



Embracing the Pathway to a Healthier, Resilient & Secure Future



About the report

Aster's Sustainability Report 2019-2020 has been prepared in accordance with the GRI Standards: Core option.

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.

While preparing the report we have adhered to the following reporting principles for ensuring report quality: Accuracy, Comparability, Balance, Reliability, Clarity and 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 that our performance was spanning across the three pillars of sustainability: people, planet and profit.



Completeness

Covering material topics, across the 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.

TABLE OF CONTENT

1		CHAIRMAN'S MESSAGE	4
2		KEY ACHIEVEMENTS	6
3		ABOUT ASTER	8
4		GOVERNANCE & MATERIALITY	18
5		OUR PEOPLE	34
6		ENERGY OPTIMISATION	44
7		WATER RATIONALISATION	50
8		CLIMATE CHANGE MITIGATION	56
9		INNOVATION & RESEARCH	64
10		ASTER VOLUNTEERS	74
11		COVID-19 RESPONSE	96

CHAIRMAN'S MESSAGE

We are privileged to be in the delivery of healthcare which automatically give us the opportunity to extend support to needy fellow human beings as an extension of our business.

We also take great care in environmental stewardship along with economic growth to ensure wholesome well being of the population. In order to mitigate the environmental challenges and the risk associated with the operations of a healthcare organization, we have been continuously monitoring and managing all the risks including GHG emission, Energy and Water consumption as well as Waste Management. This has resulted in we get large number of awards in the area of environmental sustainability from government and non-governmental organizations.

We have extended and expanded our Corporate Social Responsibility under the aegis of Aster Volunteers in all the areas we operate and beyond it. With over 27,000 volunteers, we are able to reach out to the needy people through various programs like the Mobile Medical Clinics, Free Surgeries and Investigations, Treatment subsidies, Medical Awareness programs etc. We have been able to reach 99,257 beneficiaries through our mobile clinics

adding 5 more additional vehicles to enhance the fleet in India, Africa and GCC countries. While devastating floods hit the state of Kerala couple of years back, we embarked on providing 250 Aster Homes to victims of which 100 have been already occupied.

As an organization we have embarked on Digital Transformation to improve quality, safety and efficiency of our operations. We have established Aster Innovation Centre in Bengaluru where startup ideas and technologies are being onboarded to the XHealth platform in association with Social Alpha Trust.

I am delighted to present the 2nd Sustainability Report of Aster hoping that our contribution to sustainable future to attain the UN Sustainable Developmental Goals, shall continue with the support of all our stakeholders.

Dr. Azad Moopen

Founder Chairman and
Managing Director



KEY ACHIEVEMENTS OF 2019 - 2020



1,000,000

Lives touched through our CSR initiatives (3 Year cumulative **2,000,000**)



99,257

People benefited through mobile clinics (3 year cumulative **290,986**)



169,386

Free dialysis done through 12 community dialysis centres (3 year cumulative **431,589**)



7,816

People benefited through early disease detection and cancer screening centres (3 year cumulative **66,467**)



23.4 Million

INR treatment support provided (3 year cumulative **65.4 Million INR**)



13,487

Child Health & Wellness Initiatives direct beneficiaries (3 year cumulative **21,302**)



101,933

Underprivileged people treated through medical camps (3 year cumulative **533,146**)



8,300+

Volunteers enrolled (3 year cumulative of **27,401**)



18,936

People trained to provide BLS (3 year cumulative **169,027**)



9.7%

Growth in Revenue



4.3 GWh

Electricity saved



2 Million Gallons

Water saved at Medcare and Aster Hospital



20

Thousand KL of water saved



13.2

Tons of cardboard recycled



114

Differently-abled employees



Golden peacock

Global award for corporate social responsibility



Arabia CSR

Award for healthcare sector



CSR Label

Achieved, issued by the Dubai Chamber

ABOUT ASTER



We, Aster DM Healthcare Limited, are one of the largest and fastest growing private healthcare provider in the Middle East and South Asia region. We operate in multiple Middle Eastern countries and India.

As an integrated healthcare service provider, we cover the entire life cycle of healthcare, right from primary to quaternary care through state-of-the-art hospitals, clinics and pharmacies, and in doing so we strive to reduce our environmental footprint and enhance social wellbeing. With

over three decades of experience, we continue to provide quality healthcare services at an affordable cost in 7 countries across Middle East and South Asia. The details of our hospitals, clinics and pharmacies are provided below:



25 Hospitals

12 GCC 13 India



117 Clinics

108 GCC 9 India



238 Pharmacies

238 GCC

We conduct our business in healthcare under the aegis of our three brands 'Aster', 'Medcare', and 'Access'. These three brands cater to individuals from different strata of the society.

Through the Access brand we strive to make quality healthcare facilities available to the people from low income group as well.



Medcare

Premium healthcare services



Aster

Healthcare for all



Access

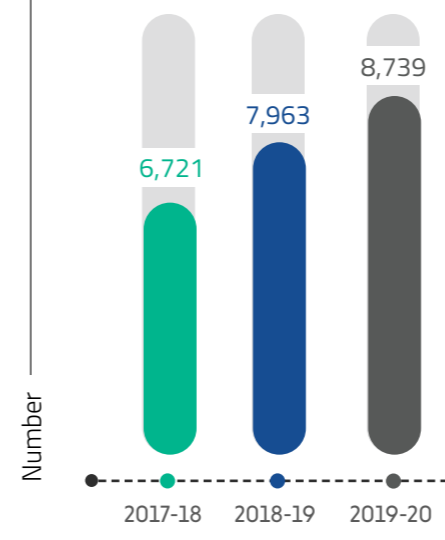
Affordable healthcare services

Economic performance

Under the visionary leadership of our Board of Directors, Aster has witnessed consistent growth over years. We achieved 9.7% Year on

Year growth during the Financial Year 2019-20. Further information on our revenue is presented in the graph below.

Figure: Annual Revenue



Our vision and promise



Our Vision

A caring mission with a global vision to serve the world with Accessible and Affordable Quality Healthcare



Our Promise

We'll Treat You Well.

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

Our Values

Excellence

To surpass current benchmarks constantly by continuously challenging our ability and skills to take the organization to greater heights.



Integrity

To do the right thing without any compromises and embrace a higher standard of conduct.



Passion

To walk the extra mile willingly, with a sense of belongingness and purpose while creating value for all our stakeholders.



Compassion

To move beyond boundaries with empathy and care.



Respect

To treat people with utmost dignity, value their contributions and foster a culture that allows each individual to rise to their fullest potential.



Unity

To harness the power of synergy and engage people for exponential performance and results.



Our Business Model

A Healthcare Ecosystem

We believe in establishing and operating an integrated healthcare framework that is built around primary and tertiary healthcare.

- Aster, over 30 years, has created a healthcare eco-system across two geographical regions
- In GCC region, Aster's primary care clinics act as the initial touch-points in the patient journey, while pharmacies and hospitals continue the care from primary to secondary
- For complex tertiary and quaternary care, patients are transferred to Aster's Hospitals in India
- Indian operations acts as a source of talent (doctors, nurses and other employees) to GCC operations
- Within GCC operations, clinic doctors have the opportunity to hone their surgical skills in Aster's hospitals

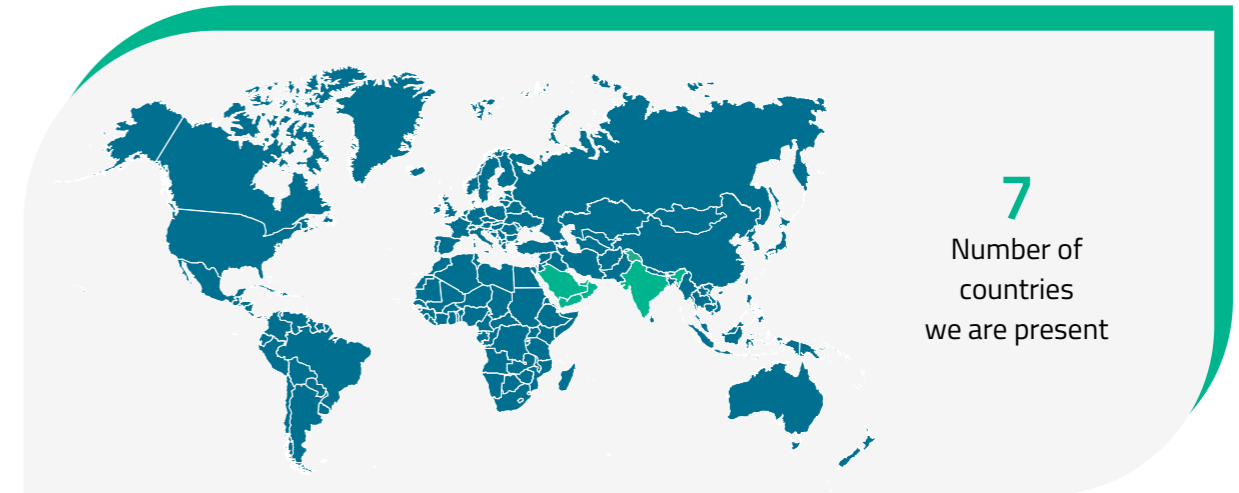
Patient Life Cycle Management



Resource Talent Management



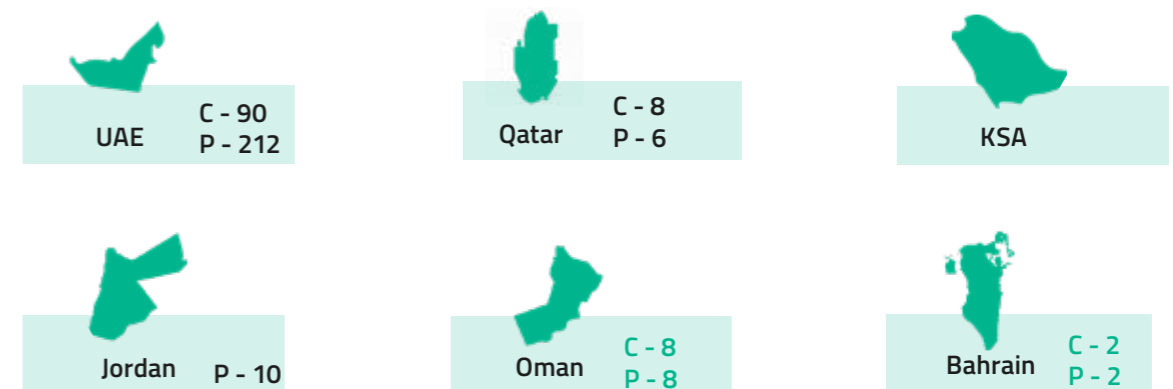
Our Global Footprints



GCC



Countries in which Aster DM Healthcare is present in:



C - Clinics P- Pharmacies

GCC operation

In the GCC we operate 12 hospital, 108 clinics and 238 pharmacies. UAE is the largest market segment for us, as all four of our Medicare

hospitals and three Aster hospitals are based in the UAE. The details of our GCC hospitals are provided below:

Aster Hospital

Aster Hospital at Mankhool in Dubai, UAE

Aster Hospital at Qusais in Dubai, UAE

Aster Hospital in Ibri, Oman

Al Raffah Hospital in Sohar, Oman

Al Raffah Hospital in Muscat, Oman

Aster Cedar Hospital in Dubai, UAE

Sanad Hospital in Riyadh, KSA

Aster Hospital in Qatar

Medicare Hospitals

Medcare Hospital Safa Park Dubai

Medcare Orthopaedics & Spine Hospital, Dubai

Medcare Women and Children Hospital, Dubai

Medcare Hospital, Sharjah

India operation

In India we operate in four states through 13 hospitals and 9 clinics as listed below:

Aster Hospital

Aster Medcity, Kochi

Aster MIMS, Calicut

Aster MIMS, Kottakkal

Aster Wayanad Specialty Hospital

Aster MIMS, Kannur

Aster CMI, Bengaluru

Aster RV Hospital, Bengaluru

Ramesh Hospitals, Guntur

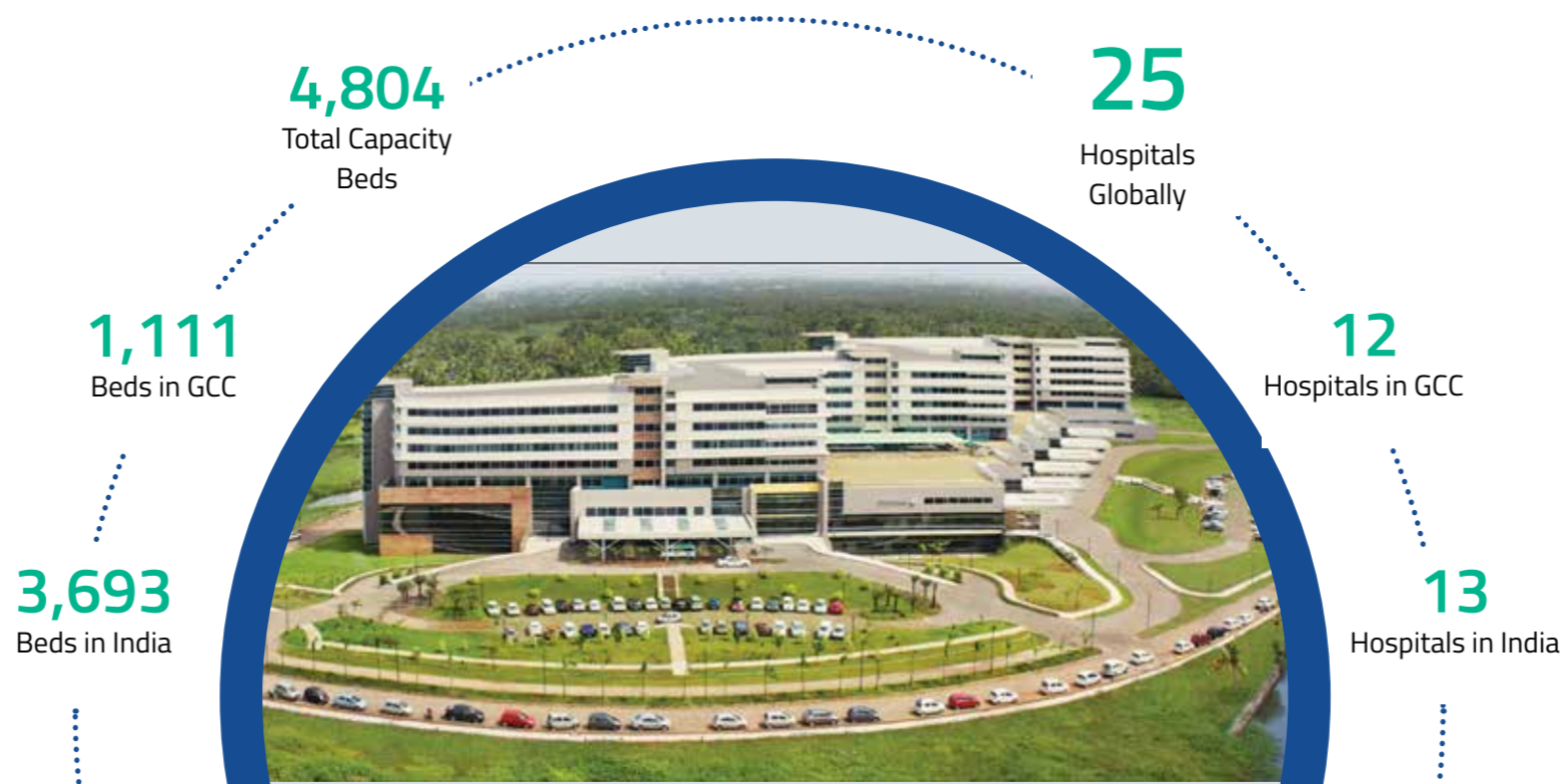
Ramesh Hospitals, Ongole

Aster Aadhar, Kolhapur

Ramesh Hospitals, Vijayawada

Aster Prime, Hyderabad

Ramesh Hospitals, M G Road



Aster Clinics

Aster clinic was established in 1987 at Burdubai, UAE called Al Rafa Polyclinic, as a single doctor practice. Today, it has emerged as the largest network of clinics in the UAE offering affordable healthcare; operating by maintaining the highest quality of standards and setting new benchmarks in care giving to make a positive difference in the lives of our patients. We have also introduced Vertigo Clinic

at our Aster Specialty Clinic, Dubai. The clinic offers treatments designed to identify, manage and treat Vertigo. Recently we also introduced Friday Clinics in the UAE to provide further convenience and care to people during their weekends.

Today we have more than 117 clinics with over 3,500 employees.



Aster Pharmacy

Aster Pharmacy has been a market leader in the healthcare business with operations spanning across a wide portfolio of health & wellness services in multiple countries. With over three decades of experience, the brand today is seen as a custodian for spreading good health & happiness, with a growing network of over 200 stores.

We procure exceptional products from manufacturers who follow the highest manufacturing standards to deliver accredited products including nutritional supplements, baby care, personal care, medical equipment, and rehabilitation products, among other things. We have changed the perception of a conventional pharmacy by offering lucrative offers with a distinct & innovative campaign every month.

We launched Alfaone, a unique business model unifying & integrating multiple functions of distribution, medical promotion to the current import division.

Our customer rewards program, Aster Secure 2.0 introduced digital e-cards to enhance customer experience and facilitate convenience. The program today has garnered over half a million members. Our e-commerce platform, Asteronline.com was upgraded with marketplace capabilities, integrated clinic offerings with prescription upload feature & health packages.

We launched various brands across distinct categories of nutrition supplements, baby care, skin care, personal care etc.



SUSTAINABILITY GOVERNANCE



Aster's robust governance structure and clear line of responsibility and accountability has enabled us to deliver on the strategic plans and stakeholders expectations.

Our commitment to sustainable and equitable growth is integrated into our business agenda through our vision, mission and promise.

The management structures and clear responsibilities are integrated into our organisational framework. Our board comprises of executive and non-executive

directors with diverse expertise and rich experience. The board is supported by Audit Committee, Risk Management Committee, Stakeholders' Relationship Committee, Investment Committee, Medical Excellence Committee, Nomination and Remuneration Committee and the Corporate and Social Responsibility Committee.

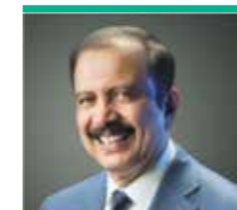
Board of Directors

Our Board of Directors spearhead the sustainability agenda of Aster. The Board consists of an optimal combination of Executive and Non-Executive Independent Directors, representing a judicious mix of in-depth knowledge and experience.

The Board of Directors has 11 Members viz. 9 Non-Executive Directors, including One Managing Director and One Deputy Managing Director. The profiles of Directors are available on the website of the Company.

Dr. Azad Moopen is related to Ms. Alisha Moopen (daughter) and Mr. Anoop Moopen (son in-law). Apart from this, no other Director on our Board is related to each other. The Board delegates sustainability agenda through seven main committees, specially the CSR committee. The description of the committees is provided in the following pages.

The names and categories of the Directors as on **31st March 2020** is presented below.



Dr. Azad Moopen
Chairman & Managing Director



Ms. Alisha Moopen
Deputy Managing Director



Mr. T J Wilson
Non-executive Director



Mr. Anoop Moopen
Non-executive Director



Mr. Daniel Robert Mintz
Non-executive Director



Mr. Shamsudheen Bin Mohideen
Mammu Haji
Non-executive Director



Mr. Suresh Kumar
Independent Director



Mr. Ravi Prasad
Independent Director



Mr. Daniel James Snyder
Independent Director



Prof. Biju Varkkey
Independent Director



Dr. Layla Mohamed Hassan Ali
Almarzooqi
Independent Director

Committees of the board

Board has constituted seven committees comprising of the statutory committees. Details of these committees, its terms of reference,

composition and how they drive the sustainability agenda within the company is provided below:

Risk Management Committee

The Risk Management Committee oversees how management monitors compliance with the risk management policies and procedures and reviews the adequacy of the risk management framework in relation to the risks being faced by the company.



Stakeholders' Relationship Committee

The Stakeholders' Relationship Committee has been formed to meet the expectations of our stakeholders. It works to effectively resolve the grievances of the security holders of the Company.

Nomination and Remuneration Committee

The committee looks into review of policy on specific remuneration packages for the Executive Directors; framing and implementation of compensation policy; administration of the Employee Stock Option Plan (ESOP) and the Board structure, size and composition.

Medical Excellence Committee

The committee provides oversight for the policies, procedures and results of practitioner performance improvement through the following:

- Improve patient outcomes by pursuing and maintaining excellence in practitioner performance.
- Promote efficient use of practitioner and quality staff resources.
- Assure accurate and timely performance data is available for physician feedback.
- Ongoing and Focused Professional Practice Evaluation and reappointment.
- Support medical staff educational goals to improve patient care.



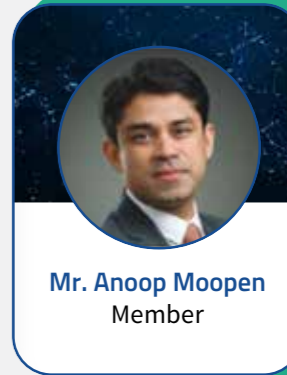

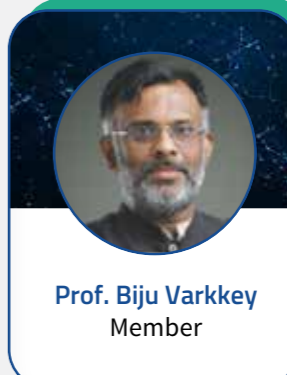
Corporate Social Responsibility Committee

The CSR committee is responsible to strengthen the "Social" pillar of sustainability. The terms of reference of the Corporate Social Responsibility Committee is broadly as under:

social responsibility activities and approving the budget for carrying out those activities; monitoring the expenditure and activities relating to corporate social responsibility and recommendation of the same to the Board for approval.

Formation of a corporate social responsibility policy of the Company; identification of corporate

The composition of the Corporate Social Responsibility Committee is as under

 Dr. Azad Moopen Chairman	 Mr. Shamsudheen Bin Mohideen Mamu Haji Member	 Mr. Anoop Moopen Member
 Dr. Layla Mohamed Hassan Ali Almarzooqi Member	 Prof. Biju Varkkey Member	

Investment Committee

It monitors and reviews the investments and investment plans. It is involved in overseeing and reviewing the investment strategy and investment policy, identifying and prioritizing various investment proposals reviewing the performance of investments and reporting the performance.

Audit Committee

It oversees financial reporting process to ensure transparency, sufficiency, fairness and credibility of financial statements. It reviews the quarterly, half yearly and annual financial statements and report of auditor before submission to the Board. It reviews the effectiveness of Internal Audit function, Internal control system and whistle blowing system.

Corporate governance policy

Ethics and integrity are non negotiable for a sustainable future. Aster is fully committed to operating with integrity and our operations specifically prohibit engaging in unethical

conduct. This extends to all aspects of our activities, including how we engage third parties, the security practices that we enforce, and how we deliver our services.

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

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.

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

Performance Management Policy

Aster DM Healthcare is committed to an 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.

Employment Benefit Policy

Employment 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.

Whistle Blower Policy

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.

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 Harassment 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.

Our stakeholders

Stakeholder engagement is a key component of our sustainability/CSR strategy. Integrating the voices of communities and individuals into our sustainability and CSR priorities is of utmost importance.

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 sustainability report.



Mapping our stakeholders

Customers

- Inpatient
- Outpatient
- Emergency
- Corporates
- Embassies

Owners & Investors

- Banks
- Shareholders

Outsourced Processes & Consultants

- Valet
- Security
- Call center
- Laboratory
- Information Technology
- Maintenance

Society

- Environment
- Health and Safety
- Philanthropy

CSR Partners

- AVMMS partners
- Common ground program partner
- Medical camp partners
- Subsidised treatment partners etc

Government and regulatory bodies

- Ministries
- Health Authorities
- Municipalities
- Chamber of commerce
- Fire and safety departments etc

Media

- Print
- Broadcast
- Digital

Suppliers

- Equipment
- Pharmaceutical
- Hospital clinic and Office consumables

Our People

- Doctors
- Nurses
- Paramedics
- Admin
- Other staff
- Board



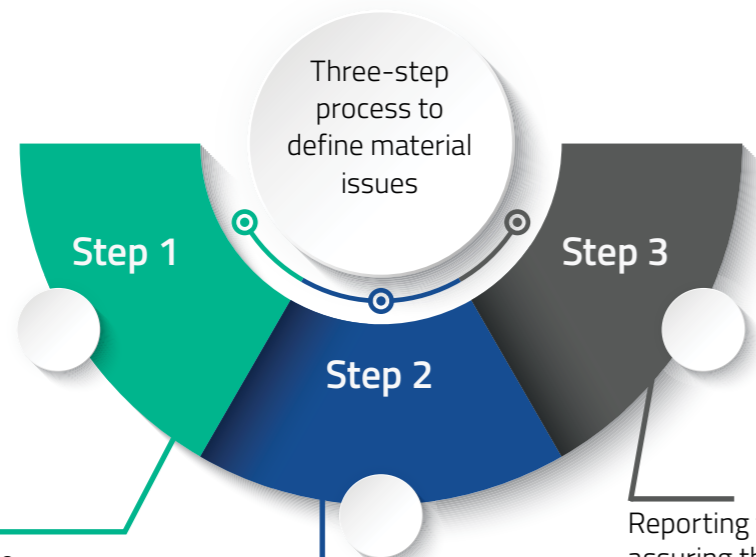
Materiality Assessment

Identifying, refining, and assessing numerous potential environmental, social and governance issues that could affect healthcare business, and our stakeholders, and condensing them into a short-list of topics that inform company strategy, targets, and reporting on sustainability performance is how we visualise materiality assessment for us.

Sustainability in the healthcare sector has several complex, multidimensional, and interconnected issues. We have developed a robust understanding of what issues

are material to healthcare 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.

We followed a three-step process to define material issues:



We undertook the following activities to develop a long list of KPIs

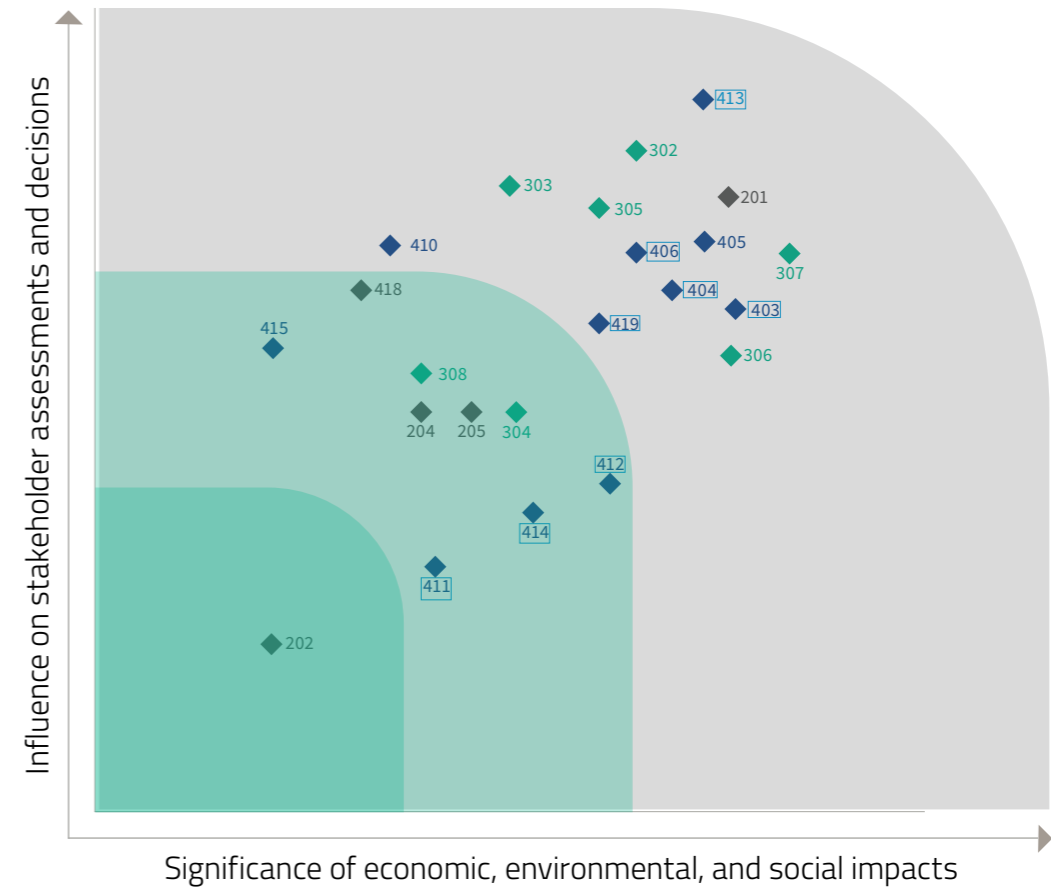
- Stakeholder feedback
- Peer review
- Referred to the UNSDGs and standards like GRI, Dow Jones sustainability index
- Applicable regulations and industry-specific frameworks like JCI

Prioritizing the KPIs in consultation with both internal and external stakeholders.

Each KPI information is then assessed with our long term goals, strategies and priorities.

Using this information a formal materiality matrix is developed which is then approved by the management.

Reporting the KPIs after assuring the data and information for completeness, relativity and balance.



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

Aster's Commitment to UNSDG

The 17 Sustainable Development Goals are considered as the blueprint to achieve a sustainable future for all, it is important that we all work together to achieve them by 2030. At Aster we have identified the Goals relevant to our operations and we are working towards their attainment.

GOAL 3: Good Health and Well-being

Aster DM Healthcare conceptualized three brands for different strata of the population such as Medicare for well to do, Aster for the middle-income, Access for people with limited resources. Aster is also providing healthcare facilities free of cost to economically weaker section such as Community Dialysis Centers -Free & Subsidized Dialysis, Treatment Subsidies, and through Aster Volunteers Mobile Medical Services.

GOAL 4: Quality Education

Aster's MA Moopen School for Special Needs is an institution for differently abled children which equips them with education and critical life skills so they can live an independent life. The school is run by Dr. Moopens Foundation.

In addition, through the Moopen Institute for Local Empowerment we have been providing training to develop employable skills, competitive examination coaching services as well as career guidance for the youth.

GOAL 5: Gender Equality

We are equal opportunity provider, we do not discriminate based on gender. Our women workforce constitute 59% of our employees. There are several women in leading position in Aster. We also have women representing the board of Aster by Ms. Alisha Moppen, Deputy Managing Director.

We strictly implement sexual harassment policy and publically disclose on this indicator through our annual report.

GOAL 6: Clean Water and Sanitation

We are committed to UNSDG's 06 Clean Water & Sanitation ensuring that we reduce the potable water consumption so that it is available for wider society. We have implemented several water saving measures at our hospitals and we have reduced water consumption from the baseline year of 2017. Additionally we have installed STPs at Aster Wayanad Speciality Hospital, Aster Medcity, Aster CMI and the treated sewage effluent is being reused in flushing and irrigation to reduce potable water demand.

GOAL 8: Decent Work and Economic Growth

Aster has been working towards generating employment opportunities we currently have 21,091 employees. We have 88% percent local suppliers in the UAE thereby generating local employment opportunities. We have clear policies for performance management and anti-harassment. We ensure that we are providing remuneration to our employees at par with the industry standards and frequently employ third parties to advise on this matter.

GOAL 9: Industry, Innovation and Infrastructure

Aster believes that research and innovation makes access to medical information easier and faster, and gives an opportunity to doctors and patients to easily access health care information and related research.

Aster DM Healthcare has set up Aster Innovation and Research Centre in GCC and India. The center is working on innovation projects, that will aim to leverage the advances in digital health research like AI, cognitive psychology, blockchain, IOT, behavioral economics etc. and on-board start-ups which can drive innovation.

GOAL 10: Reduced Inequality

We are equal opportunity employer. We try to empower and promote all the stratas of the society from different economic background. And we do not discriminate based on age, race, religion, ethnicity etc. Aster embraces diversity with employees from 68 different nationalities. We do not discriminate on physical ability, we have 116 employees who are people of determination.

GOAL 13: Climate Action

Climate action is on top of our agenda. Our main emissions come from electricity consumption, desalinated water consumption and transportation. We have also undertaken several energy efficiency measures, water optimization measures as well as optimizing fuel consumption in transportation of our employees.

The energy efficiency measures include adiabatic pre-cooling system for chillers, installation of motorized dampers, roof top solar system and replacing of inefficient HVAC systems. We also promote alternative modes of transportation. We have provided buses and established offices near to metro. We calculate our carbon footprint and we try to reduce it.



Collaborations and CSR partnerships

The UN SDGs can only be realized with strong global partnerships and cooperation. A successful sustainable development agenda requires inclusive partnerships at the global, regional, national and local levels — built upon principles and values, and upon a

shared vision and shared goals placing people and the planet at the centre. Aster has partnered with many other organizations for their CSR initiatives. Some of the organizations that Aster DM Healthcare partnered with are:

			Ashok Leyland	Emirates Red Crescent	National Health Mission	District Health Department	Municipal councils of Kerala
Al Jalila Foundation	Rotary International	Dubai Health Authority	Dubai Police	Arakal Foundation	Dubai People of Determination Club	Khidma Medical Centre	Kshema foundation
Road and Transport Authority, Dubai	IWRC – Division of Indian Consulate, Dubai	AMAF (Awqaf Minors Affairs Foundation, Government of Dubai)	Dubai Autism Center	District administration of Ernakulam, Idukki & Thrissur districts	CICS (Calicut Islamic Cultural Society)	C H Centre Thrikkaripur	Benny & Sherry Foundation
The Big Heart Foundation	Ministry of Health Oman	Dubai Ambulance	Al Bateel Group	LSGD (Local Self Govt. Departments) Kerala	ICDS (Integrated Child Development Services) Govt. of Kerala	St. Alphonsa Palliative care Charitable trust (Diocese of Thamarassery)	SWAD (Society for Welfare, Animation and Development)
St. Paul's Hospital Millennium Medical College (Ethiopia)	Dr. Dagi's Medical Consultancy (Ethiopia)	Human Care Foundation	TMWA Foundation	TEFA, Wayanad, Kerala, India	Human Welfare Foundation	SAHAYAK Medical Diagnostic Centre	Al Manar Social Service Society

Collaborations and CSR partnerships

Ajman Charity Foundation	Landmark Group	Dar Al Bar Society	Peoples Foundation	Thanal palliative Care	Bagaria Trust	Aspin Wall & Co. Ltd	Sarojini Damodaran Foundation
Needy Hearts Foundation	Surin Auto	Prestige Foundation	Microlabs	Anglo French Drug Industries	Love without Reasons	Smart Life	Lions Club International
Students Police Cadet (SPC)	Prathyasha Palliative Care	Malabar Cancer Care Society	Unique Friends of Kerala, AKGMA social club	Director of Public Instruction and District Education Department	Kottayam Social Service Society	Govt. aided colleges of Kerala	National Service Scheme (NSS)
	National Cadet Corps (NCC)	EDRAC (Ernakulam District Residents Associations Apex Council)	Scheduled Cast Development Department, Govt. of Kerala	Scheduled Tribes Development Department, Govt. of Kerala	Sawmill owners and plywood manufactures association	MANAV a Migrant Welfare Organization	

OUR PEOPLE



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.

Our people are our strength and at present we are supported by approximately 21,000 employees which includes Doctors, Nurses, Paramedics, Admin and other support staff.

We value and foster the contributions of our employees, and as a result, we grow and flourish together.

3,086*

Doctors



7,263

Nurses



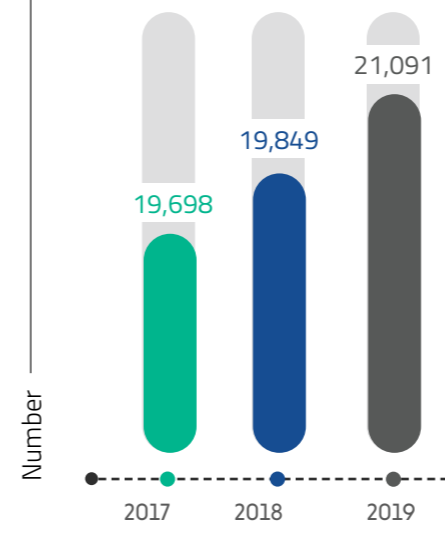
10,742

Others



*(including 1,061 Service Doctors)

Figure: Total Number of Employees



The employees are regularly updated about any new activities, ventures, accolades, changes to the management via newsletters, emails and town hall meetings. We also ensure that appropriate training opportunities are made available for personal and professional growth of our employees.

2.3 times

Increase in CME trainings

300%

Increase in number of employees trained

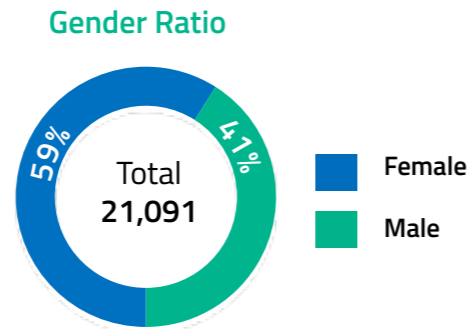
59%

Women workforce



Gender diversity

Gender equality is not only a fundamental human right, but is also an important aspect of sustainable growth. At Aster we are proud to have a workforce where women are in majority. Women are also well represented in the Board as well as several committees and decision making bodies.



While ensuring that women are well represented in the organisation we have also ensured that they feel safe and secure at the workplace and beyond.

Prevention of sexual harassment

The Company has in place a Policy on Prevention of Sexual Harassment at workplace.

All employees (permanent, contractual, temporary, trainees) are covered under this policy. All complaints and reports are diligently followed investigated and actions are taken as per the policy and procedures.

We also keep track of all the complaints and outcomes. During the reporting period zero cases were brought into our notice.

No. of cases reported	No. of cases disposed	Nature of action taken	No. of cases pending
0	0	NA	NA

Training and development

At Aster DM Healthcare, health and safety of our employees is paramount and continuous training and development of employees is a top priority. Aster DM Healthcare continually invests in its people and their professional development. In addition to technical training

to enable our employees to perform their job, employees are also trained in excellence, safety, service excellence, managerial skills, continuous improvement, change management, innovation etc.

Figure: CME Trainings

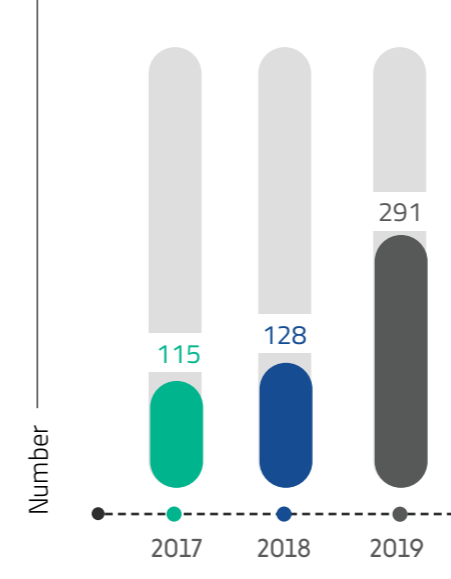
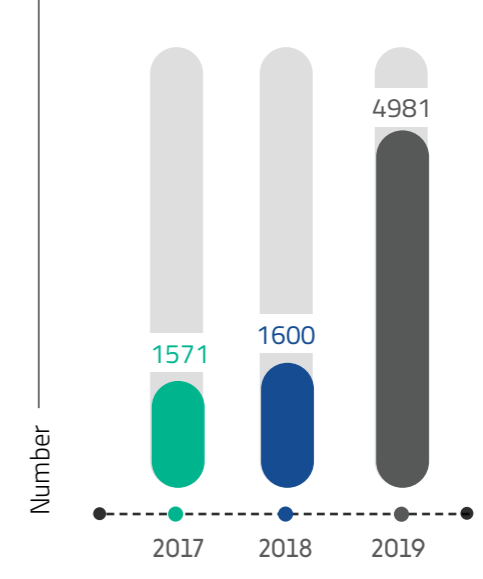


Figure: No. of Employees Trained



Periodically new programs are introduced to stay competitive i.e. succession planning and career development with ample growth opportunities for employees within the organization.

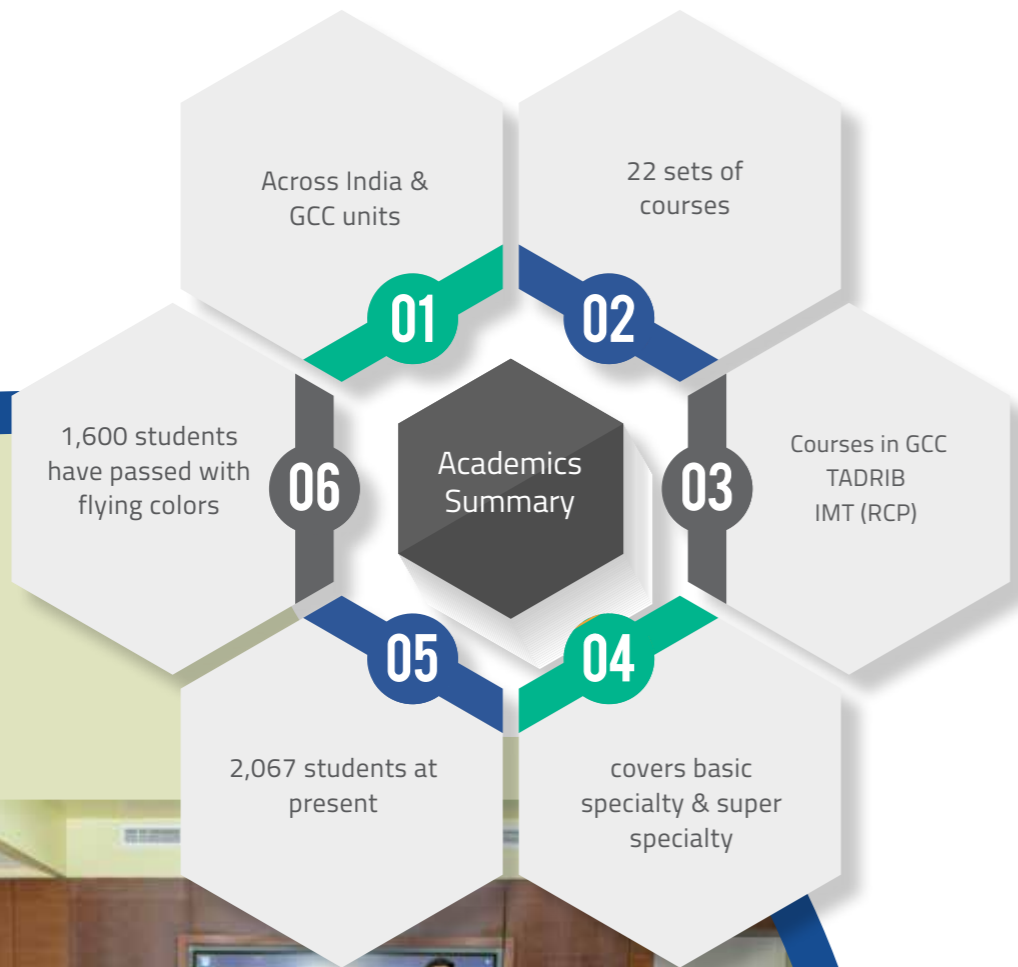
The annual training calendar is shared with all the employees and the training needs are analyzed during the Annual Performance review.

Continuing Medical Education (CME) credit points are mandatory for the clinical staff for the legalization of license and this is being supported through the CME allowance and paid leave as per the policy of the organization. Open dialogues between an employee and their line manager as well as constructive feedback regarding trainings aim at enhancing and improving performance.

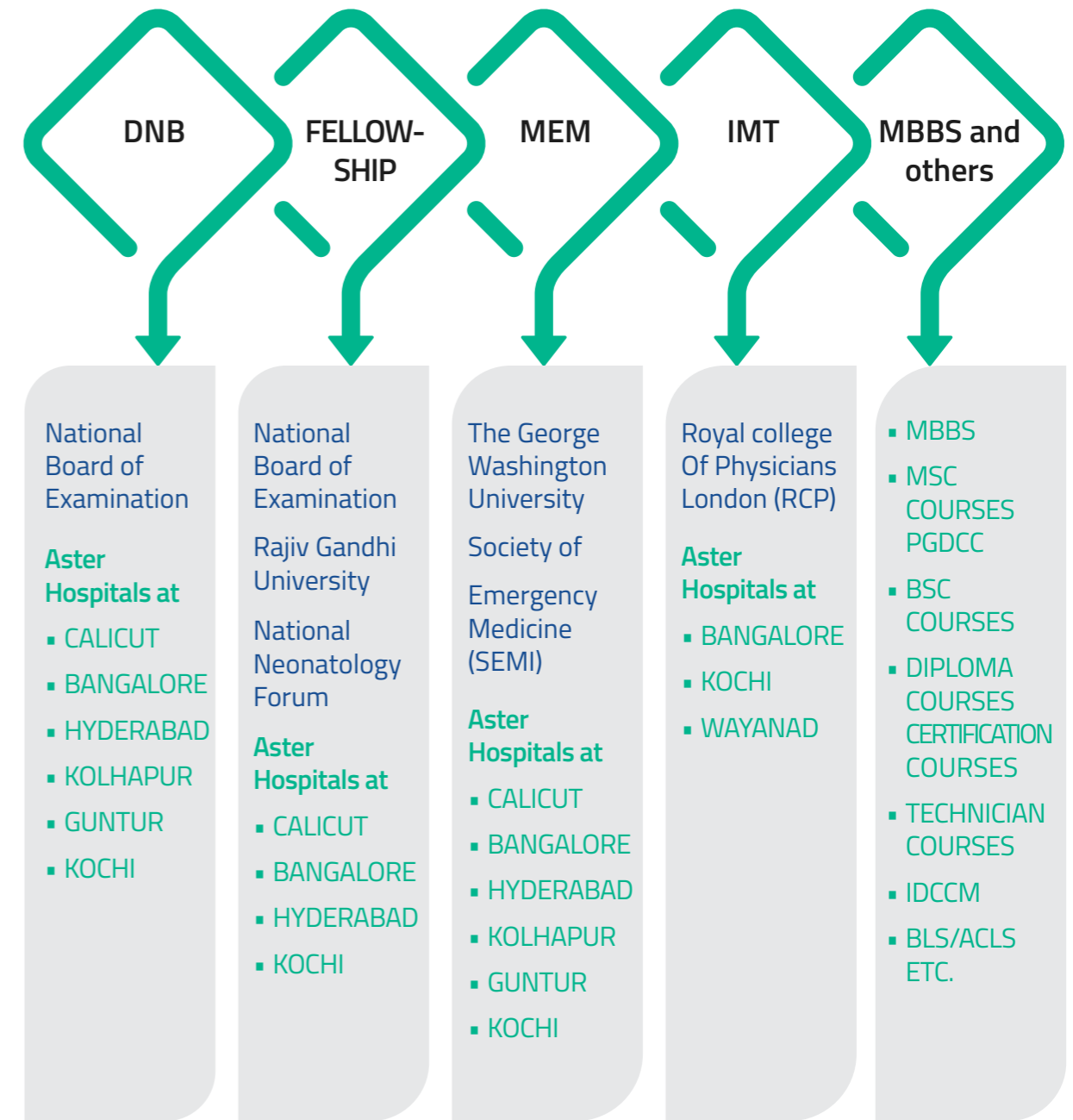
Academic excellence at Aster

Aster's Academic Excellence helps in establishing, managing and operating institutions to enable knowledge sharing. It helps skill development across the Aster network and the wider healthcare system. It also aims to address the talent gap for skilled medical professionals that the healthcare industry is currently facing.

Our academic courses are offered across geography including UAE and India with more than 1,600 students successfully completed the courses and 2,000 plus currently pursuing courses at Aster Academy.



Academic programs at Aster



Al Tadrib training program

Al Tadrib is an educational initiative at Aster Hospital committed to training nurses, doctors and allied health professionals. The courses are open for all healthcare professionals across UAE.

The Al Tadrib training started in February 2018 and throughout the focus has been on

outstanding quality of training and development. Aster has taken a multifaceted approach to learning beyond the traditional classroom courses, in to a plethora of methods from e learning, simulation trainings, feedback culture , action learning sets, guided learning and so on.

Our courses include



AHA Life Support

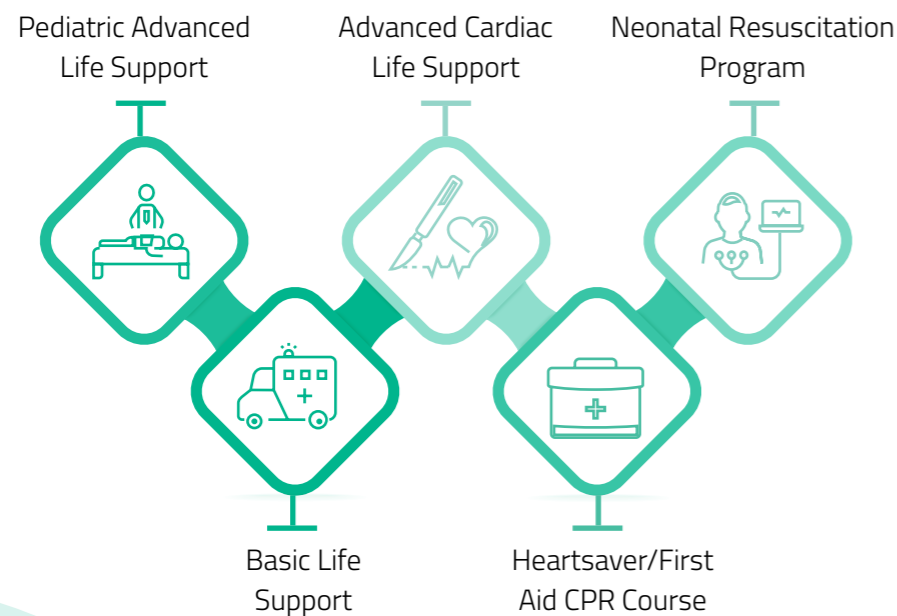


Continuing professional development course



Basic course for nurses and doctors

The AHA life support courses include:



The number of trainings conducted and the participants for each type of training is tabulated below:

Courses	No of courses (2018-2019)	Number of Participants (2018 - 2019)
AHA (American Heart Association) Programs- BLS/ ACLC/PALS/NALS	126	1,460
DHA –CPD	110	2,301
NTP	73	447
ADHOC	42	42
OSCE/OSPE	2	30
Total	353	4,280



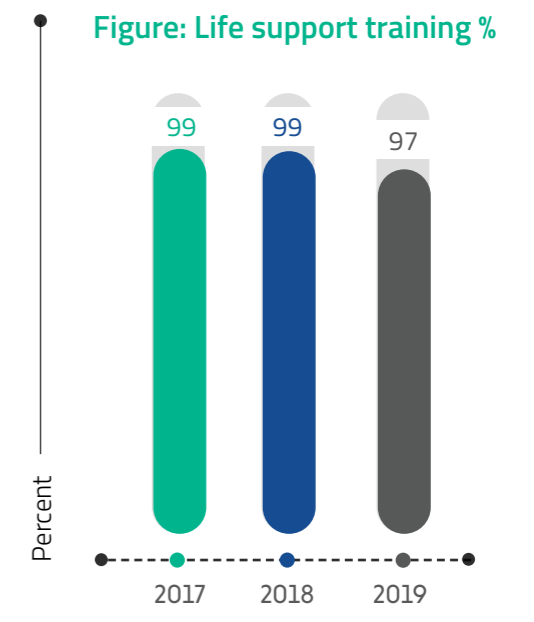
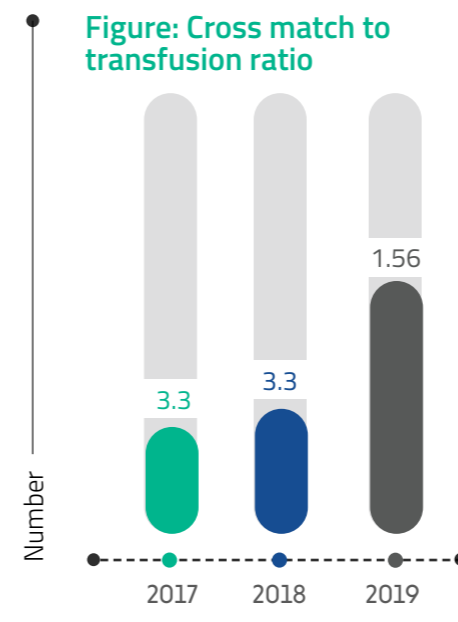
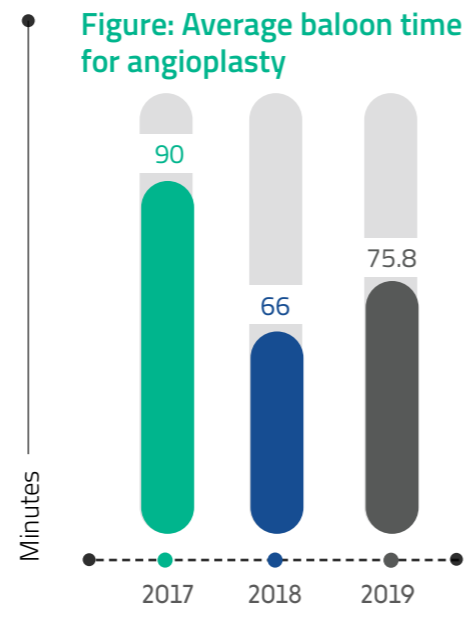
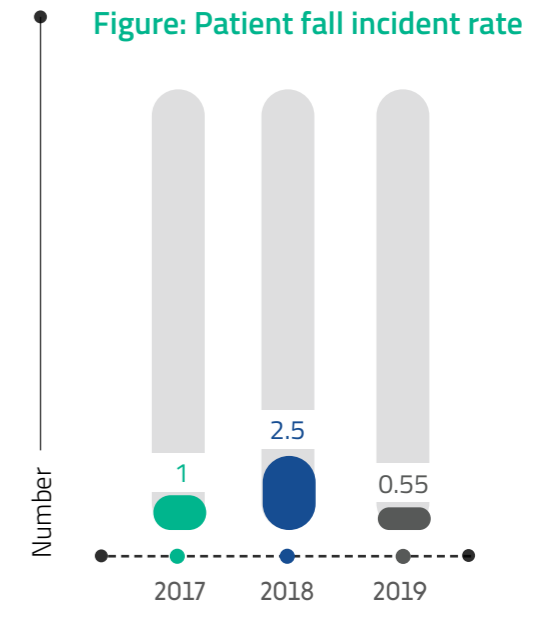
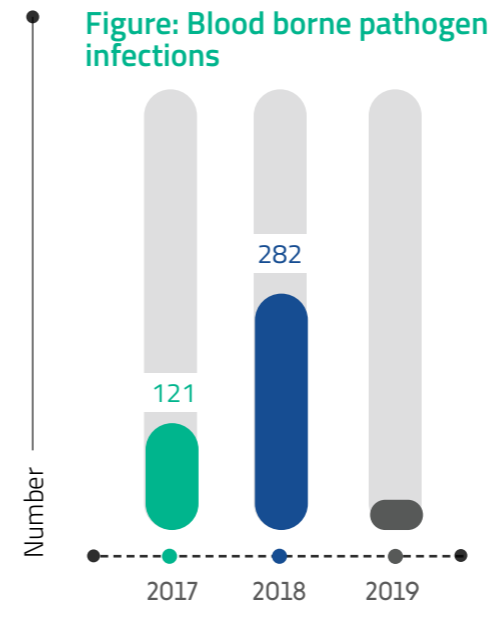
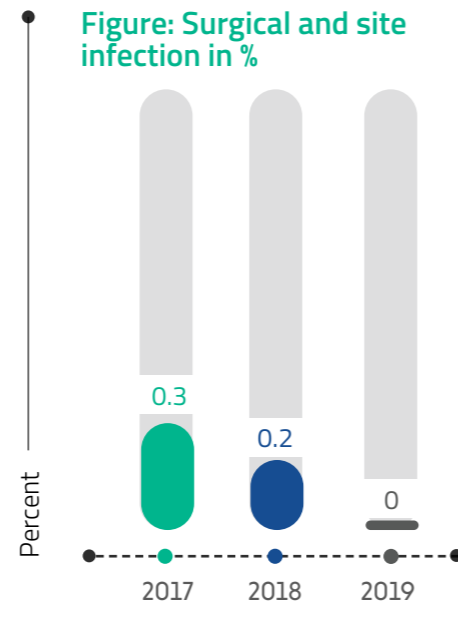
Safety of our caregivers and patients

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 assesses the need for changes to safety policies, equipment, procedures, training and other activities.



ENERGY OPTIMISATION



Globally, we are making progress towards UNSDG Goal 7, with acceleration of access to electricity, increased share of renewable energy and several energy efficiency programs being undertaken.

At Aster we have mapped our entire energy footprint and have set strategy to manage the same. Since our Hospitals are large energy consumers therefore we need to design our hospitals keeping energy efficiency in mind as well as improve efficiency of existing hospitals, additionally we are looking into the energy

consumption of different equipment options wherever possible. We have also initiated renewable energy integration with solar streetlights at one of our campuses. The three pronged approach we are following to manage our energy footprint are presented below:



Energy Efficient Hospitals



Energy Efficient Equipment



Renewable Energy Integration

The hospitals that we own and operate are the major sources of our energy footprint. Electricity being the main energy being consumed across our value chain. Across all our operations in different countries the electricity is largely drawn from the grid.

The energy consumption of all hospitals are monitored on a monthly basis. We have also set energy consumption baselines for different hospitals and strive to reduce our consumption below the set baseline. We have also appointed energy efficiency experts/consultants to identify energy conservation measures which are then planned and executed.

This has resulted in significantly reducing our energy load. During the design of our hospitals we also look into the possibilities of optimising energy consumption and introducing daylighting wherever possible.



UNSDG Goal:7

We have taken several steps to reduce our energy intensity and are exploring the possibility of integrating renewable energy into our operations.



4,339

MWh of electricity reduced across Aster Hospital

1,009

MWh of electricity reduced across Medicare Hospital

1,983

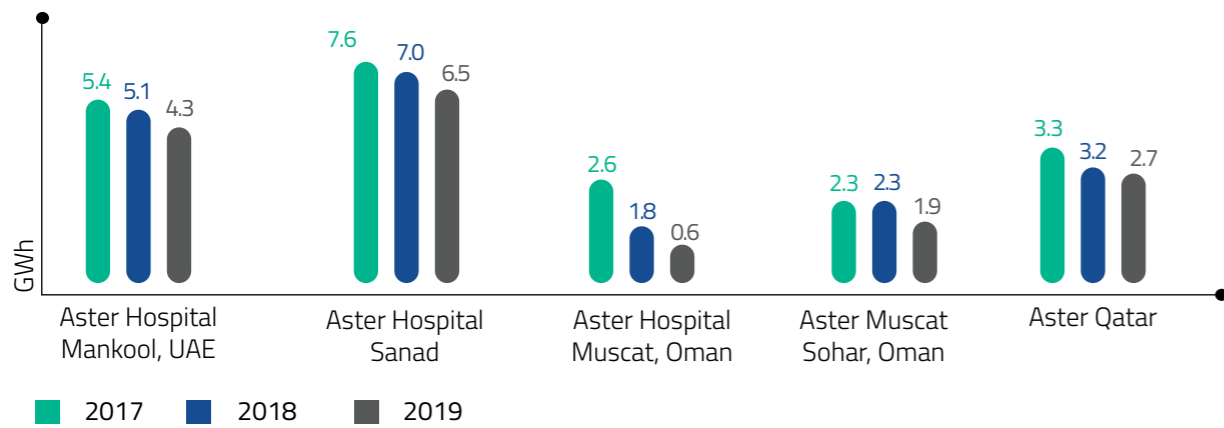
MWh of electricity saved by Aster Hospital Muscat

Energy

We believe in the philosophy of what can not be measured can not be managed, and accordingly we ensure that the energy consumption is monitored across all our operations. The electricity consumption of all our Hospitals have been provided below. Overall we have been able to reduce 4,339 MWh of electricity vis-a-vis 2017. Most of these savings come from our Hospitals in the GCC with Aster Muscat

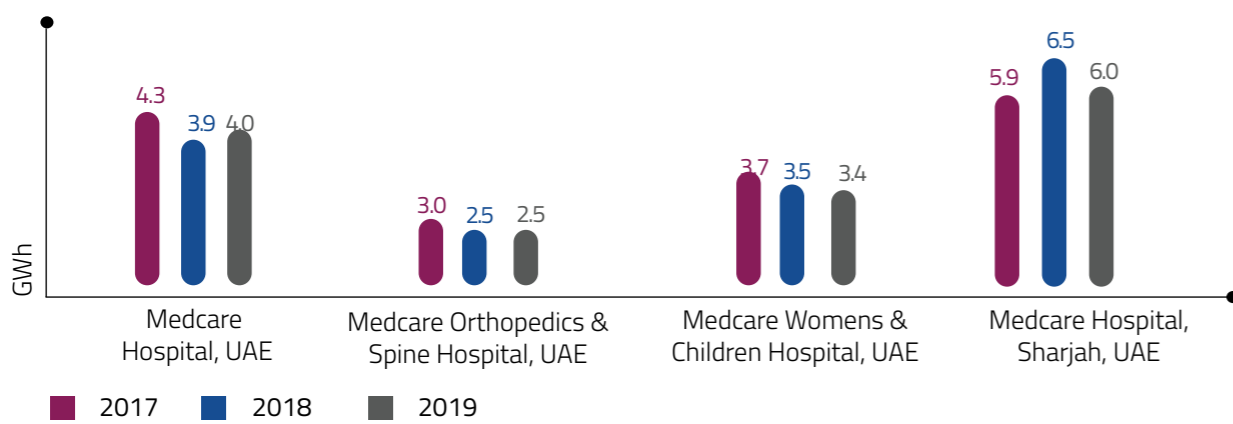
leading with approximately 2,000 MWh of savings. There has been increase in electricity consumption of our Hospitals in the Indian subcontinent mainly due to increase patient capacity and taking over of hospitals with large energy footprint. We are determined to optimise the energy consumption and look forward to bettering energy performance of our Hospitals in the Indian subcontinent as well.

Electricity consumption in GWh at Aster Hospitals - GCC

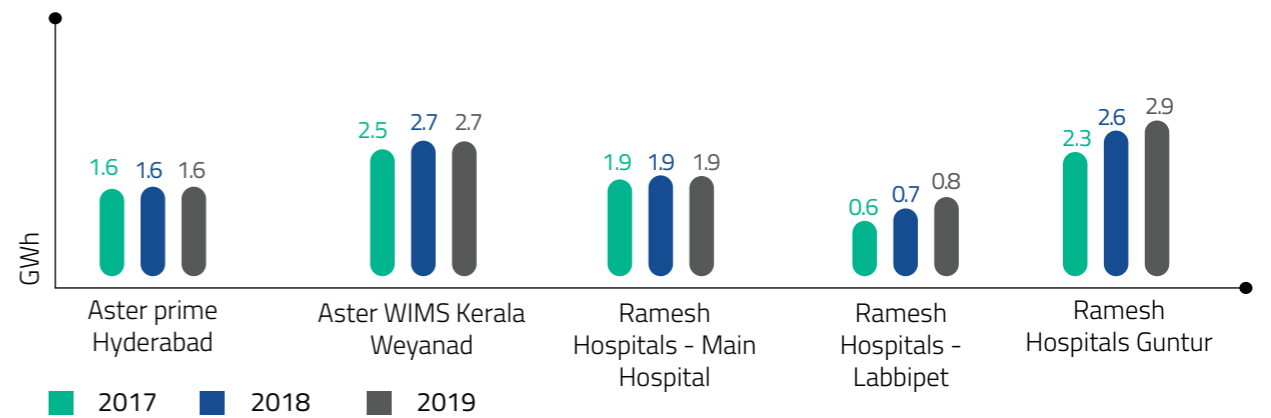
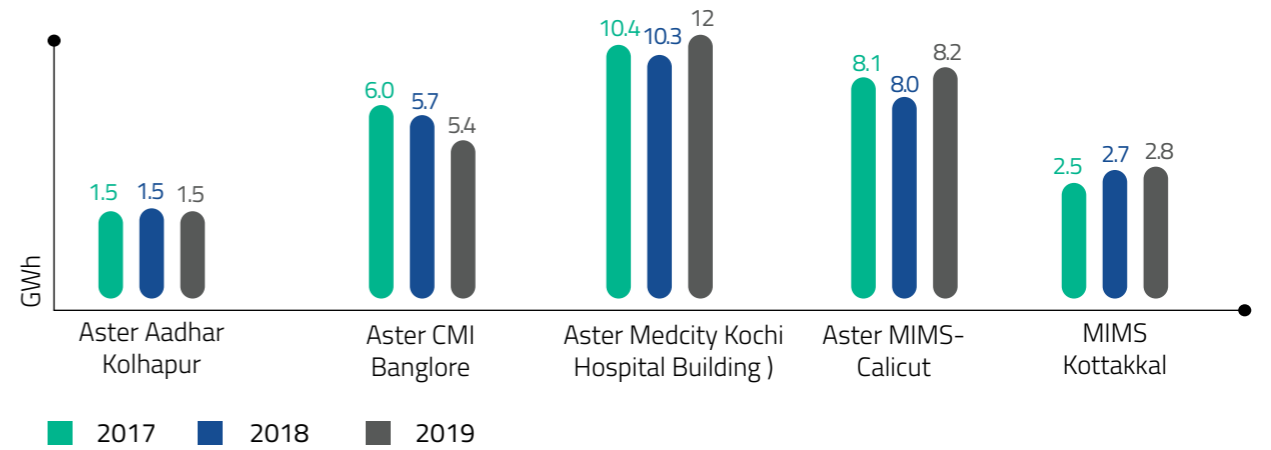


Note : Aster Hospital Qusais was built recently therefore electricity consumption for the year 2017 is not available. The electricity consumed for 2018 and 2019 were 4.4 and 4.0 GWh respectively. Aster Cedar Hospital and Aster Hospital in Ibri were built recently therefore the electricity consumption data is not available.

Electricity consumption in GWh at Medcare Hospitals - UAE



Electricity consumption in GWh at Aster Hospitals - India



Note : Aster RV Hospital is a new hospital and doesn't have data for 2017 & 2018, however the energy consumption for 2019 is 3.6 GWh. The energy consumption data for MIMS Kannur is available only for 2019, and the value is 47 GWh. Ramesh Hospital - Ongole is a new hospital and doesn't have electricity consumption data.

Case Study: Energy efficiency At Medcare Hospital

Medcare Hospital was designed to maximize daylight and optimize artificial lighting requirement. The natural lights available in areas Like Consultation rooms, Patient Rooms, Waiting Areas, Staff Pantry, ICUs, Endoscopy,

Cathlab, LAB etc. It's making positive effects on Patients, reduces stress level of employees improving quality of care and improves Medcare's overall operational efficiency.

To enhance Natural Lighting

- Glazing Facades so as to have both view and day light.
- Transparent and Openable Windows Courtyard.
- Considered waiting areas seating at windows side.

To enhance efficiency of artificial lighting

- Glazing Facades so as to have both view and day light.
- Transparent and Openable Windows Courtyard.
- Considered waiting areas seating at windows side.

Other measures undertaken at Medcare Hospital

- Variable Air Volume Supply air temperature reset.
- Demand Limiting.
- Zone Scheduling.
- After Hours Override.
- Reinsulation of chilled water pipeline.
- Installation of smart system for regular monitoring of utility services.

Case Study: Renewable energy integration

Aster has been taking several steps to integrate renewable energy into our operations. We are considering solar power plant vendors to purchase solar power from off-site solar power plant for the entire power requirement of the Aster Medcity. The proposed power purchase proposal will bring down the power consumption cost by approximately 25% per annum, while reducing significant GHG emissions.

Parallely, an open access power purchase through energy exchange by bidding process has also been initiated, this will approximately

save 10% energy consumption.

At Aster Medcity, Kochi, solar streetlights are installed in the premises which has also reduced the grid electricity consumption considerably.

Aster MIMS Hospital has solar-powered streetlamps in its facilities and has installed solar water heaters to supply hot water within the facilities. Aster RV Hospital has 72 solar panels installed on the roof of the facility to provide hot water.



25%
Solar Electricity at
Aster Medcity

26

Number of Solar
Street lights
Installed



WATER RATIONALISATION



The United Nation called upon the contries to mobilize action that will help transform how we manage water. It launched the Water Action Decade (2018-2028). It is predicted that there would be 40 per cent shortfall in freshwater resources by 2030 while the demand would rise significantly resulting in global water crisis.

Optimising water consumption across our operation is key to the environmental pillar of our sustainability strategy. Making sure that we account for the water we consume and strive to optimize the same is high on our

sustainability agenda. Our water efficiency efforts include, continuous monitoring to identify spikes or leaks, installation of efficient water faucets and fixtures and reusing reject or waste-water wherever possible.



Continuous Monitoring



Efficient Water Faucets and Fixtures



Reusing Reject or Waste-Water

3.5%
Increase in water consumption while inpatient count increased by 16.51%

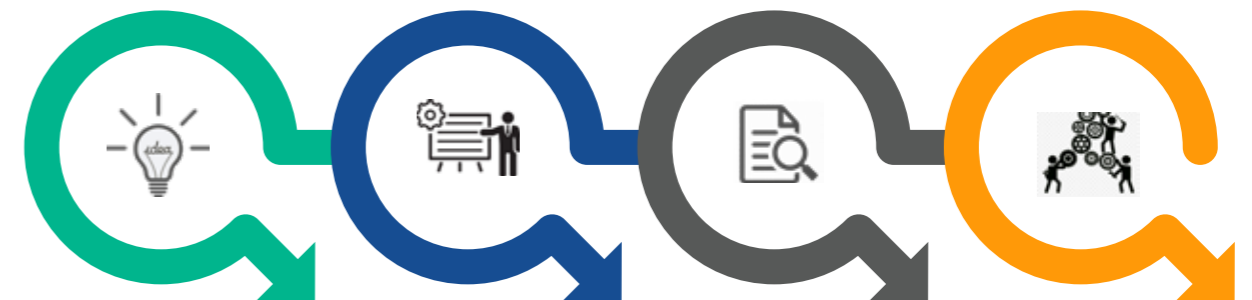
1 Million
Gallons of water saved each by Medcare Hospital Safa, UAE and Aster Hospital, KSA



UNSDG Goal:6
We have taken several steps to reduce potable water consumption and also to recycle and reuse waste water.

Water management procedures adopted at Aster

At Aster we have a water management procedure that is based on continual improvement as per Plan Do Check Act cycle. All water consumption must be monitored, followed by water audit, retrofit and recheck.



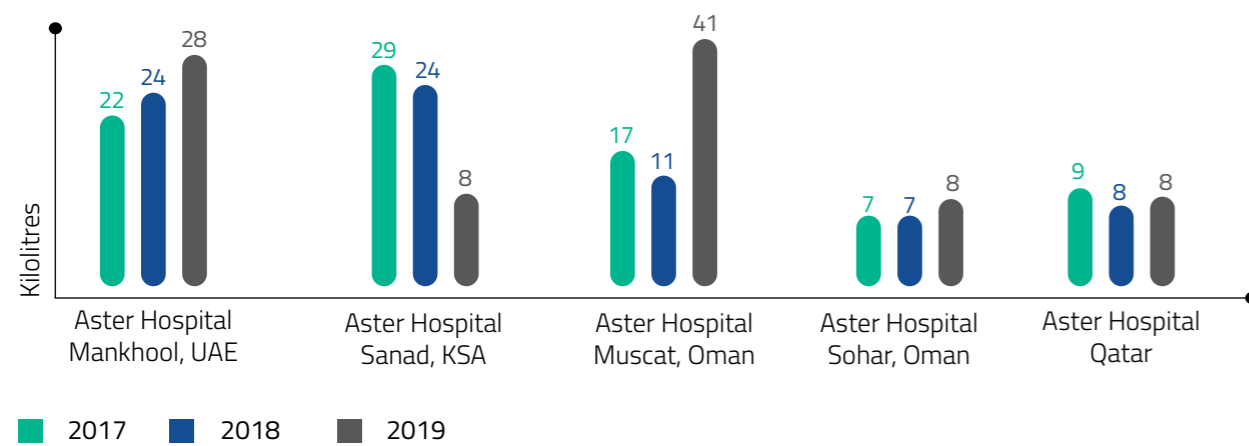
- | | | | |
|--|---|--|---|
| Plan | Do | Check | Act |
| Water metering
The facility must have a building level water meter installed to measure the water consumption of the facility. | Auditing
water consumption for the end use should be assessed. Flow rates of water faucets and fixtures should be analysed and water recycling/recovering opportunities should be identified. | Implement
If the water consumption is found to be high then proceed with replacement and installation of recycling/reuse measures. | Assess
Monitor the results of replacement, report and devise further action plan. |

Water performance

Our business has been expanding and we have been providing care to increasing number of people each year, which means on annual basis our water consumption should increase as the head count of individuals using the water services has been increasing.

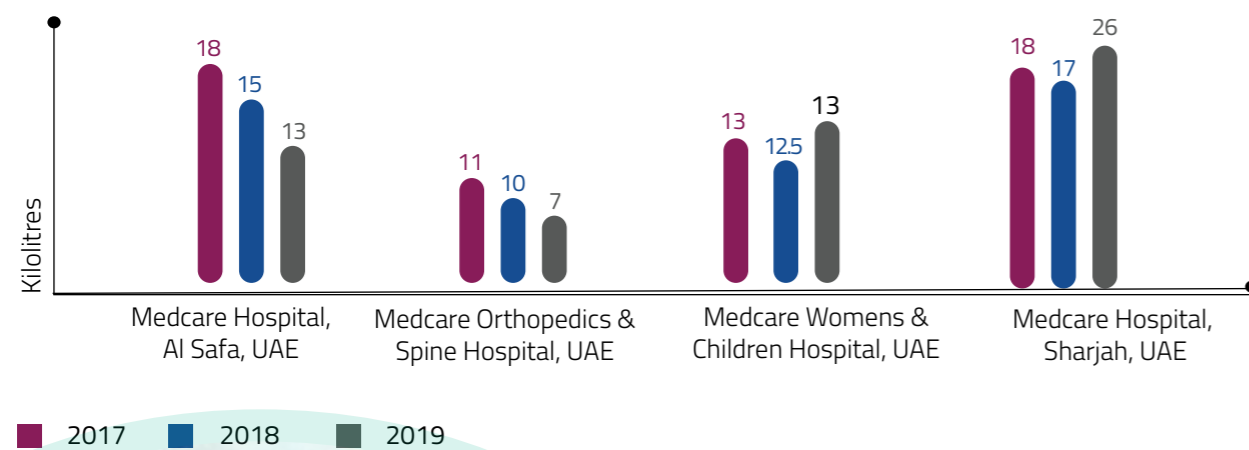
However due to our relentless efforts we have been able to bring down water consumption at six out of ten of our hospitals for whom we track and report water consumption data. Medcare Hospital Safa, Dubai and Aster Hospital Sanad have done remarkably well and have saved more than 1 Million gallons of water each.

Water consumption in Thousand Kilolitres at Aster Hospitals - GCC

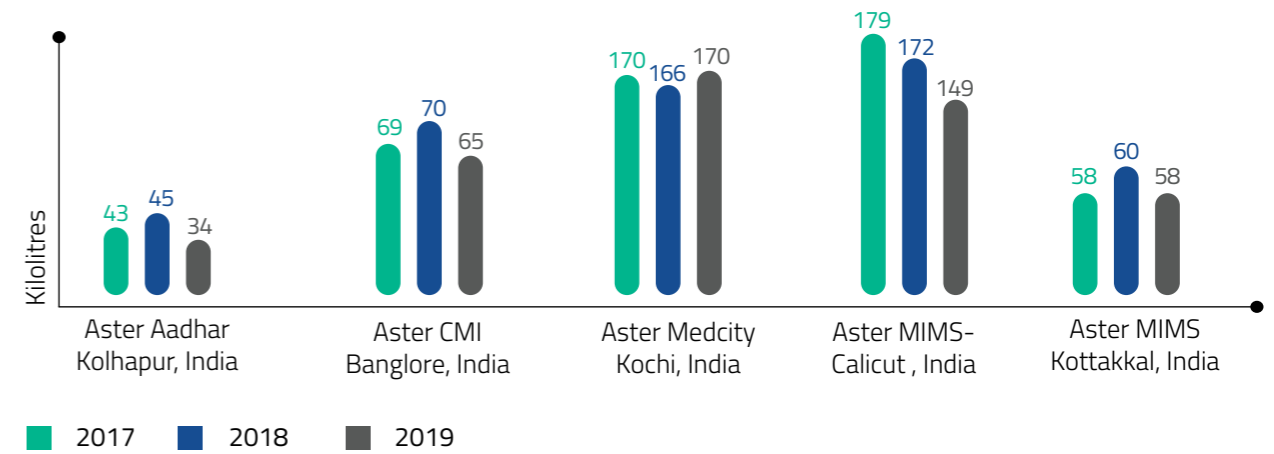


Note : Aster Hospital Qusais is a new Hospital and doesn't have data for 2017. The water consumption for 2018 and 2019 were 8.2 & 19.0 thousand Kiloliters. Aster Cedar and Aster Hospital in Ibri were built recently therefore the water consumption data is not available.

Water consumption in Thousand Kilolitres at Medcare Hospitals - UAE

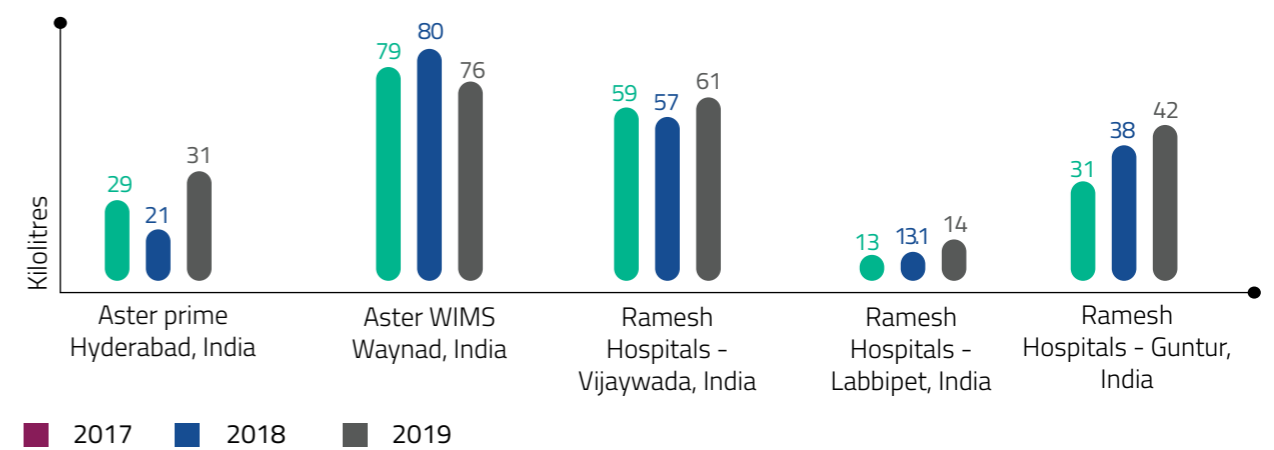


Water consumption in Thousand Kilolitres at Aster Hospitals - India



Note : Aster RV Hospital is a new hospital and doesn't have data for 2017& 2018, however the water consumption for 2019 is 26.7 thousand Kiloliters. Ramesh Hospital - Ongole is a new hospital and doesn't have water consumption data.

The water consumption data for MIMS Kannur is not available yet, we are in process of improving our data collection procedure.






Case Study: Reuse of treated sewage effluent at Aster Wayanad

Our commitment to waste management is reflected in several activities we undertake to reduce the impact of waste generated from our operations.

In order to effectively treat the sewage generated at Aster Wayanad Specialty Hospital, we have installed a sewage treatment plant. The plant has treatment capacity of 600,000 Liters.

We ensure that the treated sewage effluent doesn't go waste and therefore have identified

means to reuse the treated sewage effluent. The treated water is used for following purposes:

-  **Toilet flush**
-  **Landscape irrigation and**
-  **Vehicle washing**

As a result of treated effluent reuse we have been able to reduce the potable water use by 200,000 liter.

60,000

Liter Sewage treatment capacity

200,000

Litre Potable water saved

11

Number of Sewage Treatment Plants



Case Study: Water optimization at Medcare Hospital

We ensure during the planning and design of our hospitals that efficient water faucets and fixtures are being installed in order to optimize water consumption. During the operation of the hospitals we keep looking for areas to reduce our water consumption. At Medcare hospital we noticed that a lot of water goes waste as filtration reject. The team came up with a plan

to channel this water into a storage tank and use it for irrigation. A separate water tank was installed and the filtration reject was used for irrigation. This significantly reduced the utility provided water for irrigating the landscape. Approximately half a million gallons of water is being recycled and saved through this initiative.

1.9

Million liter water reused for irrigation



CLIMATE CHANGE MITIGATION



To hold global warming to below 1.5°C and avoid the catastrophic impacts of climate change, the UNFCCC and IPCC suggest that greenhouse gas emissions must peak sooner, and reduce to zero by 2050.

At aster we have adopted multi pronged approach to managing GHG emissions. It began with identifying major GHG emission sources, estimating emissions and then devising plan to decrease our emission intensity across entire operations.



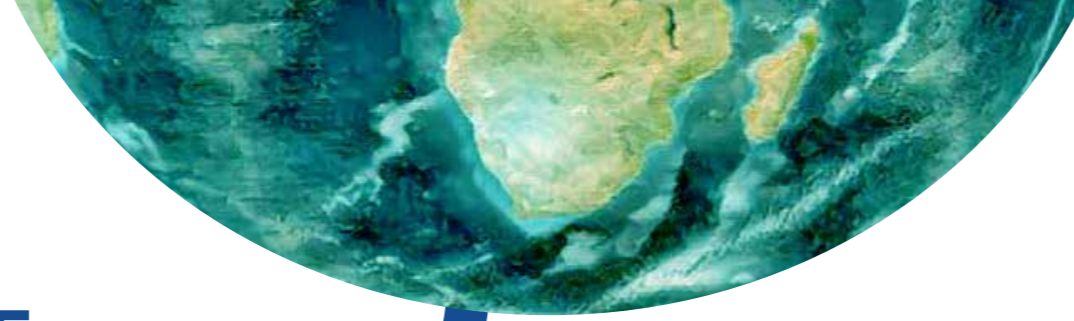
Identify GHG Hotspots



Measure Emissions



Implement GHG Reduction Measures



3%

reduction in GHG emission overall

78%

reduction in GHG emission at Aster Hospital Muscat, Oman



UNSDG Goal:13

We understand our role and have been pushing for low carbon transformation as core of our sustainability agenda.

We are working on optimising energy as well as water consumption of our Hospitals as generation of both these resources leads to GHG emissions and by reducing energy and water consumption we shall be reducing the associated emissions along with it.

Additionally we encourage multi occupant transporation in order to reduce emissions from transportation of our employees.

We are also trying to reduce the organic load of waste we generate in order to reduce emissions of CH₄ from landfill.

Several paper use reduction as well as recycling programs are in place to ensure that organic load of our waste is reduced.

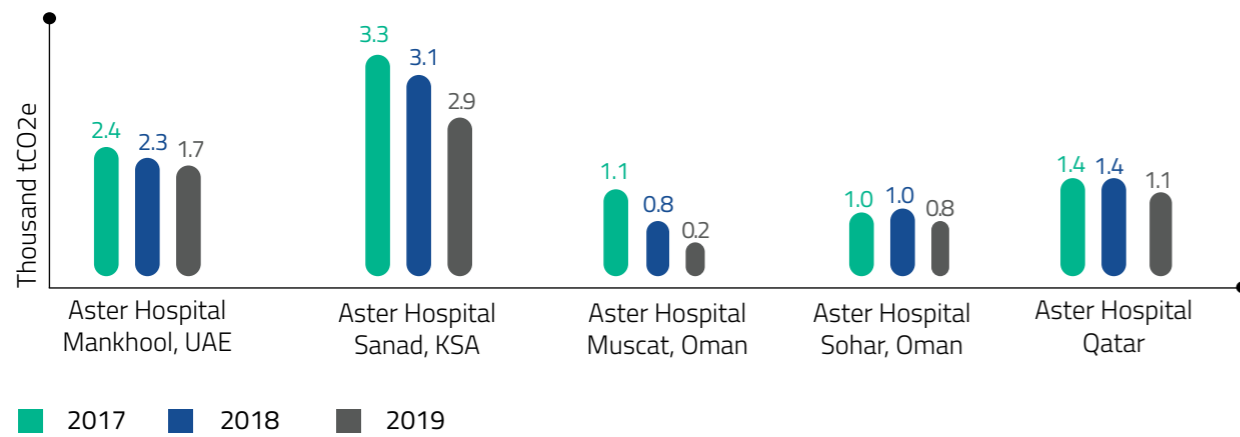


Greenhouse Gases (GHG) Emission

The GHG emissions emanating from our operations is largely from the electricity consumed at our hospitals. We have estimated the Scope 2 (as per GHG Protocol) GHG emissions from our hospitals, it is worth noting that across all our hospitals in the GCC we have been able to reduce the energy consumption.

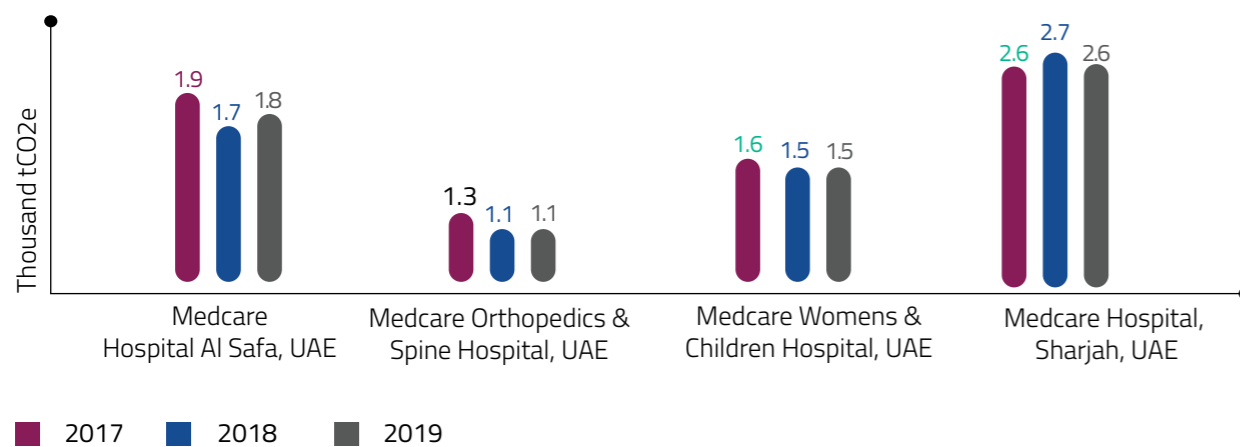
However at several of our hospitals in India the energy consumption has increased, which can be attributed to the increased patient care being provided at these hospitals. We remain committed to manage our energy consumption and would strive hard to better our performance.

GHG Emissions in Thousand tCO₂e at Aster Hospitals - GCC

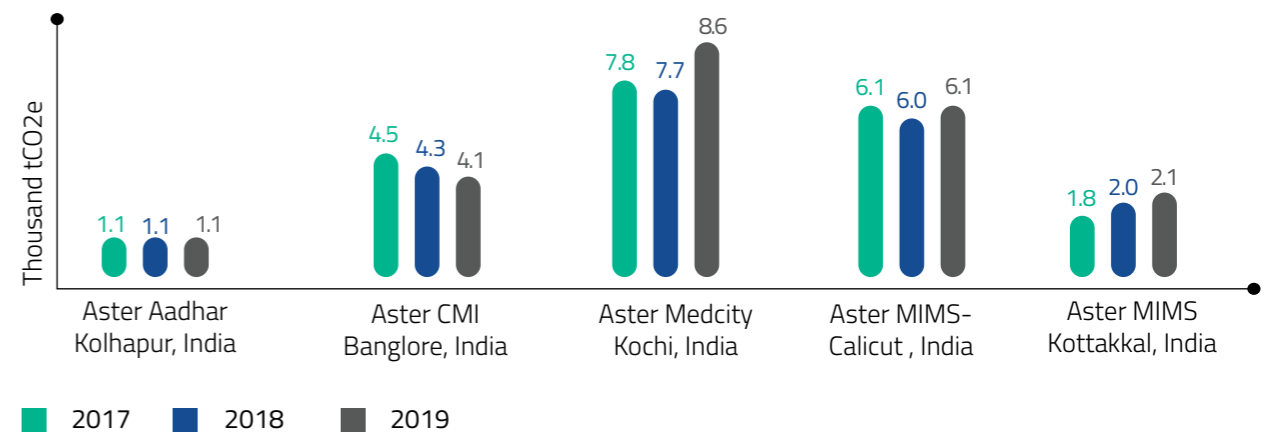


Note : Aster Quasis has been recently commissioned hence 2017 data isn't available, the emissions for 2018 and 2019 are 1.9 and 1.7 thousand tCO₂e respectively.

GHG Emissions in Thousand tCO₂e at Medcare Hospitals - UAE

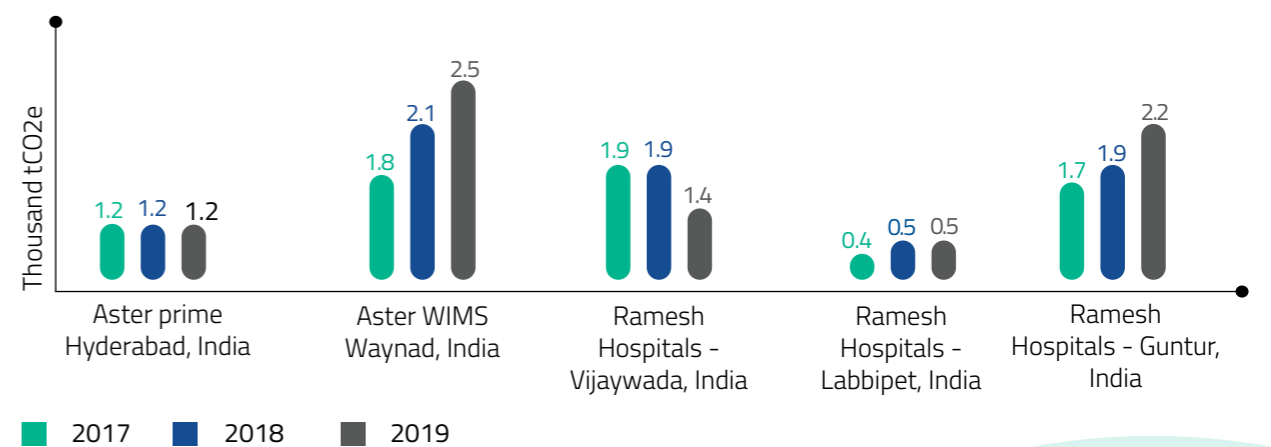


GHG Emissions in Thousand tCO₂e at Aster Hospitals - India



Note : Aster RV Hospital Bangalore and MIMS Kannur are new hospitals, the GHG emissions for 2019 were 2.7 and 34.8 thousand tCO₂e respectively.

GHG Emissions in Thousand tCO₂e at Aster Hospitals - India

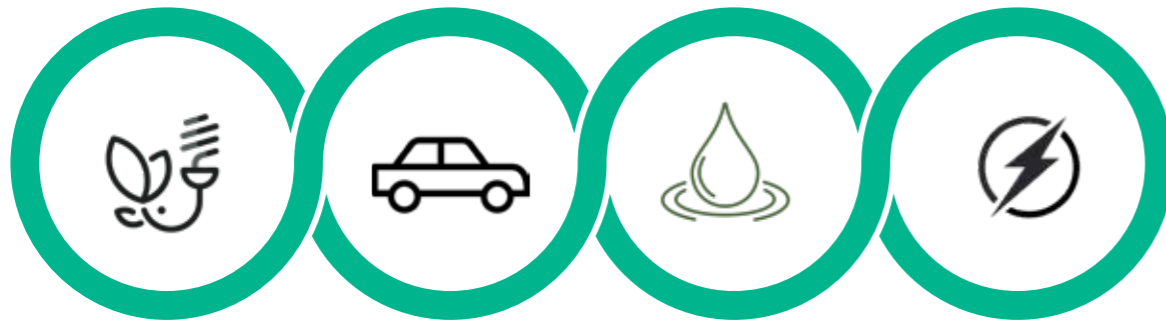


We believe that the need for innovative solutions in the areas of climate change mitigation and

adaptation is an opportunity for us to expand and optimize our services.

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:



Procuring energy efficient biomedical equipment

Provision of car-pool and a van-pool option for employees

Water efficiency interventions

Energy efficiency interventions



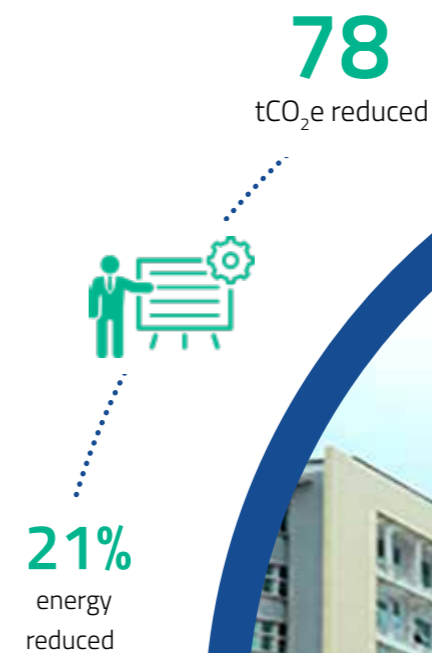
At our hospitals we strive to maximize day light to reduce the electricity consumption as well as GHG emissions.

Case Study: GHG Reduction at Aster CMI hospital

Aster CMI Hospital uses variable frequency drives in HVAC systems and two-way modulating valves for its AHU blowers and chiller pumps to enhance the energy savings.

were installed, which automatically senses the desired temperature and cuts off the HVAC system thereby reducing the Electricity consumption. The overall energy consumption was reduced by 21% after implementing the energy saving measures which led to reducing GHG emissions of 78 tCO₂e.

The facility has 100% LED lighting. The central BMS (Building Management system) further ensures optimum energy savings through the HVAC system. Also in few places Thermostats



Green Choice Initiative

Aster DM Healthcare believes in moving towards a circular economy and our philosophy towards material consumption is to reduce, reuse, and recycle wherever possible.

Aster Launched green choices initiative as the part of the sustainability initiative. Under Green Choices Aster has stopped using plastic water bottles and disposable cups for all employees and visitors. Aster have provided all employees with glass water bottles and mugs for daily use. All the meeting rooms plastic water bottles

have been changed with refillable glass water bottles. Aster have also replaced bottled water dispensers with water purifier systems in all our offices. Aster targeted to reduce the use of single usage plastic water bottles by zero.

In another effort Aster has eliminated all printers from the office in order to go paperless. There is only one centralized printer and scanner in each office operating with personalized codes. The codes help us in tracking the number of prints given by each individual.

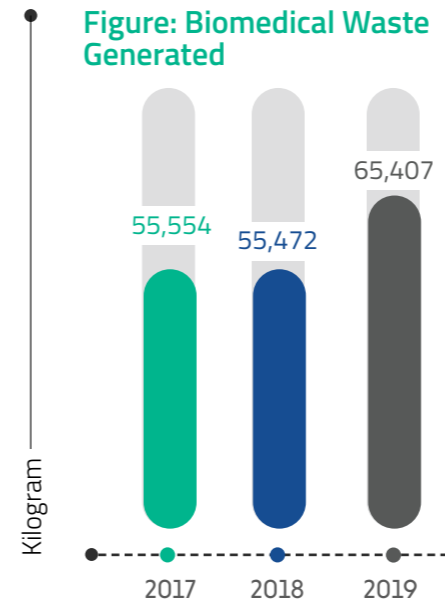


Make a Green Choice!

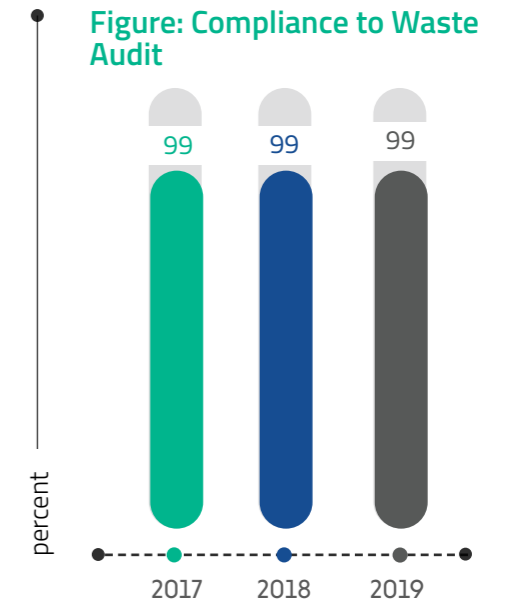
Let's bid farewell to single-use plastics.

As part of the Sustainability Initiative & the Pledge all Asterians took on the 33rd Foundation Day, the management has chosen to replace all single-use plastics bottles & glasses being used in the office premises with Refillable Glass Bottles & Mugs.

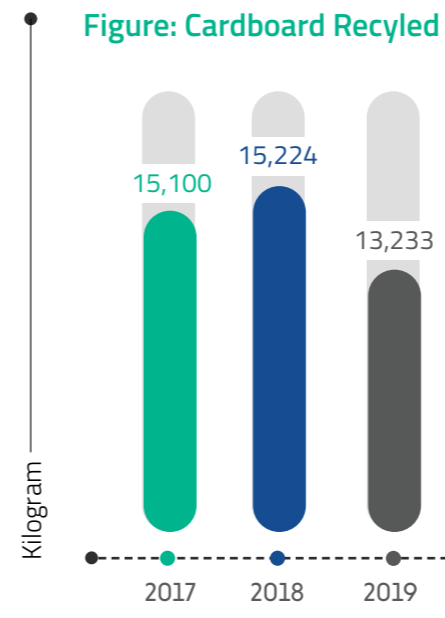
To support this initiative, Aster Corporate Headquarters eliminated the use of single-use plastics, starting this New Year. We hope that this will act as a catalyst for our guests, partners and the community. Through this effort, we hope to reduce the carbon footprint, making our planet greener and sustainable for future generations.



Biomedical waste management is one of important aspect of our environmental performance.



A close track of biomedical waste generated, treated and disposed is kept on an ongoing basis.



We consciously segregate the recyclable waste within our operations. We have partnered with several waste recycling service providers to manage the recyclable waste. The annual quantity of cardboard recycled is provided in the above graph.



INNOVATION & RESEARCH



We strongly believe that innovation and sustainable care go hand-in-hand. Research and innovation makes access to medical information easier and faster, and gives an opportunity to doctors and patients to easily access health care information related to research.

Our leadership believes that ultimate health attainment is physical, mental, spiritual and social. Technological advancements like AI, IoT, genomics and innovation has made achieving it a possibility. Healthcare innovation, promises to increase the efficiency, effectiveness, safety, and timeliness with a focus on patient-centered services. The healthcare innovations at Aster focuses specifically at the changes in medical care, genetics and biology, physical environment,

individual behavior, and social environment. With technology and changing scenarios, healthcare delivery is changing. It's getting more and more evidence based, outcome focused and consumer centric. The healthcare services delivery has to follow the patient journey from wellness, preventive care, hospital visit to smooth follow-up and rehabilitation.

Aster Innovation & Research Centre

To improve the ultimate health outcomes for patients and enhance their overall experience at all its facilities, Aster DM Healthcare has set up Aster Innovation and Research Centre in GCC and India.

Over the next three years, the Centre will aim to achieve key milestones like introduction of innovative solutions for home healthcare with focus on digital primary care, establishing a rich eco-system of digital health partners from start-ups to academia and starting digital health/ informatics/ medicine as a stream for future healthcare workers.

The center is working on innovation projects, that will aim to leverage the advances in digital health research like AI, cognitive psychology, blockchain, IOT, behavioral economics etc. and on-board start-ups which can drive innovation.

The Centre will continue to work in a collaborative manner focusing on applied research with academia, startups and industry partners. We are collaborating with startups across the globe. The figure below represents the startups from different geography with whom we are assessing innovation opportunities.



UNSDG Goal:9

We are collaborating with startups across several geographies thus contributing to the target of developing research and innovation capabilities in developing countries.

24


Startups evaluated





Operational Innovations

Aster Homecare


Aster Homecare assures the right to select the home health agency of choice and participate fully in the plan. It's trust that descends to every individual for delivery of home care services


 **Aster Chronic Care@home** is a program to manage chronic diseases (Diabetes, Hypertension etc.) that will enable customers to manage their chronic diseases by use of an Intelligent Health Service.

 **Aster Grace Nursing and Physiotherapy LLC** (Abu Dhabi), believes every patient has the right to optimum health and the highest quality of home health care services.

 **Doctor On Call** (800-27837) is an initiative of ASTER DM Healthcare, that gives you access to its finest medical care, highly experienced doctors and staff at your doorstep.

in a manner which maximizes independence and promotes stable lifestyle. It includes the following:

 **Aster DM Home Health Care program (Sanad Hospital)** is established to fulfill the needs of individuals, families and the community we serve providing a unique perspective to the patient's experience.

 **Aster@Home services (Kannur, Calicut & Kochi)** offers specialised home care services to patients who are still in the process of recovery, need long-term/ life-long medical assistance or suffering from chronic conditions including cancer, neurological disorders, cardiovascular diseases or kidney problems.

Tele-health consultation service in the GCC & India.

Aster Healthcare has introduced a tele-consultation service across its Medicare, Aster Hospital and Aster Clinic facilities in GCC & India, allowing patients to remotely consult qualified doctors for all general ailments. Aster has launched teleconsultation services in the UAE to make sure people have access to quality medical care during preventive measures taken to control the spread of Covid-19.

From cardiologists and endocrinologists to obstetricians and pediatricians, Aster's new teleconsultation service allows people to remotely consult qualified and specialist doctors.



Aster Telemedicines

Aster Hospitals, UAE and India has introduced telemedicine services for all specialist doctors across different specialities through an automated Tele Medicine platform which is integrated with the hospital patient data system. Patients can avail the facility by booking an appointment slot online, checking the insurance eligibility, receiving a meeting link for video consultation and finally a payment link is sent to the patient to complete the process.



Aster Online

Aster becomes the first pharmacy in the UAE to go online by introducing Aster Online. Aster Online was created because of our constant endeavor 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.

Chatbot platform

Aster Medicare launched its new "virtual health assistant" chatbots which are set to revolutionise the way patients in the UAE region access healthcare services. The two new health assistants use advanced artificial intelligence (AI) algorithms to learn about the patient in order to personalise responses and give accurate information in real-time. Distinctive technology means that the Medicare health assistants are the first and only chatbots in the region that allow the patient to manage all aspects of their appointments online including booking, rescheduling and cancelling, permitted by real-time backend database integration.



Electronic Medical Record

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.

Clinical innovations



CKD with Urgent CABG with Pre and Post-Hemodialysis



Complex Cardiac Resynchronisation Therapy performed for the first time in Dubai at Aster Hospital



For the first time: Advanced Cervical Spine Surgery at Aster Hospital, Al Qusais



Doctors at Aster Medcity save life by performing Extra Corporeal Cardiopulmonary Resuscitation (ECPR) at emergency department



Rare spine deformity corrected in 12- hour long surgery in Medcare Hospital, UAE



A high-risk ambulance transfer and management of a critically ill patient with Severe Acute Pancreatitis in Oman.



Cyanoacrylate Embolisation: A new method to treat Varicose Veins



Extended endoscopic endonasal approach to treat Adamantinomatous Craniopharyngioma accounting for 1.2–4% of all primary intracranial neoplasms and 5–10% of intracranial tumours in children



First successful treatment with TAVI (Transcatheter Aortic Valve implantation)



Performed successful Awake craniotomy- for removing a deepseated brain tumor



Baby with Immunodeficiency receives lifesaving Stem Cell Transplant at Aster CMI



Aster CMI conducts rare liver transplant procedure



Complex Hip Replacement Surgery in Aster RV Hospital, Bengaluru



Successful Transcatheter Aortic Valve replacement (TAVI) in Aster RV Hospital, Bengaluru



Successful Distal Femur Plating for centenarian at Ramesh Hospital, Guntur



Giant Aneurysm of Right common Femoral Artery- Excision resulted in Removal of approximately 10 Kgs clot. Largest in the world till date



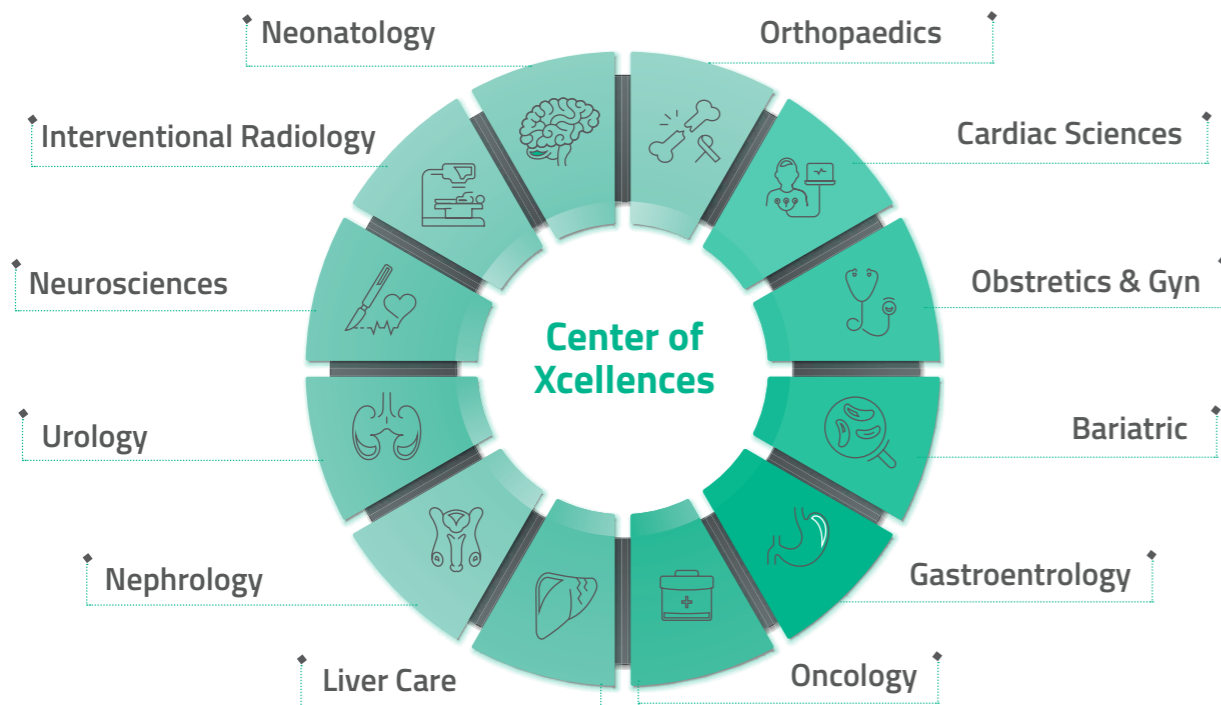
Aster Center of Excellence

The Aster Xcellence platform is a means to highlight some of the best work being done by our doctors, state of art facilities being offered by our network and the expertise we have across geographies which can be mobilized at any time.

Cross country collaboration, communication, sharing of knowledge and expertise among our doctors

has resulted in operational excellence innovation, and introduction of the most advanced treatment techniques among our network facilities.

At present we have 12 CoEs at Aster DM Healthcare across Middle East and India.



The Criteria's considered for CoE nomenclature at Aster include:

- Education
- Manpower
- Infrastructure
- Deliverables
- Scope of Services
- Clinical Protocols

The Criteria's for CoE compliance follow up at Aster include:

- Progression to teaching & research
- Maintenance of Volumes
- Outcomes indicators
- Implementation of pathways
- Gap closures level 1 of CoE
- Monitoring of data



Aster's Medical Journal

Aster Medical Journal (AMJ) is a multichannel media platform dedicated to advance healthcare. AMJ is an engaging platform to exchange the ideas between developed and developing world, between a Practicing physician and an academic researcher, an Investigative medical journalist to a scientist.

Aster is on a mission to build the region's first 360-degree Healthcare knowledge dissemination platform to engage physicians and patients across all platforms: Digital, Mobile, Magazine, Video, Events, Brand Connect.

Four issues of the medical journal has been published till date. Through these four issues we

have published more than 50 papers and articles.



4

Issues published



50+

Papers and articles published





Aster volunteers

Powered by humanity



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.

Aster Volunteers follows a well defined framework coined as A-B-C, Aid, Belong and Coach. Through "Aid" pillar we try to ensure that healthcare facilities are available to the economically weaker section, through the

"Belong" pillar we support the communities through medical or non-medical programs. Under the "Coach" pillar we have integrated programs related to training and skill development.



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

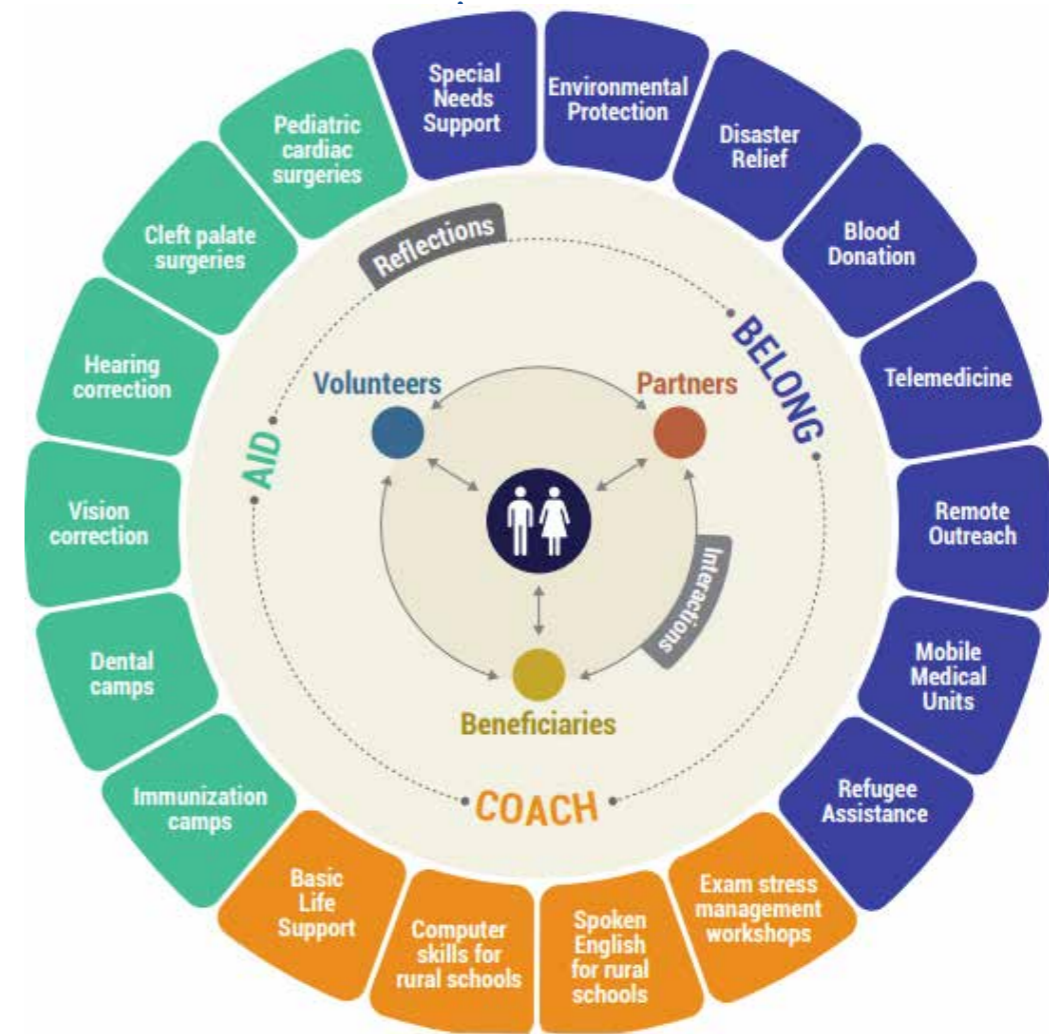
Includes initiatives that help increase opportunities for employment and income generation.

2 Million

lives touched through CSR program

THE ABC OF ASTER VOLUNTEERS

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



27,000
Volunteers

We have recently defined our CSR Vision and Mission that drives all activities undertaken by Aster Volunteers:

CSR Vision

Aster Volunteers endeavours to create a platform that empowers communities to drive the spirit of volunteerism through social impact interventions in healthcare, environment, education and social uplifting through sustainable practices.

CSR Mission

To drive initiatives that create a positive impact through internal and external volunteer engagements and successful collaborations.

AID

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.

Medical Camps are one of the pillars of Aster Volunteers work and are routinely conducted across 9 countries. Some of 3,500 Aster Volunteers in over 15 diverse specialties have impacted more than 200,000 lives across Middle east, Africa.



290,986

Individuals treated through mobile medical clinic in last 3 years



533,146

Individuals treated through medical camps



Aster Volunteer Mobile Medical Services

Mobile medical units have been launched to provide primary medical care to people living in remote areas of India, the UAE and other parts of the world where medical facilities are non-existent or inadequate. The mobile medical van is

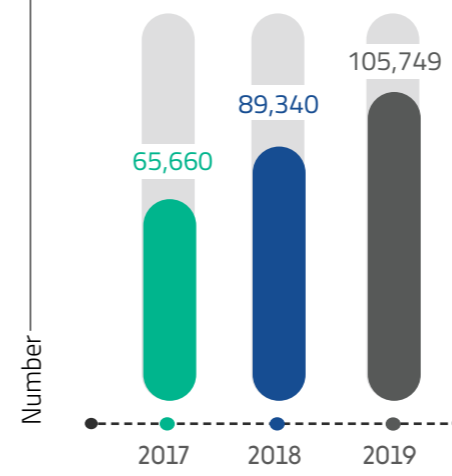
a key component of this initiative. Equipped with all facilities to provide diagnostic, laboratory, medical check-ups, consultation, and first aid treatment, it is a lifeline to those who have been unable to access them for the longest time.

Our Global Presence

Our Mobile Medical Services are currently operational in four countries. We are also in process of expanding the services to Maharashtra and Kannur in India, as well as in Qatar and Sudan.



Figure: Number of beneficiaries



Many communities around the world do not have access to healthcare. This situation has become especially difficult during the Covid-19 crisis. Aster Volunteers Mobile Medical Services brought medical services like temperature screening, medicines and check-ups to these communities. 16,184 people were positively impacted by this initiative across 5 countries.

Extending our Mobile Medical Scheme

Having witnessed the impact our AVMMS scheme has brought into lives of thousands of people we have been tirelessly working on

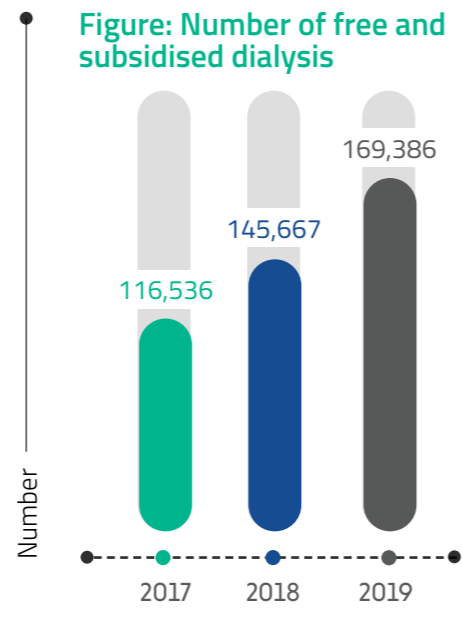
enhancing the reach of this initiative. Last year we were able to launch five new mobile clinics in Ethiopia, Oman, Kochi, Bengaluru and Wayanad.



Aster Volunteers Dialysis Programme

Aster Volunteers established a first of its kind "Standalone Community 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.

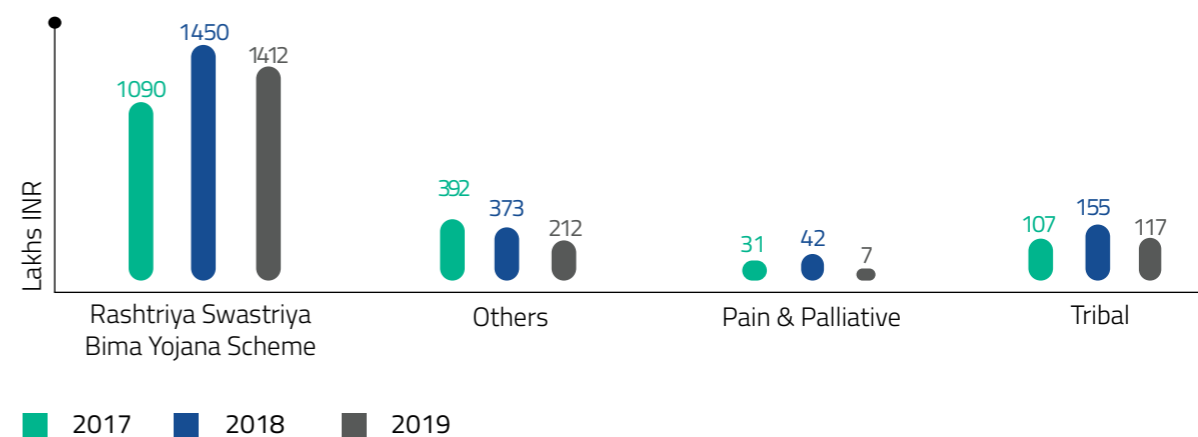


Aster Volunteers Treatment Aid through various schemes at Wayanad

Financial aid for medical treatment for the financially weaker section is one of the important ways for us to give back to the society. Below are the various schemes of

Aid provided by aster volunteers channelized through our Aster Wayanad Specialty Hospital, India.

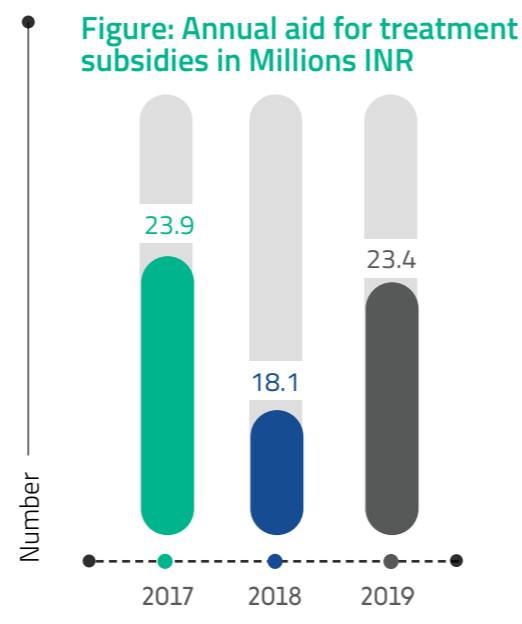
Treatment subsidy provided in Lakhs INR



Aster Volunteers Treatment Subsidies

Aster Volunteers provides financial and healthcare support worth millions of INR 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.



23
Million INR
treatment subsidy

169K
free dialysis



BELONG

Aster Volunteers Village Adoption - MILES

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

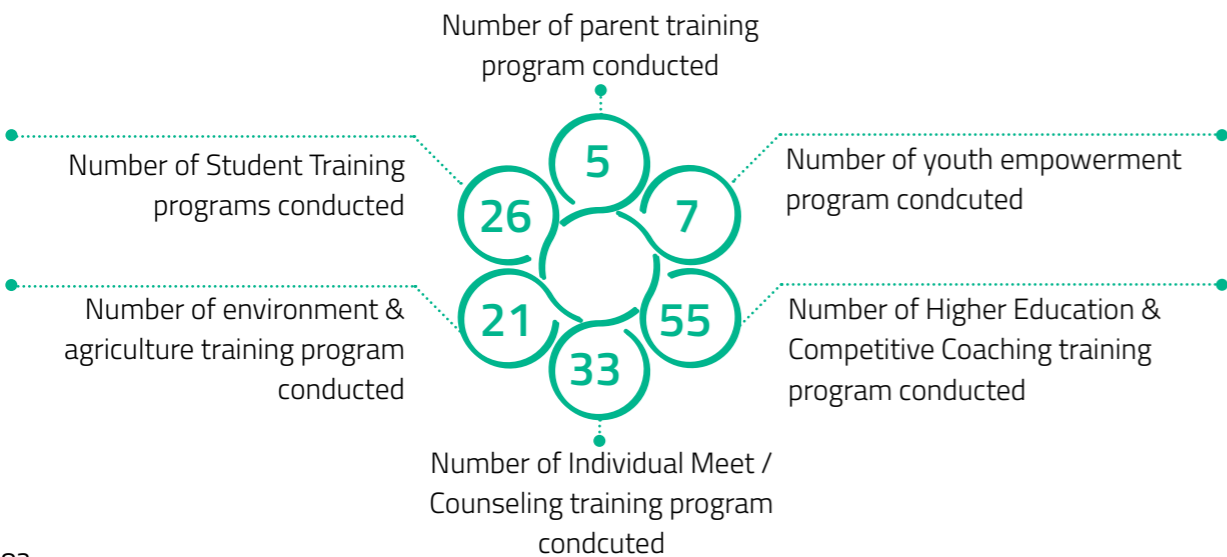
Empowerment (MILES) as a role model Village Adoption Project in Kalpakanchery, North Kerala, India. MILES conducts regular activities for education and socio-empowerment which is a great impetus for the village folks to aim for a higher standard of life.



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.

MILES Activity 2019-2020



Our leadership as well as different stakeholders felt the need of expanding the activities under aegis of MILES, this cause required a larger campus so that the benefits could be extended to 100+ children.

is being managed by MILES & DM Family Foundation under the umbrella of Aster Volunteers. The new premises has been built on 2 Acres site and has accommodated 116 Children of determination with special needs support. The new campus will go a long way in fulfilling our commitment to social welfare of those in need.

We invested 2.5 Crore INR to build the new MA Moopen School for Special Needs at Kalpakanchery, in Kerala, India. The school



Aster Volunteer Support for Underprivileged

Aster Volunteer has always endeavored to positively impact the less privileged sections of society, create opportunities and strive towards a more equitable society. A dedicated team identifies programmes and creates robust systems to identify beneficiaries in the areas of healthcare, education, livelihood support and rural development.



Aster Volunteers Environment Protection Drives

The Aster Volunteers Green Choices programme has kickstarted a series of activities that will enable the organisation to take concrete steps towards a more sustainable future. We firmly believe that sustainability should be at the core

of our business, and this is the first step. Aster Volunteers from all across the 10 geographies came together and conducted activities like tree plantation, desert cleaning, park cleaning to name a few.



Disaster relief

An INR 15-crore fund was provided by Aster for helping the reconstruction of Kerala, which was hit by the worst floods in its history.

handed over the cheque to Mr Pinarayi Vijayan, the Chief Minister of Kerala at a function held in Trivandrum.

Out of the total INR 15 crore, INR 2.5 crore has been donated to the Chief Minister's Distress Relief Fund. Dr. Azad Moopen, Chairman and Managing Director of Aster DM Healthcare,

The remaining 12.5 crore is being used used for 'Aster Homes' project to construct new houses and repair the damaged houses in the flood-affected areas.



Aster DM Healthcare has supported the State Government of Kerala in fighting the spread of novel coronavirus (COVID-19) in the sub-continent. Several measures were announced by Dr. Azad Moopen, following his conversation with the Kerala Chief Minister Shri Pinarayi Vijayan. These included donating INR 2.5 crores to

Chief Minister's Relief Fund and dedicating 750 beds at hospitals in Kochi, Kozhikode, Kannur, Kottakal and Wayanad for patients referred by government authorities for expert management.

Aster Homes

Aster homes is part of our initiatives on disaster relief and was initiated in response to the devastation that occurred during floods in Kerala.

At Aster Volunteers, we decided to rebuild some of these homes and kick-started the Aster Homes initiative, with the support of the Government of Kerala and other like minded institutions and individuals. Chief Minister of

Kerala Shri Pinarayi Vijayan handed over the keys of the 100th house built by Aster Volunteers, to rehabilitate the flood victims of 2018 at an event held at Kochi Municipal Corporation Town Hall. This marks the completion of the first set of handovers out of the 250 Aster Homes that was announced as a part of the Aid Kerala initiative to help thousands of people who lost all their possessions.

100

Homes handed over



150

Homes being built



COACH

Basic Life Support Training

Aster provides BLS training to ensure individuals are equipped with the right skills to become lifesavers. Through our extensive BLS

training, we have been able to create 1,50,000+ lifesavers who at times of need become crucial responders and save lives.

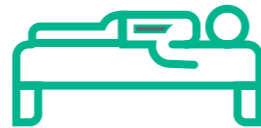
Child Safety Training to Anganvadi Teachers

Aster undertook the Awareness classes on "Child Safety" and Child BLS Training programs of Anganvadi teachers of Ernakulam district in association with the Women and Child Welfare

Department – Govt. Of Kerala and completed 15 sessions and covered 2,513 anganvadi teachers under various blocks of Ernakulam district which is a maiden project conducted successfully in the state.

169,207

BLS Awareness program



2,513

Child safety programs for anganvadi teachers in Kerala



MA Moopen School for Special Needs

Aster runs a special needs school at Kalpakanchery in Malapurram which equips them with education and critical life skills so

they can live life independently. Aster has also absorbed close to 116 differently abled people as part of its workforce.



Aster Volunteers Support for Differently Abled Community

Aster Volunteers hosted Common Ground, an event that celebrates people of determination and their achievements. The fashion show called Beyond Labels saw some real showstoppers

take the ramp and the music and dance performances enthralled everyone in the audience.



Aster Volunteers Other Activities

Healthy kids brighter future



Healthy kids brighter future is an Aster Volunteers initiative that started on Children's day 14 Nov, 2019. It is an effort to ensure that the torchbearers of the future have a healthy and fulfilling present. 1,194 internal and 232 external volunteers came together to make this event a success. Apart from health check-ups and medical guidance the kids were also

involved in range of activities like magic shows, games like musical chairs and other activities like pottery painting, face painting, and henna painting kept them engaged and entertained.

Iftar Food Distribution



Aster Volunteers organized an Iftar party at various old age homes and rehabilitation centres in Aluva, Kerala. Moreover, in Qatar, we distributed Iftar Kits among kids at traffic signals. In Oman and UAE, we

distributed packs for employees in labour camps. We even visited a Madrasa in Andhra Pradesh along with Ramesh Hospital to distribute food packets and school bags.

Earth Restore initiative

For World Environment Day, our volunteers swung into action to protect the earth. Aster Prime Hospital held a Walkathon to clear the streets of man-made waste. Aster MIMS Kottakkal and the local panchayat came together for a bus stop cleanliness drive. Aster Medcity adopted a Bio-diversity Park which flourished with the tireless efforts of our volunteers. WIMS planted over 150 seeds and Aster RV planted saplings. Thanks to them, we are able to see a considerable rise in green cover. Aster Qatar, Aster MIMS Calicut and Ramesh Hospital diverted all their efforts to different forms of awareness. While Ramesh Hospital increased awareness of air pollution by distributing respiratory masks to policemen, Aster MIMS Calicut along with Nirav and local corporations organised a fish installation. Aster Aadhar initiated a cleaning activity at the historical lake of Rankala. Across countries, borders and ecosystems, our team committed to making the earth greener.



Bags of Dreams: Gifting Children School Essentials

We taught several underprivileged kids that no dream is too heavy to carry. Our volunteers sponsored kits for each child. Their 'Bag of Dreams' contained notebooks, a stationary box, a water bottle, an umbrella and a little sprinkle of magic. This initiative was conducted by Aster MIMS Calicut, Ramesh Hospital, Vijayawada and Aster Wanayad Specialty Hospital.



Be Young at Heart Marathon

The Be Young At Heart Marathon was spread across 10 locations in three countries and witnessed 9,000+ racing hearts who took their first steps towards a healthier heart.



Smile spreading the EID cheer



For Eid 2019, Aster Volunteers partnered with Human Appeal International and the Max store to continue the legacy of their annual event that aims to bring smiles to the faces of underprivileged children. 100 kids were taken to shop to their heart's content and participated in exciting games and face painting. The smiles on their faces were the best Eidi we could have ever received.

Smile initiative

Aster Volunteers partnered with the Emirates Red Crescent, Dubai to launch 'Smile' - a program to help bring medical care to the lives of 100 underprivileged children. More than 24 medical and non-medical volunteers joined Lighthouse Cohort, our CSR Impact partner in bringing joy to the children through fun games, arts and crafts, and educational activities.

A follow-up event, Smile was conducted during Eid, 2018. 100 underprivileged children of various nationalities were provided medical screening and 60 of them were taken shopping and receive Eidi from Aster Volunteers. Our volunteers helped make this year's Eid one to cherish, both for the children and us.



World cancer day wishing tree campaign

This World Cancer Day, Aster Volunteers across Aster Hospitals from Kolhapur, Qatar, Calicut, Kottakkal, Oman, Hyderabad, Bangalore, and Kochi took up a big task - to put smiles on the faces of our little patients.

Aster Volunteers conducted the Wishing Tree campaign over multiple locations across India and the Middle East. The initiative aimed to fulfill the wishes of young cancer patients being treated at Aster Hospitals.



Al Amal initiative

Al Amal was a first-of-its-kind event hosted by Dubai Club for the differently abled, with the aim of helping them by empowering them. The event played host to 200 differently abled guests and families, with close to 90 external and internal volunteers working diligently to ensure they were well attended to. Doctors and specialist staff from many departments across Aster units made an invaluable contribution by providing free medical check-ups for the guests.



Aid for Syrian refugees

Aster Volunteers set up a free clinic to help them with essential medical care. More than 7,000 people benefitted from this initiative and the success of the Programme has encouraged Aster Volunteers to extend it to many more locations.



Food for Somalia

Aster 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.



DIVA Celebrating Womanhood

'DIVA - Celebrating Womanhood' is an initiative to recognize and celebrate the hard work of women across the world. Held on March 30th, 2018 it was a special event for 100 women blue-collar workers, who enjoyed a full day of health, wellness, and entertainment.



Project BUCKET

Aster Volunteers joined hands with Nirav Vengeri and launched Project Bucket program for sustainable waste management and Organic Farming at CDA Colony, Kozhikode in association with Aster MIMS Calicut. Our Chairman inaugurated and handed over the renovated & beautified colony and Waste Management Bio Bin park to 150 families on 26th December 2019 in the presence of Corporation Mayor & MLA. First program in the state to adopt an urban slum colony like this and renovate into an independent and self-sufficient society in doing agro farming and waste management by themselves in their own land.

We have distributed 5 mud pots & seeds to each households to cultivate vegetables for their day to day needs. we have conducted the first harvesting of vegetables from each households in presence of Kozhikode Corporation Councilor. Aster Volunteers Project BUCKET is a great example of how to cultivate something even in meagre land measuring 1-2 cents and making the people self-sufficient towards their food requirements.



Mission ECO

As a part of Miles - Mission ECO Project, Moopen Institute for Local Empowerment joined hands with Nirav Vengeri for disposal of non-biodegradable waste.

As a part of this, MILES and Niravu has selected 12th ward of Kalpakanchery Panchayath to convert it as a green ward and conducted awareness programs

on waste management and collected the sorted non-biodegradable wastes. Now Kalpakanchery Panchayath has joined in this mission and included total Panchayath in this project and is collecting the waste with the help of "Harithasena"(a group of people assigned by the Panchayath).



COVID19 RESPONSE



Aster has been active in helping battle the threat since the beginning of this pandemic. Our team has been acting and supporting people as well as health authorities through on ground as well as online activities.

During these testing times, we are leaving no stone unturned to support the communities, as well as the governments in the fight against COVID-19.

In order to support the communities we have introduced several web based talks, interactive sessions to raise awareness as well as counsel individuals.



Preventive



Curative



Research

Covid-19 Research

MIMS RF has extended its research towards COVID 19 Mortality. In Covid 19 infection is mainly due to the release of certain cell signaling molecules which leads to respiratory and multi organ failure, similar to the immunological shock during sepsis. The research group has developed an antibody which is capable of neutralizing one of such key cell signaling molecules thereby preventing the progression to respiratory failure. A medical device in the form of an absorption cartridge is also being developed which is capable of selectively removing such signaling molecules from blood in an extracorporeal circulation and preventing the progression of lethal complications.



Another strategy adopted by the research group is to prevent the entry of the SARS CoV 2 the corona virus responsible for COVID 19 into the human cells. The virus enters the human cells through specific cell membrane bound receptors and inhibiting this binding will prevent the entry of the virus and its deleterious effects.

Therapeutic peptides capable of causing this inhibition are being designed with the help of bioinformatics tools and artificial intelligence which can be developed further into novel anti viral. The initial results are promising and if translated to clinical practice, will hopefully reduce the mortality of Covid 19.



Target 12.5:

We are actively supporting local authorities in screening, testing and patient care for Covid-19 pandemic management



Target 13.3:

Our research wing in India is working on innovative ways to identify cure for covid-19

Supporting local authorities :

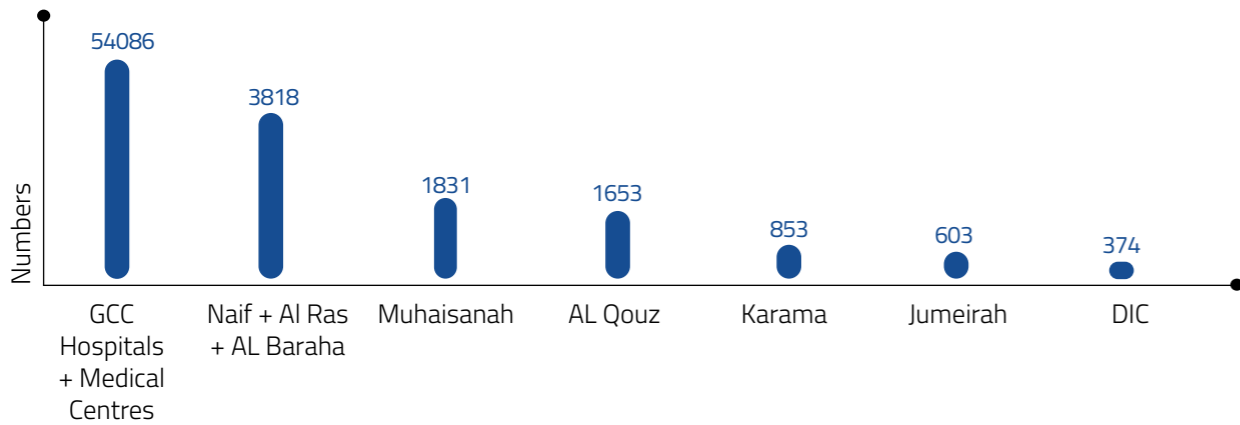
As the Corona Virus pandemic continues, doctors, staff and researchers at Aster are learning more about the new coronavirus and COVID-19, and trying their best to assist the government in their efforts to treat the patients and contain the spread of the virus. Aster DM Healthcare is working across geographies to fight the pandemic.

Aster is diagnosing and treating patients not only at their own facilities, but are also managing the isolation rooms in hotels and

camp. Aster in association with Dubai Health Authority is supervising 750 isolation beds in Al Warsan camp. In collaboration with Dubai Police, it is also attending to 1,000 isolation beds in Jebel Ali. Extensive on-field screenings are being undertaken to identify the infected and contain community spread.

The mobile clinic are being used to spread awareness and conduct screenings in communities across various countries.

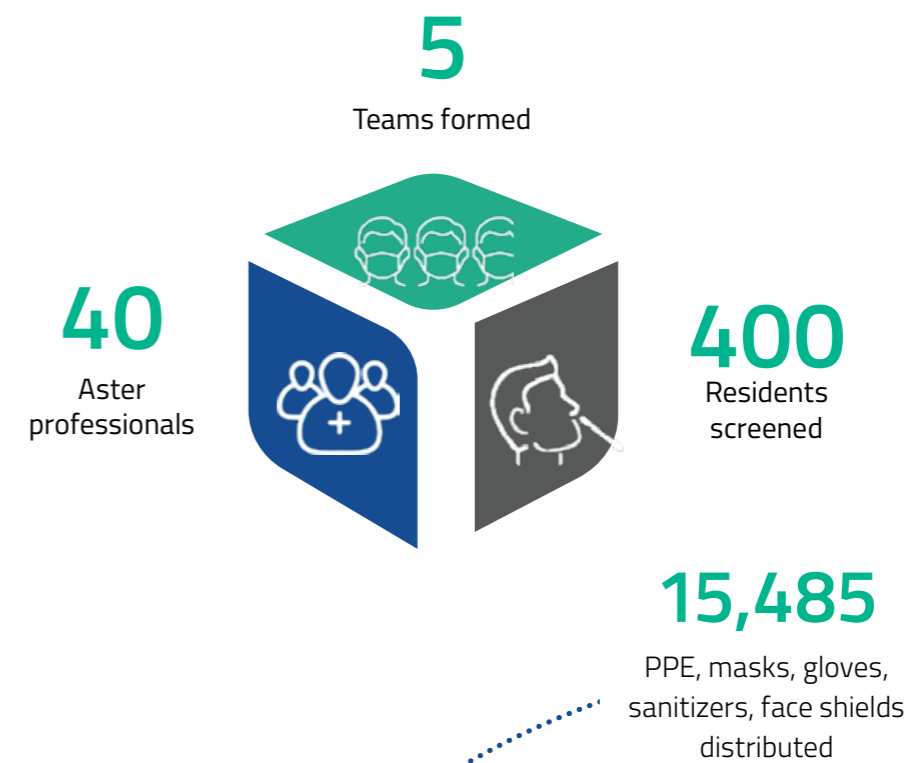
Total Covid -19 Screenings in UAE



Field screening at Naif, Dubai

In a bid to control the spread of Covid 19 in congested areas of Dubai, medical check-up was carried out in the busy Naif Road neighbourhood by a team of doctors, nurses, paramedics and lab technicians from Aster Clinic in cooperation with the Dubai Health Authority (DHA) and Dubai Police.

Aster began this operation in Naif Road neighbourhood in five apartment complexes in the area and screened over 400 residents. About 40 health professionals comprising doctors, registered nurses, paramedics and lab technicians made five teams of eight health care professionals. Naif was one of the critical area in Dubai for COVID-19 infections.



29,539

Individuals screened through Medical camps units and AVMMs



Isolation camp at Warsan Dubai

Aster DM Healthcare managed the Warsan isolation facility in collaboration with local authorities. It involved training the corona warriors, transporting the patients, and tending to them till they recover. More than **1,500** individuals recovered from the Warsan isolation facility. Aster Volunteers, the global CSR programme of Aster DM Healthcare, played a crucial role in supporting the Warsan

isolation facility through the provision of internal and external volunteers who helped with the management of the facility, delivery of treatment protocols, supported by Aster Volunteers Mobile Medical Services team in transferring 450+ positives case to and from various Covid-19 care and isolation facilities in association with Dubai Cooperation of Ambulance Services.

750

Isolation beds in AI Warsan camp

1,500

Individuals recovered from AI Warsan Camp



1,000

Isolation beds in Jebel Ali

1,224

Individuals recovered from Jebel Ali camp



Flying in Covid Warriors from India to support the efforts in UAE

Aster has flew in 88 ICU (intensive care unit) nurses from India to help the UAE in its battle against coronavirus. Their arrival, was facilitated through a tie-up with Aster DM Healthcare, with the support from the Indian Consulate and the UAE's Ministry of Foreign Affairs and International Cooperation.

Aster felt duty bound to assist UAE by bringing our medical professionals from India for best possible healthcare delivery to citizens, residents and visitors alike during the Covid-19 situation, and to be part of increasing the surge capacity.



Honoring the Heroes of Humanity

Aster Volunteers honoured the COVID Warriors at Hind Humanitarian City, Al Warsan, UAE. This event featured felicitations and distribution of special honours and certificates. These heroes of humanity extended selfless support towards people in a

Covid-19 Isolation Camp at Hind Humanitarian City. While the war is not yet over, we are grateful to the people who fight battles every day in service of the community.



Covid-19 Webinars - Medical & Non-medical

A series of interactive webinars were hosted and moderated by Aster doctors and medical professionals talking about precautions, preventive measures, special care for people with pre-existing conditions, caring for the elderly and caring for children.



We have been hosting series of webinars on Facebook to help people make the most of their time spent at home by starting a new hobby. Different influencers and practitioners collaborated with us and volunteered to host the webinars.

Telecounseling



The world may be locked down, but the voice of hope will always reach those who need it the most. Aster Volunteers offered tele-consultation services giving people access to different specialists and doctors who addressed their concerns.

Feed the Hungry

The Feed the Hungry initiative ensured that thousands of people didn't go to sleep on an empty stomach. Aster Volunteers took to the streets in Dubai, Kochi, Kottakkal, Kannur and Bangalore to help those in need by distributing food and essentials kits.



318,490

Lives impacted by supplying food and ration kits

456

Covid-19 patients transported via AV MMS UAE

Aster Covid Online Helpdesk

Aster Covid Help website was launched in Dubai. Anyone in the UAE who needs help in the form of food packets, or have any Covid-19 related queries which they want to clarify with our Doctors, they can submit their request through the website and our teams would tend to their requirements.

Transportation of suspected COVID cases



Aster has been involved in field screening in various geographies. In Dubai, UAE we employed our mobile medical clinic vehicles to transport the suspected cases so that they avoid the public transportation and reduce the risk of spread of the virus. More than 500 people were transported using our vehicles in Dubai.

Early preparedness

Aster has been conducting internal awareness since January 2020 and had alerted clinicians and staff, based on the emerging disease follow up.

Soon the Dubai Health Authority circular came and advised to be watchful.

Following the circular, the Incident command center was activated immediately and all were put on alert the very day WHO declared coronavirus a global health emergency on 31st January 2020.

A mail was sent across by GCMO & GCQO to initiate preparedness and included the following:

- The CEO /COO at respective unit took over as Incident commander, units had a meeting and reviewed their emergency management plan. Daily updates were sent to command center by all units.
- Infection control teams were asked to ensure daily checks on compliance of advisories issued.
- Policy on screening cases as per state regulations were checked with units .
- Alerts to ensure patient confidentiality if encountered with cases and only authorized people to deal with communication of information as per protocol.
- Essential PPE check was done on a daily basis and mock drills and trainings were initiated.
- Important education material rolled out and included a COVID 19 basket of awareness and training , including videos on Hand hygiene, Social distancing, Cough etiquettes, Home quarantine, & Use of PPE.
- Internal virtual session involving infection control chairpersons were conducted for all employees and doctors of Medcare group as footfalls of global travelers is more in these units.
- We also ensured CHQ had a deep cleaning and staff were given free pocket hand rubs.
- Rigorous isolation practices, audits & check lists were implemented.
- At Aster Primary centers, special precautions at the OPD for screening & triaging.
- Screening tools for quick assessment were put in place along with mass triage of community to contain community spread.
- Teleconsultation was implemented along with dashboards to follow up cases and ensure preparedness.

The WHO declared COVID 19 as pandemic on 11 March 2020, By this time Aster had completed training for major stakeholders and sessions were intensified. It included the following activities:

- Guidelines were reviewed again and updated.
- Clinicians and staff were briefed and encouraged to participate in mock drills.
- For centers expected to receive more infected cases eg: MCH – discussions were done with MEP and Biomedical to have backup plans for negative pressure rooms.
- Social handles were used for public awareness.
- Webinars for increasing awareness and ensuring best practices were implemented.
- Staff rotation and steps to prevent burn out of the employees.
- Using innovative approach to provide easy accessibility to services (apps).

AWARDS & RECOGNITIONS

As a responsible corporate citizen Aster has invested its resources on CSR and sustainability in

a strategic way. Our efforts have been appreciated and recognized at several prestigious platforms.

Arabia CSR Award

Aster DM Healthcare secured the winning award in the healthcare category at the Arabia CSR Awards recognition ceremony, conducted by The Arabia Corporate Social Responsibility Network. This is

testament to the organization's CSR, community development and sustainability initiatives all of which are tied to our goal of building a sustainable future for all.



CSR Healthcare Award

Aster received Express Healthcare Excellence Award under the category – Best CSR Initiative.

It was organized by Indian Express Group at New Delhi.



Dubai Chamber CSR Label

The Dubai Chamber CSR Label is one of the highest level of recognition for CSR efforts by businesses in the Middle East and is a fitting tribute to Aster's focus on community wellbeing and environmental stewardship. Aster was awarded with the CSR

Label from the Dubai Chamber of Commerce and Industry. This label is the first in the region that builds on international standards while ensuring local relevance and is presented to select companies on meeting stringent criteria.



Golden Peacock Global Award for Corporate Social Responsibility

Aster DM Healthcare has been awarded the prestigious Golden Peacock Global CSR Award by the IOD (Institute of Directors) after thorough evaluation of our best practices in CSR & Sustainability. The award is based on the positive impacts of our CSR

programmes including those in the remote villages in India covered through mobile clinics undertaking early detection of cancer, free dialysis and other medical facilities. Through our CSR initiatives we have touched 2 Million Plus lives.



IHF/Bionexo Excellence Award

Aster Volunteers received the merit award at the 43rd World Hospital Congress by the International Hospital Federation in Muscat for outstanding work in their field deemed worthy of international recognition.



Best CSR Community Health Award- Healthcare Summit Awards

The illustrious Healthcare Summit awards were recently conducted on the 16th of February. And Aster Prime Hospital was awarded the Best CSR Community Health Award, for being a responsible, impactful member in Hyderabad, India.



Association of Healthcare Providers India (AHPI) Awards

We are proud to report that 6 hospitals from the Aster DM Healthcare group, namely: Aster Aadhar Kolhapur, Aster WIMS Wayanad, Aster Medcity Kochi, Aster MIMS Calicut, Medcare Multi-Specialty Hospital, Al Safa and Medcare Women and Children's Hospital, have all been recognised at the prestigious AHPI 2019 awards held in February. Winning awards in the "Excellence in Community Engagemen" "Quality Beyond Accreditation" "Nursing Excellence" and "Patient Friendly" award categories, inspires us to keep delivering the best healthcare possible.



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	8			
	102-2 Activities, brands, products, and services	8,9			
	102-3 Location of headquarters	8			
	102-4 Location of operations	13			
	102-5 Ownership and legal form	Publically Listed			
	102-6 Markets served	13			
	102-7 Scale of the organization	8,13,14			
	102-8 Information on employees and other workers	34,35			
	102-9 Supply chain				
	102-10 Significant changes to the organization and its supply chain	13,14			
	102-11 Precautionary Principle or approach	13,14			
	102-12 External initiatives				
	102-13 Membership of associations	Joint Commission International (JCI), NABH			
	Strategy				
	102-14 Statement from senior decision-maker	4			
	Ethics and integrity				
	102-16 Values, principles, standards, and norms of behavior	10,11			
	Governance				
	102-18 Governance structure	19			
	102-21 Consulting stakeholders on economic, environmental, and social topics	26,27			
	102-22 Composition of the highest governance body and its committees	19,20			
	102-23 Chair of the highest governance body	19			

GRI 102: General Disclosures 2016	Stakeholder engagement				
	102-40 List of stakeholder groups	24,25			
	102-41 Collective bargaining agreements				
	102-42 Identifying and selecting stakeholders	24,25			
	102-43 Approach to stakeholder engagement	24,25			
	102-44 Key topics and concerns raised	26,27			
	Reporting practice				
	102-45 Entities included in the consolidated financial statements	9			
	102-46 Defining report content and topic Boundaries	2			
	102-47 List of material topics	27			
	102-48 Restatements of information	None			
	102-49 Changes in reporting	Not Applicable			
	102-50 Reporting period	April 2019 to March 2020			
	102-51 Date of most recent report	March 2019			
	102-52 Reporting cycle	Annual			
	102-53 Contact point for questions regarding the report	116			
	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	110			
	102-56 External assurance	115			

Material Topics					
Economic Standard Series 200 GRI					
Economic Performance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	9			
	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	46,47			
	302-3 Energy intensity				
	302-4 Reduction of energy consumption	48,49			
Water					
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				
GRI 303: Water 2016	303-1 Water withdrawal by source	52,53			
Emissions					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	56,57			
	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	58,59			
	305-2 Energy indirect (Scope 2) GHG emissions				
	305-4 GHG emissions intensity	60,61			
	305-5 Reduction of GHG emissions				
Effluents and Waste					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	62,63			
	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	63			
	306-2 Waste by type and disposal method				
	306-4 Transport of hazardous waste				
Environmental Compliance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	44,50,56			
	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	37			
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				

GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	37			
	404-2 Programs for upgrading employee skills and transition assistance programs	37, 38, 39, 40,41			
	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	35,36			
	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	19,36			
	405-2 Ratio of basic salary and remuneration of women to men				
Non-discrimination					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	23			
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions are taken	36			
Non-discrimination					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	74,75			
	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	76 - 95			



Corporate Head Office
33rd Floor, Aspect Towers,
Business Bay, P.O. Box 8703
Dubai, United Arab Emirates

Tel: +971 44546 0001 / 44546 0002
Email: chq@asterdmhealthcare.com