

# Corporate social investment report

As a responsible corporate citizen, Netcare is committed to the development of South Africa and therefore invests substantial resources in community- and nation-building initiatives.

The major projects supported by Netcare are carefully selected and actively implemented to ensure that the resources committed to the initiative have maximum impact. Special initiatives are also undertaken on an ad hoc basis as specific, more immediate needs become apparent.

Each Netcare hospital, facility and operating division has its own sense of responsibility and seeks to engage in activities that address the specific needs of the communities that it serves. The major areas where support is provided include:

- Pre-hospital emergency medical services;
- Academic grants, bursaries, skills training and industry initiatives;
- Corporate community health and welfare sponsorships;
- National and international disaster management;
- Event management and sport sponsorships; and
- Regional-level community involvement, sponsorships and donations.

During the year Netcare contributed more than R61 million to our corporate social initiatives. Several of the Group's major CSI initiatives are summarised below.

## Pre-Hospital Emergency Services

**Netcare 911**, our national emergency service, responds to all requests for emergency assistance regardless of the patient's financial standing. During 2006, some R18 million was spent on indigent patients (uninsured and unable to afford the account) or pensioners and, as such, unable to pay for the emergency care and transportation rendered.

The Emergency Units at all Netcare hospitals continue to provide emergency medical care for all patients despite their financial status.

As it is becoming increasingly difficult to transfer such patients from the private to the public sector once treated in an emergency situation, Netcare's policy is to ensure that their medical needs are fulfilled as far as possible within the Group's hospitals.

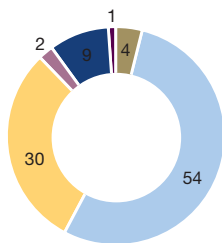
**Netcare Trauma Division** once again worked with the Gauteng Department of Health ("GDoH") by sponsoring nursing staff, doctors, equipment, stock and refreshments for the Hillbrow New Years Medical Disaster Station.

## Academic grants, bursaries, skills training and industry initiatives

**Netcare's** commitment to a five-year, R2,5 million sponsorship of the Chair of Emergency Medicine at the University of the Witwatersrand Faculty of Medicine is in its third year. Following the untimely death of Professor Campbell MacFarlane in 2006, the working relationship between Netcare, the University and GDoH has been strengthened so as to provide additional support to the Department of Emergency Medicine at the University until such time as the position of Professorship of Emergency Medicine is filled.

**Netcare Training Academy** has launched a joint initiative with the marketing and hospital divisions to promote and market nursing as an interesting, challenging and exciting profession, thus repositioning the nursing profession in the general public's minds. The initiative is supported by a proactive bursary programme, now in its sixth year, whereby Netcare Education funds bursaries at South African tertiary training institutions. From 113 bursaries at six institutions valued at R1,9 million three years ago, Netcare in 2006 provided bursaries to 209 learners at eight

**Corporate Social Investment Spend (%)**  
30 September 2006



- Donations
- Training
- Indigents
- Chairman's fund
- Public relations
- Other



The Walter Sisulu Paediatric Cardiac Centre for Africa undertakes life saving cardiac surgery on indigent infants.



In September 2006, St Augustine Hospital and The Pharmacy Group spearheaded the launch of Clareville Primary School's first library.



tertiary education institutions, with a total value of R6,3 million.

#### Corporate community health and welfare sponsorships

The **Netcare Transplant division** continued to sponsor the Organ Donor Foundation of South Africa ("ODF") during the year under review, at a total cost in excess of R200 000. The initiatives facilitated as a result of this sponsorship included:

- The operation of the ODF's toll-free line, which provides an essential link between the public and the organisation;
- The ODF's Emergency Flight Fund, which helps save lives by ensuring the speedy transportation of donor organs; and

- The two annual Organ Donor Tribute Days (held in Johannesburg and Pretoria), which honour all cadaver organ donors and their families.

An additional R25 000 was donated to the ODF from the Netcare Chairman's Fund in 2006.

Netcare Sexual Assault Care Centres have been established within the Accident & Emergency and Trauma units at 22 Netcare hospitals across the country. Dedicated to providing professional healthcare and compassionate treatment to victims of rape or sexual abuse, these centres have collectively treated more than 3 000 patients since their inception in 2000. Some 94% of patients treated are female and 79% are indigent. The annual cost to operate these centres is more than R500 000 per year, of which the *pro deo* treatment accounts for at least 50%.

#### National and international disaster management

The Netcare 911 Contact Centre accommodates a sessional seat for Rescue South Africa and plays an integral role in all search and rescue missions conducted by Rescue South Africa, both locally and abroad.

The most recent such mission was in response to the earthquake that occurred in Pakistan's Kashmir territory on 8 October 2005. The seismic event, which measured 7,6 on the moment magnitude scale, resulted in an official death toll of 87 350, although unofficial estimates put the total number of lives lost at closer to 100 000. An estimated 3,3 million people were left homeless, with more than four million people having been affected directly. Rescue South Africa sent a 20-person team to render assistance in the aftermath of the earthquake. Approximately

1 000 patients were treated, including the performance of 70 surgical procedures such as wound cleaning, debridement and field amputations.

Netcare 911 has also remained integrally involved in the re-building of Banda Aceh, Indonesia, following the tsunami that decimated South East Asia on 26 December 2004, claiming the lives of more than 300 000 people and affecting millions more. As a member of the team representing the SA Tsunami Relief Fund, along with Pick 'n Pay and Jumalit Ulama, Netcare 911 has helped ensure that the generous donations made by the South African public and corporate organisations such as Barloworld and Nedbank (amounting to R6,2 million in relief aid) has been expended wisely. After initially distributing foodstuffs, clothing and other essential items collected at Pick 'n Pay outlets and Netcare hospitals, the SA Tsunami Relief Fund donated R2,2 million to the International Red Cross then invested the balance in the construction of the South Africa Village. The latter, which was opened officially on 16 September 2006, was developed in consultation with local NGOs and government bodies and has provided refuge for 100 families.

#### **Event management and sport sponsorships**

Netcare 911 is the preferred provider of world-class emergency medical and standby services to a variety of special events such as (but not limited to) Comrades Marathon, Dusi Canoe Marathon, Two Oceans Marathon, A1 Grand Prix, Pick 'n Pay 94.7 Cycle Race, Surf Life-saving Helicopters and 702 Walk the Talk.

Netcare UK has recently announced its sponsorship of the 17th Great North West

Half Marathon, taking place on 25 February 2007. Over 1 500 entrants are expected to participate, raising money for the Rosemere Cancer Foundation.

#### **Regional-level community involvement, sponsorships and donations**

Each facility within Netcare Hospital Division actively engages in activities that address the specific needs of its surrounding communities. These range in scope from providing *pro deo* treatment to children living in homes and orphanages, indigent elderly and individual special cases; through participation in larger projects such as Sight For Life (cataract removal); to health screening and awareness activities that coincide with the health calendar (heart month, diabetes week, World AIDS Day and so on).

Several hospitals have adopted special schools, especially those catering for the mentally and/or physically challenged, and have both provided funding and fulfilled certain of their needs – including television sets, video cassette recorders, games, books, irons, clothing and shoes, nappies, linen, crockery and furniture. These donations have been made possible by collecting items from staff, the public, suppliers and the hospitals themselves.

Nursing and administrative staff members have volunteered their services at special events, for medical standby purposes, as well as in projects where physical resources are required (such as painting and fixing). School tours have been accommodated at certain hospitals, while first aid kits have been compiled for donation to a number of schools in the areas surrounding our hospitals.

The **Medicross Family Medical and Dental Centres** across South Africa, together

with their associated Pharmacross outlets, consciously strive to assist the communities they serve through various initiatives. These include:

- Sponsoring the medication, vitamin and other supplements required by homes for abandoned babies, orphaned children, AIDS orphans, the elderly, as well as those who are mentally and/or physically challenged;
- Revamping and equipping these same institutions, focusing on basic essentials such as linen, as well as toys, stationery and books;
- Providing doctor and dentist consultations to the residents of these organisations at no charge; and
- Providing standby first aid attendance at local school sporting events (in conjunction with Netcare 911).

Open days are also held at Medicross clinics throughout the country, coincident with the health calendar. These include diabetes screening, heart health awareness, breast cancer awareness, eye health, asthma testing, cholesterol and hypertension screening. Blood donation clinics and appeals to patients to donate blood bolster the efforts of the South African Blood Transfusion Service.

**Netcare Pharmacy Division** has encouraged each of the Netcare and Pharmacross pharmacies within its infrastructure to engage in social investment activities within its region or town, as a means to give back to the communities they serve. More than 30 projects have already been launched, several with the sponsorship assistance of suppliers. These range from sponsoring influenza vaccines for people in need through to providing pharmaceutical care, primary health screening and professional services to charitable organisations and community

medical practices (such as multivitamins, medication and surgery stocks).

Many Pharmacross outlets also serve as collection points for non-perishable foods, clothing, shoes, toiletries, blankets and other bedding, stationery, toys, books and magazines – all of which are distributed to deserving organisations in their respective communities, with a special focus on abandoned babies, AIDS orphanages, children's homes, shelters for women and children, homes for the elderly and shelters for the homeless. Fundraising activities are held to raise the funds for specific community projects, while support is provided to community-driven projects – such as fun days for mentally and physically challenged individuals, Easter parties, Christmas parties, and picnics at the Zoo. Extensive support is provided to feeding schemes for the elderly and disadvantaged children, as well as home-based care initiatives for AIDS patients and the elderly.

Several special projects have also been tackled, such as the provision of in-service training to learners with physical and/or mental disabilities so as to equip them for suitable employment opportunities. Two hospital pharmacies have donated fully stocked libraries within their respective communities: one to Clareville Primary (St Augustine's Hospital) and the other to Boksburg Prison (Sunward Park Hospital).

The individual **Netcare Training Academy** campuses are also actively involved in social responsibility projects, with students enrolled in each of the formal courses required to adopt a community outreach project. For example, the students at Eastern Cape Campus painted the Liebenhaus Orphanage in Gelvandale, which is home to 30 boys who have been removed from their parents for

diverse reasons. Other students collected and distributed toiletries to patients in Livingstone Hospital; collected funds for CANSA; collected and donated food and money to a small organisation that supports street children; and raised the money for a two-year-old with a rare genetic illness to receive the treatment he requires.

**Netcare UK** is a Gold Member of the Employers' Forum on Disability – an organisation that was established by UK business and launched by HRH The Prince of Wales in 1991. The forum currently has 400 members who collectively employ 20% of UK workforce and jointly fund a unique central expert resource, which makes it easier to employ disabled people and welcome disabled customers. Ranked as the world's leading employers' organisation that focuses on disability as a business and a societal priority, the forum's Disability Standard is the world's only comprehensive audit tool on disability. Netcare UK is working with the forum to review its services so as to ensure they are fully accessible to the disabled, causing minimum inconvenience. All Netcare UK's facilities are compliant with the Disability Discrimination Act. In addition, translation services, such as Language Line and locally approved translators and signers, are employed by Netcare UK to ensure that patients for whom English is not the primary language are made welcome.

**BMI's** corporate social responsibilities are focused in a number of core areas, notably:

- National health days and/or weeks
  - Several of the BMI hospitals support events on the national healthcare calendar that raise awareness of specific illness or health conditions and often provide early-diagnosis screening opportunities. These include hypertension, hip replacement

therapy, stress, allergies, prostate cancer, cervical and breast cancers, coronary artery calcium, moles and other skin blemishes.

- Health education – Dedicated Men's Health and Women's Health websites have been launched and are updated on a regular basis.
- Cancer research – Employees from numerous BMI hospitals participate in the annual Race For Life events, the proceeds of which go towards cancer research. Individual hospitals also organise fundraising events for the World Cancer Research Fund, the principal charity in the United Kingdom
- Heart health – The staff of BMI hospitals – including nurses from the wards, theatre and intensive care, radiographers, physiotherapists, receptionist, catering, housekeeping, porters and marketing and administrative staff – participate in fundraising events organised by the British Heart Foundation (such as the Canary Wharf Jog 2006).
- Women's health, particularly breast cancer.

In addition, the various hospitals provide ongoing and ad hoc support to schools, children's hospices, and associations for the disabled (particularly the blind).

Likewise, regular and ad hoc donations are made of equipment and financial resources to deserving causes. For instance, The Kings Oak Hospital donated beds and mattresses to two needy hospitals in Ghana during the year under review; while Three Shires Hospital presented a cheque to Northants Air Ambulance and The Runnymede Hospital made a substantial donation to the Ashford & St Peter's Hospital's NHS Trust.

School children in the communities surrounding the hospitals are engaged in



Netcare 911 together with Pick 'n Pay, Barloworld and Nedbank established the SA Tsunami Relief Fund for the construction of "South Africa" village in Banda Aceh, Indonesia.



healthcare awareness-raising activities wherever possible – such as the hygiene and cleanliness awareness campaign held this year by The Clementine Churchill Hospital. Ongoing support is provided to the BMI medical project in the Ampara District of Sri Lanka, where the local communities were affected by the Tsunami of 26 December 2004. Known as the Friends From Europe ("FFE"), the project provides healthcare services and first aid training to local people, and has also helped to rebuild healthcare facilities in the area.