



# Care. For Good.

Poised for Sustainable Growth

IHH ANNUAL GENERAL MEETING 2022

31 May 2022



# In 2019, we set our Trust Compass







Our Vision

To be the world's most  
trusted healthcare  
services network

# Our efforts have borne fruit

## KEY HIGHLIGHTS

# Successfully executed and refreshed strategy laid out in 2020

Return on Equity

**8.4%**

Dec 2021



**2.8%**

Mar 2020

Net Cash from Operating Activities (RM)

**3.53b**

FY 2021



**2.44b**

FY 2020

Net Debt / EBITDA (times)

**1.37**

Dec 2021

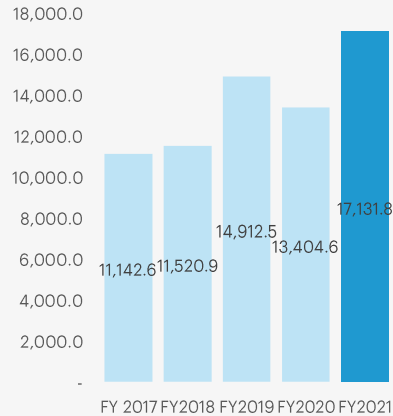


**2.42**

Mar 2020

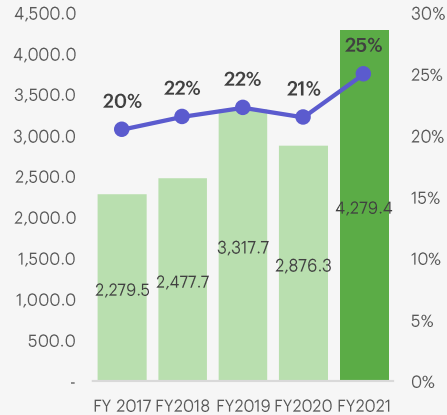
# Strong Financial Performance in FY2021

## Revenue (YTD)



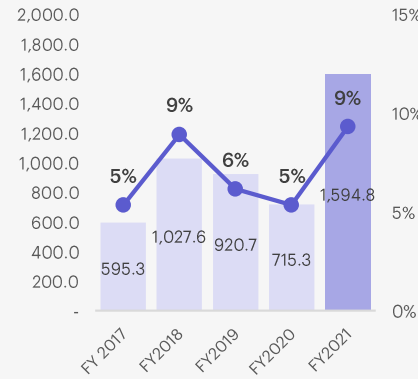
**RM17.1 b (↑ 28% vs FY20)**

## EBITDA (YTD)



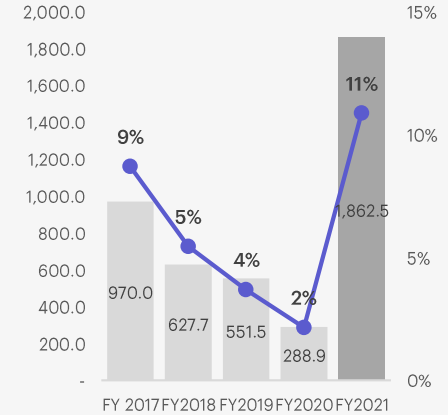
**RM4.3 b (↑ 49% vs FY20)**

## Net Operating Income (YTD)



**RM1.6 b (↑ 123% vs FY20)**

## Net Income (YTD)

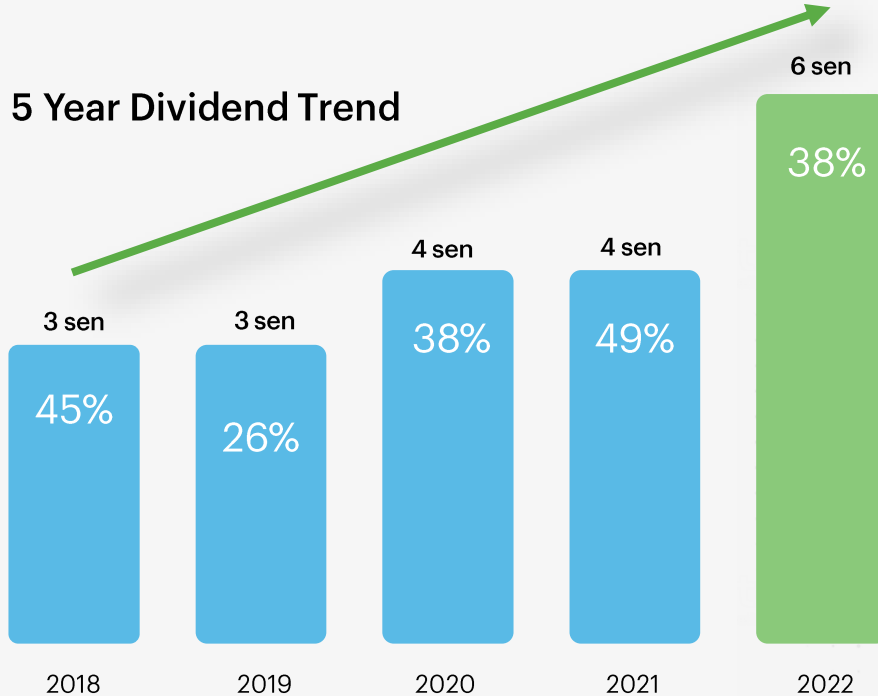


**RM1.9 b (↑ 645% vs FY20)**

—●— Margin (%)

# Declared Dividend

## 5 Year Dividend Trend



## Dividend for FY2021

**Dividend per share:** 6 sen (RM)  
1.93 cents (SGD)

**Ex-Dividend Date** 30 March 2022

**Record Date** 31 March 2022

**Payment Date** 29 April 2022

IHH Healthcare dividend policy: Not less than 20% of the Group's profit after tax and minority interests, excluding exceptional items, in respect of any financial year shall be distributed to its shareholders

IHH share price  
outperformed KLCL  
over five year period

Bursa Malaysia KLCI Index  
**- 4.5%**

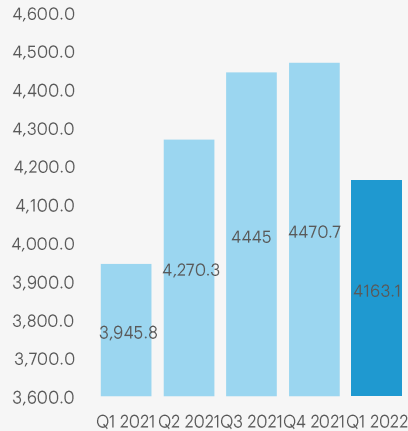
IHH Healthcare  
**+ 15.6%**





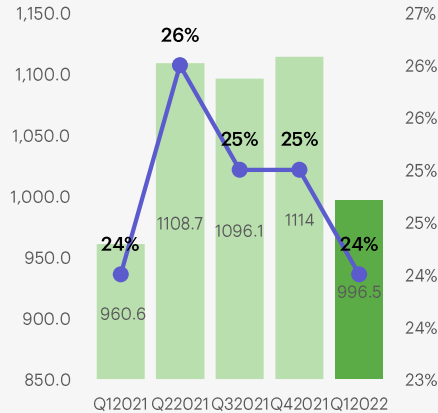
# Resilient performance as key markets saw growth from core operations and contribution from COVID 19 services

## Revenue



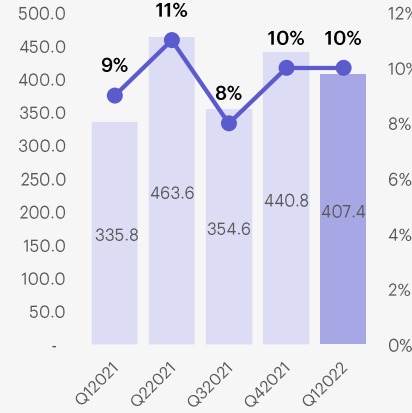
**RM4.2 b (↑ 6% vs Q1'21)**

## EBITDA



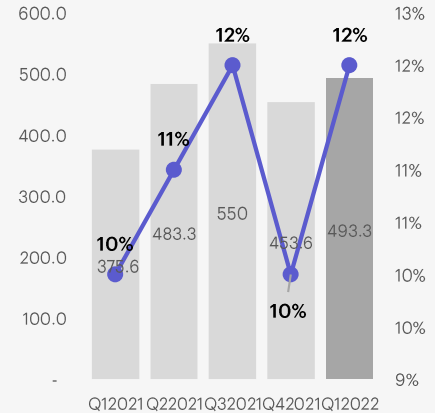
**RM1.0 b (↑ 3% vs Q1'21)**

## Net Operating Income



**RM401.9 m (↑ 30% vs Q1'21)**

## Net Income



**RM487.7 m (↑ 20% vs Q1'21)**

—●— Margin (%)

2022: IHH 10<sup>th</sup> anniversary as a listed company

Care.  
For good.



### Vision:

To be the world's most trusted  
healthcare services network

### Purpose:

Touching Lives,  
Transforming Care

### Commitment:

To provide greater good to  
our patients, people, the  
public and our planet

Anchored on our Vision,  
Purpose and Commitment



Trust



Synergy



Growth



Sustainability

4 strategic pillars underpinned by a  
shared aspiration to Care. For Good.

Clinical  
Outcomes

Service  
Excellence

Shareholder  
Returns

Deliver on financial and operational  
performance for stakeholders

# Mega Trends in Healthcare



Demand for private healthcare



Patient empowerment



Emphasis on preventative care



Greater demand for transparency



Digital adoption / transformation



Recruitment and retention of healthcare professionals





 Trust



Care.  
For good.



## Building Trust through Value Driven Outcomes



The perception of "Value"  
from the patient's point of view



A group of approximately 15 people are seated in a long, narrow canoe on a calm body of water. The canoe is decorated with various logos, including 'SHelf', 'Linhares Online.', and 'LANIKAI MAHINA'. The background features a dense forest of green trees under a clear sky. Large, dark tree branches frame the top and right sides of the image.

# Synergy



IHG Healthcare

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For good.

Extracting synergies  
through our  
Cerebral Plus (C+)  
Hospital Information  
System project







Surpassed target of RM100 million cost savings through our Group procurement programme

Targeting another RM100 million cost savings in 2022



# Growth



IHH Healthcare

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For good.

# Our growth journey from here: Optimise 'BAU' + new growth peaks

FOR STRONG SUSTAINABLE GROWTH



Recover from  
COVID-19

Achieve organic  
growth

Acquire strategic  
assets

Develop our laboratory  
business

Drive innovation & digital  
transformation

# Our growth journey from here: Optimise 'BAU' + new growth peaks

FOR STRONG SUSTAINABLE GROWTH



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transformation



## Laboratories: One of the new growth peaks for IHH



**63**  
labs



**1,700**  
staff



**45Mn**  
tests (FY2021)



**428**  
labs

**7,390**  
staff

**30Mn**  
tests (FY2021)

# Our growth journey from here: Optimise 'BAU' + new growth peaks

FOR STRONG SUSTAINABLE GROWTH



Recover from  
COVID-19

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# DigiHealth App



Book  
Appointments



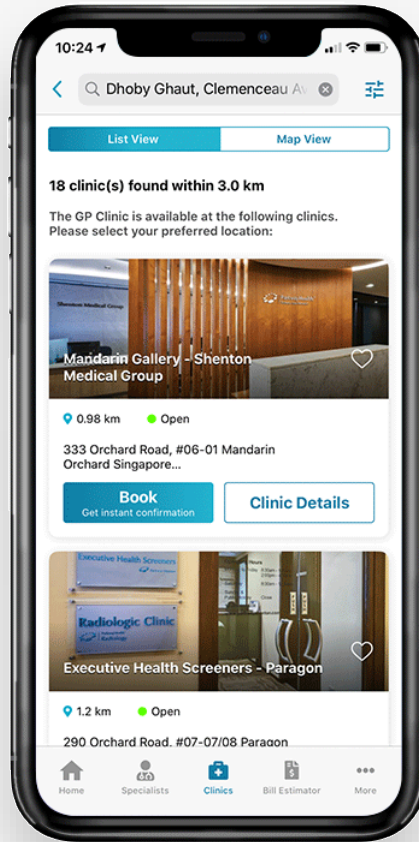
Estimate Hospital  
Bill Size and Track  
Medical Expenses



Access Lab Results with  
Trending Graphs



Access Radiology  
Reports





# Sustainability

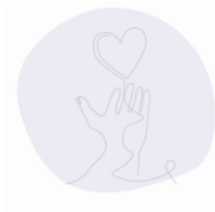


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For good.



# Our pledge to our stakeholders



## Patients

"Empowering our patients"



## Planet

"Protecting the environment"



## People

"Providing a great workplace"



## Public

"Doing good for our communities"



## Patients

“Empowering our patients”

Our patients are the reason for our existence. Our relentless pursuit of excellence stems from an innate desire to empower our patients and to offer them accessible, personalised care with the best possible outcomes.

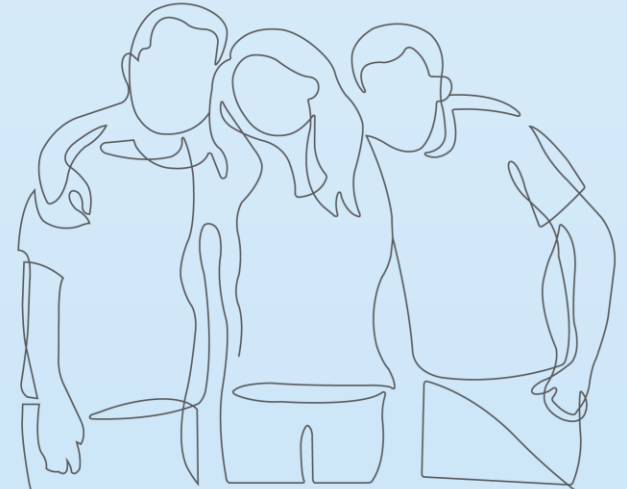


Care For  
**Patient**

## People

“Providing a great workplace”

Our people are the heartbeat of IHH Healthcare. We bring out the best in them by investing in their development, total wellbeing and by fostering a safe, enriching, and inclusive workplace.



Care For  
**People**

## Public

“Doing good for our communities”

As responsible citizens who care for our local communities, we leverage our strong medical expertise and partnerships to create a healthy society through medical intervention, health literacy and outreach programmes.



Care For  
**Public**



## Planet

“Protecting the environment”

Climate change is inextricably connected to human health. By advancing environmental stewardship and reducing our carbon footprint, we protect our planet today and for generations to come.



Care For  
**Planet**

A scenic landscape photograph of a mountain range at sunset or sunrise. The sun is low on the horizon to the right, creating a strong lens flare and illuminating the sky with warm orange and yellow light. The mountains are rugged, with some peaks covered in snow. The foreground shows rocky terrain with sparse vegetation. In the top left corner, there are two overlapping circles, one light blue and one medium blue. In the bottom right corner, there is a large green circle. The word "Outlook" is centered in the middle of the image in a white, sans-serif font.

# Outlook



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For good.

# Outlook

## 1

There will be short-term headwinds as IHH await for the inflexion from the full return of business-as-usual; and with rising staff costs and inflationary pressures.



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For good.

10 years of listing on Bursa and SGX



# Outlook

## 2

Long term mega-trends will remain intact and favourable, and we will see continued growth



10 years of listing on Bursa and SGX





# Outlook

## 3

Our new 'Care. For Good.' strategy will continue to be our north star, in building trust and guiding us in all that we do for all our stakeholders.



Care.  
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10 years of listing on Bursa and SGX





IHH Healthcare

# Thank You

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services network

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