

ENVIRONMENTAL, SOCIAL AND GOVERNANCE FRAMEWORK

Responding to the social, governance and environmental impacts of a changing world

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Healthdirect Australia acknowledges the Traditional Owners of Country throughout Australia and their continuing connection to land, sea and community. We pay our respects to the Traditional Owners and to Elders both past and present.

INTRODUCTION

As the national government-funded provider of virtual health services, Healthdirect Australia partners with the governments of Australia to help connect Australians to the care they need.

Healthdirect Australia also works with industry, peak bodies and local health providers to co-design and deliver integrated consumer-facing health information and care services.

Healthdirect provides innovative technology solutions to enable high-quality health outcomes through virtual care, service directories and health information that allow for equitable access to the right care at the right time.¹

The Board of Healthdirect recognises the importance of a commitment to sustainability and contemporary best practice company management. This Environment, Social and Governance (ESG) Framework sets out our

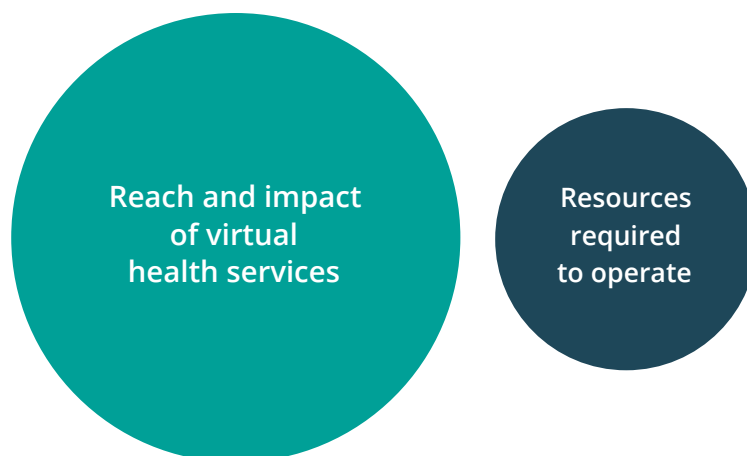
governance across the Company and the way in which we aim to make a positive contribution to the environmental impact of the health system.

Healthdirect's sustainability goals incorporate elements of the broader social, economic and environmental sustainability goals that are also being pursued by our shareholders and partners.

This commitment to ESG aligns internally with Healthdirect's corporate values of Care, Courage and Collaborate, in addition to improving the health of all Australians.

This Environmental, Social, and Governance Framework demonstrates Healthdirect's understanding of the importance of sustainability in the provision of virtual healthcare and provides the structure and scope of ESG programs and initiatives.

Virtual health supports national health and climate strategy objectives to reduce the health system's environmental footprint^{2,3,4}



Virtual health services, such as those provided by Healthdirect, are a low carbon alternative to face-to-face care that, in clinically appropriate cases, provides equivalent quality and patient satisfaction at a lower environmental footprint by reducing patient transport emissions.^{3,4}



SUSTAINABLE DEVELOPMENT

Aligning to global standards

This ESG Framework aligns to the United Nations Sustainable Development Goals and supports Australian governments to achieve their commitments, particularly in Goal 3 which focuses on healthy lives and promoting wellbeing for all.

The ESG Framework incorporates adherence to global standards for reporting, such as the Global Reporting Initiative and Sustainability Accounting Standards Board and reflect best practice and guidance issued to organisations operating under the *Corporations Act 2001 (Cth)*

including as required under new AASB S2 climate related financial disclosures from FY 26/27.

United Nations Sustainable Development Goals

The United Nations created the Sustainable Development Goals to provide a blueprint for promoting prosperity and protecting the planet.

Healthdirect supports eight of the 17 United Nations Sustainable Development Goals.



Alignment with the United Nations Sustainable Development Goals



RESPONDING TO CHANGE

This Framework extends existing social, corporate and clinical governance to encompass a broader definition of sustainability⁵ and responds to global drivers towards enhanced Environmental, Social and Governance reporting.



HEALTH EMISSIONS

Australia's health sector contributes 7% of the national greenhouse gas emissions.⁶ Australian Governments have committed to achieving net zero emissions by 2050.⁷



WORKFORCE

More than a third of Gen Z and millennial workers have turned down employers that they feel aren't doing enough on the environment, Diversity, Equity and Inclusion, or mental health.⁸



EFFICIENCY

ESG strategies can affect operating outcomes by as much as 60%. Providing opportunities to improve efficiencies and deliver better value.⁹



DIVERSITY

The most gender-diverse companies outperform the least by 48%. Welcoming and prioritising diversity attracts and retains the best talent.¹⁰



REGULATION

An expanding suite of ESG-related standards is influencing stakeholder expectations alongside the introduction of new laws and mandatory reporting.¹¹



GREEN PUBLIC PROCUREMENT

A major driver for innovation, providing incentives to develop sustainable works, products and services.¹²



OUR ESG FRAMEWORK

Guides the scope and priorities for ESG

Healthdirect's ESG Framework is the foundation document for our focus on sustainability. It outlines the most critical issues that require attention and guides the development of a comprehensive ESG work plan.

The ESG framework has been developed in consultation with stakeholders who have considered key material and emerging ESG issues. We collated their perspectives via jurisdictional commitments and strategic plans, industry peer activity and global and national risk surveys and reporting.

A double materiality assessment was conducted to evaluate the potential impacts of identified issues on Healthdirect's ability to operate, and the impact of the company's activities, products and services on the environment and societal objectives of the broader health system.

This Framework aligns with the Global Reporting Initiative that helps organisations understand and report impacts on the economy, environment and people in a comparable and credible way, increasing transparency on their contribution to sustainable development.

Healthdirect has assessed stakeholder priorities and formulated an ESG Framework that prioritises minimising business footprint while maximising social and environmental impact.

The Framework is flexible and can respond to current events, changing stakeholder priorities or business changes, and support Healthdirect as we develop our ESG work plan.



OUR ESG FRAMEWORK

Delivering value for:
Community,
partners, industry
and funders

MATERIAL ISSUE	STRATEGY	FOCUS AREA
ENVIRONMENTAL		
Climate change	Reduce	Emissions reduction, supply chain, net-zero alignment, green technology
	Adapt	Climate adaptation, emergency preparedness
	Inform	Health impacts of climate change, health system adoption of low emissions services
	Innovate	Low carbon healthcare system delivery
SOCIAL		
Future of Work	Respect	Employee Wellbeing; Diversity, Equity and Inclusion
Health System Capacity	Enable	Increasing reach, supply chain, capacity management
Equity	Deliver	Equity of access, health and digital literacy, advocacy
GOVERNANCE		
Trust	Responsible	Corporate Governance, Sustainable sourcing, audit and risk, responsible public spending
Integrity	Safe	Clinical governance, ethical conduct and decision-making processes
Privacy and Security	Secure	Cyber Security, data privacy, consumer protection

GOVERNANCE

The ESG work plan will be developed and governed by the ESG Governance Committee led by the Chief Corporate Service Officer and will be updated annually. There will be oversight by Finance, Risk Management and Audit Committee (FRMAC) which has responsibility within its charter for ESG reporting. Reporting will include proposed initiatives for the year ahead and outline the key achievements that will be highlighted in the Annual Report, that is approved by the Board. Key elements of the ESG work plan will be incorporated into the Annual Corporate Plan that is approved by the Board.

Reporting for ESG aligns with government reporting requirements where practical, including measures and reporting around ethics, audit and risk, transparency, human capital and supplier relations, some of which are voluntary and others covered under acts such as the *Corporations Act 2001 (Cth)*, *Modern Slavery Act 2018 (Cth)* and *Fair Work Act 2009 (Cth)*. Within the ESG Framework the Company will be able to respond to emerging reporting requirements as they are approved and rolled out.

ESG governance and annual reporting cycle



ESG Governance Structure



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