

CORPORATE
SOCIAL
RESPONSIBILITY
REPORT

2015

فقيه

مستشفى د. سليمان فقيه
Dr. Soliman Fakeeh Hospital

OUR PATH OF
RESPONSIBILITY



Materiality
Disclosures
Dr. Soliman Fakeeh Hospital

Dec 2016

Service

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G4 1- Strategy and Analysis

1- LETTER FROM THE CHAIRMAN

It has been seven years since DSFH has published its first experiences and challenges, it has always been our aim to maintain economic development parallel to the service excellence in collaboration with our stakeholders.

Fakeeh Commitment is dedicated to upholding transparency of our sustainability through sharing our performance, goals, initiatives, priorities, and principles. Our objective is to further integrate these principles into our business where they matter most and effectively track our performance.

It is with great honor that I present you the outcomes of our growth that has inevitably increased our impact on the community and the society positively.

I am very pleased to say that we have come a long way since 1978 and we continue to strive for improvement in our business to make a meaningful difference in the lives of people.

«Our footprints on the community and the society at large, would not have been possible without the enormous contributions of our 3000 plus staff members and the loyalty and trust we have been granted by our customers/patients.»

Dr. Mazen S. Fakeeh

M Fakeeh



فقيه

مستشفى د. سليمان فقيه
Dr. Soliman Fakeeh Hospital



G4- 3,G4- 4, G45-- Organizational Profile

2 – PROFILE

Founded in Jeddah, Saudi Arabia, in 1978 by Dr. Soliman Fakeeh, following a family owned structure, the Fakeeh.Care (DSFH) has been a true leader in the field, whose pioneering spirit and visionary resolve has – for almost four decades - advanced by leaps the standards of healthcare delivery in the Kingdom and in the region.

In 1986, the first expansion of the Hospital was inaugurated by His Majesty, the late King Fahd bin Abdul Aziz. In addition to doubling the facility's inpatient capacity, that expansion introduced such new centers as open-heart surgery and new clinics, including neurosurgery, neurology, nephrology and infertility clinics, and established DSFH as a definitive leader of private healthcare in the Kingdom.

In 1995, the DSFH Virology Lab isolated, for the first time in the Kingdom, the Dengue Hemorrhagic Fever virus, and, in 1996 a new flavivirus, discoveries that were instrumental in the prevention of outbreaks in the Western Region of the Kingdom.

In 1999, a second expansion inaugurated by the Custodian of the Two Holy Mosques, King Abdullah bin Abdul Aziz, Crown-Prince at the time, marked the addition of two new structures to the DSFH campus and offered additional pediatric clinics, a neonatology, plastic surgery, and health promotion and fitness centers.

DSFH's open-heart surgery center claims the highest number of operations done in the private sector in the Kingdom with a success rate comparable to any international center of excellence.

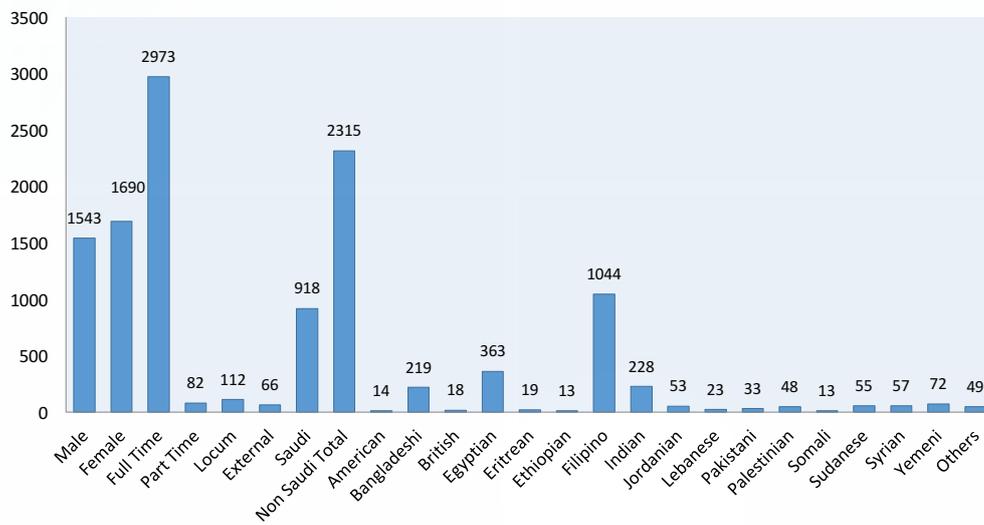
DSFH was the first private hospital in the Western Region of the Kingdom to become accredited by the Joint Commission International (JCI) in 2006, 2009 and 2014 and by the Australian Council for Healthcare Standards International (ACHSI) in 2008 and 2014. DSFH is presently considered one of the most distinguished hospitals in the Middle East and is visited by over 500,000 patients every year. We are also responsible for discovering the MERS virus in 2012.

DSFH is also the first hospital in the kingdom to publish a CSR report and is also the first company in Saudi Arabia to issue an A+ report.

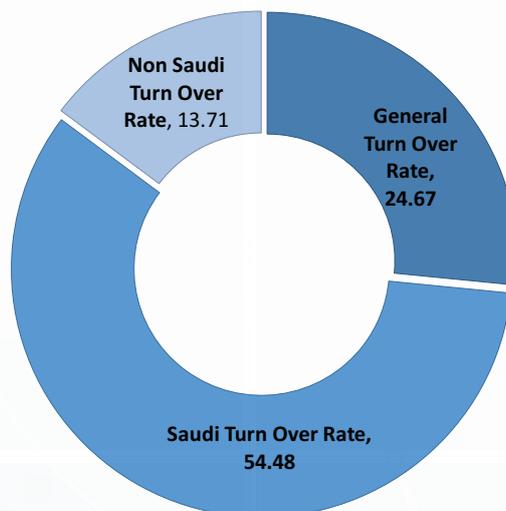
G4 9,G410-- Organizational Profile

3 - SCALE OF THE ORGANIZATION

Employee Census



Employee Turnover



G4 12- Organizational Profile

4 - SUPPLY CHAIN

The supply chain division is a full-time section that serves all hospital departments as well as external customers. The outlined functions include Medical and Non-Medical Purchasing, Receiving, Dispensing and Distribution of Stores and Supplies. All transactions and deliveries are carefully recorded and a barcoding system is practiced to ensure monitoring and safety keeping.

The standard of practices in the supply chain is based on several regulations (CBAHI, Saudi FDA, JCI, ACHSI, HACCP, and the MOH). All staff in the department receive a full work orientation and are provided clear information about current policies and procedures.



G4 -14- Organizational Profile

5 - PRINCIPLE APPROACH

Audit and Risk Committee

The Audit and Risk Committee is a subcommittee of the Board of Directors. Its main purpose is to assist the Board of Directors in fulfilling its oversight responsibilities with respect to accounting, auditing, systems of internal controls, and financial reporting processes generally, compliance with the laws and regulations applicable to DSFH's business; and compliance with DSFH's Code of Conduct and related policies as well as to assist the Board in setting DSFH's risk appetite, identifying and monitoring DSFH's key risks and evaluating their management.

Internal Audit Function

The role of the Internal Audit Function is to assist the Board and Management in achieving effective Corporate Governance, Business Risk Management and Internal Control through providing objective, independent, professional and risk-based assurance and consultation services in line with DSFH's values and audit profession ethics and standards. The function provides an independent appraisal function to examine and evaluate operations as a service to DSFH's Audit and Risk Committee. The Internal Audit Function reports administratively to the President and CEOs of each subsidiary, while it reports functionally to the Audit and Risk Committee.

Corporate Governance Principles

- The rights of shareholders and ownership functions
- Disclosure and transparency
- The equitable treatment of shareholders

G4 -15,G416-- Organizational Profile

6 – EXTERNAL CHARTERS

Other main topics/policies that DSFH applies and could be addressed in the report in more details:

Disclosure and Transparency Policy

The purpose of this disclosure and transparency policy is to ensure that the Board of Directors will guarantee that timely and accurate disclosure is made on all material matters regarding Dr. Soliman Fakeeh Hospital, including the financial situation, performance, and governance of DSFH.

Conflict of Interest Policy

The purpose of this policy is to outline the policies that prohibit conflicts of interest within the Board of Directors of DSFH. This policy aims to help DSFH's Board to appropriately manage conflicts in accordance with legal requirements and the goals of accountability and transparency in DSFH's operations.

Whistle Blowing Policy

In accordance with DSFH's brand values, DSFH seeks to conduct its business honestly and with integrity at all times. However, we acknowledge that all organizations face the risk of their activities going wrong from time to time, or of unknowingly harboring malpractice. We believe we have a duty to take appropriate measures to identify such situations and attempt to remedy them. By encouraging a culture of openness and accountability within the organization, we believe that we can help prevent such situations occurring. We expect all staff to maintain high standards in accordance with our code of ethics and to report any wrongdoing that falls short of these fundamental principles. It is the responsibility of all employees to raise any concerns that they might have about malpractice within the workplace. The aim of this policy is to ensure that our workers are confident that they can raise any matters of genuine concern without fear of reprisals, in the knowledge that they will be taken seriously and that the matters will be investigated appropriately and regarded as confidential.

G417-, G418-, G420- Identified Material Aspects and Boundaries

7 - PROCESS OF DEFINING ASPECTS

Dr. Soliman Fakeeh has two subsidiaries:

- Al-Farabi – Supply of manpower
- Kameda – Supply of IT services

(These entities are consolidated in the financial statements for DSFH)

Further, there are no other entities which are not included in the consolidated financial statements of DSFH.

Financial Data

Indicator	Total for 2015
Revenue	SR 937.1 M
Total operating cost	SR 795.3 M
Manpower cost	SR 451.8 M
Total capitalization	SR 598.3 M
Shareholders' equity	SR 598.3 M

Sector	2015			
	Revenues		Profit	
	In Riyals	%	In Riyals	%
Outpatient Clinics	389.9	41.6%	123.9	41.6%
Internal Sectors	340.2	36.3%	108.0	36.3%
Pharmaceutical sector / pharmacies	207.0	22.1%	65.7	22.1%
Total	937.1	100%	297.6	100%

G417-, G420-- Identified Material Aspects and Boundaries

7 - PROCESS OF DEFINING ASPECTS

Fines paid by DSFH 2015:

Descriptions	Amount
Government Penalty - Signboard	-
Government Penalty - Fire doors	-
Government Penalty - Medico legal	2,371,650.00
Government Penalty – Labor case	89,166.00
Traffic Penalty*	13,695.00
Total	2,474,511.00

G419-, G4 -20,G421-- Identified Material Aspects and Boundaries

7 - PROCESS OF DEFINING ASPECTS

Externally Material	Internally Material	G4 Material Aspect	G4 Category	DSFH Material Issue
Prioritization of Patients	Social & Product Responsibility	Patient Health and Safety	✓	
Maintain Community Service	Social/Society	Local Community Compliance	✓	
Local Economic Empowerment	Economic Social/Society	Market Presence Procurement Practices Local Communities	✓	✓
Provide Exclusive Services	Product Responsibility	Product Services/ Patient Health & Safety	✓	✓
Staff empowerment	Social/Labor Practices	Employment	✓	✓
Widen Talent Potential	Social/Labor Practices	Training & Education	✓	

G4 -22- Identified Material Aspects and Boundaries

8 – RE- STATEMENTS

There are no re statements from the previous reports

G4 -23- Identified Material Aspects and Boundaries

8 – RE- STATEMENTS

There are no significant changes in this reporting period.

G4 -24,G425-,G426-,G427-- Stake Holder Engagement

9 - STAKEHOLDER ENGAGEMENT

Stakeholder’s Relation Policy

The purpose of this section is to outline the policies that govern and provide guidelines for issues related to Stakeholder Relations within the Board of Directors (the “Board”) of Dr. .Soliman Fakeeh Hospital.

Code of Conduct

This Code of Business Conduct and Ethics (the “Code”) contains the policies that relate to the legal and ethical standards of conduct that Board members, committee members, the executive management/officers and employees are expected to comply with while carrying out their fiduciary duties and responsibilities to DSFH.

Furthermore, this code is intended to help concerned people to focus on areas of ethical risk, provide guidance to help them recognize and deal with ethical issues, provide mechanisms to report unethical conduct and to help foster a culture of honesty and accountability.

Stakeholders’ Relation Overview

Stakeholders are individuals or groups of individuals that have a direct or indirect stake in an organization who can affect or be affected by the organization’s actions, objectives and policies. Key stakeholders in an organization include shareholders, executive management, employees, customers, creditors, banks, suppliers, local community and government. The value to Promote health, reduce risk and Maintain Highest quality standards with the capability to influence decisions on all issues related to the Organization both externally and internally.

G4 -24,G425-,G426-,G427-- Stake Holder Engagement

9 - STAKEHOLDER ENGAGEMENT

The table below shows these groups of stakeholders and their main interests and influences over an organization.

Stakeholders› Interest

Power and Influence	Main Interest	Stakeholder
Shareholders	Profit Growth	Voting in GM
Banks and other lenders	Interest and Principle to be repaid, credit rating	Can withdraw banking facilities or affect credit rating.
Board Members and managers	Salary, job satisfaction, status	Make decisions, have detailed information
Employees	Salaries & wages, job security, job satisfaction & motivation	Staff Turnover, service quality
Suppliers	Long Term Contracts, prompt payment	Pricing, quality, product availability
Customers	Reliable quality, value for money, customer service	Revenue, continued business relationship, word of mouth
Community	Environment, local jobs	Indirect Via government
Government	Operate legally, jobs	Regulations

G4 -24,G425-,G426-,G427-- Stake Holder Engagement

9 - STAKEHOLDER ENGAGEMENT

Organizations that invest time in ensuring healthy relations with their stakeholders are bound to enjoy more success and reap benefits compared to those organizations who do not recognize that building trust and support of stakeholders is an important component of their success and long term vision.

Good stakeholder relations can help organizations in various ways such as:

- Strengthen loyalty;
- Enable good decision making;

Policies Related to Stakeholders' Relations

Overview

The Board of DSFH is committed to the highest ethical standards as DSFH desires its stakeholders to have strong faith and commitment towards it. Trust and strong commitment is key for DSFH in order to build a healthy relationship with its stakeholders.

Shareholders

DSFH is committed to creating sustainable shareholders value and aims to provide prolific financial returns and act in the best interests of its shareholders.

Customers & Suppliers

DSFH is committed to providing end products of superior quality, excellent services and value adding solutions. DSFH seeks to deal with customers and suppliers in a straightforward and honest manner. DSFH seeks to build and maintain good relations with both its customers and suppliers and shall ensure the confidentiality of information related to them is protected.

Employees

DSFH is committed to treating people with dignity and providing equal employment opportunities for all employees in its employment practices, including recruiting, compensation professional development and promotion. The Board of Directors of DSFH believes in, providing safe and healthy working conditions, respecting human rights and respecting employees' rights.

The Board of Director of DSFH expects its employees to speak out when they see ethical lapses.

DSFH does not want others to ask its employees to do anything wrong and, likewise, shall not ask anyone else to do anything wrong.

G4 24,25,26&27- Stake Holder Engagement

9 - STAKEHOLDER ENGAGEMENT

Community

DSFH committed to contributing to the overall quality of life wherever it operates and to use resources responsibly to preserve the environment. The Board of Directors wants communities to count on DSFH's help in civic, charitable and other community activities.

Furthermore, in order to develop successful stakeholder relations, DSFH shall follow the following principles:

- Those affected by DSFH's business have a right to be informed about DSFH's activities, participate in a transparent stakeholder engagement process and be involved in issues and opportunities that affect them.
- Stakeholders shall be provided with timely and accurate information about our business and

DSFH will take into account the needs and concerns of stakeholders when making decisions on DSFH's behalf.

- DSFH shall keenly seek out feedback from its stakeholders on its business decisions.
- DSFH shall encourage stakeholders to define the manner in which they wish to be consulted, and shall strive to remain flexible and responsive to stakeholder preferences.
- DSFH respects the values and culture of each stakeholder.

When disagreement with stakeholders occurs and cannot be resolved, DSFH employees shall always demonstrate respect for the diversity of views presented and try to resolve issues as quickly as possible.

Stakeholders' Relations

A stakeholder to DSFH is a person, group, organization, or system who affects or can be affected by DSFH's actions.

A useful way to manage stakeholder relations is to establish and disclose a written code of conduct, one part of which guides DSFH's compliance with legal and other obligations to legitimate stakeholders.

In the event where a stakeholder's right(s) is (are) violated, the Audit & Risk Committee shall ensure that corrective action is taken or recommended in order to adequately resolve the issue.

The Board will be responsible for setting the tone and culture of DSFH and overseeing the compliance with the code including the management of stakeholder requirements. The Code of

Conduct should address DSFH's legal obligations as well as provide an avenue for employees to alert management and the Board of potential misconduct without fear of retribution. Stakeholders whose interests are relevant for legal, contractual or commercial considerations include:

- Employees.
- Customers.
- Creditors.
- Institutional investors.
- Financiers/bankers.

G4 -24,G425-,G426-,G427-- Stake Holder Engagement

9 - STAKEHOLDER ENGAGEMENT

Employees

Board Members generally do not owe a legal fiduciary duty to employees, but the Board must be Aware of:

- The importance of employee support and commitment to enable DSFH to achieve its objectives.
- The specific obligations imposed by other legislation including occupational health and safety laws.

Customers

Without the customers there is no business. This evidences their importance to DSFH and the Board. Understanding and responding to the needs or concerns of customers should not be left solely to management. It requires Board attention. Boards should take an active interest in how DSFH handles and resolves customer complaints. Pertinent statistics and key emerging issues outlined in customer complaints should be reported to the Board on a periodic basis.

Creditors

The Board's positive duty to creditors has been widely discussed and confirmed in case law and should be a particular focus for the Board in times of financial difficulty.

Institutional Investors

Investors base decisions on the information they receive, most of which comes from the companies themselves. It is therefore, important to understand and respond appropriately to the needs and expectations of the shareholders as a group and to recognize that it is the institutional investors and shareholder advocacy groups that will be most vocal in their demands.

DSFH needs to ensure that it balances the expectations and demands of institutional investors against the interests of shareholders as a whole, and to ensure that there is fair, equitable and consistent treatment of all shareholders.

Financial and Bankers

Careful attention must be paid to DSFH's obligations to its banks and financial institutions. Many lenders will have covenants in place that require DSFH to adhere to predetermined ratios and other requirements in order to satisfy financing arrangements.

Board Member needs to have a clear understanding of these requirements and ensure that Management are appropriately monitoring DSFH's position to ensure these covenants are not breached and penalties or other consequences are not triggered. In addition, care should be taken to establish open communication with DSFH's financiers, engaging them in dialogue on a periodic basis and responding positively to their information needs and requests. Positive relations with DSFH's financiers are important when facilities need to be extended, reviewed or revised.

G4 -24,G425-,G426-,G427-- Stake Holder Engagement

9 - STAKEHOLDER ENGAGEMENT

The Wider Community

Environmental and trade practices law and public expectations require companies to be socially responsible in their operations and dealings with the community. These are not fiduciary duties but are significant legal and moral obligations that need to be considered as part of DSFH's decision making processes and in the conduct of its business activities. Failure to understand and respond appropriately to relevant issues may have adverse financial, reputational or other consequences for DSFH.

Mechanisms to resolve disputes and complaints of stakeholders

In the event where a complaint or dispute may arise between the stakeholder and DSFH, the stakeholder should contact DSFH's Corporate Officer. Once the Corporate Officer is notified, he shall forward the concern to the Audit & Risk Committee. The Audit & Risk Committee shall ensure that corrective action is taken or recommended in order to adequately resolve the issue.

Review and Amendments of this Policy

To ensure that DSFH operates in a manner consistent with this policy, the Board will, periodically, conduct a review and assess for effectiveness and adequacy of this policy. Moreover, the Audit and Risk Committee shall present its observations and recommend changes (if any) to the Board of Directors for their review and approval.

G4 -28,G429-,G430-,G431-,G433-- Stakeholder Engagement

10 - REPORT PROFILE

This is the fifth sustainability report for Dr. Soliman Fakeeh Hospital covering the period between Jan 1st 2015 up to and including Dec 31st 2015, with the understanding that the reporting cycle for future sustainability reports for DSFH will be every 12 months (yearly).

In developing this report, we have considered input from our stakeholders, gathered throughout the year in a wide range of interactions.

This report has been prepared in accordance with the Global Reporting Initiative (GRI) G4 sustainability reporting guidelines, at core level, which we believe represents the most advanced sustainability reporting framework available today.

The Global Reporting Initiative is a not-for-profit multi-stakeholder organization which acts to increase the level of business transparency through sustainability reporting among companies throughout the world.

This report has not been externally assured, as we feel we are still in the early stages of reporting on G4 guidelines. However, in developing information for this report, CSR consultants were involved to gain their professional insights. They reviewed our data, conducted a few workshops and several face-to-face interviews.

This report has successfully completed the Materiality Disclosures Service. This service analyzes whether a sustainability report has adequately disclosed against all the materiality-related performance indicators in the report (G417- to G4- 27) The GRI Report Services team confirmed that Dr. Soliman Fakeeh Hospital CSR Report 2015 meets the requirements for materiality disclosures as part of its overall report level.

For questions or inquiries regarding this report please contact Ms. Sara Malik, CSR Coordinator at smalik@fakeeh.care .

G4 -34 - Governance

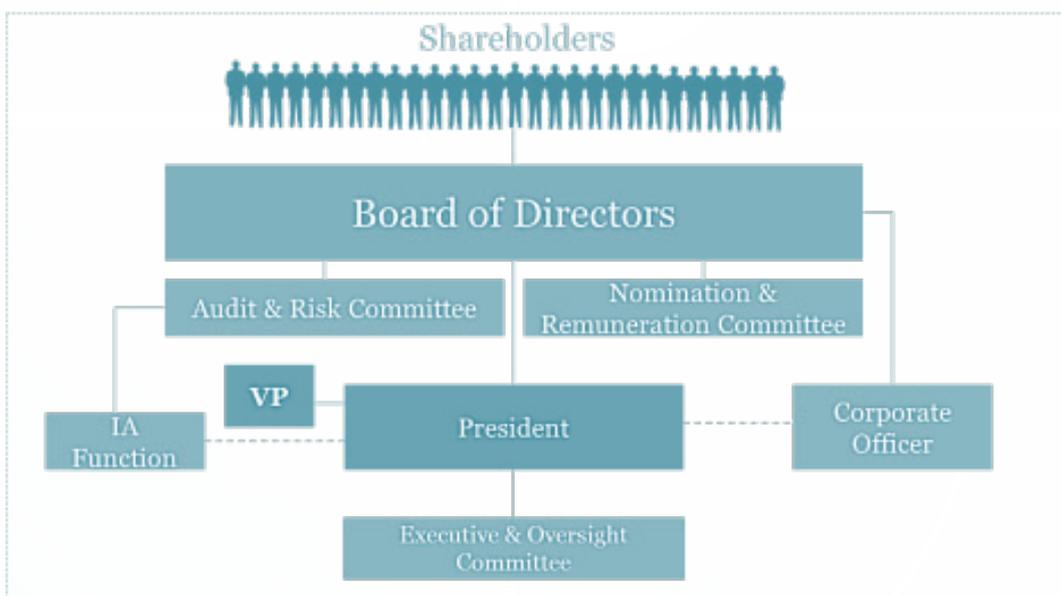
11 - GOVERNANCE STRUCTURE

Corporate Governance:

Effective governance starts with a Board of Directors that is independent, engaged, committed, and effective. This framework furnishes Dr. Soliman Fakeeh Hospital Board of Directors with the foundations to establish, maintain, and monitor standards and policies for ethics, business practices, and compliance that span DSFH. Because the successful implementation of good corporate governance practices depends on an approach that extends beyond simple compliance with legal requirements this report provides a framework for establishing a culture of business integrity, accountability, and responsible business practices.

DSFH's Corporate Governance Framework lays down the necessary responsibilities and procedures that are the foundations of a well Governed Company. It was approved by DSFH's Board of Directors on the 7th of November 2014 and reviewed annually to ensure that it remains at the forefront of best practice.

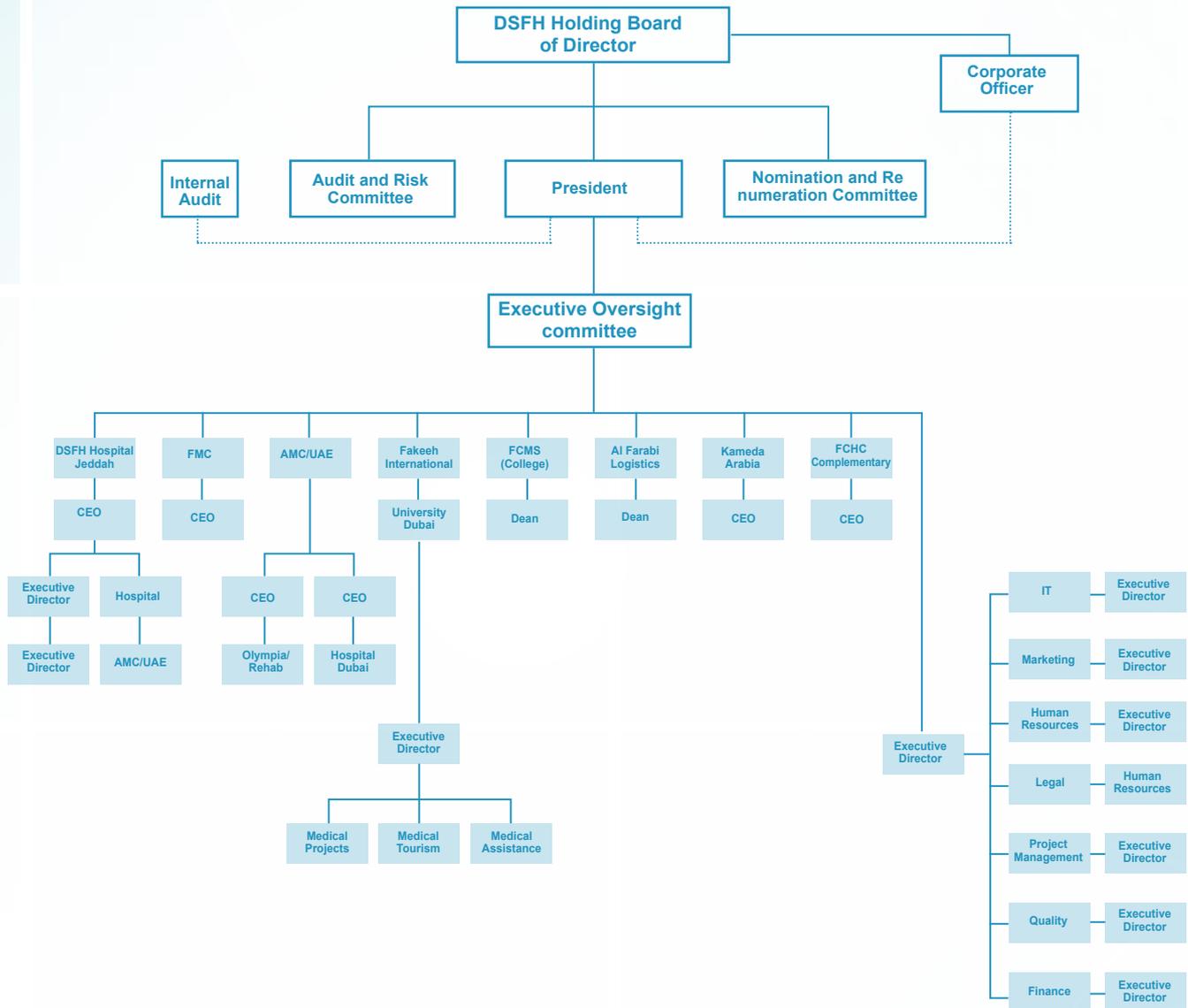
DSFH's Corporate Governance Structure



G4 -34 - Governance

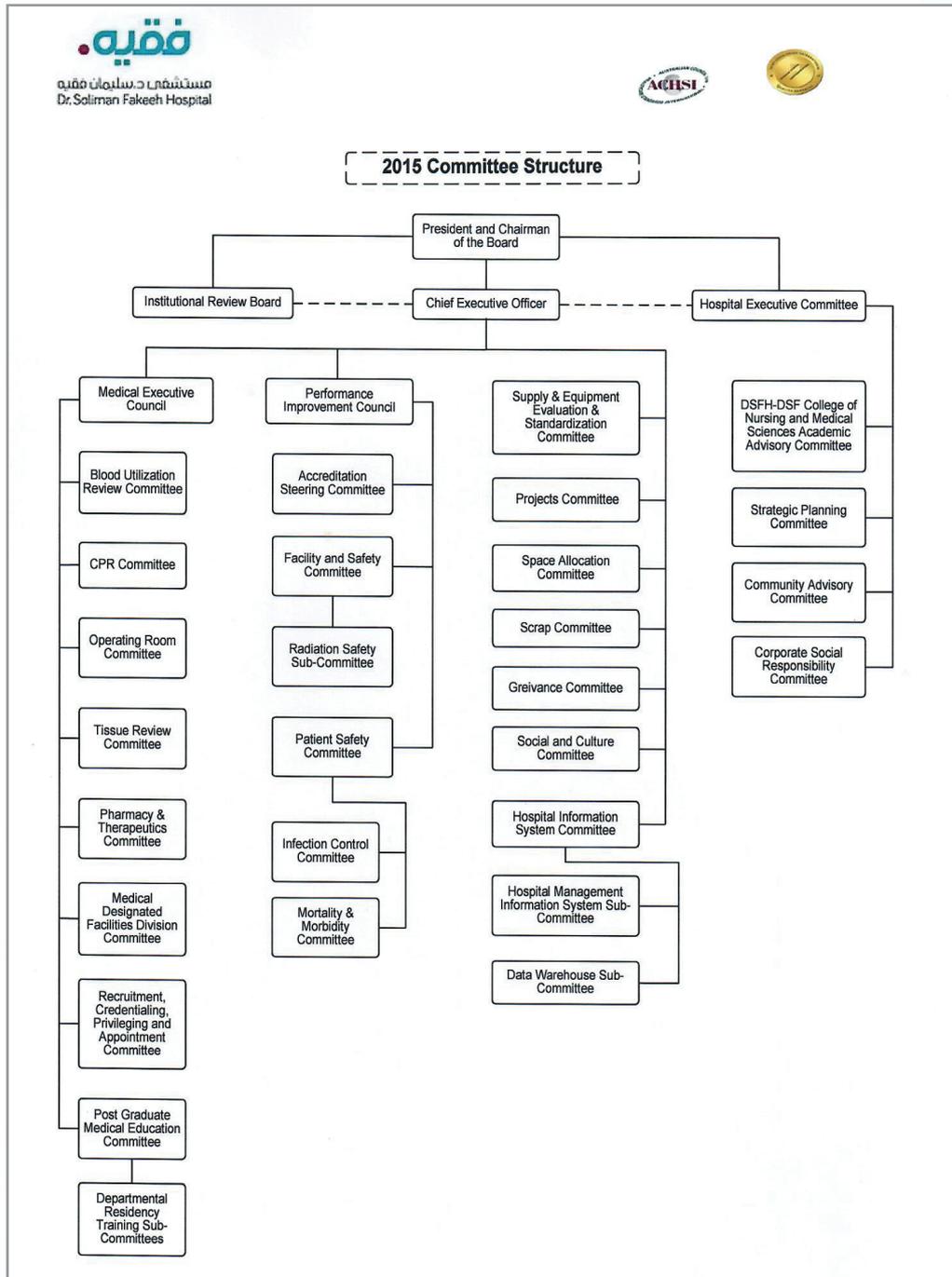
11 - GOVERNANCE STRUCTURE

DSFH GROUP HOLDING ORGANIZATIONAL CHART



G4 -34 - Governance

11 – GOVERNANCE STRUCTURE



12 - ETHICS AND INTEGRITY

The organization is transparent to independent audit and constantly involving professional third parties to seek advice and to be assessed. The strict policies let the managers take responsible action against non-ethical behavior both for external and internal relations of the staff.

Mission

As a leading referral hospital, we are committed to the provision of preventive and therapeutic comprehensive health care in all medical and surgical specialties in a compassionate, sincere and professional manner in order to cater to our patients' needs and demands.

We strive to achieve excellence in servicing our primary care patients, together with our secondary and tertiary referrals.

Vision

To achieve international standards, and provide quality service at a reasonable and affordable cost to our patients.

Values

We value ethics and professional integrity.

The patient is our top priority.

We continuously look for improvement opportunities.

We understand the needs of our patients.

We believe that every member of our team is valuable.

13 - CSR AND INITIATIVES

Falseeh Commitment

Falseeh Commitment is the pledge to behave ethically and contribute to economic development while improving the quality of life of our workforce, their families, our patients as well as of the community and society at large. It is our aim to maintain development through serving our stakeholders and engaging in programs to support this goal.

Entrenching CSR into Falseeh Care's scope has always been DSFH core approach in development. The key obligation of the CSR team is to ensure that initiatives are executed efficiently and all set goals are met through collaboration with the different departments. The CSR committee is responsible for managing the various operative activities and ensuring CSR principles are fulfilled with great quality standards.

Initiatives 2015

Activity	Target	Description
Air Ticket	Employees	This project is to define support to those who are grieving colleagues during the loss of their first-degree relatives. Any employee who has faced a death of a first-degree relative will get a free ticket to his home country. A contribution of 1500 Sr is given to those Grades 3 and below for assistance.
Shallal Trip	Employees	With the intention of maintaining a positive working environment, This project was initiated to stimulate staff fulfillment and motivation. A short lecture of customer service was given to 52 employees with the assistance of higher management to develop staff performances. A full day package inclusive of: A complementary Lunch and tickets for each staff member and his family.

13 - CSR AND INITIATIVES

Activity	Target	Description
Nursing Day	Employees	This project was dedicated to the nurses at DSFH and worldwide. We distributed flowers to show our appreciation to their exquisite efforts in catering to our patients.
Al Hamra School Visit	Patients	This project supported our young patients morally. Al Hamra School students (Ages 10-14) visited our patients to greet them and offer some presents.
Disability Card	Patients	This project is designed to identify a clear process in handling/serving disabled patients. Every disabled patient holding a designated card has the priority to be served before others in Observation Rooms, Doctors clinics, Labs, pharmacies and parking.
Children's Day	Patients	This project was planned to include young patients in celebration of the "Children's Day". Students from the University of King Abdulaziz paid visits to DSFH patients along with additional gifts offered.
DSFH Educational Video Competition	Community	This competition was directed for medical students. The aim was to post educational medical videos. The winner was to receive a financial prize and the opportunity to upload the winning video on DSFH YouTube Channel

13 - CSR AND INITIATIVES

Activity	Target	Description
Al Haya Campaign	Community	This project is about a group of medical students who are working to educate the community on how to handle Emergencies. Fakeeh students and staff with proper medical background visited malls, created lecture groups and provided sufficient knowledge to families in how to handle domestic health related accidents/emergencies .
Thamena Ashar School Visit	Community and Patients	The project is dedicated to increase the awareness to the children of our community as well as the general public about the importance of helping the sick, being aware of what patients feel, and acceptance. It is our goal to encourage children in maintaining healthy measures from a young age and instill the spirit of brotherhood. Al Thamina Ashar elementary school visited our children patients in the hospital and offered them gifts and toys.
Dami Lak	Community	This project helps to encourage the community to actively participate in a blood donation campaign. Each person is to write their blood type on their hand and post the picture on Instagram in #Dami_Lak to show support and give importance to the role of donating blood for people in need in our society
Soldier Video	Community	This project was launch marking the time during the war. Soldiers and their families were parted for the protection of the country. A special video to show appreciation to the loyal members of our country and to thank them for all their efforts.

13 - CSR AND INITIATIVES

First CSR stakeholder, Our Patients

Objective: To attain exquisite service in patient care by working on the pledge to patients that guarantee interchange, transparency and patient satisfaction.

Values: To increase patient satisfaction through better-quality performance

Patient Rights

It is important for patients to know their rights as these rights may become vital in deciding aspects of their medical care.

Equal access to care: All patients have the right to be given equal access to treatment and room space that is available and defined by a physician or financial coverage agreement regardless of race, creed, gender or national origin.

Respect for dignity

Patients have the right to considerate respectful care at all times and in all situations with recognition of their personal dignity.

Privacy and confidentiality

Patients have the right to have their medical data confidential. Data will not be disclosed without permission from the patient or advocates that he/she assigns.

Personal safety: Patients have the right to a safe hospital environment.

Identity: Patients have the right to know the identity and professional status of those providing care to them and to know which physician is primarily responsible for their care. This also includes the patient's right to know of the existence of any professional relationship among individuals who are treating them, as well as the relationship to any other healthcare or educational institutions involved in their care.

Information: Patients have the right to obtain information about their diagnosis. This information should be presented to them in a clear way.

Communication: Patients have the right to see or talk to people from outside the hospital. This can take several forms (visitors, verbal or written communication).

Pain management: patients have the right to proper assessment and effective pain management and also to have adequate information about pain and pain relief measures.

Consent: Patients have the right to be informed of all medical data needed to participate in decision making regarding their illness and treatment.

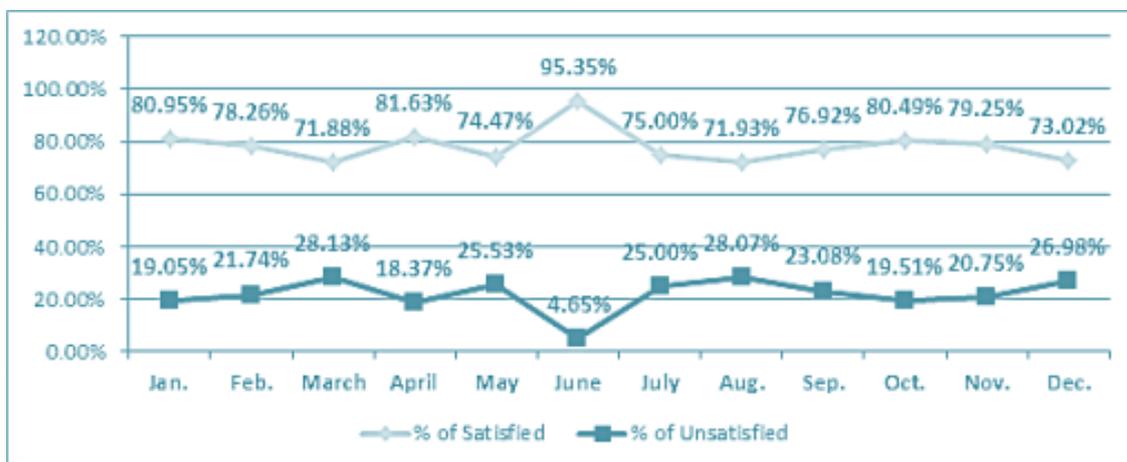
Consultation: Patients, at their own request and expense, have the right to ask for a second consultation by a specialist of their choice.

Refusal of treatment: Patients may refuse treatment if the law permits it.

Transfer and continuity of care: Patients can be transferred to another hospital provided there is a complete explanation of the need for transfer.

Hospital charges: Regardless of the source of payment for their care, patients have the right to request and receive a detailed explanation of their total bill of service received in the hospital

Patient Satisfaction Results 2015



13 - CSR AND INITIATIVES

Satisfaction Surveys 2015

Inpatient Survey 2015

Total surveys were conducted: **2138**

=> **7.50%** of the total number of the normal discharge; which is (**28524** patients)

The Average percentage of Satisfaction 2015:

98.11%

ER Survey 2015 (Starting Q2)

Total surveys were conducted: **367**

=> **0.62%** of the total number of OPD visits; which is (**59052** patients)

The Average percentage of Satisfaction 2015:

85.20%

Outpatient Survey 2015

Total surveys were conducted: **1339**

=> **0.21 %** of the total number of OPD visits; which is (**633141** patients)

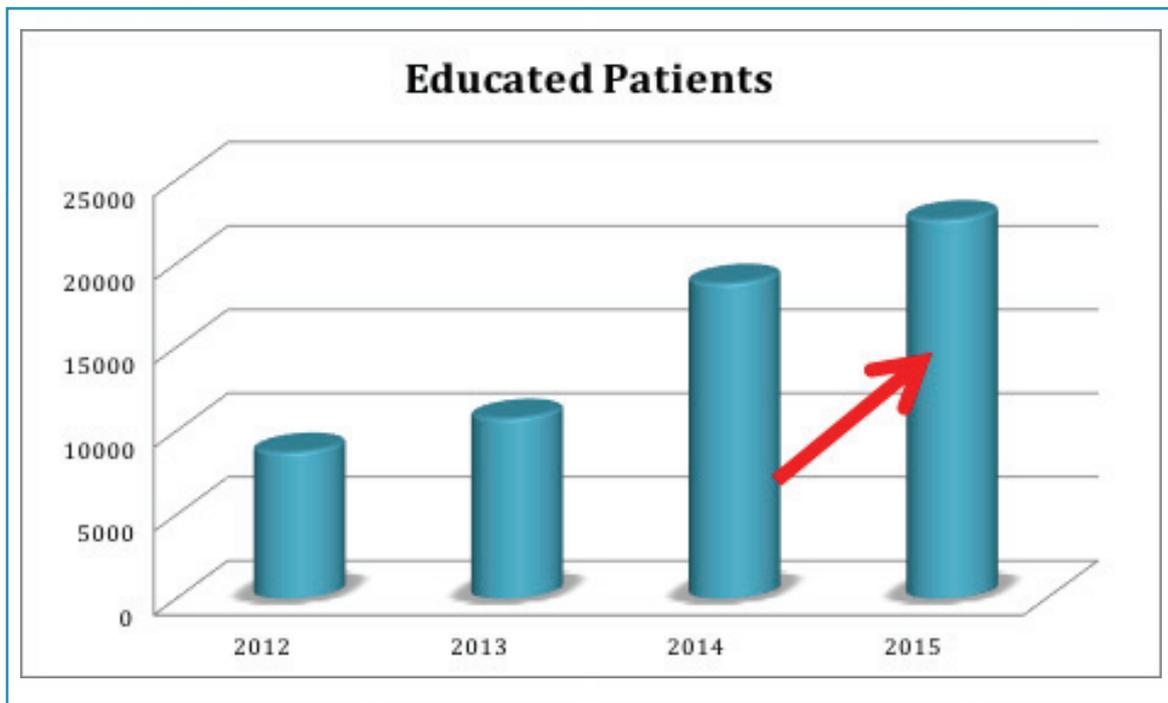
The Average percentage of Satisfaction 2015:

78.07%

13 - CSR AND INITIATIVES

Patient Education

Total Number of Patients educated from 2012 - 2015



Second CSR pillar for DSFH, Our Employees

Objective: To provide a collaborative workplace for a team that is beneficial to both professional and personal development.

Values: Ensure that employees are motivated and involved in continuous improvement of DSFH

13 - CSR AND INITIATIVES

A Glimpse of DSFH Manpower Strategies

DSFH Strategic Priority:

Investment in Human Capital is a DSFH Strategic Priority. We aim to appoint the highest quality staff available to meet our operational needs and our recruitment policies have been developed to ensure a solid process is in place for selection and appointment of the best candidates. For the purpose of standardizing our approach, all recruitment is coordinated through the DSFH Human Resources Department. Our recruitment processes are managed electronically through I recruitment. At DSFH recruitment is a centralized process with involvement of all departments in the CV review, Interview and selection process

Our strategic goal for staffing is full automation of the recruitment cycle from candidate submission of CV through to staff arrival on site. Our strategic goal in HR for retention of staff is to invest in a Talent Management application that will enhance our evaluation process, coordinate on the job training and continuous learning within the same framework, ensure action plans are developed to address staff needs and weaknesses and to identify those staff who have the potential as candidates for succession planning.

As a healthcare group, we ensure that we render proper education, training, and skills to our entire workforce. Based on the channels of communication implemented we have maintained and tracked employee satisfactions, to develop and better manage our personnel.

Saudization:

The hospital extends priority in employment to Saudi Nationals however, this priority is conditional upon such individuals possessing the basic qualifications, skill and experience and other characteristics necessary to perform a given job as dictated by the hospital. Expatriate employees will only be used in those positions for which Saudi Nationals possessing the necessary qualifications and experience are not available.

We are fortunate to have a steady supply of nursing and MLSO interns from the Fakeeh College of Medical Sciences and we work with other Human Resources departments in the city to ensure our salaries and benefits for these staff remain competitive. In order to ensure we remain competitive DSFH Human Resources team participates in monthly face to face meetings with our counterparts in similar health care facilities in Jeddah when we brainstorm, discuss our remuneration strategies and consider strategies to improve our working conditions in order to retain Saudi Staff.

13 - CSR AND INITIATIVES

Staff Development and Training

Staff Development and Training section exists to provide and facilitate training, education and professional development to meet individual, group and organizational needs and to promote other professional development efforts within the Hospital.

Staff Development and Training section consists of 2 subsections

Continuous Medical education

It is concerned with conferences, symposia, workshops and guest lectures. It is responsible for the announcements, registration, coordination, and direction within the framework of the DSFH's rules and regulations. At the beginning of each year, the academic calendar is displayed in the intranet portal and on the hospital's website.

On the Job Training

It includes on the job training and consists of two categories: medical and non-medical attachments.

For both categories, confidentiality forms are signed; In addition, evaluation forms are filled, signed by the direct supervisor and stamped by the Education and Training Department. No certificates are issued. for more info.

13 - CSR AND INITIATIVES

Staff development and training

Indicator	Numerator	Denominator
Conducted training lectures	Number of training lectures conducted 33	Total number of planned lectures 48
CME hours	Number of CME hours approved from Saudi council 135 CME Points	Total number of CME hours requested for DSFH activities 154 CME requested
On Job Training	Number of staff who attend OJT (per department) 279	Total number of eligible staff to attend 306
On Job Training satisfaction	Number of staff satisfied with OJT 60	Total Number of staff surveyed 64

13 - CSR AND INITIATIVES

Training/Activity	Date
Difficult airway management workshop	January May
Aseptic technique certification and recertification course	March September
Blood transfusion and Safety Seminar	February
Breastfeeding course "2days "	January June
Breastfeeding course "one day "	April August
Tracheostomies workshop	February April November
ECG workshop	June
End of life care Seminar	April
Ultrasound Guided workshop	April October
Blood Culture Workshop	March
Advances in the laparoscopic workshop	October
Triage course	November
Aggression and violence in Hospital Settings seminar	Arabic on January English on March
Sterile process program	February
lean culture	June
English course	April
Stress Management	February
Change management workshop	April
leadership course	May
Microsoft excel course	May
Educational skills Course	June

13 - CSR AND INITIATIVES

Training/Activity	Date
Project management "PMP"	August
Environmental Service Program	August
Infection control course for housekeepers	August
legal rights	June
Arabic language course	April
Financial modeling and risk analysis	June
Cisco CCNA & CCNP Security	August
EBS FIN\SCM\HR track	August
Sharepoint , C# Sharp	August
DICOM-HLY" & "IHE & RADIOLOGY Workflow	August
Oracle EBS Reports Development,	August
Oracle EBS Forms	August
Hazardous material identification and handling and waste management	March
Manual handling	April
Disaster management	September
Internal and external	
Quality tools	May
How to develop business plan	October
Strategic and operational leadership	December

Third CSR pillar for DSFH, Our Environment

Objective: To identify, evaluate and minimize the harmful environmental impact of our operations

Values: Emphasize on reducing the ecological danger to contribute to a healthier environment

DSFH has continued to practice the Go Green campaign which is dedicated to promote the cultures of 3R's (Reduce, Reuse and Recycle). However, being a healthcare service provider, we understand that the core input materials we use cannot be from recycled source. Nevertheless, we encourage our employees to recycle waste such as paper, glass, plastic and other commonly used materials. An additional improvement mechanism has also been added into the system in regards to paper circulation throughout the offices to aid reduce paper consumption.

Fourth CSR pillar, Our Community

Objective: To give back to the community by devoting to initiatives and raising awareness, social issues and the concept of Corporate Social Responsibility.

Values: Involvement with the community and society as a whole

DSFH approach to Community Responsibility

Maintaining our relationship with the community is the foundation of our approach to sustainability. We build strong connections and create lasting mutual benefits based on respect for what the community values.

Campaigns Conducted for Community Awareness

Pneumococcal Vaccine Campaign

Oral polio vaccine campaign

Nocturnal Enuresis Campaign

Allergic Rhinitis Campaign

Breast Cancer awareness campaign



GRI Context Index

General Standard Disclosures	Page Number (or Link) Information related to Standard Disclosures required by the „in accordance“ options may already be included in other reports prepared by the organization. In these circumstances, the organization may elect to add a specific reference to where the relevant information can be found	External Assurance
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Strategy and Analysis

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فقيه

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Dr. Soliman Fakeeh Hospital



المركز السعودي لاعتماد المنشآت الصحية
Saudi Central Board for Accreditation
of Healthcare Institutions



جائزة الملك عبد العزيز للجودة
KING ABDULAZIZ QUALITY AWARD
تمنحت جائزة 1437 هـ / 2016م
سعي نحو التميز

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