

# CORPORATE SOCIAL INVESTMENT REPORT

PROUDLY MAKING A DIFFERENCE IN COMMUNITIES



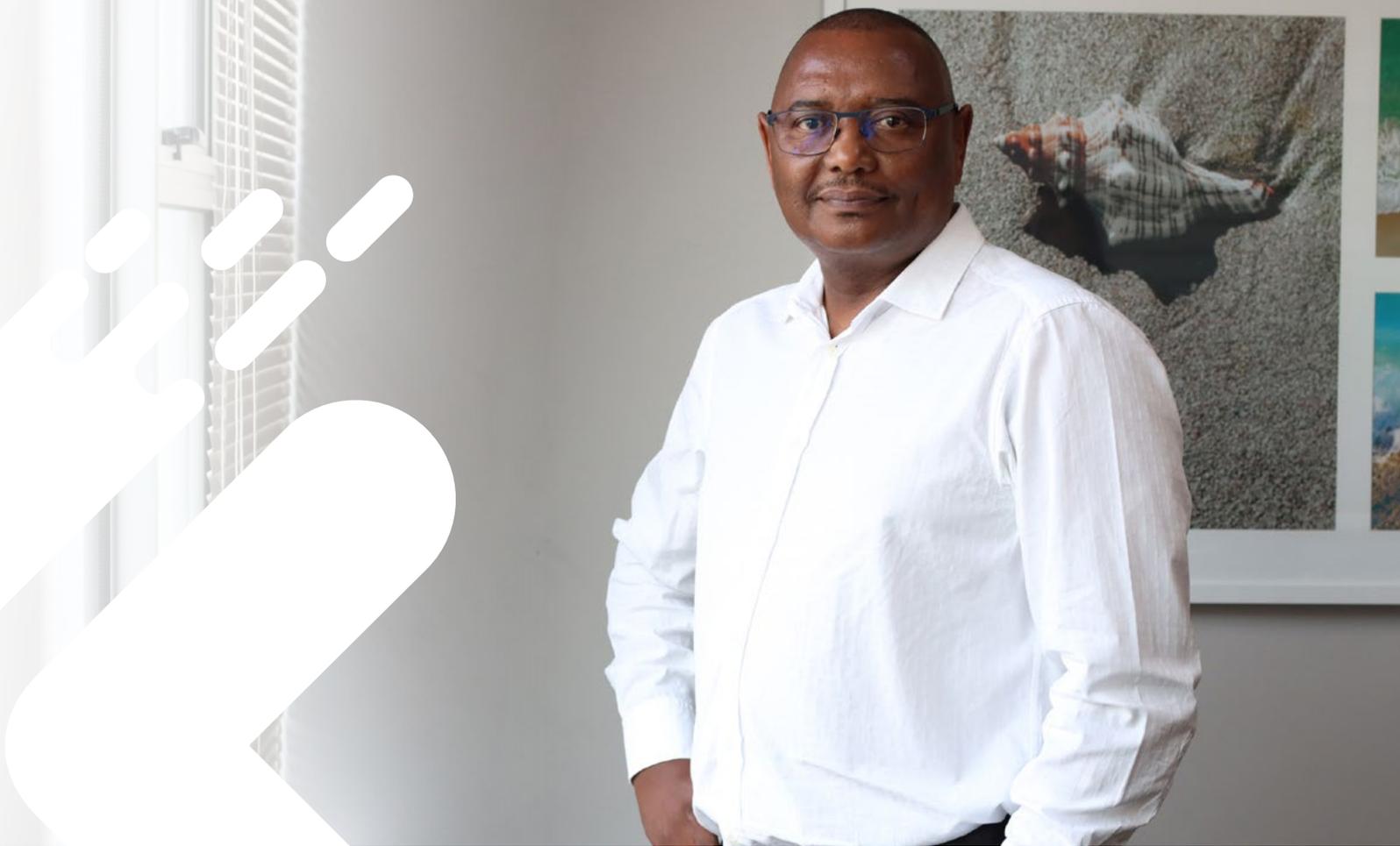
# GROWTH AND PROGRESS CENTRAL TO CORPORATE SOCIAL INVESTMENT

Mediclinic Southern Africa and ER24 strive to address socioeconomic gaps and foster an environment where everyone can thrive.

Our Corporate Social Investment (CSI) programme positively impacts the communities where we operate. We continuously seek ways to increase our impact in disadvantaged communities by engaging with the relevant stakeholders to ensure that our initiatives are meaningful and sustainable.

The main goal of Mediclinic Southern Africa and ER24's CSI programme is to contribute to the healthcare sector and improve lives positively.





## CHANGING LIVES, TRANSFORMING COMMUNITIES

### **Greg van Wyk**

CHIEF EXECUTIVE OFFICER OF  
MEDICLINIC SOUTHERN AFRICA

For many years, Mediclinic has partnered with hospitals in the public sector, working with provincial and national departments of health together with our associated specialists to perform a series of life-changing pro bono surgeries, such as tonsillectomies, so that children do not have to miss school due to illness, or assisting with prostate surgery to ensure patients have quick access to vital cancer surgery.

It brings me great pleasure to showcase these practical and life-changing examples through our annual CSI report, demonstrating the success of public and private partnerships working together to address issues that impact our country and our citizens.

Over the last five years (including a pause during COVID-19), Mediclinic has performed more than 800 pro bono surgeries. This means 800 individuals removed from surgical waiting lists, 800 lives changed for the better – and, in some cases, lives saved. We understand our colleagues in the public sector are constantly in demand for trauma and other emergency cases, while planned procedures add to a growing surgical waiting list.

For our CSI team, that has meant forging new relationships to develop workable solutions for our country – supporting the public sector when they reach out and facilitating their waiting lists, not only to help those patients but also accelerate care for others still awaiting surgery. Our commitment to others has also involved making a difference in the community through trauma counselling.

**‘... 800 individuals removed from surgical waiting lists, 800 lives changed for the better – and, in some cases, lives saved.’**

**- Greg van Wyk**

## **IMPROVING LIVES THROUGH MULTIDISCIPLINARY COLLABORATION**

Partnerships for us also meant collaborating with our own associated doctors, opening our theatres to public sector expertise, and working alongside other NGOs to improve lives. I have personally attended some of these surgical events, and I am always overwhelmed by the significant difference it makes to those we assist. From a scoliosis patient to one with cataracts, the impact is significant.

I am reminded of the story of the starfish that washed up on shore, and a little girl throwing each one back. When she was asked why she kept at it while more were washing up at her feet, she answered: ‘Because it makes a difference to that one, and that one, and that one.’



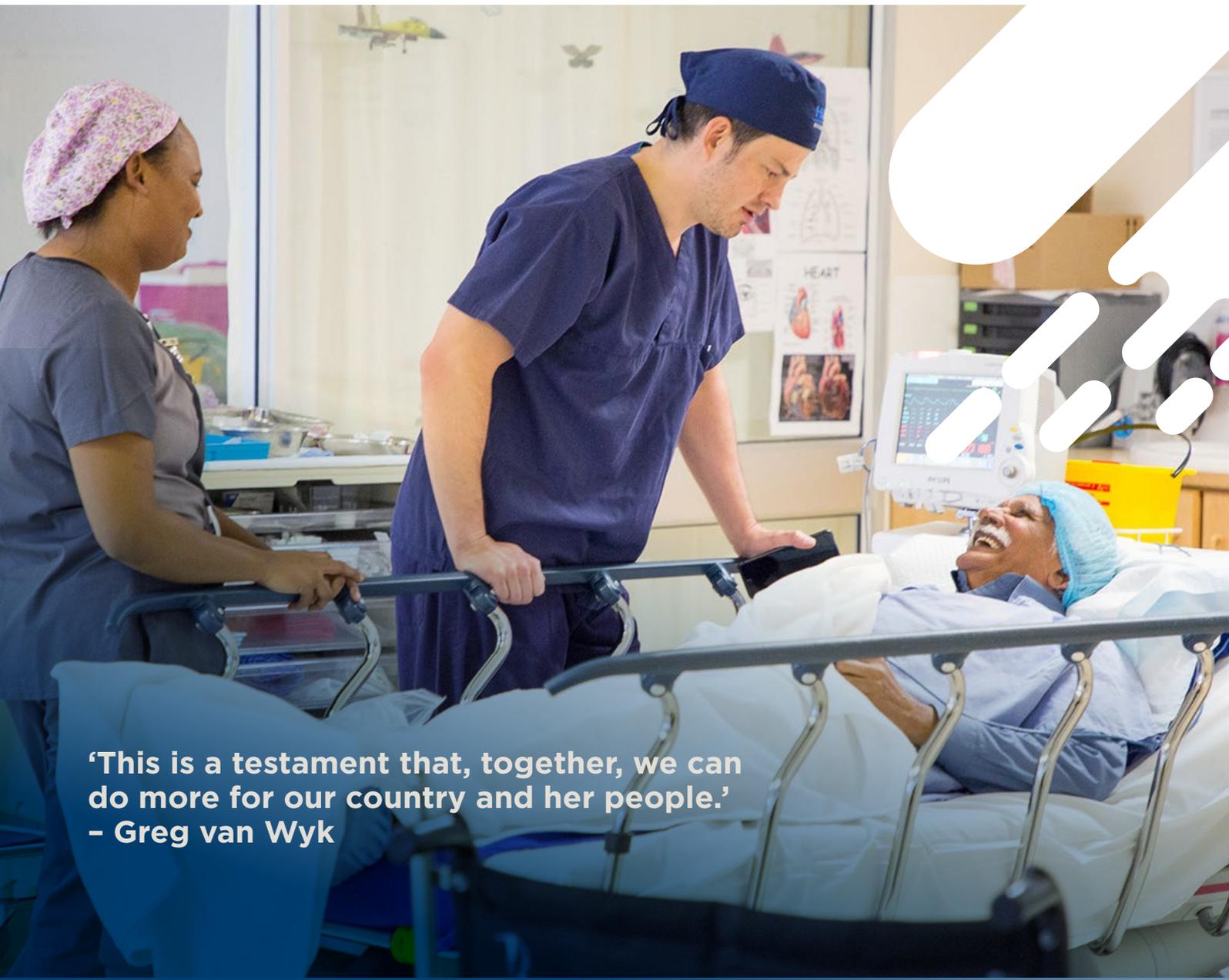
## MAKING A DIFFERENCE, ENHANCING THE QUALITY OF LIFE

Mediclinic wants to make a difference and be part of the solution. I am proud of what we have achieved together with our colleagues in ER24, who also perform countless hours of work in the community.

Being a responsible citizen is more than just checking boxes or 'meeting expectations'. For Mediclinic, being a responsible organisation means going above and beyond to

make a difference, positively contributing to the country we operate in, and enhancing the quality of life.

Thank you to our partners in the public sector. Thank you to our associated doctors. Thank you to the teams at hospital level who plan, facilitate and execute these surgical events. This is a testament that, together, we can do more for our country and her people.



**'This is a testament that, together, we can do more for our country and her people.'**  
- Greg van Wyk

# WORKING TOGETHER FOR IMPACTFUL CHANGE

## **Bob Govender**

INDUSTRY AFFAIRS EXECUTIVE

I am pleased to present our 2023 CSI report. It is the culmination of many years of work, as we have sought to support and work alongside our partners in the public sector to find workable solutions. These public-private partnerships demonstrate what is possible if we work together.

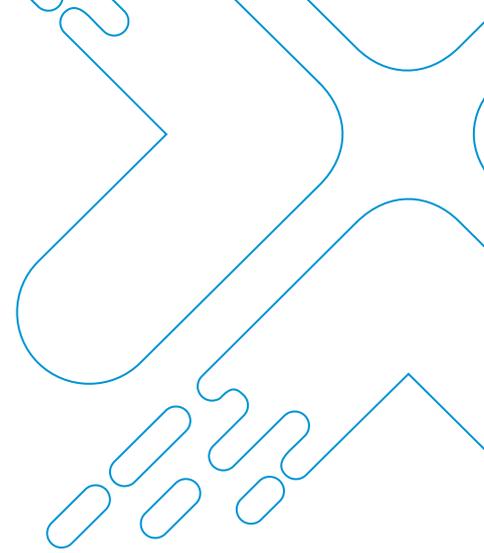
It is about looking at the challenges in the industry and identifying opportunities to create a successful solution. The extensive demands on theatre time in the public sector can be solved through theatre capacity in the private sector. Growing waiting lists

can become opportunities for partnership with a local Mediclinic hospital. From cataracts to spinal procedures, from cleft palates to tonsils, these lists can be reduced through partnerships and collaboration.

I want to personally thank our colleagues and doctors who have worked alongside me to make so many pro bono surgeries possible. I also would like to recognise my colleagues in the public sector who have been open to collaboration and finding workable solutions. This is what it will take to ensure the expansion of quality health-care across our country - working together to create a future for our children and their children after them.



# UNIFYING SKILLS FOR MEANINGFUL, SUSTAINABLE INITIATIVES



To address the challenges posed by general surgery waiting lists at public hospitals and improve access to quality healthcare, Mediclinic and ER24 are actively working to alleviate the strain on these lists. One way we achieve this is by making efficient use of available resources.

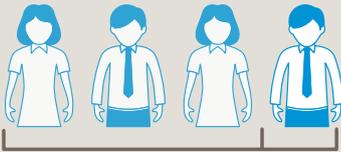
We recognise the importance of collaboration and building relationships with other stakeholders in the healthcare industry to contribute to this mission collectively. By pooling our resources, we aim to broaden access to healthcare services and positively impact the lives of individuals and communities in need.



# OVERVIEW OF MEDICLINIC AND ER24'S CSI INVOLVEMENTS AND ACHIEVEMENTS

We improve the lives of patients by focusing on three key aspects relating to private and public healthcare:

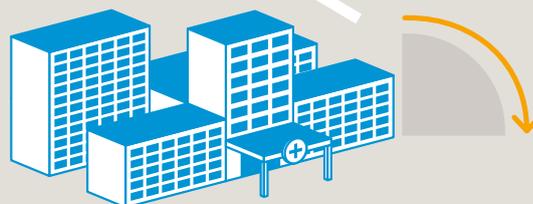
Alleviating public surgery waiting lists



Broadening access to quality healthcare



HELPS IMPROVE LIVES



Utilising spare capacity in our hospital and theatres

## TIER 1

Between April 2018 and March 2023, Mediclinic assisted in alleviating patient backlogs at public hospitals by performing pro bono procedures, going above and beyond what was required.

**808**

**FREE**  
surgeries  
performed

**R15.6**  
million

Cost of  
procedures

**>3 000**

Hours of  
free ER24  
counselling  
provided to  
learners

Total of  
**2 500**

learners  
counselled

**3**

schools  
reached

In 2022, ER24 transported approximately **7 383 indigent patients** to the value of approximately **R41.5-million**. The ER24 paramedics spent over **6 000 hours** and travelled over **185 000km** in their efforts to treat these patients.

**191**  
ENT

**18**  
general

**134**  
orthopaedic

**6**  
gynaecological

**41**  
cleft palate

**25**  
emergency

**2**  
cardio-  
thoracic

**333**  
cataract

**57**  
urological

**1**  
neurological

\*From March 2020 to August 2021, we suspended all pro bono surgeries due to the COVID-19 pandemic. We resumed in September 2021.

## MEDICLINIC HELP ACROSS SA

Doctors donated more than **4 000 hours** at Mediclinic hospitals.

Mediclinic has collaborated with colleagues in the public sector, **finding workable solutions** to make a difference where funding and other forms of assistance are needed.



### **TIER 2: PARTNERSHIPS**

- 2020: R15-million personal protective equipment for healthcare workers in the nine provinces during the COVID-19 pandemic
- Donation of obsolete furniture and equipment to the value of R40.7-million to 508 NGOs
- R1-million to Ring for Peace Cape Trust partnership initiative against gender-based violence



### **TIER 3: VOLUNTEERISM**

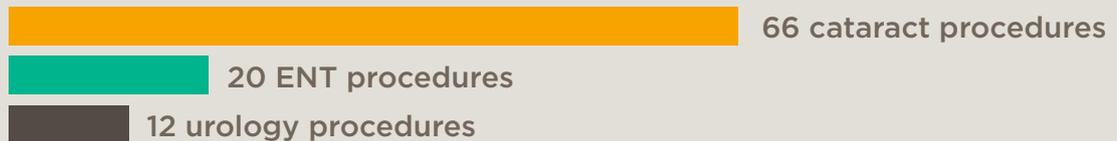
- Santa Shoe Box
- World Hunger Day
  - Partnership with Rise Against Hunger
  - Meals packed: 408 907 (R1.2-million)
  - Committed for 2023: 129 032 meals (R400 000)

Our countrywide network of hospitals and day clinics contributes to a variety of corporate social initiatives **for the betterment of individuals and communities.** At the heart of Mediclinic's strategic approach to community investment is the sincere belief in the positive gains that access to healthcare means for people, communities and countries.

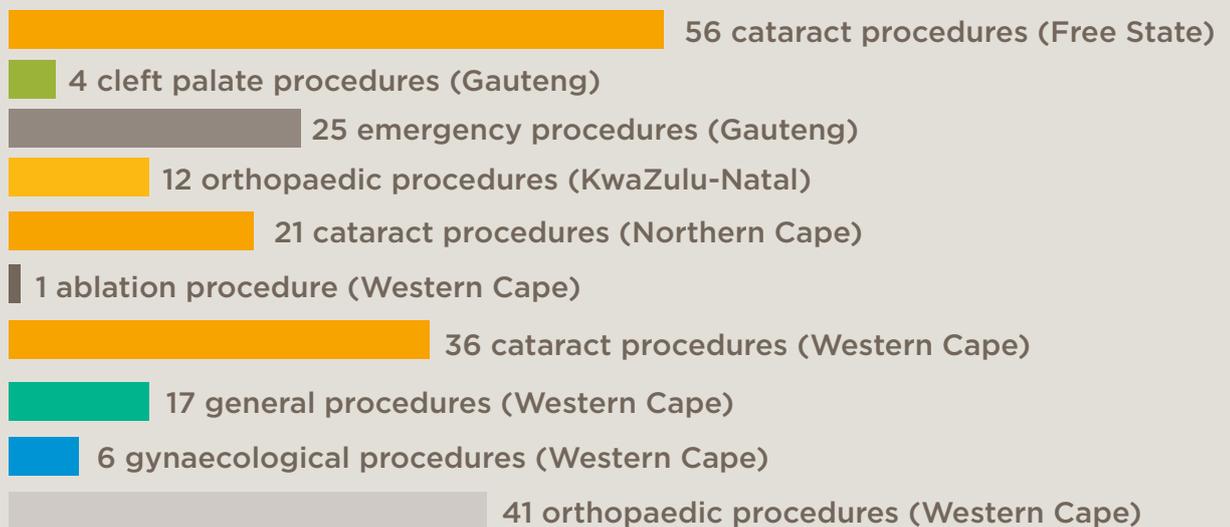


## FREE STATE, LIMPOPO, AND THE WESTERN CAPE

### 2018



### 2023



Mediclinic's positive impact has grown significantly since 2018. In that year, we performed **66 cataract procedures**, along with **20 ENT** and **12 urology procedures**, to support the Departments of Health in the Free State, Limpopo, and the Western Cape.

Fast forward to 2023. In the Free State alone, we conducted **56 cataract procedures**. Additionally, we contributed **four cleft palate procedures** and **25 emergency procedures**

in Gauteng. In KwaZulu-Natal, we carried out **12 orthopaedic procedures**, while in the Northern Cape, **21 cataract procedures** were performed.

Our partnership with the Western Cape Department of Health has been particularly fruitful. We provided **an ablation procedure**, along with **36 cataract procedures**, **17 general procedures**, **six gynaecological procedures** and **41 orthopaedic procedures**.

**Overall, our pro bono procedures have increased from 98 in 2018 to an impressive total of 219 in 2023. Mediclinic remains dedicated to making a positive difference in people's lives.**

# UNITING RESOURCES TAKES HEALTHCARE FURTHER

With the growing demand for support from our partners in the industry, Mediclinic formalised a structure that would allow us to optimise our resources and achieve the most with what was available. For Mediclinic, this meant financial resources, and theatre and unit capacity. For our associated doctors, it meant expertise and skills that they could share.

Our activities are divided into three tiers, making our approach a more planned and deliberate one. Our first tier involves pro bono procedures and support for healthcare training. We have a second tier that focuses on financially supporting non-governmental organisations in the communities we operate in. Our third tier involves staff volunteerism, where teams at hospitals, ER24 branches and

our Corporate Office dedicate some of their time to pack food parcels, collect products or even clean up their community. Our CSI is not one thing but many.

I trust that this report shines a light on some of the significant work that has already been done and provides an understanding of our long-term strategic plan of work yet to be done.

Looking forward, we already have much planned for the 2024 financial year and I am eager to share these successes with you in our next report.

**Bob Govender**  
INDUSTRY AFFAIRS EXECUTIVE



