

Sustainability

Report 2021

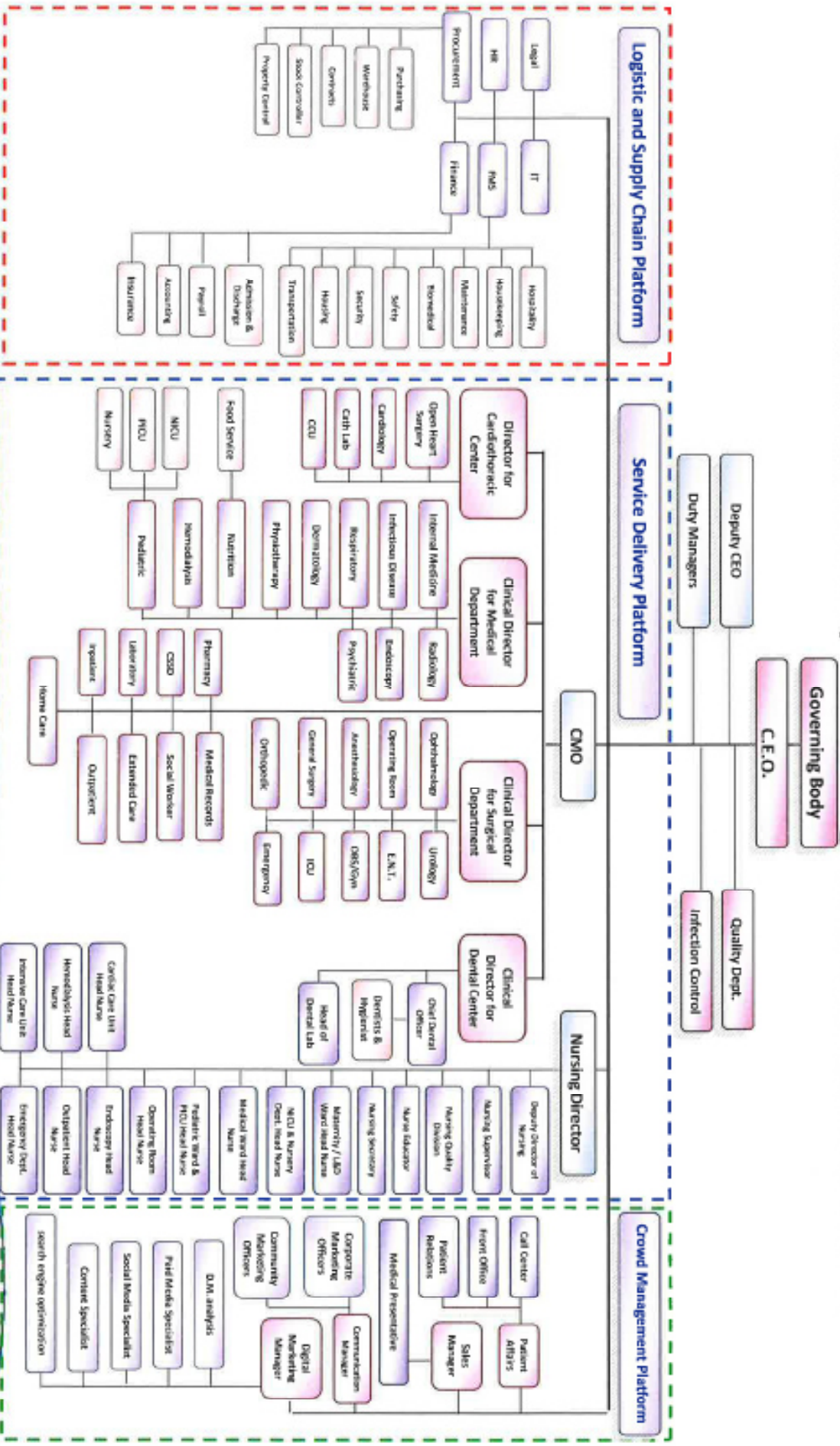
General Network of Healthcare Hospital







GHASSAN N. PHARAON Hospital Co. Organization Chart for Jeddah



Dr. Mohammed Amin
Governing Body

Dr. Faraz Al Bashri
Chairman of GNP Hospital

Dr. Faisal Al bashrah
Hospital Chief Executive Officer

GENERAL MANAGER'S STATEMENT

Dear Patients, caregivers and community members,

The world has witnessed several changes and challenges at the climate level and the achievement of goals which related to the sustainability of resources and the creation of a better life for future generations. Where everybody responsible for this participation, and in line with the vision of the Kingdom of Saudi Arabia 2030 and the goals which set by the Ministry of Health to achieve sustainability in the health sector, the hospital should have been as a leader in the field of health services in the Kingdom to achieve of its own and integrated commitment with other sectors to reach the required goals.

Undoubtedly, dealing with sustainable development goals can be a hard task for most companies because of the need and necessity for a rational management approach, responsible handling with environmental resources, responsible management of the workforce, optimal use of resources, packaging of environmentally friendly and reusable resources, training and educating not only employees but also suppliers and customers on how to be responsible for our environment and what role which

each individual or entity should play according to its capacity and potential. However, the hospital and due to its good governance, excellence in quality of service delivery, great care for the safety of staff and clients, and patient health and safety in all other aspects, the commitment to this approach to sustainability has made difficult and helped to speed the shift and significant jumps in simple periods since the hospital declared its full commitment to achieve sustainability goals and aligning its strategic and operational plans to achieve this.

For health and safety of patients, the hospital has achieved high levels of safety at the level of staff or patients compared with more than 300 international hospitals, in addition to achieving the hospital full marks in all specifications and internal laws in the Kingdom in all matters which related to the quality of medical services or health and safety of workers or the health and safety of patients.

The hospital also witnessed a high remarkable in the culture of responsible

work, self-management, delegation, providing responsibilities to employees based on different administrative levels, linking performance evaluation with customer satisfaction, and providing a direct evaluation by clients to perform all hospital staff during service delivery. The hospital has also witnessed the highest increase in the level of empowerment and recruitment of national talent and the honoring of the hospital by the Human Resources Fund and others who seek to enable and train national resources at work.

Also at the level of suppliers only, the bank was able to achieve very high rates of localization of products by relying on local suppliers and manufacturers to support the internal industrial and economic movement, in addition to providing training and consulting to new suppliers and suppliers, which did not harm the environment, which helped raise the awareness of suppliers and reduced the effort exerted by the hospital to monitor and follow up all operations during the supply chain.

Also at the environmental level, the hospital was able to obtain the global accreditation of the environment management quality system ISO 14001: 2015 after passing the audit phase by the donors. Where the hospital implements a strict program in the management of the internal and external environment of the establishment through the possession of special systems and programs in the disposal of medical waste and also recycling and sorting of waste, and reduce pollution and hazardous gases with a continuous measure of the proportion of carbon dioxide inside and outside the facility and take many ac-

tions which reduce greenhouse gases and prevent the use of mercury in all hospital devices and services.

The hospital also implements environmental policies that help rationalize waste of energy and water use, reduce the use of harmful substances and encourage suppliers to take measures to help preserve the environment, use reusable materials, recycling and awareness of our role towards our environment, The environment.

The hospital also adopts green technologies during the use of solar cells to generate energy for some of the hospital's facilities, as well as recycling of food waste to convert it into fertilizer which can be used to plant the surrounding areas of the hospital.

The hospital's commitment to sustainable development continues through the re-formulation of the hospital's strategic plan until 2020 reaching to more responsible and responsible governance towards the environment and society.

During this report, which emphasizes the policy of transparency with customers and the community, we clarify what has been achieved, drawing on one of the world famous practices in the formulation of sustainability reports (G4) in the hope of pass and success for all.

ORGANIZATIONAL PROFILE



OUR PHILOSOPHY

Our philosophy has been developed depending on our mission, vision and values, which is mainly to exceed our customer's expectations.

RANGE OF SERVICE

GNP is a general hospital that provides a secondary Healthcare Services to all patients of all ages (the new born to the geriatric patients) in a systematic and organized process. The total number of patients seen annually is 353, 000 (17, 000 inpatients and 336, 000 outpatients). Patient care services are designed, coordinated, granted and managed by specialized of high caliber healthcare providers. Our standards of patient care are unique to each patient according to his/her needs that include the detection and treatment of disease and patient education and support. Well-defined services are provided with the support of high managerial skills and qualified administrative

leaders, medical staff, nursing staff and other healthcare professionals working together as a team to realize successful patient outcomes.

This includes the following services: Internal Medicine, General Surgery, Urology, Internal Lithotripsy, Gastroenterology, Cardiology, Rheumatology, Ophthalmology, ENT, Dermatology, Dietary, Anesthesia, Orthopaedics, Neurology, Accident and Emergency, Obstetrics, Gynecology, Pediatrics and Neonatology, Respiratory, Outpatient, Physiotherapy, Laboratory Service, Therapeutic and Diagnostic Imaging, Outpatient Services, Dental, Pharmacy Services



A. Internal Medicine Department has senior consultants with many years of experience and high clinical skills to handle complicated multi- systematic disorders. The Internist is in-charge of comprehensive patient care and manages patients on a regular follow up with consultants. Internal medicine specialties include:

Cardiology As a part of Internal Medicine Department providing many of the diagnostic procedures that include non-invasive services such as 12 leads ECG, Treadmill ECG Stress test, 2D - Color Doppler, ECHO (Trans Thoracic and Trans-Esophageal Echocardiogram), 24 hours Heart Rate Monitoring (Holter Monitor) and Implanting temporary and permanent pacemakers. In addition to management, the wide range of Cardiovascular cases plan in the near future to extend the Cardiology Unit to include invasive services such as Cardiac Catheterization, Coronary Angiogram for diagnostic and therapeutic purposes.

Endocrinology and Diabetes Caters diabetic patients, Thyroid Disorders, Growth Disorders in children, Pituitary Disorders, Reproductive Endocrinology, Excessive Weight Gain (Obesity) and Endocrine Hypertension. Metabolic Bone Disease are catered by Consultants with facilities for estimation of Bone Mineral Density (BMD) and monitoring of therapy for osteoporosis.

Gastroenterology Service has the input of the best medical gastroenterologists with extensive experience abroad and in Jeddah, Kingdom of Saudi Arabia.

Interventional Endoscopy relating to the biliary tract and management of complications of portal hypertension, in addition to oesophageal and rectal dilation, colonic polypectomies and the placement of feeding gastronomies and oesophageal stents which continues to expand and comprises a greater percentage of the total endoscopy work of the department.

The other facilities extended by the department are: ERCPs (both diagnostic and therapeutic) including Sphincterotomies, Stone Extraction, 24-hour service for acute bleeds and acute liver failure.

Comprehensive work up in a chronic liver disease and Serological assessment for Hepatitis A,B,C,D,E.

Dermatology offers outpatient care, intensive care for emergencies like Stevens Johnson Syndrome and etc. The Consultants are experts not only in skin disorders but also in STDs. The department functions closely in association with other department at the hospital to handle specific problems. In addition, Laser treatments are also part of the scope which utilizes current laser machines.

Nutrition Therapy – Offers services which specializes on dietary advices, Performs a comprehensive nutrition assessment determining the nutrition diagnosis; Planning and implementing a nutrition intervention using evidence-based nutrition practice guidelines; Monitoring and evaluating an individual's progress over subsequent visits with the Registered Dietician.

Rheumatology – with experts in this field, doctors administer care using the following procedures:

Various joints diagnostic and therapeutic injection and aspiration.

Various soft tissue injection

Interpreting various laboratory tests and various x-rays and other diagnostic procedures.

Neurology - Experienced neurologists offer expert consultative, diagnostic and therapeutic services. To help ensure prompt care and proper diagnosis and treatment, they work collaboratively with various medical specialists, including radiologists among others. Neurologists at General Network of Healthcare Hospital

THE DEPARTMENT OF SURGERY

is manned by Senior Consultant Surgeons who are highly qualified and trained abroad and are well supported by registrars to take care of admitted patients in the hospital. The service of the general surgeon is available round-the-clock, to attend any surgical emergency in the hospital.

General procedures on salivary glands and oral cavity, breast, neck hernia, endocrine surgery, male genital abnormalities, urology procedures, rectal procedures for piles, fistula, cancer, spleen and varicose veins blood disorder and other emergency surgical problems are taken care of by General Surgeons.

General Surgery is a full-pledged service with the Laparoscopic surgical facilities: deals with all the disease of the entire digestive tract, besides liver, gall bladder and the treatment of all surgical problems related to digestive tract. The services offered by the department includes Drainage of Pancreatic Pseudo Cyst, Surgery for Esophageal Stricture, Surgery for Hiatus Hernia, Total Gastrectomy, Radical Resections for Cancer of the bowel, Pouch Surgery for Inflammatory Bowel Diseases, Management of Intestinal Fistula etc.

ENT is fully equipped with most modern diagnostic tools with facilities for Microscopes, Nasal Endoscopies, Tympanometry, Flexible Endoscopic Laryngoscopy and Audiometry. The Outpatient Department has Audiology Section handled by qualified Audiologist.

overall patient management and satisfaction. Another highlight of this department is that, Complex Plastic Surgical Procedures involving like Uvulopalatoplasty (UVPP) – Operation for snoring and obstructive sleep apnea syndrome, Stapedectomy and Tympanoplasty are also offered.

Ophthalmology Clinic is equipped with the main and basic instruments to manage the common eye diseases whether medically or surgically. Auto-refractometer (for eyeglasses or contact lenses, prescription), Slit lamp: for external eye diseases (bacterial or viral, allergic, foreign bodies, trauma, etc), Ophthalmoscopes (direct & indirect) for internal eye (cataracts, glaucomas,





uveitis, vitreo-retinal, etc), Tanometers: for intraocular pressure measurements (glaucomas), instruments for minor surgeries, swelling of the lids and conjunctiva, ptyregum, PTDs of referred cases from other clinics (outpatient or inpatient), suffering from ocular traumas or systematic disease (Diabetes, Hypertension, headache, ocular allergies, rheumatic diseases, etc) are examined in the ophthalmology clinic.

Dental Clinic provides service for acute dental problems within the unit scope of service. Treatment for dental emergencies is available as On-Call basis for 24 hours a day. It provides, filling and treatment, surgical, to include Apicectomy, Gum Treatment, Drainage of Abscess, Extraction of tooth, Surgical Extraction of impacted tooth, Surgical Removal of Perichoronal flap and Restorative Dentistry.

Orthopedic Surgery in GNP specializes in the prevention, diagnosis and treatment of disorders of the musculoskeletal system. Orthopedic surgeons specialized in surgery, clinical consultants and treatment with high quality and cost effective orthopedic care.

Urology Services at GNP provide expert care for male and female patients of all ages who suffer from problems of the urinary tract. Urologists also attend to diseases and conditions of the male reproductive organs (Gynecologist treat problems of the female reproductive organs). GNP urologist performs hundreds of minimally invasive

operations each year for a variety of urologic problems. These few types of minimally invasive surgical procedures produce excellent results and patients often have shorter hospital stays, less discomfort and bleeding and a shorter recovery period including less time away from work and regular activities. Two types of minimally invasive surgery that GNP urologist are well known for are kidney operations and endoscopic procedures used to diagnose and treat upper urinary tract disorders.

OBSTETRICS & GYNECOLOGY General Network of Healthcare Hospital offers the very latest in the prevention, diagnosis and treatment of gynaecological disorders. Our patients deserve nothing less.

A variety of surgical procedures can be performed with our laparoscopy and sophisticated laser surgery. Our physicians can – where appropriate – perform many complicated surgical procedures on an outpatient basis. When your surgery is done, you will appreciate our caring, professional staffs, which will assist your physician with your surgery, monitor your recovery and then care for you as you prepare to leave or return to your private room.

DEPARTMENT OF PEDIATRICS AND NEONATOLOGY at GNP is recognized as market leader baby friendly department since it takes care of both preventive and curative aspects of children's health.

The department provides round the clock services with In-House pediatrics specialists and 24-hours clinic coverage with highly qualified

consultants rendering a variety of medical services to ages ranging from new born to adolescent, including all vaccinations.

The department has a well-equipped NICU, managed by highly qualified Consultant Neonatologists, backed up by highly qualified Neonatologists and qualified trained nurses, using current technology in managing pre-term babies as young as 28 weeks and as small as 800 grams, in addition to treating other neonatal problems. It also uses the ICU where critical pediatric cases are admitted to manage a variety of pediatric problems as comma, status asthmaticus. Our newborn nursery is a very busy area managed by paediatricians, trained nurses and the on call consultants. Most types of illness with or without complications are competently managed because of interdepartmental references and Intensive Care Unit in the hospital.

THE DEPARTMENT OF ANESTHESIA is a vital department of the hospital, managed by experienced personnel. Its activity associates with almost every department within the hospital. The department attends to all patients requiring anesthesia for diagnostic and therapeutic procedures. Experienced anaesthetists in subspecialties including Pediatric and Obstetrics look after pre-operative preparation, surgical anesthesia and post-operative care of patients. The state-of-art anaesthetic and monitoring equipment support the conduct of Anesthesia. Treatment of patient with acute pain is a departmental focus. Anesthesiologists also take care of patients in the various intensive care units providing vital life support using latest generation of ventilators, invasive monitoring equipment and procedure appropriate to any kind of critically ill patient.

THE EMERGENCY SECTION is located on the ground floor with its entrance on North side of the hospital, which is adjacent to Outpatient



Area, Therapeutic and Diagnostic Imaging Department and Laboratory Department. This department is open 24-hours a days and deals with emergencies. Physician coverage is provided by our ER trained physicians backed by our consultants on call for each specialty.

The Emergency Department consists of seven acute beds. A highly experienced team supports the unit for cardiac and respiratory arrest patients. It is also supported by a highly specialized trauma team ones a trauma code is announced. The unit deals with Road Traffic Accidents stabilize the cases and work related injuries if within the hospital scope of services, or transfer them if they need neurosurgical intervention.

PHYSIOTHERAPY is a primary force in rehabilitation of a patient. The growing importance and need for rehabilitative medicine has had



direct impact on Physiotherapy. In response to the overwhelming demand for this specialty, General Network of Healthcare Hospital has developed its own Physiotherapy Unit that is equipped with state-of-the-art equipment and manned by trained and dedicated therapist.

The major Diagnostic & Therapeutic support systems are:

PHARMACY The Outpatient & Inpatient Pharmacy will process and fill medication prescription for outpatients/inpatients, hospital employees and dependents in accordance with MOH regulations. Inpatients: Medications to the inpatients are dispensed through the nursing staff of the patient care areas. Outpatients: outpatient pharmacy shall process the entire outpatient's prescription with the appropriate dosage and the duration of the treatment mentioned. IV Admixture Room: provides all IV injections to all inpatient areas of the hospital to provide a safe and effective medication management system.

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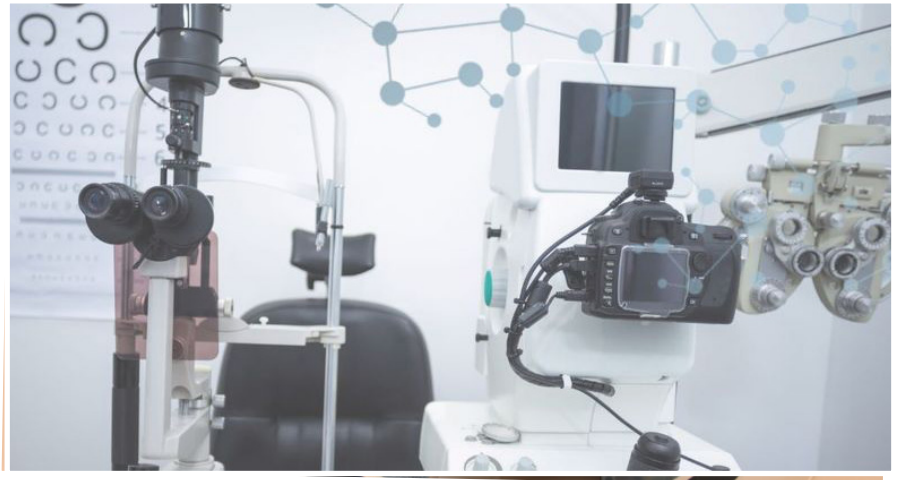
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THERAPEUTIC AND DIAGNOSTIC IMAGING DEPARTMENT SERVICES INCLUDES:

Diagnostic X-Ray Procedures, Mammography, CT Scanning & Diagnostic Ultrasound studies constitute the majority of the daily procedural load. Services related or concomitant to imaging include quality assurance monitoring and evaluation, quality control (including protecting patients and staff from harmful radiation), image interpretation, transcription, record filling/management and continuing education.



Portable X-Ray equipments allow radiographs to be obtained in surgery as well as medical/surgical and intensive care section

Two C-Arm machines in the OR for Orthopedics and Urological procedures.

DigitalPanoramic is being installed and connected to PACS/HIS to easily access to the dental clinic.

MRI is also added on Diagnostic Imaging department to accommodate Neurological, Musculo-skeletal procedures.

Diagnostic Imaging Department is now 24 hours service to accommodate more patients and avoid overcrowding during rush hour.

CLINICAL LABORATORY SERVICES: Laboratory services provide a wide range of investigation and comprises of the following disciplines:



Histopathology The Histopathology and Cytology sections provide Anatomic Pathology, Immunohistochemistry, Cytology services and DNA Image Analysis.

Microbiology Isolating Pathological Bacteria, Mycobacteria and Fungi from all body sites using in-house prepared media and performing identification and antibiogram using an Automated System together with a Blood Culture Automatic Monitor.

Biochemistry Deals with the chemistry of blood and fluids using variable standardized technique over automated machines. Blood gases and osmolality are available.



Serology & Hormonology Comprehensive screening and quantitative measurements of all infections, tumor markers and specific proteins using an

Open ELISA System, closed automated instruments and IFAT. All hormones are performed using automated chemiluminescence.

Hematology & Blood Bank Blood Bank Section is full pledged, 24 hours, support service. Each blood donor has to answer a comprehensive questionnaire and is screened for CBC, ALT, HbcAb, HIV, Hepatitis B, Hepatitis C, HTLV I & II, Syphilis, Brucellosis and Malaria. It deals with the transfusion of



compatible blood and its components.

The components prepared at the moment are: Packed RBC's, Fresh Frozen Plasma (Platelet concentrates, Platelet Rich Plasma, Cryoprecipitate will be available in near future).

Other blood bank services include study of blood groups, direct and indirect coombs test, antibody screening and typing, investigation of ABO RH incompatibility and detection of phenotypes and genotypes of Rh system.

Two 5 differential CBC machines serve the Hematology Section together with slide consultation, bone marrow examination and Malaria screening.

Microscopy Comprehensive examination of Urine, Stool, Body Fluids and Semen is carried out.

Nucleic Acid Test (NAT)

Test for HIV, HBV & HCV are done by methods based on PCR to shorten the window period of blood donors.



THE GNP TODAY

GNP initiated its Training Academy with SCFHS to train new employees, fresh graduates, doctors, staff and the close community to support the local workers and help the GNP staff to thrive.

CNP recognized as the first hospital in KSA get accredited by MOH to be a trusted partner of operating the MOH hospital due to the quality and wise administration and medical management methods

GNP during COVID19 pandemic c the only hospital that gets accreditation from Themose to be a safe hospital for COVID19 patients and zero infection recorded which made the hospital the trusted hospital from MOH to receive and treat the highest number of the infected patients in the private sector hospitals.

GNP shifted from manual process to Electronic Process such as; Electronic Medical Records, Electronic Personnel File System, Pharmacy System, Laboratory System, Stock System, Kitchen System etc.

GNP implements Electronic Identification and Tracking System for baby and Mother through

electronic ID Band.

GNP practices ECO Friendly Environment Expanded ER Department to accommodate mass volume of patient

Add new services such as Audiology, Neurology services and MRI in Radiology

Developed new system which cater and prioritize patient with disabilities in Reception Area – Mobile Service Unit

Expanded a safer, accessible and organized parking area

Renovated the main facade of the hospital

Purchased advance emergency tools for emergency situation such as Evacu-chair, mattress and trolley.

GNP is 100% connected to back-up generator in case of power shutdown

GNP Develops strategies to reduce the risk of patient harm resulting from fall by providing color coded blanket, slippers etc.

HOSPITAL SOCIAL RESPONSIBILITY (CSR) G4-34

SUSTAINABILITY DEVELOPMENT ACTIVITIES OF THE HOSPITAL

TATGET	HOSPITAL STRATEGY	HOW IT IS ALIGNED TO THE GNP STRATEGIC PLAN
<p>To have standard scoring system of assessing vital signs for all OB Gyne patients which is referenced to W.H.O.</p>	<p>GNP strengthens the Ante-natal check-up of OB patients.</p> <p>High risk mothers are handled by Consultants only</p> <p>Intensified training of OBG doctors in handling patients</p> <p>Assigning a permanent OBG specialist/consultant in Labor & Delivery 24/7.</p> <p>Un-booked patients coming for delivery are handled by OB Consultants only.</p> <p>OB early warning score is in the process of implementation.</p> <p>Certification of all OBG doctors with ALSO (Advance Life Support for Obstetrics)</p>	<p>2.7 OBJECTIV: ALIGN HELATH CARE SERVECES WITH GLOBAL SUSTIANABLE GOALS & VISION 2030</p>
<p>To sustain the Corporate Social Responsibility (CSR) Program of the hospital and To involve in the International Days Celebration like HIV Day, World Aids Day, Breast Cancer Awareness Day, Hand Hygiene Day and etc</p>	<p>Increasing awareness of patients and staff by celebrating World Aids Day.</p> <p>Conducting lectures on such topics</p> <p>Hospital electronic education program via TV monitors provides information on AIDS prevention.</p>	<p>2.7 OBJECTIV: ALIGN HELATH CARE SERVECES WITH GLOBAL SUSTIANABLE GOALS & VISION 2030</p>

SUSTAINABILITY DEVELOPMENT ACTIVITIES OF THE HOSPITAL

<p>To strengthen working relationship with the prestigious and stable insurance companies</p>	<p>Establishing a policy that enables an individual receive services regardless of the patient's ability to pay.</p> <p>Strengthening the policy and insurance coverage regarding access to healthcare</p>	<p>2.7 OBJECTIV: ALIGN HELATH CARE SERVECES WITH GLOBAL SUSTIANABLE GOALS & VISION 2030</p>
<p>To continuously open the opportunities of staff career development both in clinical & non-clinical departments</p>	<p>Staff retention strategies</p> <p>Intensified training within the hospital or outside</p> <p>Supports staff training based on their position description.</p>	<p>2.7 OBJECTIV: ALIGN HELATH CARE SERVECES WITH GLOBAL SUSTIANABLE GOALS & VISION 2030</p>
<p>REDUCE WATER CONSUMPTION BY 10 % FROM 2019/20 TO 2022/23</p>	<p>Conduct an audit to check performance of flow restrictors</p> <p>Install wireless water metering for detection of leakage/wastage</p> <p>Reduce water flow in showers from 15L/min to 8L/min</p> <p>Investigate reusing steriliser discharge in cooling towers and reuse of reverse osmosis concentrate water for irrigation</p>	<p>2 .2 OBJECTIVE: REDUCE ENERGY AND WATER CONSUMPTION AND CONTINUALLY IMPROVE ENERGY AND WATER EFFICIENCY OF OPERATIONS</p>
<p>EXPLORE AND EVALUATE RENEWABLE ENERGY OPPORTUNITIES</p>	<p>Investigate partnership opportunities within hospital precincts and complete one renewable energy installation per year if an internal rate of return of 12 per cent or higher can be achieved</p> <p>Investigate sources of funding for energy and water efficiency projects</p>	<p>2 .2 OBJECTIVE: REDUCE ENERGY AND WATER CONSUMPTION AND CONTINUALLY IMPROVE ENERGY AND WATER EFFICIENCY OF OPERATIONS</p>

HOSPITAL SOCIAL RESPONSIBILITY (CSR) G4-34

COMMITMENT TO WORKPLACE

A1. Training

A1.1 All healthcare providers in GNP is fully supported and empowered through regular trainings in Life support courses. These trainings are fully funded by the hospital because of its belief that by improving the quality of our staffs, we will be able to maintain a productive and efficient work environment.

A1.2 Continuous education which is conducted for all staffs. This education includes Continuous Medical Education with CME hours credited, Quality Lectures, Safety & Risk Management Lectures, Occupational Health & Safety Lectures, Infection Control Lectures, Leadership lectures, and other departmental lectures. These lectures are funded by the hospital with the aim of empowering & encouraging the staffs to be more active in these series of activities in addition to the recognition given to those staffs who showed exemplary performances in their field. This also serves as one of the hospital strategies to reward & recognized the staffs on a monthly basis which in return develops their loyalty & commitment to GNP.

A1.3 Staffs are given study leaves (Please refer to HR 052 – Staff Development Policy).

A1.4 Individual staff trainings are also done in connection to the performance evaluation report wherein the head of department recommends training and further courses to develop the staff performance in areas identified as their weakness. This enables the staff to cope with the work demands and skills needed.

A1.5 In addition, scientific trainings are also conducted in the hospital based on the areas identified with an opportunity for improve-



ment.

A1.6 We believe that providing development opportunities to our staff is crucial not only for their career development, which is our primary concern, but also for staff retention and satisfaction. Moreover, our comprehensive education and training ensures that staffs wishing to pursue their career elsewhere have gained the knowledge required to join a reputable healthcare service provider in future.

A2. Staff Safety

A2.1 Staff safety is our vital concern. We at GNP ensure that we comply with the local & international safety standards for our staff & patients. We coordinate with Civil Defense, Ministry of Health, Labor Office, and General Organization for Social Insurance (GOSI) for the governmental regulation of staff safety. Also, we make sure that we meet the requirements of our international partner, the Australian Council of Healthcare Standards International (ACHSI) and the local accrediting body, the Central Board for Accreditation of Healthcare Institution (CBAHI).

A2.2 The following are the hospital activities and practices which ensures staff safety at GNP.

A2.3 Upon joining, every GNP staff receives employee manual that will guide them during their orientation period.

A2.4 GNP Policy & Procedures emphasizes staff safety

- Handling Policy
- Occupational Health & Safety Policy
- Noise Control Policy
- Hand hygiene policy
- Medical & Healthcare Benefits
- Sick leave Policy
- GNP aggression prevention policy
- Managing a violent person
- Internal Disaster Plan
- Fire Safety Plan
- Use of CCTV cameras in GNP
- Safety of the Building Plan
- Security Plan
- Laser Safety Plan
- Personal Protective Equipment
- Cleaning of blood & body fluid spills
- Mercury Spill Management
- Material Safety Data sheet
- Hazardous Materials & Waste Management Plan
- Staff Accommodation Emergency Preparedness Plan
- Fall prevention & Management Program
- Prohibition of possession of firearms & weapons
- GNP Policy on Fatigue Prevention
- Resolution of Employee Disputes
- Code of Conduct Policy

A2.5 Regular inspection done by external authorities

A2.6 Regular Staff vaccination/immunization

A2.7 Monitoring exposure to infectious diseases.

A2.8 Maintaining employee overall health records.

A2.9 Pamphlets and brochures and books educating about personal and work hygiene.



HOSPITAL SOCIAL RESPONSIBILITY (CSR)

Commitment to Environment

staff and patient awareness on water and energy conservation

B2. Periodic energy efficiency audits of all energy using devices in the facility.

B3. Changing lighting fixtures.

B4. Investment in more energy efficient HVAC system.

B5. Continuously upgrading our transportation facilities by replacing vehicles with new ones to reduce fuel consumption.

B6. Hospital waste management program in coordination with SEPCO- Saudi Gulf Environmental Protection Company.

B7. Ensuring to have a mercury free hospital.



Commitment to Community

C1. GNP is conducting Patient & Family Education (PFE) activities inside the hospital wherein the surrounding community is invited. The following activities were conducted:

C1.1 Diabetic Day (Conducted 2 times)

C1.2 Vaccination Day

C1.3 Women's health

C2. GNP included in the hospital strategic plan regarding the community service program where hospital staffs will go to some selected community groups to conduct medical missions, health teachings, community educations

and other activities that will benefit the society.

C3. The Hospital created the Mosque with complete facilities to accommodate the needs of the staffs, patients and the surrounding communities.

C4. The hospital supports the AL WEDAD - The Gift of Family Foundation.

C4.1 Al-Wedad is a charity foundation that aims to support orphans of unknown parents, or 'illegitimate children.

RESPONSIBLE PROCUREMENT (G4-12)

deliver our services we are dependent on a large and diverse range of suppliers, who form an integral part of our ability to provide quality hospital care; we believe in building long-term relationships with suitable suppliers, establishing a relationship of mutual trust and respect.

Regular meetings are held with suppliers to ensure continuity of service. We rely on our suppliers to deliver products and services of

the highest quality in line with our own standards. Various other criteria play an important role in selecting suppliers, such as: compliance with applicable international and local quality standards, price, compliance with appropriate specifications suited for our markets, stability of the organization and the relevant equipment brand, good-quality and cost-effective solutions, support network, technical advice and training philosophy.

	2019	2020
Number of significant supplier	125	146
Number of local contractors	2	5
Local Suppliers %	%93	%95
Number of suppliers identified as having significant actual and potential negative impacts on society	NIL	NIL
Actual and potential negative impacts on society identified in the supply chain	NIL	NIL
% of suppliers identified as having significant actual and potential negative impacts on society with which improvements were agreed upon as a result of assessment	NIL	NIL
% of suppliers identified as having significant actual and potential negative impacts on society with which relationship were terminated as a result of assessment and why	NIL	NIL

PURCHASING & SUPPLY CHAIN POLICY STATEMENT

General Network of Healthcare Hospital aims to act responsibly and professionally in all its business activities and in its relationships with its suppliers and customers. At all times we will act with integrity and aim to be fair, honest and open.

We purchase goods and services from a wide variety of suppliers, from large international organizations to specialist local suppliers, all over the Kingdom. This policy sets out certain minimum standards which we require our suppliers to meet, and these are clearly stated. We recognize that there will be suppliers, in

some countries, that will find it harder to meet the exacting standards expected of large international corporations. In those cases, we will expect such suppliers to meet the requirements through a constant communication with them and through audits to demonstrate continuous improvement.

As a minimum, our procurement activity will comply with the relevant Food Safety and Health and Safety standards, Codes of Practice, Company regulations and standards in the countries in which

we operate and will reflect our ongoing commitment to sustainable procurement and Corporate Responsibility (CR).

We will buy direct from manufacturers or producers as well as wholesalers, to maintain a robust supply chain, ensuring traceability and due diligence. Regularly, we refreshed our suppliers by inviting them through our Community Advisory Committee (CAC) meetings detailing minimum standards for our requirements to adopt. This programme supports the assessment and evaluation of products, services and suppliers against strict criteria including safety, value, quality, operational requirements, environmental performance, ethical policy, specification, service level, ability to supply, responsiveness, customer focus and performance. These individual policy elements are set out in more detail below.

All suppliers will be selected and retained by a non-discriminatory bidding and tendering process. All of the elements cited in this policy will be reviewed regularly and consideration will be given to all feedback from suppliers and customers.

To ensure that this policy is implemented throughout GNP, and to drive a continual improvement in performance, this policy requires the support and action of all employees. Communication, training and consultation are therefore a key requirement at all levels.

We aim to identify and share best practice and knowledge where possible. In order to achieve this we are members of various Associations, work with a range of partner organisations, and are engaged in a number of forums with Government Departments, Agencies and non-Government Organisations (NGOs). As a hospital, we make sure that delivery of services are effective, timely, efficient and accessible, as such, we make sure that we have alternative suppliers other than our major ones to ensure that we have back-up plan. In case of unavailable supply (ies) from major suppliers, goods/services are procured from other suppliers or service providers to ensure continuity of services

RISK ASSESSMENT (G4-14)

General Network of Healthcare Hospitals Quality and Patient Safety (QPS) plan provide background information and guidance on the principles, components, and methodologies of TQM, Continuous Quality Improvement (CQI), and Patient Safety for the organizational work units.

Risk assessment and management of anti-corruption is addressed through the Risk Register Profile which includes risks identified and their rates based on Hospital Risk Matrix and the current control and techniques for each identified risk. Proactive risk assessment tools like FMEA, HVA, and ICRA are also used. Reactive risk management is done through incident reporting and RCA. Risk management program identifies risk associated with patient care to eliminate/ mitigate the risk and improve the quality of patient care.

We review risks on a regular basis and moving risk between the main risk register and inactive risk register based on the results of the risk qualitative and quantitative assessment.



STAKEHOLDER ENGAGEMENT AND MATERIALITY (G4-15, G4-16)

While all sustainability topics discussed in our report are important to our leadership, our stakeholder engagement process has helped us determine what sustainability topics matter most, or how “material” they are to our operations, and where they matter most within our organization and externally beyond our walls. This materiality process has enabled us to prioritize the topics that require the most focus for our long-term success.

We engage our patients and caregivers through internal surveys, we conduct ongoing in-person interviews with our executive team, board mem-

bers and representatives from key external stakeholder groups, and we invite many of our stakeholders to attend facility openings, addresses by General Network of Healthcare Hospital executives and other hospital-hosted events open to the public and other officials.

The primary purpose of these discussions in 2017 was to prioritize the importance of each of our sustainability topics and find collaboration points for mutual benefit. Some of the external groups we engaged for this report include:

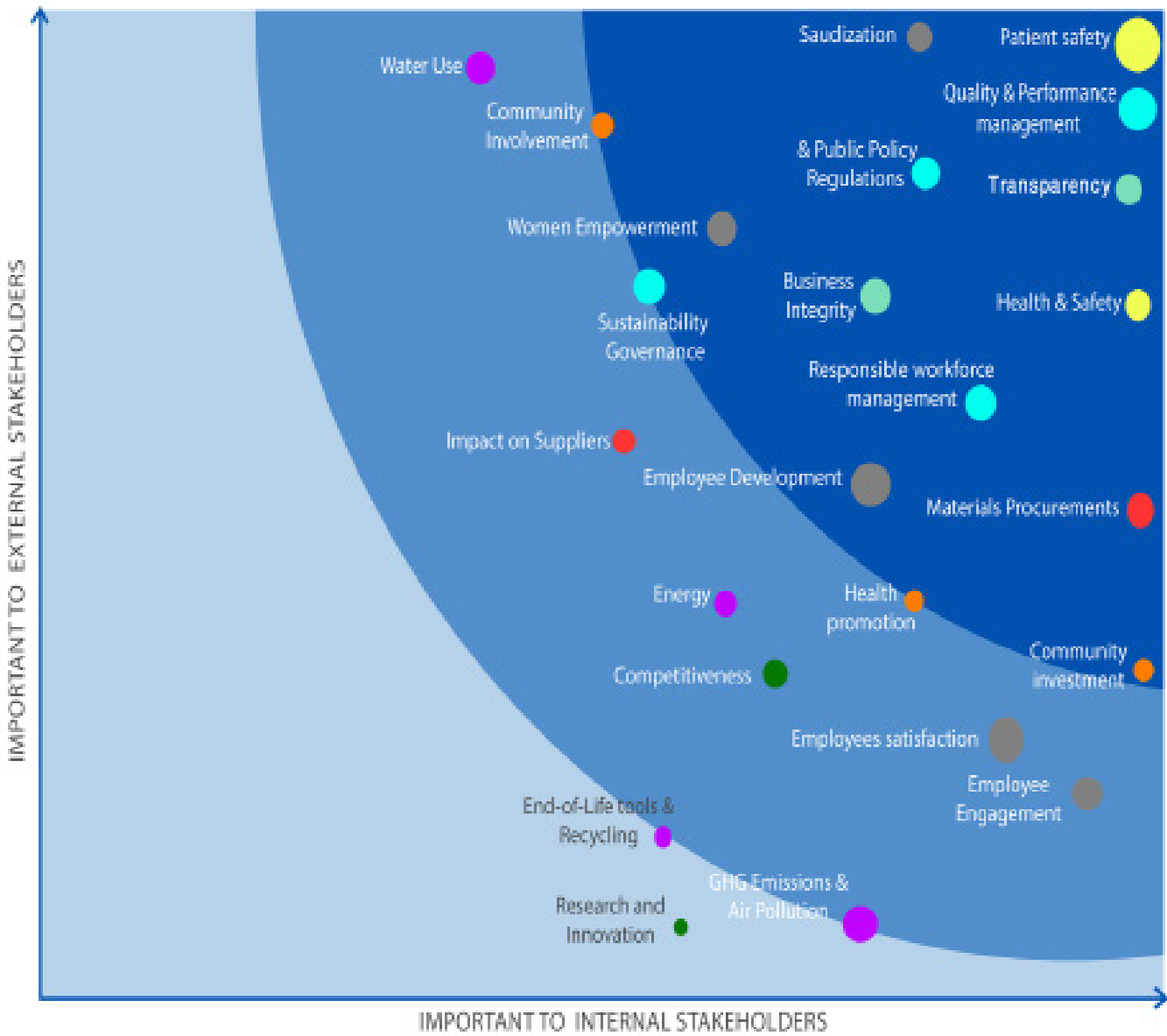
- Ministry of Health
- CBAHI
- Our top suppliers
- Jeddah Municipality
- King Abdulaziz University
- Saudi Electricity Company
- Media Agencies
- Some of private sector companies
- JCI, ACHAI
- Centers for People with Special Needs
- Associations for Voluntary Health Services
- Saudi Patient Safety Center
- Local hospitals
- Egypt Consulate
- Medical waste -Saudi Gulf Environmental Protection Company (SEP-CO)



All interviewed stakeholders were given a list of sustainability topics based on the Global Reporting Initiative’s aspects list and engaged in open dialogue on all topics. The internal interview team ranked each topic discussed on a low to high scale of 1 to 7, and then the mean of all

stakeholder answers was utilized to generate vertical and horizontal points on the graph. The opinions of our patients and caregivers were weighted with additional consideration.

GENERAL NETWORK OF HEALTHCARE HOSPITAL MATERI-



- MARKET SHARE
- RESPONSIBLE PROCUREMENT
- ENVIRONMENT MANAGEMENT
- ETHICS
- WORKFORCE
- QUALITY AND GOVERNANCE
- COMMUNITY
- OCCUPATIONAL HEALTH AND SAFETY



The vertical-axis of the chart corresponds to the ranking or importance of a topic to our external stakeholders and the horizontal-axis corresponds to the importance to our internal stakeholders.

The chart is divided into three distinct groups: topics to manage, topics to set goals and manage, and topics to set goals, manage and provide robust discussion in our reporting.

Several topics emerged that were ranked highly by both our internal and external stakeholders. They are the indirect economic impacts of our operations, our engagement with the communities we serve, patient safety, workforce topics, ethics, quality of care, and the inherent link between human health and the health of the environment. Other highly ranked topics internally were:

employee engagement, occupational health, patient and caregiver safety, and transparency. One important topic that was discussed extensively by our external stakeholders was the health impact climate change poses to our patients and communities and General Network of Healthcare Hospital mitigation and resilience efforts besides our compliance with regulations and domestic workforce.

Generally, the most important topics discussed internally concerned our patients and caregivers, and our external stakeholders cared most about our community and business ethics. Where available, we have included robust discussion and reporting on the topics our stakeholders consider to be the most material to our operations in this year's report. We will continue to use this materiality process to guide our data collection in the future and this matrix provides the basis for whether we disclose indicator information in the report or GRI Index below.

MATERIALITY ASPECT BOUNDARY (G4-20, G4-21)

For each of the material aspects we have chosen the boundary where the impact is getting affected on our business operations. 'Boundary' refers to the description of where impacts occur for each relevant topic (within, outside the organization or both).

ASPECT	INTERNAL	EXTERNAL
Business Integrity	High	High
Competitiveness	Moderate	Moderate
Saudization	High	High
Public policy and regulations	High	High
GHG Emissions and Air Pollution	High	Low
Water Use	Moderate	High
Energy	Moderate	Low
End - of -life Tools and Recycling	Low	Moderate
Materials Procurements	High	Moderate
Community Involvement	High	Moderate
Responsible Workforce management	High	Moderate
Employee Engagement	High	Moderate
Employee development	Moderate	Moderate
Sustainability Governance	Moderate	High
Patient Safety	High	High
Quality and performance management	High	High
Transparent	High	High
Health and Safety	High	High
Community Investment	High	Low
Employees Satisfaction	Low	High
Health Promotion	Low	High
Women Empowerment	High	High
Research and Innovation	Low	Low
Impact on suppliers	Moderate	Low

Generally, the most important topics discussed internally concerned our patients and caregivers, and our external stakeholders cared most about our community and business ethics. Where available, we have included robust discussion and reporting on the topics our stakeholders consider to be the most material to our operations in this year's report. We will continue to use this materiality process to guide our data collection in the future and this matrix provides the basis for whether we disclose indicator information in the report or GRI Index below.

STAKEHOLDER ENGAGEMENT (G4-24, G4-25, G4-26, G4-27)

Stakeholders can be defined as:

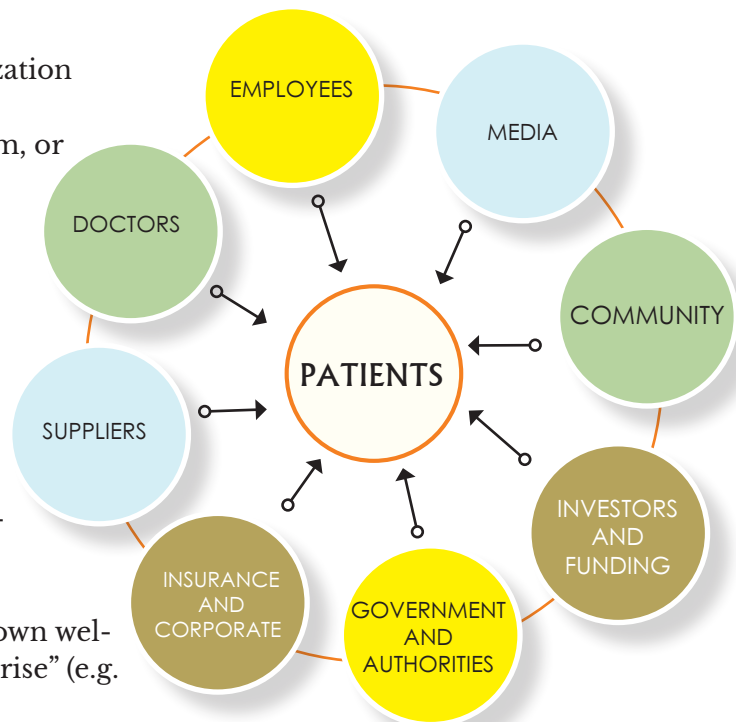
Anyone who affects or is affected by your organization

Those groups or persons who have a stake, a claim, or an interest in the operations and decisions of the firm...legal, financial, or moral claim, explicit or implicit contract

They have “sufficient power” to affect the performance of the enterprise, either favorably or unfavorably (e.g. mobilize social forces, withdraw labour)

They supply resources that are critical to the success of the enterprise (e.g. license to operate)

They place something of value ‘at risk’: i.e. their own welfare is directly “affected by the fate of the enterprise” (e.g. quality, environment)



Categories	Our Partners	Purpose/ Value	Mode of Communica-	Frequency
Government	MOH , SCHS, Civil Defence, CBAHI	For licensing of hospital, pharmacies, medical and technical staff.	Emails, Letters, Notifications, Verbal telephone	Ongoing
NOG Healthcare	SCECO, JCI, ACHSI, Temos	For utility services, transport and licens-	Email, letters and notifications	Monthly
Insurance Companies	Bupa Arabia, SAM-BA, Medgulf, American Life insurance	For providing health-care services to a large group of	Emails Letters Notifi-cations, Verbal tel-ephone, Feedback	Monthly
Suppliers (Medica-tions and Equip-ment)	Arabian Production Factory, REZA, At-tieh Medico, Al Hada Water, Medicare Est,	For providing sup-ported services and supplies needed for functioning of the	Emails, letters, verbal telephone, surveys	Quartly
Internal Community	Doctors , Employ-ees, other hospital	Strengthening a good clinical bond resulting in referral of cases and hence able to	Emails, letters, verbal telephone, surveys	Weekly
Third party auditors (Financial)	Deloitte	For auditing the transactions and balance sheets of General Network of Healthcare Hospital to ensure accuracy and transparency	Emails, letters, verbal telephone	Yearly

IDENTIFICATION AND SELECTION OF STAKEHOLDERS



Identifying the need of possible partnership: Depending on the services required by the hospital to compliment and support the medical care provided, need of a possible partnership is assessed. Based on the type of services required, probable partners are contacted based on their market stand, image, feedback from other partners, quotes are invited.

and approved by local law and have a positive history of business. Contracts are drafted against

guidelines so as to ensure a uniformity of the contents.

We also try to get testimonials on performance of our future partners. All contracts will be reviewed once in 2 years or as and when required taking into consideration their adherence to terms and conditions and performance. Process of entering into contract shall be provided on site visit.

ENTERING INTO THE CONTRACT:

Before entering into a contract we recheck on corporate governance of the partners, their performance, alignment to vision, mission and values etc. A contractual agreement based on the needs and expectations of the end users is drafted outlining the terms

and conditions which include the quality requirements, turnaround times, payment terms, penalties in case of not meeting the terms or deadlines. We ensure that our partners are registered

PARTNERSHIP MANAGEMENT

Each partnership is dealt with by General Network of Healthcare Hospital respective Directors. These Directors work closely with partners understanding the organization's needs and their partner's needs, monitoring the performance of both the parties through feed-

back from each other, complaints and KPIs. This information on partners is communicated to the Top Management on a regular basis. As and when required leadership meetings between the partners are conducted to discuss the mutual concerns, grievances and needs.

ANNUAL PARTNERSHIP EVALUATION

Annual evaluation is done based on the overall performance using a standardized questionnaire and in some cases inspecting the partner's facility for appropriate standards of quality and safety and accordingly review of contracts is done either with the same or changed terms and conditions for mutual benefit.

Key topics and concerns raised through stakeholder engagement is the easiness and time of delivery of services.

Both of these topics are continuously worked upon to improve by introducing online communication systems and streamlining existing process by working our stakeholders.



HOW WE ENGAGE?

patients

Our patients are our assets. Their wellbeing forms the cornerstone of the group's growth; hence our core purpose is to enhance the 'quality of life of the patients' by providing them comprehensive and holistic medical services in a way that our patients consider our Group as trusted and respectable.

The hospital is committed to delivering excellent healthcare focusing on the needs and satisfaction levels of its patients and to communicating with its patients through various media. The hospital therefore continuously measures patient satisfaction through ongoing surveys to identify potential focus areas for improvement in order to ensure the continuous delivery of quality.

The activities are designed to educate, inform and make the patients' interaction with the hospital's facilities as easy and seamless as possible. The Hospital produces a variety of patient education literature, which is available in public areas at the hospital; it offers a variety of patient education seminars and group meetings, it sends updates on new doctors to registered patients by email and SMS, and gives patients the option of requesting their appointments online.

This includes various editorial articles and interviews, magazine and newspaper advertisements, radio advertising, digital advertising and advertising on billboards throughout Okaz newspaper and Al Watan channel. Social media is also a key communication platform for patients and prospective patients. During the year, the Hospital's Facebook page, twitter and Instagram have seen significant growth in followers and more than 20 million views.



Employees

Our employees are our strength. Their trust and respect are vital to General Network of Healthcare Hospital's success. Catering to the employees' needs through effective communication and sound relations are important components in being regarded as an employer of choice among employees and vital to maintain a happy workforce. UD Hospital's staff members are treated fairly, remunerated competitively and are involved in the day-to-day running of the organization, contributing to the success of the hospital. Throughout the hospital, communication with employees is conducted through a variety of media, including newsletter providing hospital news, updating staff on human resource related information, e-mail updates, video conferences and satisfaction surveys.

Leadership video conferences are conducted between top management and senior employees across the hospital for motivating and encouraging better performance.

Our employees are actively encouraged to participate on the hospital's Facebook and Twitter pages. General Network of Healthcare Hospital recognizes and rewards the contribution of staff by recognizing their contribution around the year through reward programs and social outings.

Trade unions are not permitted in the KSA by law and there is therefore no trade union membership among the hospital employees however a direct channel to interact with the Management called CBT committee. Bridge serves accessibility and purpose to resolve any concerns within the working environment.

Visiting doctors

Supporting doctors are significant stakeholders in the Group and play a vital role in General Network of Healthcare Hospitals commitment to quality care. While their freedom of association and clinical independence are simultaneously acknowledged.

The ongoing relationship with existing supporting or employed doctors and the recruitment of new doctors remain critical focus areas.



Suppliers

Our suppliers form an integral part in providing quality hospital care. In order to deliver our services we are dependent on a large and diverse range of suppliers, who we believe in building long-term relationships with suitable suppliers, establishing a relationship of mutual trust and respect. Regular meetings are held with suppliers to ensure continuity of service. We rely on our suppliers to deliver products and services of the highest quality in line with our own standards.



Government and Authorities

General Network of Healthcare Hospital's senior management holds regular meetings with the Ministry of Health, Jeddah Health Authority, and the other government authorities, and actively participates in various forums where healthcare legislation are discussed.

Community

We are dedicated to the community we serve in. We strive to build enduring and long-term relations with communities and follow a policy based on mutual understanding, trust and reliability.

Media

The media plays an important role in the hospital engagement with all our stakeholders. We interact with the media through a range of platforms, including press releases and interviews on company and industry developments. General Network of Healthcare Hospital regularly engages with all types of media through its dedicated Communication department.

Insurance and corporate

Insurance corporate are extremely important stakeholders in GNP business, with approximately 70% of its revenue attributable to privately insured patients. The KSA healthcare industry is a dynamic industry which is on its forward movement. The introduction of an electronic claims submission (e-claims) system by the (MOH) has strengthened the MOH's ability to collect clinical and financial data for the entire industry, as all claims now flow through a central portal, mandated by the MOH.

Recent developments from the MOH such as capacity planning studies, DRG based tariff structures, and a proposed revision of healthcare legislation certainly points to their increased involvement in the coming years. General Network of Healthcare Hospital supports these initiatives and aims to work closely with both the MOH and private insurers to achieve mutually beneficial outcomes.



Ministry of health

The MOH is responsible for all licensing and registration associated with pharmacies, pharmacy staff and medication. GNP strives to comply with all MoH rules and regulations at all times and enjoys a mutually agreeable working relationship.



REPORT PROFILE (G4-28, G4-29, G4-30, G4-31, G4-32, G4-33)

Reporting Period	MARCH 2019 - MARCH 2021
Date of most recent previous report	N/A
Reporting Cycle	Hardy Annual
Contact point for questions regarding the report or its contents	Programs Office Mr. Gehad Al Yami
GRI Content Index	G4- Core level of 2015 (See content index as appendix)
External assurance	As an organizational policy we are not seeking external assurance for this report. However, we have got this report reviewed through are most important stakeholders along with the highest governing body and management.

GRI INDEX

Standard Disclosure	Standard Disclosure Title	Page	Disclosure Requirements
STRATEGY AND ANALYSIS			
G4-1	Letter from Mr .Ali Al Sobaie (General Manager)	4	a .Provide a statement from the most senior decision-maker of the organization(such as CEO, chair, or equivalent senior position) about the relevance of sustainability to the organization and the organization’s strategy for addressing sustainability.
ORGANIZATIONAL PROFILE			
G4-3	General Network of Health-care Hospital	5	a. Report the name of the organization.
G4-4	Organizational Profile	8	a. Report the primary brands, products ,and services.
G4-5	Jeddah, Makkah Region, Saudi Arabia		a. Report the location of the organization’s head-quarters.
G4-6	Saudi Arabia		a .Report the number of countries where the organization operates ,and names of countries where either the organization has significant operations or that are specifically relevant to the sustainability topics covered in the report.
G4-7	General Network of Health-care Hospital is a Limited Liability Company.		a. Report the nature of ownership and legal form.
G4-8	In 2017 %71 ,of patients came from Jeddah. This distribution has remained constant for the past several years. In 2017 %60 of patient care was paid by insurance companies ,7 %from government sources and 33 %was patient self-paid .		a .Report the markets served (including geographic breakdown, sectors served ,and types of customers and beneficiaries.)
G4-9	By the Numbers ,Annual Report		a.Report the scale of the organization, including: <ul style="list-style-type: none"> • Total number of employees • Total number of operations • Net sales (for private sector organizations) or net revenues (for public sector organizations) • Total capitalization broken down in terms of debt and equity (for private sector organizations) • Quantity of products or services provided

Standard Disclosure	Standard Disclosure Title	Page	Disclosure Requirements
G4-10	By the Numbers, Annual Report		<p>a. Report the total number of employees by employment contract and gender.</p> <p>b. Report the total number of permanent employees by employment type and gender.</p> <p>c. Report the total workforce by employees and supervised workers and by gender. d. Report the total workforce by region and gender.</p> <p>e. Report whether a substantial portion of the organization's work is performed by workers who are legally recognized as self-employed, or by individuals other than employees or supervised workers, including employees and supervised employees of contractors.</p> <p>f. Report any significant variations in employment numbers (such as seasonal variations in employment in the tourism or agricultural industries.)</p>
G4-11	11 %of our enterprise caregivers are covered by enterprise collective bargaining agreements .		<p>a. Report the percentage of total employees covered by collective bargaining agreements.</p>
G4-12	Responsible Procurement	34	<p>a .Describe the organization's supply chain.</p>
G4-13	There is no significant changes during the reporting period since this is the first GRI report for the hospital		<p>a.Report any significant changes during the reporting period regarding the organization's size, structure, ownership, or its supply chain ,including:</p> <ul style="list-style-type: none"> • Changes in the location of, or changes in, operations, including facility openings, closings, and expansions • Changes in the share capital structure and other capital formation ,maintenance, and alteration operations (for private sector organizations) • Changes in the location of suppliers, the structure of the supply chain, or in relationships with suppliers, including selection and termination
G4-14	We apply the precautionary principle in the care of our patients and in our approach to our environmental impacts.	36	<p>a. Report whether and how the precautionary approach or principle is addressed by the organization.</p>

Standard Disclosure	Standard Disclosure Title	Page	Disclosure Requirements
RISK ASSESSMENT, ENVIRONMENT ,PATIENT SAFETY			
G4-15	<p>General Network of Healthcare Hospital has no externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses. General Network of Healthcare Hospital is a member of the Jeddah local community, Jeddah Chambers, The Australian Council on Healthcare Standards as we view all these memberships as a strategic partnership.</p>		<p>a. List externally developed economic, environmental and social charters ,principles, or other initiatives to which the organization subscribes or which it endorses.</p>
G4-16	<p>General Network of Healthcare Hospital has no externally developed economic, environmental and social charters, principles, or other initiatives to which the organization subscribes or which it endorses. General Network of Healthcare Hospital is a member of the Jeddah local community, Jeddah Chambers, The Australian Council on Healthcare Standards as we view all these memberships as a strategic partnership.</p>		<p>a. List memberships of associations (such as industry associations) and national or international advocacy organizations in which the organization:</p> <ul style="list-style-type: none"> • Holds a position on the governance body • Participates in projects or committees • Provides substantive funding beyond routine membership dues • Views membership as strategic This refers primarily to memberships maintained at the organizational level.

IDENTIFIED MATERIAL ASPECTS AND BOUNDARIES

Standard Disclosure	Standard Disclosure Title	Page	Disclosure Requirements
G4-17	The hospital does not share the financial statements in public considering the hospital is a private company (LLC). However all the financial statements must be reviewed by the financial audit company and the General Authority of Zakat & Tax.		<p>a. List all entities included in the organization’s consolidated financial statements or equivalent documents.</p> <p>b. Report whether any entity included in the organization’s consolidated financial statements or equivalent documents is not covered by the report. The organization can report on this Standard Disclosure by referencing the information in publicly available consolidated financial statements or equivalent documents.</p>
G4-18	Stakeholder Engagement ,Materiality, Boundary	37	<p>a. Explain the process for defining the report content and the Aspect Boundaries.</p> <p>b. Explain how the organization has implemented the Reporting Principles for Defining Report Content.</p>
G4-19	Materiality,	39	a .List all the material Aspects identified in the process for defining report content.
G4-20	Boundary	40	<p>a.For each material Aspect ,report the Aspect Boundary within the organization, as follows:</p> <ul style="list-style-type: none"> • Report whether the Aspect is material within the organization • If the Aspect is not material for all entities within the organization (as described in G4-17), select one of the following two approaches and report either: <ol style="list-style-type: none"> 1. The list of entities or groups of entities included in G4-17 for which the Aspect is not material or 2. The list of entities or groups of entities included in G4-17 for which the Aspects ismaterial • Report any specific limitation regarding the Aspect Boundary within theorganization
G4-21	Boundary	40	<p>a.For each material Aspect ,report the Aspect Boundary outside the organization ,as follows:</p> <ul style="list-style-type: none"> • Report whether the Aspect is material outside of the organization • If the Aspect is material outside of the organization, identify the entities ,groups of entities or elements for which the Aspect is material. In addition, describe the geographical location where the Aspect is material for the entities identified • Report any specific limitation regarding the Aspect Boundary outside the organization.

