consultations for People of Determination and affiliates of ZHO. According to the MoU, the Al Dhafra Hospitals will prioritise individuals with disabilities, ensuring they receive specialised services and facilities aimed at enhancing access to high quality medical care and treatments.

An extension of this project is the Children of Determination initiative, which is in collaboration with the Mothers of Children with Determination Organisation (HEMMA). This initiative aims at providing state of the art medical care to children of determination.

As a part of the Children of Determination project, a study has been designed to investigate the safety and efficacy of Stem Cell Therapy in managing children diagnosed with Autism. At present, 13 out of 38 referred children from the HEMMA organisation are to undergo basic investigations such as brain imaging and genetic and immunologic studies.



PROMOTION OF SPORTS

Adopting healthy habits is critical for the health and wellbeing of our communities. Within this framework, PureHealth has been focusing on the role of sports, in fostering community unity, promoting health, and enriching overall quality of life. From a healthcare perspective, sports are fundamental to longevity, enhancing both physical and mental wellbeing for individuals and communities. PureHealth has initiated several programs around this topic.

Making of Champion Program

During 2022, PureHealth forged a strategic partnership with the UAE Jiu-Jitsu Federation (UAEJJF) to champion and promote sporting talent within the UAE.

The primary objective of this partnership is to provide top-quality medical assistance to athletes participating in the Federation’s championships, thereby contributing to their wellbeing and success at local, regional, and international levels. Additionally, the partnership includes the implementation of the Making of Champion program, which focuses on empowering talented individuals in Jiu-Jitsu to pursue professional careers and uphold the nation’s excellence in sports.

The Italian Dream Program

In 2023, PureHealth joined hands with STARZPLAY and Image Nation Abu Dhabi to collaborate with Lega Serie A in introducing an original series titled ‘The Italian Dream’.

Aligned with Abu Dhabi’s commitment to nurturing young sports talent, this reality TV series offers aspiring young footballers a platform to showcase their skills and pursue their dreams. Filmed in Abu Dhabi across

six episodes, “The Italian Dream” featured participants from Saudi Arabia, Morocco, and esteemed football icons from Lega Serie A that serve as mentors and advisors for the contestants, offering invaluable guidance and support. Beyond spotlighting their footballing prowess,

the program delves into the participants’ personal backgrounds, aspirations, and the importance of adopting a healthy lifestyle for sports, inspired by the ethos of Lega Serie A.





EDUCATION

Cultivating Awareness Through Learning

Through our awareness programs we strive to enlighten, empower, and elevate communities towards better wellbeing. At the same time, we aim to engage in conversations, dispel myths, and instil habits that promote healthier lifestyles.

Our focus is on nurturing a culture of proactive self-care and collective responsibility towards our health. These campaigns serve as vital platforms for disseminating crucial information, raising awareness, and encouraging preventive measures.

A few community development awareness campaigns have been organised by our entity, SEHA:



SEHA Breast Cancer Awareness Campaigns

The objective of these sessions was to raise general awareness of breast cancer, particularly the importance of self-examination and regular annual screenings. Complementary vouchers were offered to participants to book their appointments.

Pink Step Walkathon

220+ participants joined the SEHA x Modon walkathon. Sheikh Khalifa Medical Company (SKMC) has inaugurated a special clinic for female staff to screen breast cancer. 550+ participants walked in a Pink Step Walkathon at Bawadi Mall and Tawam Hospital.

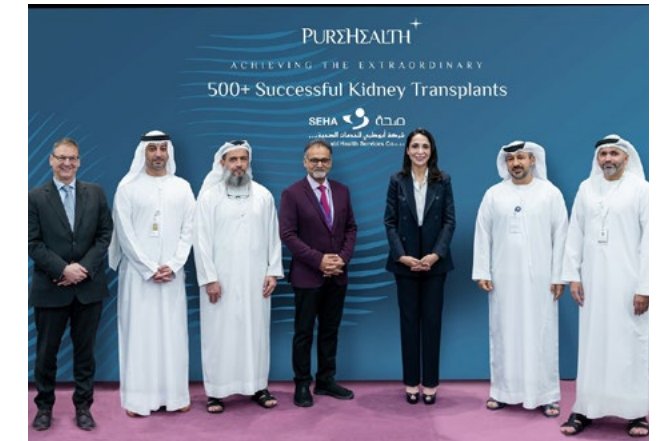
TAWAM Webinars

TAWAM organised webinars with governmental entities at Al Ain Region that was attended by 100+ participants.



Corniche Hospital Community Counselling Sessions

Several awareness events were organised at Khalifa University and Zayed University on topics such as wellness, fertility awareness, and anaemia awareness.



SK Hospitals Awareness Programs and Campaigns

Awareness Programs and Campaigns at SK Hospitals

- Ramadan Nutrition Program 2023
- World Kidney Day 2023
- Heart Saver Day 2023
- International Hand Hygiene Day 2023
- Pre-eclampsia Awareness Month 2023



PureHealth has also initiated several training courses ranging from basic diplomas for individuals to qualified healthcare professionals. These courses are crafted to address the evolving needs and challenges within the healthcare sector, empowering professionals to deliver exemplary care and stay abreast of the latest advancements in their field.

Life Support Training Center

The Life Support Training Center (LSTC) at Sheikh Khalifa General Hospital (SKGH) has been accredited by the American Heart Association (AHA) as an International Training Center (ITC). It offers an array of courses encompassing a wide spectrum of life support techniques for both healthcare professionals and individuals. These include Basic and Advanced Life Support for neonatal, paediatric, and adult patients.

Name of course

Basic Life Support (BLS)

Advanced Cardiovascular Life Support Course (ACLS)

AHA Paediatric Advanced Life Support (PALS) Course

Paediatric Advanced Emergency Assessment, Recognition and Stabilisation (PEARS)

Neonatal Resuscitation Program (NRP)

Heartsaver (HS)

Life Support Training Course at SKGH

The first European Trauma Course (ETC) in the Northern Emirates is a two-day Life Support Course hosted by SKGH. The course is tailored for medical doctors and other healthcare professionals responsible for managing acute trauma cases. The program delivers state-of-the-art trauma training, prioritising teamwork, and the development of non-technical skills. The initial course took place from January 24th to 26th, 2022, featuring clinicians from emergency, trauma/orthopaedics, general surgery, anaesthesia, and critical care. It was immediately followed by a Generic Instructor Course (GIC) to aid in the development of local faculty.

Advanced Stroke Life Support Training

SKGH recently reached a significant milestone by hosting the first Advanced Stroke Life Support Course (ASLS) in the Middle East and North Africa region. This historic event occurred at the Life Support Training Centre (LSTC) located within the hospital premises, signifying a major

advancement in stroke care within both the country and the broader region.

Centres of Excellence (CoE) have been launched by the Department of Health (DoH) Abu Dhabi to highlight licensed healthcare facilities that offer specialised care. Centres of Excellence provide exceptionally high patient care on complex issues, delivering best in class patient outcomes. CoEs assist the Department by enhancing the efficiency of the healthcare sector through the integration of science, technology, and operational best practices.

We are proud to state that Sheikh Khalifa Medical City has been deemed as a Centre of Excellence by the Department of Health, Abu Dhabi in Paediatric Cardiac Surgery.



Graduation Ceremony Cohort II



تزداد
قوة

FOSTERING TALENT & CULTURE



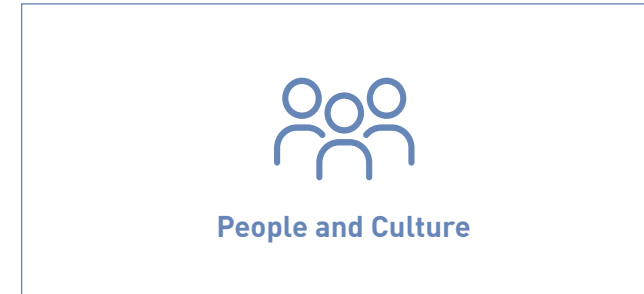
FOSTERING TALENT AND CULTURE: OVERVIEW

There exists a significant correlation between cultivating a sustainable workforce and fortifying healthcare systems.

PureHealth's strategic approach to human capital centres on cultivating a resilient, sustainable, and forward-looking workforce, achieved through bolstering labour participation rates, optimising resource allocation, and nurturing robust talent pipelines primed for the demands of the smart health era. Culturally, PureHealth champions the purpose-driven mindset inherent within our workforce, a testament to our organisational values.

This section highlights the key material topics we consider within this pillar, alongside performance highlights that demonstrate our commitment to creating a workplace of the future where our people can thrive.

Material Topic



20,282
Total Employees



80+
Nationalities



63%
Gender Diversity (Women in Workforce)



34%
Women in Senior Management



24%
Emiratisation Ratio




605,184
Total Training Hours




HUMAN RIGHTS POSITION STATEMENT

At PureHealth, we strive to respect and promote human rights in accordance with international standards and principles. We actively engage with our suppliers, partners, and stakeholders to ensure the preservation of human rights throughout our supply chain and business activities.




Safe, Inclusive and Harassment Free Workplace

We are committed to creating and sustaining a positive and inclusive workplace that celebrates diversity.




Respect for Human Dignity and Non-Discrimination

We respect the inherent dignity of all individuals and acknowledge that all human beings are entitled to the same rights and freedoms.




Compliance with Laws and Regulations

We comply with all applicable UAE laws and regulations related to human rights, as well as relevant international standards and principles ratified by the UAE.




Protection of Vulnerable Groups

We recognise that certain groups are particularly vulnerable to human rights violations. We are committed towards protecting the rights of these groups within our ecosystem.




Representation of Workers

We respect the rights of workers to represent themselves without fear of intimidation, harassment, or reprisal, in accordance with local laws and international standards.




Universal Declaration of Human Rights




International Labour Organization

Declaration on Fundamental Principles & Rights at Work

International Labor Organisation Conventions ratified by the UAE



United Nations (UN) Sustainable Development Goals (UN SDGs)



United Nations Guiding Principles on Business and Human Rights





DIVERSITY AT PUREHEALTH

At PureHealth, we translate our commitment to diversity and inclusion into concrete action. We understand that a workforce mirroring the communities we serve fosters a richer environment for innovation and patient-centred care.

The data presented here showcases our progress in achieving a more diverse workforce. We have made significant strides in increasing the percentage of women in leadership positions, which currently sits at 34% and expanding representation across various nationalities - our workforce proudly represents over 80 nationalities. These numbers reflect our commitment to building a truly inclusive environment where everyone feels valued and empowered.

20,282

Employees

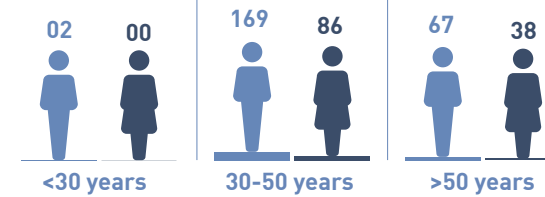
80+

Nationalities

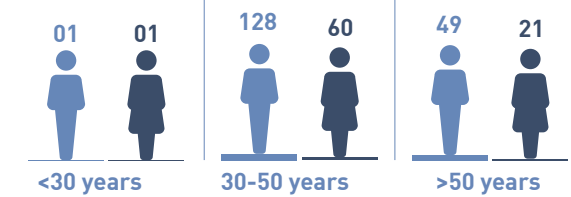
2,822

New Hires in 2023

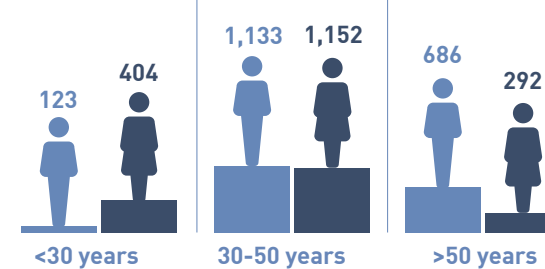
Senior Management 2023



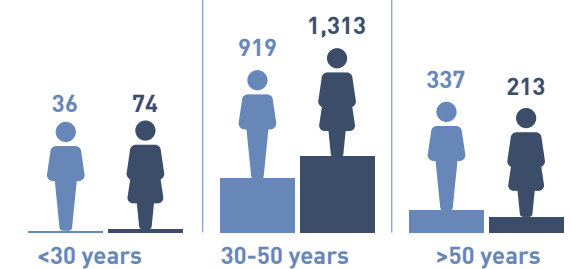
2022



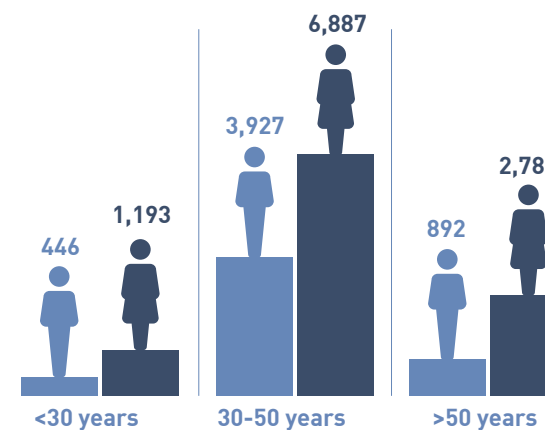
Middle Management 2023



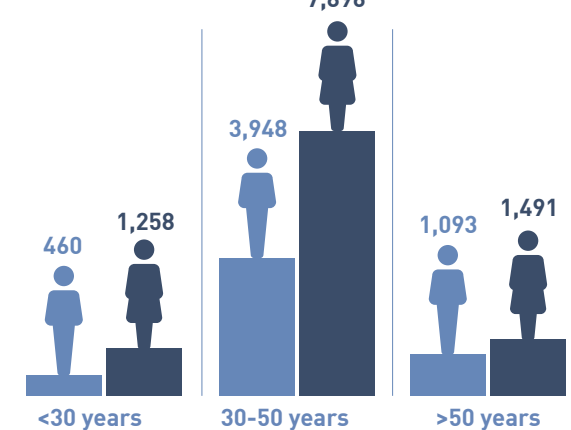
2022



Junior Management 2023



2022





We are excited to share the positive strides we have made in building a workforce that reflects the communities we serve. As evidenced by the data presented, we have seen a steady increase in the representation of women across all levels of the organisation. In 2023, women comprised 63% of our workforce. In 2023, over 56% of the new hires during the year were women, highlighting our commitment to maintaining gender balance within the company. It is particularly encouraging to report that approximately 34% of senior management roles are held by women, which showcases our commitment to gender parity.

Furthermore, we have witnessed a growing diversity in age groups, fostering a richer exchange of knowledge and perspectives. Our workforce is experiencing a vibrant influx of young talent, with 10.69% of employees falling under the age of 30. Among our new hires, young talent comprised a significant portion, with approximately 27.92% of new hires in 2023 being under the age of 30. These young professionals bring fresh perspective and energy to the organisation. This youthful energy is perfectly complemented by the seasoned expertise of our more experienced employees, with 23.47% of our workforce over the age of 50. In 2023, we recruited seasoned professionals over the age of 50, constituting about 8.3% of new hires. This multi-generational blend creates a dynamic learning environment where fresh ideas meet established knowledge, ensuring continuous improvement and innovation.

Lastly, despite the healthcare industry's global challenge with high turnover rates, PureHealth has effectively maintained manageable rates through our inclusive policies and practices. In 2023, we sustained an overall turnover rate of 11.05%, with a comparable rate of approximately 11.03% for female employees. This reflects the positive employee engagement and satisfaction levels

we have achieved across the company.



EMIRATISATION

At PureHealth, our commitment to diversity and inclusion extends beyond mere representation. We recognise the vital role Emirati talent plays in shaping the future of communities in the UAE. By actively supporting the government's Emiratisation initiative, we contribute to several Sustainable Development Goals (SDGs), including:

SDG 8: Decent Work and Economic Growth: We create high-skilled jobs in the healthcare sector, fostering economic empowerment for Emirati citizens. This aligns with the national agenda of creating a diversified and knowledge-based economy.

SDG 10: Reduced Inequalities: By investing in Emirati talent, we bridge the skills gap and offer equal opportunities within the healthcare sector. This contributes to a more inclusive and equitable society.

Our Emiratisation efforts go beyond simply hiring Emirati nationals. We are committed to upskilling and empowering them to excel in their careers.

We provide dedicated mentorship and leadership development programs to support the career advancement of Emirati employees. This fosters a pipeline of future leaders within the healthcare sector.

We cultivate a work environment that celebrates Emirati culture and traditions, ensuring a sense of belonging and inclusion for all employees. This promotes collaboration across cultures and strengthens social cohesion.

Our current Emirati workforce of about 5,000 employees represents approximately 24% of our total personnel. We are proud of this progress, but we see it as a stepping stone. We remain committed to attracting and empowering even more Emirati talent, fostering a future where they play a leading role in shaping a healthier and more prosperous UAE.

Emirati Development Center

50 Emirati professionals were chosen from 200 applications in the first cohort, where 75% of the graduates were women. The second cohort of 130 individuals which commenced in August 2023 focuses on targeted learning and development interventions across three segments of talent: Leader of Self, Leader of Others and Leader of Leaders.



Emirati Development Center

Upholding our dedication towards realising the ideals of the Abu Dhabi Economic Vision 2030, PureHealth is committed to upskilling local talent. Our long-term commitment is to develop 1,000 future Emirati leaders within the next few years. With this aim in mind, the Emirati Development Center has been established, with the primary objective to upskill and reskill UAE employees. The Emirati Development Center has adopted the principles of The Development Edge (TDE), created by Harvard faculty members Dr. Robert Kegan and Dr. Lisa Lahey, to cultivate talent, boost revenue generation, confront new challenges, and expedite professional advancement.

Remarkable Emirati Women Summit

In 2023, PureHealth established the Remarkable Emirati Women' forum, which, under the patronage of H.H. Sheikha Fatima bint Mubarak (The Mother of the Nation), Chairwoman of the General Women's Union (GWU), President of the Supreme Council for Motherhood

and Childhood, and Supreme Chairwoman of the Family Development Foundation (FDF), celebrated the achievements of Emirati trailblazers and emphasised the importance of nurturing the next generation of female leaders.

This event was an exclusive gathering that recognises and celebrates the contributions of Emirati women leaders, with the aim to inspire the leaders of tomorrow.

The philosophy of the event is:

“The most successful women leaders in the world are those that don't fit in boxes. They create their own narrative, their own story and chart their own destiny. The Emirati women are such women, and it is my pleasure to invite them to this Remarkable Emirati Women Summit, by Purehealth so they can push their boundaries, discover their visions and unbox themselves.”

SHAISTA ASIF

Group Chief Executive Officer, PureHealth





Emirati Women Chapter

PureHealth recognises the instrumental role of Emirati women in UAE's growth story and believes in empowering them to achieve progress and inclusivity. The Emirati Women Chapter (EWC) is an initiative by PureHealth with a commitment to empower and inspire Emirati women to attain personal and professional growth. The mission of the initiative is to support progress of Emirati women in the professional realm, empowering them to gain employment in suitable positions and sectors.

Launched under the Patronage of H.H. Shekha Fatima Bint Mubarak, the Emirati Women Chapter was established with a clear mission to nurture the development and advancement of Emirati women within the professional world, enabling them to thrive.

This initiative is established by five inspirational Women leaders, (Shaista Asif (GCEO, PureHealth), H.E Sana Suhail (Director General, Abu Dhabi Early Childhood Authority),

H.E Reem Al Falasi (Secretary-General, Supreme Council for Motherhood and Childhood), Dr Fatima Al Kaabi, Dr Mai Ahmed Al Jaber (CEO, Imperial College London Diabetes Centre), who share a common goal of giving back to the community. With their wealth of experience and leadership, they provide a solid foundation for creating opportunities and making meaningful contributions to society.



EMPLOYEE ENGAGEMENT AND RECOGNITION

The Power of Engagement

In today's rapidly evolving and competitive business environment, employee engagement is a crucial factor driving organisational performance and prosperity. At PureHealth, we believe that beyond conventional measures of productivity and profitability, engaged employees serve as enthusiastic ambassadors for their organisation, consistently surpassing expectations and fostering a positive workplace culture.



We are Great Place to Work certified and are ranked #30 in the UAE under 'Best Workplaces in the UAE 2024 – Large Organisations'.

This certification reinforces our dedication to fostering a safe and inclusive work environment. We join a list of marquee organisations in their own sphere, bound together by the invisible string of building a sound company culture. This certification is testament to the faith our employees have in our vision and mission.

Effective employee engagement encompasses a multifaceted approach that nurtures a sense of purpose,

belonging, and fulfilment among team members. This involves cultivating a supportive work environment where open communication, trust, and mutual respect are paramount.

We at PureHealth conduct employee engagement surveys across group entities based on the Gallup Q12 metrics related to employees' basic needs, individual contribution, teamwork, and growth.

We measure the following employee engagement attributes at PureHealth:

- 01  Productivity
- 02  Profitability
- 03  Engagement
- 04  Customer Centricity
- 05  Retention

Post conducting the survey and gauging employee satisfaction, an action plan is developed for each entity through Navigation workshops and employee feedback. We focus on five key areas:

- 01  Development
- 02  Performance
- 03  Empowerment & Fairness
- 04  Recognition
- 05  Net Promoter Score



Employee Recognition Programs play a crucial role in engaging with our employees. These programs are essential components of a thriving workplace culture, serving as powerful tools for boosting morale, motivation, and overall job satisfaction. By acknowledging and celebrating employees' contributions, achievements, and milestones, these programs foster a profound sense of appreciation and value within the organisation.

Employee retention is of utmost importance for us, and we believe that training and development is essential for employees to adapt to the changing needs of the healthcare industry. Thus, we offer several avenues to our employees to upskill themselves: this includes providing opportunities for training and development.

PureHealth employee recognition programs



Pure Stars
Employee Awards



Trailblazers Awards
(Change Makers for solving healthcare challenges)



Delta Force
(Elite Recognition Program)



Employee Discount
& Benefit Program





PureHealth Talent Show

Talent shows offer a dynamic platform for employee engagement, igniting creativity, and fostering a sense of community. Aimed at celebrating all frontliners and healthcare teams across the Group, the PureHealth Talent Show is an embodiment of PureHealth’s culture and commitment to employee engagement, productivity, and happiness. These events allow employees to showcase their unique talents and passions, promoting inclusivity and appreciation for individuality. By encouraging participation and celebrating diverse skills, talent shows strengthen team bonds, boost morale, and cultivate a positive work culture centred around mutual support and recognition.

PureHealth, aligned with UAE’s Happiness Agenda hosted the PureHealth Talent Show, coinciding with the ‘International Day of Happiness’. The event was a celebration of diversity and inclusion as more than 10 nationalities were represented in the Talent finalists. The Talent Show provided a platform for employees to bring their skills and talent to the forefront and connect with like-minded individuals.

“At PureHealth, we put our colleagues at the heart of everything we do, allowing them the opportunity to not only excel at work but also stimulating an inclusive culture through initiatives that offer them a platform to showcase their talent. The PureHealth Talent Show is the perfect platform to bring our talent and skills to the fore – to connect, engage, shine, and have fun.”

SHAISTA ASIF

Group Chief Executive Officer, PureHealth



LEARNING AND DEVELOPMENT

Unleashing Employee Potential for Organisational Success

At PureHealth, we are deeply committed to nurturing the professional growth and career advancement of our highly skilled workforce. To achieve this goal, we have implemented targeted training and development programs to advance our employees' careers.

In 2023, we spent a cumulative of 605,184 hours in training – this is approximately 30 hours spent per employee on an average.



605,184 hours
spent in training in 2023



29.84
average hours spent in training per employee in 2023



43.24
SEHA had the highest average training hours per employee in 2023

One of our flagship initiatives involves a strategic partnership with Corniche Hospital and the Accreditation Council for Graduate Medical Education International LLC (ACGME-I). This collaboration positions the UAE as only the second country in the world, after Singapore, to host an ACGME-I accredited residency program outside of North America.

In our efforts to upskill our healthcare professionals, we have collaborated with Corniche Hospital and the Royal College of Obstetricians and Gynaecologists (RCOG) to provide advanced training equivalent to UK standards. Through this partnership, Emirati specialist physicians undergo local training at Corniche Hospital, following the same rigorous methods and assessments as those in the United Kingdom. Participants are awarded prestigious UK consultant licenses in obstetrics, gynaecology, and related sub-specialities upon completion.

Corniche Hospital, is the first hospital outside the UK to be recognised as a training site for ATSM program (Advanced Training Skills Modules) by the Royal College of Obstetrics and Gynaecology (RCOG).

In addition to supporting physicians, we are equally dedicated to nurturing and empowering the next generation of nurses. Our Clinical Ladder Program provides nurses with a clear pathway for career

advancement while allowing them to continue delivering direct nursing care. This structured approach enables nurses to apply their knowledge under the mentorship of experienced professionals, fostering their development and ensuring safe and effective care delivery.

Furthermore, our Tamkin Tamreed program, meaning 'Empowering the Nurses', spearheaded by the SEHA Nursing Division, offers nurses a platform to voice their concerns and queries regardless of location. This initiative underscores our commitment to empowering nurses and fostering a supportive environment conducive to professional growth and development.



HEALTH, SAFETY AND WELLBEING

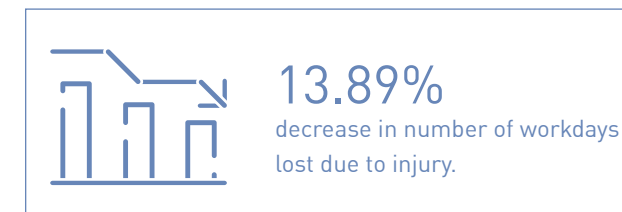
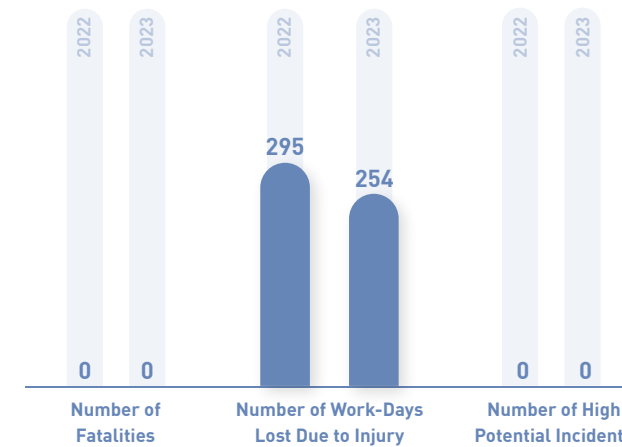
Making Safe Workplaces

At PureHealth, the health, safety and wellbeing of our workforce is paramount, and we are committed to adhering to all required laws and regulations concerning occupational health and safety. In our pursuit of work efficiency, we have established comprehensive guidelines to prevent workplace injuries. Beyond mere compliance with mandatory legal requirements, we proactively develop and implement robust protocols to safeguard the health and safety of our employees. Many of our assets are working towards achieving ISO 45001:2018 Health and Safety Management System certification.



Our teams conduct hazard and risk assessments to identify potential work-related hazards at the hospital and laboratory levels. PureHealth engages with employees through on boarding process and training programs and raises awareness on the provisions of the Policy. All healthcare facilities in Abu Dhabi follow the Occupational Health and Safety Abu Dhabi (OSHAD) framework.

Additionally, we encourage our suppliers to meet our health, safety, and environmental standards.



Case story

AHS Patient Risk Management Program

Ambulatory Healthcare Services has implemented a comprehensive risk management program aimed at safeguarding the wellbeing of both patients and staff

across its clinics through proactive strategies, such as daily environmental inspections by clinic link champions to detect and address potential hazards. These inspections cover various clinic areas and prioritise cleanliness, maintenance, and infection control adherence.

Additionally, the UHC Safety Intelligence platform enables staff to report incidents and near misses, promoting transparency and facilitating continuous improvement. Incident data analysis helps identify trends and implement preventive measures to bolster patient safety. AHS uses risk registries in all clinics to systematically track and manage identified risks, providing centralised monitoring for comprehensive risk assessment and management.



THIS IS PUREHEALTH

SUSTAINABILITY STRATEGY

DELIVERING CLINICAL EXCELLENCE

EMPOWERING COMMUNITIES

FOSTERING TALENT & CULTURE

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TRUST & CREDIBILITY

ANNEXURE



CARE FOR PLANET

CARE FOR PLANET: OVERVIEW

The healthcare sector occupies a unique space in the environmental landscape. On one hand, it stands as a pillar of human wellbeing, safeguarding health and promoting longevity. On the other, its operations inevitably leave an environmental footprint. At PureHealth, we consider both positive and negative impacts, balancing progress and sustainability. This chapter delves into our commitment to reduce our environmental footprint and increase our positive impact.

Our core belief is that a healthy planet is a prerequisite for healthy people. Climate change poses a significant threat to human health, impacting everything from air quality to spreading infectious diseases. Furthermore, the healthcare sector itself contributes to global emissions. Therefore, a sustainable future for healthcare is not just desirable, it's essential.

This chapter serves as a roadmap for our environmental journey. We will unveil our ambitious net zero target – a pioneering pledge within the Middle East healthcare sector – and explore the multi-faceted strategy that underpins our decarbonisation efforts. We focus on how we are integrating environmental responsibility with advancements in patient care, forging a path toward a future where healthcare delivery is both effective and ecologically responsible.

Beyond our initiatives, we recognise the power of collaboration. This chapter highlights our partnerships with governmental bodies and industry leaders, a testament to our belief in a collective approach to environmental stewardship.

Material Topics



Net Zero by 2040 Commitment



PureHealth Decarbonisation Strategy Launch



Joined UN Race to Zero initiative



13.2%
GHG Emission Reductions Achieved



33.9%
Reduction in GHG Emissions Intensity



17.3%
Reduction in Water Consumption



ENVIRONMENTAL STEWARDSHIP: POSITION STATEMENT

Sustaining Environmental Harmony

At PureHealth, we recognise the critical environmental issues that confront our world today, including the urgent challenges of climate change, biodiversity loss, resource depletion, and pollution. We embrace our responsibility to understand and address these pressing concerns.

Our decarbonisation efforts will see us implement a range of strategies and initiatives, from investing in technologies that make 'Healthcare in Cloud' a reality to ensure that the company optimises its energy consumption across all operations, aligning with the UAE's sustainable agenda.

Transitioning to renewable energy sources is also one of our aims, as is collaborating with supply chain partners who share our goals and promoting local procurement.



CLIMATE ACTION

Climate and Health Interlinkages

The healthcare sector stands as a pillar of human wellbeing, safeguarding lives and promoting longevity. Yet, ironically, its operations contribute significantly to global greenhouse gas (GHG) emissions. Addressing this paradox is not merely an environmental responsibility but a critical step in ensuring long-term sustainability.

The global healthcare sector is estimated to be responsible for approximately 5% of global GHG emissions. This footprint encompasses a range of activities, including Energy consumption, Transportation, Waste generation, Anesthetics, and refrigerants.

These emissions contribute to climate change, a phenomenon with far-reaching consequences for human health. The World Health Organisation (WHO) recognises climate change as “the greatest threat to global health in the 21st century.”

“Accelerating climate action is central to our strategy, recognizing the impact of climate change on people’s health and promoting a new model of care through sustainable digital initiatives.”

SHAISTA ASIF

Group Chief Executive Officer, PureHealth

Climate Change Impacts on Public Health



Increased Heat-Related Illnesses:

Extreme heat events can lead to heatstroke, dehydration, and exacerbate cardiovascular and respiratory issues.



More Frequent and Severe Weather Events:

Floods, droughts, and wildfires can disrupt healthcare infrastructure, displace populations, and lead to injuries and infectious diseases.



Degradation of Air Quality:

Increased air pollution from wildfires and other climate-related events can exacerbate respiratory illnesses like asthma and chronic obstructive pulmonary disease (COPD).



Spread of Vector-Borne Diseases:

Changes in temperature and precipitation patterns can lead to the spread of diseases transmitted by mosquitoes and other vectors.

Climate change can exacerbate existing health challenges and create new ones. The very infrastructure and resources healthcare relies upon are becoming increasingly vulnerable due to climate change. Extreme weather events can damage hospitals and disrupt supply chains, hindering access to essential medical services. Rising sea levels threaten coastal healthcare facilities, and disruptions in agricultural production can lead to food insecurity and malnutrition, further straining healthcare systems.

Recognising the gravity of climate change and its impact on both the environment and the health of our

communities, PureHealth has embarked on an ambitious Net Zero journey. We believe the healthcare sector has a vital role to play in mitigating climate change, and we are committed to being part of the solution. Our Net Zero target is a bold step towards a sustainable future, one where we minimise our environmental footprint while ensuring the highest quality of patient care. This journey is not simply about achieving a specific target; it’s about transforming the way we operate, fostering collaboration within the healthcare sector, and inspiring positive change for a healthier planet and a healthier future.



LONGEVITY OF THE PLANET: NET ZERO BY 2040

Our decarbonisation efforts are grounded in the latest science, and aligned with Science-Based Targets Initiative (SBTi). In 2023, PureHealth committed to achieving NetZero emissions by 2040. This commitment reflects our dedication to combatting climate change while promoting sustainable healthcare practices.

We have set ourselves aggressive near-term targets that help us accelerate our transformative efforts. We have committed to powering our operations by 100% renewable energy sources, by 2027 and to reduce 50% of our overall emissions by 2030 to keep the hope of staying within 1.5 degrees increase alive.

PureHealth is the 1st Healthcare Company in the Middle East, Africa, and Asia to commit to net zero by 2040, aligning with the Science Based Targets Initiative (SBTi).

“Climate change presents a serious threat to human health with health shocks and stresses already pushing around 100 million people into poverty every year. I am pleased to see PureHealth pledging to meet net zero by 2040 today - setting their ambitions on climate actions high.”



HIS EXCELLENCY DR SULTAN AHMED AL JABER
COP28 President and UAE Minister of Industry and Advanced Technology





PUREHEALTH DECARBONISATION STRATEGY

PureHealth’s commitment to Net Zero is not simply an aspirational goal; it is a meticulously crafted strategy informed by robust scientific data and comprehensive analysis.

In 2022, we embarked on a rigorous Greenhouse Gas (GHG) footprinting exercise across our assets, aligned with the GHG Protocol. This process involved meticulously quantifying our emissions across our entire value chain,

encompassing everything from energy consumption in our facilities to the environmental impact of our supply chain and waste disposal practices.

By leveraging the latest science and collaborating with sustainability experts, we were able to generate a granular understanding of our environmental footprint. This data-driven approach, coupled with the latest climate science, served as the foundation for establishing our Net

Zero target. We employed scenario modeling to assess various decarbonisation pathways, ensuring our target is not only ambitious but also achievable through a structured and science-based roadmap. This structured approach ensures our Net Zero strategy is grounded in reality, maximising environmental impact while remaining aligned with the best practices in the field of sustainable healthcare.

Decarbonisation Levers



GREEN CLINICAL PRACTICES

Driving policies that promote sustainable procurement, better waste management and fugitive emissions management.

Sustainable Procurement: Prioritising the procurement of sustainable materials, products, and services by engaging with suppliers committed to environmental responsibility. By setting stringent criteria and fostering strong partnerships, we drive positive change throughout our supply chain.

Responsible Operations: Optimising the consumption of carbon-intensive resources through innovative strategies. Deploying advanced technologies like sensors and low-flow equipment, coupled with employee engagement initiatives, enables us to reduce our reliance on high-emitting resources.

Responsible End-of-Life Waste Management: Adopting a lifecycle approach to waste management, focusing on minimizing waste generation, maximising recycling, and responsible disposal.

Initiatives

Responsible Business



SMART FACILITIES AND OPERATIONS

Building sustainable infrastructure to reduce energy consumption and facilitate the transition to non-carbon-emitting energy sources.

Energy Efficiency: Reducing energy consumption by deploying energy efficient equipment, IOT based energy monitoring systems and building green infrastructure & mobility solutions.

Clean Energy: Transitioning to renewable energy sources to meet the energy needs of the organisation. Our overarching goal is to expedite the transition towards 100% renewable energy utilisation across all healthcare facilities by 2027.

Initiatives

Energy Efficiency

Clean Energy



 VIRTUALISATION OF SERVICES

Catalyst for democratising healthcare by extending remote access and enhancing affordability for patients, this lever represents a paradigm shift in care delivery, leveraging a data-centric approach to enhance patient outcomes.

PureHealth is strategically positioned to transform the healthcare delivery by utilising telemedicine platforms and personal telehealth devices to offer decentralised care services. We are committed to driving innovation in home monitoring and Artificial Intelligence applications to further bolster our interventions within this realm, reaffirming our dedication to delivering accessible and effective healthcare solutions.

Initiatives

Virtual Care

 INTEGRATED CARE DELIVERY

This lever is dedicated to advancing value-based and preventative healthcare, leveraging outcome-driven practices to elevate care quality and diminish readmission rates.

Value Based Care: Adopting outcome-oriented practices, improving quality of care, decreasing re-admission rates. Our strategic focus lies in fostering convergence between payers and providers, alongside devising interventions aimed at seamlessly coordinating our services, tasks, and patient care.

Preventive Care: Reducing patient admissions through a healthier population (e.g., Digital Twins, Lifestyle Solutions). Avoiding the onset of key diseases through lifestyle changes and early detection would be key to reduce patient influx and overall demand for healthcare facilities. By tackling the demand for healthcare at the early stages of disease, prior to necessitating treatment and intervention, significant reductions in carbon emissions can be realised.

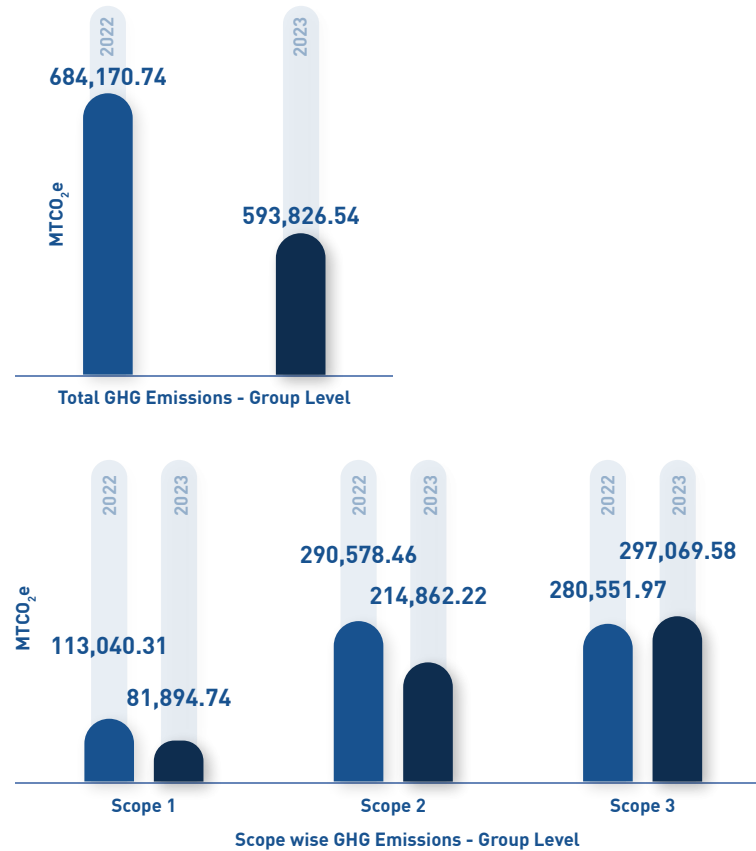
Initiatives

Value-Based Care

Preventive Care



OUR ENVIRONMENTAL PERFORMANCE



At PureHealth, we are committed to minimising our environmental footprint and fostering a culture of sustainability within the healthcare sector. We are pleased to report significant progress in our decarbonisation efforts during 2023, achieving a 13% reduction in total emissions (approximately 89,700 MTCO₂e) compared to the previous year.

We are particularly encouraged by the notable decrease in Scope 2 emissions, reflecting our dedication to transitioning toward renewable energy sources. Initiatives such as the adoption of solar panels at Al Ain, one of our largest hospitals under SEHA, is projected to generate

significant annual savings of 6,600 MT of Scope 2 emissions. We are committed to replicating this success story across our facilities, maximising our reliance on clean energy sources.

While we are encouraged by the progress in reducing Scope 1 and 2 emissions, we acknowledge an increase in Scope 3 emissions during 2023. This underscores the importance of a holistic approach that extends beyond our direct operations. We are actively monitoring the sources of these emissions and are committed to developing strategies for their reduction in the coming year.

Looking Ahead

The progress achieved in 2023 serves as a springboard for further advancement. We are committed to continuous improvement, exploring innovative solutions and collaborating with industry partners to accelerate our decarbonisation journey. We remain steadfast in our commitment to environmental responsibility, recognising its importance for ensuring a healthy planet and future for all.

Furthermore, we have observed a decrease in Scope 1 emissions, demonstrating the effectiveness of our efforts to implement energy efficiency measures within our operations. These combined efforts highlight our comprehensive approach to decarbonisation, tackling emissions at their source and throughout our value chain.

- 13.2%**
 Reduction in our Total Emissions against 2022 Baseline
- 33.9%**
 Reduction in Our GHG Emissions Intensity Compared to 2022
- 593,826 MTCO₂e**
 GHG Emissions Scope 1+2+3 in 2023
- 684,170 MTCO₂e**
 GHG Emissions Scope 1+2+3 in 2022





PROJECTS IN FOCUS

Energy Transition Project

PureHealth is committed to transforming our energy landscape and fostering a sustainable future. We are spearheading this transition through a comprehensive on-site solar energy deployment initiative.

In 2023, we initiated a pilot project at one of our hospitals, installing solar panels on rooftops and car parking structures. This pioneering effort has yielded valuable insights and laid the foundation for a broader rollout. Building upon this success, we launched a wider

procurement process in 2023, with contract awards expected in 2024. This ambitious program will equip a significant portion of our hospital assets with on-site solar generation capabilities.

The deployment of on-site solar solutions is projected to significantly reduce our reliance on fossil fuels and contribute to a substantial decrease in our carbon footprint. This shift towards renewable energy not only aligns with our environmental responsibility but also

translates to long-term cost savings through reduced energy expenditure.

PureHealth's commitment to on-site solar energy generation positions us as a leader in the transition towards a sustainable healthcare sector. We are demonstrating the viability and scalability of renewable energy solutions within the healthcare landscape, paving the way for a greener future for ourselves and the communities we serve.

Anticipated outcomes of Al Ain Hospital solar panel installation:

19.56% reduction in the hospital's overall energy consumption.

Significant annual savings totalling 10,645,280 kWh.

Significant annual savings totalling 6,600 metric tons of Scope 2 emissions.



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Energy Efficiency

At PureHealth, we are dedicated to operating our facilities to minimise environmental impact while maximising operational efficiency. This commitment extends beyond simply switching lightbulbs. We are pioneering the integration of Internet of Things (IoT) based solutions to optimise energy consumption across our healthcare network.

In 2023, we developed a strategy for large-scale deployment of comprehensive IoT solutions across the Group. This cutting-edge technology will be deployed across a prioritised list of our assets, identified through a thorough baselining exercise. By leveraging real-time data and intelligent automation, the IoT solution will enable us to:

Gain granular insights: Gain a deeper understanding of our energy consumption patterns across various departments and equipment within our facilities.

Optimise resource utilisation: Identify opportunities to streamline energy use, reduce inefficiencies, and optimise equipment performance.

Proactive maintenance: The solution will enable predictive maintenance, minimising downtime, and ensuring optimal energy efficiency.

This strategic investment in IoT technology is projected to deliver significant energy savings, translating to reduced environmental footprint and improved cost-effectiveness. The implementation of this solution is planned for the coming year. PureHealth recognises the potential of IoT to revolutionise energy management within the healthcare sector. By embracing this technology, we are positioning ourselves as a leader in intelligent and sustainable healthcare operations.

Energy Consumption in GJ across Pure Health Group Assets (2023)

Total Energy in 2023 (GJ)

2,150,753

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Green Mobility project

In 2023, we launched the bold Green Mobility Project to limit our fleet emissions and Scope-3 emissions attributed to our visitors.

As the first step, we transitioned over 350 fleet vehicles to hybrid and Compressed Natural Gas (CNG) powered alternatives. This strategic shift is projected to significantly reduce our reliance on conventional gasoline and diesel fuels, leading to a notable decrease of 40,000 MTCO₂e in upstream transportation emissions over the next five years.

Our vision extends beyond the immediate transition. We are actively investing in Electric Vehicle (EV) infrastructure across our facilities. This forward-thinking approach will not only support the future adoption of a comprehensive EV fleet but also encourage eco-conscious practices amongst our staff and visitors.

This commitment to sustainable transportation aligns with PureHealth's overarching environmental strategy. By embracing cleaner technologies and fostering a culture of eco-mobility, we are paving the way for a greener future for our organisation and the communities we serve.

350+ Vehicles

Of our existing fleet, have been upgraded to hybrid and Compressed Natural Gas (CNG) powered alternatives through our Green Mobility project.

40,000+ MTCO₂e

Projected GHG Emissions savings in five years



WASTE AND WATER MANAGEMENT

As one of the largest integrated health networks in the UAE, PureHealth acknowledges its responsibility to manage resources conscientiously. Therefore, prioritising adequate water and waste management is paramount to our operations. Given our role in the healthcare sector, a proactive stance towards waste and water management is essential. It ensures regulatory compliance, mitigates infection and transmission risks, and safeguards public health. Our commitment to environmental conservation is evident through our dedication to promoting resource efficiency, aligning with our broader mission to foster sustainable practices within the healthcare industry.

Pioneering Circularity: PureHealth's Waste Management Practices

Operating within the healthcare sector, we understand the unique challenges of waste generation, particularly hazardous medical waste. We are committed to diverting waste from landfills and exploring alternative disposal methods. This commitment is reflected in a 24% reduction in waste directed to landfills between 2022 and 2023. This significant decrease highlights our dedication to implementing effective waste management strategies prioritising responsible disposal methods.

Waste going to landfill decreased by 24% in 2023 compared to 2022.

While incineration remains the primary method of disposal for all waste types at present, we are actively exploring alternative solutions for specific waste streams. Our focus lies on identifying opportunities to increase treatment and recycling of non-hazardous waste, further minimising our environmental footprint.

PureHealth is dedicated to aligning its waste management practices with the highest standards within the healthcare sector. We are actively collaborating with industry partners and waste management experts to identify innovative solutions for responsible waste disposal, particularly for hazardous medical waste.





In 2023, TMO organised a THRIVE Sustainability Challenge for the Sheikh Khalifa Hospitals to adopt innovative sustainability practices.

From the impactful five finalists' projects, the 'GREEN WARRIORS' project aimed at sustainable waste management by reducing the environmental impact from daily activities. The Sheikh Khalifa Specialty Hospital in Ras Al Khaimah was awarded winner of the competition and demonstrated exceptional dedication and innovation in their sustainable practices.

Water Stewardship: Conserving Life's Essence

We recognise water as a vital resource essential for patient care and a healthy environment. We are committed to responsible water management practices throughout our healthcare network, fostering a culture of water stewardship.

We meticulously monitor water consumption across our hospitals and other facilities. This data-driven approach allows us to identify areas with the highest usage and implement targeted water conservation measures.

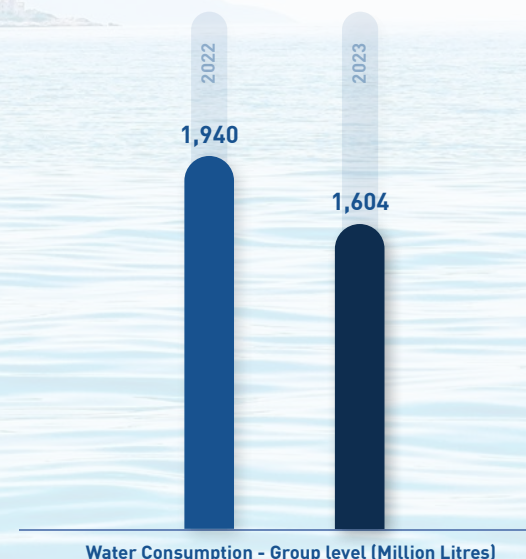
We believe that lasting change requires a collaborative effort. We actively engage our employees and patients through educational initiatives and awareness campaigns, promoting water conservation practices within our facilities.

Our commitment to water stewardship extends beyond simply reducing consumption. We are constantly exploring innovative technologies and strategies to optimise water use within our healthcare network.

Measurable Progress: 17.3% Reduction in Water Consumption

Our dedication to water conservation efforts yielded significant results in 2023. We are proud to report a 17.3% reduction in water consumption across our operations compared to the previous year. This achievement demonstrates the effectiveness of our water stewardship efforts and motivates us to strive for further progress.

We remain dedicated to continuous improvement in water management practices. By exploring cutting-edge solutions and fostering a culture of conservation, PureHealth is committed to ensuring a sustainable future for water use within the healthcare sector.



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COLLABORATIONS AND PARTNERSHIPS

Uniting for a Greener Tomorrow

We understand the crucial role that strategic partnerships play in effecting change and fostering accountability. At PureHealth, we firmly believe in the power of collaboration to tackle challenges common to healthcare and climate action. Our engagements

span diverse stakeholders, including government entities and advocacy groups, ensuring a comprehensive approach to addressing these pressing issues.



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Conference of the Parties 28 (COP28)

Over the past decade, the linkages between climate change and health have increasingly been recognised as a critical focus area, especially highlighted during various COP (Conference of the Parties) meetings. Early on, the discussions at these global conferences began to acknowledge that climate change poses significant threats to public health, including the spread of infectious diseases, extreme weather events, and air pollution. This recognition has progressively evolved, with each COP meeting placing greater emphasis on the intersection of climate and health.



“Health Care Without Harm is thrilled to welcome PureHealth to Race to Zero and our global network. By joining the initiative and making these ambitious commitments, PureHealth is stepping up as a leader in the UAE and the region. They are creating innovative climate-smart healthcare solutions and serving as a beacon to transform the sector.”

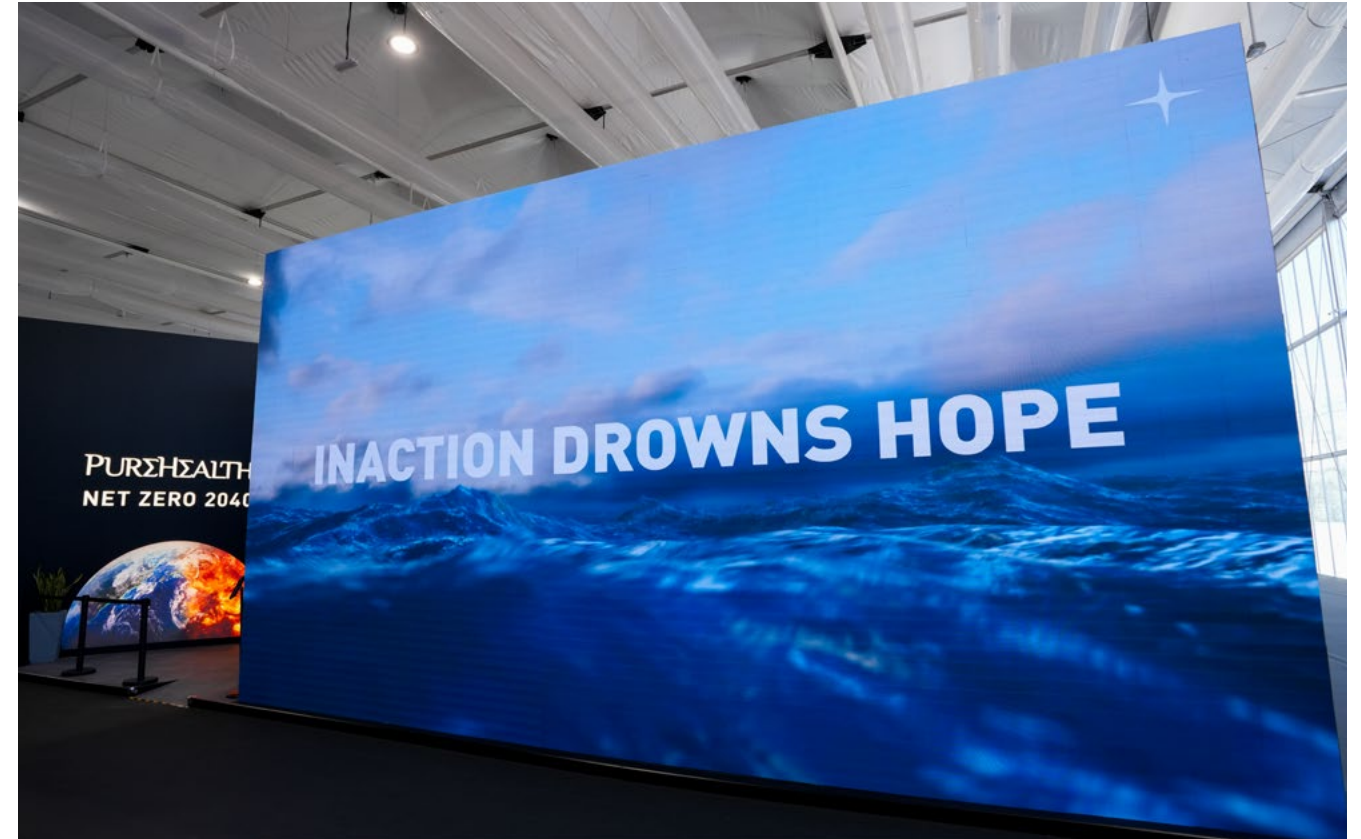
NICK THORP
GGHH Network Director, Health Care Without Harm





At COP21 in Paris, the Paris Agreement marked a pivotal moment by explicitly linking climate action to health outcomes, underscoring the importance of protecting human health in climate policies. Subsequent COP meetings continued to build on this foundation. For instance, COP24 in Katowice featured the release of the World Health Organisation’s Special Report on Health and Climate Change, which highlighted the urgent need for climate action to protect public health.

Most recently, COP28, hosted in the UAE, marked a significant milestone by dedicating an entire day to health for the first time. This ‘Health Day’ underscored the critical role of healthcare in the climate agenda,



emphasising the importance of resilient health systems in adapting to and mitigating the impacts of climate change. It featured discussions on sustainable healthcare practices, the health co-benefits of climate action, and the need for a united front in addressing climate-related health challenges.

PureHealth has established strategic partnerships across a wide spectrum of stakeholders including government agencies, knowledge partners, global climate action initiatives, and our peers. Our partnerships with industry

associations and international organisations are strategically chosen to amplify our collective impact, drive innovation, and foster a unified approach to tackling climate change. These alliances reflect our dedication to contributing to the broader global effort for a healthier planet. By working hand-in-hand with global leaders, we are proud to be part of a worldwide movement that prioritises health in the climate agenda, ensuring a sustainable and healthy future for all.’



Race to Zero Initiative

In 2023, PureHealth became the first healthcare institution in the region to join United Nations-backed Race to Zero initiative. The move resonates with the UAE's commitment to COP28, the UAE Net Zero by 2050 strategic initiative and the Environment Agency Abu Dhabi's (EAD) comprehensive five-year Abu Dhabi Climate Change Strategy.

To mark the event, a signing ceremony was witnessed by the Secretary-General of Environment Agency – Abu Dhabi (EAD) Her Excellency Dr Shaikha Salem Al Dhaheri, and Farhan Malik, Founder & Managing Director, along with representatives and high-level officials from both parties.



“The high-level champions are thrilled to welcome PureHealth to Race to Zero. By joining the initiative and making their ambitious commitments, PureHealth is stepping up as a leader and beacon to inspire the healthcare sector in the UAE and the Middle East to join their journey towards a net zero and resilient future.”

HER EXCELLENCY RAZAN AL MUBARAK

UN Climate Change High-Level Champion for COP28 and President, International Union for Conservation of Nature (IUCN)



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“We are keen supporters of the United Nations-backed Race to Zero initiative and we always endorse the sustainability efforts of organisations as important as PureHealth. Therefore, we are very pleased to witness this collaboration and will work closely with both entities to enhance climate action in the emirate of Abu Dhabi, which is one of our main strategic priorities.”

HER EXCELLENCY DR SHAIKHA SALEM AL DHAHERI
Secretary General of the Environment Agency Abu Dhabi

By embracing the Race to Zero, PureHealth marked a pivotal moment in its trajectory towards realising Net Zero, signifying the company’s dedication to contributing to a sustainable future. The group’s recent announcement to achieve net zero precedes any other major healthcare provider in the Middle East by a decade.

Guided by the high-level champions for climate action, Race to Zero is a United Nations - global initiative and it is the largest-ever alliance outside of national governments committed to halving global emissions by 2030 and delivering a zero-carbon world in line with the Paris Agreement.

As of September 2022, the campaign comprises a coalition, uniting 11,309 non-state actors. Within this conglomerate, the numbers speak to its influence: 8,307 companies, 595 financial institutions, 1,136 cities, 52 states and regions, 1,125 educational institutions, and 65 healthcare establishments.

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Global Green and Healthy Hospitals (GGHH)

In 2023, PureHealth also became a member of the Global Green and Healthy Hospitals (GGHH) and the first integrated healthcare company to participate in Healthcare Climate Challenge in the Middle East. As a member of the Global Green and Healthy Hospitals (GGHH), PureHealth stands as the newest addition to the influential global initiative, Health Care Without Harm. By taking this significant step, PureHealth underscores the sector's vital role in addressing climate change and fostering a sustainable future. This demonstrates the company's dedication to integrating sustainability and climate action into its endeavours.

Health Care Without Harm, the official healthcare sector partner of Race to Zero, encompasses a network of more than 70 healthcare institutions. These institutions are members of the GGHH Network, collectively representing an impressive assemblage of more than 14,000 hospitals and healthcare facilities spanning 25 countries. The initiative aims to mobilise healthcare institutions around the world to play a leadership role in addressing climate change through three pillars: mitigation, resilience, and leadership.

Rafed wins 'Sustainability Procurement Project of the Year' award.

PureHealth's procurement arm, Rafed, exemplified the organisation's commitment to sustainable procurement by securing the Sustainable Procurement Project of the Year award from Conference and Excellence Procurement Awards (CIPS) Middle East for their Green Mobility Project.

With over 180 entries, the competition subjected all participating entities to evaluation by 13 procurement leaders in the MENA region. Rafed - PureHealth

distinguished itself as one of the top nine shortlisted companies for this prestigious accolade. This award recognises impactful projects in social, environmental, and responsible procurement, highlighting their procurement or supply chain contributions to sustainability across diverse areas like modern slavery, climate change, and community regeneration.



Thought Leadership in Action: Understanding the Interconnection Between Climate Change and Health

We acknowledge the critical link between climate change and health, particularly within the unique context of the UAE. We are dedicated to advancing the understanding of this relationship by building a credible and comprehensive repository of literature on climate change and health.

In 2023, our strategic partnerships with leading organisations such as Economist Impact and Accenture resulted in the creation of thought leadership pieces that address the profound impacts of climate change on health in the Middle East. These publications highlight the significant contributions that healthcare systems can make towards mitigation efforts and explore the transformative benefits of healthcare virtualisation.

Our commitment to developing a localised repository of literature is essential for providing a robust foundation for understanding the specific health implications of climate change in the UAE. This initiative supports informed decision-making and effective action, aligning with our broader sustainability goals.

By fostering a collaborative approach and driving innovation through strategic partnerships, PureHealth is committed to ensuring a healthier and more sustainable future for our region. This endeavour underscores our dedication to amplifying our impact and contributing to the global effort in tackling climate change and promoting public health.

Economist Impact

“The longevity equation: climate resilience for health in the Middle East” studies the current state of climate resilience in the UAE. It explores the consequences of climate change for the region and highlights the urgency for climate action, outlining potential priority areas for government, health systems and all sectors.

PureHealth, in collaboration with Economist Impact identified key priorities under three pillars – knowledge empowerment, climate-smart health systems and multisector action to guide regional stakeholders in addressing the impacts of climate change while supporting the health and longevity of the population.



Accenture

“The Digital Cure: Advancing Health for People and the Planet” highlights the need for technology interventions in the healthcare industry and the potential, which lies in driving a low carbon and resilient health system.

PureHealth’s “Healthcare in the cloud” model and the Pura app were highlighted as examples of leveraging data to create a personalised healthcare experience, facilitating the prevention of and early detection of diseases, thus ensuring enhanced life expectancy.



CARE FOR PLANET

Overview

Environmental Stewardship

Climate Action

Longevity of the Planet: Net Zero by 2040

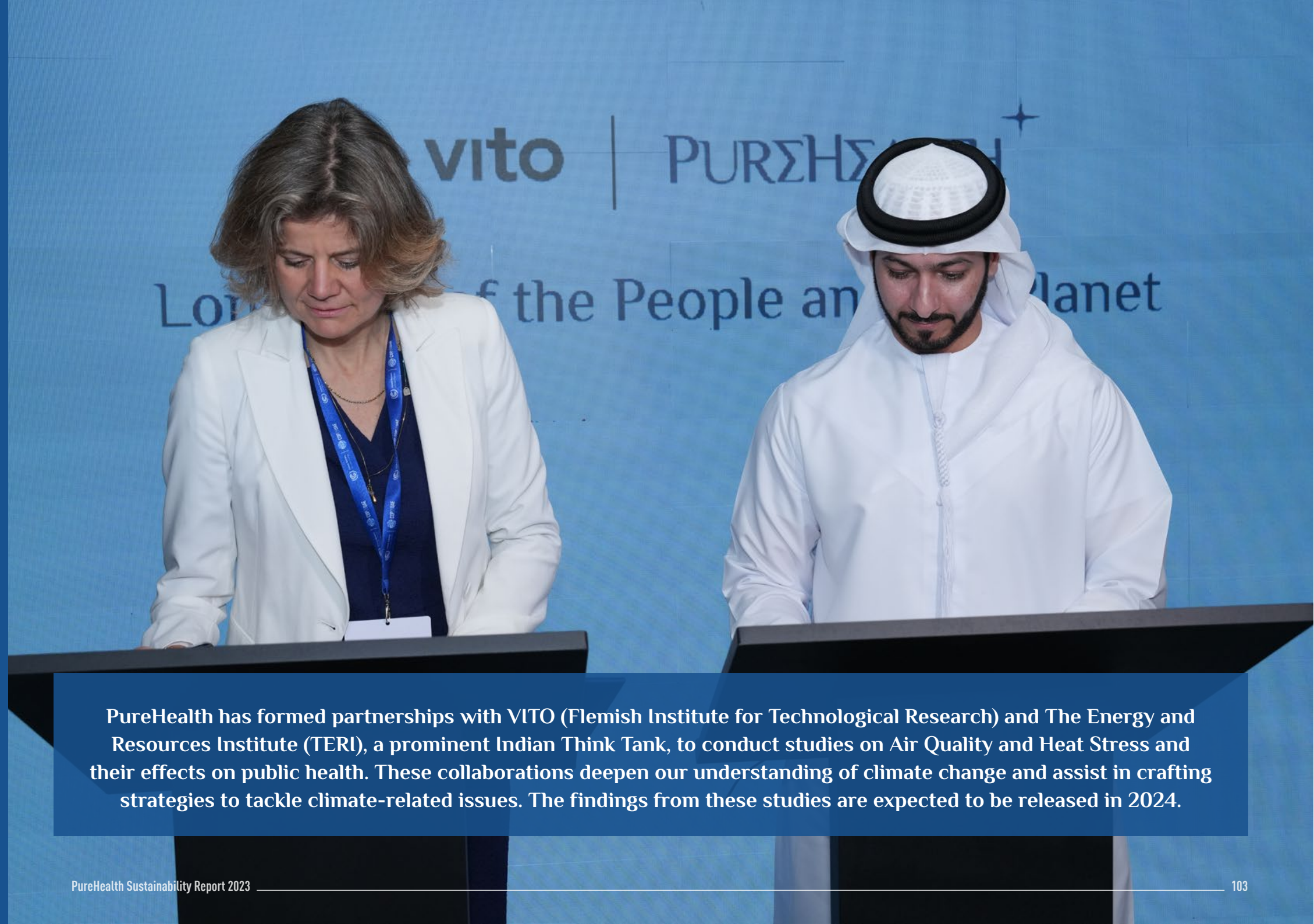
PureHealth Decarbonisation Strategy

Our Environmental Performance

Projects in Focus

Waste and Water Management

Collaborations and Partnerships



PureHealth has formed partnerships with VITO (Flemish Institute for Technological Research) and The Energy and Resources Institute (TERI), a prominent Indian Think Tank, to conduct studies on Air Quality and Heat Stress and their effects on public health. These collaborations deepen our understanding of climate change and assist in crafting strategies to tackle climate-related issues. The findings from these studies are expected to be released in 2024.



[THIS IS PUREHEALTH](#)

[SUSTAINABILITY STRATEGY](#)

[DELIVERING CLINICAL EXCELLENCE](#)

[EMPOWERING COMMUNITIES](#)

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TRUST AND CREDIBILITY



TRUST & CREDIBILITY: OVERVIEW

At PureHealth, we understand that patients entrust us with their wellbeing, and this responsibility fuels our commitment to building trust and credibility. This principle permeates every aspect of our operations, fostering a culture of transparency, responsible decision-making, and ethical conduct.

By prioritising these core values, we establish a robust foundation for long-term success. Our commitment to transparency manifests in clear communication and open reporting, ensuring accountability to our patients, stakeholders, and the community. Furthermore, we adhere to the highest ethical standards, guaranteeing that our patients receive honest, fair, and respectful care. This dedication extends to meticulous compliance with all applicable regulations, demonstrating our commitment to patient safety and upholding legal responsibility.

We understand that good governance is essential for our long-term success and ability to deliver on our commitments. We are committed to maintaining the highest standards of Corporate Governance and Ethical Practices in all aspects of our operations, ensuring it is in line with all applicable national and international regulations, decrees, resolutions, and guidelines issued by regulators relating to sustainability, social responsibility, and good governance.

PureHealth's Corporate Governance framework shall serve as a guiding structure that ensures transparency, accountability, and responsible decision-making to support our Environment and Sustainability commitments.

Material Topics



Sustainable Value Chain



Data Privacy and Security



Business Ethics



Corporate Governance



ISO 27001:2013

Information Security Management was obtained by PureCS



Highest In-Country Value Program (ICV)

SEHA achieved the highest score amongst healthcare companies



ISO 37301:2021 Compliance Management Systems

ISO 37301 aligned compliance program in place with regular risk and performance audits.



Zero

Material Data Breaches



Zero

Regulatory Penalties



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PUREHEALTH GOVERNANCE

Fostering Excellence With a Global Vision

Effective healthcare delivery requires a clear and dependable compass. At PureHealth, our approach to governance serves as that compass, guiding our decision-making and ensuring we operate with the utmost transparency and accountability. This section delves into the key components of our governance structure, highlighting how it empowers responsible leadership, fosters ethical conduct, and ultimately positions us to deliver exceptional care while navigating the complexities of the healthcare landscape.

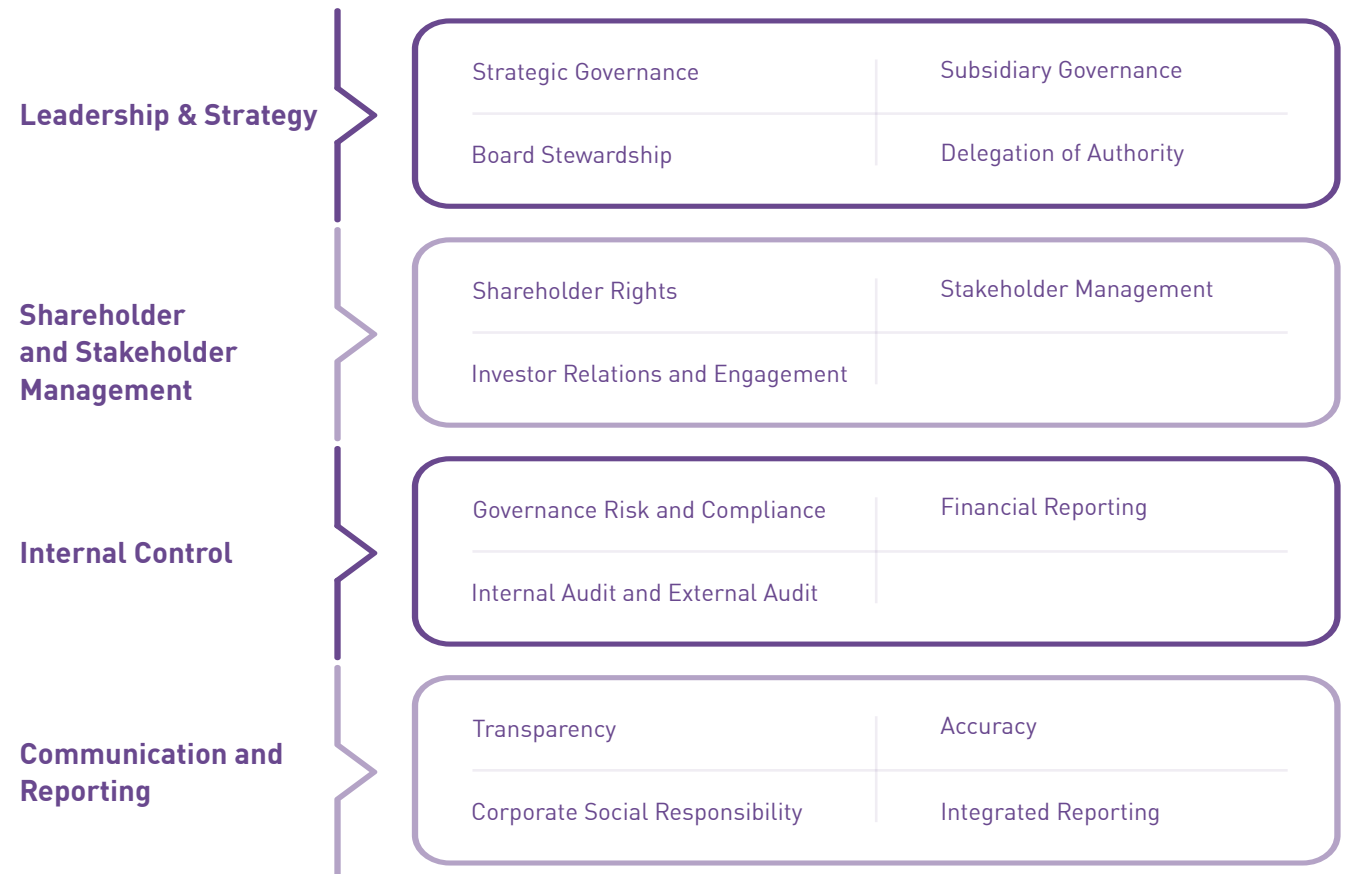
To ensure we maintain the highest standards of corporate governance, compliance, business ethics, and risk management, PureHealth’s Board of Directors, along with our senior management team are dedicated to upholding these values. Transparency, ethics, and sustainability are embedded in the DNA of our organisation, and its vision, that the Board and management proactively steer.

Strengthening the Pillars of Governance: Our Model for Transparency and Accountability

Our governance model is designed to cultivate core policies, values, and a culture of accountability within our operations. This structure encompasses a comprehensive set of rules, practices, systems, and processes that guarantee transparency, fairness, and clarity in the interactions with our stakeholders. It outlines clear expectations regarding roles, goals, performance metrics, risk management, and reporting obligations for everyone within PureHealth, including our Board of Directors, management, and operational staff.

Our governance model built on four pillars, i.e., leadership and strategy, shareholder and stakeholder management, internal control and communication and reporting, ensures that our Board of Directors remains informed about significant business activities, covering operational achievements, risk management protocols, financial

health, sustainability initiatives, and compliance. Through a methodically structured system of internal controls and delegated authority, our governance framework enables decisive leadership, clear responsibility, and comprehensive accountability throughout PureHealth.



BOARD OF DIRECTORS

Steering PureHealth's Success

The Board of Directors (hereafter referred to as "the Board") is dedicated in its commitment to adhering to corporate governance standards that resonate with international best practices and pertinent regulatory requirements. This is demonstrated by PureHealth's commitment to building a skilled Board distinguished by a combination of expertise and diversity. This strategic focus empowers the Board to guide the company towards achieving its vision and strategic objectives.

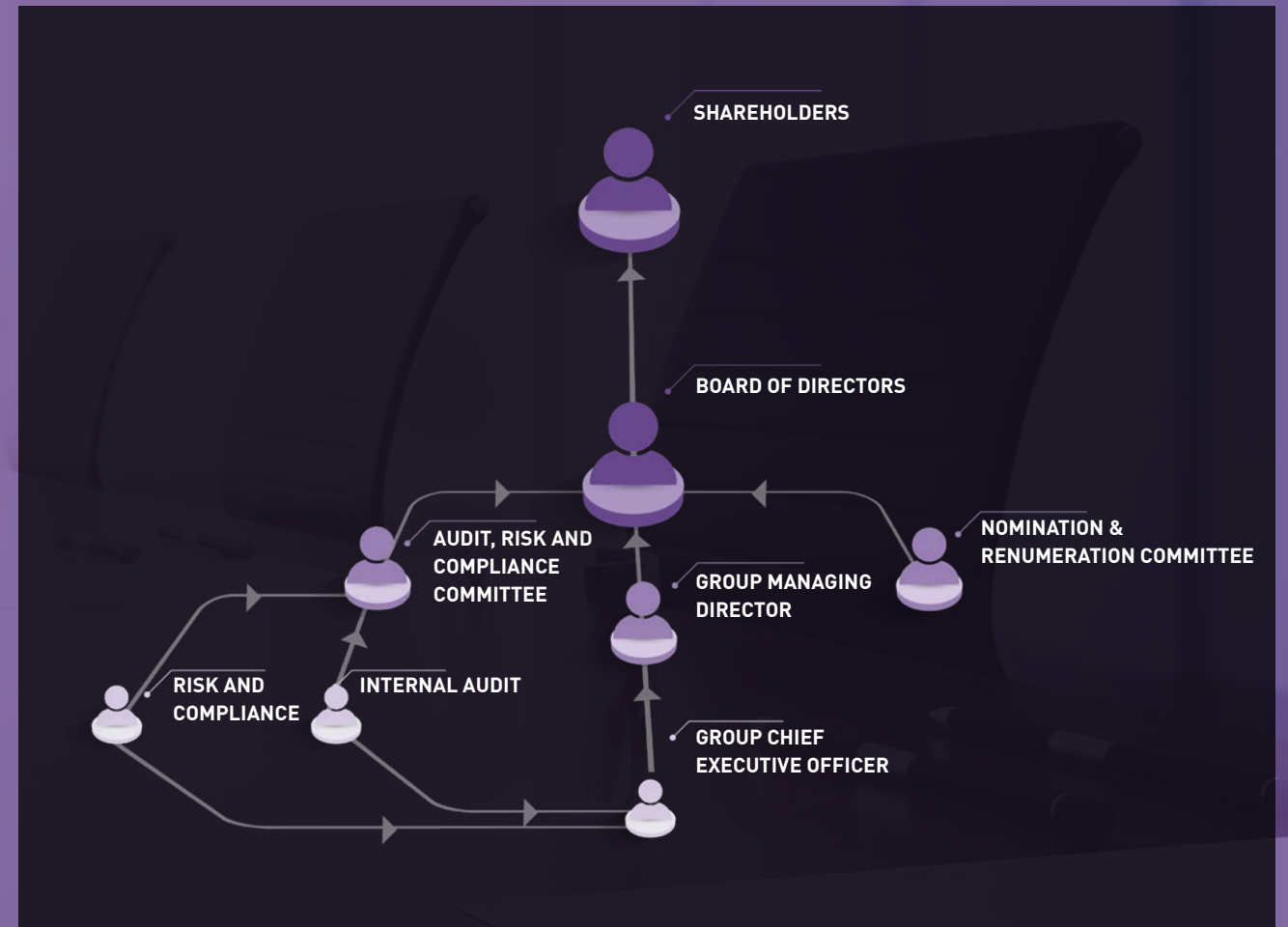
This empowerment is identified as a fundamental element for the maintenance of robust corporate governance principles, a commitment that PureHealth is deeply dedicated to. Acknowledging the crucial function the Board plays in ensuring the integrity of business operations and cultivating investor confidence, it consistently adheres to the highest standards. This commitment is echoed throughout the organisation, with every director and employee expected to uphold the core values of honesty, integrity, and fairness in all professional endeavours.

The Board of Directors constitutes the core of our governance structure. They oversee the company's strategic direction and offer impartial judgment on critical matters. At the operational level, the management team fosters synergies and drives value creation among our subsidiaries, guiding the company toward collective success.

Our comprehensive governance framework sets policies, values, culture, and accountability. It consists of rules, practices, systems, and processes that ensure fairness,

and transparency in how we operate and communicate with our stakeholders. It provides a clear understanding of roles, objectives, performance, risk, and reporting

requirements for the Board of Directors, Executive Board, management, and operational-level colleagues.

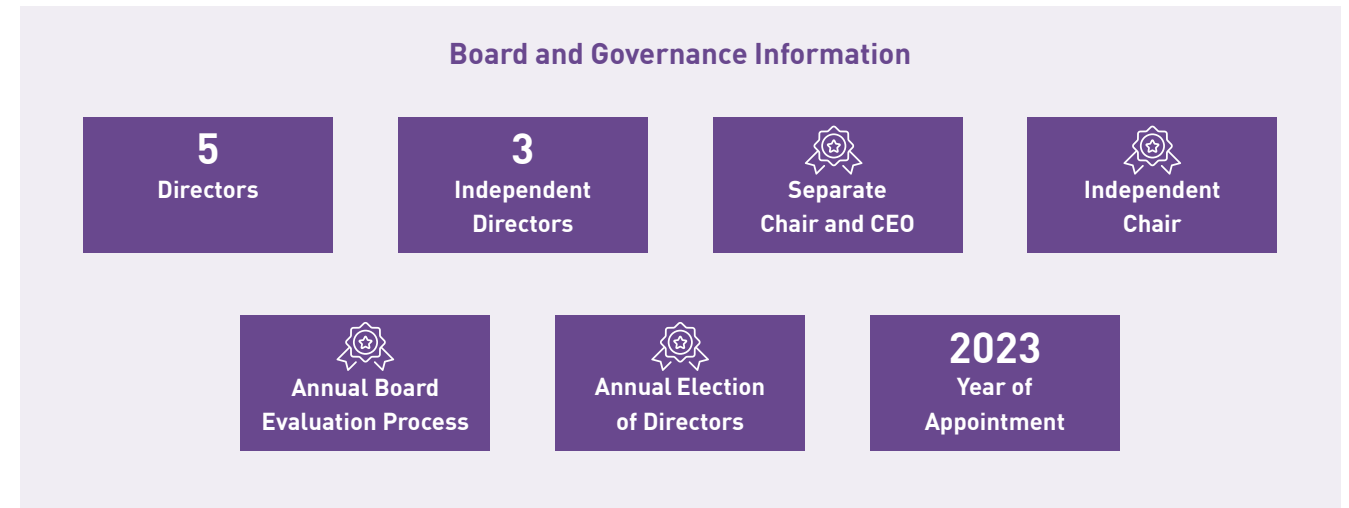












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Our Board Composition

Overseeing the Company’s governance is a Board of Directors comprising five individuals selected by the Ordinary General Assembly through a confidential ballot process, including our Chairman, Managing Director, and additional representatives chosen from our stakeholders/ shareholders. Each Board member serves a term of three years, and from within their ranks, they elect a Chairperson and Vice-Chairperson to guide the Board’s direction. The primary decision-making authority rests with our esteemed shareholders, whose collective input shapes our company’s direction. The General Assembly Meeting serves as the paramount platform for shareholder engagement, allowing them to exercise their voting rights on matters crucial to the company’s future trajectory.



 <p>Mr Hamad Abdulla Mohamed Alshorafa Alhammadi</p> <p>Chairman 2023</p> <p>Non-Executive / Independent</p> 	 <p>Eng Hamad Salem Mohamed Binlouteya Alameri</p> <p>Board Member 2023</p> <p>Non-Executive / Non-Independent</p> 
 <p>Mr Farhan Malik</p> <p>Board Member & Managing Director 2023</p> <p>Executive / Non-Independent</p> 	 <p>Mr Semih Sen*</p> <p>Board Member 2023</p> <p>Non-Executive / Independent</p> 
 <p>Ms Mouza Saeed Khalfan Matar Alromaithi</p> <p>Board Member 2023</p> <p>Non-Executive / Independent</p> 	

* As on the date of publication of this report, the board member has transitioned and replaced with another member.



Our Board's Role in Steering PureHealth's Success

The Board serves as the central governance pillar, providing both strategic direction and independent judgment on critical matters. They exercise this responsibility directly or through dedicated sub-committees and delegated authority. Notably, the Board assumes overall responsibility for our Company's health and wellbeing.

Leadership Oversight

- Appointing and supervising the Chairman and Vice Chairman.
- Conducting regular evaluations of Board composition and performance.
- Managing and monitoring the effectiveness of Board Committees.

Strategic Direction

- Planning and monitoring the Group's strategic direction, business plan, and annual budget.
- Assessing financial performance and taking corrective action when necessary.
- Authorising significant investment decisions such as mergers, acquisitions, and divestments

Financial Integrity and Internal Control

- Ensuring the integrity of accounting and financial reporting.
- Establishing and maintaining robust internal control systems for effective operations, financial oversight, and legal compliance.
- Overseeing the Group's risk management framework and receiving regular updates.

Governance and Subsidiaries

- Guarantee adherence to corporate governance practices.
- Supervising governance structures for subsidiaries.

Executive Management Oversight

- Recruiting, terminating, and overseeing remuneration for the CEO and senior management.
- Defining and reviewing authorities delegated to the CEO.

Supporting Committees

- The Board leverages committees, such as the Audit Committee and the Nomination and Remuneration Committee, to delve deeper into specific responsibilities and considerations.

Internal Control and Regulatory Compliance

- Ultimately, the Board ensures that management maintains a robust system of internal control, guaranteeing effective operations, financial controls, and legal compliance. Oversight of this system is delegated to the dedicated Audit Committee.

Decision-Making

- The Board serves as the final decision-making body for all matters with significant strategic, financial, or reputational implications for the Group. To ensure well-informed decisions, the Board dedicates sufficient time to the process, considering input from Board committees, management, key stakeholders, and experts as needed.



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Diverse Leadership: The Ethical Compass of PureHealth’s Board

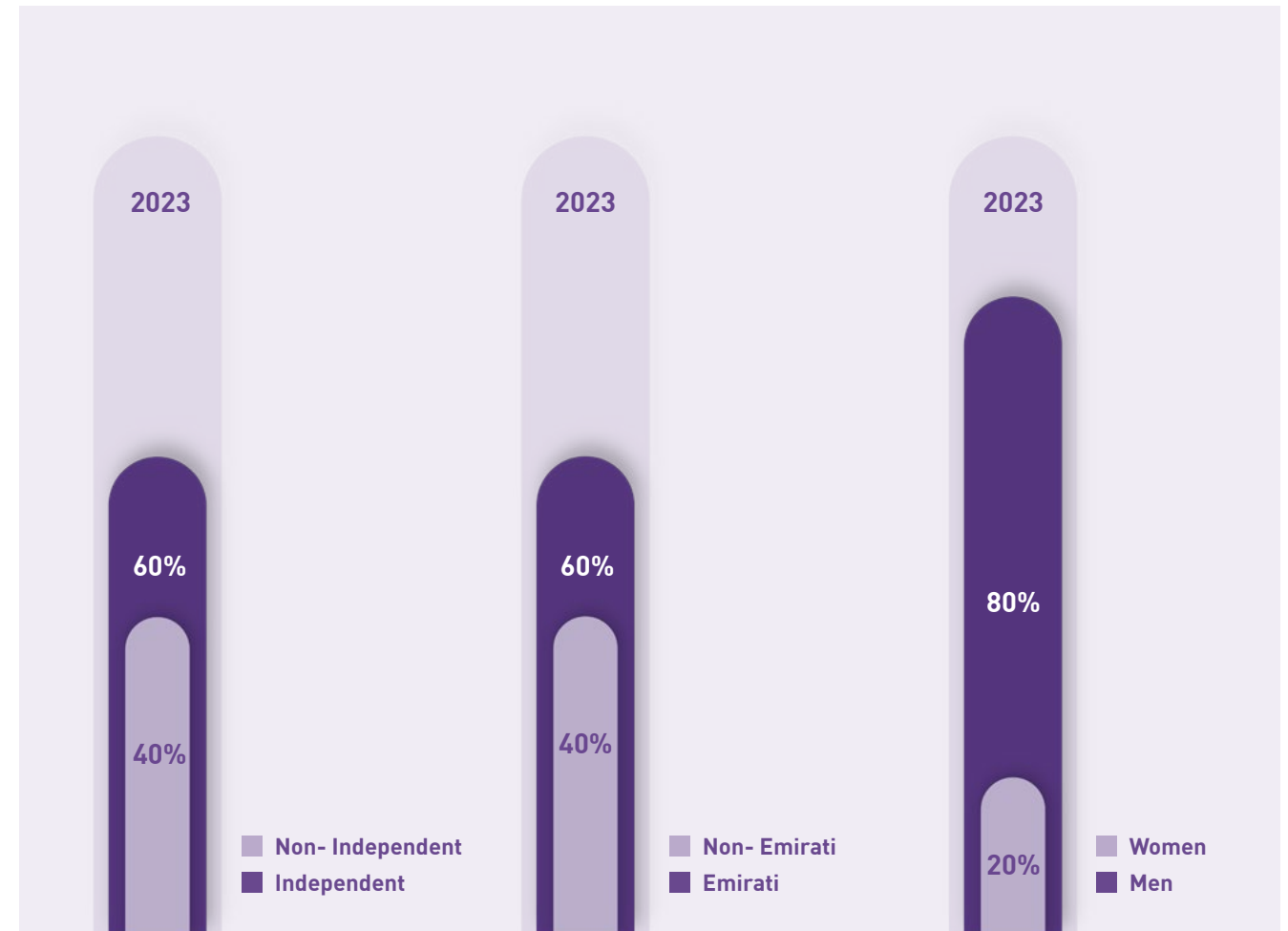
In alignment with PureHealth’s strategic direction, our Board members are selected from diverse backgrounds, distinguished by their integrity and commitment to fairness, recognising at the same time the significance of varied perspectives and experiences. This approach is vital for informed decision-making and the effective management of risks.

With a strong representation of female leaders in our Board, and individuals from various nationalities while upholding a predominant presence of Emirati nationals, offers us an unparalleled spectrum of perspectives. This rich diversity serves to enhance our organisational capabilities and is a testament to our commitment to fostering an inclusive environment that catalyses our vision for long-term sustainability.

Ms. Shaista Asif, one of the few women CEOs in the Middle East leads as the Group Chief Executive Officer at PureHealth, underscoring our commitment to empowering women in leadership positions.

Ranked 4th on Forbes Middle East’s 100 Most Powerful Businesswomen 2024 list, her strategic direction, vision and leadership drives innovation and growth within our business.

60% of our Board members are independent, ensuring that our decisions remain impartial and serve the best interests of the Company and the broader communities we engage with.



OUR BOARD COMMITTEES

Catalysts of Change

Our dedicated Board Committees play a vital role in driving initiatives that generate and safeguard long-term value for our stakeholders. These Committees act as an extension of our unwavering commitment to patient-centric care and sustainable growth, echoing our vision of a healthier future for generations to come.

Functioning in close collaboration with the Board of Directors, our Committees delve deeper into specific aspects of governance. The Audit Committee, for example, provides meticulous oversight of financial reporting and risk management practices, ensuring transparency and accountability.

Similarly, the Nomination and Remuneration Committee plays a critical role in identifying and cultivating top talent, while also ensuring fair and responsible compensation practices. Through their focused efforts and collaborative spirit, PureHealth's Board Committees navigate our path towards a brighter future – one where patient wellbeing and sustainable growth is inextricably linked.



Audit Committee

Committee Mandate

- Aids the Board in overseeing financial reporting, external and internal audits.
- Ensures financial statement integrity, monitors external auditor activities, and assesses internal control effectiveness.
- Provides oversight of risk management strategies, policies, and frameworks.
- Oversees compliance mechanisms, including adherence monitoring, investigations, audit review and policy endorsement.

Committee Composition

- Mr Semih Sen*
- Eng Hamad Salem Mohamed Binlouteya Alameri
- Ms Mouza Saeed Khalfan Matar Alromaith

* As on the date of publication of this report, the board member has transitioned and replaced with another member.



Nomination and Remuneration Committee

Committee Mandate

- Aids the Board in establishing and overseeing nomination and remuneration policies for the Board, its committees, and senior management.
- Develops and implements policies for gender diversity and women's inclusion in Board and Senior Executive Management appointments.
- Establishes procedures for Board membership applications to ensure compliance with laws and regulations.
- Monitors and maintains Board independence, reviews membership conditions annually, and recommends changes to the Board structure and committees.

Committee Composition

- Mr Semih Sen*
- Eng Hamad Salem Mohamed Binlouteya Alameri
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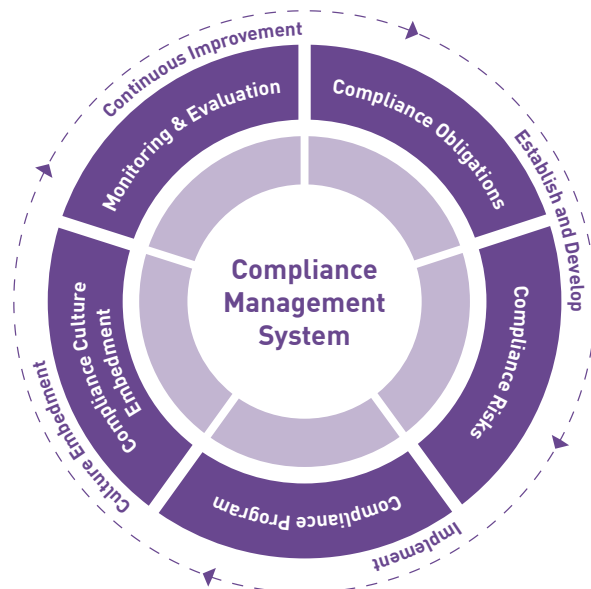
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COMPLIANCE MANAGEMENT

Proactive Ethical Excellence

At PureHealth, we understand that trust is the cornerstone of exceptional patient care. This trust is built upon a foundation of unwavering commitment to ethical practices and adherence to all applicable regulations. Our comprehensive compliance management program is not simply a box-ticking exercise; it is a core value that permeates every aspect of our operations. In order to ensure the effectiveness and transparency of our compliance efforts, we have established a robust compliance management framework. This encompasses regular reporting and monitoring, independent audits, and reviews, and a continuous improvement ethos.



Compliance Management Framework

Our Compliance Management Framework serves as our guide for upholding laws, regulations, and ethical standards. It embodies a cyclical and systematic method for ingraining a compliance culture across all aspects of our operations which helps individuals in the company understand and adhere to these important standards.

Organisational Context

- We are developing a deeper understanding of legal and regulatory landscapes by aligning our business activities with relevant laws and standards.
- We have a clear governance structures and zero-tolerance policy for non-compliance in place.

Compliance Management System

- Developed our compliance management system, which is a repository for compliance policies and procedures, and helps build compliance culture at all levels.
- Implemented our compliance program based on ISO 37301, which includes regular risk assessments and performance monitoring.

Building Training and Awareness

- Our Compliance Management System includes a comprehensive training program for employees, contractors, and partners which covers topics such as anti-bribery, ethics, data privacy, and fraud prevention.
- Ensuring regular updates to keep the team informed about latest requirements and best practices.

Driving Continuous Improvement

- Ongoing monitoring and assessment of compliance processes.
- Using the insights received to enhance compliance programs and training.








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Last year, we made a big step forward by creating a new tool at Ambulatory Health Services (AHS). This tool has helped us keep track of audits and actions and ensured that we are always on top of compliance. Going forward, we are intensifying our efforts to strengthen our compliance program further. We are dedicated to ensuring alignment with laws and ethical standards, enhancing our Compliance Management System to ensure active participation from everyone in compliance and consistently assessing our performance to identify areas for improvement.

Corporate Governance Policies

We are dedicated to refining our compliance program continually through regular reviews and updates to policies and procedures, alongside actively soliciting feedback from employees and stakeholders to identify areas for improvement. Within this, we have adopted multiple policies that are under the purview of the Board of Directors, who provide us with guidance.

 Corporate Governance Policy	 Code of Conduct & Business Ethics	 Conflict of Interest
 Related Party Transactions	 Anti-Bribery and Corruption	 Insider Trading
 Whistleblower Policy	 Speak-Up Platform	

Corporate Governance Policy

Our Corporate Governance Policy outlines the roles and responsibilities of our stakeholders, including the General Assembly of Shareholders, the Board of Directors, Chairperson, Board Committees, the Managing Director and CEO, Senior Executive Management, Internal & External Audit, Secretary, and other stakeholders.

Code of Conduct and Business Ethics

The Code of Conduct and Business Ethics serves as a comprehensive guide for employee behaviour. It outlines our ethical principles for internal business conduct and encompasses commitments and actions about sustainability, environmental management, ensuring safe work environments, social impact, and maintaining quality and clinical outcomes. Our code of conduct is embedded into the employee on-boarding process. As a testament of our high corporate governance and ethical business standards, there were no instances of breach of ethical conduct within our operations, and as such we received no material financial penalties from the regulators for non-compliance with regulatory requirements in 2023.

Anti-Bribery and Corruption Policy

The policy outlines the principles and practices of the Group aimed at ensuring the highest levels of legal and ethical conduct throughout its business. The policy is aligned with the SCA guidelines, Commercial Companies Law, and anti-bribery and corruption laws in the UAE.

Whistleblower Policy

Transparency and communication are core to PureHealth’s sustainability commitment. We prioritise open dialogue, compliance, and ethical conduct, granting employees access to all policies and reliable whistleblowing channels. We also have a dedicated compliance guidance channel to assist with any compliance-related inquiries. The whistleblower policy provides a secure channel for employees to report malpractice or breaches of ethical standards confidentially.

Speak Up! Platform

At Pure Health Group, integrity and ethical conduct are at the forefront of our values. We have established a dedicated platform – “Speak Up!” for enabling a culture of transparency, integrity, and accountability. We understand the importance of maintaining confidentiality, and our secure reporting channel ensures that individuals’ identities remain protected throughout the process.

Employees can use this platform to report any concerns regarding unethical behaviour, violation of company policies, or any other misconduct without fear of reprisal. In 2023, no material cases of unethical conduct were reported.

No material financial penalties for non-compliance against regulatory requirements in 2023.

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Compliance Training

We are committed to creating a culture of accountability where everyone takes responsibility for ethical behaviour. To achieve this, we have developed a comprehensive code of business conduct and ethics that is integrated into our onboarding process. In 2023, we disseminated communications on anti-corruption policies and procedures to 17,400 PureHealth employees across the group.

To reinforce our stance on ethical practices and grievance mechanisms, we have developed tailored Compliance training programs, and fortnightly communications to all employees.

At PureHealth, we believe that fostering trust and integrity is crucial for our long-term success, and we are committed to upholding the highest standards of corporate conduct.

Communication and Training on Anti-corruption Policies and Procedures

17,400

Employees received communication on anti-corruption policies and procedures

1,125

Employees received training on anti-corruption



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DATA PRIVACY AND INFORMATION MANAGEMENT

Digital Pioneering for Longevity

PureHealth is a brand for scientific innovation, where imagination and advances in technology unlock time in order to extend human possibility through life, meaning and purpose. We strongly believe that digitisation is the key to achieving this goal, which is why we are leading the way in the healthcare industry's transition toward cloud-based solutions. Our focus on data privacy and information management is a top priority for us, with a commitment to manage vast amounts of data with utmost care. Our cybersecurity practices and data protection measures are rigorous and robust, always ensuring the confidentiality and security of patient information. This unwavering dedication not only shields our systems from emerging threats but also fosters trust with our patients, who can rest assured that their data is being handled with the highest level of integrity and diligence.

We vigilantly manage data security across the organisation by implementing cybersecurity measures and data protection protocols as part of our compliance framework. PureCS acts as the centralised technological hub for the Pure Health Group, offering IT systemization and solutions for all PureHealth assets. Initiatives such as the Pura App, the Dawak platform, and PureNet have been created by PureCS. To ensure the security of data managed by the Pure Health Group, PureCS successfully obtained the ISO 27001:2013 Information Security Management certification. Moreover, Daman, PureHealth's insurance division has taken proactive measures to ensure high standards of data privacy and information security management. This is demonstrated through the attainment of ISO/IEC 27001:2013 Information Security Management accreditation and the receipt of Abu

Dhabi Health Information and Cyber Security Standard Certification

Building a Resilient Healthcare Infrastructure: PureHealth and UAE Cyber Security Council Partnership

PureHealth has partnered with the UAE Cyber Security Council to enhance cybersecurity resilience in the healthcare sector. The UAE Cyber Security Council is focused on building a safe infrastructure for cybersecurity and promoting a culture of cybersecurity in the country, aligning with the UAE's proactive approach to digital technologies.

This partnership between PureHealth and the UAE Cyber Security Council highlights the growing importance of cybersecurity in the healthcare sector. The partnership includes exchanging critical information on security risks, developing joint action plans for responding to incidents, sharing insights on malware threats, and organising cybersecurity training programs. By proactively addressing cyber threats and protecting sensitive data, this collaboration demonstrates PureHealth's commitment to safeguarding the privacy and security of patients' information. It also aligns with the UAE's vision for a progressive and sustainable society, where digital technologies are embraced while ensuring information security and data privacy.

Uncompromised Security: PureHealth's Record of Zero Data Breaches in 2023

In 2023, there were no reported incidents of a material data breach. As we expand our healthcare services in the digital realm, PureHealth remains committed to protecting sensitive clinical and patient data from evolving cyber threats and preparing for future risks.



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RISK MANAGEMENT

Navigating the Future

The healthcare industry is constantly evolving and with it comes an ever-changing risk landscape that PureHealth must navigate. To successfully manage these risks while maintaining internal governance and complying with regulatory mandates, PureHealth has implemented a comprehensive Risk Management framework. This strategic approach is crucial in addressing these challenges, safeguarding stakeholder interests, and ensuring our long-term vision of longevity for all.



Our framework fosters an innovative and collaborative risk culture, aiming for timely and systematic oversight and governance. It also facilitates risk-based decision-making within strategies and opportunities. Our risk management

program aligns with global standards such as ISO 31000 and ISO 22301, and industry best practices. It focuses on continuously updating risk profiles to adapt to changing business and operating environments. Moreover, in alignment with the TCFD recommendations and IFRS S2 standards, we are integrating the results of our climate risk assessment into our broader risk framework, ensuring comprehensive and effective management of climate-related risks. Collaboration among varied business entities, support, and control layers ensure effective risk management throughout the organisation. Developing and maintaining a consolidated risk profile helps maintain transparent oversight for informed decision-making by senior management and the Board.

PureHealth employs an internal risk taxonomy to enhance business risk management, facilitating the categorisation and classification of risks based on their distinct characteristics. All risks are systematically mapped to their respective risk categories within the registers. PureHealth utilises four overarching risk classes, each containing specific risk categories. Categorising risks serves various purposes for a business, such as aiding in developing strategies to mitigate or minimise their impact. After identifying and categorising the risk, we evaluate its potential impact on the business and the likelihood of its occurrence. This assessment guides our action plan by prioritising risks with higher impact and probability for focused attention.





Top Risks Identified



Strategic

Refers to the possibility that long term decisions about the organisation’s direction may expose it to losses and reputation damage. These decisions are often accompanied by major investments in capital and human resources.



Financial

Refers to the possibility that an organisation’s financial decisions may expose it to losses affecting its financial standing / viability.



Operational

Refers to the risk of losses due to failure of people, processes, systems, or through external events.



Compliance

Refers to the risk of loss or exposure due to failure of complying with laws, regulations, laws, and mandatory standards.

PureHealth actively identifies, monitors, and mitigates ESG related risks. Within our internal risk taxonomy, ESG risks are categorised under the Strategic risk class. To ensure these risks are effectively managed, the Performance and Business Excellence (PBE) team is responsible for continuously overseeing the identification and management of ESG risks while also providing regular reports on these risks to the leadership team. As part of our double materiality exercise conducted this year, we have identified ESG risks associated with our business and conducted a thorough assessment to analyse their impact on our operations, as well as the opportunities they present.

Strengthening Safeguards: PureHealth’s Three Lines of Defence Risk Management Model

PureHealth has adopted a **Three Lines of Defence** risk management model that establishes clear responsibilities for risk management across the organisation:

- 01 Operational Management** is the first line of defence comprises of business units, operations, and front-line employees. It identifies, owns, and manages risks at the operational level.
- 02 Risk and Compliance Management** is the second line that comprises of specialised risk management and compliance functions. It provides oversight, guidance, and validation of the first line’s risk management efforts.
- 03 Internal Audit** is the third line of defence comprising internal audit function that provides independent assurance and evaluation of the effectiveness of the risk management framework. This line operates independently of operational and management functions.

SUPPLY CHAIN

Embedding Environmental and Social Responsibility in Our Supply Chain

Coupled with sustainable procurement efforts, our supply chain management ensures the integration of sustainable practices throughout our core processes and extends these practices to all our suppliers, both upstream and downstream. We continue to embed social and environmental responsibilities in our supply chain operations.

In 2023, PureHealth’s introduction of the Supplier Code of Conduct marked a significant moment in our journey toward sustainability.

Setting the Standards: Our Supplier Code of Conduct for Excellence and Sustainability

PureHealth’s Supplier Code of Conduct champions impartiality, transparency, and ethical practices that set a high standard for our partners. Our Code advocates the prohibition of bribery and corruption, respect for human rights, fair treatment of employees, environmental stewardship, and the safeguarding of health and safety standards. These measures are crucial in minimising the adverse impacts on natural resources and ensuring that the operations within our supply chain do not compromise

ethical values or the wellbeing of individuals and communities.

By requiring our suppliers to adhere to these comprehensive standards, we leverage our influence to foster a culture of responsibility and integrity and contribute to a more sustainable and ethical global marketplace.

As PureHealth integrates social and environmental responsibilities throughout its supply chain, we enhance operational integrity and contribute significantly to global sustainability and ethical conduct. This approach benefits both the planet and people, setting a benchmark for the industry by placing sustainability and ethics at the core of strategic decision-making.

Objectives of the Supplier Code of Conduct

Conflict of Interest; Gifts, Benefits and Hospitality

Promote impartiality across all business transactions and demands transparent management of any conflicts of interest that may arise.

Anti-Bribery and Corruption

Restrict and strictly prohibit all forms of bribery, corruption, extortion, and embezzlement.

Human Rights

Promote fair and ethical treatment of employees, fostering a positive and sustainable working relationship between vendors and their workforce.

Environment

Conduct all operations responsibly and efficiently to minimise any negative environmental impact and conserve natural resources.

Health & Safety

Promote a safe and healthy working environment for our employees and extended to contractors and subcontractors working on supplier sites.

Management Systems

Implement robust management systems that support continuous improvement and ensure business continuity in alignment with the expectations.



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PureHealth’s ICV Program

At PureHealth, our commitment to trust and credibility extends beyond the walls of our facilities. We recognise that a truly healthy healthcare ecosystem flourishes alongside a robust local economy. This is why we actively embrace the strategic vision of the UAE’s In-Country Value (ICV) program.

We are committed to playing a leading role in the ICV program that is why PureHealth has pledged to contribute AED 13 Billion to the local economy by 2032, in partnership with the Ministry of Industry & Advanced Technology. As part of this program, we are taking several steps:

Prioritising Local Suppliers: We actively seek out partnerships with qualified UAE-based suppliers for a wide range of goods and services. This strengthens local businesses and ensures a reliable supply chain.

Investing in Local Talent: We prioritise hiring and developing Emirati talent within our organisation. This not only fosters a diverse workforce but also contributes to knowledge transfer and skills development within the UAE.

Knowledge Sharing & Collaboration: We actively collaborate with local research institutions and universities, fostering innovation and knowledge exchange that benefits the entire healthcare sector in the UAE.

By actively participating in the ICV program, PureHealth demonstrates its commitment to the long-term sustainability of the UAE’s healthcare ecosystem. We believe that a thriving local economy is the foundation for a healthier future, not just for our patients but for the entire community.

The ICV Program focuses on the following aspects:

Assessing Suppliers’ ICV Ratings

Implementation of ICV Enhancement Strategies in Extended Contracts

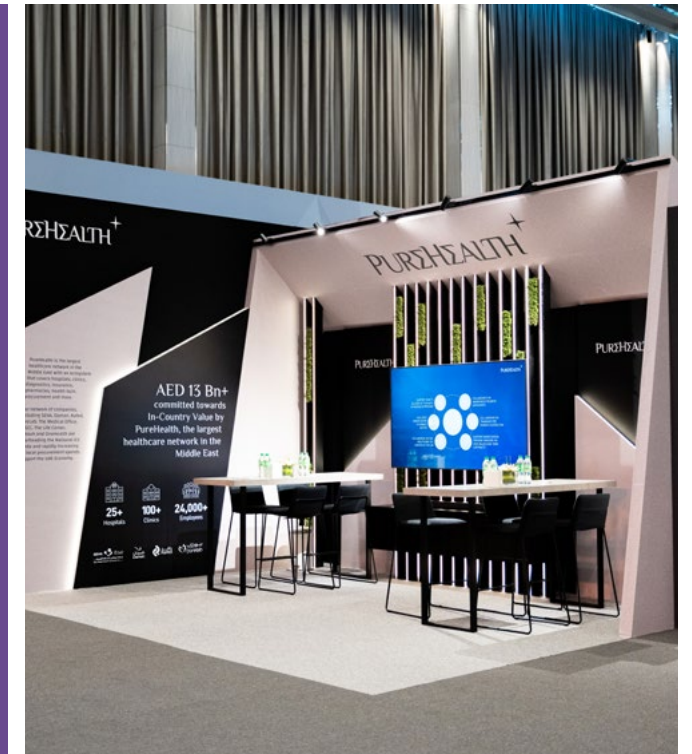
Focusing on “Right to Match” Criteria for Contract Allocation

Securing ICV Certifications for PureHealth Ecosystem Entities

SEHA leads the way in the ICV Program. With an ICV score of 79.10%, it is currently the highest ICV-certified healthcare company in the country.

SEHA
79.10% ICV Score

Daman
71.83% ICV Score



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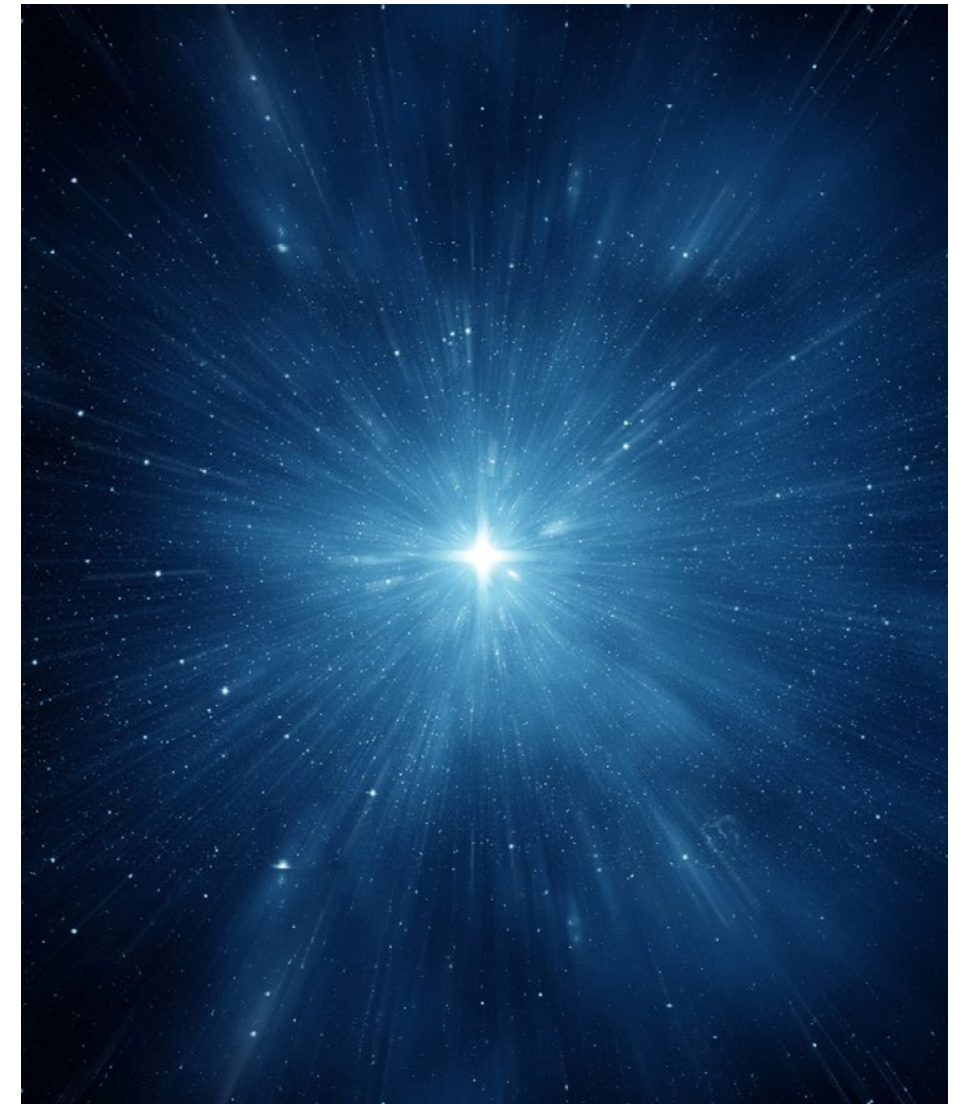
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REPORTING BOUNDARY

The Sustainability Report 2023 covers the sustainability performance of PureHealth’s business entities located in the United Arab Emirates, including Pure Health Group’s clinics, labs, and hospitals. At present, Pure Health Group has eleven assets, taking into consideration that AHS is operating under SEHA. For this cycle of sustainability report, nine assets have been included within the scope. PureHealth has established the scope boundary by evaluating the significance of impacts and the potential for reductions that the organisation could undertake or influence.

Asset Name
Pure Health Holding Corporate Office
Abu Dhabi Health Services Company PJSC (“SEHA”) including Ambulatory Healthcare Services (“AHS”)
The Medical Office Facilities Management LLC (“TMO”) including National Rehabilitation Center (“NRC”)
Abu Dhabi Stem Cell Centre LLC (“ADSCC”) and Yas Clinic Group LLC (“YCG”)
The Life Corner LLC
Rafed Healthcare Supplies LLC
One Health LLC (“One Health”)
National Health Insurance Company PJSC (“Daman”)
Pure Lab LLC



ESG DASHBOARD

Environment

GRI 305 Emissions					
Attribute	Unit				
Scope 1	MTCO ₂ e	2023	81,894.74	2022	113,040.31
Scope 2	MTCO ₂ e		214,862.22		290,578.46
Scope 3	MTCO ₂ e		297,069.58		280,551.97
Total GHG Emissions	MTCO₂e		593,826.54		684,170.74

GRI 306 Waste					
Attribute	Unit				
Non-Hazardous waste	kg	2023	3,349,300.92	2022	3,284,561
Hazardous waste	kg		4,132,425.27		2,655,148
Total waste generation across PureHealth	kg		7,481,726.19		5,939,709

GRI 306-2 Waste disposal by type					
Attribute	Unit				
Incineration	kg	2023	4,377,459.19	2022	1,279,280
Landfilled (including composting)	kg		2,924,222		3,867,152
Recycled	kg		180,045		793,277
Total	kg		7,481,726.19		5,939,709

GRI 303-5 Water consumption					
Water Consumed	Million Litres				
		2023	1,604.06	2022	1,939.86





Social

GRI 401-1 New employee hires and employee turnover													
Attribute	Unit	2023	2023			2022			2022	2022			
			Male	Female	Age (<30)	Age (30 - 50)	Age (>50)	Male		Female	Age (<30)	Age (30 - 50)	Age (>50)
New Hires (Number)	Number		1,216	1,606	788	1,799	235		1,342	2,103	1,489	1,782	174
New Hires (%)	%		43.09%	56.91%	27.92%	63.75%	8.33%		38.96%	61.04%	43.22%	51.73%	5.05%
Number of Employees	Number		7,445	12,837	2,169	13,354	4,760		6,971	12,327	1,830	14,264	3,204
Turnover	Number		826	1,416	280	1,585	377		1,162	2,215	352	2,452	573
Turnover Rate	%		10.55%	11.03%	12.91%	11.87%	7.92%		16.03%	17.97%	19.23%	17.19%	17.88%

GRI 403-9 Details of Work-related Injuries					
Attribute	Unit	2023	2023		2022
			Male	Female	
Number of Fatalities			0	0	0
Number of Lost Time Injuries			38	17	17
Number of Work Days Lost Due to Injury			254	295	295
Number of Other Occupational Injuries			95	89	89
Number of High Potential Incidents			0	0	0
Number of Near Miss Incidents			785	720	720

GRI 2-7 & 2-8 Details of Total Employees based on Gender and Age Group															
Employee Category	Unit	2023	2023						2022	2022					
			<30 years		30-50 years		>50 years			<30 years		30-50 years		>50 years	
			Male	Female	Male	Female	Male	Female		Male	Female	Male	Female	Male	Female
Senior Management	Number		2	0	169	86	67	38		1	1	128	60	49	21
Middle Management	Number		123	404	1,133	1,152	686	292		36	74	919	1,313	337	213
Junior Management	Number		446	1,193	3,927	6,887	892	2,785		460	1,258	3,948	7,896	1,093	1,491
Cumulative	Number		571	1,597	5,229	8,125	1,645	3,115		497	1,333	4,995	9,269	1,479	1,725
Total Number of Employees	Number		20,282							19,298					

Contractual	Number	2023	80	46	527	440	47	25	2022	50	21	421	318	39	22
UAE Nationals	Number		209	933	820	2,748	65	178		213	854	824	2,715	76	205
People with disabilities	Number		2	0	26	19	3	0		2	0	24	17	5	2

GRI 405-2 Ratio of basic salary and remuneration of female to male									
Attribute		2023	Female			2022	Male		
Average Renumeration Ratio (Female : Male)			0.74				0.63		

GRI 401-3 Details of Parental Leaves for Employees													
Attribute	Unit	2023	Male		Female		2022	Male		Female			
Employees who availed parental leave	Number		284			563		231			575		
Return to work rate	%		100%			98.05%		99.57%			99.48%		
Total number of employees retained 12 months after returning to work following a period of parental leave	Number		258			543		193			554		
Retention Rate	%		90.85%			98.37%		83.91%			96.85%		

GRI 404-1 Average hours of training- Employees														
Parameters	Unit	2023	Senior management			Middle management			Junior management					
Total number of training hours provided-Male	Number		6,535	40,503			138,801			4,784	19,033		166,484	
Total number of training hours provided-Female	Number		4,179	46,494			368,672			3,489	29,742		434,551	
Total number of training hours provided	Number		10,714	86,997			507,473			8,273	48,775		601,035	
Average training hours per employee category	hrs/emp		29.60	22.95			31.46			31.82	16.87		37.23	
Average training hours per Male	hrs/emp		27.46	20.86			26.36			26.88	14.73		30.26	
Average training hours per Female	hrs/emp		33.70	25.16			33.93			42.55	18.59		40.82	



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GRI 404-3 Employees receiving regular performance and career development reviews							
Attribute	Unit	2023	Employees	Contractual	2022	Employees	Contractual
Employees receiving career and developmental review- Male	Number			2,995		1	
Employees receiving career and developmental review- Female	Number		3,127	0		2,946	0

GRI 406-1 Incidents of discrimination and corrective actions taken, if any.								
Attribute	2023	Number of incidents	Status of the incidents	Actions taken	2022	Number of incidents	Status of the incidents	Actions taken
Total number of incidents								

GRI 408-1 Operations at significant risk for incidents of child labour, if any.						
Attribute	2023	Number of incidents		2022	Number of incidents	
Child labour incidents			0			0

GRI 409-1 Operations at significant risk for incidents of forced or compulsory labour, If any.						
Attribute	2023	Number of incidents		2022	Number of incidents	
Forced labour incidents			0			0

GRI 410-1 Security personnel trained in human rights policies or procedures							
Attribute	Unit	2023			2022		
Total number of security personnel that are employees of the organisation	Number			0			0
Total number of security personnel that are employees of third-party organisations	Number		986			946	
Percentage of security personnel who have received formal training in human rights policies and their application to security	%		100%			100%	

DATA COMPUTATIONAL METHODS

This section discusses the conventions and computation methods used for calculating GHG Emissions and GHG Emissions Intensity reported as part of Annexure 2.

ENVIRONMENT

Waste

The total waste generated across the organisation is measured at the asset level and aggregated by the entity champions on a periodic basis. The waste data is segregated as per the type of waste e.g.– solid municipal waste, e-waste and bio-medical waste. This data is collected through a GRI aligned template by the ESG champions and is aggregated at the Group level.

Water

The total water consumed across the organisation is calculated by the sum of water consumed across all assets included within the scope. This data is collected through the monthly bills provided by the utilities provider and collated in a GRI aligned template by the ESG champions in each individual asset.

Energy

The total energy consumed across the organisation is calculated by the sum of energy consumed across all assets included within the scope. This data is collected through the monthly bills provided by the utilities provider and collated in a GRI aligned template by the ESG champions in each individual asset.

SOCIAL

Total Employees

To calculate the number of total employees across the organisation, the inputs are provided through a dashboard maintained by the Human Capital department. The demographics captured in the dashboard include total employees by gender, age and employee category. The data provided through the dashboard is collected from the HR database systems of respective entities.

Gender Diversity

To calculate gender diversity, the total number of female employees across all assets included within the scope are divided by the total number of employees. This data is collected from the HR database systems of respective entities.

New Hires

The new hires include the sum of employees hired across the company during the reporting year. This data is specified by gender, age and employee category. This data is collected through HR database systems of respective entities.

Employee Turnover

The employee turnover measures the number of employees that leave the organisation over the year. Employee transfers within the Pure Health Group have not been considered for the calculation of employee turnover.

To calculate employee turnover, the total number of employees who left the organisation is divided by the total number of employees. This data is collected from the HR database systems of respective entities.

Gender Pay Ratio

The Gender Pay Ratio provides the cumulative average of annual basic salary between female and male employees across all employee categories. This is calculated by dividing the basic salary of all female employees by the basic salary of all male employees for the reporting year. This data is collected in a GRI aligned data template and is provided by the HR database systems of respective entities included within the scope.

Training Hours

The training hours provides the total hours of formal training imparted by the organisation to the employees, specified as per gender and employee category. To calculate average training hours, the total number of training hours across the organisation is divided by the total number of employees. Similarly, the average training hours for employees as per gender and employee category are calculated and reported. This data is collected in a GRI aligned data template and provided by the HR database systems of respective entities.



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GRI, SASB, ADX CONTENT INDEX

Framework	Section	Page No.	Response / Reason for Omission
GRI 2: GENERAL DISCLOSURES (2021)			
The organisation and its reporting practices			
GRI 2-1	Organisational details	9	Pure Health Holding PJSC is a Public joint stock company headquartered in Abu Dhabi, United Arab Emirates with operations in United Arab Emirates, United States of America, and the United Kingdom.
GRI 2-2	Entities included in the organisation's sustainability reporting	2 & 121	
GRI 2-3	Reporting period, frequency and contact point	2	
GRI 2-4	Restatements of information		There are no restatements as this is PureHealth's inaugural Sustainability Report.
GRI 2-5	External assurance		This is not applicable as this is PureHealth's first Sustainability Report. We will consider undertaking external assurance in future reporting cycles.
Activities and workers			
GRI 2-6	Activities, value chain and other business relationships	11	
GRI 2-7	Employees	74 & 126	
GRI 2-8	Workers who are not employees	124	
Governance			
GRI 2-9	Governance structure and composition	107, 108 & 111	
GRI 2-10	Nomination and selection of the highest governance body	108	
GRI 2-11	Chair of the highest governance body	108	
GRI 2-12	Role of the highest governance body in overseeing the management of impacts	109	
GRI 2-13	Delegation of responsibility for managing impacts	30	
GRI 2-14	Role of the highest governance body in sustainability reporting	30	





Framework	Section	Page No.	Response / Reason for Omission
GRI 2-15	Conflicts of interest		<p>PureHealth has a Conflict of Interest policy that sets forth requirements for the avoidance and management of potential and actual conflicts of interest and also establishes principles for declaring and disclosing conflicts of interest.</p> <p>The Board has the responsibility of monitoring and managing potential conflicts of interest of Board Members, Group Chief Executive Officer, Executives, and other relevant stakeholders, including misuse of the Company's assets and abuse in related party transactions.</p>
GRI 2-16	Communication of critical concerns	111	<p>The Audit Committee provides oversight of the Risk Management function. The Audit Committee updates the Board of Directors after each committee meeting on any important updates to the risk management efforts of the organisation.</p> <p>As the Board was formed in Oct 2023, no Audit Committee Meetings were held during the Year 2023</p>
GRI 2-17	Collective knowledge of the highest governance body	106	
GRI 2-18	Evaluation of the performance of the highest governance body	108	<p>The Board and its committees undergo a rigorous annual performance assessment. This comprehensive evaluation aims to identify areas for improvement and maximise the positive impact of the Board and its committees on the Company and its shareholders.</p>
GRI 2-19	Remuneration policies	111	<p>Due to the recent formation of the Board of Directors, the Directors did not receive any remuneration from the Company for the period ended 31st December 2023.</p> <p>The General Assembly will approve any future remuneration of the Board of Directors in accordance with the Articles of Association of the Company and the applicable law.</p>
GRI 2-20	Process to determine remuneration		<p>The Board of Directors directly oversee the design and operation of the compensation policy at PureHealth. The board continuously monitors and periodically reviews the policy to ensure that it is aligned with the company's desired culture, risk appetite and long-term objectives.</p>
GRI 2-21	Annual total compensation ratio		PureHealth does not disclose this metric.
Strategy, policies and practices			
GRI 2-22	Statement on sustainable development strategy	03 & 04	
GRI 2-23	Policy commitments	63, 73, 85 & 113	
GRI 2-24	Embedding policy commitments		<p>PureHealth has formulated a Code of Business Conduct and Ethics to guide all employees, contractors, suppliers and related third parties in conducting business according to the highest ethical standards. All parties must adhere to the provisions of the Code which includes reporting any non-compliance, unethical acts, or illegal activities to the whistleblowing channel speakup@purehealth.ae</p>
GRI 2-25	Processes to remediate negative impacts	113	
GRI 2-26	Mechanisms for seeking advice and raising concerns	113	
GRI 2-27	Compliance with laws and regulations	113	



Stakeholder engagement			
GRI 2-28	Membership associations	96	
GRI 2-29	Approach to stakeholder engagement	31	
GRI 2-30	Collective bargaining agreements		PureHealth respects the rights of workers to represent themselves without fear of intimidation, harassment, or reprisal as per applicable laws and standards. However, Trade Unions are not formally recognised in the United Arab Emirates.

Environment

Framework	Section	Page No.	Response / Reason for Omission
Energy			
GRI 302: Energy; ADX: Energy Usage; ADX: Energy Intensity	GRI - 302-1 Total energy consumption within the organisation, in joules or multiples	92	
	GRI - 302-3 Energy intensity ratio for the organisation		131.15 GJ / Million AED
ADX: Energy Usage	Total amount of energy indirectly consumed	92	
ADX: Energy Mix	Percentage: Energy usage by generation type		Almost 100% of our energy requirements are being met by Grid electricity.
ADX: Environmental Operations; ADX: Environmental Oversight	Does your company follow a formal Environmental Policy? Yes/No		Yes. PureHealth has a group-level ESG policy.
	Does your company follow specific waste, water, energy and/or recycling policies? Yes/No		Yes
	Does your company use a recognised energy management system?		PureHealth assets follow recognised energy management systems.
SASB: Energy Management	Percentage grid electricity		Almost 100% of our energy requirements are being met by Grid electricity.
	Percentage renewable electricity		The percentage of renewable energy is <1%.
Water and Effluents			
GRI 303: Water and Effluents; ADX: Water Usage	GRI - 303 - 1 Interactions with water as a shared resource		Water resources used within PureHealth facilities are provided through government utilities providers. Majority of the water is sourced through desalination plants and there is limited extraction of fresh water, therefore we do not expect significant impacts .
	GRI - 303 - 3 Water withdrawal		There is negligible extraction of freshwater.



Framework	Section	Page No.	Response / Reason for Omission
GRI 303: Water and Effluents; ADX: Water Usage	GRI - 303 - 4 Water discharge		There is negligible water discharge.
	GRI - 303 - 5 Water Consumption	95	
ADX: Water Usage	Total amount of water reclaimed		There is negligible extraction of freshwater.
ADX: Environmental Operations; ADX: Environmental Oversight	Does your company follow specific waste, water, energy and/or recycling policies? Yes/No		Yes
Emissions			
GRI 305: Emissions; ADX: GHG Emissions; ADX: Emissions Intensity	Gross direct (Scope 1) GHG emissions in metric tons of CO ₂ equivalent	90 & 122	
	Gross location-based energy indirect (Scope 2) GHG emissions in metric tons of CO ₂ equivalent	90 & 122	
	Gross other indirect (Scope 3) GHG emissions in metric tons of CO ₂ equivalent	90 & 122	
	GHG emissions intensity ratio for the organisation		36.21 MTCO ₂ e / Million AED
ADX: Emissions Intensity	Total non-GHG emissions per output scaling factor		Nil.
Waste			
GRI 306: Waste 2020; SASB: Waste Management	GRI - 306 - 1 Waste generation and significant waste-related impacts	122	Waste within PureHealth is managed through third party service providers as per applicable laws and regulations around medical waste management in the UAE.
	GRI - 306 - 2 Management of significant waste-related impacts	94 & 126	
	GRI - 306 - 3 Waste generated	122	
	GRI - 306 - 4 Waste diverted from disposal	122	
	GRI - 306 - 5 Waste directed to disposal	122	

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Framework	Section	Page No.	Response / Reason for Omission
ADX: Environmental Operations; ADX: Environmental Oversight	Does your company follow specific waste, water, energy and/or recycling policies? Yes/No		Yes
SASB: Waste Management	Total amount of medical waste		All medical waste is incinerated as per applicable UAE laws.
	a) incinerated	122	
	b) recycled or treated		
	c) landfilled		
Climate Mitigation			
ADX: Climate Mitigation	Total amount invested, annually, in climate-related infrastructure, resilience and product development		PureHealth is currently not disclosing this metric.
Climate change impacts on human health and infrastructure			
SASB: Climate change impacts on human health and infrastructure	Description of policies and practices to address		
	(1) the physical risks because of an increased frequency and intensity of extreme weather events	41, 88	
	(2) changes in the morbidity and mortality rates of illnesses and diseases associated with climate change		PureHealth is currently not reporting this metric.
	(3) emergency preparedness and response		PureHealth has comprehensive emergency response plan which are in compliance with the applicable national and regional regulations for healthcare assets. The early warning systems, codified protocols and remedial measures are activated during the extreme weather events.





Social

Framework	Section	Page No.	Response / Reason for Omission
Employment			
GRI 401: Employment	GRI - 401 - 2 Benefits provided to full-time employees that are not provided to temporary or part-time employees, by significant locations of operation.		This is not applicable as PureHealth does not have any part-time employees.
	GRI - 401 - 3 Parental leave	124	
Labour Management			
GRI 402: Labour Management Relations	GRI - 402-1 Minimum Notice periods regarding operational changes		We abide by all relevant regulatory requirements and labour laws applicable to our operations.
Occupational Health and Safety			
GRI 403: Occupational Health and Safety; SASB: Workforce health and safety	GRI - 403-1 Occupational Health and Safety Management System		PureHealth assets maintain facility level occupational health and safety management systems and are in compliance with Emirates level regulatory requirements such as the OSHAD framework. All employees are covered under the OHS management systems
	GRI - 403-2 Hazard Identification and Risk Assessment		Pure Health Group has implemented asset level Health and Safety policies which aim to promote a safe and healthy working environment for our employees and extends to contractors and subcontractors working on supplier sites. Periodic workplace inspections are carried out within PureHealth assets. At the asset level, risk and hazard assessments are carried out periodically. Pure Health Group assets have implemented a risk register to record any work-related incident. Additionally, a generic workplace safety checklist exists where the preparedness of each hospital is assessed.
	GRI - 403-3 Occupational health services	82	
	GRI - 403-4 Worker participation, consultation, and communication on occupational health and safety	82	
	GRI - 403-5 Worker training on occupational health and safety		Mandatory trainings are offered to employees during onboarding process that cover aspects related to Occupational Health and Safety. Additionally, ongoing training programs are offered to healthcare staff on topics like Functional Movement System Trainings and Infection Control Trainings that seek to protect both employee and patient health and safety.
	GRI - 403-6 Promotion of worker health	82	

Framework	Section	Page No.	Response / Reason for Omission
GRI 403: Occupational Health and Safety; SASB: Workforce health and safety	GRI – 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	82	
	GRI – 403-8 Workers covered by an occupational health and safety management system	82	
	GRI – 403-9 Work-related injuries	123	
	GRI – 403-10 Work-related ill health	82	
ADX: Global Health and Safety	Does your company follow and occupational health and/or global health and safety policy? Yes/No		At the asset level, all PureHealth assets have Occupational Health and Safety policies in place. Additionally, assets within PureHealth comply with UAE's OSHAD framework.
Training and Education			
GRI 404: Training and Education	GRI – 404-1 Average hours of training per year per employee	81 & 124	
	GRI – 404-3 Percentage of employees receiving regular performance and career development reviews	125	
Diversity and equal opportunity			
GRI 405: Diversity and equal opportunity; ADX: Gender Pay Ratio	GRI – 405-1 Diversity of governance bodies and employees	72 & 110	
	GRI – 405-2 Ratio of basic salary and remuneration of women to men	124	
ADX: Gender Diversity	Percentage: total enterprise headcount held by men and women	74 & 123	
	Percentage entry-and-mid-level positions held by men and women	74 & 123	
	Percentage: Senior and executive level positions held by men and women	74 & 123	
Non -Discrimination			
GRI 406: Non -Discrimination	GRI – 406-1 Incidents of Discrimination and corrective action taken		There were no incidents of discrimination in 2023.



Framework	Section	Page No.	Response / Reason for Omission
ADX: Non - Discrimination	Does your company follow non-discrimination policy? Yes/No		Our Code of Business Conduct and Ethics prohibits discrimination on all grounds. We strive to foster a safe and inclusive working environment for all our employees.
Child Labour			
GRI 408: Child Labour	GRI – 408-1 Operations and suppliers at significant risk for incidents of child labour	73 & 125	
	Does your Company follow a child and/or forced labour policy? Yes/No		Yes. PureHealth is strictly against any form of child or forced labour. This has been enumerated through our Supplier Code of conduct and our People & Organisation Manual.
ADX: Child and Forced Labour	If yes, does your child and/or forced labour policy also cover suppliers and vendors? Yes/No		Yes. PureHealth has a Group wide Supplier Code of Conduct which requires its suppliers to comply with applicable laws, rules, and regulations. It requires every supplier to commit towards upholding the United Nations Global Compact Principles on human rights, labour, environment, and anti-corruption; the Universal Declaration of Human Rights; the International Labor Organisation’s (ILO) Declaration on Fundamental Principles and Rights at Work; and the UN Guiding Principles on Business and Human Rights
Forced and Compulsory Labour			
GRI 409: Forced and compulsory Labour	GRI – 409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labour	73 & 125	
	Does your Company follow a human rights policy? Yes/No		Yes
ADX: Human Rights	If yes, does your human rights policy also cover suppliers and vendors? Yes/ No		Yes. Pure Health Group has committed to engaging with suppliers to promote human rights in accordance with the UN Guiding Principles on Business and Human rights. Additionally, our Supplier Code of Conduct enumerates certain principles we require our suppliers to comply with.
Local Communities			
GRI 413: Local Communities	GRI – 413-1 Operations with local community engagement, impact assessments, and development programs	62	
ADX: Community Investment	Amount invested in the community, as a percentage of company revenues		0.21%



Framework	Section	Page No.	Response / Reason for Omission
CEO Pay Ratio			
ADX: CEO Pay Ratio	Ratio: CEO total compensation to median Full Time Equivalent (FTE) total compensation		Refer to Page 55 of the 2023 Integrated Report for Executive Management Remuneration.
	Does your company report this metric in regulatory filings? Yes/No		
Employee Turnover			
ADX: Employee Turnover	Percentage year-over-year changes for full-time employees	123	
	Percentage year-over-year change for part-time employees		Not applicable as PureHealth does not have any part time employees.
	Percentage year-over-year change for contractors/consultants	123	33.52% increase in 2023 from 2022.
SASB: Employee recruitment, development and retention	Voluntary turnover rate for:		PureHealth monitors overall turnover rate. In 2023, the turnover rate across the group was 11.05%.
	(a) physicians		
	(b) non-physician health care practitioners		
	(c) all other employees		No cases of involuntary turnover for the year 2023.
	Involuntary turnover rate for:		
	(a) physicians		
	(b) non-physician health care practitioners		
	(c) all other employees		
	Description of talent recruitment and retention efforts for health care practitioners	78-81	PureHealth has launched the Emirati Development Center Initiative and undertakes several talent and skill development programs & certifications for healthcare professionals.
Temporary Worker Ratio			
ADX: Temporary Worker Ratio	Percentage: Total enterprise headcount held by part-time employees		Not applicable as PureHealth does not have any part-time employees.
	Percentage: Total enterprise headcount held by contractors and/or consultants		5.73% in 2023.



Framework	Section	Page No.	Response / Reason for Omission
Injury Rate			
ADX: Injury Rate	Percentage: Frequency of injury events relative to total workforce time	123	
Nationalisation			
ADX: Nationalisation	Percentage of national employees	72	
Access for low-income patients			
SASB: Access for low-income patients	Discussion of strategy to manage the mix of patient insurance status		PureHealth accepts various health insurance covers recognised by the UAE government. In addition, PureHealth also provides free medical treatments as part of the ongoing CSR support projects.
Quality of care and patient satisfaction			
SASB: Quality of care and patient satisfaction	Number of serious reportable events		Zero. No material reported instances.
	Number of total readmissions per hospital		Overall readmission rate for SEHA Hospitals is 11.1%. For TMO Hospitals the readmission rates are: <ul style="list-style-type: none"> • SKGH UAQ: 5.28% • SKGH RAK: 1.4% • SKMCA: 3.62%





Governance

Framework	Section	Page No.	Response / Reason for Omission
Economic Performance			
GRI 201: Economic Performance	GRI - 201-1: Direct economic value generated and distributed	23	
	GRI - 201-4: Financial assistance received from government	23	
Procurement Practices			
GRI 204: Procurement Practices	GRI-204-1 Proportion of spending on local suppliers	119	AED 790,741,141. In Country Value program scores are available for applicable entities.
Supplier Environmental Assessment			
GRI 308: Supplier Environmental Assessment	GRI - 308-1: New suppliers that were screened using environmental criteria	119	Currently the supply chain members are being evaluated on ICV criteria which partially covers E&S requirements however, PureHealth shall develop a plan to evaluate suppliers on E&S criteria in due course.
	GRI - 308-2: Negative environmental impacts in the supply chain and actions taken	118	
Supplier Social Assessment			
GRI 414: Supplier Social Assessment	GRI - 414-1: New suppliers that were screened using social criteria	119	Currently the supply chain members are being evaluated on ICV criteria which partially covers E&S requirements however, PureHealth shall develop a plan to evaluate suppliers on E&S criteria in due course.
	GRI - 414-2: Negative social impacts in the supply chain and actions taken	118	
ADX: Supplier Code of Conduct	Are your vendors or suppliers required to follow a Code of Conduct? Yes/No	118	Yes. Pure Health Group has a Group wide Supplier Code of Conduct. We expect all suppliers working with us to uphold our Supplier Code of Conduct.
	If yes, what percentage of your suppliers have formally certified their compliance with the Code?		The Supplier Code of Conduct was introduced in 2023. The Company plans to formally certify compliance of suppliers going forward.
Customer Privacy			
ADX: Data Privacy	Does your company follow a data privacy policy? Yes/No		PureHealth has a comprehensive policy on data privacy which complies with ISO 27001:2013 Information Security Management System. Our Code of Business Conduct and Ethics contains provisions to ensure the protection of confidential information shared by customers, patients and suppliers. Furthermore, our Supplier Code of Conduct also possesses provisions to ensure that suppliers adhere to applicable privacy and data protection laws and take measures to ensure the protection, security, and lawful use of personal data.

Framework	Section	Page No.	Response / Reason for Omission
ADX: Data Privacy	Has your company taken steps to comply with GDPR rules? Yes/No		PureHealth complies with all the data security and privacy national regulations that apply to our operations.
SASB: Patient Privacy and Electronic Health Records	Description of the policies and practices to secure customers' personal health data records and other personal data		PureCS which is the technological arm for Pure Health Group and manages the Group's data has ISO/IEC 27001:2022 Information security, cybersecurity, and privacy protection certification. As part of Compliance Management Framework, employees, contractors, and business partners receive training on data privacy and protection.
	Number of data breaches		There were no material data breaches observed during the reporting period.
	Percentage (of data breaches) involving		
	a) personal data		
	b) personal health data		
	Number of customers affected (due to data breaches) in each category		
	a) personal data		
	b) personal health data		
	Total amount of monetary losses as a result of legal proceedings associated with data security and privacy		There have been no significant monetary losses as a result of legal proceedings associated with data security and privacy.
Board Diversity			
ADX: Board Diversity	Percentage: Committee chairs occupied by men and women	111	Audit Committee: 33% seats are occupied by women and 66% seats are occupied by men. Nomination Committee: 33% seats are occupied by women and 66% seats are occupied by men.
Board Independence			
ADX: Board Independence	Does your company prohibit CEO from serving as board chair? Yes/No		Yes.
	Percentage: Total board seats occupied by independent board members	108	
Incentivised Pay			
ADX: Incentivised Pay	Are executives incentivised to perform on sustainability?		The performance management framework for entity CXOs embeds metrics to monitor the progress against the committed decarbonisation targets which are evaluated annually.



Framework	Section	Page No.	Response / Reason for Omission
Ethics and Prevention of Corruption			
ADX: Ethics and Prevention of Corruption	Does your company follow and Ethics and/or Prevention of Corruption Policy? Yes/No	113	Yes. PureHealth has a Group wide Code of Business Conduct and Ethics, and we encourage all employees to strictly abide by the internal business conduct procedures and promptly report violations
	If yes, what percentage of your workforce has formally certified its compliance with the policy?		Acknowledgement of the Code of Conduct was received from 88% employees.
Sustainability Reporting			
ADX: Sustainability Reporting	Does your company publish a sustainability report? Yes/No		This is Pure Health Group's inaugural sustainability report.
Disclosure Practices			
ADX: Disclosure Practices	Does your company provide sustainability data to sustainability reporting frameworks? Yes/No	2	
	Does your company focus on specific UN Sustainable Development Goals (UN SDGs)? Yes/No	37	Yes
	Does your company set targets and report progress on the UN SDGs? Yes/No	37	Yes
Environmental Oversight			
ADX: Environmental Oversight	Does your Board oversee and/or manage sustainability issues?	30	
External Assurance			
ADX: External Assurance	Are your sustainability disclosures assured or verified by a third-party audit firm? Yes/No		No
Management of controlled substances			
SASB: Management of controlled substances	Description of policies and practices to manage the number of prescriptions issued for controlled substances		Individual hospitals within PureHealth implement a Narcotic and Controlled Medications Management Policy to regulate the prescriptions issued of controlled substances. This policy establishes stringent controls to effectively manage these medications, ensuring compliance with UAE guidelines. By mandating comprehensive safeguards at every level, the policy aims to guarantee the safe and secure prescription of controlled substances.



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Pricing and billing transparency			
SASB: Pricing and billing transparency	Description of policies or initiative to ensure that patients are adequately informed about price before undergoing a procedure		PureHealth follows the pricing guidelines issued by the regulators. We operate within the bounds of regulatory requirements issued for our sector.
	Discussion of how pricing information for services is made publicly available		
Fraud and unnecessary procedures			
SASB: Fraud and unnecessary procedures	Total amount of monetary losses as a result of legal proceedings associated with medical fraud		There have been no significant monetary losses as a result of legal proceedings associated with medical fraud.

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UNGP

PART A: GOVERNANCE OF RESPECT FOR HUMAN RIGHTS

Sub-section	Question	Response
Policy Commitment A1 - What does the company say publicly about its commitment to respect human rights?	How has the public commitment been developed?	Our Human Rights Policy/Position statement has been developed after careful deliberations with key stakeholders.
	Whose human rights does the public commitment address?	Our Human Rights position statement and the ESG policy are part of a broader Corporate Governance framework developed through careful deliberations considering applicable national laws and international guidelines. These policies cater to a wide set of stakeholders within our value chain, and comprise of key human rights aspects applicable to our operations.
	How is the public commitment disseminated?	<p>The Human rights policy/Position statement, along with all PureHealth’s human rights commitments are covered in public disclosure (Sustainability Report).</p> <p>PureHealth promotes upholding human rights across our entire value chain. It stipulates our commitment to the International Bill of Human Rights and core ILO conventions as well as our commitment to respect human rights in accordance with the United Nations Guiding Principles for Human Rights and Business and the OECD Guidance for Responsible Business Practices. The respect for human rights is covered in our Code of Business Ethics and Conduct and it is part of mandatory onboarding exercise for new employees.</p> <p>Our Supplier Code of Conduct describes the ethics and behaviour that PureHealth wishes to promote throughout the supply chain, and is directed at our suppliers and their subcontractors. The CoC is based on and follows The Universal Declaration of Human Rights, key UN conventions, ILO conventions and recommendations.</p>
Embedding Respect for Human Rights A2 - How does the company demonstrate the importance it attaches to the implementation of its human rights commitment?	How is day-to-day responsibility for human rights performance organised within the company, and why?	<p>While respecting human rights is the responsibility of all people working at PureHealth, the responsibility for our human rights performance is distributed between relevant management forums and functional departments at Corporate as well as Business Entity level.</p> <p>Additionally, the People and Organisation department is responsible for managing and reporting on cases that arise across the group and for working with the Compliance team to resolve them.</p>
	What kinds of human rights issues are discussed by senior management and by the Board, and why?	<p>The key human rights aspects covered under our ESG Policy are:</p> <ol style="list-style-type: none"> 1. Creating a safe, inclusive and harassment free workplace 2. Respecting human dignity and non-discrimination 3. Protecting vulnerable groups within the PureHealth ecosystem 4. Respecting the rights of workers to represent themselves without fear of intimidation, harassment, or reprisal <p>The performance for aspects such as Diversity, Emiratisation and other metrics related to aforementioned aspects are reported to Senior Management by respective process owners.</p>
	How are employees and contract workers made aware of the ways in which respect for human rights should inform their decisions and actions?	PureHealth engages with employees through training programs and raises awareness on the provisions of the Policy. Furthermore, during the onboarding process, employees are made aware of the provisions of the Human Rights Policy.
	How does the company make clear in its business relationships the importance it places on respect for human rights?	Human Rights is an integral aspect of all of our business relationships. We engage with our suppliers and business partners to uphold these values and implement similar policies and practices. Additionally, our Supplier Code of Conduct lists out several human rights that Pure Health Group requires its suppliers to follow related to topics such as anti-corruption, ethics, human rights, health and safety, and environmental sustainability. This ensures that our partnerships are grounded in shared values and a commitment to ethical business practices.
	What lessons has the company learned during the reporting period about achieving respect for human rights, and what has changed as a result?	

PART B: DEFINING THE FOCUS OF REPORTING

Sub-section	Question	Response
B1 - Statement of salient issues	State the salient human rights issues associated with the company's activities and business relationships during the reporting period.	Refer page number 73 of the 2023 Sustainability Report to know more about our Human Rights salient points.
B2 - Determination of salient issues	Describe how the salient human rights issues were determined, including any input from stakeholders.	The human rights issues have been determined through a detailed double materiality assessment which included conducting stakeholder surveys to address the interests of varied stakeholders like investors, employees, customers and suppliers.
B3 - Choice of focal geographies	If reporting on the salient human rights issues focuses on geographies, explain how that choice was made.	The reporting on the salient issues focuses on applicable laws and international reporting standards on human rights standards ratified by the UAE, as the company is headquartered in UAE.
B4 - Additional severe impacts	Identify any severe impacts on human rights that occurred or were still being addressed during the reporting period, but which fall outside of the salient human rights issues, and explain how they have been addressed.	There have been no severe impacts outside the salient human rights issues that have been identified during the reporting period.

Sub-section	Question	Response
Specific Policies		
C1 - Does the company have any specific policies that address its salient human rights issues and, if so, what are they?	How does the company make clear the relevance and significance of such policies to those who need to implement them?	PureHealth has a company wide human rights position statement which is disclosed publicly and is disseminated to the employees during the onboarding process.
Stakeholder Engagement	How does the company identify which stakeholders to engage with in relation to each salient issue, and when and how to do so?	PureHealth undertakes periodic materiality assessments to identify the focus areas through stakeholder consultations, peer benchmarking and industry standards. PureHealth also provides various channels to collect grievances and employee feedback to inform the policy and decision making process.
C2 - What is the company's approach to engagement with stakeholders in relation to each salient human rights issue?	During the reporting period, which stakeholders has the company engaged with regarding each salient issue, and why?	Refer Page 31 of the Sustainability Report.
	During the reporting period, how have the views of stakeholders influenced the company's understanding of each salient issue and/or its approach to addressing it?	Refer Page 32-36 of the Sustainability Report. As a part of the double materiality assessment, a stakeholder survey was conducted which sought the view of different stakeholders on each material topic to identify critical human rights issues applicable to our operations.



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Sub-section	Question	Response
Assessing Impacts C3 - How does the company identify any changes in the nature of each salient human rights issue over time?	During the reporting period, were there any notable trends or patterns in impacts related to a salient issue and, if so, what were they?	No negative human rights issues were identified across our operations.
	During the reporting period, did any severe impacts occur that were related to a salient issue and, if so, what were they?	
Integrating Findings and Taking Action C4 - How does the company integrate its findings about each salient human rights issue into its decision-making processes and actions?	How are those parts of the company whose decisions and actions can affect the management of salient issues, involved in finding and implementing solutions?	Refer to Page 31 of the 2023 Sustainability Report.
	When tensions arise between the prevention or mitigation of impacts related to a salient issue and other business objectives, how are these tensions addressed?	Our Risk and Compliance department has detailed arbitration procedures in case of any non compliance related to business ethics, including human rights.
	During the reporting period, what action has the company taken to prevent or mitigate potential impacts related to each salient issue?	No human rights issues were reported.
Tracking Performance C5 - How does the company know if its efforts to address each salient human rights issue are effective in practice?	What specific examples from the reporting period illustrate whether each salient issue is being managed effectively?	Refer to Page 125 of the 2023 Sustainability Report.
Remediation C6 - How does the company enable effective remedy if people are harmed by its actions or decisions in relation to a salient human rights issue?	How does the company know if people feel able and empowered to raise complaints or concerns?	Refer Page 113 of the 2023 Sustainability Report.
	How does the company process complaints and assess the effectiveness of outcomes?	
	During the reporting period, what were the trends and patterns in complaints or concerns and their outcomes regarding each salient issue, and what lessons has the company learned?	Refer Page 125 of the 2023 Sustainability Report.
During the reporting period, did the company provide or enable remedy for any actual impacts related to a salient issue and, if so, what are typical or significant examples?		



TCFD CONTENT INDEX

Core Element	Disclosure	Response
Governance Disclose the organisation's governance around climate-related risks and opportunities.	a) Describe the board's oversight of climate-related risks and opportunities.	Please refer to Page 38 and 43 of the 2023 Sustainability Report.
	b) Describe management's role in assessing and managing climate-related risks and opportunities.	
Strategy Disclose the actual and potential impacts of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning where such information is material.	a) Describe the climate-related risks and opportunities the organisation has identified over the short, medium, and long term.	Please refer to Page 41 of the 2023 Sustainability Report.
	b) Describe the impact of climate-related risks and opportunities on the organisation's businesses, strategy, and financial planning.	
	c) Describe the resilience of the organisation's strategy, taking into consideration different climate-related scenarios, including a 2°C or lower scenario.	PureHealth is aligned with the 1.5 deg C scenario. We are committed to Race to Zero and have developed a comprehensive decarbonisation roadmap to achieve net zero by 2040.
Risk Management Disclose how the organisation identifies, assesses, and manages climate-related risks.	a) Describe the organisation's processes for identifying and assessing climate-related risks.	Please refer to Page 40 of the 2023 Sustainability Report.
	b) Describe the organisation's processes for managing climate-related risks.	Please refer to Page 43 of the 2023 Sustainability Report.
	c) Describe how processes for identifying, assessing, and managing climate-related risks are integrated into the organisation's overall risk management.	
Metrics and Targets Disclose the metrics and targets used to assess and manage relevant climate-related risks and opportunities where such information is material.	a) Disclose the metrics used by the organisation to assess climate-related risks and opportunities in line with its strategy and risk management process.	Please refer to Page 44 of the 2023 Sustainability Report.
	b) Disclose Scope 1, Scope 2, and, if appropriate, Scope 3 greenhouse gas (GHG) emissions, and the related risks	Please refer to Page 44 and 90 of the 2023 Sustainability Report.
	c) Describe the targets used by the organisation to manage climate-related risks and opportunities and performance against targets.	Please refer to Page 39 and 44 of the 2023 Sustainability Report.





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LONGEVITY OF
THE PEOPLE

NOT POSSIBLE
WITHOUT

LONGEVITY OF
THE PLANET

PUREHEALTH⁺

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Abu Dhabi, UAE
purehealth.ae