



GRI STANDARDS DISCLOSURE INDEX 2017

for the year ended 31 March 2017

GRI STANDARDS DISCLOSURE INDEX

The disclosure index below identifies the location of the general and specific standard disclosures required by the Sustainability Reporting Standards developed by the Global Reporting Initiative (“**GRI Standards**”), although all may not be entirely in accordance with the GRI Standards. The **Sustainable Development Report** is aligned with the core “in accordance” option of the GRI Standards.

The references included in the index refer to sections of the **Sustainable Development Report** or the Company’s **Annual Report** in respect of the financial year ended 31 March 2017, also published on the Company’s website at www.mediclinic.com.

This disclosure index further includes certain additional disclosures to the extent that such disclosures have not been addressed in either of the aforementioned reports.

Although many of the GRI Standards’ disclosures have been reported on by the Company, this disclosure index includes the Group’s general standard disclosures and the material specific standard disclosures, based on the Company’s materiality assessment referred to on pages 19 and 20 of the **Sustainable Development Report**.

Reference to the assurance of the various aspects is not included in this index. Please refer to the section in the **Sustainable Development Report** explaining the Group’s combined assurance model, as referred to in the index below next to 102-56 (External Assurance).

GRI STANDARD DISCLOSURE REFERENCE	DESCRIPTION	SECTION OF REPORT	PAGE REFERENCE
GRI 102: GENERAL DISCLOSURES			
ORGANISATIONAL PROFILE			
102-1 to 102-7	Name; activities, brands, products and services; location of headquarters; location of operations; ownership and legal form; markets served; scale of the organisation	Annual Report: <ul style="list-style-type: none"> At a Glance Business Model Sustainable Development Report: <ul style="list-style-type: none"> Corporate Overview 	5 22 4
102-8	Information on employees and other workers	Annual Report: <ul style="list-style-type: none"> Our Strategy, Progress and Aims Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 2: Address shortage of healthcare practitioners (employee recruitment and retention) 	24 30
102-9	A description of the organisation’s supply chain, including its main elements as they relate to the organisation’s activities, primary brands, products, and services	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 1: Provide quality healthcare services (procurement and supply chain management) 	25
102-10	Significant changes to the organisation and its supply chain	Annual Report: <ul style="list-style-type: none"> Chairman’s Statement Chief Executive Officer’s Review 	8 11
102-11	Precautionary Principle or approach	Annual Report: <ul style="list-style-type: none"> Risk Management, Principal Risks and Uncertainties 	30
102-12	External initiatives	Sustainable Development Report: <ul style="list-style-type: none"> Reporting guidelines Assurance 	3 62
102-13	Membership of associations	Sustainable Development Report: <ul style="list-style-type: none"> Stakeholder engagement: industry associations 	16

GRI STANDARD DISCLOSURE REFERENCE	DESCRIPTION	SECTION OF REPORT	PAGE REFERENCE
GRI 102: GENERAL DISCLOSURES (continued)			
STRATEGY			
102-14	Statement from senior decision-maker	Sustainable Development Report: <ul style="list-style-type: none"> Letter from the Chief Executive Officer 	2
102-15	Description of key impacts, risks and opportunities	Annual Report: <ul style="list-style-type: none"> Our Strategy, Progress and Aims Chief Executive Officer's Review Risk Management, Principal Risks and Uncertainties Clinical Performance and Sustainability Committee Report Clinical Services Overview Sustainable Development Report: <ul style="list-style-type: none"> Our Material Issues 	24 11 30 111 37 19
ETHICS AND INTEGRITY			
102-16	Values, principles, standards and norms of behaviour	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement 	73
102-17	Mechanisms for advice and concerns about ethics	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement Audit and Risk Committee Report 	82 122
GOVERNANCE			
102-18 to 102-25	Governance structure of the organisation, including any committees responsible for decisions on economic, environmental and social impacts; process for delegating authority for economic, environmental and social topics; executive-level person responsible for economic, environmental and social topics; process for consultation between stakeholders and highest governing body on economic, environmental and social topics; composition of highest governance body and its committees; Chairman of the highest governance body; nomination and selection process for highest governance body; processes of highest governance body for management of conflicts of interest	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement Sustainable Development Report: <ul style="list-style-type: none"> Governance of Sustainable Development 	73 9
102-26	Highest governance body's and senior executives' role in the development, approval, and updating of the organisation's purpose, value or mission statements, strategies, policies and goals related to economic, environmental and social topics	Annual Report: <ul style="list-style-type: none"> Investment Case Business Model Clinical Performance and Sustainability Committee Report Sustainable Development Report: <ul style="list-style-type: none"> Management approach 	20 22 111 9

GRI STANDARD DISCLOSURE REFERENCE	DESCRIPTION	SECTION OF REPORT	PAGE REFERENCE
GRI 102: GENERAL DISCLOSURES (continued)			
GOVERNANCE (continued)			
102-27 102-28	Measures taken to develop and enhance the highest governance body's collective knowledge of economic, environmental and social topics; processes for evaluating highest governance body's own performance, particularly with regard to economic, environmental and social topics	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: Evaluation of the Board, Committees, Chairman, Individual Directors and the Company Secretary Clinical Performance and Sustainability Committee Report 	81 111
102-29 102-30 102-31	Highest governance body's role in identification and management of economic, environmental and social impacts, risks and opportunities; review of the effectiveness of the organisation's risk management processes; frequency of review of impacts, risks and opportunities	Annual Report: <ul style="list-style-type: none"> Risk Management, Principal Risks and Uncertainties 	30
102-32	Highest committee or position that formally reviews and approves the organisation's sustainability report and ensures that all material topics are covered	Annual Report: <ul style="list-style-type: none"> Clinical Performance and Sustainability Committee Report 	111
102-33 102-34	Process for communicating critical concerns and nature and total number of critical concerns communicated to the highest governing body	Annual Report: <ul style="list-style-type: none"> Clinical Performance and Sustainability Committee Report 	111
102-35 to 102-39	Remuneration policies and linkage between performance criteria in remuneration policies and highest governance body's and senior executives' economic, environmental and social topics; process for determining remuneration; how stakeholders' views are sought and taken into account regarding remuneration, including the results on the voting on remuneration policies; ratio of annual total compensation of highest paid individual to the median annual total compensation for all employees per country	Annual Report: <ul style="list-style-type: none"> Directors' Remuneration Report 	85
STAKEHOLDER ENGAGEMENT			
102-40 102-42 102-43 102-44	List of stakeholder groups engaged by organisation; basis for identification and selection of stakeholders with whom to engage; approaches to stakeholder engagement; key topics and concerns that have been raised through stakeholder engagement and how organisation responded	Sustainable Development Report: <ul style="list-style-type: none"> Stakeholder engagement 	10
102-41	Collective bargaining agreements	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 2: Address shortage of healthcare practitioners (labour relations and remuneration - labour relations) 	36

GRI STANDARD DISCLOSURE REFERENCE	DESCRIPTION	SECTION OF REPORT	PAGE REFERENCE
GRI 102: GENERAL DISCLOSURES (continued)			
REPORTING PRACTICE			
102-45 to 102-56	Entities included in the consolidated financial statements; Defining report content and topic Boundaries; List of material topics; Restatements of information; Changes in reporting; Reporting period; Date of most recent report; Reporting cycle; Contact point for questions regarding the report; GRI content index; External assurance	Annual Report: <ul style="list-style-type: none"> Report profile Sustainable Development Report: <ul style="list-style-type: none"> Report Overview Assurance Governance of sustainable development 	IFC 3 62 9
GRI 103: MANAGEMENT APPROACH			
103-1	Explanation of the material topic and its boundary	This is dealt with in the reporting of each material aspect	
103-2	The management approach and its components	Sustainable Development Report: <ul style="list-style-type: none"> Management approach 	9
103-3	Evaluation of the management approach	Sustainable Development Report: <ul style="list-style-type: none"> Management approach 	9
MATERIAL SPECIFIC STANDARD DISCLOSURES			
MATERIAL ISSUE 1: PROVIDE QUALITY HEALTHCARE SERVICES			
Aspect: Occupational health and safety			
403-2	Type of injury and rates of injury, occupational diseases, lost days and absenteeism, and number of work-related fatalities by region and by gender	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 2: Address shortage of healthcare practitioners (employee health and safety) 	40
Aspect: Customer health and safety			
416-1	Assessment of the health and safety impacts of product and service categories	Annual Report <ul style="list-style-type: none"> Clinical Services Overview 	37
Aspect: Marketing and labelling			
417-1 417-2 417-3	Requirements for product and service information and labelling; Incidents of non-compliance concerning product service information and labelling; Incidents of non-compliance concerning marketing communications	Sustainable Development Report: <ul style="list-style-type: none"> Stakeholder engagement: Patients Material Issue 1: Provide quality healthcare services (key performance indicators: patient satisfaction and experience) 	10 22
Aspect: Customer privacy			
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: information and communications technology governance 	83
Aspect: Socio-economic compliance			
419-1	Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: ethics and compliance 	82

GRI STANDARD DISCLOSURE REFERENCE	DESCRIPTION	SECTION OF REPORT	PAGE REFERENCE
MATERIAL SPECIFIC STANDARD DISCLOSURES (continued)			
KEY PRIORITY 2: ADDRESS SHORTAGE OF HEALTHCARE PRACTITIONERS			
Aspect: Employment			
401-1	Total number and rate of new employee hires and terminations, and employee turnover by age group, gender and region	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 2: Address shortage of healthcare practitioners (employee recruitment and retention) 	30
Aspect: Training and education			
404-2	Type and scope of programmes implemented and assistance provided to upgrade employee skills, and transition assistance programmes provided to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 2: Address shortage of healthcare practitioners (training and skills development) 	37
MATERIAL ISSUE 3: CREATE AND SUSTAIN SHAREHOLDER VALUE			
Aspect: Economic performance			
201-1	Direct economic value generated and distributed	Annual Report: <ul style="list-style-type: none"> Business Model: business outcomes 	23
MATERIAL ISSUE 4: RESPONSIBLE USE OF NATURAL RESOURCES			
Aspect: Energy			
302-1 302-3 302-4	Energy consumption within the organisation; energy intensity; reduction of energy consumption	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 4: Responsible use of natural resources (energy efficiency) 	52
Aspect: Emissions			
305-1 305-2 305-3	Direct greenhouse gas (GHG) emissions (scope 1); indirect GHG emissions (scope 2); other indirect GHG emissions (scope 3);	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 4: Responsible use of natural resources (carbon emissions) 	49
Aspect: Compliance			
307-1	Monetary value of fines and number of non-monetary sanctions for non-compliance with environmental laws and regulations	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 4: Responsible use of natural resources 	47
MATERIAL ISSUE 5: GOVERNANCE AND CORPORATE SOCIAL RESPONSIBILITY			
Aspect: Diversity and equal opportunity			
405-1	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership and other indicators of diversity	Annual Report <ul style="list-style-type: none"> Directors' Report: employees Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 2: Address shortage of healthcare practitioners (employee recruitment and retention) 	126 30

GRI STANDARD DISCLOSURE REFERENCE	DESCRIPTION	SECTION OF REPORT	PAGE REFERENCE
MATERIAL SPECIFIC STANDARD DISCLOSURES (continued)			
MATERIAL ISSUE 5: GOVERNANCE AND CORPORATE SOCIAL RESPONSIBILITY (continued)			
Aspect: Non-discrimination			
406-1	Incidents of discrimination and corrective actions taken	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 5: Governance and corporate social responsibility (human rights and rights of indigenous people) 	59
Aspect: Local communities			
413-1	Operations with local community engagement, impact assessments, and development programmes	Sustainable Development Report: <ul style="list-style-type: none"> Stakeholder engagement: Community Material Issue 5: Governance and corporate social responsibility (corporate social investment) 	18 60
Aspect: Anti-corruption			
205-3	Confirmed incidents of corruption and actions taken	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: fraud and corruption Audit and Risk Committee Report 	82 114
Aspect: Anti-competitive behaviour			
206-1	Total number of legal actions for anti-competitive behaviour, anti-trust and monopoly practices	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: competition laws 	82
Aspect: Socio-economic compliance			
419-1	Significant fines and non-monetary sanctions for non-compliance with laws and/or regulations in the social and economic area	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: ethics and compliance 	82
OTHER SPECIFIC STANDARD DISCLOSURES			
CATEGORY: ECONOMIC			
Aspect: Economic performance			
201-2	Financial implications and other risks and opportunities for the organisation's activities due to climate change	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 4: Responsible use of natural resources (why this is important to the business) 	47
201-3	Coverage of the organisation's defined benefit plan obligations and other retirement plans	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 2: Address shortage of healthcare practitioners (labour relations and remuneration - employee remuneration) 	35
201-4	Financial assistance received from government	Sustainable Development Report: <ul style="list-style-type: none"> Stakeholder engagement: Government and authorities 	15
Aspect: Market presence			
202-1	Ratios of standard entry-level wage by gender compared to local minimum wage at locations of significant operation	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 2: Address shortage of healthcare practitioners (labour relations and remuneration - employee remuneration) 	35

GRI STANDARD DISCLOSURE REFERENCE	DESCRIPTION	SECTION OF REPORT	PAGE REFERENCE
OTHER SPECIFIC STANDARD DISCLOSURES (continued)			
CATEGORY: ECONOMIC (continued)			
Aspect: Market presence (continued)			
202-2	Proportion of senior management hired from the local community at locations of significant operation	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 2: Address shortage of healthcare practitioners (labour relations and remuneration - labour relations) 	36
Aspect: Indirect Economic Impacts			
203-1	Infrastructure investments and services supported	Sustainable Development Report: <ul style="list-style-type: none"> Stakeholder Engagement: Community 	18
203-2	Significant indirect economic impacts, including the extent of impacts	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 5: Governance and corporate social responsibility (corporate social investment) Material Issue 2: Address shortage of healthcare practitioners (training and skills development) 	60 37
Procurement practices			
204-1	Proportion of spending on local suppliers at significant locations of operation	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 1: Provide quality healthcare services (procurement and supply chain management) 	25
CATEGORY: ENVIRONMENTAL			
Aspect: Materials			
301-1 301-2	Materials used by weight or volume; Recycled input materials used	Not reported	-
Aspect: Energy			
302-2 302-5	Energy consumption outside the Organisation; Reductions in energy requirements of products and services	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 4: Responsible use of natural resources (energy efficiency) 	52
Aspect: Water			
303-1 303-2 303-3	Total water withdrawal by source; Water sources significantly affected by withdrawal of water; Percentage and total volume of water recycled and reused	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 4: Responsible use of natural resources (water usage) 	54
Aspect: Biodiversity			
304-1 304-2 304-3 304-4	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas; Significant impacts of activities, products and services on biodiversity; Habitats protected or restored; Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 4: Responsible use of natural resources (effective environmental management) 	48

GRI STANDARD DISCLOSURE REFERENCE	DESCRIPTION	SECTION OF REPORT	PAGE REFERENCE
OTHER SPECIFIC STANDARD DISCLOSURES (continued)			
CATEGORY: ENVIRONMENTAL (continued)			
Aspect: Emissions			
305-4 305-5 305-6 305-7	GHG emissions intensity; Reduction of GHG emissions; Emissions of ozone-depleting substances (ODS); NOx, SOx and other significant air emissions	Sustainable Development Report: • Material Issue 4: Responsible use of natural resources (carbon emissions)	49
Aspect: Effluents and waste			
306-1 306-2 306-3 306-4 306-5	Total water discharge by quality and destination; Waste by type and disposal method; Significant spills; Transport of hazardous waste; Water bodies affected by water discharges and/or runoff	Sustainable Development Report: • Material Issue 4: Responsible use of natural resources (waste management)	55
Aspect: Materials			
301-3	Percentage of products sold and their packaging materials reclaimed	Not applicable	-
Aspect: Supplier environmental assessment			
308-1 308-2	New suppliers that were screened using environmental criteria; Negative environmental impacts in the supply chain and actions taken	Not reported	-
CATEGORY: SOCIAL (LABOUR PRACTICES AND DECENT WORK)			
Aspect: Employment			
401-2	Benefits provided to full-time employees, that are not provided to temporary or part-time employees, by major operations	Sustainable Development Report: • Material Issue 2: Address shortage of healthcare practitioners (labour relations and remuneration - employee remuneration)	35
401-3	Return to work retention rates after parental leave	Sustainable Development Report: • Material Issue 2: Address shortage of healthcare practitioners (employee recruitment and retention)	30
Aspect: Labour/management relations			
402-1	Minimum notice period(s) regarding operational changes	Sustainable Development Report: • Material Issue 2: Address shortage of healthcare practitioners (labour relations and remuneration - labour relations)	36
Aspect: Occupational health and safety			
403-1 403-3 403-4	Workers presentation in formal joint management-worker health and safety committees; Workers with high incidence or high risk of diseases related to their occupation; Health and safety topics covered in formal agreements with trade unions	Sustainable Development Report: • Material Issue 2: Address shortage of healthcare practitioners (employee health and safety)	40

GRI STANDARD DISCLOSURE REFERENCE	DESCRIPTION	SECTION OF REPORT	PAGE REFERENCE
OTHER SPECIFIC STANDARD DISCLOSURES (continued)			
CATEGORY: SOCIAL (LABOUR PRACTICES AND DECENT WORK) (continued)			
Aspect: Training and education			
404-1 404-3	Average hours of training per year per employee and percentage of employees receiving regular performance and career development reviews	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 2: Address shortage of healthcare practitioners (training and skills development) 	37
Aspect: Diversity and equal Opportunity			
405-2	Ratio of basic salary and remuneration of men to women by employee category	Not reported	-
Aspect: Freedom of association and collective bargaining			
407-1	Operations and suppliers in which the right to exercise freedom of association and collective bargaining may be at risk	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 2: Address shortage of healthcare practitioners (labour relations and remuneration - labour relations) 	36
CATEGORY: SOCIAL (HUMAN RIGHTS)			
Aspect: Investment			
412-3	Total number and percentage of significant investment agreements and contracts that include human rights clauses or that have undergone human rights screening	Not reported	-
412-2	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	Not reported	-
Aspect: Child labour and forced/compulsory labour			
408-1 409-1	Operations and suppliers at significant risk for incidents of child labour; Operations and suppliers at significant risk for incidents of forced or compulsory labour	Not applicable	-
Aspect: Security practices			
410-1	Security personnel trained in human rights policies or procedures	Not applicable	-
Aspect: Rights of indigenous people			
411-1	Incidents of violations involving rights of indigenous people	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 5: Governance and corporate social responsibility (human rights and rights of indigenous people) 	59

GRI STANDARD DISCLOSURE REFERENCE	DESCRIPTION	SECTION OF REPORT	PAGE REFERENCE
OTHER SPECIFIC STANDARD DISCLOSURES (continued)			
CATEGORY: SOCIAL (SOCIETY)			
Aspect: Human rights assessment			
412-1 412-2	Operations that have been subject to human rights reviews or impact assessments; Employee training on human rights policies or procedures;	Sustainable Development Report: <ul style="list-style-type: none"> Material Issue 5: Governance and corporate social responsibility (human rights and rights of indigenous people) 	59
Aspect: Local communities			
413-2	Operations with significant potential or actual negative impact on local communities	Not applicable	-
Aspect: Anti-corruption			
205-1 205-2	Operations assessed for risks related to corruption; Communication and training about anti-corruption policies	Annual Report: <ul style="list-style-type: none"> Corporate Governance Statement: fraud and corruption 	82
Aspect: Public policy			
415-1	Political contributions	Annual Report: <ul style="list-style-type: none"> Directors' Report: political payments 	126
Aspect: Supplier social assessment			
414-1	Percentage of new suppliers screened using social criteria	Website: <ul style="list-style-type: none"> Slavery and human trafficking statement 	-
414-2	Negative social impacts in the supply chain and actions taken	Website: <ul style="list-style-type: none"> Slavery and human trafficking statement 	-
CATEGORY: SOCIAL (PRODUCT RESPONSIBILITY)			
Aspect: Customer health and safety			
416-2	Incidents of non-compliance concerning health and safety impacts of products and services	Sustainable Development Report <ul style="list-style-type: none"> Material Issue 2: Address shortage of healthcare practitioners (employee health and safety) 	40