

Hospitals and Healthcare Facilities

We constantly expand and upgrade our operations and services to maintain our position as the largest and most comprehensive healthcare provider in the region. In 2023, we achieved remarkable milestones, in launching additional facilities, building lasting international relationships and advancing medical expertise and innovation.

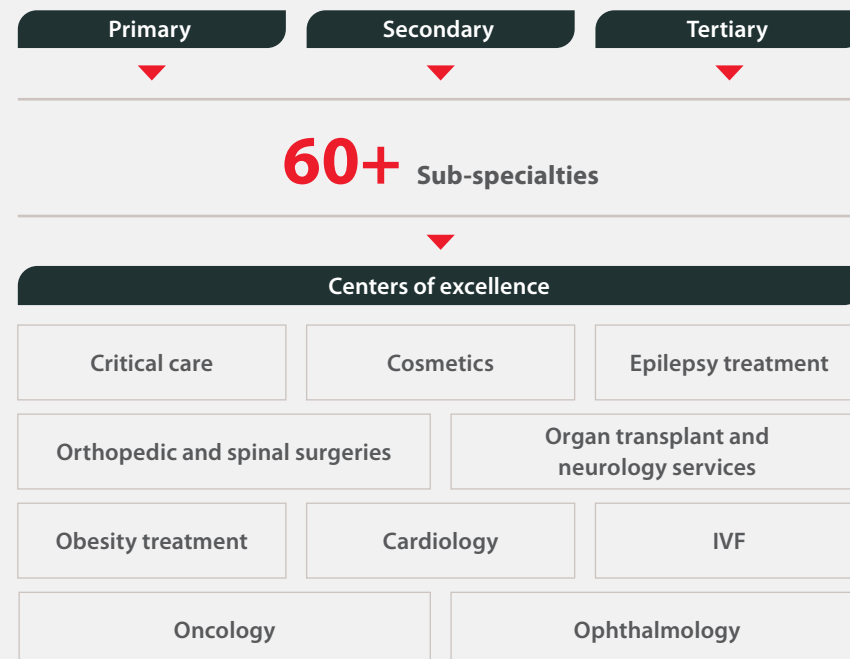
			
Medical facilities	Patients	Physicians	Beds
25	6m+	3,500+	1,900+

We have consistently ensured the people who come through our doors have a seamless journey throughout their hospital experience, as we deliver on our ultimate objective of unrivalled patient care.

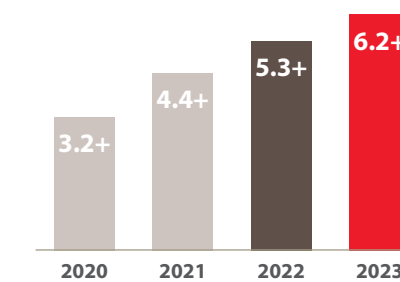
Driving our resolve to become a leading provider in global healthcare, we have once again elevated the exceptional level of care we provide, setting industry benchmarks across the region in a growing number of world-class facilities.

In 2023, we inaugurated three additional state-of-the-art medical centers. As the Group continues its dynamic growth strategy, we improved the capabilities and infrastructure of each new facility, building on its innate philosophy of care without compromise.

Medical Excellence is at the Core of our Services



HMG Patient Numbers (million)



Upcoming Facilities

9
Hospitals

3
Medical centers

Our Broader Portfolio of Services

Inpatient beds including critical care beds



Tele-medicine



Outpatient clinics



Medical diagnostics



Emergency care



Vaccination



Specialized care



Home healthcare



Surgeries



Field medicine services



Improving Access through New Medical Centers

As we continuously increase our effectiveness and capacity, in 2023, we launched three medical centers in Riyadh: Digital City and Al Narjis and Al Ghadeer districts. These dynamic, cutting-edge facilities deliver a comprehensive range of services through multi-specialty clinics to improve patients' timely access to our medical services, thereby aiding in decreasing their expenses.

HMG continues to expand its presence across the Kingdom not only through ongoing projects, but also with strategic partnerships and alliances. In 2023, the Group signed a conditional investment agreement with the Royal Commission for Jubail and Yanbu to establish a hospital in the allocated land with an area of 115,482.9m² in Jubail Industrial City.

In a further strategic partnership agreement with King Abdullah Economic City (KAEC), HMG will establish an advanced medical center to provide best-in-class integrated healthcare services to the KAEC's residents and visitors. This will include outpatient clinics supported by emergency medical care, in addition to advanced diagnostic units that include radiology and laboratory

services. The Group also operates and manages the NEOM Community Clinics in addition to University Medical Center (UMC) in Bahrain.

Through our field medicine services, HMG maintained its commitment to enhancing the quality of cultural and sporting life in the Kingdom by sponsoring national and international events including Formula 1, FIFA Club World Cup, Saudi Cup and King Abdulaziz Camel Festival among others. In addition, the Group has reaffirmed its vital contribution to Vision 2030 by being the premium medical sponsor of Riyadh Season operating 12 urgent care clinics across various locations, such as Wonder Garden, Boulevard World, Souq Al-Awaleen and more.

Hospitals and Healthcare Facilities (Continued)

Hospital and Healthcare Facilities Strategic Pillars

While HMG has continually evolved, its core strategies have always revolved around five essential pillars to enhance the patients' experiences and safety, deliver a standardized care that aligns with international standards, provide services in an efficient way, and continuously innovate and incorporate technologies to enhance care.

Patient experience



Patient safety



Standardization of care



Performance and efficiency



Innovation and technology



Driving Innovation through Advanced Technologies

Innovation in the healthcare industry has optimized the entire medical journey, from consultation to home help and beyond. Reliance on tele-health is greater than ever before as the world moves towards an era of greater mobility. Through our investment in technology during 2023, our expert physicians were able to perform leading-edge surgery, from saving the lives of newborns to restoring movement to the elderly, reaffirming HMG as a hub of medical milestones.

HMG is the first private healthcare provider to integrate a range of AI radiology in the Kingdom. In 2023, we became the first private sector healthcare provider in the Kingdom to use AI technologies to detect breast cancer through mammogram readings. This aligns with our commitment to stay up to date with the latest scientific research and technological advancements. The AI tool has proven to increase the accuracy and speed of cancer diagnosis, thereby providing early care for women.

HMG has been an unrivalled leader in digital health, including services such as tele EEG, tele-cardiology, tele-ICU Center, tele-stroke, tele-radiology and Live Care. Having wholly integrated our tele-medicine services, in 2023, we expanded our Live Care services by adding more clinics, covering 24-hour services and all medical specialties. This year, HMG received an Excellence Award from the Saudi Arabian Cardiac Interventional Society (SACIS) for the remarkable successes of our NABAD program in remote tele-cardiology treatment for heart thrombosis.

Revolutionizing Emergency Care Dramatic Reduction in ER Waiting Times

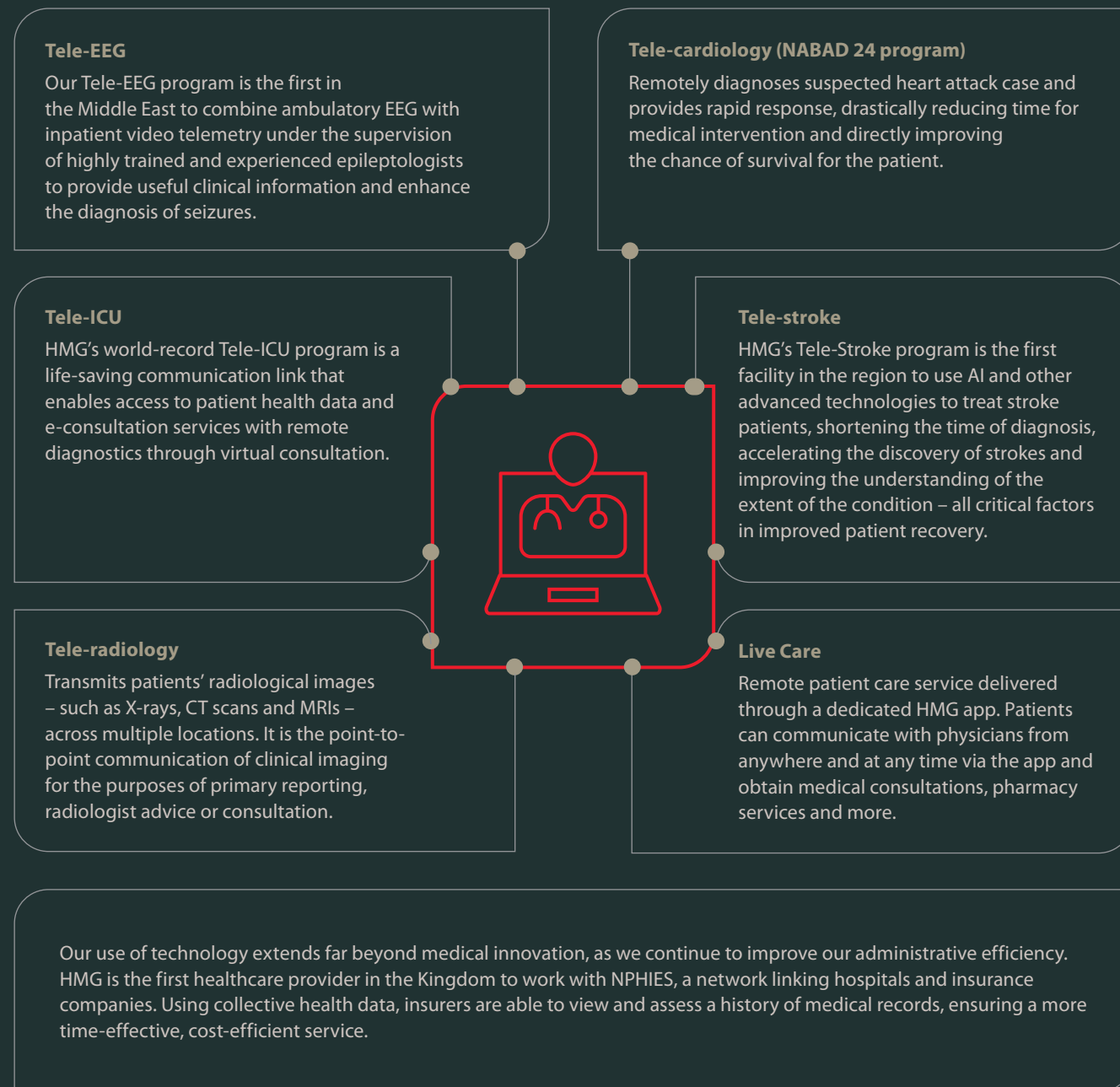
In 2023, HMG's emergency room (ER) facility underwent a transformative journey, significantly reducing waiting times and enhancing patient care through the launch of ER 45 program. This impressive turnaround was the result of a strategic combination of process optimization, technology integration and staff empowerment.

As the first point of contact for emergency care, the 46% year-on-year growth at the ER demonstrated the strength of the HMG brand and trust of patients. In order to ensure the highest standards of patient care and experience, HMG transformed the patient journey, resulting in a 32% decrease in the length of stay in 2023 compared to 2022.



Hospitals and Healthcare Facilities (Continued)

Tele-medicine in HMG



Expert Praise for HMG in 2023

HMG participated in the Asian-Emirati International Conference on Kidney and Urology Surgery in Dubai, one of the largest medical conferences in the Middle East, drawing the attention of over 150 high-profile international healthcare professionals. One of the key highlights was prostate surgery at our Olaya Medical Complex, performed using advanced laser techniques, reinforcing Saudi Arabia's leadership in the healthcare sector both in the GCC region and internationally.

Our Rayan Hospital participated in Istanbul's global heart conference Treatment of Chronic Coronary Artery Occlusion via Catheterization where two live procedures were broadcast live to representatives in 11 countries. The first case involved an elderly patient with chronic right coronary artery occlusion and severe chest pain, where previous medical procedures had proven unsuccessful. However, the hospital's experienced practitioners executed a successful surgery. The second procedure involved a patient with occlusions in two arteries, undergoing separate procedures across a four-hour period, resulting in a swift and healthy recovery.

The Group's active involvement during the conference was based on its substantial successes in catheterization, which was hailed as a triumph by the scientific committee.

A Global Hub for Healthcare

In 2023, HMG received a record number of medical tourists, a further endorsement of the superior services available. As a result of the service excellence provided to the visitors, mainly at our Khobar Hospital, we received Global Healthcare Accreditation, which ensures the entire medical travel cycle provides an exceptional experience for its patients.

In harmony with the Saudi Vision 2030 goal for encouraging visitors to seek the most successful healthcare in the Kingdom, we are a key organization in delivering that goal, which is vital to enhancing the reputation and attractiveness of Saudi Arabia as a leading regional hub for healthcare tourism.

Raising Standards and Receiving Recognition

In 2023, we were recognized and accredited by some of industry's most respected global organizations, highlighting our operational excellence in healthcare practices, patient experience and medical outcomes.

HMG's "Person-Centered Care Clinical Governance Standards" and "Person-Centered Care Patient Experience Standards" have received recognition from the International Society for Quality in Health Care (ISQua) External Evaluation Association (EEA), Ireland, as the only authority that endorses the standards globally. We are the first healthcare provider in the Kingdom to achieve these unique set of standards which is a testament to our unwavering dedication to quality healthcare services. These ISQua EEA-accredited sets of standards have propelled us to enter the global business of healthcare accreditation to certify hospitals within and outside the Kingdom of Saudi Arabia.

HMG was the first healthcare provider in Saudi Arabia to receive the top medical transformation team award from the European Foundation for Quality Management (EFQM). The award was in recognition of our dedication to excellence in medical services.

We have also received the ADA'A MOH Award, a prestigious distinction granted in appreciation of HMG's innovative Tele stroke Program by His Excellency, the Minister of Health. Out of over 10,000 applicants worldwide, our program stood out for its unwavering dedication to delivering outstanding and pioneering healthcare services.

In addition, we proudly received two prestigious awards for the National Patient Safety Award, granted by the Saudi Patient Safety Center. HMG was recognized for two distinguished projects namely Tamkeen, a unified fast track protocol for enhanced surgical patient safety. The second award was for the project of Reducing the Risk of Anesthesia Medication Errors that is related to adopting the Human Factor Color Coding System. These awards were received under the esteemed patronage of His Excellency, the Minister of Health, a tribute to the exceptional impact of our projects.

Moreover the Intensive Care Unit at our Takhassusi Hospital received the Beacon Award for Excellence by the American Association of Critical Care Nurses (AACN). HMG's KPIs are now applied as a global benchmark by AACN, underscoring our dedication to research, development and the cultivation of an environment conducive to leadership and teamwork in critical care units.

In 2023, Suwaidi Hospital received the Certificate of Excellence from the Surgical Review Corporation (SRC) for general surgery, bariatric surgery, urology and endoscopy, acknowledging the highest level of care and safety. Our Olaya Medical Complex was accredited by the same awarding body for ear, nose and throat treatment. All of HMG's hospitals and healthcare facilities are now certified and accredited by the SRC.

Furthermore, as a testament to the unrivalled quality of the Group's entire range of facilities, all hospitals within HMG secured accreditation from the American College of Pathologists (CAP) for the sixth consecutive time. This, in addition to accreditation from the Association for the Advancement of Blood and Biotherapies (AABB), affirms our commitment to delivering medical services of the highest caliber and compliance with international standards in laboratory testing.

Hospitals and Healthcare Facilities (Continued)

Major Awards and Accreditations throughout 2023

ISQua EAA, Ireland		JCI Accreditation (Hospitals and Ambulatory Care Centre), USA		National Patient Safety Award	
European Foundation for Quality Management		American College of Pathologists (CAP), USA		ADA'A MOH Award	
Global Healthcare Accreditation, USA		Association for the Advancement of Blood and Biotherapies (AABB), USA		Saudi Arabian Cardiac Interventional Society (SACIS)	
Surgical Review Certificate of Excellence, USA		American Association of Critical Care Nurses (AACN)		ISO 9001:2015	
ISO/IEC 27001		ISO/IEC 20000			

Newsweek and Statista's inclusion of our three HMG hospitals among the best in Saudi Arabia is a global validation of HMG's relentless pursuit of excellence. This endorsement by renowned experts and patient experience surveys speaks volumes about the quality of care HMG delivers, further bolstering investor confidence in its brand and trajectory.

While these outstanding acknowledgements of our quality and dedication are a source of great pride in our achievements, they also serve as a benchmark for the standards we must reach across all of our services.

Pioneering Medical Achievements

In 2023, we continued to make significant progress and take great pride in the

groundbreaking programs and procedures across our Group that mark medical milestones in our journey of innovation and excellence.

In Khobar Hospital, a specialized team succeeded in performing the Middle East's first-ever spinal fusion surgery. The patient, a 12-year-old child, was diagnosed with scoliosis characterized by a 45-degree curvature. The advanced procedure required the use of endoscopy and expertise from the thoracic surgery team for nerve navigation.

Building on our success stories in providing the best cardiovascular services, a specialist medical team in our Rayan Hospital successfully performed a rare transcatheter

aortic valve replacement (TAVR) to replace the bioprosthetic aortic valve. This operation was the first ever undertaken in the Kingdom.

Our facilities have witnessed tremendous achievements in performing rare surgeries. For instance, Qassim Hospital conducted a complex procedure, which is the first of its kind in the Kingdom, to restore movement to a sixty-year-old who suffered from hemiplegia. In setting a medical precedent in the Kingdom, the team operated on the patient who suffered from the formation of "solid and liquid" on the brainstem, neck and spinal cord.

Throughout the year, HMG has treated babies with abnormalities with great success, including a surgical procedure to save an infant afflicted with an extremely rare congenital anomaly, known as an "umbilical cord hernia with a patent urachus" affecting only one in every 100,000 newborns.

In addition, HMG surgeons at Khobar Hospital completely removed a large cancerous tumor using laparoscopic surgery without a single blood unit. This enhanced patient safety by eliminating the need for traditional surgical incisions, one of the few hospitals in the Kingdom able to perform such advanced techniques.

Furthermore, laparoscopic surgery at our Takhassusi Hospital saved a patient from nephrectomy (kidney removal) after a medical team of urologists successfully removed a tumor from the patient's left kidney. The surgeons combined

laparoscopic and ultrasound techniques, sparing the patient from having to undergo a complete removal of the affected kidney.

These ground-breaking surgeries and procedures are some of the many achievements the Group has attained thanks to the highly qualified workforce as well as the implementation of cutting-edge technologies. HMG continues to build on our success of providing innovative healthcare services that create value to people we serve.

Saudi Vision 2030

As the largest healthcare provider in the Kingdom, Saudi Vision 2030 is at the forefront of everything we do. HMG is wholly committed to the responsibility and opportunity to contribute to the vision and the healthcare sector transformation program through each and every aspect of our operations across the region.

We continuously raise the standards of care and deliver best-in-class healthcare services, leading the Kingdom's healthcare sector. This builds expertise, capabilities and technologies, driving a more pioneering and innovative society.

Our aim to champion ESG is perfectly aligned with Vision 2030 and we will serve as a benchmark for ESG, accelerating our ongoing campaign for sustainability. In addition, we will promote the welfare of communities, organizations and individuals across our geographic footprint to promote social progress and inspire positive change.

In terms of enabling and empowering the national workforce, HMG is a leading proponent of Saudization, with Saudi nationals constituting 39% of our workforce, a figure on which we will continue to build.



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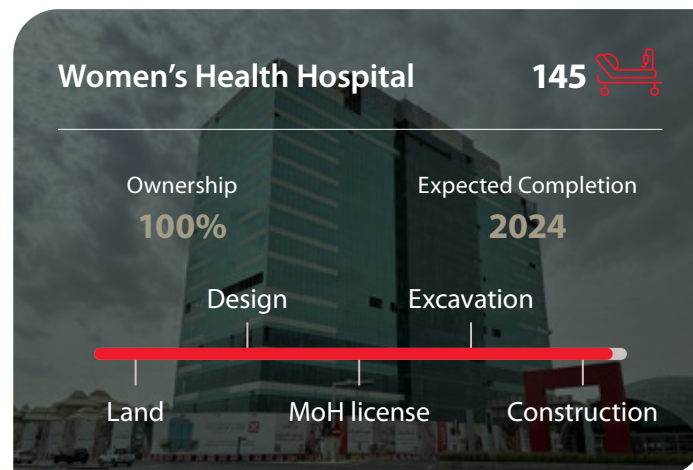
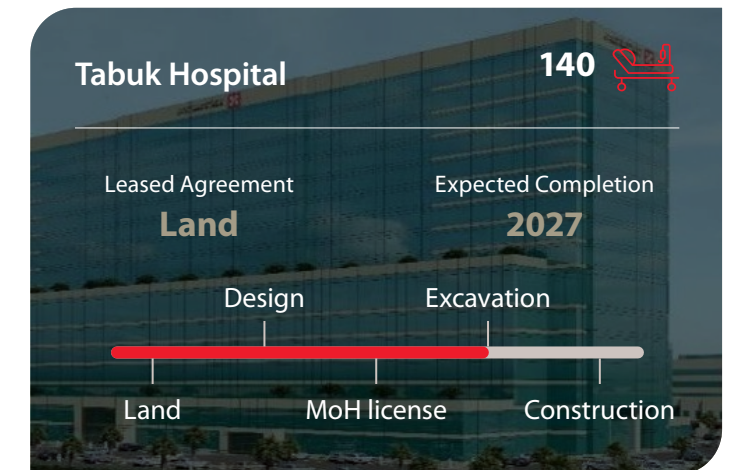
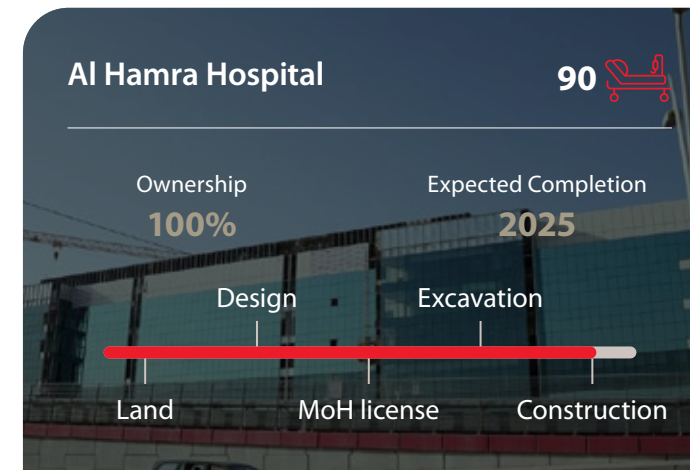
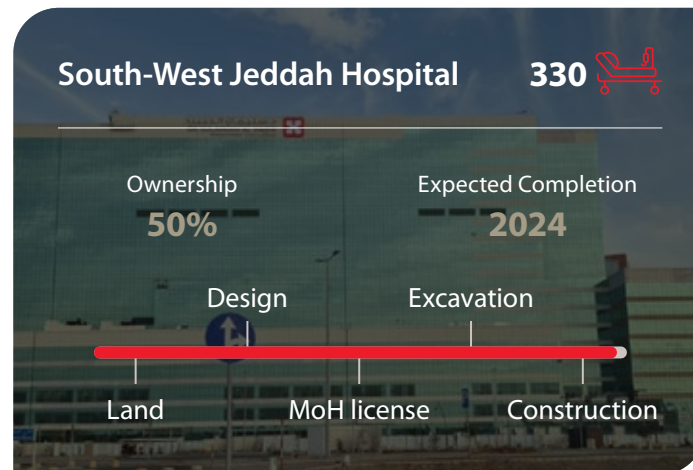
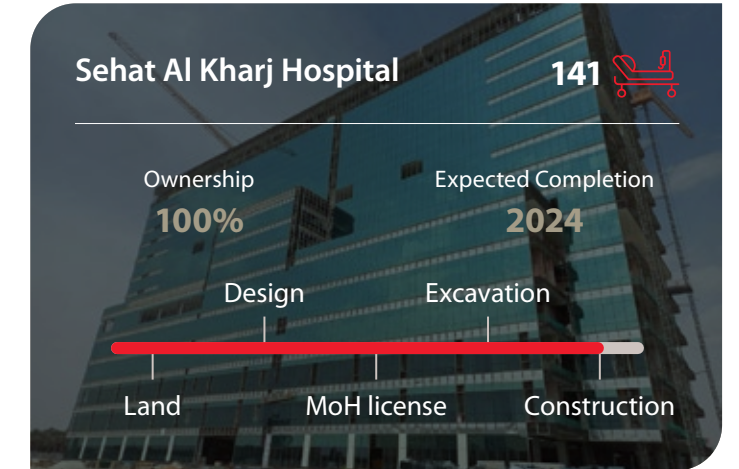
Continuing Healthcare Excellence in 2024

Following a year of remarkable expansion, HMG's hospitals and medical centers will continue their growth pattern in the coming years with a further 12 facilities across the Kingdom.

With construction underway in various Saudi cities, the Group will deliver best-in-class healthcare services to greater numbers of people across the Kingdom to elevate the health and well-being of citizens, residents and visitors. This will add more than 1,600 beds to the total bed capacity of the Group to reach 3,600 in the next five years.

Our recruitment of expert healthcare practitioners, paramedics and nurses will ensure the unequalled quality of services.

As the largest, most comprehensive and respected healthcare provider in the region, HMG healthcare facilities continue to provide exceptional services to our patients with a unique combination of medical expertise, pioneering technology, a comfortable environment and an essential human element. Once again, the Group has illustrated the crucial role we play in the welfare of the people we serve and through our strategic expansion, we will strive to provide even more unrivalled care.



Technology and Innovation

Accelerating Medical Diagnosis Breakthroughs in AI Radiology in 2023

Over the past few years, Artificial Intelligence (AI) powered diagnostic technology has brought a paradigm shift in healthcare industry.

Implementation of AI in radiology aims to enhance diagnostic accuracy; improve efficiency, workflow and productivity; enable early detection and intervention; provide support in decision-making and clinical guidance; and foster research and innovation. As a result, these innovations not only improve patient outcomes, but also streamline workflow for

radiologists, reducing the time spent and critical resources applied to image analysis and interpretation.

The application of AI for radiology at HMG began in 2020, with extensive implementation spanning various applications including mammograms, X-rays, neuroimaging and bone age assessments. HMG's groundbreaking integration of AI in radiology dramatically transformed diagnostic processes in medical imaging across the Group, assisting radiologists not only decipher the medical images more precisely and quickly but also aiding physicians in devising treatment plans.



The challenges faced during the implementation of the AI project include the large amounts of high-quality data required for training, validation and evaluation purposes; integration with the existing medical imaging system; approval from regulatory bodies in the Kingdom; continuous learning and updating of the system; and ethical concerns related to patient privacy.

Our approach to AI implementation in radiology is a model of innovation and strategic integration. We focus on selecting AI tools that align with our specific needs, ensuring seamless integration with existing systems. By emphasizing on staff training, we ensure a smooth adaptation to AI-powered diagnostics. This methodical, phased strategy underscores our commitment to improving patient outcomes and advancing healthcare through cutting-edge technology.

In 2023, we were the first private sector healthcare provider in the Kingdom to implement AI technologies to detect breast cancer through mammogram readings, following a successful trial. The power of using AI in this manner has proven to be transformative.

AI in Action

An instance was when a 45-years-old-patient was referred to our Radiology department for an annual screening mammogram, which showed a left breast focal lesion, suspected to be breast cancer as reported by the radiologist and the AI. The patient underwent a left breast lesion biopsy, which showed advanced stage breast cancer. Following this life-saving discovery, her previous mammogram, performed in 2020, was re-analyzed using the AI. It revealed an abnormality at the same site of the breast cancer that was subtle and difficult to detect by a radiologist. In the future, the ability of the AI to make this diagnosis earlier and will undoubtedly save countless lives.

Implementation Phases

