



## CORPORATE SOCIAL INVESTMENT REPORT

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GIVING BACK TO OUR  
COMMUNITIES

# Inspired



# Be inspired

## TO COLLABORATE FOR THE GREATER GOOD



**South Africa is a land of great possibilities. From our natural resources to our natural beauty and our vibrant cultures, what we can all agree on is that our most significant resource is our people. But this does not mean we do not face challenges. As a home-grown South African company, Mediclinic believes in investing back into our nation's wellbeing and communities to ensure a stronger future.**

Due to varying factors, not everyone has access to support when their health interferes with their ability to work and take care of themselves and their families. Mediclinic understands this and has made it a priority to collaborate with other healthcare sector partners to find tangible solutions together. If we combine the unique skills of our doctors, the spare theatre capacity in our hospitals, the care and compassion of our nursing teams, with the specialised products

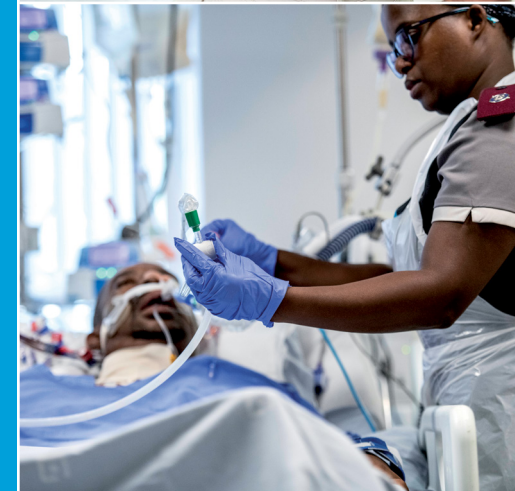
of some of our suppliers, we can change lives.

We have, over the past years, carried out many life-changing initiatives across various communities and provinces. From cataract surgeries allowing a father to go back to work, a spinal surgery that saw a son return to school and an ENT surgery that finally resulted in a daughter able to breathe freely and thrive in her studies.

All these tangible actions meant a better quality of life for those who didn't see a way out. By partnering with like-minded individuals who share a vision of investing in our country, we demonstrate that effective collaboration between the public and private sectors, both locally and nationally, can lead to practical and workable solutions.

Cross collaboration to bridge socioeconomic gaps across our country will benefit us all. Our population will be stronger and healthier, and our economy and future will grow. This is the power of collaboration, and it's why Mediclinic is committed to driving this change and inspiring others in our industry to walk alongside us to enhance South Africa's quality of life.


**Braam Joubert**  
CEO Mediclinic Southern Africa





# Be inspired

## ABOUT THE FUTURE

A portrait of Gale Shabangu, a Black woman with short hair, wearing a black leather jacket over a black turtleneck. She is smiling and has her hands clasped in front of her.

**As Chief Public Affairs Officer, I am continuously inspired by the positive changes and strides we make within our company and across the healthcare industry. Our ongoing focus on long-term sustainable relationships has been a core basis for our efforts and success, meaning that our impact is tangible and contributes to a long-term impact beyond our hospital walls.**

As a leading healthcare provider in South Africa, we understand that our responsibility is not only to treat illness but also to support the systems and environments that bear the greatest burden. Our focus is thus on actively expanding access to quality healthcare through partnership and collaboration, as a building block to the future we want for our country.

CSI is also a measure of publicly living our values. From the patient being our core focus to the teamwork required to achieve pro bono surgeries with the ongoing focus on patient safety, each element defines our values as well as those of our employees who live them daily.

Our CSI efforts reflect more than one thing or a single aspect of our industry. They are not just about pro bono surgeries or indigent patients requiring urgent transport to the hospital. They are about a holistic approach where we also let our employees help define the needs we are meeting and get them involved in reaching out to the community. It is also about partnering with doctors who share our vision and passion. If we can inspire from within, we trust that this will inspire others beyond our organisation to do the same.

**Gale Shabangu**  
Chief Public Affairs Officer Mediclinic Southern Africa



# Be inspired TO DEVELOP NEW PARTNERSHIPS

In my years working across different sectors, I've observed that when people encounter difficult challenges, they often perceive them as an insurmountable barrier rather than an opportunity for transformation. Consequently, I have chosen a different path – building genuine connections with people who share my belief that we can actually solve these problems together.

Our healthcare system is under strain. Public hospitals are struggling under the weight of increasing demand while resources remain static. Every day, surgical waiting lists grow longer as theatre time remains limited, and we face critical shortages of specialised nurses and anaesthetists. As a private healthcare provider, we cannot simply watch from the sidelines while our public sector colleagues struggle with this mounting crisis.

A poignant example shared by a public doctor partner highlighted the gravity of the situation: a patient requiring surgery might wait 8-10 years before undergoing the procedure, depending on the length of the surgical waiting list. This revelation was heart-wrenching and underscored our commitment to being involved.

**Bob Govender**  
Industry Affairs Executive  
Mediclinic Southern Africa



**Mediclinic has divided our CSI work into three main areas so we can focus our efforts better:**

## TIER 1

Comprises direct partnerships with public hospitals to provide pro bono surgeries. Through ER24, we have also offered free transport of indigent patients to hospitals. Since 2018, these partnerships have delivered more than 1 400 free procedures, and ER24 transported nearly 9 500 indigent patients in 2024 alone. This success belongs to everyone involved, from our doctors, nurses, and management teams working alongside their public sector colleagues to provide patients with the care they need.

## TIER 2

Targets NGOs and community organisations through direct donations. Last year, we supported 135 NGOs with R5.47m worth of bursaries, equipment, and essential supplies. These are tangible things we can do to make a difference within the communities we operate in. Our employees across Mediclinic and ER24 often identify these needs and where help is most urgently required.

## TIER 3

Involves our employees, whom we encourage to volunteer their time and skills. Individual efforts might seem small, but when a group of people contribute, the collective impact can be substantial.

**Every patient treated, every organisation supported, and every volunteer hour contributed represents real people whose lives improve because we chose to act rather than just observe. Working at Mediclinic means being part of something larger, where we contribute our resources and expertise to address genuine healthcare inequities in our communities.**



# Be inspired

## TO BE PART OF THE SOLUTION

**Since April 2018, 70 surgeons and anaesthetists have performed over 1 428 free operations across Mediclinic hospitals. Last year alone we arranged 235 free surgeries, in effect impacting 235 families.**

At Mediclinic, we are well resourced in terms of operating rooms and skilled nursing care, but we can't help patients without our surgeons who provide the expertise and unique skills to perform operations. We also need public sector doctors to identify their patients who most require pro bono help and to support them through their treatment and recovery.

Dr Deon Engela, an orthopaedic surgeon at Mediclinic Constantiaberg, believes that making a difference is important. He formerly worked in the public sector, which he says he enjoyed, but he's now inspired by being able to help patients in the public sector through his private practice.

He and fellow orthopaedic surgeon Dr Nick Martin both want to make a positive impact on South African healthcare. What really motivates them is receiving feedback from their patients, such as this excerpt from one patient's note of thanks: *"After my two hip replacements, I'm finally back at the office and I couldn't be more thrilled. Not driving yet, as per instructions, even though I think I could! I'll never take for granted the precision, hours, and care you put into everything you do."*





# Be inspired

## TO GIVE BACK TO OUR COMMUNITIES ONE BRANCH AT A TIME



**At ER24, we have 59 branches strategically located across South Africa – and all of them are deeply rooted in the communities we serve.**

Our vision extends beyond providing emergency care; it's about trust, compassion and a commitment to uplifting the communities we form part of. Every life saved, every crisis averted, and every moment of reassurance we offer reflects our dedication to making a meaningful difference where it matters most.

I often reflect on a fundamental question: when we live our lives, shouldn't we strive to do our very best for our fellow human beings and our communities? This belief drives everything we do at ER24, particularly since we often operate in the most challenging circumstances, supporting clients during some of the toughest days in their lives. That's precisely why ER24 believes that true impact goes far beyond rapid medical response. We're committed to give back through education, medical support, and community development.

I'm also deeply inspired by our trauma counselling team, whose tireless work transforms young lives every day. Together with Mediclinic, our CSI initiatives truly reflect our values and unwavering commitment to the communities we serve.

I'm proud that our teams truly care about their communities and work together with private and public partnerships to help build a stronger and healthier South Africa for all.

**Ben Johnson**  
CEO ER24



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From April 2018 to March 2025  
Mediclinic performed pro bono  
surgeries to help with backlogs  
at public hospitals.



**1 428**  
free  
surgeries  
performed



**R30 m**  
total cost of  
procedures



**>3 700**  
hours of free  
ER24 counselling  
provided to  
learners



**3 300**  
learners  
counselled



**3**  
schools  
reached

#### BY DISCIPLINE

**230**  
ENT

**88**  
general

**228**  
orthopaedic

**159**  
gynaecological

**2**  
reconstruction

**43**  
cleft palate

**4**  
cardiothoracic

**481**  
cataract

**150**  
urological

**3**  
neurological

**26**  
emergency

**1**  
ablation

**5**  
maxillofacial

**2**  
ophthalmic

An average of **70 surgeons** and **anaesthesiologists**  
at our participating hospitals donated more than  
**6 000 hours** of their time over the past **8 years**.

#### HELPS IMPROVE LIVES



From April 2022 to March 2025,  
ER24 transported

**26 264**

indigent patients, at a cost of  
±R167.3 million.



This comprised of over

**20 000**

paramedic hours with  
a total distance of over

**561 000 km**  
travelled.



**Professor Sharon Cox**, who heads up the paediatric surgery division at the Red Cross War Memorial Children's Hospital, says the ultimate goal of public-private partnerships is simple: to get patients' surgeries done. Lists remain long, but her philosophy is that every case done is a case off the list. She also believes that working together in different ways can help improve healthcare for everyone. "Collaboration is extremely important. Service delivery, teaching and training, research, distribution of scarce resources, and many other aspects would be better off in collaborative programmes. There are facilities and services in the tertiary state hospitals that private hospitals don't have – and private patients could use them. At the same time, private hospitals have resources that could help public patients get better care. Collaborating to offer these services would be a win-win. The same relates to training of nursing staff, and so many other aspects of patient care."



**Dr Paul Rowe**, an orthopaedic surgeon at Victoria Hospital in Cape Town, believes public-private partnerships offer a two-fold benefit: "First, for the patients who get surgery they otherwise would have to wait for. Second, for the staff at the state facility. Even though doing this outreach-type surgery takes more planning and preparation, it significantly reduces the stress of not being able to help people fully and provide the best service."



# Be inspired TO IDENTIFY PARTNERS WITH A SHARED GOAL

**Public hospitals face huge challenges. Money isn't the only issue – social and economic problems, long distance to hospitals, and many other factors put even more pressure on an already stretched system.**

Operating rooms have to deal with emergency cases first, surgeries get delayed, and patients often don't look after their health properly. All these factors can contribute to long waiting lists and, at times, patients developing comorbidities by the time they get treatment.

**We asked two doctors working in public hospitals for their perspectives.**



# Be inspired TO HELP SHAPE OUR YOUTH

**For more than a decade, ER24 has provided pro bono trauma counselling at Chris Hani Secondary School in Khayelitsha, Cape Town. This vital service has now been extended to two KZN schools.**

Over the past seven years, 3 300 learners have received more than 3 700 hours of support sessions, giving them a chance to shape a new frame of mind and break trauma cycles.

ER24 is committed to helping and protecting young people. Our trauma counsellors volunteer their free time to support at-risk youth at schools and centres we work with. We know that trauma counselling is vital for helping children and students cope emotionally, especially in South Africa's poorest communities.

We want to help young people believe that their background doesn't define them. Every challenge they face is a chance to learn something new about themselves and become stronger. They can be the ones who create change in their own lives. They don't have to accept that their future is already decided for them – they can choose to believe that anything is possible.

Trauma counselling fosters resilience, emotional intelligence and mental wellness in a complex world. As societal pressures shift, young people face unique challenges that demand thoughtful, adaptive support. Effective counselling gives them the tools to deal with these challenges. It also helps them build strong relationships and discover their purpose. By blending practical techniques with traditional values, we can create a safe space that promotes self-awareness, critical thinking and proactive problem-solving.

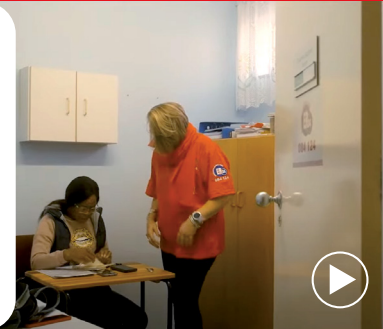
As a medical care provider, we recognise that supporting the mental health of future generations is an investment not just in their potential, but in the overall wellbeing of our society.



## DID YOU KNOW?

ER24 offers trauma counselling packages to schools and universities that support students' wellbeing.

SCAN HERE



**“Trauma counselling fosters resilience, emotional intelligence and mental wellness in a complex world.”**



**Tammy Dicks**  
Trauma Support Coordinator ER24

# Be inspired

## TO BE PART OF THE SOLUTION

**Our hospital staff, including nurses, managers, administrators, and other key support personnel, work together to ensure every patient has the best possible experience during their stay. But our efforts do not end there.**

Our hospital teams also get involved in the local community through various activities that are part of our broader social responsibility programmes. These fall under Tier 1 and 2 of our CSI programme.

“Every case we do is a triumph of teamwork, combining our medical expertise with compassionate, personal care. We always focus on patient safety and making a positive difference to our patients’ lives,” explains Reshnee Beekrum, Client Experience Manager at Mediclinic Pietermaritzburg.

“The opportunity to coordinate CSI activities has been a humbling experience. I’ve learnt so much from coordinating these projects, both personally and professionally.” As well as supporting medical procedures, all our staff get time off to volunteer – whether that’s helping to improve facilities or supporting a good cause. We also encourage our employees to suggest local charities and organisations that should receive our donations. This community work lets staff allow to be personally involved in causes they care about. It also builds lasting partnerships between the hospital and the local community.

Mediclinic Cape Gate Hospital General Manager Jeanine Visser believes these opportunities give everyone a sense of purpose. “I have a renewed sense of purpose and fulfilment in my career. These CSI opportunities boost morale and teamwork. They foster a culture of purpose and responsibility by contributing to the needs of the community. Our employees feel proud to be part of an organisation that values social responsibility.”

ER24 works closely with the local community. They regularly visit schools to educate children about emergency services, as well as providing more detailed care when needed. The team in Johannesburg West operates a community vehicle, CM8, which they use to service individuals and clients on the West Rand.

Tanya Visser, ILS community medic, says she is on more than 300 community groups that she monitors closely. “We want to be part of the solution and support those who need it most. People see ER24 and know that we are here for them.”

ER24 staff regularly volunteer to help local community centres and people who need support. Recently, they painted three rooms at a nearby child welfare centre to create a safe and welcoming space for the children. The ER24 team also assist with health checks whenever they’re needed.



Jeanine Visser



Reshnee Beekrum





# Be inspired

## TO BE PART OF COMMUNITY SOLUTIONS

### Worcester meals

Hospital teams at **Mediclinic Worcester** proudly participated in a Rise Against Hunger event over the past three years, packaging an impressive total of 70 000 meals in this time.

### Gariep shopping

Employees and doctors at **Mediclinic Gariep**, along with community members, donated essential items for a cashless market where 300 underprivileged individuals could shop with dignity. Stalls offered clothing, books, toys, food, pet supplies, and toiletries – all free of charge.



### Panorama food parcels

Panorama Kinderhuis and Durbanville Children's Home each received a donation of two large food parcels from **Mediclinic Panorama**. Both organisations provide a safe and nurturing environment for underprivileged children.

### Gariep clean-up

Staff at **Mediclinic Gariep** initiated a community clean-up project in the area surrounding the hospital. They collected and removed more than 500 bags of refuse as part of an environmental impact focus.

### Denmar Mandela Day

For Mandela Day 2024, **Mediclinic Denmar Mental Health** staff volunteered to crochet squares for the SAVF Huis Silversig Old Age Home. Squares were mixed, matched and placed to form blankets. Some staff members learnt to crochet specifically to be able to participate in the project.

### ER24 kids' show and tell

**ER24 Johannesburg North**, in collaboration with **Mediclinic Morningside**, visited Grayston Prep for a show-and-tell health talk to familiarise the children with emergency services.

### ER24 Jhb West wall painting

The **ER24 Johannesburg West** team, supported by some enthusiastic Emergency Medical Care students from the University of Johannesburg, rolled up their blue-and-red sleeves to bring warmth and colour to the walls of the Child Welfare Roodepoort facility.



### ER24 Eid catering

**ER24 Johannesburg South** branch prepared 30 pots of food for members of the community over Eid.



# Be inspired to collaborate

**Mediclinic and ER24 invite interested private stakeholders  
to collaborate with us in finding solutions together for  
the good of our communities.**

Contact our Industry Affairs Executive at  
**[csi@mediclinic.co.za](mailto:csi@mediclinic.co.za)** to explore how we can work together towards  
a brighter, stronger, and healthier future.