

الشركة الوطنية للرعاية الطبية
National Medical Care Co.

رعاية الطبية
CARE MEDICAL



Sustainability Report 2023

Caring with every
heartbeat

بِسْمِ اللَّهِ الرَّحْمَنِ الرَّحِيمِ

In the name of Allah





Care Medical is committed to the concept of sustainability and works towards achieving it in its operations, reflecting a long-term strategic vision and concern for the future. We also strive to build businesses based on ethical, environmental, and social principles, that contribute to creating a positive impact on the community around us.

Care Values

- care
- Excellence
- Integrity
- Teamwork
- Responsibility
- Safety
- Innovation
- Respect
- Fairness
- Transparency

Branches of Care Medical Hospitals



Care Medical Hospitals Active OPD Clinics

Ar Rawabi	73
Al malaz	81

Al Haram	Emergency services for critical cases
Al Balad	Long-term healthcare

No. of beds in Care Hospitals



Subsidiaries

Subsidiary	Head Office	Company's Capital	Ownership Percentage	The Legal Entity and Activity
Chronic Care Specialized Medical Hospital	Jeddah	67,000,000 SAR	100%	Limited Liability Company - Hospitals
Jiwar Medical Services	Mecca	50,000 SAR	100%	Limited Liability Company - Critical Medical Care Centers

Accreditations

 <p>رعاية الطبية CARE MEDICAL الشركة Company</p>	 <p>موااممة Mowaamah</p>	 <p>الموارد البشرية والشخصية الاجتماعية</p>	 <p>ISO 31000 Risk-Management</p>	 <p>Great Place To Work Certified</p>
	1st Certificate JAN. 2023	1st Certificate MAR. 2023	1st Certificate MAR. 2023	

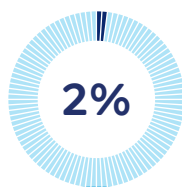
 <p>رعاية الطبية CARE MEDICAL الروابي AlRawabi</p>	 <p>adbb Association for the Advancement of Blood & Biotherapies</p>	 <p>CAP ACCREDITED COLLEGE OF AMERICAN PATHOLOGISTS</p>	 <p>cam</p>	 <p>CBAHI المركز السعودي لاعتماد الهيئات الصحية Saudi Central Board for Accreditation of Healthcare Institutions</p>	 <p>Accreditation International</p>
	2nd Accreditation JAN. 2023	2nd Accreditation JAN. 2023	1st Accreditation MAR. 2023	CBAHI-ESR Accreditation NOV. 2023	5th Accreditation 2022

 <p>رعاية الطبية CARE MEDICAL الملز AlMalaz</p>	 <p>Shared Governance ACCREDITED</p>	 <p>CAP ACCREDITED COLLEGE OF AMERICAN PATHOLOGISTS</p>	 <p>adbb Association for the Advancement of Blood & Biotherapies</p>	 <p>Accreditation International</p>	 <p>CBAHI المركز السعودي لاعتماد الهيئات الصحية Saudi Central Board for Accreditation of Healthcare Institutions</p>	 <p>cam</p>
	1st Accreditation FEB. 2023	3rd Accreditation SEP. 2023	3rd Accreditation OCT. 2023	3rd Accreditation NOV. 2023	CBAHI-ESR Accreditation NOV. 2023	1st Accreditation 2022

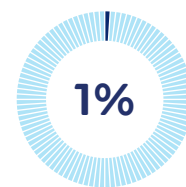
An Overview of the Financial Performance



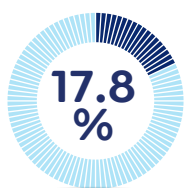
Increase in surgical procedures



Increase in outpatient clinics visits and emergency visitors



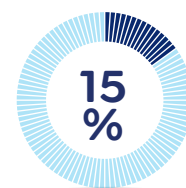
Increase in hospital admissions



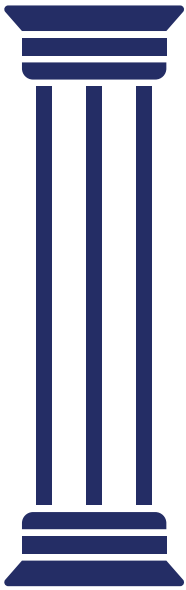
Increase in total assets
Change percentage change
between 2022 and 2023



Increase in total assets
Change percentage change
between 2022 and 2023



Increase in total assets
Change percentage change
between 2022 and 2023

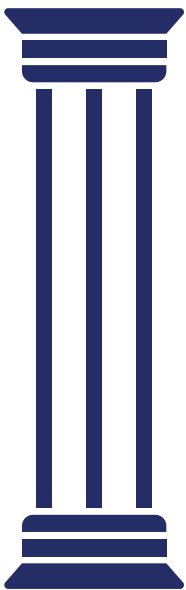
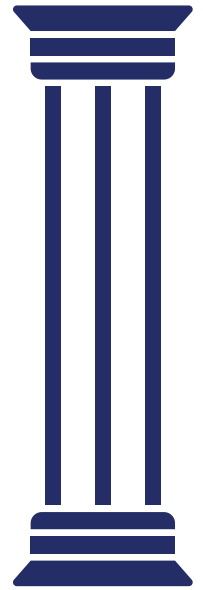


Economic and Governance Performance

- Striving to achieve financial performance.
- Operating with transparency.
- Building an ethical culture.

National Contribution

- Contributing to the Kingdom's Vision 2030.

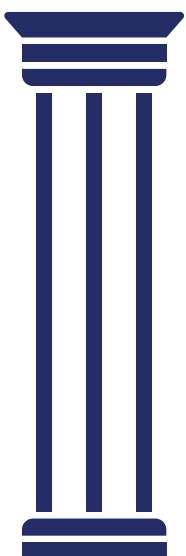
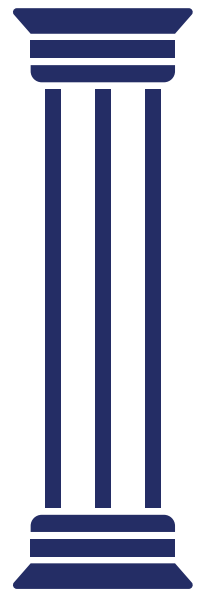


Human Capital Management

- Creating a comfortable and safe work environment.
- Developing our workforce talents.
- Investing in the development of our workforce.

Community Care

- Maintaining high standards of customer service and satisfaction.
- Providing high-quality healthcare services.
- Contributing to the promotion of health awareness.
- Ensuring customer data privacy.

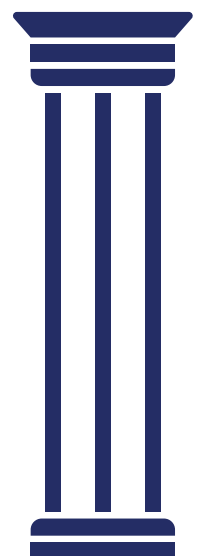


Environmental Protection

- Environmental management.

Stakeholders

- Strengthening our relationships with stakeholders.



Governance and Economic Dimension

Stakeholder Engagement

Our stakeholders are an essential part of the Company's sustainability, success, and ability to create value for them.



Stakeholders	Method	Manner
Legislative bodies Regulatory authorities	<ul style="list-style-type: none"> Internal Audit Department. Audit Committee. External Audit. Governance, Compliance, and Risk Management Department. Data Governance Committee. Legal Affairs Department. Human Resources Department . Annual Reports. 	Based on the annual and quarterly regulatory requirements, and including various legislative and regulatory bodies, some examples include: Capital Market Authority (CMA)- Local Content and Government Procurement Authority- Saudi Stock Exchange (Tadawul)- Ministry of Commerce- Ministry of Health- Council of Health Insurance- Ministry of Human Resources and Social Development- Saudi Central Board For Accreditation Of Healthcare Institutions- Saudi Data and Artificial Intelligence Authority (SDAIA).
Shareholders, analysts, and investors	<ul style="list-style-type: none"> Annual Reports. General Meetings. Quarterly and Annual Financial Results. Phone Calls and Regular Meetings with Investors. Company's Announcements through the Saudi Stock Exchange (Tadawul). 	Continuous engagement through official transparent and open channels available to stakeholders.
Suppliers and Business Partners	<ul style="list-style-type: none"> Procurement Department. 	Routine and regular engagement.
Society	<ul style="list-style-type: none"> Participation in Healthcare Events and Global Health Days. Quality Assurance. Provision of Healthcare Services to the Community. 	Participation by event- Patient satisfaction surveys- Health Endowment Fund.
Employees	<ul style="list-style-type: none"> Human Resources Management. Workshops. Employee Development and Training Program. Whistleblowing Policy. Rewards Policy. Direct Communication Channels for Reporting Corruption or Misconduct. Health Insurance Plans. Incentives and Annual Rewards Policy. Code of Ethics and Professional Conduct. 	Continuous engagement through transparent and open communication channels.

Our Code of Ethics

	2022	2023
No. of employees who have been terminated or subjected to disciplinary measures related to corruption	0 Employee	0 Employee
Percentage of operations that have been evaluated as corruption-related risks	0%	0%
Percentage of employees who have received training on corruption-related risks	100%	100%
Percentage of employees who have been educated in governance and compliance practices	100%	100%

The Audit Committee, in collaboration with the Internal Audit Department, has reviewed all activities during 2023 and verified the Company's compliance with laws, regulations, policies, and related instructions. They have also reviewed compliance reports from supervisory authorities and ensured that necessary actions have been taken accordingly. The Company's Governance, Compliance, and Risk Management Department works on educating employees through communication channels and sending weekly messages to raise awareness about governance, compliance, risk management, and setting standards, while emphasizing the importance of compliance and adherence to applicable laws.

Compliance with Laws and Regulations:

The Company's management has allocated departments and positions to ensure the Company's and its Senior Management's compliance with laws, regulations, and market practices, with a commitment to continuously improving the Company's culture.

In recognition of the fact that sound governance is a fundamental tool for long-term shareholder wealth growth, and with a commitment to adhering to best governance and disclosure practices, the Com-

pany has established a dedicated Governance, Risk, and Compliance Department. It is responsible for all matters related to the Company's governance, its Board of Directors, shareholder affairs, inquiries, and feedback. The Company has also developed specific governance regulations and policies for the Company and its subsidiaries, aimed at establishing rules and standards that govern the protection of shareholder rights and stakeholders' interests, as well as ensuring compliance with

best governance practices. These regulations and policies are binding upon members of the Board of Directors, the Executive Management, and the employees of the Company. The Company also implements its internal governance regulations.

Adherence to Law, Regulations, and Policies

The Company possesses internal policies that are implemented to ensure a culture of compliance and ethics within the Company.

These policies include, but are not limited to:

- Conflict of Interest Policy.
- Related-Party Relationships Policy.
- Whistleblowing Policy.
- Dividend Distribution Policy.
- Audit Committee Charter.
- Executive Committee Charter.
- Nominations and Compensation Committee Charter.
- Governance Charter.
- Anti-Bribery and Corruption Policy,
- Anti-Money Laundering and Terrorist Financing Policy.
- Board of Directors Charter.
- Policies, criteria, and procedures for Board of Directors' nomination.
- Business Competition Standards.
- Ethics and Professional Conduct Rules.
- Social Responsibility Policy.
- Disclosure Policy.
- Risk Management Policy.
- Procurement Policy.
- Financial Policy.
- Employment Policy.

Corporate Governance

The National Medical Care Company (Care) is committed to implementing the highest standards of corporate governance, which align with the Company's position as one of the leading healthcare companies. The Company strives to fully comply with local laws and international standards, while creating a culture and work environment that encourage trust, transparency, accountability, and the protection of all stakeholders' interests.

Board of Directors: The Company is led by an experienced board of directors who are responsible for

implementing controls for all Company operations and conducting continuous reviews of these controls. The Board of Directors also oversees the integrity of financial reports, internal control systems, the adequacy of disclosure procedures, and approval of various internal policies. The Board of Directors is composed of 33% independent members and has a female membership of 11%.

Additionally, the Company's bylaws have been updated to align with the new Law of Companies, and seven policies were updated in 2023.

Core Topics

The National Medical Care Company (Care) defines and discloses the core topics as those that have the potential for the greatest impact on the Company's operations and its stakeholders, as well as the topics that are prioritized for them.

- Corporate Governance.
- Data protection and cybersecurity.
- Customer satisfaction.
- Healthcare.
- Social responsibility.
- Financial performance.
- Sustainable procurement practices.
- Integrating sustainability into daily business operations.
- Human capital development and talent acquisition.
- Alignment with the Saudi Vision 2030.
- Ethics and compliance.
- Keeping pace with technological advancements in healthcare.

Our Suppliers

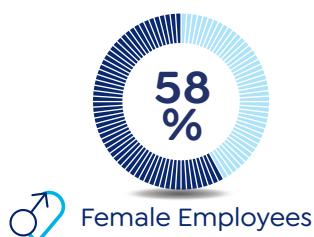
Care Medical is committed to maintaining transparency levels in the selection process and ensuring accurate evaluations of all our business partners before engaging in any transactions with them.

	2022	2023
The number of suppliers that Medical Care has dealt with.	552 suppliers	633 suppliers
The total value of purchases according to the granted purchase orders	205,988,998.16 SAR	256,101,908.44 SAR
The amount spent on local suppliers	617,966.995 SAR	768,305.73 SAR

The local component represents 99.7% of the total purchase orders.

Social Dimension

All employees of Care Medical Company contribute to enhancing its values and building its reputation by striving to achieve our future goals and ensuring the continuity of success.

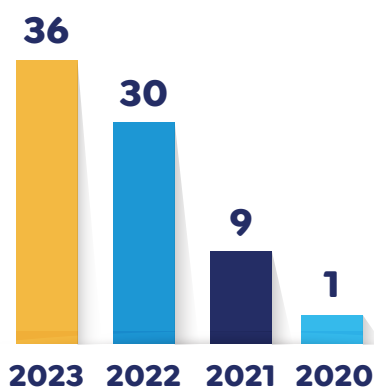


Employees by job level

	2021	2022	2023
Senior Management	9	9	9
Middle-level Management	133	136	152
Personnel	2,012	2,043	2,309

Employee Age Analysis

	2021	2022	2023
18-30 Years	406	520	663
31-50 Years	1,400	1,375	1,530
51+ Years	348	293	277



Hired through the Tamheer Program

No. of beneficiaries of the «Tamheer» Program

2020	2021	2022	2023
21	44	94	131

The investment amount in training and developing Care's employees.

795,247 SAR

No. of training hours provided to employees

6,685 hrs.

Care Medical Company is committed to training and developing its employees in order to maintain its competitiveness and achieve sustainable success. This is done through regular analysis of employee needs and designing suitable training programs to meet those needs.

Diversity and Inclusion

Care Medical takes pride in having a fair work environment built on respect, tolerance, and collaboration among different cultures and nationalities. It strives to promote diversity and inclusion in the workplace to achieve sustainable success and foster innovation.

Employee Engagement

Care Medical aims to encourage its employees to participate in corporate social responsibility activities in collaboration with various stakeholders, as it has a positive impact on society and motivates them to cooperate and contribute.

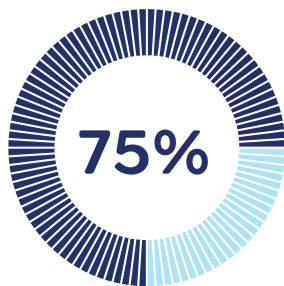
Health and Well-being

Care Medical has a range of procedures and policies that focus on health and well-being. One of the key policies is providing a safe and healthy work environment, where compliance with all health and occupational safety standards and regulations is ensured.

Rate of female employees returning to work

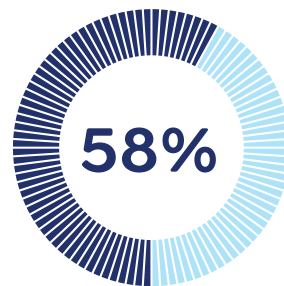


2023



2022

Percentage of female employees



Employment Analytics by Gender

	2021	2022	2023
Male Employees	196	169	302
Female Employees	304	345	431

Employee Development

	2021	2022	2023
Training Days Average per Employee	3-5 Days	3-5 Days	3-5 Days
Total No. of Employees Training Hours	5,024 hrs.	1,568 hrs.	6,685 hrs.
Investment in employees training and development	416,186 SAR	301,409 SAR	795,247 SAR

Saudi Employees Age Analysis

	2021	2022	2023
Saudization Rates	33.94%	33.87%	34.82%
Saudization in Senior Management	78%	66.67%	66.67%
Total No. of Saudi employees	731	741	860

Saudization Award

Care Medical has been awarded the Labor Award by the Ministry of Human Resources and Social Development for the year 2023, in recognition of their efforts in Saudization in the healthcare sector. This reflects our commitment and endeavor to achieve Saudi Arabia's Vision 2030 by increasing employment opportunities for Saudi men and women and contributing to their recruitment.

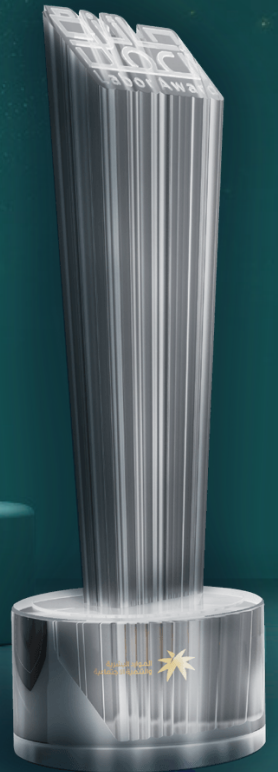
جائزة
العمل
Labor Award

الموارد البشرية
والتنمية الاجتماعية



الفائز في
قطاع الصحة

رعاية الطبية
CARE MEDICAL

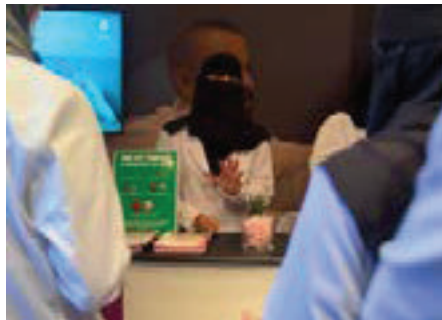


Care Medical has Obtained an accreditation distinguished Work Environment for the year 2023.



In order to prioritize the well-being of its employees and enhance their experience, Care Medical, represented by the Human Resources Department, has been keen to organize a number of initiatives and participate in national events. These include commemorating occasions such as Foundation Day, Flag Day, and National Day.

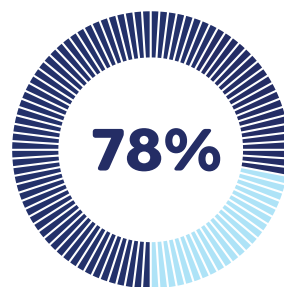
As part of its commitment to its employees, the Company participated in celebrating local occasions and participating in international days as part of an annual calendar. For example, the holy month of Ramadan, Eids, World Health Days,



Job Satisfaction Level



2023



2022

Mazaya Program

The Human Resources sector has launched the «Mazaya» program to provide rewards and support to Care Medical employees

The support provided through the «Mazaya» program includes:



First Marriage Grant



Birth Grant



Car Accidents
(Not covered by car insurance)



Umrah



Hajj (Pilgrim)

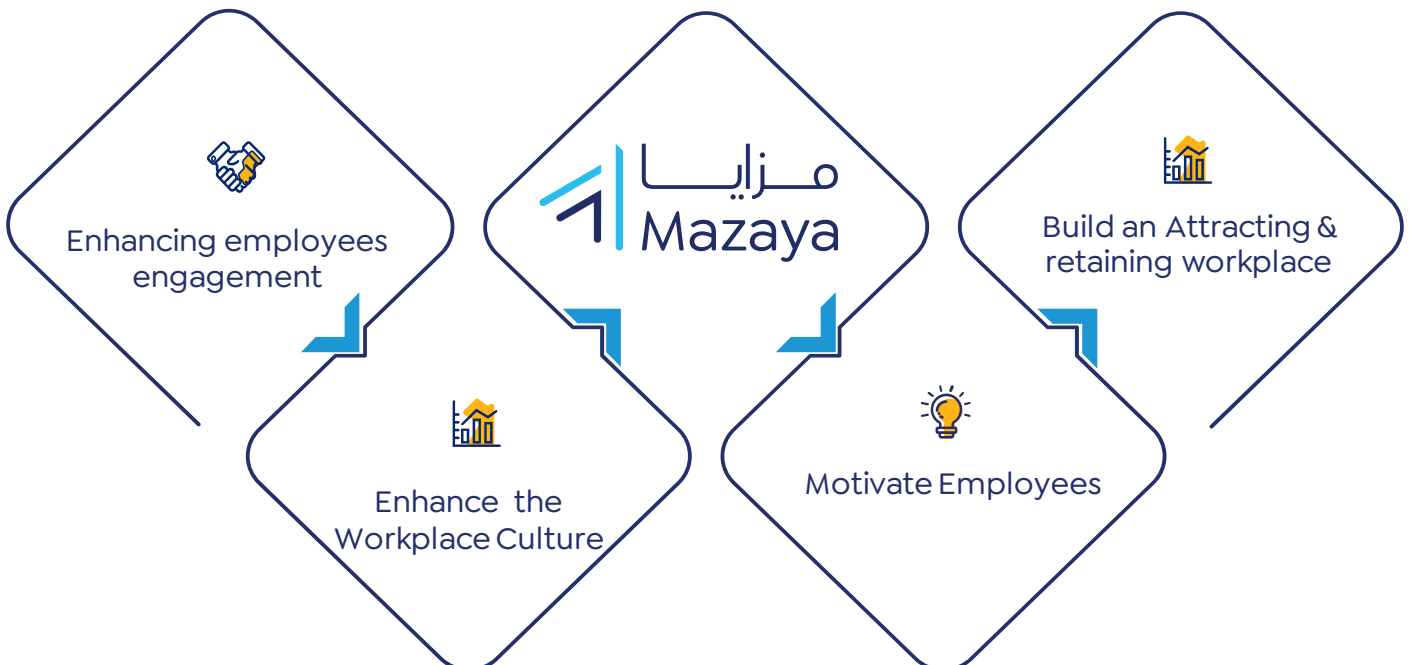


Graduation Grant



Medical Cases
(Not covered by medical insurance)

The objectives of the program include:

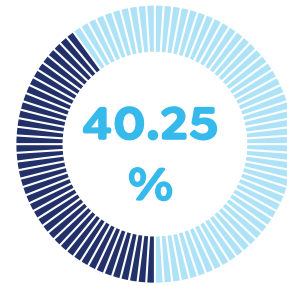


No. of beneficiaries of the «Mazaya» program

2021	2022	2023
53	90	100

Nursing

Nursing is considered one of the most important professions in the healthcare sector, and thus, Care Medical ensures that it has a qualified nursing staff with the necessary experience and knowledge to handle various healthcare cases. They are dedicated to providing personalized care and individual attention to each patient while maintaining the highest standards of safety and quality.



The percentage of nursing staff among the Care Medical employees

FORUM FOR SHARED GOVERNANCE
CMM gained the highest response rate among other accredited hospitals.

Organizing an awareness event during World Immunization Day 2023:
Promoting awareness about the importance of immunization and vaccines.

Gained Age-Friendly Accreditation

World Children's Day Celebration

Nurse Led Clinics

Opening of CARE Medical - Al Haram

Care Academy

Care Medical Academy was established in February 2016 with the aim of providing high-quality training and education services across all units of Care Medical Company. It has focused on continuous education programs for both clinical and non-clinical specialties, as well as initiatives to promote patient health, community and school programs, and pre- and post-graduation training programs.

Since 2016, Care Medical Academy has obtained several accreditations from the Saudi Commission for Health Specialties, including the Saudi Board in Internal Medicine, Pediatrics, Obstetrics and Gynecology, Surgery, and Anesthesiology. It has also participated in cooperative programs with the Saudi Commission for Health Specialties, such as specialized training programs for patient care, dental assistants, health security, and the Central Supply and

Sterilization Department (CSSD).

Driven by its vision, the Academy is dedicated to the development and support of medical students and practitioners by providing effective administrative training, aiming to help them assume leadership roles in the continuing improvement of the performance of the healthcare ecosystem.

In addition to keeping up with the latest developments and achieving the highest training quality standards in the programs offered to individuals, the Academy seeks to enhance the outcomes of education and continuous training, elevate the skills of individuals and the community, and establish partnerships between hospitals and universities to elevate all areas of training.

Services provided:

- Student Training.
- Training Programs for Medical College/University Students, Interns, and Residents.
- Employee Training and Development.
- Training Courses for Accreditation and Reaccreditation of the Cardiopulmonary Resuscitation (CPR) Department: Advanced Cardiac Life Support, Basic Life Support, and Pediatric Advanced Life Support.
- Health Education and Support.
- Facilitating Access to Medical Library and Electronic Resources.
- Offering a range of specialized short and long courses, workshops, mini-seminars, conferences, and daily activities.
- Collaborating with the Saudi Commission for Health Specialties (SCFHS) to implement cooperative medical training.
- Community Education.

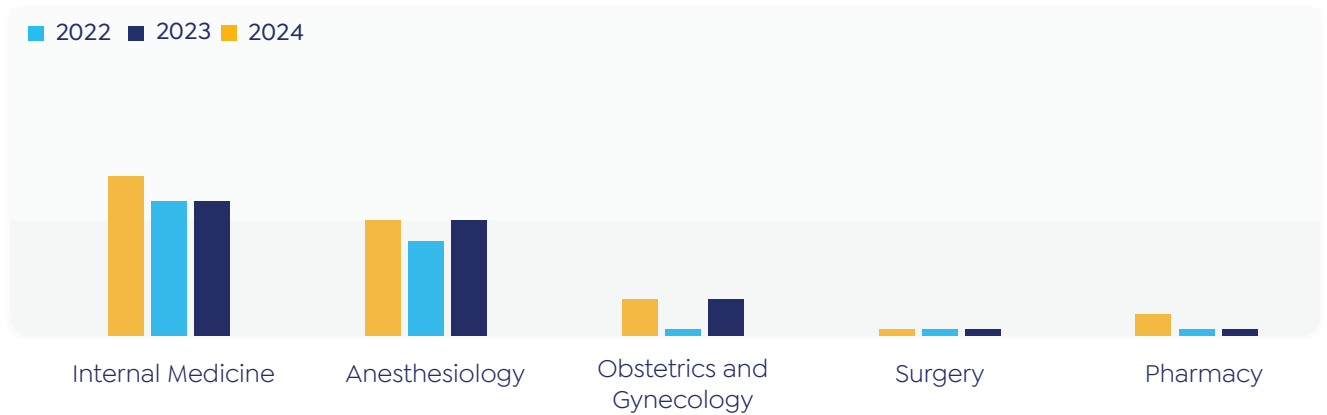
Beneficiaries

- **Internally:** Physicians and healthcare professionals, nursing department and allied medical specialties, and hospital (administrative) staff.
- **Externally:** College/university hospitals' | Medical Students (in colleges/universities).
- **Healthcare providers**

Residency Training Programs In collaboration with SCFHS

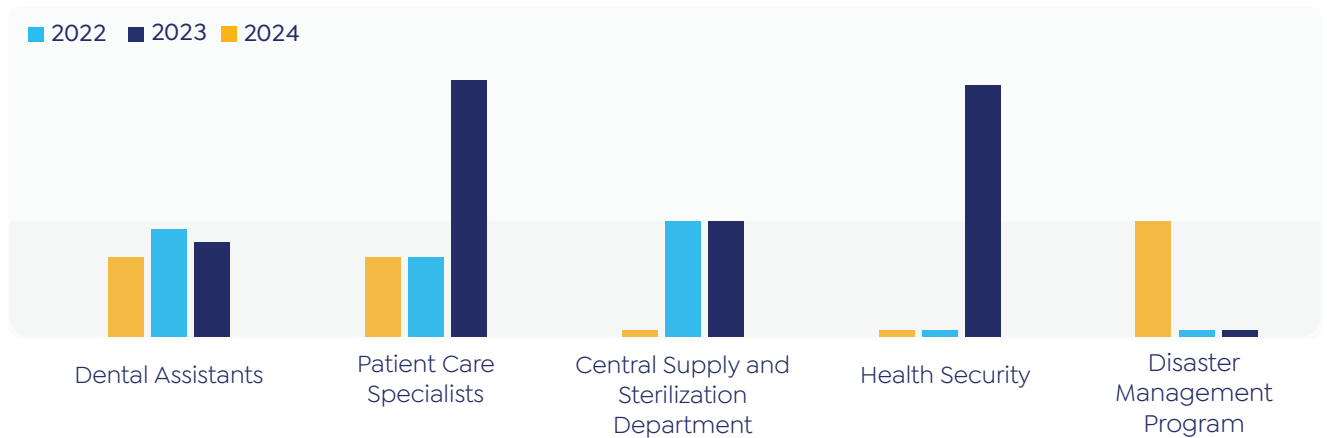
- Obstetrics & Gynecology.
- Pharmacy.
- Surgery.
- Anesthesia.
- Internal Medicine.
- Pediatrics.

Residency Training Programs



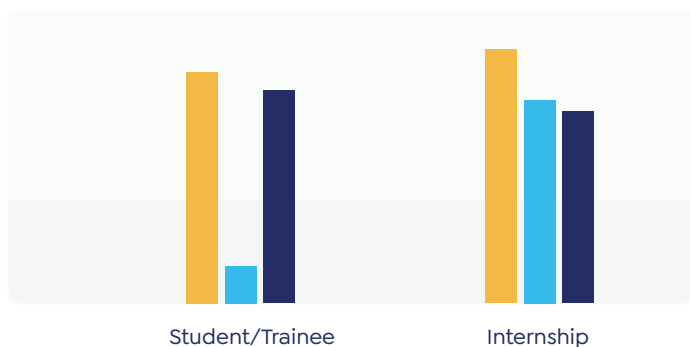
	2022	2023	2024
Internal Medicine	8	8	9
Anesthesiology	6	7	7
Obstetrics and Gynecology	-	2	2
Surgery	-	-	-
Pharmacy	-	-	1

Cooperative Programs with the Saudi Commission for Health Specialties



	2022-2021	2023-2022	2024-2023
Dental Assistants	22	17	12
Patient Care Specialists	94	12	12
Central Supply and Sterilization Department	25	25	0
Health Security	93	-	-
Disaster Management Program	-	-	25

Medical Students and Interns



	Student/Trainee	Internship
2021	227	1,191
2022	1,362	1,046
2023	1,461	1,603

Environmental Dimension

- At Care Medical, we have an environmental policy that includes the Company's goals and strategies, compliance with relevant laws and regulations, and continuous improvement of our environmental performance through key performance indicators, as well as We also ensure regular review and updating of the environmental policy and key performance indicators by the Safety and Quality Management Committee.

- Care Medical follows the programs of the Saudi Food and Drug Authority and of the Ministry of Commerce to reduce air emissions,

with a focus on clean technologies, energy efficiency, and sustainable practices.

- Care Medical actively promotes recycling of various products, including paper, cardboard, plastic, and metals. These materials undergo specialized recycling processes to ensure responsible waste management.

- In terms of energy conservation, we have implemented Facility Management Systems (FMS) along with energy monitoring programs to save energy. We use low-ampere LED lights, motion sensors,

and work towards the basic level of LEED certification. We are also committed to increasing the proportion of renewable energy through agreements with INOVA, a company specializing in single energy.

- The total energy consumption reductions achieved as a result of conservation and efficiency initiatives are approximately 20%.

- We have implemented Sewage Treatment Plant (STP) programs for water recycling and reuse in agriculture as part of our commitment to achieve sustainable water management.



- Care Medical contributed to the leading energy audit project in the commercial sector.

Environmental Dimension

24.8 Operations and compounds in gigajoules

Direct energy consumption per employee

4.9 One ton of carbon dioxide equivalent

The total emissions of greenhouse gases per employee

22.4 cubic meters

Total water consumption per employee

4,812 kilowatt

The total electricity consumption per employee

378 kiloliters

Total paper consumption

2,312 kilo

Total waste generated

9 kilo

Total recycled paper

681 kilo

Total recyclable waste



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ننبض برعايتك
Caring with every
heartbeat