

> **Organisational growth**

Netcare's presence in South Africa and the United Kingdom enables us to combine the expertise and experience of senior teams from both countries to drive sustainable growth across private and public healthcare markets.

> **Operational excellence**

Underpinning Netcare's growth strategy is an ongoing focus on a culture of excellence at every level of our operations, committed to driving efficiencies and containing costs in a way that does not compromise quality.

> **Physician partnerships**

Netcare places physicians at the centre of its business model providing them with state-of-the-art facilities, skilled nurses and the latest medical technologies. We also work hard to retain our physicians by supporting their professional development.

> **Best and safest patient care**

Netcare aims to ensure that its patients receive the best and safest care. This is achieved through our strategies to remove the variability of our service offerings and define clinical pathways under our clinical governance programme.

> **Passionate people**

Netcare considers being an employer of choice in the healthcare industry as a condition for growth. In South Africa, characterised by a shortage of skills, providing a rewarding place to work takes on an even greater importance.

> **Transformation**

Netcare embraces the need to normalise our society in South Africa and is transforming itself in line with national and sectoral objectives.



- Investment in two new hospitals
- Acquisition of Prime Cure
- Acquisition of a 52,6% stake in GHG
- NHS contract wins
- BMI selected for Extended Choice Programme
- Secured GEMS contract for Netcare 911 and Prime Cure



- 5 Flagship hospitals HQS accredited
- Launched Human Resources Shared Services Centre
- Implementation of SAP
- Completed 100 day integration plan for GHG



- 149 specialists attracted to Netcare facilities
- 59 new consultants attracted to BMI facilities in four-and-a-half months
- Increased investment in new facilities and technology
- Launch of Netcare TV – 10 episodes broadcast
- Doctor Training Nurses Programme



- Customer service call centre launched
- Clinical governance guidelines for trauma, ICU and infection control implemented
- Formation of Medical Advisory Ethics Committee
- Lowest hospital infection rate in the Netcare SA recorded history



- New values launched in South Africa
- Increased training to 1 500 nursing students
- Introduction of new training courses for nurses
- “Whoza Khaya” (“Come Home”) initiative to recruit nurses back to South Africa



- R1 billion value created for Health Partners for Life BEE shareholders
- 24% BEE equity ownership
- 57% employment equity
- R61 million corporate social investment, including R18 million on indigent patients

