



Making the World a Better Place, One Imprint at a Time..

EMBRACING
SUSTAINABLE
GROWTH IN
HARMONY WITH
SOCIETY AND
NATURE

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CHAIRMAN'S Statement



Dr. Azad Moopen
Founder Chairman and
Managing Director

Since the inception of Aster DM Healthcare, We have worked towards the betterment of the healthcare sector and society. And today, I am proud to present the first sustainability report of Aster DM Healthcare. This report has given us an opportunity to communicate our sustainability performance to our stakeholders and to reflect on our mission, vision and the progress made so far.

As one of the largest healthcare service providers operating in GCC and India, Aster DM Healthcare has always been focused towards providing quality healthcare that is affordable and accessible to everyone. We have set global benchmarks in the field of medicine and patient care. Having a healthier and happier society is perhaps the most gratifying facet of our endeavours.

We strongly believe that a healthy society goes hand in hand with a clean and green environment. Keeping our efforts consistent with our beliefs, we have adopted the Sustainable Development Goals (SDGs) and have integrated them into our business planning, management information and control systems. The alignment of our strategies with the SDGs has enabled us to set a clear framework to steer, communicate and report our activities. It has also resulted in better engagement with customers, employees and all our stakeholders. We are consciously working towards reducing our energy, water and carbon footprint. We are aware of the pressing need to cut down on our GHG emissions to support global action on climate change mitigation.

Aster DM Healthcare has always been conscious of its duty towards people and society. Aster DM Foundation, a non-profit charitable and philanthropic arm of Aster DM Healthcare, carries out all the Corporate Social Responsibility (CSR) and philanthropic initiatives. The Foundation supports programmes that address underserved and marginalized populations, advance social justice, works towards women and youth empowerment and creating a healthy environment. We are constantly making a positive contribution to our local communities around the world, through community support programs consistent with improving health and innovating to address needs. E.g., ASTER mobile Clinics, Aster Volunteers program, Aster ECO Pharmacy.

Moving forward, we will continue to strengthen our core competencies and move towards realizing the UNSDGs. We will do our utmost to ensure a safer and better environment and society for our future generations.

About the Report

Aster DM Healthcare has adopted the Global Reporting Initiative (GRI) Sustainability Reporting Standards for preparing its first sustainability report. The GRI Standards are the first global standards for sustainability reporting and features the global best practice for reporting on a range of economic, environmental and social impacts. Aster Sustainability Report 2018 has been prepared in accordance with the GRI Standards: Core option.

While preparing the report we have adhered to following reporting principles for ensuring report quality: Accuracy, Comparability, Balance, Reliability, Clarity, Timeliness

In addition, we have followed the below mentioned reporting principles for defining the report content:



Stakeholder Inclusiveness

Identifying the stakeholders and understanding their reasonable expectations and interests.



Sustainability Context

Reporting our performance was spanning across the three pillars of sustainability: people, planet and profit.



Completeness

Covering material topics, boundaries, to reflect the economic, environmental, and social impacts.



Materiality

Reflecting significant economic, environmental, and social impacts and the aspects that substantively influence the assessments and decisions of stakeholders.

Key Achievements

- 1 Mobile Clinics**
Aster DM Healthcare has launched the first Mobile Medical Clinic in UAE
- 2 Basic Life Support**
Around 1,50,358 people have been trained to provide BLS (Basic Life Support),
- 3 Aster Homes**
Initiative to build new houses and repair damaged homes in flood-affected victims in Kerala.
- 4 Medical Camp**
Around 6,147 Beneficiary from Medical camp at Jordan Refugee Camp
- 5 Famine Support**
150,000 food packets were distributed among famine affected people in Somalia.
- 6 Supporting Refugees**
26,400 food packets distributed to rohingya refugees in bagladesh.
- 7 Al Jalila Foundation**
Donates Dh10m to Al Jalila Foundation
- 8 Blood Donation**
10,400 People Assisted through blood donation
- 9 Aster School.**
Aster runs a Special needs school for differently abled children in northern Kerala.
- 10 Public Listing**
Successfully Listed on Indian Stock Exchange.
- 11 Equal Oppurtunity**
Last year 108 differently abled people have been recruited.
- 12 Free Surgeries**
27,408 beneficiary through the drive of free surgeries and free investigations.
- 13 Aster Volunteers**
We have 8,300+ volunteers, both internally and externally.
- 14 Energy Reduction**
33%reductionPotentialinen-ergyconsumptioninAsterDM Hospitals.
- 15 Water Reduction**
17% reduction in water consumption in Aster Sohar Hospital.
- 16 CO₂ Reduction**
35% reduction in greenhouse gas emissions in Aster DM Hospitals.
- 17 Waste Recycling**
23% of the solid waste recycled in Aster DM-Hospitals.
- 18 Green Pharmacy**
First ever Eco-friendly pharmacy in Middle-East. All theproductsareallmadeofre-cyclable alternatives.

**WE'LL
TREAT YOU
WELL**

Aster At a Glance

**In operation since 30
years**

Aster DM Healthcare is an integrated and comprehensive healthcare service organization and has a 30-year rich legacy, starting from a single clinic in Dubai in 1987 to a presence across 9 countries today.

**24 Hospitals, 114
Clinics & 219
Pharmacies**

We are one of the largest private healthcare service providers in multiple GCC states and an emerging healthcare player in India. We take pride in being one of the few entities across the globe providing a complete circle of care from primary, secondary, tertiary to quaternary medical care through our 24 hospitals, 114 clinics and over 219 pharmacies.



We have 19,698 employees globally, delivering on a simple yet strong promise to its people: "We'll treat you well."

We have the unique distinction of serving people by providing quality healthcare to all segments of the society regardless of their economic or social positioning. We work on an asset-light business model wherein the land and civil structure of most of our hospitals are leased.

We are also optimally positioned in the Medical tourism sector with a large number of GCC residents visiting our Indian hospitals to avail quality and cost-effective healthcare.



Brands & Market segments

3 Brands & 3 Market segments

Operating in 10 Countries

Dr. Azad Moopen, our Founder Chairman and Managing Director at Aster DM Healthcare conceptualized the Company's following three brands for different strata of the population.



Medcare
for the high income



Aster
for the middle-income



Access
for low-income.

Market Segments

Hospitals

Our Hospital network consists of 12 hospitals in GCC states and 12 multi-speciality hospitals in India. Our hospitals in India are located in Kochi, Kolhapur, Kozhikode, Kottakkal, Bengaluru, Vijayawada, Guntur, Wayanad and Hyderabad and are generally operated under the "Aster", "MIMS", "Ramesh" or "Prime" brands.

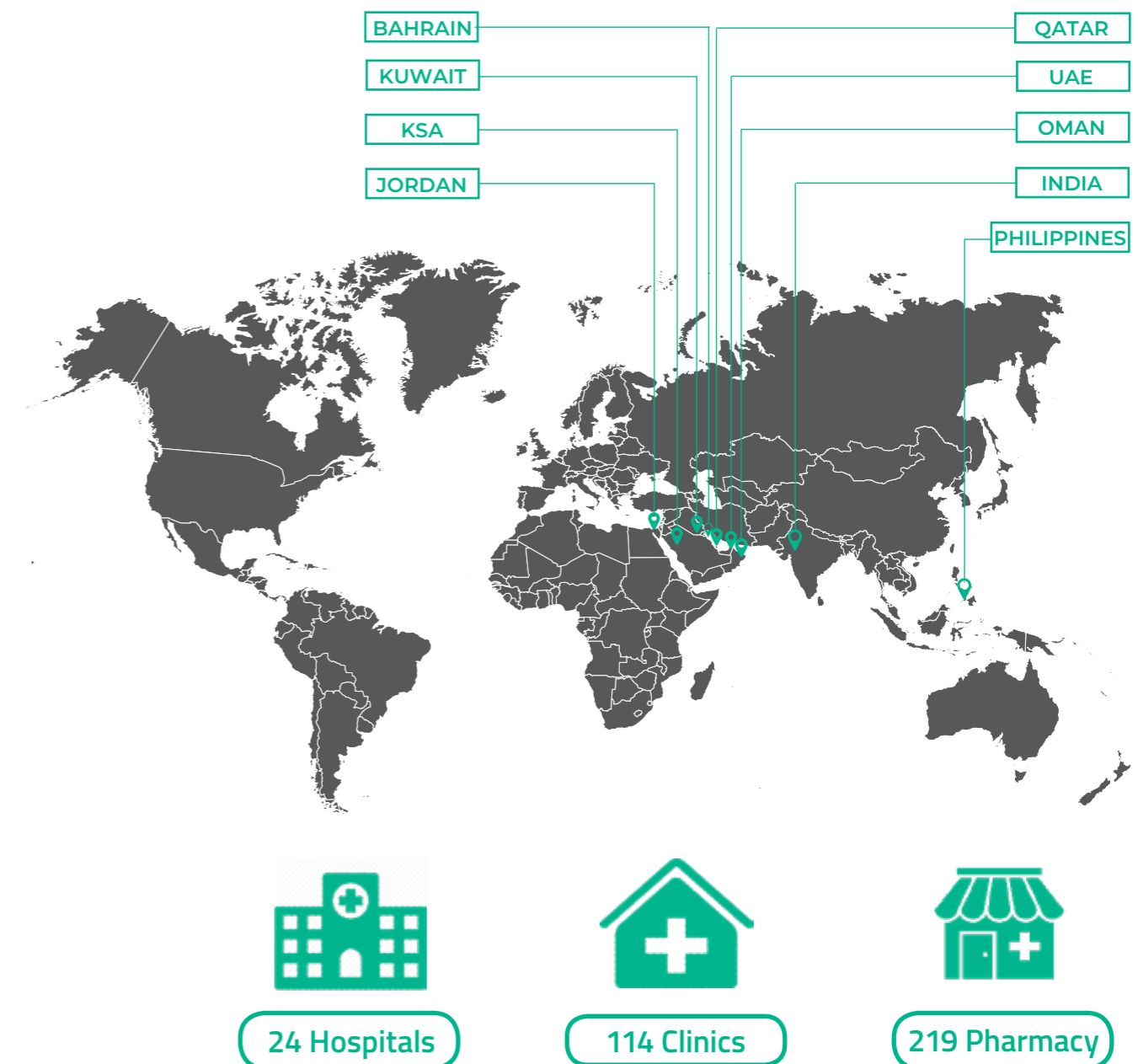
Clinics

One of the largest and most widespread networks of clinics across the Middle East. Our clinics in India are located at Kozhikode, Eluru and Bengaluru. The Aster DM network has 114 clinics in total FY18 with 106 clinics in GCC states and 8 clinics in India.

Pharmacies

We have 219 retail pharmacies in the GCC states. Offering the entire gamut of curative, nutritive, baby products, lifestyle, wellness products, FMCG products, cosmetics, personal and home care products, Aster Pharmacy has become a household name in the UAE.

Countries of operation



GCC & Phillipines Operation



12 Hospitals



106 Clinics



219 Pharmacies



Medcare
Multispeciality
hospital in
Dubai, UAE

Medcare
orthopedics
and spine
hospital in
Dubai, UAE

Medcare
Women and
Children
Hospital in
Dubai, UAE

Medcare
hospital in
Sharjah, UAE



Aster Hospital
Mankhool &
Qusais
Dubai, UAE

Aster
Hospital in
Qatar

Al Raffah
Hospital
in Muscat,
Oman

Al Raffah
Hospital in
Sohar, Oman

Sanad
Hospital in
Riyad, KSA



UAE C - 85
P - 186



Qatar C - 7
P - 6



Kuwait P - 7



KSA



Jordan P - 11



Oman C - 7
P - 7

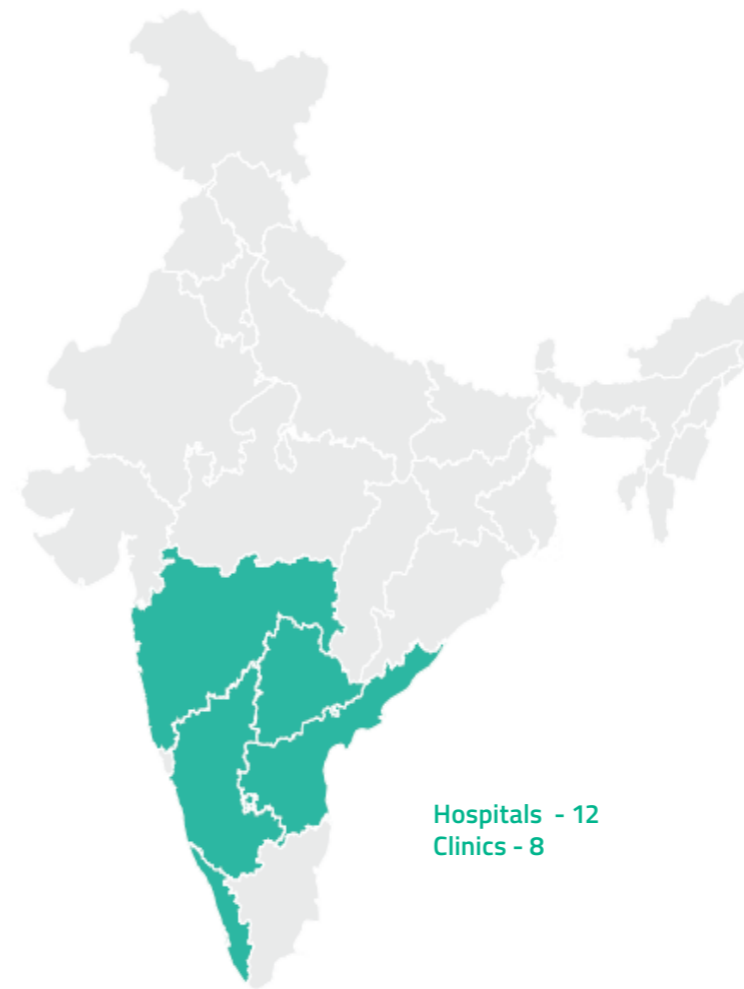


Bahrain C - 2
P - 2



Philippines C - 5

India operation



States we are present in India:

- Kerala C - 1
- Karnataka C - 4
- Maharashtra
- Telangana
- Andhra Pradesh (A.P) C - 3

Aster Hosiptal

- Aster MIMS in Kannur, Kerala
- Aster Medcity in Kochi, Kerala
- Aster MIMS in Calicut, Kerala
- Aster MIMS in Kottakal, Kerala
- Aster RV Hospital, Bangalore, Karnataka
- Aster CMI in Bangalore, Karnataka
- Aster Aadhar in Kolhapur, Maharashtra
- Aster Prime at Ameerpet in Hyderabad, Telangana
- DM WIMS in Wayanad, Kerala
- Ramesh Hospital in Guntur, A.P
- Ramesh Hospital at M G Road, in Vijaywada, A.P
- Ramesh Hospital at Labbipet Vijayawada, A.P

C - Clinics

P - Pharmacies

India

Aster Medcity in Kochi, Kerala



Centre of Excellence

- Cardiac Sciences
- Neurosciences
- Orthopaedics & Rheumatology
- Nephrology & Urology
- Oncology
- Women's Health
- Child & Adolescent Health
- Gastroenterology & Integrated Liver Care
- Multi-Organ Transplant & Minimal Access Robotic Surgery

Specialities

- | | | |
|---|-------------------------------|------------------------------|
| ○ Internal Medicine | ○ Craniomaxillofacial Surgery | ○ Psychiatry |
| ○ General Surgery | ○ Dental Sciences | ○ Nuclear Medicine |
| ○ Interventional Radiology | ○ Dermatology | ○ Podiatry |
| ○ Pulmonology | ○ ENT | ○ Ophthalmology |
| ○ Physical Medicine and Rehabilitation | ○ Anaesthesia & Critical Care | ○ Aesthetics Plastic Surgery |
| ○ Infectious Diseases & Infection Control | ○ Emergency | ○ Endocrinology |
| | ○ Clinical Imaging | ○ Pain & Palliative Medicine |

Aster CMI in Bangalore, Karnataka



Centre of Excellence

- Cardiac Sciences
- Neurosciences
- Integrated Liver Care (ILC)
- Gastroenterology
- Bariatric

Specialities

- | | | |
|---------------------------------------|-------------------------------|---------------------------------|
| ○ Multi Organ Transplant | ○ Surgery | ○ Endocrinology |
| ○ Urology and Nephrology | ○ Medical & Surgical Oncology | ○ Ophthalmology |
| ○ Orthopaedics | ○ Nuclear Medicine | ○ Infectious Disease And Travel |
| ○ Women's Health | ○ Vascular Surgery | ○ Medicine |
| ○ Child and Adolescent Health | ○ General Medicine | ○ Dental Sciences |
| ○ Robotic Surgery | ○ ENT | ○ Craniomaxillofacial Surgery |
| ○ Pulmonology | ○ Critical Care & Anaesthesia | ○ Psychiatry |
| ○ Plastic, Reconstructive & Aesthetic | ○ Fertility Rheumatology | |
| | ○ Dermatology | |

UAE

Aster Hospital (UAE)



Centre of Excellence

Neonatal Intensive Care Unit (NICU)

Specialities

Dermatology, Cardiology, Laparoscopic, Gynaecology, Obstetrics & Gynaecology, Paediatrics & Neonatology, Critical Care Medicine, Nephrology, General & Laparoscopic Surgery, Dental Science, Endocrinology, Orthopedics, Ophthalmology, ENT, Radiology, Internal Medicine, Gastroenterology & Hepatology, Urology, Integrated Liver Care, Pulmonology, Dietetics, Family Medicine, Neurology, Rheumatology, Physiotherapy & Rehabilitation, Oncology

Medcare Hospital (UAE)



Centre of Excellence

Gastroenterology, Bariatric Surgery

Specialities

Anesthesiology, Audiology, Bariatric Surgery, Cardiology, Dentistry, Dermatology, Diet & Nutrition, ENT, Emergency, Endocrinology, Gastroenterology, General Surgery, Hematology, Internal Medicine, Neurology, Oral & Maxillofacial, Pulmonology, Radiology, Rhinoplasty, Urology

Aster Clinic



Aster Pharmacy



OUR BUSINESS MODEL

At Aster, over three decades, we have developed a healthcare ecosystem across GCC and India. In GCC, our primary care clinics are the initial touch-points in the patient's journey, while hospitals and pharmacies continue the care. For complex tertiary care, we transfer our patients to our hospitals located in India.

On the other hand, our Indian operations act as a source of talent to our GCC operations. In GCC, our clinic doctors get the opportunity to hone their surgical skills in some of our best hospitals.

Patient Life Cycle Management



Resource Talent Management



Clinics (Including Attached Pharmacies) Close to Hospitals in a Hub and Spoke model



An Integrated Healthcare Provider

With an integrated business model we provide our patients with all the services starting from primary to secondary and tertiary or quaternary care.

Primary Care	-5.6 Mn Clinic OPD visits	-9.6 Mn Pharmacy visits	-3.1 Mn Hospital OPD visits
Secondary Care	2,18,000+ IP Discharges	9,600+ Urology Cases	14,800+ General Surgeries
	17,100+ Deliveries	1,200+ Joint Replacements	3,200+ Gastro-intestinal Surgeries
Tertiary and Quaternary Care	1700+ Cardiovascular Surgeries	250+ Transplants*	500+ Bariatric Surgeries
	2,400+ Neurosurgery	1,100+ Spine Surgeries	2,900+ Plastic Surgeries

Note: *Transplants includes kidney, heart, liver, pancreas, etc. Above numbers are for the financial year FY18



Our evolution & growth

GCC



Building the Foundations

1987

We commenced our operations as a single doctor clinic in Dubai

1995

We launched our first medical centre

New geographies, segments, and service offerings

2003

We expanded into new geography, Qatar by setting up clinics

2005

We entered in new segment with Al Rafa Hospital in UAE

2006

We entered into premium segment Medcare hospital in UAE

Brand 'Aster' was formed, private equity investment, further expansion

2008-09

We entered Oman with Al Raffah Hospital in Muscat, and we also opened a new hospital in Sohar, Oman

2010

We consolidated the group's medical facilities under one brand, Aster

2011

We acquired a minority stake in Sanad hospital, KSA and acquired Medicom Pharmacy group in UAE

2012

We had set up Medcare Orthopedics and Spine hospital in Dubai, UAE. We also acquired Al Shafar Pharmacies in UAE

Robust growth across all segments and geographies along with rapid expansion in India

2015

We opened our first clinic in Philippines and Bahrain

2016

We increased our stake in Sanad Medical Care, KSA to 97%

2016

We had set up Medcare Women and Child hospital in UAE

2017

We had set up Medcare hospital in Sharjah, UAE and Aster Hospital in Doha, Qatar

Foundation (1987-2000)

Expansion (2001-2007)

Consolidation (2008-2012)

Growth (2013 onwards)

INDIA



2001

We commenced our Indian operations at MIMS hospital in Kozhikode, Kerala

2008

We undertook the first round of private equity investments in India

2008

We acquired majority stake in Prerna hospital, Kolhapur

2012

We conducted second round of private equity investment

2014

We acquired management rights in Aster CMI in Bangalore

2014

Aster Medcity was inaugurated in Kerala

2014

We acquired majority stake in Sainatha hospitals, Andhra Pradesh

2016

We acquired majority stake in Dr. Ramesh Hospital

2016

We acquired Operations and Maintenance rights in DM Wayanad Institute of Medical Sciences, Wayanad in Andhra Pradesh

2017

We entered into an Operations and Maintenance contract Rashtreeya Sikshana Samithi Trust

Vision, Promise and Values

Vision

We constantly strive our best to provide quality healthcare at affordable cost to our patients as part of a **Caring Mission with a Global Vision** while consistently trying to deliver our brand promise **"We'll Treat You Well."**

Promise

"We'll Treat you Well"

A promise that sums up what we do and why we exist. One that we strive to honor everyday, every moment.

Values

Excellence

Surpassing current Benchmarks constantly by continually challenging our ability and skills to take the organization to greater heights.

Integrity

Doing the right thing without any compromises and embracing a higher standard of conduct.

Passion

Going the extra mile willingly, with a complete sense of belongingness and purpose while adding value to our stakeholders.

Compassion

Going beyond boundaries with empathy and care.

Respect

Treating the people with utmost dignity, valuing their contributions and fostering a culture that each individual to rise to their fullest potential.

Unity

Harnessing the power of synergy and engaging people for exponential performance and results.



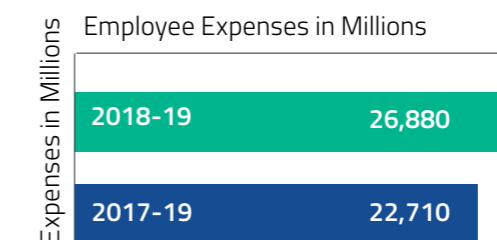
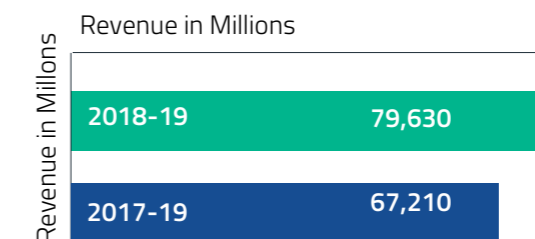
Economic Performance

13% growth in revenue

18% Growth in Hospital Segment

Aster DM Healthcare has posted a growth of 13% for the year. Further, we have delivered 189% growth in PAT during FY18 truly reflecting our priorities of driving profitable business growth through maintaining optimal standards of patient care. Hospitals, which is our biggest segment, has grown by 18%, while Clinics & Pharmacies continued to report robust growth.

Figure 1: Economic Performance



EMBEDDING SUSTAINABILITY INTO OUR OPERATIONS AND LONG TERM STRATEGY

Sustainability Governance

Sustainability
Committee formed
to look after
Sustainability issues.

Aster's business environment is global and complex, while we enjoy the opportunities of global markets that has opened for us in nine countries, we also have to be agile to meet the varying levels of stakeholder expectations while ensuring that our corporate values and culture is stemmed across our operations. We believe that corporate governance is fundamental for the sustainable development of our business and operation.

Our CSR Policy
spells out our key
sustainability focus
areas

Dr Azad Moopen, founder, chairman and managing director of Aster DM Healthcare is a dedicated philanthropist. He came to UAE in 1987 on charity work and ended up creating a leading healthcare sector player in the GCC and Asia region. We have formed a sustainability committee with members from different functions including, Human Resources, Aster Volunteers, Information Technology, Procurement, Facilities Management, Internal audit, and Quality.



Our CSR policy spells out our key focus areas and our long-term vision towards sustainable development. We have adopted United Nations Sustainable Development Goals and used it as a global framework to develop our sustainability priorities. We have mapped our internal and external stakeholders and engage with them continuously. We also collect valuable feedback from our stakeholders to inform our short and long term strategy. Our sustainability KPIs have been developed in line with GRI standard recommendations.



Our Commitment to UNSDG

In September 2015, 193 Member States of the United Nation adopted 17 global Sustainable Development Goals (SDGs), seeking to end poverty, fight inequality and injustice, and tackle climate change by 2030. The SDGs cover broad sustainability challenges such as economic inclusion, natural resources management, addressing geopolitical instability, preventing environmental degradation and climate change mitigation and adaptation. We at Aster believe that the SDGs provide a universal and visionary framework for this global cooperation and action, bringing all stakeholders together to proactively address and solve these challenges.

We are fully committed to the SDGs and strongly believe that if the SDGs are to be met, then corporates like us will have to play a major role and in the process will also have a lot to gain. We looked into our operational value chain and identified eight SDGs where we can make a significant impact. The diagram below identifies these SDGs and provides a brief description of how we plan to work towards achieving these.



Corporate Governance

Over the last three decades, Aster has inculcated trust amongst its stakeholders through accountability, responsibility, non-discrimination, and transparent disclosure practice and work culture. Our Code of Conduct and policies help guide our activities that enhances stakeholders trust in Aster.

Code of Conduct.

Aster has laid out the Code of Conduct (CoC) for all its employees, which acts as a standard professional guidebook. It outlines the Company's expectations with regards to appropriate workplace behaviour and makes them responsible and accountable for their actions with regards to the Company. The CoC is a reflection of Aster's vision, values and policies

Our employees are our biggest and the most valuable assets, and therefore, we seek to provide a work environment that will attract and retain highly talented people and help them achieve their full potential. Each of us is responsible for creating a climate of trust and respect, and for promoting a productive work environment. We encourage open communication by being receptive to the ideas and concerns of others, and we offer and receive feedback constructively.

We promote diversity within our workforce and have an inclusive environment that helps each of us to fully participate and contribute to better delivery of medical services every day and to Aster's success. **We have zero tolerance policy towards unethical dealings with vendors and customers. We are committed to meeting or exceeding customer and regulatory requirements regarding the delivery of our services. Our customers include patients, consumers, health care professionals and government agencies.**

Performance Management Policy.

Aster DM Healthcare is committed to a effective performance management system for employees to have a clear understanding of the work expected from them, to receive ongoing feedback regarding how they are performing relative to expectations, to distribute rewards accordingly, to identify development opportunities, to address performance that does not meet expectations and to obtain a view of their overall career management



Anti Discrimination Policy.

Aster DM Healthcare is trying to create a working environment which is free from discrimination and harassment and where all members/staff are treated with dignity, equality, courtesy and respect. We have implemented training and awareness raising strategies to ensure that all employees know their rights and responsibilities.

Anti Sexual Harrassment Policy.

Aster DM Healthcare is an equal employment opportunity company and is committed to creating a healthy working environment that enables all employees to work without fear of prejudice, gender bias and sexual harassment. The Company also believes that all employees of the Company have the right to be treated with dignity. Sexual harassment at the workplace or other than workplace if involving employees is a grave offence and is, therefore, punishable.

Whistle Blower Policy.

The Whistle Blower Policy was formulated and amended to meet the requirements of the revised Companies Act, 2013. The Policy has been formulated to provide a mechanism for employees of Aster DM and its subsidiaries to approach the Vigilance & Ethics Officer / Chairman of the Audit Committee of the Company with genuine concerns which affect the Company.

Employement Benefit Policy.

Employement Benefit Policy is to enable employees to carry out their job in a better manner with the relevant benefits. This also encourages loyalty, engagement and promotes a sense of belonging towards the organization. This policy details the various employee benefits, eligibility and guidelines for all employees in GCC to avail these benefits in the course of their employment with the organization.

Our Stakeholders


We engage proactively and continuously with our stakeholders, using formal and informal approaches such as performance reviews, meetings, surveys, feedback system, media, events etc.


We have mapped our internal and external stakeholders, their feedback forms the basis of our business plan and strategies.

We have also sought their expectations in terms of sustainability disclosures and have used it to inform the content of our first sustainability report.

 **Regulators & Accreditation Body**
 Ministry of Human Resources & Emiratisation
 Federal Authority of Nuclear Regulation
 Joint Commission International
 Civil Defense
 Ministry of Health
 Dubai Health Authority


 **Society**
 Environment
 Health and Safety
 Philanthropy

 **Outsourced Processes**
 Valet - Oscar
 Security - 911 Security
 Call center - Intelnet
 Laboratory - Proficiency
 IT - Datamate Solutions
 Maintenance - ABC center

 **Customers**
 Inpatient
 Outpatient
 Emergency
 Corporates
 Embassies



 **Partners & Suppliers**
 Medical and Surgical Treatment
 Diagnostic (MRI, CT, XRAY)
 Emergency Services
 Cosmetic and Medical Aesthetic
 Cath Lab & Sleep Lab

 **Owners & Investors**
 Banks
 Shareholders

 **Suppliers**
 JKR International
 Invotec Medical Equipment
 Medical Innovation Trading

 **Partners & Suppliers**
 Payor/Insurance Companies
 Pharmaceutical Companies
 Government Agencies
 Government Hospitals



 Stakeholders
 Management Team

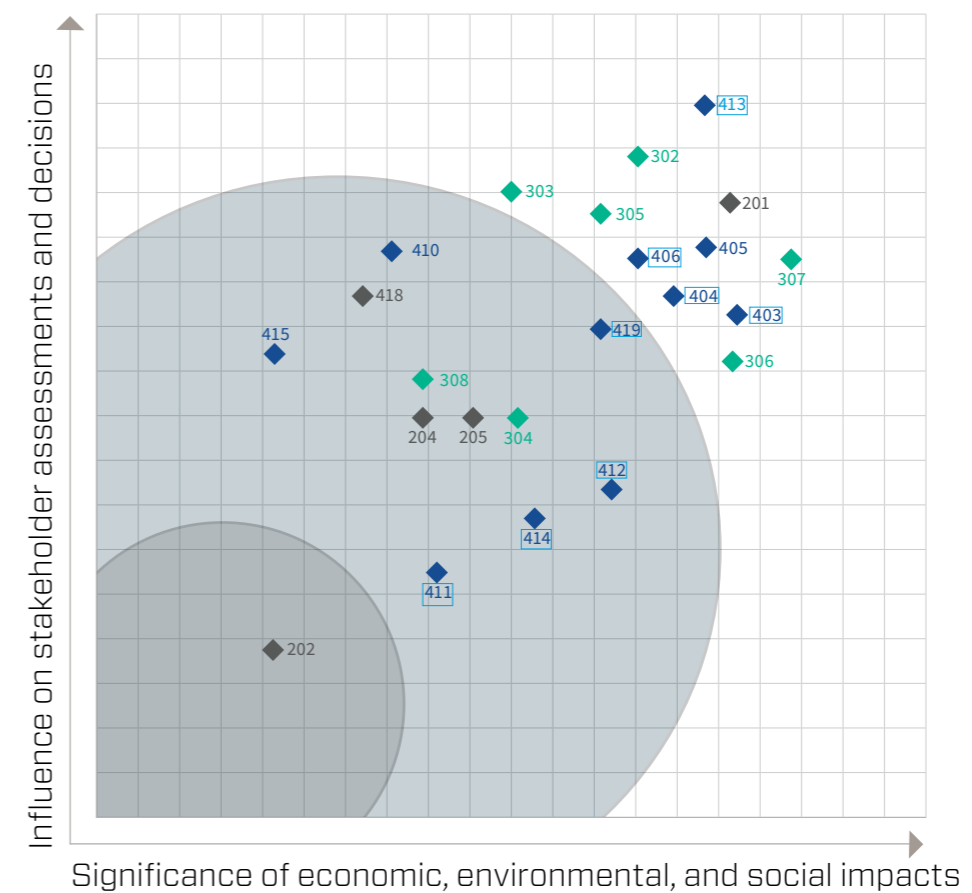
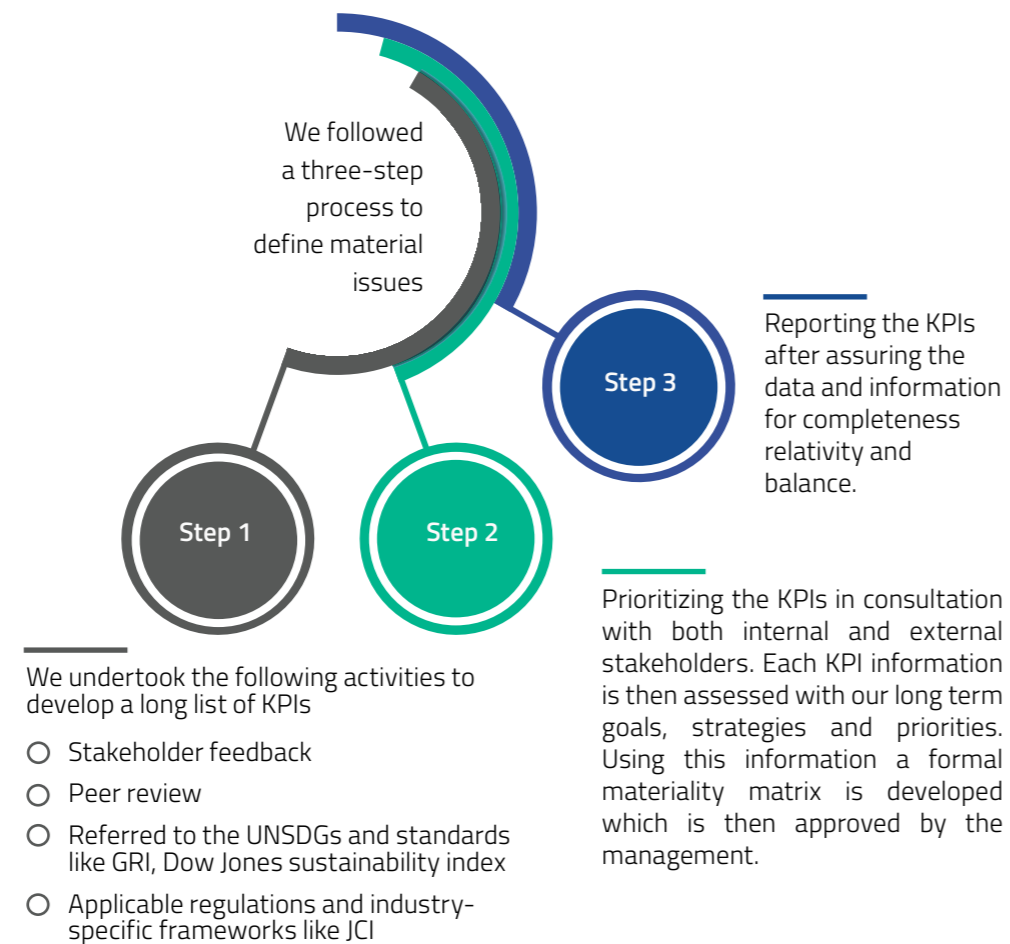


Defining What Matters

Materiality Assessment

A plethora of risks and opportunities are presented by the shift towards a sustainable transformation journey of any corporate. Sustainability in the healthcare sector has several complex, multi-dimensional, and also interconnected issues. We have developed a robust understanding of what issues are material to our operations, the environment and communities. This has helped us in mitigating the risks and maximizing the opportunities for growth..

We have adopted GRI Standards materiality assessment framework to identify and report material topics in the context of the healthcare sector, our business model, environmental and social impacts and stakeholder expectations.



Economic

GRI 201 : Economic performance

Social

GRI 413 : Local communities
 GRI 405 : Diversity and equal opportunity
 GRI 404 : Training and education
 GRI 403 : Occupational Health and Safety
 GRI 406 : Non-discrimination

Environmental

GRI 302 : Energy
 GRI 303 : Water
 GRI 306 : Effluent and waste
 GRI 305 : Emissions
 GRI 307 : Environmental compliance

**WE HAVE AN
UNWAVERING
COMMITMENT
TO OUR
SOCIAL
RESPONSIBILITY**

Social Responsibility

Dr. Azad Moopen, founder chairman and managing director of Aster DM Healthcare, believes that profit is a by product and not a purpose in health care. Social responsibility is of utmost importance to the way we do business at Aster. Our social responsibility begins internally with providing equal employment and growth opportunity to all, irrespective of gender, ethnicity or nationality. We invest in training and skill enhancement of our employees to keep us ahead of the curve considering the fast pace of advancement and innovation in the healthcare industry.

For us maintaining a safe environment within our operation is a means to demonstrate compassion and vigilance for the patient and employee welfare. Our hospitals are accredited with JCI and NABH to ensure that the quality of our services is best in the industry.



Drawing inspiration from our Chairman, we set up Aster Volunteers in the year 2016 as our philanthropic arm. We have been working with communities to provide healthcare facilities to the underprivileged, supporting them in natural calamities and disasters, and ensuring education for the needy. Our community outreach program is quite robust, and we take pride in having touched over 1 million lives through Aster Volunteers.



Our Employees Our Strength

19,698 Employees at Aster from 72 Nationalities

Aster DM Healthcare's employees are known to make patients their priority and uphold high standards of care all through the year. They play the most important part in having a functional, healthy and happy community. Hence, making sure that they are taken care of is our responsibility.

We value and foster the contributions of our employees, and as a result, we grow and flourish together. Having a healthy workplace and happy employees is of paramount importance for enhanced productivity. Regular communication from the leadership forms a significant driving force for employee engagement. The employees are regularly updated about any new activities, ventures, accolades, changes to the management via newsletters, emails and town hall meetings.

We regularly take feedbacks from our employees to improve our operations. Employee satisfaction surveys are conducted annually, and the results are used to formulate strategies for the next year. In our effort to keep our employees abreast with the latest technological trends, we provide training programs and support them for continued medical education.



Aster strives to be an equal opportunity employer. We understand that every employee needs a proper working environment which motivates every stakeholder contributing to company growth. Company is gender sensitive and provides more opportunities to women employees. We also have targets defined to increase Emiratization and employee people of determination.

Aster DM healthcare workforce is quite diverse. The company employs across the continents covering 72 nationalities in its team. People from far-east countries to the Middle East and Central Asia, Africa, North America, and Latin American countries are employed in its various offices.



Below is the graph showing figures of total numbers of employees, Gender Ratio. Number of new joinees, Number of trainings to employees in financial year 2017-2018 and 2018-2019.

Figure 2: Employee data

Gender Ratio



Total Number of Employees



Number of New Joinees



Trainings - CEO & Medical Director



Contiung Medical Education Trainings



Number Of Trainings to Employees



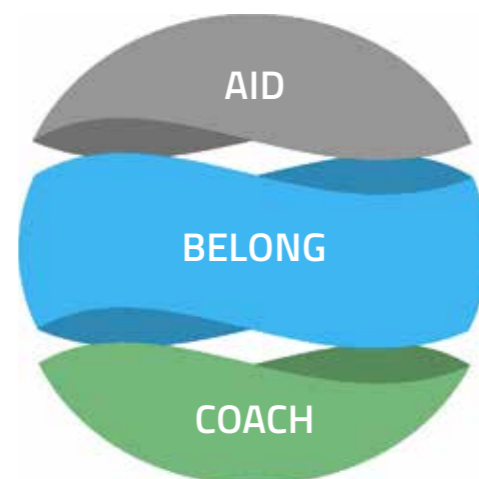
Aster Volunteers

Aster Volunteers was established in 2016 as the CSR arm of Aster DM Healthcare. While different group CSR entities have been working with specific mandates for the past 20 years, these diverse vertical initiatives have now been consolidated under the larger umbrella of Aster Volunteers. This short but deeply fulfilling journey of 2 years has helped impact the lives of 927,568 people, with just 8318 volunteers. And we're just getting started.

Operating under a two-fold approach, Aster Volunteers encourages members from its internal group entities to personally take up and see through as many initiatives as possible to give back to society. On the other hand, we are working to build a combined volunteer force consisting of Aster employees and members of the public, who are willing to utilise their time and energy to make a meaningful impact in society.

The Aster Volunteers' Framework

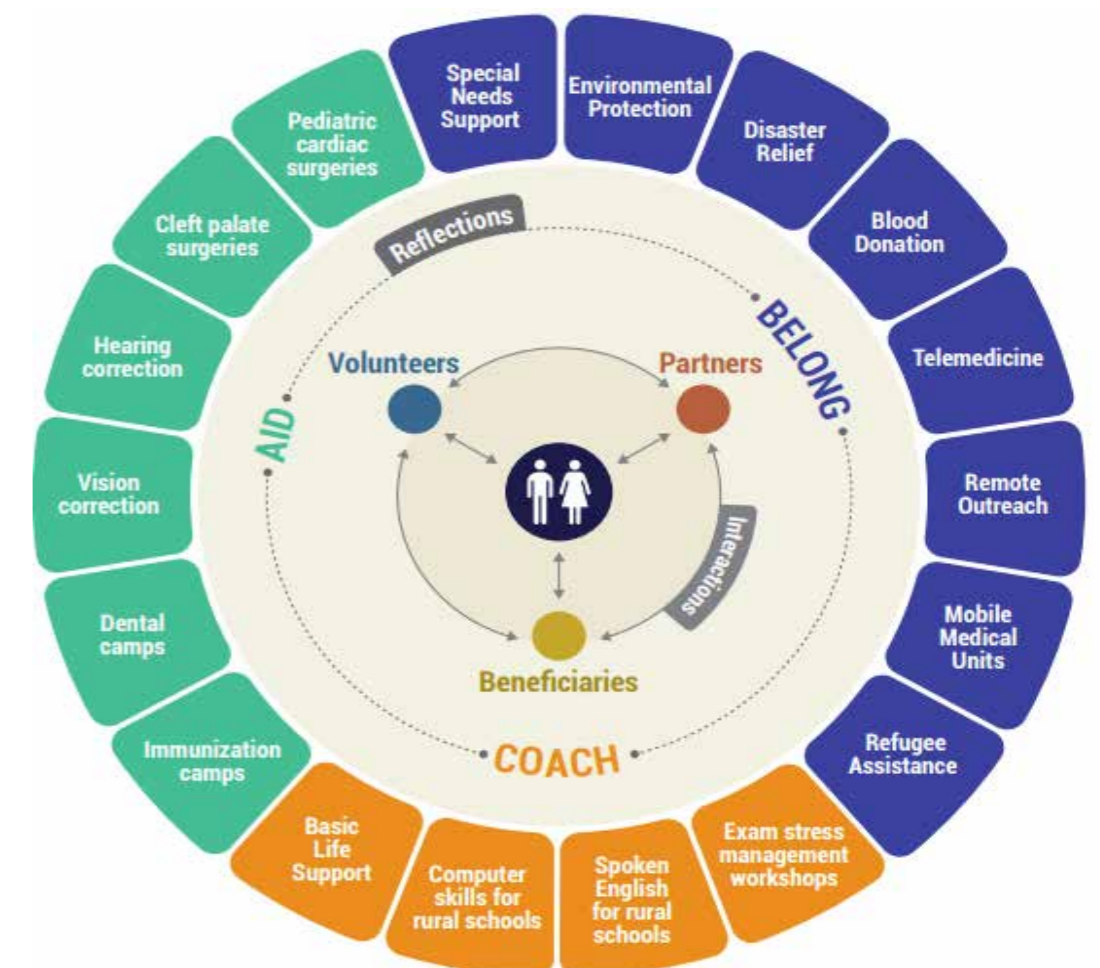
There are various avenues through which we can create a positive impact in the communities we function within. The Aid-Belong-Coach framework identifies and defines these channels



AID
Includes all our initiatives that are aimed at sharing and reducing the financial burden of healthcare.

BELONG
Includes initiatives that drive us to participate in the lives of the community and take measures to improve life's health and happiness.

COACH
Includes initiatives that help increase opportunities for employment and income generation.



THE ABC OF ASTER VOLUNTEERS

The activities mentioned in the framework are indicative and not exhaustive.

Aster Volunteers Treatment Subsidies

Aster Volunteers provides financial and healthcare support worth millions of dollars every year to patients, who cannot afford the cost for advanced treatment, including complex surgeries. The organisation has always believed that quality healthcare shouldn't be an exclusive domain of the privileged and no needy individual should find healthcare inaccessible.

An efficient and effective mechanism is in place for assessing and extending subsidies/ support to eligible patients for treatment at Aster DM Healthcare facilities in India. Patients, who are found to be in need of support, are often provided treatment free of cost.

Aster Volunteers Medical Camps

Since the parent organisation has a legacy of providing quality healthcare for decades, Aster Volunteers has worked extensively on development projects with qualified medical doctors and other health-related professionals. These skilled professionals in medical and health services are often deployed to conduct medical camps where free consultations and treatment are dispensed to the local population in the identified communities.

As on 31st May 2019, some 3,500 Aster Volunteers in over 15 diverse specialities have impacted more than 200,000 lives across the Indian subcontinent and West Asia. Medical camps is the cornerstone of Aster Volunteers and is conducted periodically across 21 hospitals and 7 countries.

Aster Volunteers Dialysis Programme

Aster Volunteers established a first of its kind "StandaloneCommunity Dialysis Centre" in the state of Kerala, India. It's focus is on improving the quality of life of kidney patients, who cannot afford the recurring treatment or surgical expenses and need regular hemo-dialysis for survival. Similar facilities were established across the state by like-minded people with the support of Aster Volunteers. These centres receive technical support of Aster MIMS, Multi Specialty Tertiary care Hospital, Calicut, India.

This initiative has become an inspirational model for others to establish many number of dialysis centres across the state.

Aster Volunteers Village Adoption

Villages are where the true heart of India lies. Transforming them is a unique challenge, and Aster Volunteers believes that it needs an innovative model which will enable families, communities, and villages to thrive and prosper. Keeping this mandate in mind, Aster Volunteers has established the Moopen's Institute for Local Empowerment (MILES) as a role model Village Adoption Project in Kalapakanchery, North Kerala, India. MILES conducts regular activities for education and socio-empowerment which is a great impetus for the village folks to aim for a higher standard of life. Similarly the Healthcare Village Adoptions Model, implemented successfully in the Malabar Region at Karadu has received appreciation from the Health Ministry of Government of Kerala, India.

Aster Volunteers Famine Support in Somalia

150,000 Food Packets Distributed

Famine has turned Somaliland into one of the worst humanitarian crises in modern history. As a part of our 'Year of Giving' initiatives, 150,000 Salma food packets were distributed among the famine-affected people in Somaliland on 26th August 2017. Asterians played their part in the humanitarian effort by contributing money with the help of Al Hayat Islamic foundation.

Partnered with Government of Dubai's Awqaf and Minors Affairs Foudation (AMAF)



Aster Volunteers joined hands with Al Hayat Foundation humanitarian workers in Somalia, to support the ongoing relief efforts and aid in the safe distribution of over 150,000 meal packets to the famine affected and displaced Somalis at Buraco in Somaliland, in the presence of their regional Vice Governor Mohammed Hayd.

The initiative is part of the 'Aster Volunteer' global programme for Africa for the disaster support as part of "Aster@30" initiatives commemorating Aster DM Healthcare's 30th anniversary year. Aster partnered with Government of Dubai's Awqaf and Minors Affairs Foundation (AMAF) earlier this year as part of Aster's ongoing Give Back Initiative (GBI), to provide humanitarian aid and support the relief efforts in famine-affected areas of Somalia, channelled through its 'Aster Volunteers' programme.

The foods packed through Salma Humanitarian Relief Programme is an initiative pioneered by the Dubai Islamic Economy Development Centre and managed by AMAF, ensured safe delivery and efficient distribution of the food packets. The distribution was supported by six Aster volunteers, who travelled to Somalia. The ground handling was organised by Al Hayat Islamic Foundation - an NGO in Somalia that Aster has partnered through AMAF and its associated Dubai Charity Association (DCA).

Aster Homes by Aster Volunteers

Aster Homes, a project initiated by Aster Volunteers to partner in rebuilding Kerala, was formally announced on Oct 1, 2018. The Aster Homes initiative is a part of our Aster Volunteers Global Program in our effort to rebuild and repair houses damaged in the flood affected area. Under this program we are building new houses and retrofitting partly destroyed ones. 125 Million INR has been earmarked for this initiative through Dr. Moopen's family foundation and Aster Employees contribution.





Aster Volunteers Mobile Medical Services

The mobile clinic was launched in strategic partnership with Dubai Government entities like Dubai Health Authority (DHA), Dubai Corporation for Ambulance Services (DCAS) and Road and Transport Authority (RTA).

The main idea of the mobile medical service was to provide healthcare to the people not covered under the insurance policy and having inadequate resources to avail quality healthcare service. An additional purpose was to create awareness and reduce lifestyle diseases and educate people on BLS (Basic Life Support) Awareness, Quit Tobacco and Road Accident Preventions through various campaigns. The well-equipped mobile clinic with the services of 2 General Practitioners, 2 staff nurses and a driver travels across the country providing free primary care among various communities. Since the inception, the mobile clinic had a 360-degree approach covering people from all walks of life with a special focus on the blue collared workers.

The mobile clinic also arranges Mega Medical Camps with the support of internal and external Volunteers. In the mega medical camps, we provide services of specialized doctors for advanced diagnoses and treatment.

The people are provided with services like blood pressure, blood sugar, BMI and at time cholesterol or ECG checks. The mobile clinic team also provides health talks on various topics in different languages educating people on various health matters.

Figure 3: Beneficiaries of Mobile Medical Services

Total Number of Patients Covered





Quality and Safe Operations



Along with commitments from the top leadership and vigorous process assessments and improvements, evolving a safety culture is at the center of Asters efforts to endorse dependability across all its verticals. We are persistently focused on quality and safety.

Aster endeavors to achieve continuous excellence and live up to its promise of treating everyone well. We encourage all our employees to report any incidents of any event, or situation that has the potential to cause harm or injury. Reporting "near misses" provides us with the opportunity to improve practices, formulating effective and enduring solutions and prevent impending errors.

Keeping patient safety in consideration, Aster focuses on preventing complications, hospital-acquired infections, and falls. Asters focus on reducing complications including surgical site infections has yielded strong and sustained results. A 33% reduction in surgical site infections was achieved in the last one year.

Aster enforces all national safety requirements designed for health care establishments to provide fire safety and to reduce any unhealthy exposures to its patients and employees, including those related with toxic cleaning chemicals and latent allergens such as latex.

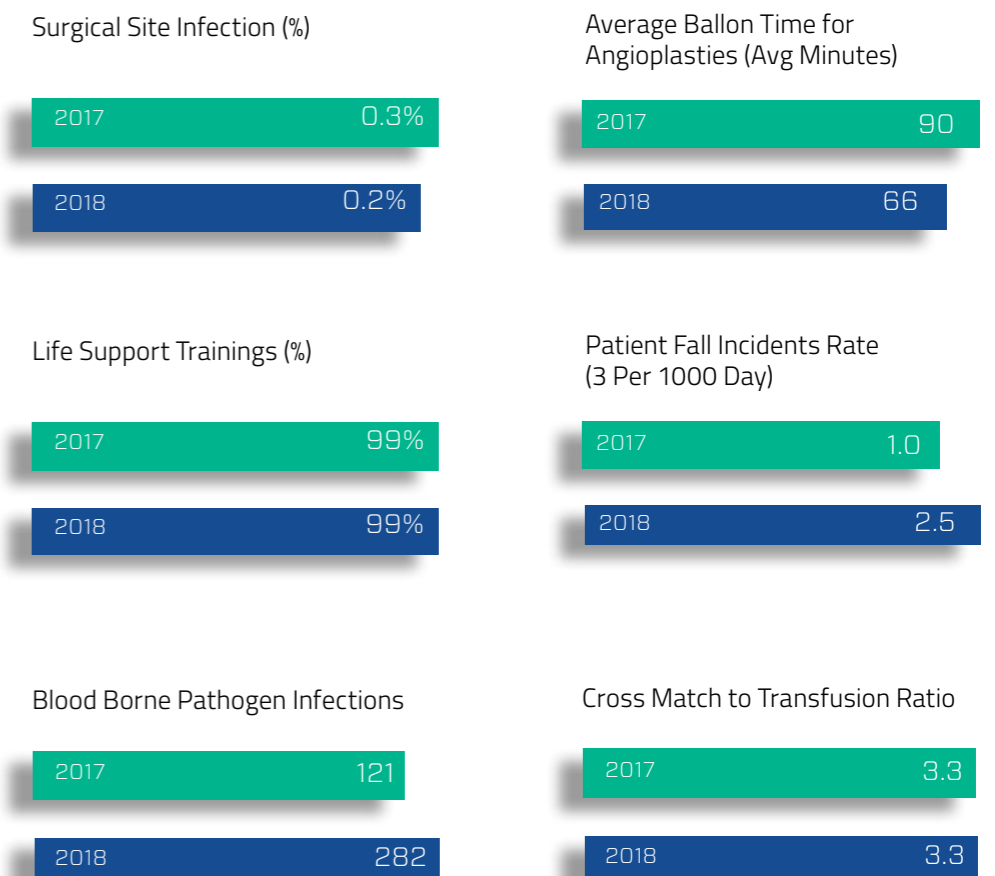
Aster also has a formal Quality and Safety department charged with the implementation and monitoring of Environmental Health and Safety management activities across Asters facilities. In addition, each hospital maintains written management plans that address the "Environment Health and Safety" based on management structure and individual needs. The leadership regularly reviews and assess the need for changes to safety policies, equipment, procedures, training and other activities.

Aster is committed to address quality in all areas of the organization. All quality improvement and patient safety efforts are aligned with the hospital's vision, mission and core values. The Quality Department conducts itself on a platform held by the most important 3 pillars;

- Customer Feedback
- Incident Analysis
- Internal Audits



Figure 4: Safety Performance



The number of infection has increased from 2017 to 2018 as the result of growth in our hospital segment wherein new hospitals has become operational and the number of patients treated have also increased exponentially.

Innovation

3 GOOD HEALTH AND WELL-BEING



First of its Kind Gastrointestinal Surgery

Aster Al Qusais, administered the Single Incision Laparoscopic Surgery (SILS) Anterior Resection. SILS is a minimal invasive technique in which the surgeon operates almost exclusively through a single entry point. The surgery involves advanced keyhole surgery with a single cut, leaving minimal scarring. Allowing the patient to leave the second day after the operation, the surgery is life-changing for those suffering from acute gastrointestinal and colorectal diseases and require major medical intervention. The technique enables quicker recovery, less cosmetic damage and more efficient treatment with excellent patient satisfaction. In this particular case, following this advanced laparoscopic technique, the patient was then put on an enhanced recovery program and discharged on the second postoperative day.

First Manual Small Incision Cataract Surgery

Manual Small Incision Cataract Surgery, MSICS was an innovation by Bluementhal et al in 1992. Manual small incision cataract surgery (MSICS; also SICS or SECCE) is a low-cost, small-incision form of extracapsular cataract extraction (ECCE) The first such surgery was performed at Aster Mankhool on 2nd July 2018, after explaining in detail the procedure to the patient, whose cataract was a grade 5 Brunescence cataract. The postoperative result was excellent with full recovery of vision. The patient feedback was very appreciative of the hospital.

Early Disease Detection and Cancer Screening Centers

Aster has established a number of Early Diseases Detection and Cancer Screening Centers (EDDCs) in association with Aster DM Foundation. These centers receive technical and medical support from Aster Healthcare facilities in Kerala. The initiative utilizes Early Diseases Detection and Cancer Screening Application to monitor and screen the population. The centers work to create awareness among people about cancer and the need for early detection by providing comprehensive checkup. All the services are provided free for the economically marginalized section of the society or at a highly subsidized rate.

Aster sets up first-of-its kind Diabetes and Hypertension home monitoring system

Aster and one of the Middle East's telecommunications service providers, have set up a home monitoring system for their diabetic and hypertension patients to easily keep track of their own glucose and blood pressure levels called Aster – My Health. Aster access to this novel technology will enable patients to monitor and track their daily glucose and blood pressure levels, and for doctors to receive this information instantaneously and remotely. This enables both doctors and patients to remotely monitor and track vital readings and ease the burden on managing the information.



Innovation



Tele-Medicine and Tele-Radiology

Aster introduced Teleradiology services in their hospitals to reduce the report turnaround time. Teleradiology is the transmission of radiological patient images, such as x-rays, CTs, and MRIs, from one location to another for the purposes of sharing studies with other radiologists and physicians. This helped Aster to reduce radiology report turnaround time, faster diagnostics, Saved time and cost of physically transporting images and reports (on CD) between reporting center and remote clinics. The report turnaround time achieved from on average 2 days to 4.25 hours and this empowered clinicians to make more informed decisions through real-time image access and study comparison from multiple patient encounters on a single screen view. Tele medicine is also in practice across several geographies.

Aster Online

Aster becomes the first pharmacy in the UAE to go online by introducing Aster Online, one of the many firsts in the healthcare and wellness space that Aster is known for over the years. Aster Online was created because of our constant endeavour to improve ourselves and the services we bring to the customers.

Aster Online is a robust e-commerce healthcare platform that brings to its customer's fingertips more than 10,000 products being offered through 11 main categories. The products range from curative and nutritive products, baby products, lifestyle, wellness and rehabilitation products, FMCG products, cosmetics, personal and home care products.

The platform lets the customers compare products by way of price, brands and offers, therefore helping the customers make informed decisions before purchasing them and getting them delivered to the doorstep.

Centralized Electronic Medical Record systems

Aster established centralized Electronic Medical Record Systems for providing accurate, up-to-date, and complete information about patients. Centralized EMR systems helped Aster to improve the quality of care provided to their patients and reduced the usage of paper.

Laboratory Information System Integration Technology

Aster established lab & laboratory information system integration to provide the lab result in real time, to save time, focus on critical reports and to eliminate human error.

Patient Portal

Aster launched patient portal which is a secure online website that gives patients convenient, 24-hour access to personal health information from anywhere with internet connection. Using a secure username and password, patients can view health information. The patient portal has been used to send test results to patients quickly and securely and also Improves patient engagement. It also reduced number of phone calls for test result queries.

**WE ARE
COMMITTED
TO REDUCING
ENERGY,
WATER, WASTE
AND CARBON
INTENSITY.**

Environmental Stewardship

We are committed to reducing energy, water, waste and carbon intensity of the services we provide.

At Aster, we believe that we are only successful when we provide the best possible medical care to our people while conserving the natural resources with which we've been entrusted. The environmental challenges that the world is facing can only be overcome when governments, corporates and individuals all take up the responsibility, to live, operate and develop an environmentally responsible manner.

The need to promote improved business and environment interactions is ever pressing, which also applies to the healthcare sector and our operation. We have identified the significant environmental impacts of our operation and have identified key areas of our focus which includes the following:



Energy Optimisation



Supply chain sustainability



Water rationalization



Promoting circular economy



Climate action

We are committed to reducing energy, water, waste and carbon intensity of the services we provide in order to reduce our environmental footprint. We strive to integrate sustainability into our daily operations as well as in our long term plans and strategies.

We have taken several measures to optimize energy consumption, increase water consumption efficiency, reduce GHG emissions, cut down on waste generation and procuring equipment and services with reduced environmental impact. These efforts are in coordination with all the verticals of Aster DM Healthcare and across all geographies where we operate.



Energy Optimization

Hospitals are our energy hotspots.

The UAE Energy Strategy 2050, the Agenda for Sustainable Development 2030, the Sustainable Development Goals (SDGs) and the Paris Climate Agreement have emphasized the need for all industry sectors to measure performance, set reduction goals and track progress towards the energy as well as GHG emission targets. The UAE Energy Strategy 2050 seeks to increase consumption efficiency of corporates by 40 %.

Energy audits have been undertaken for all of them

Our assets largely consist of the built environment and the medical infrastructure. Our major energy consumption happens in the form of electricity consumption for running our offices, pharmacies, clinics, and hospitals. We also consume a small fraction of diesel and gasoline to run the company-owned vehicles as well as diesel generators for back up power.

Significant reductions have been achieved

We keep track of both electricity and fuel consumption across our operations. The hospitals we operate are our major energy hot spots, due to their size and nature of the operation as compared to our clinics, pharmacies and offices.



We operate eight hospitals in the GCC region and have undertaken energy audits for all of them. The energy efficiency measures have been identified and classified into short and long term implementation categories. We have already implemented several of these measures at six hospitals and are witnessing substantial energy as well cost optimisation at all of these hospitals.

Further, in order to reduce fuel consumption from transportation, Aster provides shuttle and vanpool services to its employees. We actively motivate our employees to opt for these alternative modes of transportation and avoid use of single occupant vehicles to reduce fuel consumption.

Our continuous efforts towards having energy efficient hospitals have shown remarkable results. Various measures have been taken to reduce energy consumption, and the resultant reductions are depicted in figure 1.

Figure 5: Energy Consumption (MWH)- Aster Hospitals in GCC



Water Conservation

Our water optimization efforts are aligned with UNSDG 06 Clean Water & Sanitation



Availability of clean and safe water the heart of sustainable development. It is critical for socio-economic development, food production, healthy ecosystems and for human survival itself. Water is also at the core of adaptation to climate change, serving as the crucial link between the society and the environment, special in the Middle East region it has greater significance as it's a scarce resource and is being produced through desalination which is GHG intensive.

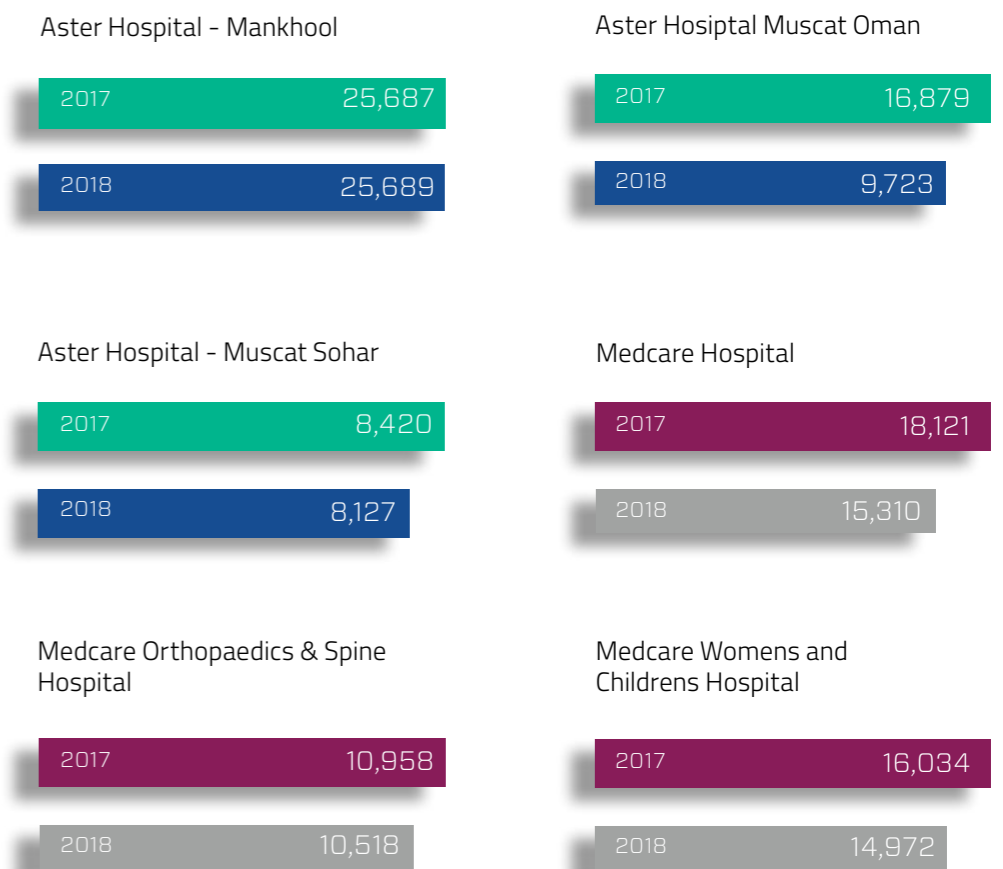
Water has also become a rights issue, with increasing global, there is an increasing need to balance all of the competing commercial demands on water resources so that communities have enough for their needs. Keeping the above issues in mind we initiated our water optimization program, wherein we looked at our major water consuming assets. Our large hospitals are the assets that consume significant water across our value chain.



We started with monitoring the quantity of water we are consuming at our hospitals: this was followed by conducting water audits to identify the areas where we can improve consumption efficiency. Several of these water-efficient interventions have already been implemented, whereas some are in the pipeline.

The Figure below demonstrates the reduction of water consumption at several of our Hospitals as a result of the optimization measures we undertook.

Figure 6: Water Consumption (KL)- Aster Hospitals in GCC





Waste Management

Our waste management efforts are aligned with UNSDG 12 Responsible Consumption and Production

Waste is a growing environmental concern; we produce an astonishing 3.6 million tons of solid waste each day. With rapid population growth and urbanization, annual waste generation is expected to increase by 70% from 2016 levels by 2050. Managing waste properly is essential for building sustainable and livable cities.

As a responsible healthcare services provider, we understand the significance of medical as well as general waste management. All our pharmacies, clinics and hospitals operate under a defined waste management framework. We have developed a comprehensive risk register that has identified the risks associated with waste generation, storage, and disposal. Segregation and disposal of waste are carried across our value chain in accordance with industry best practices and local regulations.

We also believe in the principle of the circular economy. We segregate and recycle the recyclable waste from our waste stream with paper and carton being the two significant categories of waste that are recycled.



Figure provided below are the Data on Medical waste generated in Aster Hospital in GCC Region along with the amount of cardboard & paper recycled and percentage of Compliance with waste Management Audit.

Figure 7: Waste Data - Aster Hosiptals

Medical Waste Generated (Kg)

2017	55,554
2018	55472

Compliance to Waste Audit (%)

2017	99%
2018	99%

Paper Recycled (Tons)

2017	2.5
2018	0.8

Cardboard Recyled(Tons)

2017	16
2018	14



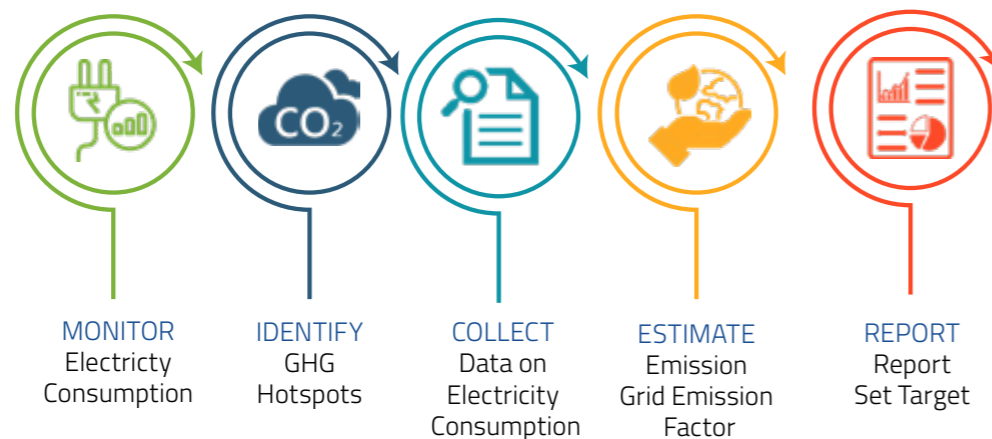
Carbon Footprint Management

Our GHG Emission Reduction efforts are aligned with UNSDG 13 Climate Action



The Sustainable Development Goals and Paris Agreement have reinstated that development cannot continue without tackling its effect on climate change and boosting environmental sustainability. Low carbon and climate-resilient transformation path need to be chosen. We understand that this will require significant investment, innovation and, more importantly, a shift in the way corporates like us make decisions.

We believe that the need for innovative solutions in the areas of climate change mitigation and adaptation is an opportunity for us to expand and optimize our services. The major Green House Gas emission source within our operation is the emission from electricity consumption followed by emissions from fuel consumption in company-owned vehicles.

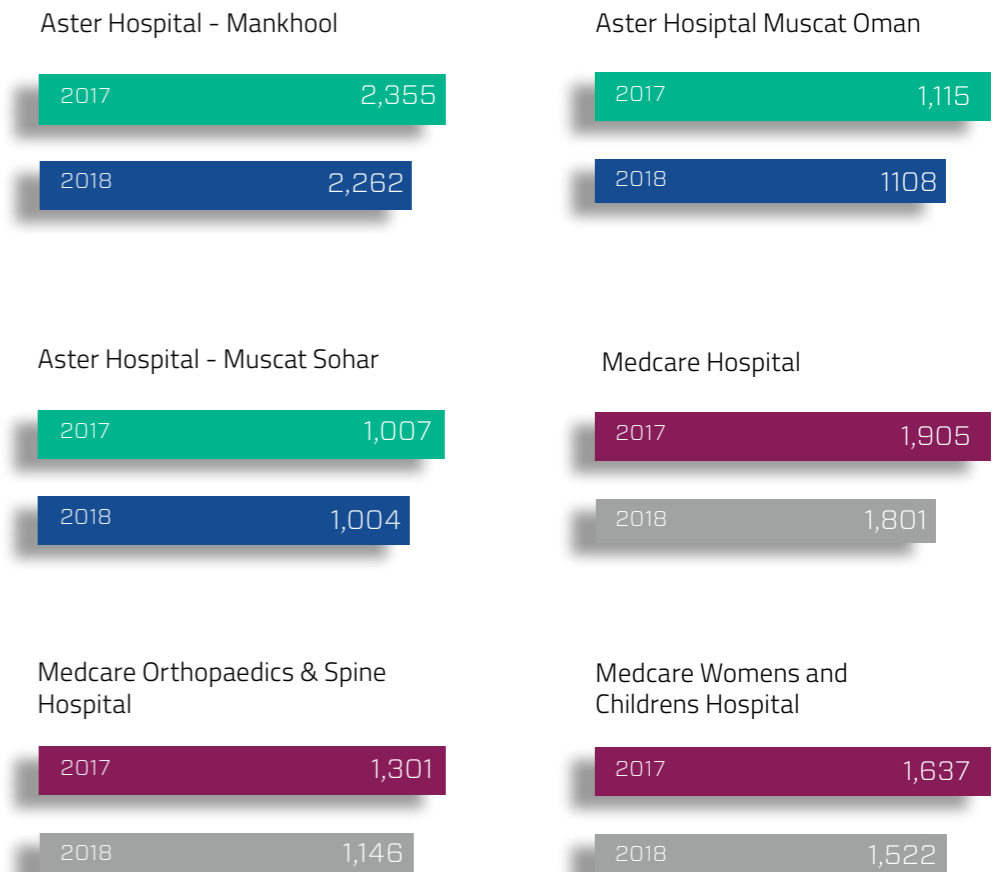


Over the years through energy, water and transport optimization, we have been able to reduce our carbon intensity. The major contributors to our GHG reduction program are provided below:

1. Energy efficiency interventions
2. Water efficiency interventions
3. Provision of car-pool and a van-pool option for employees
4. Procuring energy efficient biomedical equipment.

The carbon footprint for our operations has been estimated using the Green House Gas Protocol's Corporate standard. The scope one emission from company-owned vehicles for the year 2018 is 1,104 tCO₂e. The Carbon footprint estimation from transportation was initiated last year; therefore previous year performance data is not available. The Scope two emissions from our operations have been provided below.

Figure 8: Scope 2 GHG Emissions (tCO₂e)



GRI Content Index

GRI Standard	Disclosure	Page number(s) and/or (URL(s)	Omission		
			Part Omitted	Reason	Explanation
GRI 101: Foundation 2016					
General Disclosures					
GRI 102: General Disclosures 2016	Organizational profile				
	102-1 Name of the organization	Aster DM Healthcare			
	102-2 Activities, brands, products, and services	09			
	102-3 Location of headquarters	10			
	102-4 Location of operations	10			
	102-5 Ownership and legal form	Private Owned			
	102-6 Markets served	11			
	102-7 Scale of the organization	9,10,11			
	102-8 Information on employees and other workers	28,29			
	102-9 Supply chain				
	102-10 Significant changes to the organization and its supply chain				
	102-11 Precautionary Principle or approach				
	102-12 External initiatives				
	102-13 Membership of associations				
	Strategy				
	102-14 Statement from senior decision-maker	4			
	Ethics and integrity				
	102-16 Values, principles, standards, and norms of behavior	14			
	Governance				
	102-18 Governance structure				
	102-21 Consulting stakeholders on economic, environmental, and social topics				
	102-22 Composition of the highest governance body and its committees				
	102-23 Chair of the highest governance body				

GRI 102: General Disclosures 2016	Stakeholder engagement				
	102-40 List of stakeholder groups	22,23			
	102-41 Collective bargaining agreements				
	102-42 Identifying and selecting stakeholders	22,23			
	102-43 Approach to stakeholder engagement	22,23			
	102-44 Key topics and concerns raised	22,23			
	Reporting practice				
	102-45 Entities included in the consolidated financial statements				
	102-46 Defining report content and topic Boundaries				
	102-47 List of material topics	24,25			
	102-48 Restatements of information	None			
	102-49 Changes in reporting	Not Applicable			
	102-50 Reporting period	January 2018 to December 2018			
	102-51 Date of most recent report	This is the first report			
	102-52 Reporting cycle	Annual			
	102-53 Contact point for questions regarding the report				
	102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI standards : Core Option			
	102-55 GRI content index	Pg No. 53			
	102-56 External assurance	Pg No. 57			

Material Topics					
Economic Standard Series 200 GRI					
Economic Performance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	15			
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed				
Environmental Standards Series 300 GRI					
Energy					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	44,45			
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				
GRI 302: Energy 2016	302-1 Energy consumption within the organization				
	302-3 Energy intensity				
	302-4 Reduction of energy consumption				
Water					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	46,47			
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				
GRI 303: Water 2016	303-1 Water withdrawal by source				
Emissions					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	50,51			
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				

Emissions					
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	51 & 50			
	305-2 Energy indirect (Scope 2) GHG emissions				
	305-4 GHG emissions intensity				
	305-5 Reduction of GHG emissions				
Effluents and Waste					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary				
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				
GRI 306: Effluents and Waste 2016	306-1 Water discharge by quality and destination				
	306-2 Waste by type and disposal method	48,49			
	306-4 Transport of hazardous waste	48,49			
Environmental Compliance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary				
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				
GRI 307: Environmental Compliance 2016	307-1 Non-compliance with environmental laws and regulations	No Non-compliance observed during the reporting period			
Social Standards Series 400 GRI					
Training and Education					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	28,29			
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				

Assurance Statement

GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	28,29			
	404-2 Programs for upgrading employee skills and transition assistance programs	28,29			
	404-3 Percentage of employees receiving regular performance and career development reviews	100%			
Diversity and Equal Opportunity					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	28,29			
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	28,29			
	405-2 Ratio of basic salary and remuneration of women to men	28,29			
Non-discrimination					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	28,29			
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach		28,29		
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions are taken	28,29			
Non-discrimination					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	28, 11			
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				
GRI 413 :Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	30,31,34			



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