



Giving back when Its needed the most!



FY
2020-21





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ABOUT THE REPORT

Aster's Sustainability Report FY 2020-21 has been prepared in accordance with the GRI Standards: Core option.

Through the annual sustainability report we publicly disclose our sustainability performance to all the internal and external stakeholders.

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.



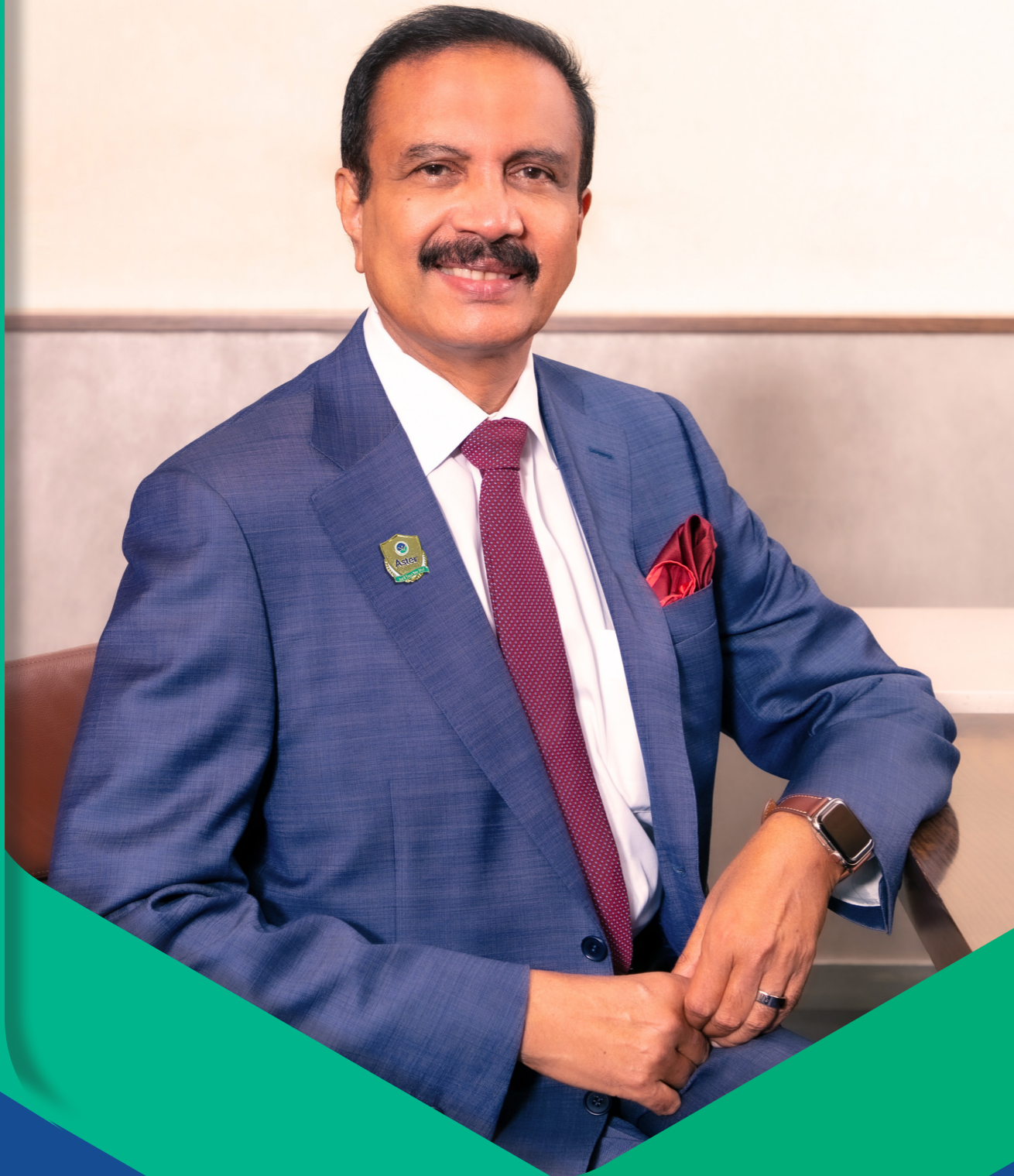
Completeness

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.



Dr. Azad Moopen
Founder Chairman & Managing Director

MESSAGE FROM **THE CHAIRMAN**

Dear Stakeholders,

While writing this note, I am filled with pride and gratitude for the consistent support that every one of you has shown towards our shared purpose of building a better and sustainable future for everyone. Today, despite the recurrent Covid-19 scenario and unforeseen challenges, Aster has been able to reach out to the masses with a helping hand along with world-class medical care. We, as Asterians, have been able to serve humanity when it needed us the most, and that should make each one of us feel proud.

Our commitment to the attainment of UN SDGs is reflected through the remarkable Environmental, Social and Governance (ESG) performance achieved in these testing times. I feel humbled and proud of our Aster staff, Aster Volunteers (both internal and external), well-wishers and supporters who made a significant effort towards supporting our communities during the time of crisis.

The Aster Volunteers, our global CSR programme has impacted additional 1.3 million+ lives in the last financial year. We extended 195,990 free dialysis services through our associate community dialysis centres, 84,350 people benefitted from our Mobile Medical Clinics and large numbers of free surgeries & medical investigations worth millions have been extended to the underprivileged and needy. Out of the 250 Aster Homes promised, 134 homes were delivered to the victims of the 2018 Kerala Floods in India, and the rest are being built to be handed over shortly.

Our COVID-19 community support program benefitted 900,000+ individuals: We distributed 318,490 food and ration kits, 15,486 PPE kits, 16,697 distress calls were attended to help people get medical and emotional support, and 500,000+ people benefitted through our webinars & online awareness sessions and 93,980 individuals benefitted from our mobile medical services in various geographies during the ongoing crisis.

One of the important achievements we have is the area of gender parity 60% out of the 21,933 staff that we have are

females. We also have extended our support for the people with special needs, employing 114 of them as Asterians.

While being devoted to the service of people and the community, we also remained committed to our environmental initiatives. At 11 of our hospitals, we reduced electricity consumption vis a vis last year and saved 5.7 GWh of electricity. Our water consumption was also reduced across 9 hospitals, and we saved 70,000 Kilo litres of water, and almost 1 million litres of wastewater was reused post-treatment. We initiated a 2,358 MWh renewable solar PV project in the UAE and contracted an ESCO to undertake energy efficiency projects at our hospitals.

Last year, we also introduced diagnostic services in India through Aster Labs, which is fast expanding across the 5 States that we are present in. Digitization and use of technology are being adopted as an integral part of our business to ensure that we remain ahead of the curve and serve patients as per their needs. Our Aster Innovation and Research Centre is ensuring that we introduce innovative solutions to ensure access to quality care for a wider number of people. Aster e-Consult service (telehealth), E-ICU, Teleradiology are some of the services that have been implemented across geographies.

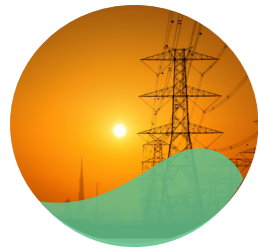
Aster received multiple recognitions in CSR and Sustainability front, including the Excellence in CSR Awards (6 Stars) from IBPC (International Best Practice Certification) - New Zealand, Arabia CSR Awards and Dubai CSR label. We have been continuously recognized by the Government of Kerala in India for our waste management practices and pollution control.

We know that our work is not done yet, and there is a lot more to be achieved, with a large number of people and communities requiring support along with planet earth to be taken care of tenderly. Let us work for a new tomorrow to shape a future for the coming generations through sustainability as the centre point.

I extend my sincere thanks and gratitude to all Asterians, Aster Volunteers and other Stakeholders for working towards a sustainable and inclusive world.

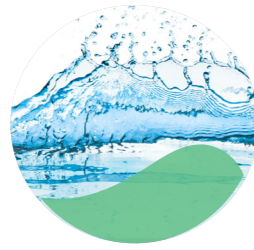
FY 2020-21

KEY HIGHLIGHTS



5.7 GWH

Electricity saved across 11 Aster Hospitals



60,000 KILO LITERS

Water consumption reduced across 7 Aster Hospitals



500,000+ LITERS

Treated sewage effluent used



2,358 MWh

Renewable energy to be integrated at hospitals in UAE



15.4 MILLION

People provided with healthcare services



2

New hospitals commissioned



ASTER LAB

New business vertical



60%

Women employees at Aster



900,736

COVID-19 support beneficiaries



1,000,000

Lives touched through our CSR initiatives



44,683

People benefited through mobile clinics



134

Houses built under Aster Homes initiative



15%

Increase in the hire of millennials



4%

Increase in the total number of employees



70+

Nationalities working with us



CSR COVID RELIEF PROJECT

Award by CSR Health Impact Awards



10,813

People benefited through early disease detection and cancer screening centres



195,990

Free dialysis done through 12 community dialysis centres



659

Volunteers enrolled



14.8 MILLION

INR treatment support provided



ARABIA CSR

Award for healthcare



GULF SUSTAINABILITY & CSR AWARD



BEST INTERNATIONAL PRACTICE

Excellent in CSR Awards (6stars) from IBPC best practice Certification, New Zealand



CSR LABEL

Achieved, issued by the Dubai Chamber

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 free of cost healthcare facilities to economically weaker sections such as Community Dialysis Centres -Free & Subsidized Dialysis, Treatment Subsidies, and through Aster Volunteers Mobile Medical Services. We have also established ASK – Aster's Sick Kids Foundation to support the medical treatment of children from needy families.

GOAL 4: Quality Education

Aster' has developed several programs to support its employees and community to access training and education. DM Education and research foundation and the MA Moopen School for Special Needs are providing educational support to the community, while programs like CME and AI Tadrib are providing training opportunities for our employees and healthcare sector workers.

GOAL 5: Gender Equality

At aster, women constitute 60% of employees. Several important and senior positions have women representation, including the board of directors. Women representation at AGM and above positions is 30%.

GOAL 7: Affordable and Green Energy

We have made significant progress in integrating renewable energy into our operations. We have initiated installation of solar PV at three hospitals in Dubai.



GOAL 6: Clean Water and Sanitation

Optimising the use of potable water is a material aspect of our sustainability strategy. Consumption of water across our hospitals and clinics is monitored. Water-efficient fixtures and faucets are installed. Additionally, we have installed several Sewage Treatment Plants and are using the treated water for flushing and irrigation.

GOAL 8: Decent Work and Economic Growth

Aster has been working towards generating employment opportunities. We currently have 21,933 employees. We have 88% local suppliers in the UAE, thereby generating local employment opportunities. We have clear policies for performance management and anti-harassment. We ensure that we provide 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

Industry, Innovation and Infrastructure Aster believes that research and innovation make 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 the GCC and India. Multiple centres of excellence have been established across our hospitals.

GOAL 10: Reduced Inequality

We are an equal opportunity employer and do not discriminate based on age, race, religion, gender, ethnicity etc. Aster embraces diversity with employees from 68 different nationalities. We do not discriminate on physical ability, we have 58 employees who are people of determination, and 60% of our people are women.

GOAL 17: partnerships for the goals

Aster aims to Strengthen the means of implementation and revitalize the global partnership with the right people who have the common goal to sustain the planet. During FY 20-21 we partnered with 55 number of organisations in India and 38 number of organisations in the UAE to enhance the reach of our CSR activities.

GOAL 12: Sustainable consumption and production

We aim to decouple economic growth from environmental degradation, promoting sustainable lifestyles and increasing resource efficiency. We have integrated energy and water-efficient technologies within our operations. Moreover, we have reduced the consumption of paper and waste across our operations.

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 optimisation measures, as well as optimising fuel consumption in transportation of our employees.



WHO WE ARE

ABOUT ASTER

With an expanding and well-networked presence of 27 hospitals, 115 clinics and 223 pharmacies in the Middle Eastern nations and India, Aster DM Healthcare Limited is regarded as one of the fastest-growing private healthcare providers in the industry.



2
New hospitals
commissioned



ASTER LAB
New business vertical



15.4 MILLION
People provided with
healthcare services



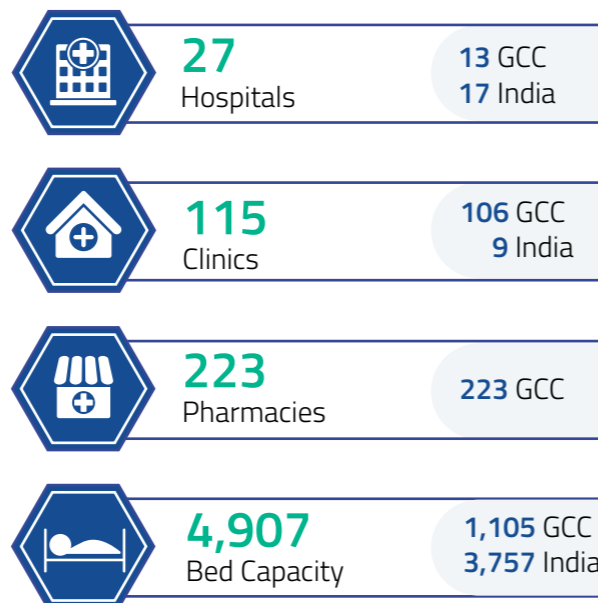
WHO WE ARE **ABOUT ASTER**

When nobility of purpose is powered by knowledge and technology, there are no limits to excellence. At Aster DM Healthcare, we strive for excellence, every moment and every day - to bring great healthcare within reach for millions of people.

By developing a diverse network of state-of-the-art hospitals, clinics and pharmacies spanning across the Middle East and South Asia, we cover the complete life cycle of healthcare from primary to quaternary care.

With over 30 years of expertise, we continue to deliver the highest quality healthcare at an affordable cost to our patrons.

We operate 27 hospitals, 115 clinics and 223 pharmacies while assessing and managing our environmental footprint and enhancing social wellbeing.



Our healthcare operations are managed under the name of our three brands: 'Aster', 'Medcare,' and 'Access.' These three businesses cater to people from various socioeconomic backgrounds. We hope to make quality healthcare facilities available to people from all walks of life.



Aster
Healthcare
for all



Medcare
Premium healthcare
services



Access
Affordable healthcare
services

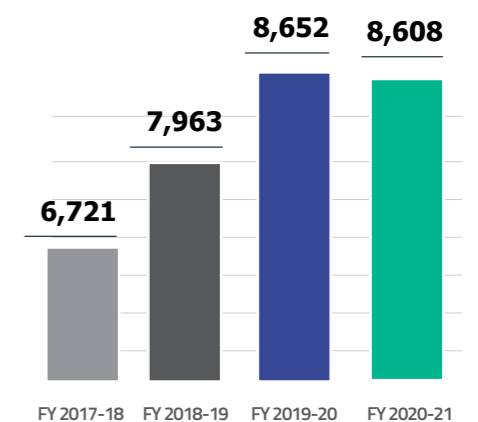


Economic Performance

Aster has seen continuous development throughout the years, thanks to the visionary leadership of our board of directors. The fiscal year 2020-21 has been a challenging year for all businesses. At Aster, we remained undeterred in the face of crisis, and through the combined efforts of our 20,000+ family, we posted revenue of 8,608 crore INR, which is slightly (~1%) less than the previous year.



Figure 01 : Annual Revenue (Crores of INR)





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.

We'll Treat You Well. A promise that sums up what the company does and why it exists. One that it strives to honour every day, every moment.

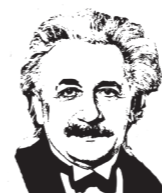
Mission 2025

Our Mission 2025 is based on seven pillars :

- People Excellence
- Service Excellence
- Clinical Excellence
- Technology, Digital Transformation & Innovation
- Brand Equity
- Sustainability and Community Connect
- Business Performance



OUR Values



Excellence

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



Respect

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



Passion

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



Integrity

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



Unity

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



Compassion

To move beyond boundaries with empathy and care.



Our values are the deeply ingrained principles that each one of us follows and guides our actions. These values serve as our cultural cornerstones.



Global Footprint of Our Hospitals



Aster Hospital
Mankhool, Dubai, UAE

Aster Hospital
Sonapur, UAE

Al Khair Hospital,
Ibri, Oman

Aster Hospital
Al Qusais, Dubai, UAE

Al Raffah Hospital,
Muscat, Oman

Aster Hospital,
Doha, Qatar

Aster Cedars Hospital,
Dubai, UAE

Al Raffah Hospital,
Sohar, Oman

Sanad Hospital,
Riyadh, KSA



Medcare Hospital,
Dubai, UAE

Medcare Orthopaedics
and Spine Hospital,
Dubai, UAE

Medcare Sharjah Hospital,
Sharjah, UAE

Medcare Clinics
Dubai, UAE

Medcare Women & Children
Hospital, Dubai, UAE



Aster Medcity
in Kochi, Kerala

Aster MIMS
in Kannur, Kerala

Aster CMI
in Bengaluru, Karnataka

Aster Whitefield Women
& Children Hospital,
Bengaluru, Karnataka

Aster MIMS
in Calicut, Kerala

DM WIMS
in Wayanad, Kerala

Ramesh Hospital
in Guntur, A.P

Ramesh Sangamitra
Hospital in Ongole,
A.P

Ramesh Hospitals
Labbipet, A.P

Aster MIMS
in Kottakkal, Kerala

Aster RV Hospital,
Karnataka

Aster Aadhar
in Kolhapur, Maharashtra

Ramesh Hospital
at MG Road, in
Vijaywada, A.P

Aster Prime at Ameerpet
in Hyderabad, Telangana

Aster Medcity Centre of Excellence

Aster Medcity is a world-class 670-bed quaternary care centre with one Multispeciality Hospital and eight separate Centres of Excellence. The Centres of Excellence include Cardiac Sciences, Neurosciences, Orthopaedics & Rheumatology, Nephrology & Urology, Oncology, Women's Health, Child & Adolescent Health and Gastroenterology & Hepatology.

It is the first quaternary care hospital in Kerala, India, to achieve the coveted JCI (Joint Commission International) Accreditation – the gold standard in global healthcare. It has also received the NABH Accreditation and won first-ever NABH Award for Excellence in Nursing. It has also received the Green OT (Green Operation Theatres) Certification by Bureau Veritas – all within one year of opening its door to the world.

670 beds

At Aster Medcity
Hospital

8

Centres of
Excellence

Green OT

Certification
Achieved



Aster CMI Hospital Centre of Excellence

Aster CMI hospital is one of the best multispecialty hospitals in Bangalore, India. It is the first hospital to get a Green Power tag and the only hospital in Bangalore to offer an O-arm™ system, the most advanced 3-D surgical imaging equipment. It is also the first hospital in Asia to use Normothermic Machine Perfusion for a Liver Transplant – a breakthrough procedure aiming to improve liver transplant success rates across India.

Aster CMI Hospital launched and promoted a 24/7 online COVID-19 portal to advise people seeking medical help. The tele-triage (assessment of the condition and appropriate guidance for treatment) service was offered free to everyone seeking medical help when having symptoms related to the novel coronavirus disease.

500 beds

At Aster CMI Hospital

90%

of power from renewable energy

100% recycled

Water for landscaping and other non-critical utilities

377+

Procedures

29+

Specialities

36%

Saving in total electricity cost



Aster MIMS Centre of Excellence

Aster Malabar Institute of Medical Sciences Ltd (MIMS) is a 600-bed multispecialty hospital renowned for its excellent medical expertise, nursing care and quality diagnostic services. Aiming for patient-centric care, the hospital is utilizing enhanced lifesaving technologies for leveraging the level of cure.

Aster MIMS centres of excellence include Multi-Organ Transplant, Emergency Medicine, Plastic Reconstructive & Aesthetic Surgery, Cardiac Surgery, Cardiology, Medical Oncology, Paediatrics & Neonatology, Radiation Oncology, Rheumatology, Critical Care Medicine, General Surgery & Allied Specialities, Neuro Surgery, Neurology, Obstetrics & Gynaecology, Urology, Gastro Science, Pulmonology, Nephrology, Orthopaedics, Surgical Oncology.

600 beds

At Aster MIMS
Hospital

12

Centres of
Excellence

India's first

NABH Accredited
Hospital



Aster Clinic

The Aster Clinic was established in 1987; as the years have gone by, we have added more clinics to keep up with the demand generated by the growing trust that is placed in Aster Clinic. At present, we have 115 clinics operating across multiple countries. Aster Clinic brings quality primary healthcare to the neighbourhood and doorsteps of the communities.

Not only is Aster Clinic now one of the biggest integrated networks in the region, but we have also successfully reshaped the healthcare landscape across each of the neighbourhoods that we operate in.

Placing our patients at the heart of our operations, we have developed robust quality standards, enhanced professional expertise and built spacious infrastructures to render the most comfortable and satisfying experience for all our patients. Bringing together these elements, we have set the benchmark for healthcare in the region.



A network of world-class clinics that bring quality care to every neighbourhood.

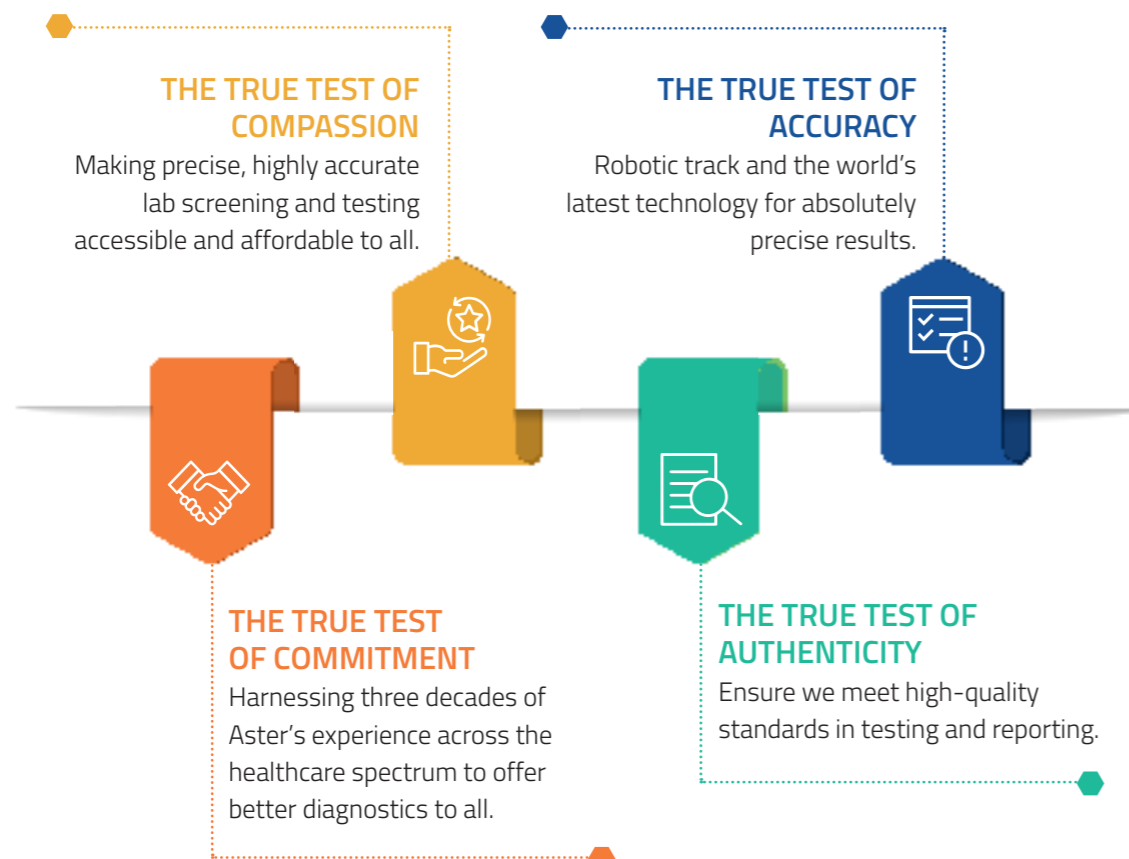


Aster Labs

A diagnostic laboratory that is true to everything a lab ought to be. Aster Labs from the Aster DM Health care Group emerged from the glaring need to take the doubt out of diagnosis. We are obsessed with accuracy, committed to the highest quality standards, and performing every test with minimal human intervention. All to give a test report patients can truly trust. Hence the brand promise "THE TRUE TEST"

We are proud to inherit the Aster DM healthcare legacy of trust, quality spanning 7 countries, 35+ years and 350+ healthcare establishments. We are committed to upholding it by living up to the same clinical standard of excellence. That's why we have benchmarked our process on global quality standards.

Our Philosophy of THE TRUE TEST



When the test is true, the diagnosis is more accurate.



The journey for the brand started in Mar 2019. Today we have infrastructure present in Bangalore & Kerala, with 1 state of the art NABL accredited national reference laboratory situated in Bangalore.

At present, we have **6 satellite labs, 25 Patient Experience centres**. By mid-FY 22, we plan to expand our reach to other southern & western states like Maharashtra, AP Telangana, Tamil Nadu & Rest of the

Kerala & Karnataka district. We are looking ahead to establishing a total of 20 satellite labs and more than 200 patient experience centres. We are equipped to perform more than 2500 tests, ranging from routine test investigations, super-speciality test investigations, blood tests, urine tests, stool tests, and biopsy tests to the more advanced tests pertaining to Biochemistry; Haematology; Micro-biology; Cytogenetics; and Clinical Pathology and Histopathology.



With every innovation, Aster Pharmacy works incessantly to bring itself closer to its consumers to fulfil its mission of having Aster Pharmacy in every neighbourhood & a knowledgeable Aster pharmacist available 24/7 for every household!

Aster Pharmacy

Offering the entire gamut of curative, nutritive, baby products, lifestyle, wellness products, FMCG products, cosmetics, personal & home care products - Aster Pharmacy has become a household name in the UAE beyond and has emerged as the brand of choice amongst pharmacies due to its solid availability and orientation.

Aster Pharmacy has dotted the GCC healthcare landscape with over 200 pharmacies, thereby touching upon the lives of millions by going beyond boundaries, both in terms of products & services.

Driven by a zeal to innovate & excel, Aster Pharmacy has lead various first of its kind unique initiatives in the region – to name a few, the Secure Rewards Program, the first Pharmacy Rewards Program, the launch of UAE’s 1st online pharmacy www.asteronline.com, 800-700-600 - a dedicated call centre enabling its customers to access over 700+ multilingual pharmacists who counsel & provide medical assistance 24/7.





ETHICAL
**SUSTAINABILITY
 GOVERNANCE**

Aster DM Healthcare believes in the conduct of the affairs of its constituents in a fair and transparent manner by adopting the highest standards of professionalism, honesty, integrity and ethical behaviour.



8
 Committees of the Board established



2
 Board level CSR committee meetings conducted



2%
 Of Profit Before Tax (PBT) set aside for CSR activities



ALL
 Employees were offered training on Aster code of conduct and ethics policy



ETHICAL
**SUSTAINABILITY
 GOVERNANCE**

Aster’s robust governance structure and clear line of responsibility and accountability have 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 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, Digital Transformation Committee, Nomination and Remuneration Committee and the Corporate and Social Responsibility Committee.



Board of Directors

Our Board of Directors spearheaded 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.

As of March 31, 2021, the Board of Directors has 12 Members viz. 10 Non-Executive Directors including 6 Independent Directors, 1 Managing Director and 1 Deputy Managing Director.

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 Executive Directors also convene The Ethics Committee and ASH (Anti Sexual Harassment) Committee.

The Board delegates the sustainability agenda through eight main committees, especially the CSR committee. The description of the committees is provided on the following pages. The names and categories of the Directors as of March 31, 2021, are 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. Shamsudheen Bin Mohideen
 Mammu Haji
 Non-executive Director



Mr. Daniel Robert Mintz
 Non-executive Director



Mr. Suresh Muthukrishna Kumar
 Non-Executive Independent Director



Prof. Biju Varkkey
 Non-Executive Independent Director



Dr. Layla Mohamed Hassan Ali
 Almarzooqi
 Non-Executive Independent Director



Mr. Chenayappillil John George
 Non-Executive Independent Director



Mr. James Mathew
 Non-Executive Independent Director

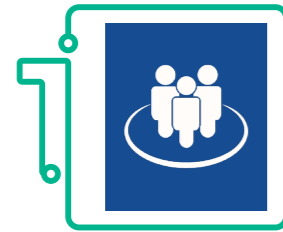


Mr. Sridar Arvamudhan Iyengar
 Non-Executive Independent Director



Committees of the Board

Board has constituted eight committees comprising the statutory committees and Non- statutory Committees.

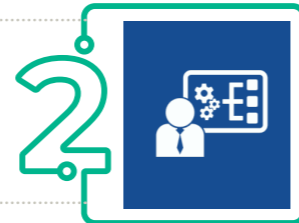


Audit Committee

The main role of the audit committee is to provide oversight of the financial reporting process, the audit process, Aster's system of internal controls and compliance with laws and regulations.

Stakeholders Relationship Committee

The committee is responsible for resolving the company's security holders' concerns pertaining to complaints about shares, annual reports, announced dividends etc.



Nomination and Remuneration Committee

The committee plays a key role in chalking out remuneration attributes and criteria for the succession plan of the board and senior management.

Risk Management Committee

The Risk Committee has overall responsibility to review the risk management framework and processes to ensure that they remain relevant and monitor the effectiveness of risk treatment/mitigation action plans and controls surrounding key risks.



Investment Committee

Its primary responsibility is to identify, examine, analyse, and prioritise diverse investment opportunities before making recommendations to the Board of Directors.



Medical Excellence Committee

The Medical Excellence Committee was established by the Board of Directors to oversee and evaluate the quality of medical services.

Digital Transformation Committee

The Digital Transformation Committee keeps track of, assesses, and approves initiatives linked to technological advancement.



Corporate Social Responsibility Committee

The CSR Committee is responsible for formulating the board's policy framework, allocating funds and monitoring CSR activities undertaken by Aster.



Corporate Social Responsibility Committee

The CSR committee is responsible for devising our sustainability strategy and driving the integration of sustainable practices across our operations. The terms of reference of the Corporate Social Responsibility Committee are broadly set forth as follows: formulation of a corporate social responsibility policy of the Company; identification of corporate

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. The Composition of the Corporate Social Responsibility Committee is as under:



Dr. Azad Moopen
Chairman



Prof. Biju Varkkey
Member



Mr. Anoop Moopen
Member



Mr. Shamsudheen Bin Mohideen Mammu Haji
Member



Dr. Layla Mohamed Hassan Ali Almarzooqi
Member



Mr. Sridar Arvamudhan Iyengar
Member

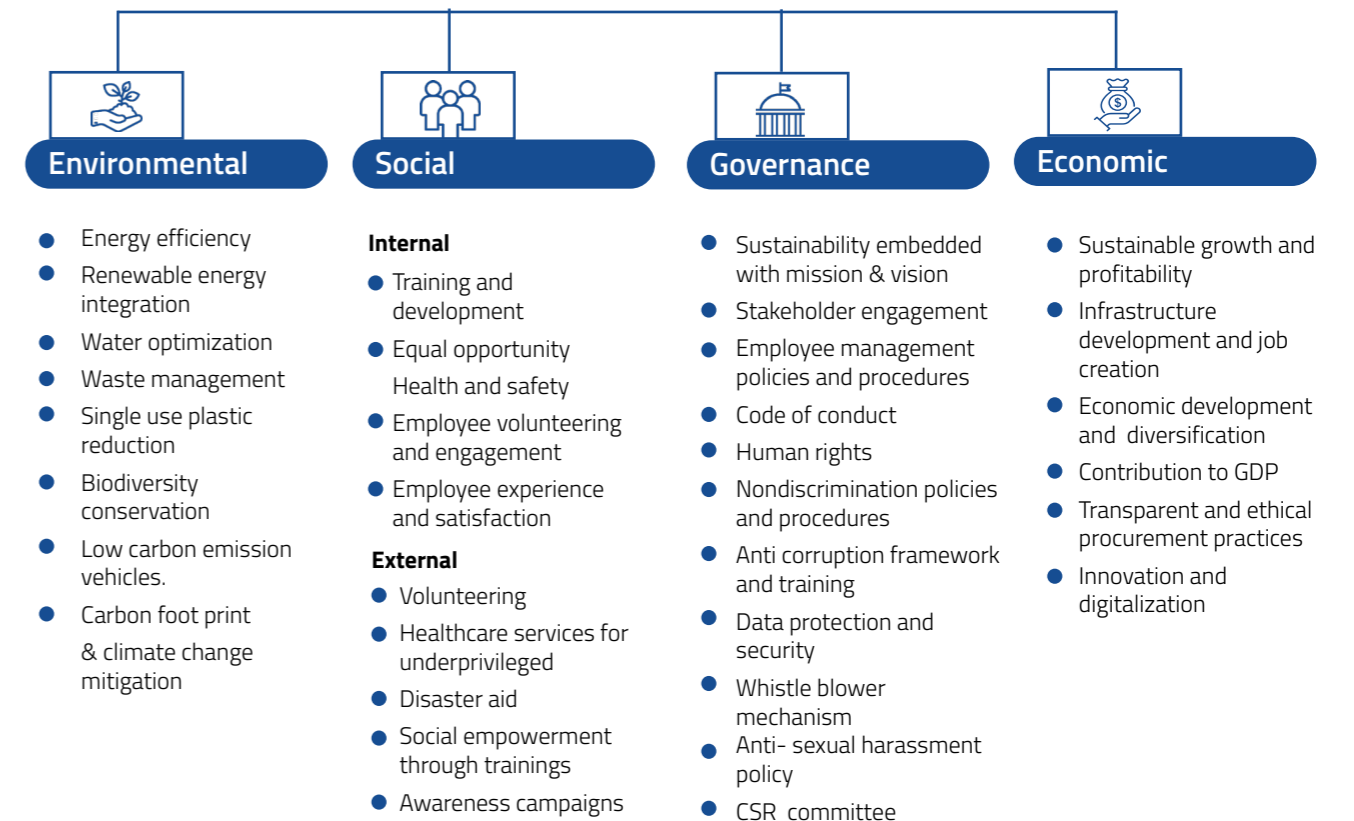


Our Sustainability Strategy

An effective sustainability plan is crucial if businesses are to succeed in the long term. We devised our sustainability strategy that rests on four pillars, **Environment, Society, Governance** and **Economy**. Our sustainability strategy assures us of sustained

reputation, resilience to economic, social and environmental change, better use of scarce resources and improved community service. Provided below is a snapshot of our sustainability strategy pillars and the key issues covered under each of these pillars.

ESG Pillars of Our Sustainability Strategy





Our Stakeholders

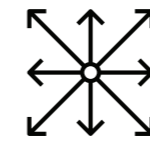
Our stakeholders are important to us, and engaging with them is key to our business strategy. Ongoing engagement with our stakeholders informs our materiality process and helps us identify important sustainability issues central to our sustainability strategy.

Across different locations, we have identified specific functions and departments to address the concerns of a particular set of stakeholders. We engage proactively and continuously with our stakeholders, using formal and informal approaches such as performance reviews,

meetings, surveys, feedback systems, 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 them to inform the content of our sustainability report.



Mapping Our Stakeholders





Materiality Assessment

Through materiality assessment, we attempt to discover, evaluate, and assess possible ecological, social, and governance issues that may have a long-term impact on the healthcare industry and its key stakeholders.

After identifying such issues, we create a list of all the essential elements, which serves as our guide and foundation for corporate plans, targets, and other sustainability performance reporting within our system.

The healthcare sector faces a number of complicated, multifaceted, and interlinked problems when it comes to sustainability.

We have a solid grasp of the challenges that are important to healthcare operations, the environment, and communities.

We used the GRI Standards materiality assessment methodology to identify and report important subjects in the context of the healthcare sector, our business model, environmental and social effects, and stakeholder expectations, which has helped us mitigate risks and maximise possibilities for development.



Three-Step Process to Define Material Issues

Step 1

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

Step 2

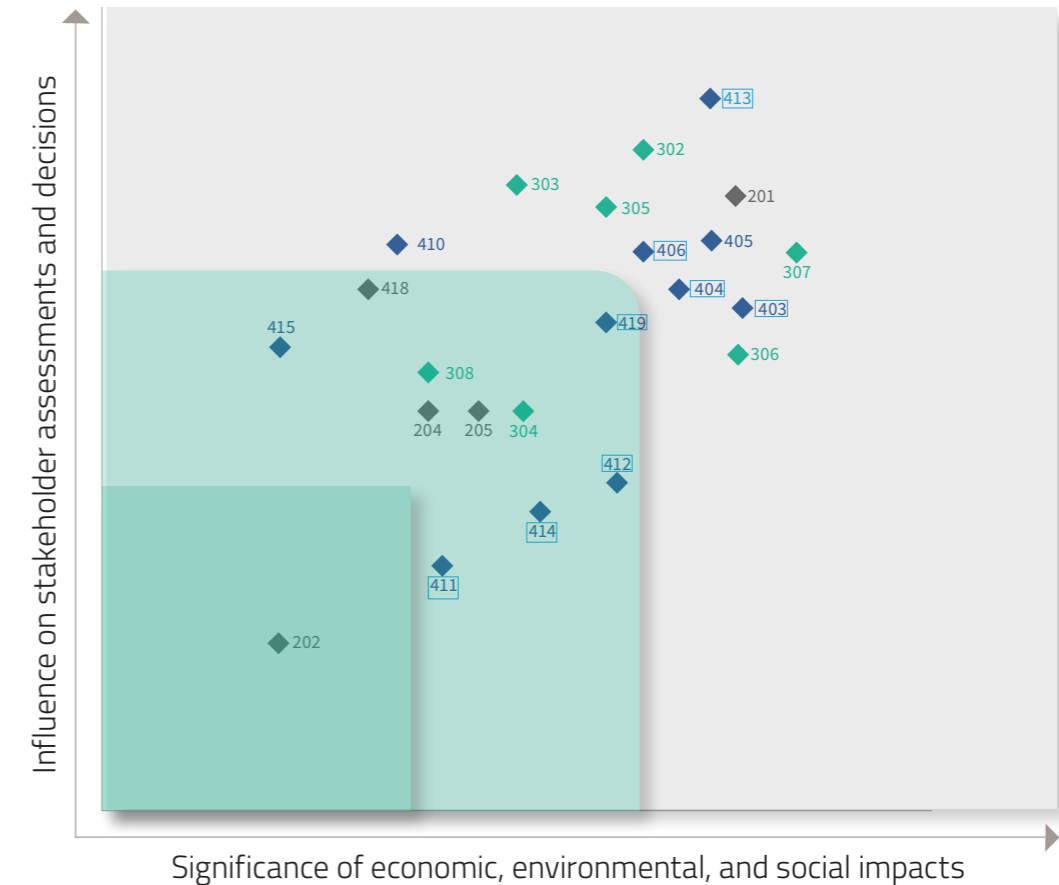
Prioritising the KPIs in consultation with both internal and external stakeholders.

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.

Step 3

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

Collaborations and CSR Partnerships

Under the umbrella of Aster volunteers, we have collaborated with multiple organizations globally to enhance our positive impact on people and communities. We believe that the goals of UNSDGs can only be achieved if strong partnerships are built locally as well as globally to foster sustainable development. The key partnerships that we built in the year 2020-21 in the UAE are provided below:

SL No.	Name of organizations	SL No.	Name of organizations
1	St. Paul's Hospital Millennium Medical College (Ethiopia)	11	Emirates Red Crescent
2	Dr. Dagi's Medical Consultancy	12	Dubai Police
3	Ashok Leyland	13	Blood Donation center Dubai Health Authority
4	Al Jalila Foundation	14	Ajman Charity Foundation
5	Dubai Health Authority	15	Dar Al Bar Society
6	Road and Transport Authority Dubai	16	Dubai People of Determination Club
7	IWRC – Division of Indian Consulate, Dubai	17	Dubai Autism Center
8	The Big Heart Foundation	18	Al Bateel Group
9	Ministry of Health	19	International Charity organization
10	Dubai Corporation for Ambulance Service	20	INCAS

SL No.	Name of organizations	SL No.	Name of organizations
21	Air Arabia	31	AKGMA social club
22	KMCC	32	AMAF (Awqaf Minors Affairs Foundation, Government of Dubai)
23	Model Service Society (MSS)	33	Landmark Group
24	DHL	34	SVV
25	Al Rawabi	35	IPSR Solution LTD (Voc training for digital marketing courses)
26	Nesto	36	University of Dubai
27	Malabar Gold	37	Blood Donors Kerala
28	Choithram	38	Love Without Reasons
29	Smart Life		
30	Unique Friends of Kerala,		

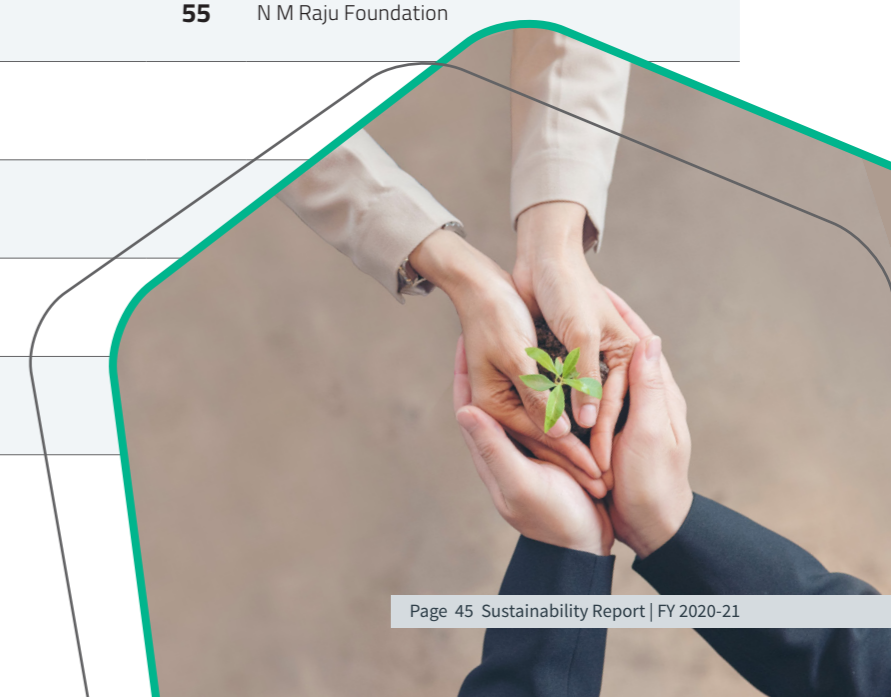
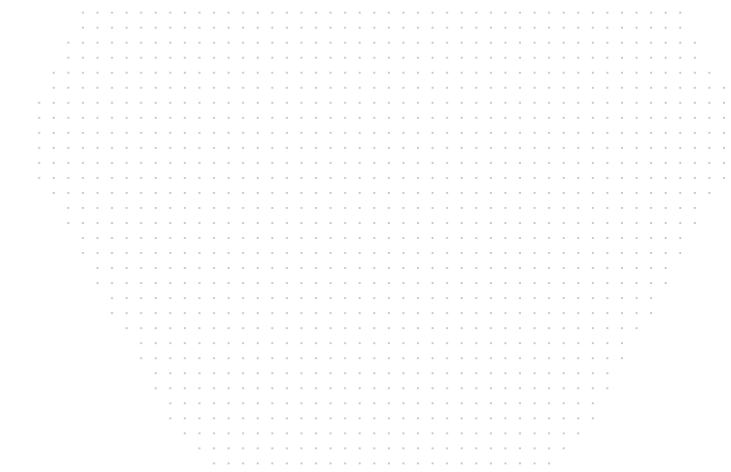


Partnerships and collaboration in India

Similar to the partnerships we developed in the UAE, there are multiple organisations with whom we collaborated in India across several CSR initiatives. These partners include the following:

SL No.	Name of the Organizations	SL No.	Name of the Organizations
1	Khidma Medical Centre	16	NIRAV Vengeri
2	Kshema Foundation	17	Prathyasha Palliative Care
3	District administration & Health Departments of Ernakulam, Idukki, Thrissur & Palakkad districts	18	ICDS (Integrated Child Development Services) Govt of Kerala
4	CICS (Calicut Islamic Cultural Society)	19	TMWA Foundation
5	C H Centre Thrikkariapur	20	Aspin Wall & Co. Ltd
6	Benny & Sherry Foundation	21	Rotary International
7	LSGD (Local self Govt. Departments) Kerala	22	Thanal Palliative Care
8	St. Alphonsa Palliative care Charitable trust (Diocese of Thamarassery)	23	Director of Public Instruction and District Education Department
9	SWAD (Society for Welfare, Animation and Development)	24	Sarva Siksha Abayan - Govt. of India
10	TEFA - Wayanad, Kerala, India	25	Surin Auto
11	Al-shifa Hospital Delhi run by Human Welfare Foundation	26	Lions Club International
12	SAHAYAK Medical Diagnostic Centre	27	Scheduled Cast Development Department, Govt. of Kerala
13	Peace Valley run by Human Care Foundation	28	Scheduled Tribes Development Department, Govt. of Kerala
14	Al Manar Social Service Society	29	National Health Mission
15	Palliative Care Society Pookkottumpadam, Nilambur	30	EDRAC (Ernakulam District Residents Associations Apex Council)

SL No.	Name of the Organizations	SL No.	Name of the Organizations
31	CMID	46	Kottayam Social Service Society
32	Peoples Foundation	47	Govt. aided colleges of Kerala
33	Municipal Councils of Kerala	48	Bathlehem Abayabhavan Destitute Home
34	Team Welfare	49	Mangalam Publications
35	Oorjja	50	Sawmill owners and plywood manufactures association
36	Capernaum Orphanage	51	National Service Scheme (NSS)
37	Beuimerc	52	National Cadet Corps (NCC)
38	Sarojini Damodaran Foundation	53	Students Police Cadet
39	Needy Hearts Foundation	54	Arakal Foundation
40	Bagaria Trust	55	N M Raju Foundation
41	Prestige Foundation		
42	Microlabs		
43	Anglo French Drug Industries		
44	Malabar Cancer Care Society		
45	MANAV a Migrant Welfare Organization		





FOSTERING
INNOVATION & RESEARCH

Aster Innovation network includes thousands of the world's leading investors, executives, and leaders who are dedicated to health innovation.



8
 Innovation and Collaboration



17
 Research Proposals at DM WIMS



11
 Aster Speciality with Diamond level COEs



7
 Aster Speciality with Gold Level COEs

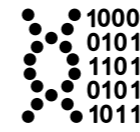


FOSTERING
INNOVATION AND RESEARCH

Physical, mental, spiritual, and social health, according to our leadership, are the four pillars of ultimate health. And it all has been made a reality with the advent of Artificial intelligence (AI), the Internet of Things (IoT) and genomics. With an emphasis on patient-centred services, healthcare innovation has the potential to boost efficiency, effectiveness, safety, and timeliness.

Healthcare delivery is evolving as a result of technological advancements and diverse situations. It's becoming increasingly evidence-based, outcome-oriented, and customer-centric. Aster's healthcare innovations are focused on improvements in

medical treatment, genetics and biology, the physical environment, individual behaviour, and the social environment. The delivery of healthcare services follows the patient's path from wellness to preventative care and hospitalisation to rehabilitation.



Aster Innovation and Research Centre

Aster DM Healthcare has established Aster Innovation and Research Centres across the GCC and India to improve the final health outcomes for patients and better their entire experience at all of its facilities.

Over the next three years, the centre hopes to reach significant milestones in the development of innovative home healthcare solutions with an emphasis on digital primary care. The creation of a robust eco-system of digital health partners spanning from start-ups to academia, as well as the promotion

of digital health/ informatics/ medicine as a career path for future healthcare workers, are among its major goals.

The centre is focusing on initiatives to leverage the breakthroughs in digital health research with the help of AI, cognitive psychology, blockchain, IoT, behavioural economics.

The centre will continue to collaborate with academics, entrepreneurs, and industry partners, concentrating on applied research.

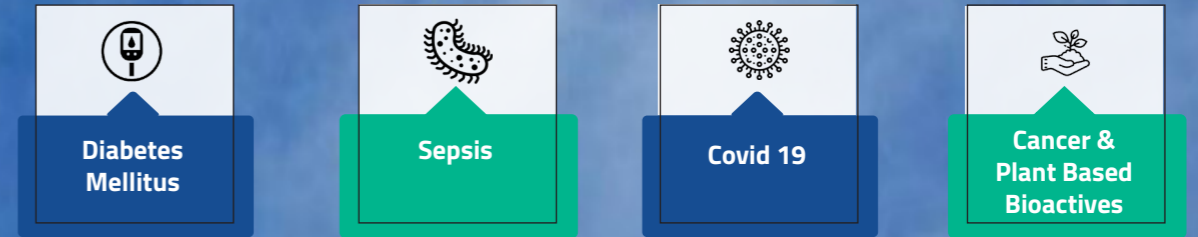




Aster MIMS Research Foundation

MIMS Academy is an educational wing of Aster MIMS, established on 7th May 2003 for augmenting the educational programs of MIMS. In 2006, a separate trust was formed and all academic activities were brought under the MIMS Academy Trust, which is a non-profit organization registered as a Trust. MIMS Academy is an accredited centre of the National Board of Examinations, Ministry of Health and Family Welfare Department, Govt. of India to conduct DNB training.

The chart below depicts the various research areas and our ongoing projects at Aster MIMS Research Foundation (MIMS RF), the research arm of Aster DM Healthcare.



- Diabetes Mellitus**
 - Molecular Biology of Insulin Resistance
 - Development of Bedside Lateral Flow Insulin Estimation Kit
 - Internal Mammary Artery Vs Coronary Artery – Identifying Genomic Biomarkers in Hyperinsulinemia induced vascular damages
- Sepsis**
 - Development of an Extra Corporeal Endotoxin removal system for Sepsis Management
 - Development of Anti-Microbial Antibodies in Sepsis
- Covid 19**
 - Computational Designing of a peptide that potentially blocks the entry of SARS-CoV, SARS-CoV-2 & MERS-CoV
- Cancer & Plant Based Bioactives**
 - Isolation of plant-based anti-cancer bioactive compounds and studying their potential to be developed as chemotherapeutics.





DM Education & Research Foundation

DM Education and Research Foundation is at the forefront of Asters research activities. Significant research projects of DMERF are carried out through the DM Wayanad institute of medical sciences. During the year 2020-2021, 17 research projects were approved by DMERF:

At DM WIMS medical college following courses are undertaken



DM WIMS Nursing College



DM WIMS College of Pharmacy



Aster MIMS Academy

MIMS academy is an educational wing of MIMS, established in 2003. It is an accredited centre of the National Board of Examinations, Ministry of Health and Family Welfare Department, Govt. of India to conduct DNB training. MIMS College of Nursing, MIMS School of Nursing and College of Health & Allied Sciences are the academic institutions under the Academy.



Ongoing Research at Our Academy

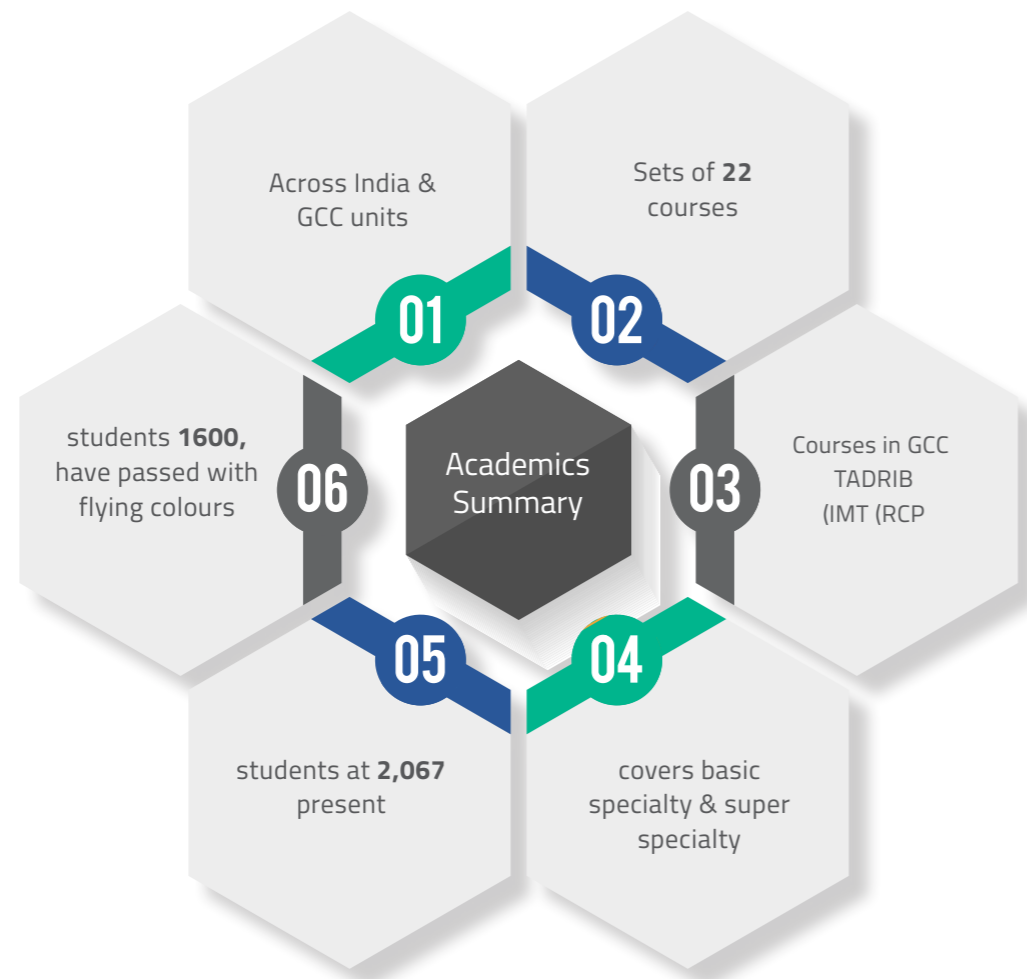
- | | |
|----|--|
| 1 | Association of serological markers and platelet count in dengue infection. |
| 2 | Antibiotic susceptibility testing for MRSA with special reference to D- test and E –test. |
| 3 | Microbiological profile with their antibiotic susceptibility testing in ear discharge of CSOM patients at tertiary care hospital. |
| 4 | Comparative study of structural changes in placenta among PIH and normotensive patient with their fetal outcome in Tertiary care centre at Wayanad district. |
| 5 | Identification and antimicrobial susceptibility testing of the Enterococcus isolated from various clinical samples. |
| 6 | Identification and antimicrobial susceptibility testing of the Nonfermentors Gram-Negative Bacilli isolated from various clinical samples. |
| 7 | Early Clinical Exposure-Effectiveness & Attitude Among MBBS Students. |
| 8 | Preliminary study of the branching pattern of renal arteries in Kerala population. |
| 9 | Study on prevalence and predisposing factors causing congenital cardiac anomalies among children in Tertiary care centre at Wayanad district. |
| 10 | Efficacy of Honey against Bacterial isolates from Diabetic foot ulcers in patients suffering from Immunosuppression- An in vitro study. |
| 11 | Delay in the Diagnosis of Lung Cancer in a Backward District of Kerala – A Prospective Observational study. |
| 12 | Clinical & diagnostic features of Anemic patients among the Tribes in Wayanad – A tertiary care hospital record-based study. |
| 13 | Dealing with leptospiroses in the context of COVID mixed methods study from a tertiary medical facility in Wayanad District. |
| 14 | Prevalence of Depression among Medical Interns of a Medical College in Wayanad, Kerala. |
| 15 | Identifying the Most Efficient, Accurate, Reliable and User-Friendly Technique Among the Modifications of Carbapenem Inactivation Method for Enterobacteriaceae to adopt in a tertiary care hospital in Wayanad. |
| 16 | An Epidemiological Study Of Nosocomial Infection In Post Operative Patients. |
| 17 | Multi-center, Multi-Reader, Multi-case (MRMC), Retrospective, Exploratory study to Examine the Feasibility of the Investigational Device in Detection of pulmonary Nodule in Chest CT. |



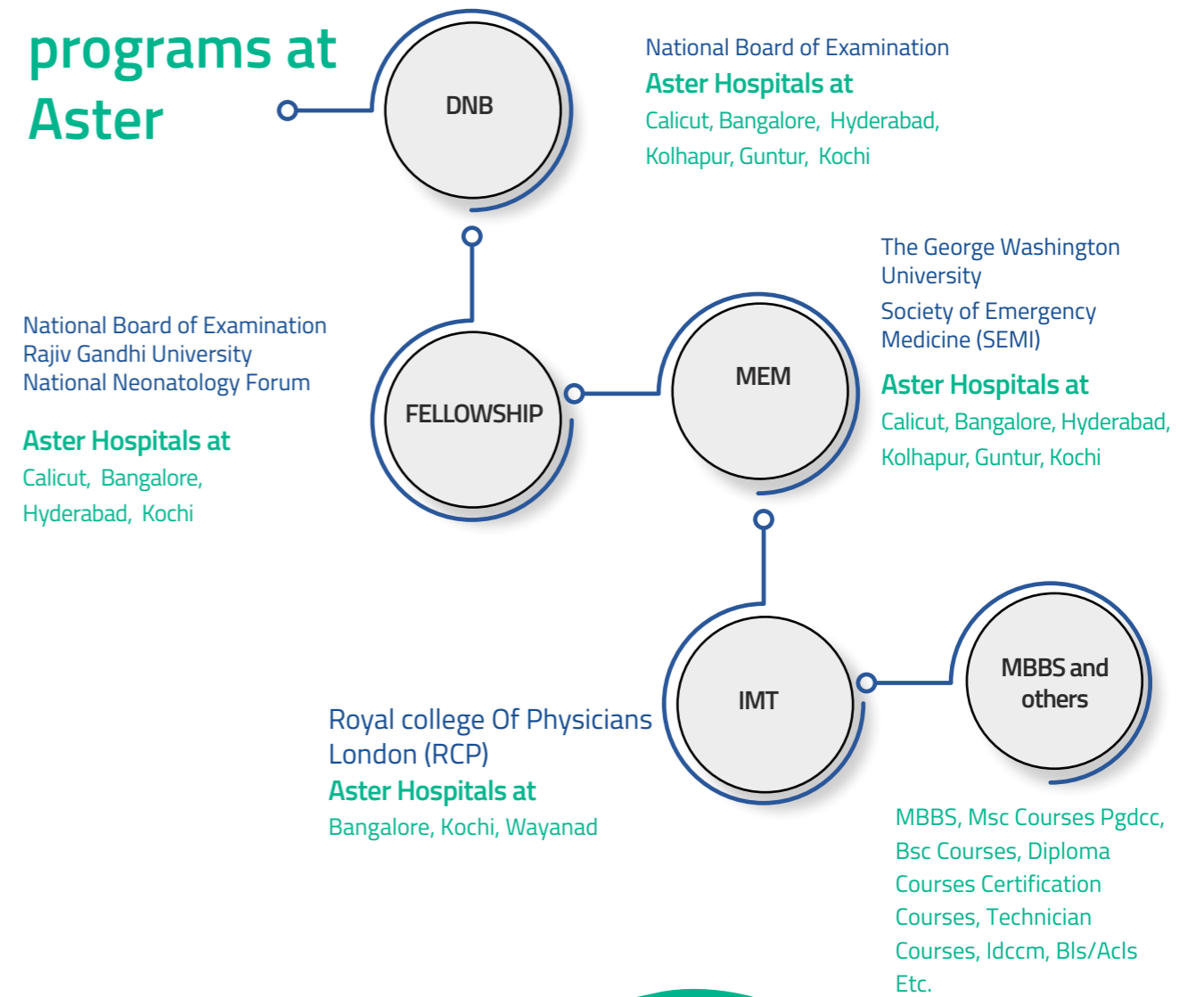
Academic Excellence at Aster

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





Innovation & Collaboration

Data Security Management

Early investment in Cloud Technology and the team's high adaption to the Office 365 suite of products aided the Company during the pandemic. As a consequence of it, we were able to seamlessly migrate the entire back office and corporate function to a Work-from-Home model. We scaled the Office 365 platforms to support the increased virtual interactions between the leadership and hospital teams. Hospital-based employees and caregivers were ensured safe access to the patient records even from remote locations through a Secure Virtual Private Network (Secure VPN). Close to 2,500 connections in less than 72 hours were enabled to ensure access was provided to the business teams on the most secure channel possible.

Digital Health Training

Aster is exploring sustainable opportunities in India and UAE with its incubation program for start-ups in the field of healthcare. The Company is working for the sickle cell population prevalent at Wayanad with the help of NITI Aayog and the medical college. In the coming years, Aster Data bank-led advantage programme aims to train all programme health workers on digital health. The same programme can be provided to communities through (Aster Volunteers) to keep community health sustainable for operating regions.

Clinical Simulation Lab

This is another area that is being set up to provide end-to-end development through beta testing for the AI and Healthcare start-ups to develop their next-generation products. Aster Clinical Simulation Lab works on a hospital immersive iterative pre-clinical product development approach used in faster, reliable and compliant evidence generation for digital health solutions.

Aster Data Bank

The Innovation Team is in the process of setting up a top-notch centralised databank platform in collaboration with marquee data and platform partners. Aster endeavours to build a state-of-the-art data system in India and the UAE, where all patient-centric data can be centralised, processed, anonymised and annotated for further research. The Company is currently driving more than nine applied research projects involving both data and clinical insights through the participation of its doctors to innovate and co-develop AI models, tools, drugs etc.



Biological Research Center

Aster is also driving synergies in biological research, new technology procurement and healthcare research with industry partners. Aster's CDHE has been collaborating with industry partners using the innovative simulation-based approach to co-develop and conduct interdisciplinary research in Aster's world-class medical facilities. The biological research unit - Aster Research Foundation, focuses on clinical problems with high mortality rates like Diabetes Mellitus and Sepsis. These are being addressed with innovative solutions at various levels like early diagnosis, management and prevention strategies. The research findings in Diabetes mellitus have been well accepted in various international journals and conferences.

Big Data & AI Centre

Aster Research and Innovation Team have been driving research programmes with a broader vision for data monetisation, Artificial Intelligence (AI) and Intellectual Property (IP) developments. Aster has been imparting IT and healthcare training and simultaneously bolstering Aster's brand value through research papers and media publications.

Procurement

Aster is also working with a leading silicon partner for a Federated Learning setup, where models will be designed and used for new AI development without using the original datasets, keeping it safe and secure. The Innovation Team has been instrumental in imparting training on AI and Healthcare IT to more than 500 Asterians to date, working together with the Learning and Development team.

Health Innovation Labs

The novel medical device and antibody therapy for sepsis management is also in its final stage. It has been repurposed for Covid management since the target is common in both cases - the cytokine storm. The successful completion would leave Aster with a much better way to handle the uncontrolled mortality of COVID-19. The foundation is also planning to expand its translational research activities into new areas like regenerative medicine, neuroscience and genetics.



Innovation Research Projects

Core Data Bank

Core data bank projects are running in collaboration with market leaders like CARPL, Microsoft, Intel, THB, IntelPixel. A team consisting of Technical Architect, Data Scientists, AI Scientists and IT professionals are facilitating the process of creating the Data Bank that will revolutionize the healthcare future.

L&T Technology Services Limited

LTTs intends to get 100000 retrospective chest x-ray images with 34 radiological findings for training and validating the deep learning algorithm. Project valued at 23K

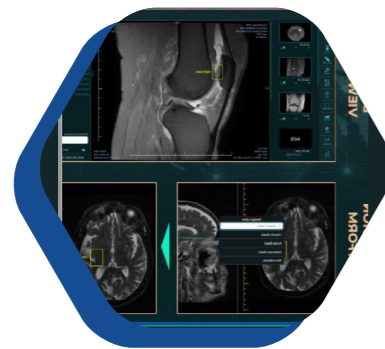


Technology Healthcare Big Data Analytics

THB would invest with its analytical SelfHelp tool installation in Aster's EMR systems to extract RWE and other study data. THB will proactively work towards getting customers interested in EMR data for research.

Microsoft Research

Microsoft collaborates with Aster to co-develop next-generation products on Healthcare Interoperability by investing in Infrastructure and application development support.



CARPL - Radiology

Carpl will install its AI-powered tool in the Aster system to extract features for radiology study from PACS, RIS and HIS. Carpl will also help Aster getting into the market for research engagements.

Applied Data Bank

Applied data bank projects are running in collaboration with Motherson, Google, Applied Materials, MedHub. A team consisting of Health Economist, Technical Architect, Usability Scientist, Data Scientist, AI Scientist and IT professionals are facilitating the process of using the data from the databank and create AI models for Healthcare products that will make diagnosis and treatment easily available for every individual.

Samvardhana About Motherson

Motherson medical intends to build a peripheral blood analyser capable of analysing a sample in a point of care setting and provide full blood reports using Artificial Intelligence Technology.



Qure.AI

Qure.ai is exploring the collaboration program with Aster on developing and validating AI Tool for carotid Ultrasound to screen stroke risk patients using Artificial Intelligence Technology.

CARPL - Pulmonary Nodule

CARPL is evaluating the performance of an AI algorithm on pulmonary nodule detection in chest CT scans in the multicentric, multileader trial.



Microsoft - Automated Analysis

AI-enabled automated analysis, coupled with digital stethoscopes, can play a crucial role in enabling tele screening of fatal diseases in internal sounds of the human body (from the heart, lungs, or stomach), for diagnosing a variety of diseases.



Operational Innovations



One Aster

This initiative connects all the hospitals in Kerala and Maharashtra to a single patient engagement platform. This allowed for single-point access to all consultation and interactive records with doctors across the hospital, making it easier for patients to be serviced from different units under one Aster brand. The platform also provides ease of booking appointments and online payments for patients.



Aster E consult

The teleconsultation platform was made available on multiple platforms, including a website and mobile application for iOS and Android users, across Kerala, Karnataka and Maharashtra facilities.



Industry 4.0

This initiative fast-tracked the use of IoT (Internet of Things) to monitor patients. One of the biggest challenges during the pandemic has been the availability of Data Security Management of ICU beds for severely critical patients. The Company's remote-sensing solutions enabled remote monitoring of patients at home and in non-ICU beds, freeing ICU beds occupied for constant monitoring needs. While the use of IoT in the ICU bed for COVID-19 beds also aided in effective minimising of exposure of frontline employees.

This also assisted in reducing the burnout among staff, especially in India, which was already high due to extended work hours. Additionally, due to the remote work, clinicians and intensivists based across Aster's network in different countries could extend support.



Other operational Innovations At Aster

- ◆ Aster Homecare
- ◆ Aster Telemedicines
- ◆ Aster Online
- ◆ Chatbot platform
- ◆ Electronic Medical Record



Operational Innovations



Aster Connect

The digitization of the entire hire to retire cycle has established a more efficient and engaging system for 20K+ employees on a single platform – Aster Connect, our customized people experience platform powered by Oracle Cloud HCM. Seven modules have been successfully launched in the last year.

The erstwhile manual, volume-based HR administrative activities like leave applications, personal info updates, salary slips, transfers, etc., are now done seamlessly on the platform.

The WFS (WorkForce Scheduler) module facilitates a productive deployment strategy in the different clinical departments to proactively manage the patient flow and demand.

It also automates the overtime and compensatory process, ensuring the caregivers keep their minds off administrative hassles. This initiative has also introduced a smoother candidate, and onboarding experience through My Career Journey enhanced our ability to attract top talent in a prompt and cost-effective manner.

Aster Connect propelled our quantum shift from a manual, paper-based environment to an automated, paperless eco-system across the group in the last 1-2 years.

58000+ applications received since the launch of My Career Journey in June'20, efficiency improvement through the streamlined process. One-stop-shop for Multiple stakeholders, including candidates, hiring managers, job boards and recruitment consultants

100% completion of performance reviews and KPI for the new FY 20-21 for all employees/managers/leaders on My Performance. Performance goals and assessment during probation, mid-year and end year is now online for all 20,000 employees



Blended, customized learning, including internal content and integration of varied digital platforms like Percipio, Lippincott Procedures and Procurement Academy, available on My Learn for 20K+ employees. 15-20% increase in learning hours in 3 months.

A deeper, integrated focus on career movement and development for critical roles like nursing enabled through My Performance, My Talent Plan and My Learn.

Transactional activities like leave management, salary processing for approx. 20,000+ employees in 7 countries done on the system.

Total Rewards Statement, Stock option ownership statement, increment and bonus letters for 20,000 employees being generated on Aster Connect.

A separate process for Quarterly assessment of Clinician performance as per guidelines of JCI/NABH has been launched for 3000+ clinicians.

People rostering and deployment for 9000+ employees captured automatically on the workforce scheduler. Facial recognition platforms are available in key hospitals.





Clinical Highlights



Aster Medcity successfully performs one of the first synchronized, leadless pacemaker procedures in India



Successful repair of 9-month-old chronic retinal detachment at Aster Hospital, Al Qusais



First Infant to receive Gene Therapy treatment in UAE at Medcare Hospital



Keyhole surgery (PELD) on the disc leads to fast recovery for Maldivian citizens at Aster MIMS Kottakkal



Kerala's First Nanoscope Arthroscopy performed at Aster MIMS Kannur



















Treating A Rare Case of FITZ-HUGH-CURTIS Syndrome at Aster Hospital Qusais



Medcare Hospital is the first in the Middle East to launch advanced endoscopic treatment for acute acid reflux



Intra- Operative 3D Imaging With O - Arm Making Complex Spine Surgeries Safe and Accurate At Aster CMI Hospital

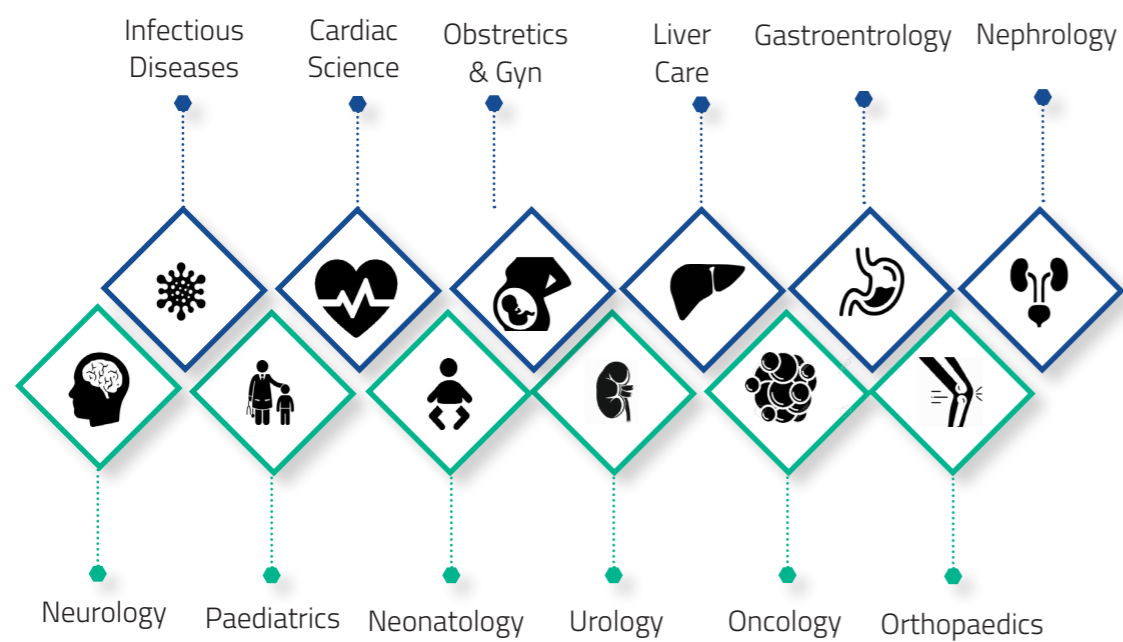
	CKD with Urgent CABG with Pre and Post-Hemodialysis		First successful treatment with TAVI (Transcatheter Aortic Valve implantation)
	Complex Cardiac Resynchronisation Therapy performed for the first time in Dubai at Aster Hospital		Performed successful Awake craniotomy- for removing a deep-seated brain tumour
	For the first time: Advanced Cervical Spine Surgery at Aster Hospital, Al Qusais		Baby with Immunodeficiency receives lifesaving Stem Cell Transplant at Aster CMI
	Doctors at Aster Medcity save a life by performing Extra Corporeal Cardiopulmonary Resuscitation (ECPR) at the emergency department		Aster CMI conducts rare liver transplant procedure
	Rare spine deformity corrected in 12-hour long surgery in Medcare Hospital, UAE		Complex Hip Replacement Surgery in Aster RV Hospital, Bengaluru
	A high-risk ambulance transfer and management of a critically ill patient with Severe Acute Pancreatitis in Oman.		Successful Transcatheter Aortic Valve Replacement (TAVI) in Aster RV Hospital, Bengaluru
	Cyanoacrylate Embolisation: A new method to treat Varicose Veins		Successful Distal Femur Plating for centenarian at Ramesh Hospital, Guntur
	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		Giant Aneurysm of Right common Femoral Artery- Excision resulted in Removal Kgs clot. 10 of approximately Largest in the world to date



Aster Centre of Excellence

The Aster Xcellence platform is a means to highlight some of the best work being done by our doctors, state of the 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.





TAKING CARE OF THE ENVIRONMENT

We have assessed the environmental impacts of our operations and are working diligently towards reducing our electricity consumption, water consumption and Greenhouse gas (GHG) emissions.



5.7 GWh
Electricity saved across
11 Aster Hospitals



60,000 KL
Water consumption reduced



997,000+ Liters
Treated sewage effluent used



2,358 MW
Renewable energy to be
integrated at hospital in UAE



EFFICIENT UTILISATION OF ENERGY

When we talk about healthcare at Aster, we don't only mean the health of the people; we also mean comprehensive and efficient healthcare solutions that not only provide inexpensive and convenient medical services but also have the least impact on the environment.

In order to offer world-class medical care to patients, we have developed an infrastructure consisting of Hospitals, clinics, and pharmacies. Our hospitals are one of the largest consumers of energy.

We have implemented several energy optimisation interventions across the hospitals to leave the smallest carbon footprint behind.

Our existing hospital buildings have been improved retrofitted for enhanced greater energy efficiency, and several other retrofit measures are planned in future.

All our future projects are being designed with energy consumption and environmental impact in mind and are adhering to green building regulations as per the local authority requirements.

We've also begun to shift our primary energy source to more renewable energy sources by incorporating them into our current operational structure. In order to monitor and reduce our energy imprint, we've taken adopted a three-pronged approach:



Energy
Efficient
Hospitals



Energy
Efficient
Equipment



Renewable
Energy
Integration





Energy

Our energy management initiatives have been guided by the premise that “what can’t be monitored, can’t be controlled.” We attempt to acquire a 360-degree perspective of our direct and indirect

energy usage by continually monitoring our day-to-day operations. In the graphs below, you can see our energy usage data over the years.

Figure 02: Electricity Consumption in GWh at Aster Hospitals - GCC

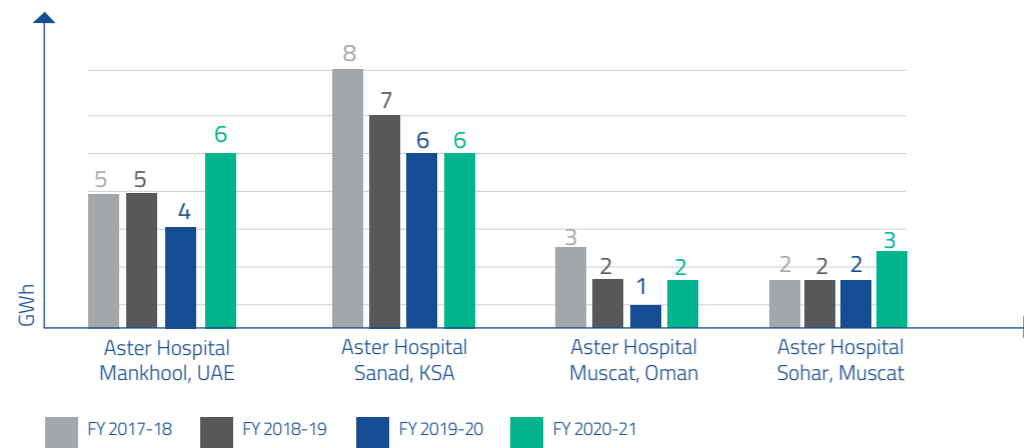


Figure 03: Electricity Consumption in GWh at Aster Hospitals - GCC

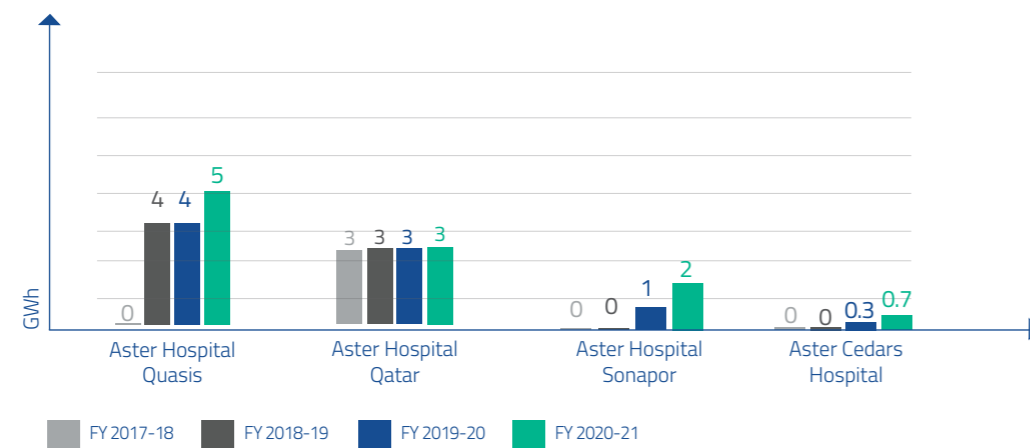
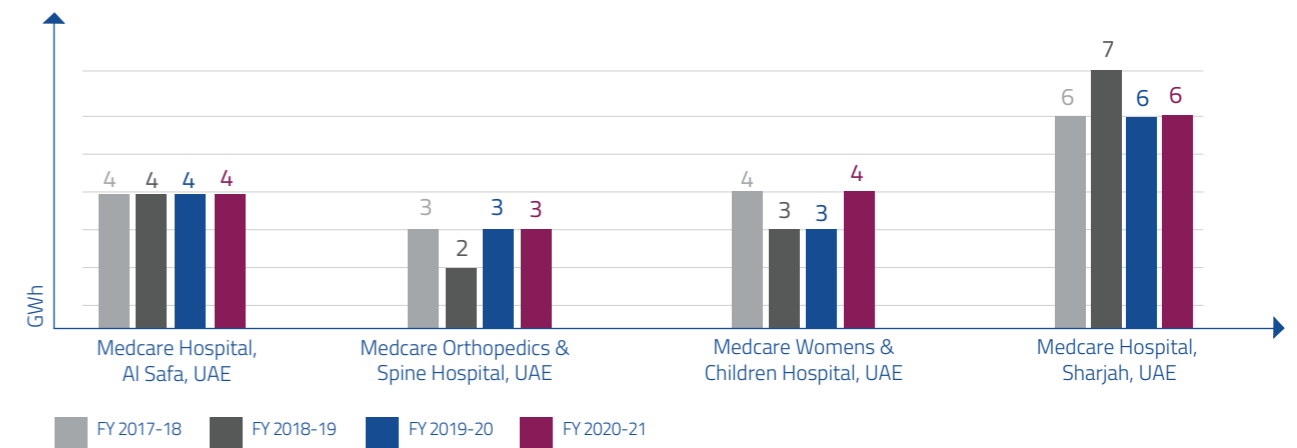


Figure 04: Electricity Consumption in GWh at Medcare Hospitals - UAE



As you can see, because of the spread of covid-19 and increasing demand for essential healthcare services, overall energy usage at our medical facilities has grown in the year 2020. As our frontline personnel fought bravely with the epidemic, we had to keep our operations running for long hours and days, resulting in greater energy

needs and consumption at our key centres. A few hospitals were successful in reducing overall energy consumption, like Aster Hospitals Sanad, Qatar, and Medcare Hospital Sharjah. This was possible due to energy optimisation and utilise energy-efficient equipment.

652 MWh

**Aster Hospital Sanad
Saved electricity**

218 MWh

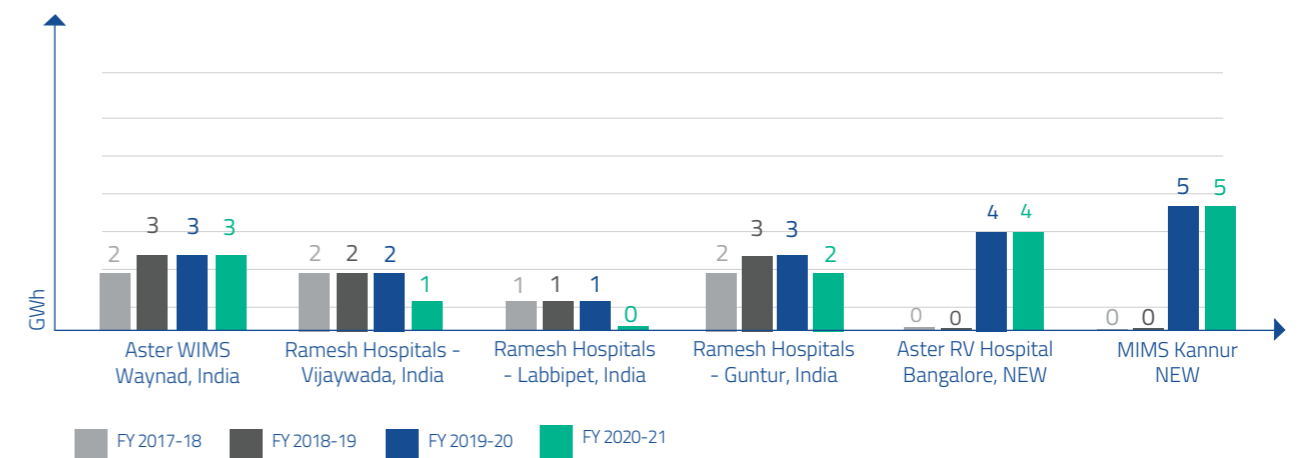
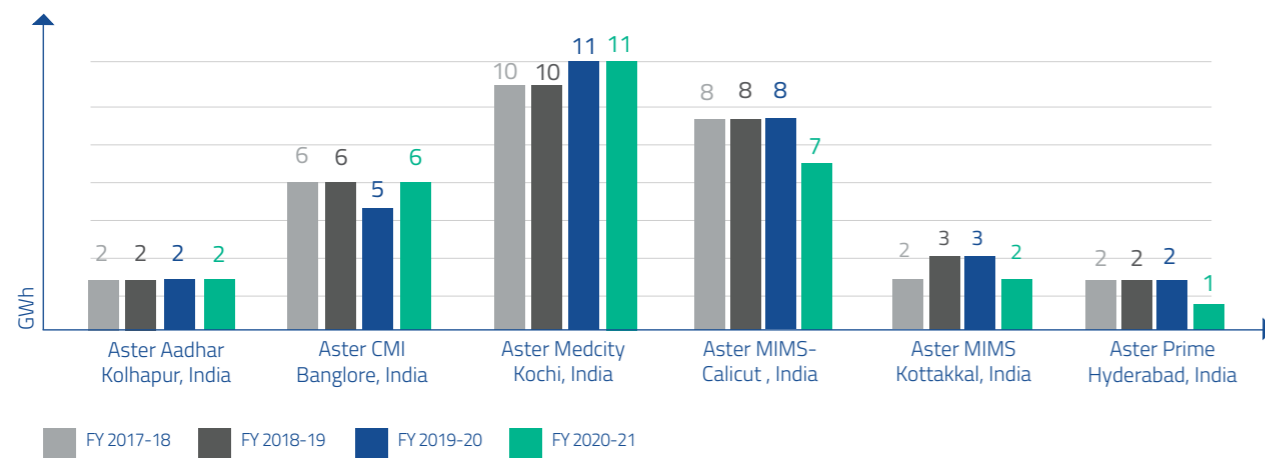
**Medcare Hospital Sharjah
Saved electricity**

112 MWh

**Aster Hospital Qatar
Saved electricity**



Figure 05: Electricity Consumption in GWh at Aster Hospitals - India



We have seen a substantial increase in our operations globally since 2019; still, there was only 1.2% increase in our electricity consumption for the year 2020. Aster and Ramesha hospitals India was successful in cutting down

their electricity consumption by 4280 MW annually. This was possible due to various efforts for energy optimization and shifting our consumption to clean energy wherever possible.

2,212 MWh

MIMS Kannur - MEW
Saved Electricity

710 MWh

Aster MIMS Calicut
Saved Electricity

434 MWh

Ramesh Hospitals Guntur
Saved Electricity

Note: Aster Ibri Oman, Aster Whitefield Women & Children Hospital, and Ramesh Sangamitra don't have electricity consumption data as they are still working on improving their data collection process.



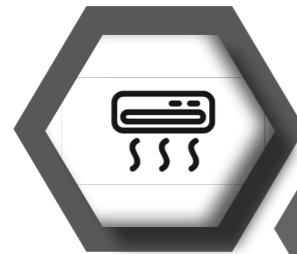
Energy Efficiency Measures

At Aster, we have mapped our entire energy footprint and have set a 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 the efficiency of existing hospitals; additionally, we are looking into the energy consumption of different equipment options wherever possible.

AC Replacement

Aster Cedar hospitals and Aster Clinics has replaced their old split ACs with energy-saving inverter units, which has shifted our refrigerant gas emissions from R22 to R410, an environment-friendly initiative.



Adiabatic Cooling System

We have Installed adiabatic cooling system to chillers of Medcare hospitals to target energy reduction by 10%. We have targeted a 15,896 MWh reduction per year with this initiative.



ESCO services

Energy conservation audit by ESCO and implementation of revenue sharing project for saving utility bills across UAE hospitals. This project will have a saving target of 10% per annum and will be implemented by February 22.



Heating, ventilation, and air conditioning (HVAC)

Air conditioners are one of the largest consumers of energy in our hospitals. With the availability of new technology for precise controls and pre-cooling through evaporative air-conditioning (for temperature and humidity control), it is possible to reduce chiller consumption by 40%.

Multistage evaporative air-conditioning (EAC) is a game-changing technology that can reduce chiller loads, used for temperature and humidity control, by 30-40%.

With this implementation Aster will be able to save the power cost by around 1.5 Lakhs/Month and 18.0 Lakhs/Annum. This is proposed to be implemented in financial year 2021-22.



Green Hospital Concept

Substantial quality interventions have given new insight and scope for improvements in the Engineering infrastructure of Aster RV Hospital, Bangalore.

a Green Hospital environment physically and psychologically appropriate, "Healing Architecture" is adopted by the hospital.

Rapid technological advancement has paved the way for the growth of intelligent infrastructural designing leading to stronger infrastructure and effective use of Green Energy that in turn involves providing cost-effective Engineering services. To invoke a sense of a continuous process and creating

Aster RV Hospital is one such hospital under Aster DM Healthcare that has strived to execute the best Engineering Infrastructure by adopting the "Green Hospital Concept".

Proficient hospital design has led to a great business outcome, as patients are looking for quality care in a safe and healthy environment.





OPTIMISING WATER USE

It is anticipated that freshwater supplies will be depleted by 40% by 2030, and worldwide demand will continue to rise, resulting in a global water crisis. To address this forecast, the United Nations announced the Water Action Decade (2018-2028) and asked nations to submit proposals and ideas that would help us all mitigate the water crisis efficiently.

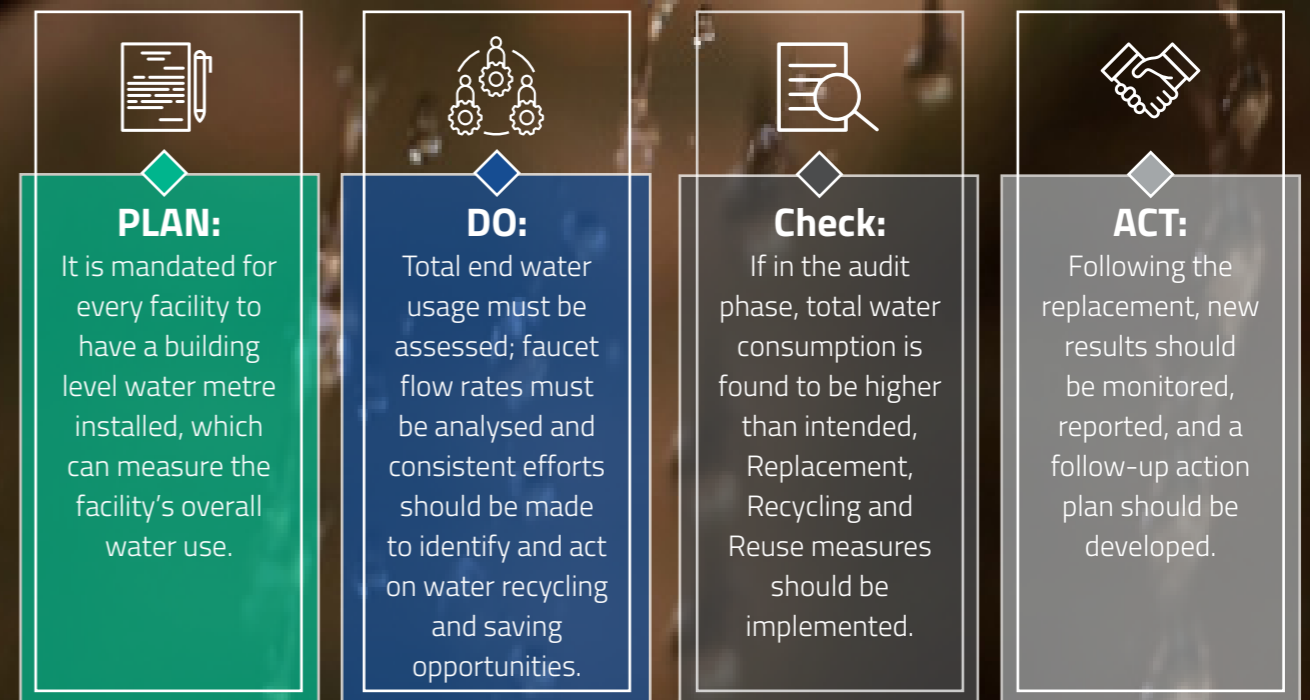
We strive to optimise and minimise water consumption at every step of our operation, and it is one of the key strategic pillars of our sustainability agenda.

Consistent efforts are made to identify leaks, install efficient water faucets & fittings and reuse the discarded water wherever possible.



Water Management Procedures Adopted at Aster

We use the Plan -> DO -> Check -> Act cycle to monitor and optimise water use at Aster. Water consumption is monitored at every step, followed by water audit and fitting replacements to eliminate wastage and optimise usage wherever possible. We also continuously look for opportunities where we can utilise recycled and treated wastewater.





Water Performance

We've been steadily increasing our reach over the last few years, which means our Aster family has gotten even bigger, and we've begun to serve even more patients. As a result, our water consumption should have ideally increased substantially.

However, because of our unwavering efforts and innovative solutions, we have been able to reduce water usage at most of our sites on a year-over-year basis. Despite an increase in healthcare activity owing to the continuing epidemic, the majority of our hospital facilities used less water last year.

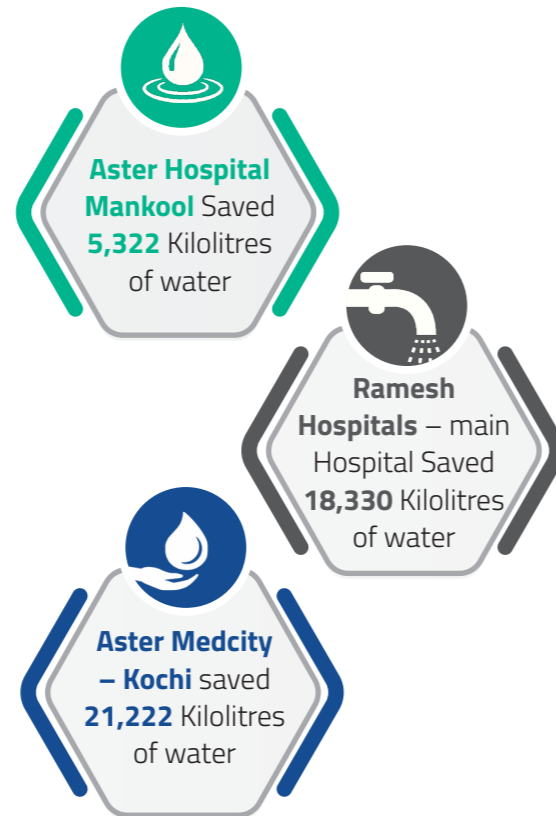


Figure 06: Water Consumption in Thousand Kilolitres at Medcare Hospitals - UAE

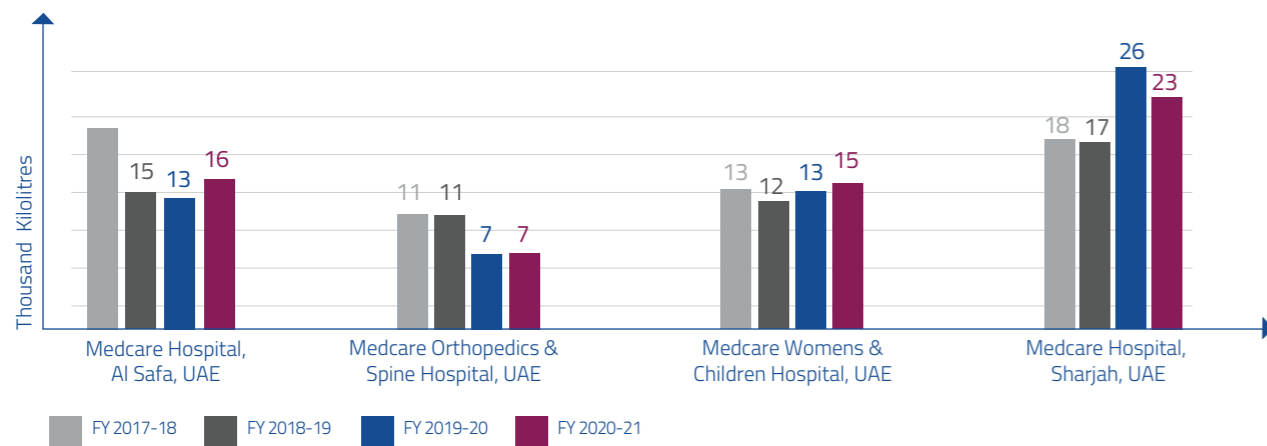
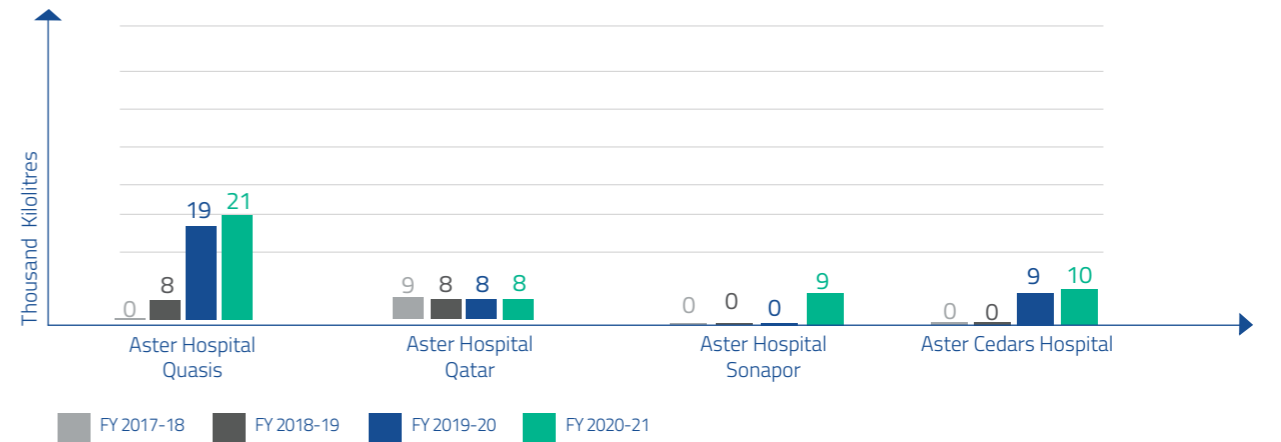
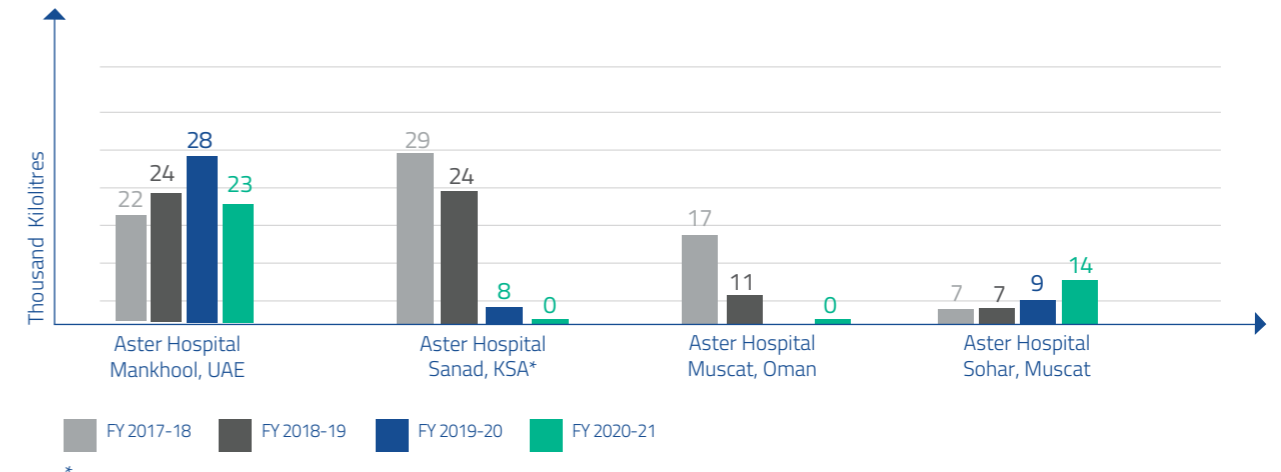


Figure 07: Water Consumption in Thousand Kilolitres at Aster Hospitals - GCC



57,000+

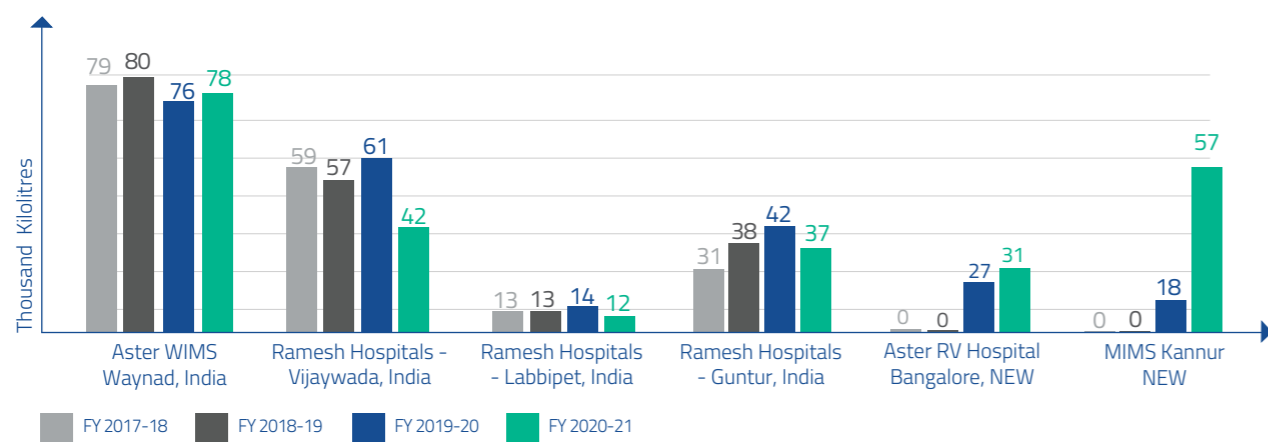
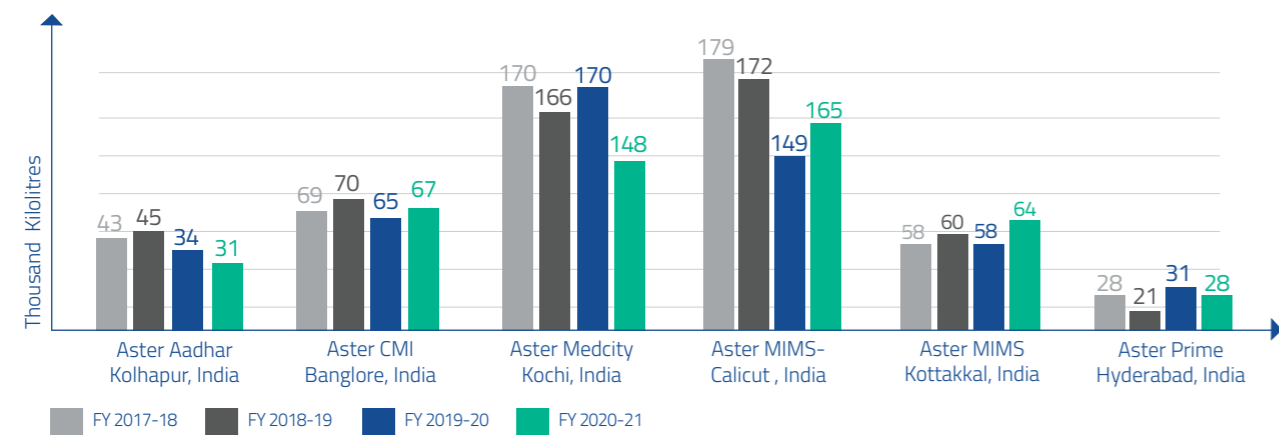
Litres water saved
by four hospitals in GCC

Due to our continuous efforts towards water rationalization, we have been able to bring down water consumption at four of our hospitals in GCC.

Aster Hospital Mankool, Sanad, Muscat and Medcare Hospital Sharjah have done remarkably well and have saved more than 57,000 litres of water.



Figure 08: Water Consumption in Thousand Kilolitres at Aster Hospitals - India



53,000+
Litres water saved
by six hospitals in India

Similar to the GCC operations, we have successfully brought down water consumption at six of our hospitals in India.

Aster Hospital Kolhapur, Medcity – Kochi, Prime Hyderabad and Ramesh Hospitals Vijayawada, Labbipet and Guntur have brought down their water consumption and saved 53,000 litres of water.

Note : Aster Ibri Oman, Aster Whitefield Women & Children Hospital, and Ramesh Sangamitra don't have water consumption data as they are still working on improving their data collection process.



Water Conservation

Efficient utilisation of water is an important aspect of our sustainable hospital operations. We are always on the lookout for water savings and reduction opportunities. Some of

these include utilisation of HVAC condensate, installation of aerators, the utilisation of treated sewage effluent etc.



Recycled Water for Landscaping

At Aster Head Quarter (AHQ), HVAC condensate water is being used for irrigation systems. This initiative will help in saving 1825 Kilo litres of potable water.



Utilising HVAC Condensate

Aster CMI has been successful in utilising 100% recycled water for landscaping and other non-critical utilities with a savings of around 0.50 Lakhs/Month and 6.0 Lakhs/annum.



TSE for Cooling Tower

Aster Mankool and Aster Quasis Hospitals have successfully installed water-saving aerators in hospital washrooms. The total amount of potable water saved with this initiative was 29,000 Kilo litres annually.



Water Saving Aerators

Aster Medcity uses RO processed Treated Sewage Effluent (TSE) for cooling tower water requirements. This reuse of sewage treated water has saved 10,500 litres per day water requirement and reduced the water expense by 15%.



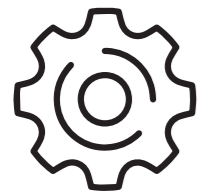
Reusable Water Bottles and Cups

Aster is committed to the circular economy and reducing the consumption of materials and specially single use plastics. Aster has stopped using plastic water bottles and disposable cups for all employees and visitors. Aster has 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 has 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.



Hospital	STP Capacity	Quantity of Treated Sewage Effluent generated (Liters)	Quantity of Sewage Effluent Reused in 2020		
			Flushing	Horticulture	Cooling Tower
Aster Medcity	1,000 KLD	147,500	-	137,000	10,500
DM WIMS	600 KLD	250,000	100,000	150,000	-
Aster MIMS, Calicut	600 KLD	400,000	-	-	-
Aster MIMS, Kottakkal	350 KLD	200,000	40,000	160,000	-
Aster CMI	250 KLD	60,000	-	60,000	-
Aster MIMS, Kannur	180 KLD	155,000	22,000	33,000	100,000
Aster RV Hospital	135 KLD	35,000	-	35,000	-
Ramesh Hospital, Guntur	110 KLD	30,000	30,000	-	-
Aster Aadhar (1)	60 KLD	60,000	25,000	35,000	-
Aster Aadhar (2)	60 KLD	60,000	25,000	35,000	-
Ramesh Hospitals (Main Unit)	40 KLD	-	-	-	-
Aster Prime, Ameerpet	20 KLD	-	-	-	-



Sewage Treatment Plants, India

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 our hospitals, we have installed several sewage treatment plants.

The aim was not only to treat our sewage before disposal but to cut down our water consumption at these hospitals. Further, we have identified means to reuse our treated water for the following purposes:



242,000 Liters

Water Reused for Flushing



645,000 Liters

Water Reused for Horticulture



110,5000 Liter

Water Reused for Cooling Tower



3,405 KLD

Capacity Installed



997 KLD

Potable Water Saved



12

Sewage Treatment Plants



Waste Water Reuse at Aster Medcity, Kochi

Aster Medcity has a running STP with the capacity of 1 MLD (Million Kiloliters per day). It treats 164,000 KL of sewage daily and reuses the treated effluent for cooling tower,

landscaping and irrigation purposes. This initiative helps in saving 147,500 KL of potable water daily.

147,500 KL

potable water saved daily
by Aster Medcity, Kochi

164,000 KL

sewage treated daily
by Aster Medcity, Kochi



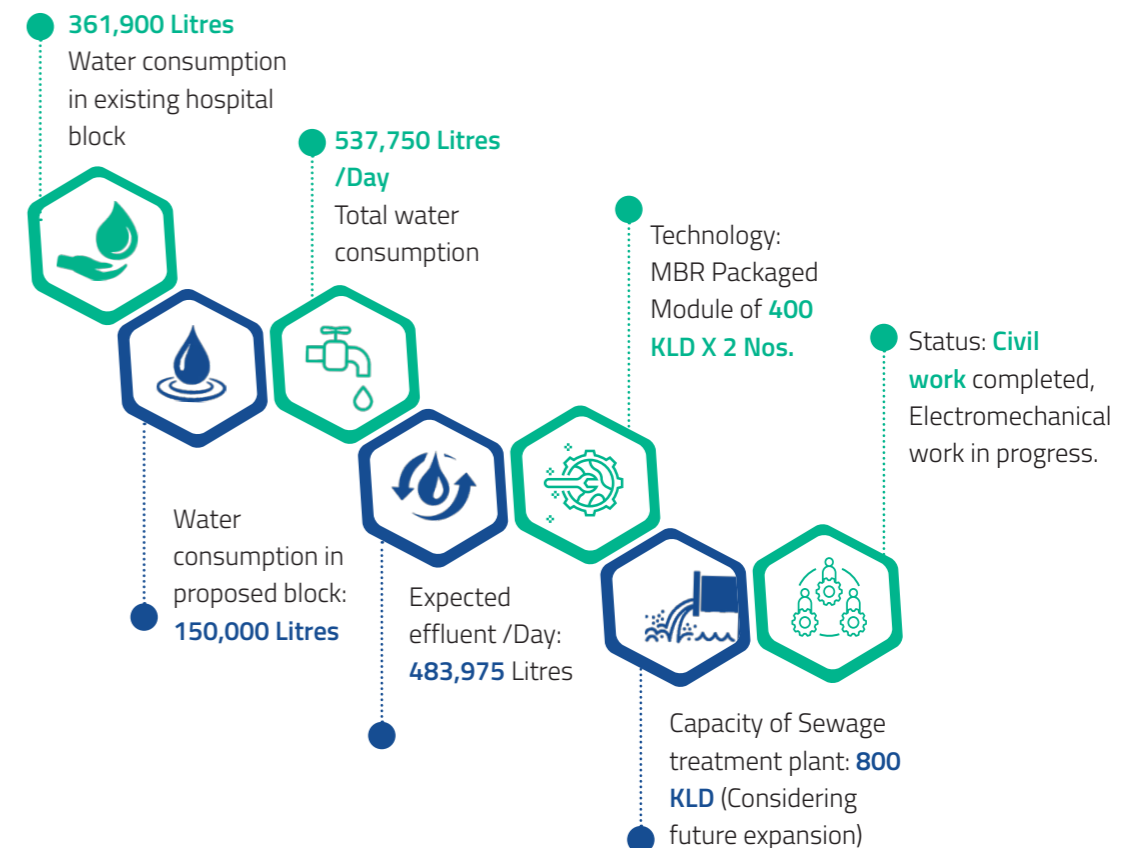
Waste Water Reuse at Aster MIMS Calicut

Upgrading of the STP: At present, the MIMS Calicut STP treats 400,000 litres of sewage before disposal, but this is not being reused at present due to the quality parameters of reused water.

It is estimated the plant will treat more than 500,000 litres of effluent daily and reuse for flushing, horticulture and cooling tower.

A new 800 KLD (Kilo Litres Per Day) STP is under construction with better technology and equipment, which is planned to be completed and operational by the end of October 2021.

As a result, we have observed that our STPs have a capacity of nearly 2 MLD (Million Litres Per Day) which helps in saving more than 500,000 litres of potable water daily by reusing the effluent water for flushing, horticulture and cooling tower.





SUPPORTING
CLIMATE CHANGE MITIGATION

According to the UNFCCC and the IPCC, greenhouse gas emissions must be brought down to zero by 2050 to prevent the catastrophic effects of climate change and limit global warming below 1.5°C.

Identifying Greenhouse gas (GHG) emission hotspots, pre-assessment of emission values, and then devising a plan to reduce

emission intensity are all different aspects of Aster's multi-pronged approach to reducing Greenhouse gas (GHG) emissions.



We have identified that the total Greenhouse gas (GHG) emission is indirectly linked to energy and water consumption. Hence, we are making active efforts towards optimising energy and water utilisation in our hospitals to reduce the linked emissions.

We also promote carpooling and group travelling among our employees to further reduce the emissions generated by vehicles.

By controlling the organic waste generated by our facilities, we intend to reduce the CH₄ emission from landfills. We have also implemented multiple paper use reduction and recycling initiatives in place to achieve the goal.

Additionally, we are looking at different areas where we can integrate renewable energy and are in the process of installing 2,358 KWp solar PV in the UAE.



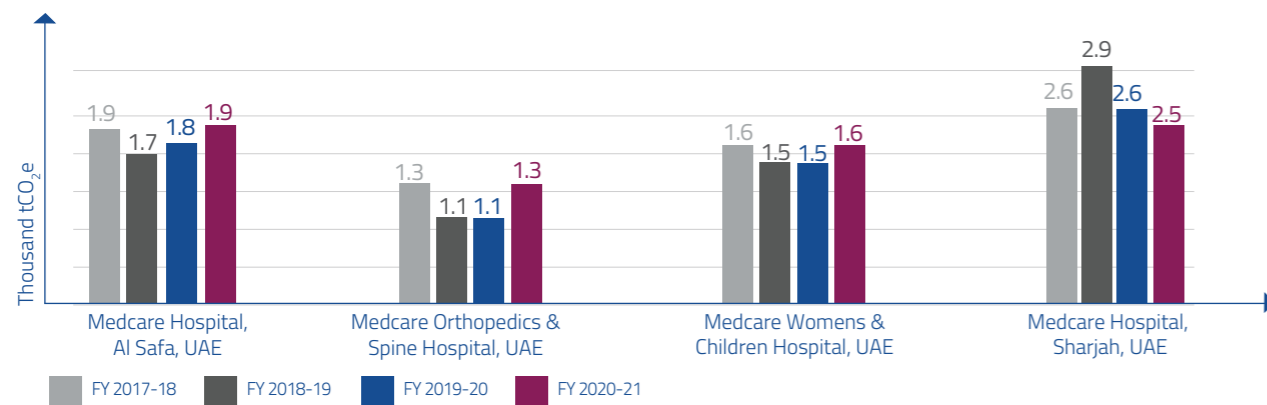
The Greenhouse gas (GHG) emissions emanating from our operations is mainly from the electricity consumed at our hospitals. Therefore, we have estimated Scope 2 (as per GHG Protocol) GHG emissions from our hospitals. However, at several of our hospitals in GCC, the energy

and water consumption has increased due to the improved health care service provided at these hospitals, which has led to the increase in our carbon footprint in GCC operations.

Figure 09: GHG Emissions in Thousand tCO₂e at Aster Hospitals - GCC



Figure 10: GHG Emissions in Thousand tCO₂e at Medcare Hospitals - UAE



3,206

tCO₂e reduced

by eight hospitals in India

Figure 11: GHG Emissions in Thousand tCO₂e at Aster Hospitals - India



The reduction in our carbon footprint is worth noting for our hospitals in India. We have reduced 3,206 tonnes of carbon dioxide for India operations by interventions in our electricity & water efficiency and optimising various energy-efficient equipment to meet our energy reduction targets.



Greenhouse Gases (GHG) Emission

Electricity use at our hospital's accounts for a significant percentage of our Greenhouse Gas (GHG) emissions. We calculated the scope 2 Greenhouse Gas (GHG) emissions from our hospital facilities based on the Greenhouse Gas (GHG) protocol.

Despite the fact that our Greenhouse Gas (GHG) emissions stayed almost unchanged or grew by a minor factor in FY 2020 -21 as the result of the Covid-19 and other long-

term healthcare initiatives, the previous trend demonstrates that we are capable of effectively reducing GHG emissions in our hospitals.

In the previous year, the majority of our hospital facilities in India were able to cut their GHG emissions. It is unquestionably a positive indication, demonstrating our dedication towards improving energy efficiency and lowering GHG emissions.



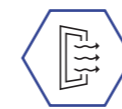
Year	Green house Emissions (tCO ₂ e)
2019	67,000
2020	64,000



Renewable Energy Integration at Aster

Renewable Energy Conservation

The Company constantly strives towards conservation of energy and energy optimisation by taking several steps to integrate renewable energy into our operations. Aster has mapped its entire energy footprint and has set up a strategy to manage the same.



Green Power at Aster CMI

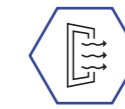
Solar and Wind energy: One of the Company's units Aster CMI Hospital, Bangalore, is the first hospital to get a Green Power tag.

90% of the power utilisation is from solar and wind energy, thereby saving about 38% of the total power cost. The introduction of Green Power has fetched considerable savings in power cost.



Solar PV Installation at UAE

Plan for 2358 MWh annual generation by solar panels for ASTER QUASIS, MEDCARE SAFA, ASTER CEDAR and ASTER SONAPUR has been approved by CPC for the financial year 2021-22.



Solar Streetlights at Aster Cedar

Aster Cedar Hospital has installed solar street lights for GHG reduction.



5%

Reduction in GHG Emissions for India operations



90%

Aster CMI gets green power tag – 90% Utilisation of Renewable Energy



1%

Reduction in GHG Emissions overall



10%

Reduction in GHG Emissions for Aster Hospital Sanad



28%

Reduction in GHG Emissions for Ramesh Hospitals – Main Hospital



34%

Reduction in GHG Emissions for Ramesh Hospitals - Labbipet



EMBRACING CIRCULAR ECONOMY

Operating our healthcare infrastructure of hospitals, clinics and laboratories result in the generation of several waste streams, many of which are hazardous as well. All of our premises have a defined waste identification, segregation, storage, treatment and disposal procedures. These have been developed in accordance with local regulations as well as global best practices.

As a responsible healthcare provider, we have embraced the principles of circular economy and have rationalized our resource consumption based on the 4 R's principle, which is to **Reduce, Reuse, Recycle** and **Recover** wherever possible. The broad categories of waste generated across our

operations include **biomedical, plastic, food, metals, paper** and **cardboard**. We keep track of all types of waste generated and segregate the recyclables at the source itself. All such records of daily waste generation, recycling, treatment and disposal are maintained on a day-to-day basis.

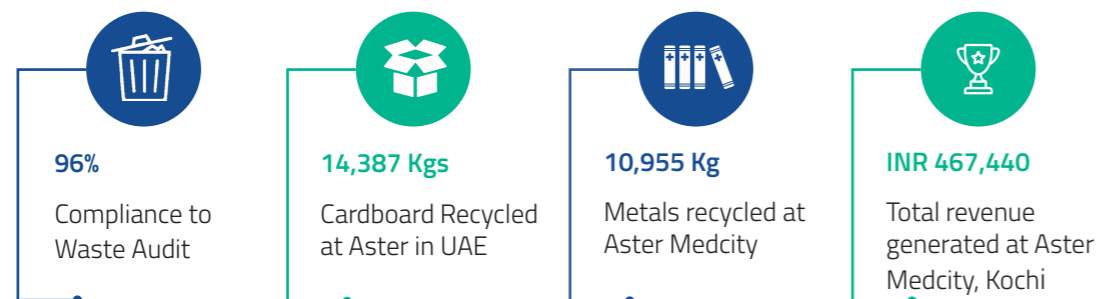
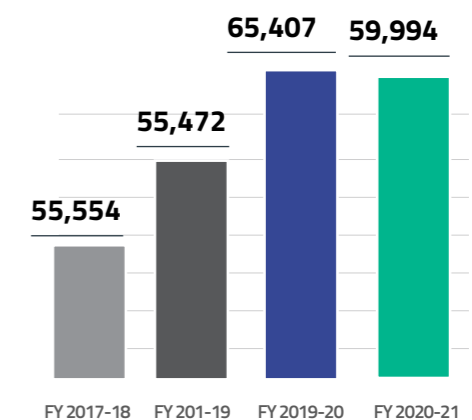


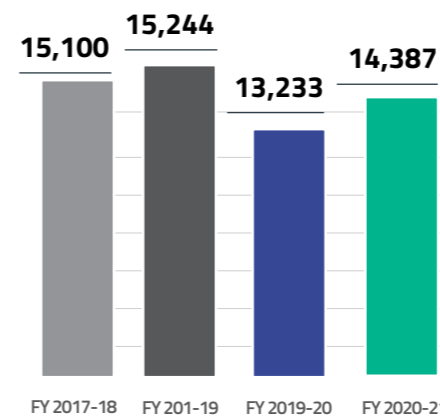
Figure 13 : Biomedical Waste Generated at GCC Region (Weight in kg)



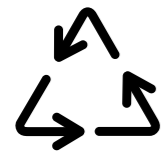
We have contracted local vendors across all our operations to facilitate the waste management program at Aster.

Regular waste audits are conducted to ensure that the waste procedures as stipulated in the waste management plans are being followed and adequate records are being maintained.

Figure 12 : Cardboard Recycled at GCC Region (Weight in kg)



As responsible healthcare providers, we have embraced the principles of circular economy and have rationalized our resource consumption. Because of Aster's capacity to anticipate and prepare for the future, it is able to dig deeper into cutting-edge healthcare procedures. Its unwavering commitment to providing the greatest treatment allows it to build additional locations and position itself as a healthcare provider who understands the requirements of the new normal.



Case Study : Waste Management at Aster Medcity

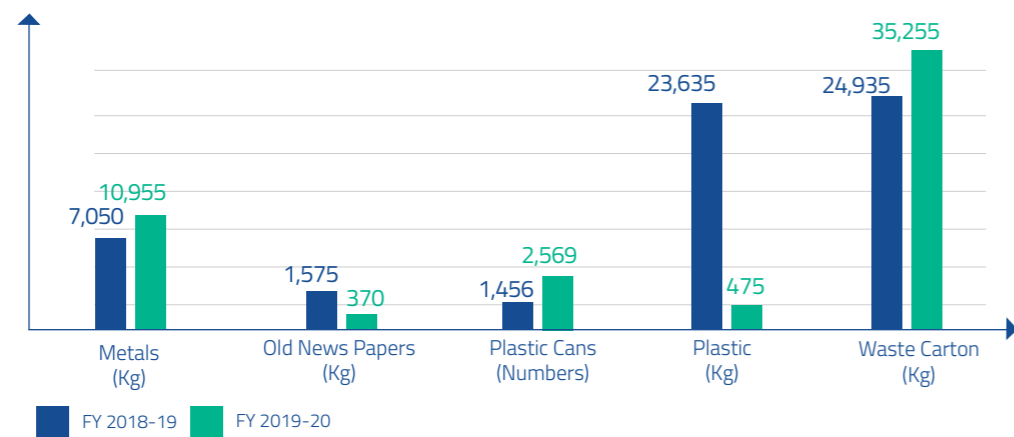
Aster Medcity has a well-established recycling procedure. The hospital generated 446,660 Kgs of general waste for FY 2020-2021.

The hospital has vendors and different procedures for the collection and recycling of recyclable materials like metals, old newspapers, plastic cans, plastics and waste

cartons. With the help of our well-established recycling program for all these different types of waste, we were able to generate total revenue of INR 467,440.

The quantity of the different type of waste recycled as compared to last year is shown below:

Figure 14: Quantity of Waste Recycled at Aster Medcity



Aster Green Choices Initiative

We launched the "Aster Green choices" initiative as part of our plan to optimise resource consumption.

We have stopped using plastic water bottles and disposable cups for all employees and visitors unless where its deemed necessary because of the ongoing pandemic.

We 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.

We are have also replaced bottled water dispensers with water purifier systems in all our offices. We have set a target to reduce the use of single usage plastic water bottles by zero. In another effort, we have eliminated all printers from the office in order to go paperless.

There is only one centralised printer and scanner in each office operating with personalised codes. The codes help us in tracking the number of prints given by each individual. We believe that the green choices initiative will go a long way in reducing our environmental footprint and result in source reduction of waste.





SOCIAL

OUR PEOPLE

Our employees are more than just healthcare professionals. They are an integral part of the Aster family and the key stakeholders of our vision, mission and ideologies.



60%
Women employees



70+
Nationalities



1,800
Employees provided CME training



4%
Increase in number of employee



Platform
Implemented for measuring patient experience across all Aster DM units



100%
Eligible employees underwent performance appraisals



OUR PEOPLE

The dedication, support and tireless efforts of our employees have been the cornerstone of the growth and success we have achieved. It is our prime duty to help, support and nurtures them and to provide them with a work environment where they feel safe, secure and welcomed.

Our People are our strength, and at present ,we have a committed workforce of 21,933 employees, including Doctors, Nurses, Paramedics, Admin, Out-source staff and

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

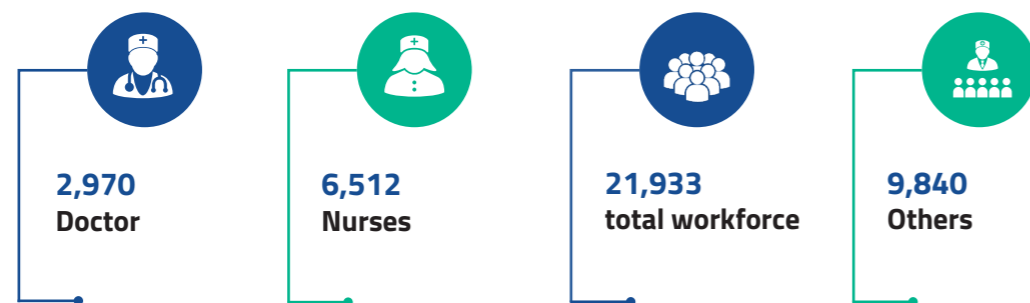
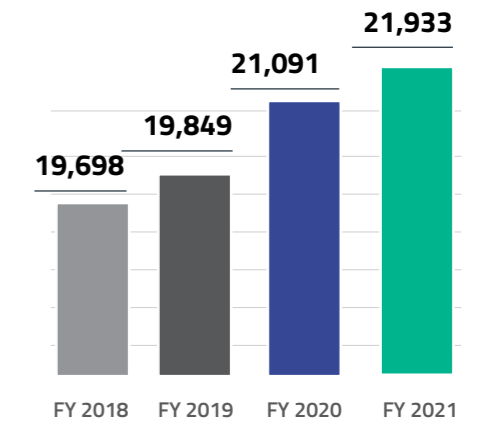


Figure 15 : Total Number of Employee



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



We have seen a 4% increase in our total number of employees from the previous year. This is because of our increased social activities and our continuous efforts to weather the storms spurred by COVID-19.



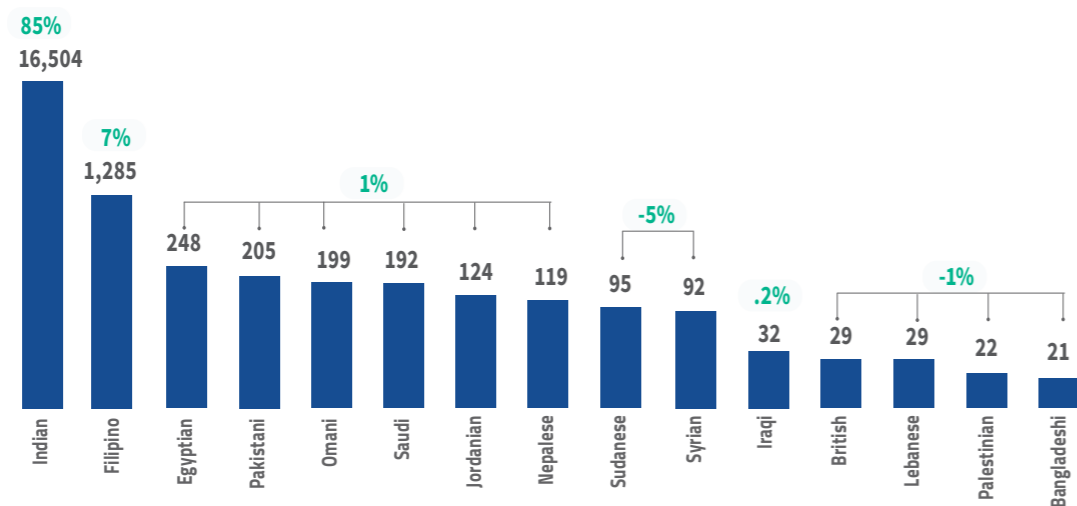


Diversity & Inclusion

We believe in a world without boundaries and hence have always promoted diversity within our healthcare ecosystem. Gender equality and inclusion of People of Determination has constantly been at the forefront of

our sustainability objectives. We feel very proud to mention that we have people from more than 70+ nations working with us in different capacities.

Figure 16 : Top 15 Nationalities



Nationality
30% ↑

Nationality mix in GCC



Aster is one of those few worldwide companies where women make up the majority of the workforce. **Nearly 60% of our total workforce is comprised of women.** At Aster, women are well-positioned to represent themselves and the community on different boards and decision-making bodies.

Figure 17 : Gender Ratio

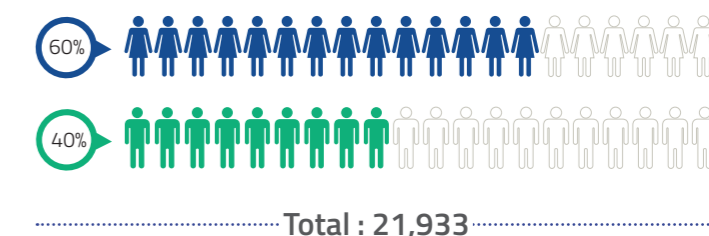
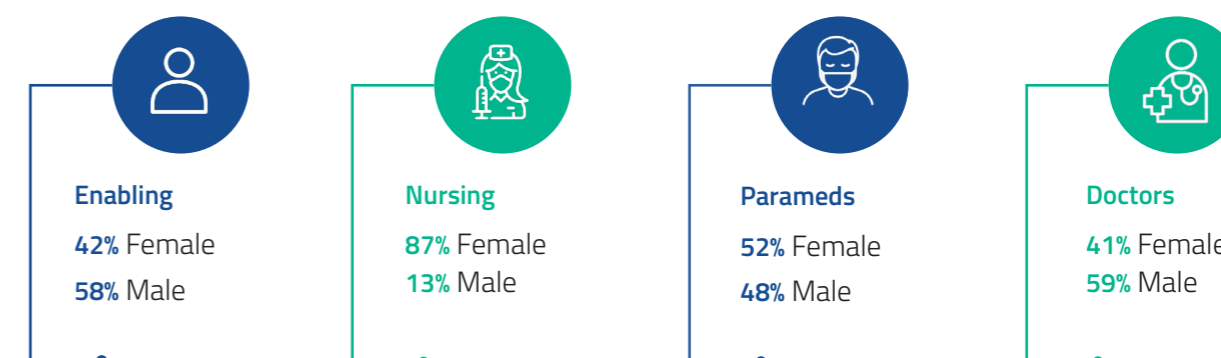


Figure 18 : Gender Ratio at Different Levels



In recent years, we've witnessed a 30% increase in the number of women taking charge of AGM and higher-level duties at Aster. These statistics validate our initiatives of women empowerment and also establish that Aster is one of the safest workplaces for women.

Gender
30% ↑
Women for AGM & Above

Generation
15% ↑
Millennial hires

Millennial in the workplace has various benefits at the workplace as well as the work environment. A good millennial ratio in the workplace provides a stable work-life balance. From mental-health days to employee assistance programs to community activities and more, Aster helps in promoting a healthy way of life and robust well-being by a 15% increase in the number of millennials hires.

Supporting 'people of determination' by providing them work and growth opportunities is our way of celebrating their unshakable willpower. We have about 108 'people of determination' employed with us currently and each one of them has proved to be an irreplaceable asset for the community.

People of Determination
 We have set a target of increasing the number of people of determination by
10% ↑
on Y-O-Y basis

Under the flagship initiative of Emiratization, we have made constant strides towards spotting, nurturing and hiring local talent. Including local residents in our workforce has enabled us to identify crucial problems and come up with their solutions in a structured manner. We believe that by recruiting people from local communities and training them to international standards, we have been able to come up with better and sustainable solutions at both the national and international levels.

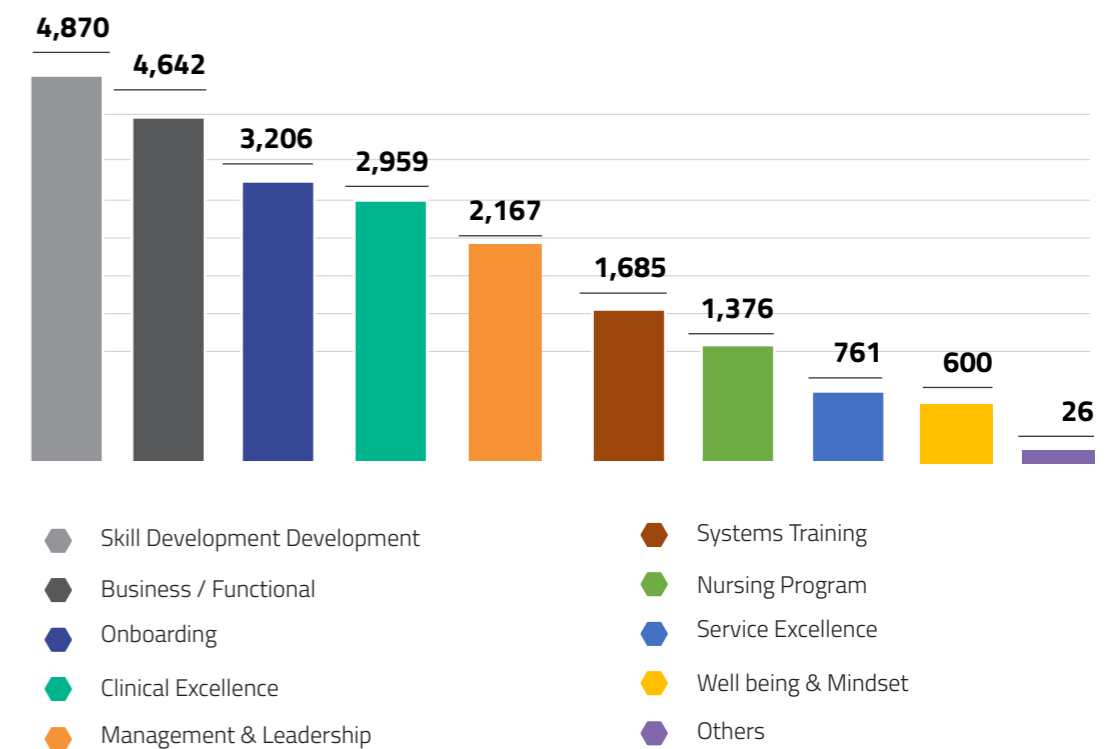


Training and Development

Through last year, Aster DM was committed to equipping our employees with pertinent knowledge and development, to help navigate the global pandemic and nimbly care for and manage our patients and people, through

the crisis. The programs catered to diverse, evolving requirements like service excellence, critical skill development management and leadership in a crisis enabling our nurses – our frontline soldiers and employee's well-being.

Figure 19 : Learning & Development Programs Coverage FY'20-21





CME Training

At Aster DM Healthcare, the health and safety of our employees are 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.

Periodically new programs are introduced to stay competitive, i.e., succession planning and career development with ample growth

opportunities for employees within the organisation. The annual training calendar is shared with all the employees, and the training needs are analysed during the Annual Performance review.

Continuing Medical Education (CME) credit points are mandatory for the clinical staff for the legalisation of license, and this is being supported through the CME allowance and paid leave as per the policy of the organisation.

Open dialogues between an employee and their line manager as well as constructive feedback regarding training aim at enhancing and improving performance.

Figure 20 : Number of CME Trainings

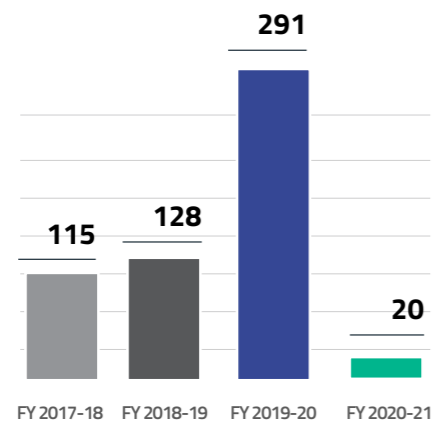
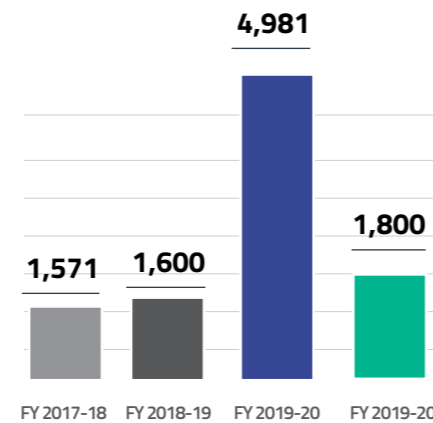


Figure 21 : Number of Employees Trained



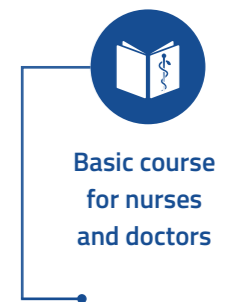
AI Tadrib Training

AI 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 AI Tadrib training started in February 2018, and throughout the focus has been on the outstanding quality of training and development. Aster has taken a multifaceted approach to learn beyond the traditional classroom courses into a plethora of methods

from e-learning, simulation training, feedback culture, action learning sets, guided learning and so on. All the training for the year 2020-2021 was conducted with necessary precautions against covid.

With the increase in our health care services because of the pandemic, we took every initiative possible to train our employees for the same. We have seen 7% increase in the number of staff trained as compared to last year.



AL TADRIB TRAINING		
Courses	FY 2020-2021	
	Number of Courses	Number of Staff Trained
Aha (Bls/Pals/Acls/Pears/Nrp)	250	1750
Nurses Training Program	24	439
Nursing Induction Training Program	20	351
Continuous Professional Development	24	1950
ADHOC	15	200
OSCE/OSPE	27	252
Soft Skills Training	28	451
Top Five Modules	525	2800
Total	913	8193



Safety Policies Implemented at Our Hospitals

In order to standardize safety protocols across our hospitals, we have developed policies and procedures to handle specific safety issues ranging from hazardous material spill fire, safety to bomb tricks. A summary of these policies is provided below:

Code Yellow Policy:

This policy aims to provide a safe and secure environment for all patients and visitors (in particular small children).



Code Red Policy:

This policy is to ensure maximum safety of patients, staff, visitors and Contractors from fire and smoke hazards through facility, resources and education. CODE RED is one of the MCH Emergency Colour Codes, which is announced in case of a Fire & Smoke emergency.



Safety During Construction and Renovation:

A preconstruction risk assessment is mandated when any area in the hospital is planning for demolition, construction or renovation.



Hazardous Chemical Communication Program:

Mandates maintenance of a list of hazardous chemicals inventory used in the facility and the identity that is referenced on the appropriate Safety Data Sheet will be documented and given to all units for reference.



Bomb Threat Plan – Code Black Emergency

Procedure:

Receipt of Bomb Threat shall IMMEDIATELY institute the procedures provided in training and keep a complete Record of Bomb Threat.



Hazardous Spill – Code Brown:

This policy ensures maximum safety of patient, staff, visitors and contractors from any harm from hazardous material spillage. Code Brown is one of the emergency colour codes which is announced in case of a Hazmat spill.



Internal Disaster Plan – Code Green:

To ensure evacuation of the patients, staff and visitors in case of any emergency like a fire. Code Green is one of the Emergency colour codes which is announced in case of an Internal Disaster.





Quality and Patient Safety

At Aster DM Healthcare, we employ a comprehensive approach to evaluate the overall quality and safety of each patient's experience with the organization. We believe that patients have the right to know about the quality of

their healthcare providers. We are committed to sharing our performance and how we are working to provide the best care to our patients in an open and transparent manner.

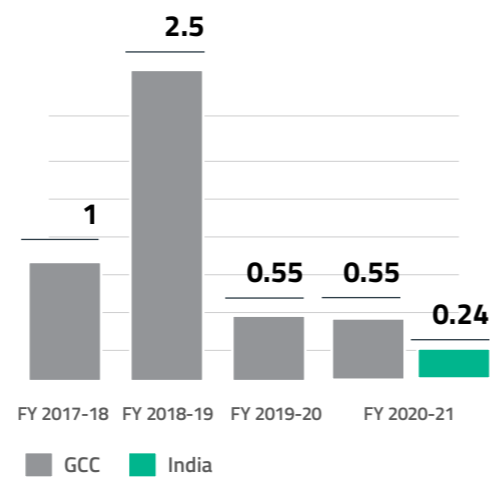
Our Quality Improvement Model is based on the expectation of continuous improvement where performance is evaluated in an atmosphere that supports openness and transparency.

Internal audits are done on a regular basis to verify that all safety measures are executed in accordance with policy and that any potential safety event is identified, addressed, and averted beforehand by taking the appropriate steps. Our annual safety performance metrics are provided below:

The objective is to create an organization-wide quality-focused environment with an internal structure to support a comprehensive performance improvement effort throughout our business units.

The major goal of this effort is to meet or exceed the needs and expectations of all of its customers, most especially those of the patients, their families, and their support systems. Our key performance indicators are designed keeping in mind the six dimensions of health care performance: safety, effectiveness, patient-centeredness, timeliness, efficiency, and equity.

Figure 22 : Patient Fall Incident Rate (Number)



In order to meet these goals, all our business units establish and maintain an effective structure to support the organization's ability to gather, assess, monitor, evaluate and communicate the appropriate indicators of patient safety and quality, clinical outcomes, infection prevention and control, the voice of the customer, environmental safety including data on risk management occurrences and information regarding the effectiveness and appropriateness of care. We set targets for improvement and monitor our progress on detailed scorecards.

Figure 23 : Average Balloon Time for Angioplasty (Minutes)

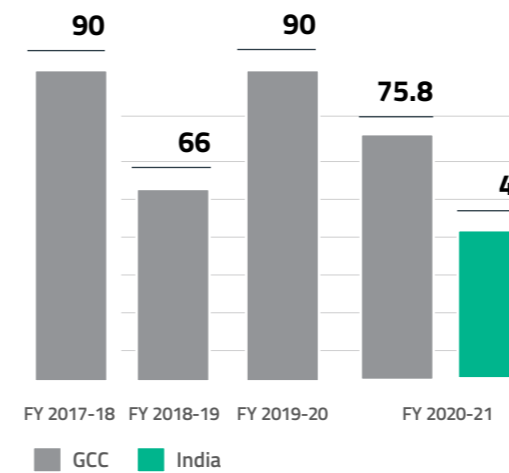


Figure 24 : Life Support Training % (Percent)

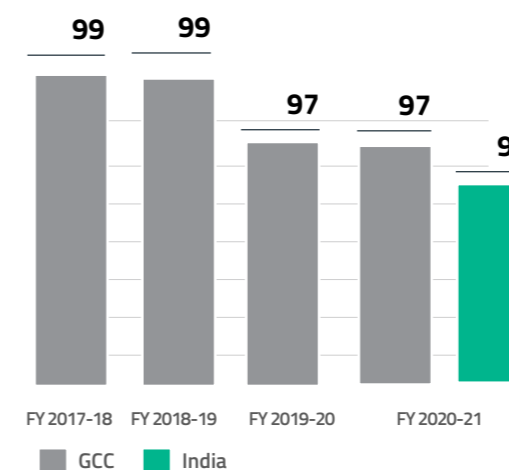


Figure 25 : Surgical and Site Infection in % (Percent)

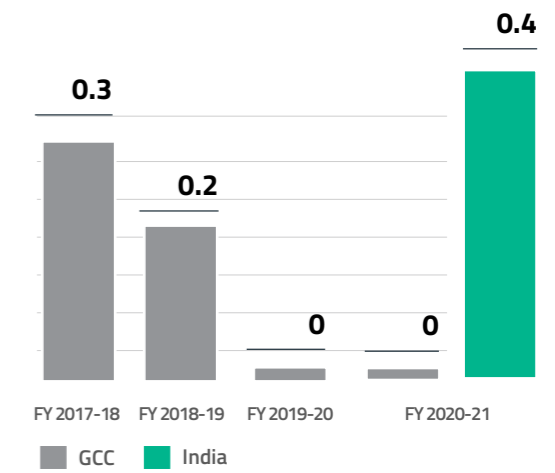
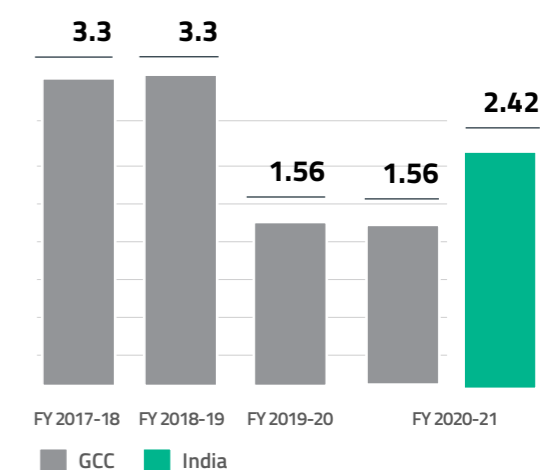


Figure 26 : Cross match to transfusion ratio (Number)





Aster volunteers

Powered by humanity

Established in 2016, Aster Volunteers is the CSR arm of Aster under which all CSR activities are planned and implemented.



325,264
Mobile Medical Services Beneficiaries



170,298
BSL Awareness Beneficiaries



36,278
Free surgeries & Investigations



21,302
Child Health & Wellness Initiatives



114
Differently abled Recruitment & support



543,882
Medical & wellness camps



228,158
Disaster Relief and AID Beneficiaries

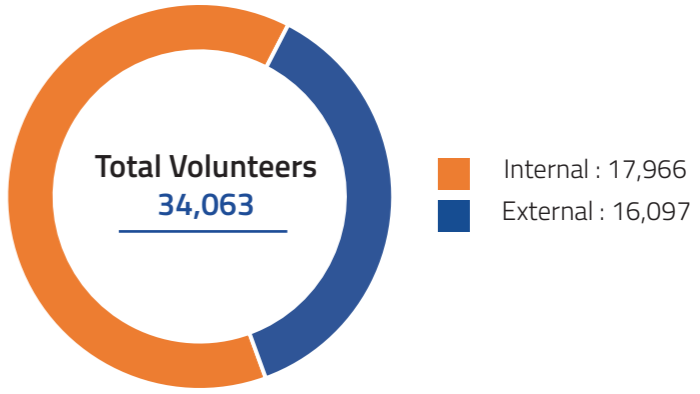


124
Sustainability & Community Connect Initiatives



With expanding the geographical reach of our operations, we encouraged more volunteers to join our team and contribute towards a good cause with their services.

This helped in attracting a good number of volunteers for internal as well as external roles. Aster Volunteers are uniting people from different regions to work towards social causes.



Aster Volunteers

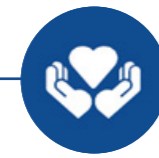
Aster Volunteers was established in 2016 as the CSR arm of Aster DM Healthcare. While different group CSR entities have been working with specific mandates for the past 20 years, these diverse vertical initiatives were consolidated under the larger umbrella of Aster Volunteers.

Aster Volunteers follows a well-defined framework coined as A-B-C-D, Aid, Belong, Coach and Disaster Aid. Through the "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. "Disaster Aid" pillar, is one of the leading areas in which volunteers contribute to society and 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.



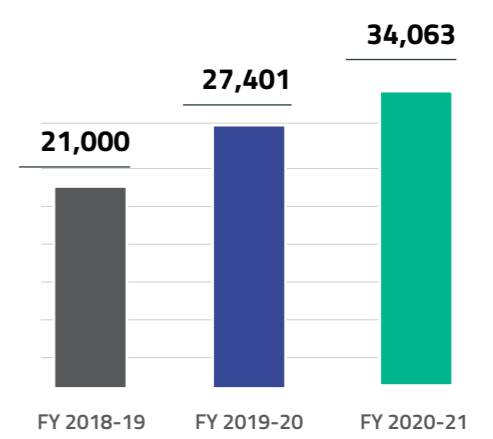
COACH
Includes initiatives that help increase opportunities for employment and income generation.



DISASTER AID
Disaster Response is one of the leading areas in which volunteers contribute to society and development.



Figure 27 : Number of Aster Volunteers

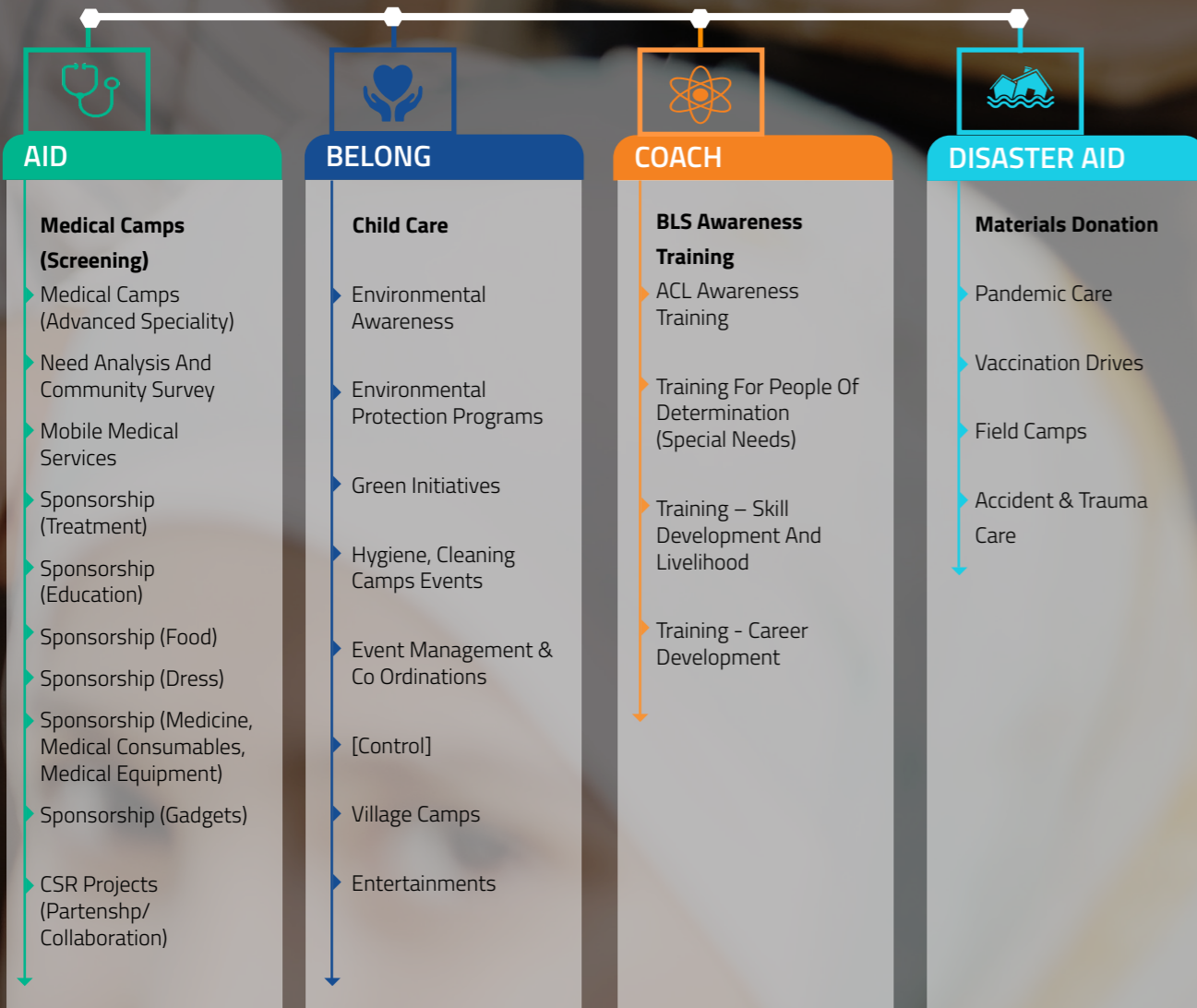


We have seen a **24% growth in our Aster Volunteer Registrations** from the previous year. We will continue to let these numbers grow with our expanding work for the social cause.

Aster Volunteers Strategic Pillars

Aster Volunteers operates under four strategic pillars called the ABCD. The activities under each of these pillars is depicted below.

Four Pillars of 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 Mobile Medical Services

We launched Mobile Medical Services in 2013 to provide primary medical care to people living in remote areas of India, the UAE and other parts of the world, specifically in remote places where medical facilities are non-existent or inadequate.

The mobile medical van is equipped with all facilities to provide diagnostic, laboratory, medical check-ups, consultation, and first aid treatment.

The General Practitioners onboard provide free medical consultation, and if required,

people are referred to the nearest healthcare facility for advanced care in case of medical intervention required. The people are provided with services like blood pressure, blood sugar, BMI and, at times, cholesterol or ECG checks where needed. The mobile clinic team also provides health talks on various topics in different languages educating people on various health matters. The mobile clinic also participates in major campaigns organized by the strategic partners.

Our Mobile Medical Services are currently operational in six countries.



- Blood pressure
- Blood sugar
- BMI
- ECG
- Consultation



AVMMS, India

The AVMMS project was initiated in India in the year 2013 at Jamshedpur, Jharkhand. At present, there are 9 operational AVMMS.

AVMMS, Philippines

In the Philippines, our AVMMS is serving remote areas in Caloocan City. It is being supported by J. Amado Araneta Foundation.

AVMMS, UAE

The AVMMS in UAE operates in Dubai. The Majority of its beneficiaries are ex-pat workers and labourers.

AVMMS, Oman

Our AVMMS in Oman was flagged off in the year 2012. At present, the AVMMS is serving the Sohar region of Oman.

AVMMS, Sudan

In FY 2020-21, we launched AVMMS in Sudan as well.

AVMMS, Ethiopia

Our 8th AVMMS was launched in Ethiopia, first time in Africa. At present, we have one AVMMS operational in Ethiopia.

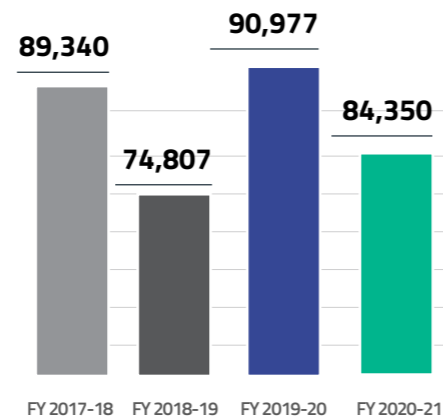




Geographies Where AVMMS is Operational



Figure 28 : Total Number of AVMMS Beneficiaries



We did experience a drop in the number of beneficiaries in the year 2020-21. However, the AVMMS team undertook online seminars to spread awareness and provide online consultations.



The initiative has **positively impacted almost half a million lives** since it began operation. The support offered by AVMMS is valued at 50 Crores INR.

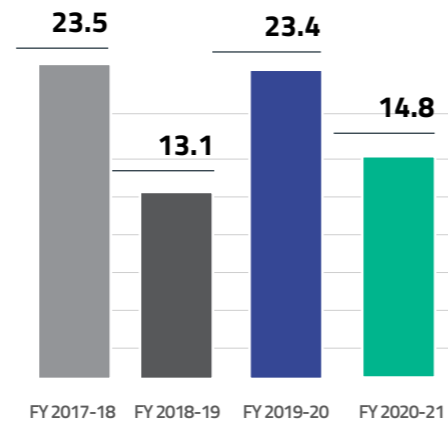


Aster Volunteers Treatment Aid

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, mainly in India. Patients, who are required help, are often provided treatment free of cost.

Figure 29 : Aster Volunteers Treatment Aid in Millions INR



Story of Ms Anooora Antony

Ms. Anooora Antony, a 3-year-old girl, was brought to Aster Medcity with multiple holes in her heart. The condition, aptly called multiple ventricular septal defect, results in the child having several holes in the wall separating both the ventricles of her heart. This is a very difficult condition to treat and results in expensive hospital bills.

Her father and grandfather are fishermen. Aster DM Foundation gave a sizeable amount of support to help pay Anooora's hospital bills. She underwent successful open-heart surgery at **Aster Medcity**.

Save the little hearts"

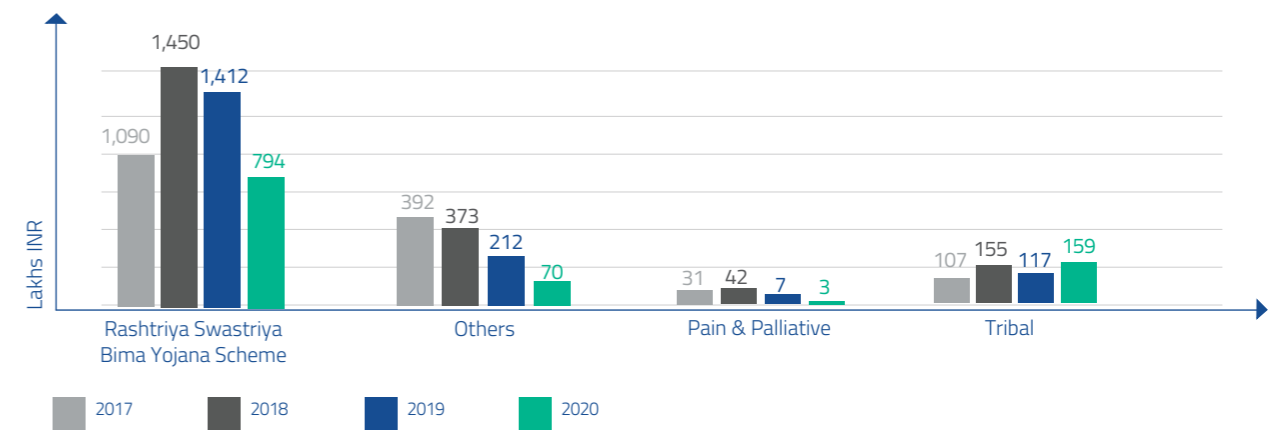


Aster Volunteers Treatment Aid Through Various Schemes at Wayanad

Financial Aid for medical treatment for the financially weaker section is one of the important ways 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.

Figure 30 : Aster Volunteers Treatment Aid Provided in Lakhs INR



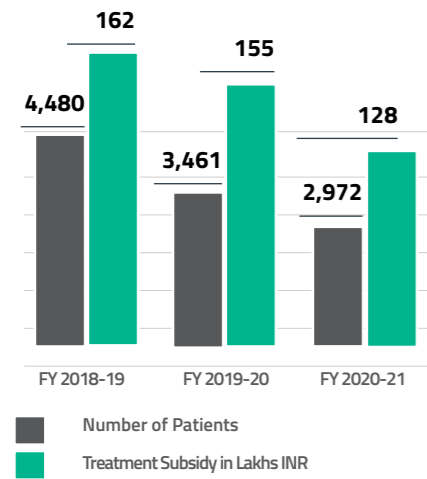
Story of Muhammaed Raihan

Muhammed Raihan, an 8-year-old boy, suffered from blood cancer. He required several cycles of chemotherapy and radiation to be able to survive.

This amounts to around Rs. 10 lakhs worth of treatments. His fisherman father did have enough money to support Raihan's treatment. Aster DM Foundation donated generously towards Raihan's treatments.



Figure 31 : Aster DM Foundation Patient Support in Lakhs INR



Each year we spend crores of INR through Aster DM Foundation as treatment aid for people in need.

In the last 3 years, more than 11,000 people have benefited through treatment aid provided by Aster DM Healthcare.

Story of Feyruza

Feyruza Binth Althani, a 1-year-old baby, was admitted at Aster Medcity with Tethered spinal cord with transitional Lipoma. She underwent complex surgery for the same.

Her father works at a juice shop, and his monthly earnings are meagre. ASK made a sizeable donation to the child's treatment costs.



Story of Alamkritha V M

Baby Alamkritha V M, a 9-month-old baby, got admitted at Aster Medcity Kochi due to liver failure from biliary atresia and was advised of liver Transplant. A liver transplant is estimated at 16 lakhs.

The child belongs to an impoverished family from Palakkad. They survive on the earnings of her father, who is a semi-skilled labourer. ASK facilitated support for the patient from our prestigious "State government's Kerala Social Security Mission, and the patient got 10 lakhs to cover for her treatment.



Story of Ahmmed Faizy

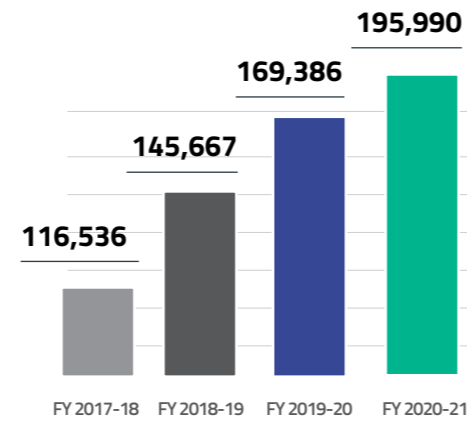
Ahmmed Faizy, a 6-year-old boy, suffers from Beta-Thalassemia. He was treated at Aster and had an extended stay at our PICU. His siblings were also affected by the same disease and are undergoing blood transfusion once every 3 weeks. He is scheduled to undergo a bone marrow transplant in the near future. His father drives a corporation van that collects garbage. ASK provided a huge amount of money to support his treatment.

Aster Volunteers Dialysis Programme

Aster DM Foundation, a division of DM Foundation, has established a network of dialysis centres in Kerala to improve the quality of life of kidney patients who require regular dialysis and cannot afford the medical expenses incurred.

The aim of this initiative is to cover the recurring hemodialysis cost for the survival of the people in need. Similar facilities were established across the state by like-minded people with the support of Aster Volunteers. These centres receive technical support from Aster MIMS, Multi-Specialty Tertiary Care Hospital, Calicut, India. This initiative has become an inspirational model for others to establish many numbers of dialysis centres across the state.

Figure 32 : Number of Free and Subsidised Dialysis



World Diabetes Day 2020 Free HbA1c Tests and Awareness

We at Aster believe that 'Awareness is the key to good health'. Therefore, for World Diabetes Day, Aster Volunteers started a campaign to provide free first level assessments and HbA1c tests (Average glucose level in the blood for the past 3 months) for our community members. This will help in the early diagnosis and management of diabetes in patients.



Aster Mims Kottakkal Screening Camp at School

We organised a five days Thermal screening camp at PKMHSS School Edarikode during their SSLC Model examination. Hundreds of students were screened as precautionary measures to contain the spread of COVID-19.



Crowd Funding for Baby Suffering from Deadly Tumor

A 1-year-old baby girl suffers from embryonal rhabdomyosarcoma and is undergoing treatments at Aster Medcity. This is a deadly tumour affecting the side of her face. The treatment costs are estimated to be upwards of Rs.10 lakhs. Her parents are separated owing to her mother's declining mental health. ASK facilitated a crowdfunding campaign and raised 10 lakhs for her treatment.



Supporting Treatment of a Child Suffering from Meningitis

Diya Fertal, a 6-year-old, was admitted at Aster Medcity due to meningitis and had to undergo costly medical management.

Meningitis is a swelling (inflammation) of the thin membranes(meninges) that cover the brain and the spinal cord. Meningitis is most often caused by a bacterial or viral infection that moves into the cerebral spinal fluid (CSF). CSF is the fluid that protects and cushions the brain and spinal cord.

The family of 6 reside in a small house in 4 cents of land in an interior part of Kochi. Her father, an electrician, is the only breadwinner of the family. ASK supported 50% of the child's treatment costs.



It is our belief that quality health care services should be accessible to all strata of society. Through our CSR initiatives, we are committed to providing medical care to those in need. Through consistent efforts of our people and partners we have been able to support the medical needs of thousands of beneficiaries.

Dr. Azad Moopen
 Founder Chairman & Managing Director



Financial Support for 3 Year Old Child

3-year-old Dewan Hafeez was admitted at Medcity with a congenital hernia, and he had a surgical repair at Aster Medcity.

The child has developmental issues too. He has regular therapy sessions with Aster's Neurodevelopmental clinic, which is being supported by ASK.

The treatment costs were expensive for his parents to bear. His father is an Imam and is the only earner in their family. ASK Supported them financially.





Medical & Financial aid for our People

Aster has been providing medical aid and financial support to several beneficiaries throughout the year. In this section, we have provided how Aster Volunteers and its partners have extended life-changing support to the community.

Mr Gokul has been part of the insurance department at Aster MIMS for around 3 years. He lost his leg in a gruesome car accident in 2012, but the encouragement and support of his family kept his spirit alive.

He had been using a Jaipur leg which had been worn out. The doctors and staff of Aster came together to donate a new prosthetic leg to Mr Gokul. He is now ready to take on life with his new leg and new determination.



Supporting People of Determination

Fazza International Championship for People of Determination

The Fazza International Athletics Championships is being organized since 2009 by the Dubai Club for the People of Determination. It is one of the most popular competitions globally.

Aster Volunteers supported this championship last year and contributed to the necessary first aid for the players of the 2021 International Athletics Championships Dubai.



Common Ground Event

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. The Aster Volunteers Sign Language Training Program was also launched at the event.



Al Amal Program

The program is conducted every year in UAE to support special needs people. The program consists of medical camps, games and activities for special needs people.



Aster Volunteers Qatar Blood Donation Drive in association with VIWA Qatar on 6th November 2020 at VIWA Office, Doha. Total registration: 105 Total units of blood taken: 87



Blood Donation Camps

Aster Volunteers and Dubai Health Authority held a number of blood donation drives during FY 2020-21. Our blood donation camps are held with the highest safety standards so everyone can donate blood safely

and risk-free. The blood donation drives were organised at Aster Hospitals Mankool, Cedars and Quasis. A Total of 160 donors came forward to donate blood.

Recent Blood Donation Camps

57
Donors – Aster Hospital Cedars

47
Donors – Aster Hospital Quasis

56
Donors – Aster Hospital Mankool



Aster Volunteers conducts Blood Donation Drives regularly in GCC. Recently Aster Volunteers conducted two blood donation camps with Lalcares Qatar at Aster Medical Centre, Al Hilal. The camp was successful in collecting 64 units of blood with 82 Registrations. Another Blood Donation Drive associated with INCAS Qatar took place at Hamad Blood Donor Centre. The camp successfully managed 92 units of blood with 118 Registrations.





Livelihood Support by Aster Volunteers



Supporting Women Entrepreneurs

Jaseena, Thasni & Fathima, residents of Thottumugham had a successful business selling coconuts. They began their startup with financial aid, which was thriving well. In August, floods washed away all their stock. Their business and livelihood came to a stand-still.

Hearing their plight, Aster DM Foundation, with the support of Aster Volunteers, decided to extend a helping hand. One truckload of coconuts was donated, enabling them to get their business back on its feet.

Mobile Shop for Late Mr Saidu's Family

Mr Saidu was diagnosed with terminal cancer a few months ago. This did not shatter his hopes. He kept at his business, a mobile phone repairing shop at Thottumukham, Aluva. The income from this would help him cover his anti-cancer drugs and hospital bills. The massive floods then hit Kerala in August, and his shop was flooded. Saidu lived his final days in a relief camp. His cancer had spread beyond control. Rescue workers and doctors visiting camps helped Saidu through his final passing hours. Saidu's family were left impoverished. Like all who leave this world, he also had a last wish.

Aster D. M. Foundation took up the cumbersome task of reconstructing Saidu's shop. The mobile shop was revived and all the equipment replaced.



Tailoring Machine to 10 Women:

Aster volunteers supported ten tailors whose tailoring shops were based alongside the banks of the Periyar river. They had approached the foundation after having lost their sewing equipment during the floods. Aster DM Foundation, along with Aster Volunteers, took the initiative to purchase 10 Brand new sewing machines. Now, their lives are humming again along with the machines.



A Cart and Tender Coconuts to Mr. Sajan C L

Mr Sajan C.L., his wife and their 2 children live out of a rented house. Mr Sajan ran a popular tender coconut cart at Cherai beach. He catered to the tourists visiting the beach and made his income. Sajan's cart was washed off in the 2018 deluge. His distressing situation came to the attention of Aster volunteers. ADMF provided his business with an upgrade. A cart was purchased with new features. The tools required to prepare tender coconuts were bought. Over 2000 INR worth of tender coconuts were provided.

Supporting Mr. Shakthan with Peanut Cart

Mr Shakthan has been selling roasted peanuts from his cart at his humble town of Kadungallur. As Shakthan ran from his home during the Kerala deluge, he forgot to safeguard his peanut cart. All the tools that helped him roast peanuts were lost. Aster DM foundation realised Shakthan's woes. A brand new cart was arranged for and fabricated. A gas stove, utensils and cutlery required to roast peanuts were purchased for Shakthan.





BELONG

Aster Volunteers Village Adoption - MILES

Moopen Institute for Local Empowerment (MILES) was the result of a lifelong dream of the founder of Aster DM Healthcare, Dr Azad Moopen. 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.

Teaching critical livelihood skills in Kalapakanchery, this pioneering project serves as a model that can be replicated across rural India, which is full of untapped human potential just like this village.



Need Assessment Study

We conducted a need assessment study to understand the local requirements and how we can help.



Community Development

Students from the Department of Social Work, Sree Sankaracharya University RC Tirur, visited MILES on 31.03.2021. They had an interactive session with the MILES team. Their visit was to understand and learn about the community development activities implemented by MILES at Kalapakanchery Panchayath.



Sustainable Town Management

A Focused Group Discussion on sustainable town management in Kalpakanchery Panchayath was held at the MILES campus Kadungathukundu on 23rd March 2021



Women Empowerment

Team Formation and training on Economic Empowerment of Women

Gift A Gadget Initiative

Gadgets for Students

Electronic gadgets for 10 needy students were donated by Aster in Mattannur, Kerala.



Desktops for Students

Aster DM Foundation gifted desktops to students during the pandemic to support them in their studies.



TV for Charitable Organisation

Aster DM Foundation gifted a TV to a charitable organisation working for children in Kerala.



Aster AKCAF Wellness Program

AKCAF is the parent organization of 200+ Kerala colleges alumni living in the UAE. The AKCAF Wellness Program was launched on February 19, 2021, in association with Aster DM Healthcare's Aster Volunteers program.

The virtual event conducted by video conference was attended by over 500 patrons and was inaugurated by the Hon Minister of Health for the State of Kerala, Smt K. K. Shailaja. The wellness program was a memorial tribute to Ahmed Ashraf, a senior and active member of AKCAF who passed away recently.

The various programs implemented for the health and wellness of AKCAF members and their families

to support wellness with women webinars, lifestyle disease awareness and health packages were delivered to the member.



Wellness for Women Webinar



Awareness on Life Style Disease



Health Package for AKCAF.





Aster Green Choices Initiative

Sapling Plantation on World Environment Day

On world environment day, we organized a plantation drive across our operations in India. Several groups of volunteers were formed in different areas who planted hundreds of saplings. This step would help improve the biodiversity of the region, provide clean air for people and also sequester carbon dioxide, thus supporting climate change mitigation as well.

Toy Recycling and Distribution

We organized a toy recycling and distribution campaign. We called in our volunteers and communities to donate as many toys as they can, which shall be distributed amongst kids in partnership with Human Appeal International. Volunteers from across Aster, including our Deputy MD, Dr Alisha Moopen, contributed towards donation, collection and repacking of the toys and gifts as an initiative under the Green Choices programme. More than ten thousand toys were collected, bringing joy to thousands of kids across the UAE.



Ecotales a nature conservation initiative

Eco tales is a storytelling initiative to spread lasting awareness amongst school children on conserving nature. And who better to listen to these than the custodian's of the future - the children. Aster Volunteers & Greenstorm Foundation's Eco tales was kicked off by our chairman Dr Azad Moopen in the presence of a large number of student volunteers and a host of other dignitaries. Hopefully, this initiative shall set the wheels in motion for nurturing generation which cares for nature and the environment.



Clean Up Al Wakrah Beach In Qatar

18 Aster Volunteers took it upon themselves to help clean up Al Wakrah beach in Qatar of all disposable rubbish from the beach and its surrounding areas. We would like to thank all the volunteers who helped generously with their time and effort in this difficult but critical endeavour.

Aster Mims Calicut Bucket Programme at CDA Colony Calicut.

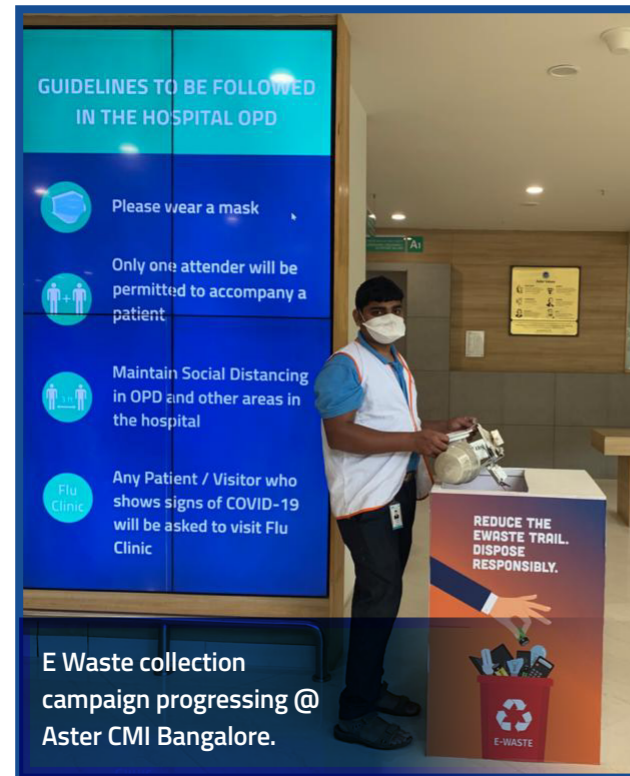
Aster Volunteers, in association with NIRAV Vengeri, Corporate of Calicut and Aster MIMS Charitable Trust, has contributed to providing a healthy and hygienic living to over 168 families. This has been possible through the completion of Project BUCKET – a beautification initiative of CDA colony which includes families from poor financial backgrounds. The beautified houses were handed over to the respective families at an event.



Electronic Waste Management

Electronic waste is considered hazardous as it may contain heavy metals and chemicals that can cause soil and water contamination and can have detrimental health impacts when ingested. We organized an

E-waste collection drive across our operations and collected several significant amounts of the E-waste. The waste was then handed over to recycling facilities and hazardous waste management companies.



E Waste collection campaign progressing @ Aster CMI Bangalore.



Aster Volunteers E waste collection drive - Aster MIMS Calicut.



Aster Volunteer "E waste" collection in progress at Aster MIMS Kottakkal



Aster Volunteer "E waste" collection in progress at Aster Prime

Haritha Arogya Bhavan Initiative

Aster MIMS Calicut partnered with 100 residents associations and conducted campaigns on the health benefits of indoor plants, medicinal plants, homegrown vegetables, handling waste and cancer awareness.

We encouraged the residents to plant these species within their homes so that they can breathe fresh air, eat homegrown vegetables and also avoid several illnesses. The campaign took off in march 2021 and ran for more an 100 days.



Switching from Plastic Bags to Paper Bags

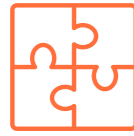
In 2018 we decided to completely phase out the use of plastic bags in our pharmacies. Being a responsible corporate citizen, Aster is well aware of the havoc plastic causes for marine life and the environment. It takes up to 500 years for plastic to fully disintegrate.

Millions of plastic bags have been avoided through this initiative, as we have substituted plastic bags with paper bags, thus positively impacting our environmental footprint.



Switching to Paper Bags at Aster Pharmacy has increased our operational cost as the volumes are huge. However, to meet our commitment and responsibility towards environment, we decided to implement this initiative irrespective of the financial implications.



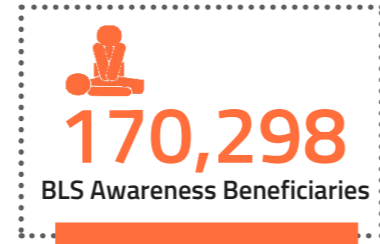


COACH

BLS Training Program

Aster provides Basic Life Support (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 1,70,000+ lifesavers who, at times of need, become crucial responders and save lives.



BLS Training for Kochi Metro Employees

Aster Medcity has provided training in BLS and first aid to the maintenance staff of Kochi Metro. 21 employees of Kochi Metro attended one-day training given by the

emergency department of the hospital. Certificates in BLS and First Aid course were also awarded for the employees.



Aster Volunteers from CMI, Conducted BLS Training Programme for the Armed Forces in India.



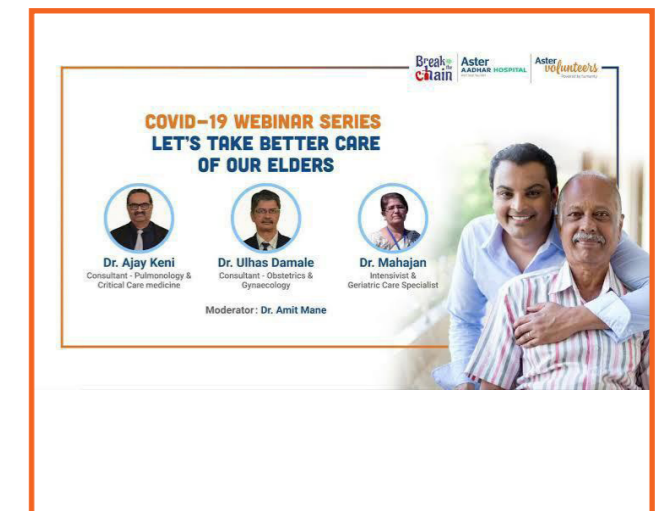
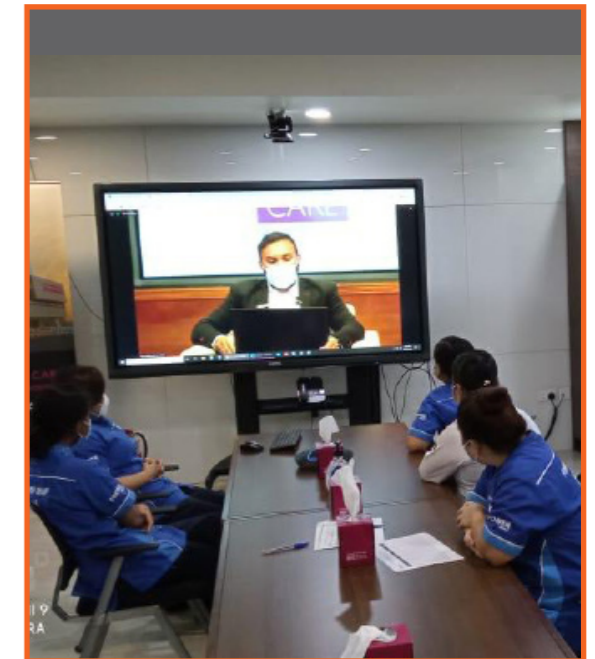
Aster Volunteers conducted BLS training for future RTO officers in India.



Webinars during COVID-19 era

The Covid-19 pandemic is one of the toughest adversities that humanity has faced in modern times, and the impact has left no one untouched.

While our frontline doctors and medical staff are working relentlessly every day to save lives, our Aster Volunteers and or Doctors are doing everything possible to fulfil their commitment of making a positive difference in the lives of the people by various webinars from time to time. Some of these webinars conducted for the same are mentioned below:





DISASTER AID

Support to the Government of Kerala

Aster DM Healthcare has supported the State Government of Kerala in fighting the spread of novel coronavirus (COVID-19) in the subcontinent. 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.



Flood Relief Activities

Aster volunteers became active in flood relief activities in the area where rain and landslide were destructive. In their leadership, the medicines and other items needed for the victims of the disaster were provided.



Food Donation

Aster Volunteers ensured that the ones affected by the second wave of the pandemic, mostly migrant workers, orphanages, old age homes, got access to basic nourishments by donating a generous supply of raw food materials. During the holy month of Ramadan, Aster Volunteers reached out to the ones affected by the resurgence of the virus and made their EID special by working for the needy round the clock.

Stand with Lebanon

Lebanon was suffering the aftermath of the Beirut port explosion that took place in August 2020. Aster Volunteer came together to #StandwithLebanon and packed relief kits. In phase 1 of this initiative, medicines and consumables were sent to Lebanon via The Ministry of Health UAE with the help of our volunteers and contributors.



Covid -19 Field Hospitals

Field Hospitals are temporary hospitals constructed to treat COVID-19 patients. Aster constructed several field hospitals in UAE and India to support the governments in managing the pandemic.



Aster Volunteer Aster CMI initiative to install the 5 bedded Modular ICU at Aster CMI. Appreciate the Sponsors and the efforts taken by Dr Nitish, Ramesh & Team



It shall be able to cater to the need of 50 additional Covid patients beds with needed Oxygen supports and medical care connected to the existing 40 beds Covid ICU facility in their adjacent 50 beds Al Shifa Multi Speciality Hospital at Okla, Jamia Nagar in Delhi.



Aster Volunteers partner with Geojit Foundation to setup Field hospital for Covid patients in Kochi, to be operated by Aster Medcity Hospital. The first 50 beds Aster Geojit Covid Field Hospital is ready to start admitting patients. Overall it will be a 100-bed facility, with the first 50 being supported by Geojit Foundation.

World Health Day at Aster Prime



On World Health Day, Aster Prime Distributed Masks and Created Awareness On COVID-19.

Food Distribution for the Frontline Warriors



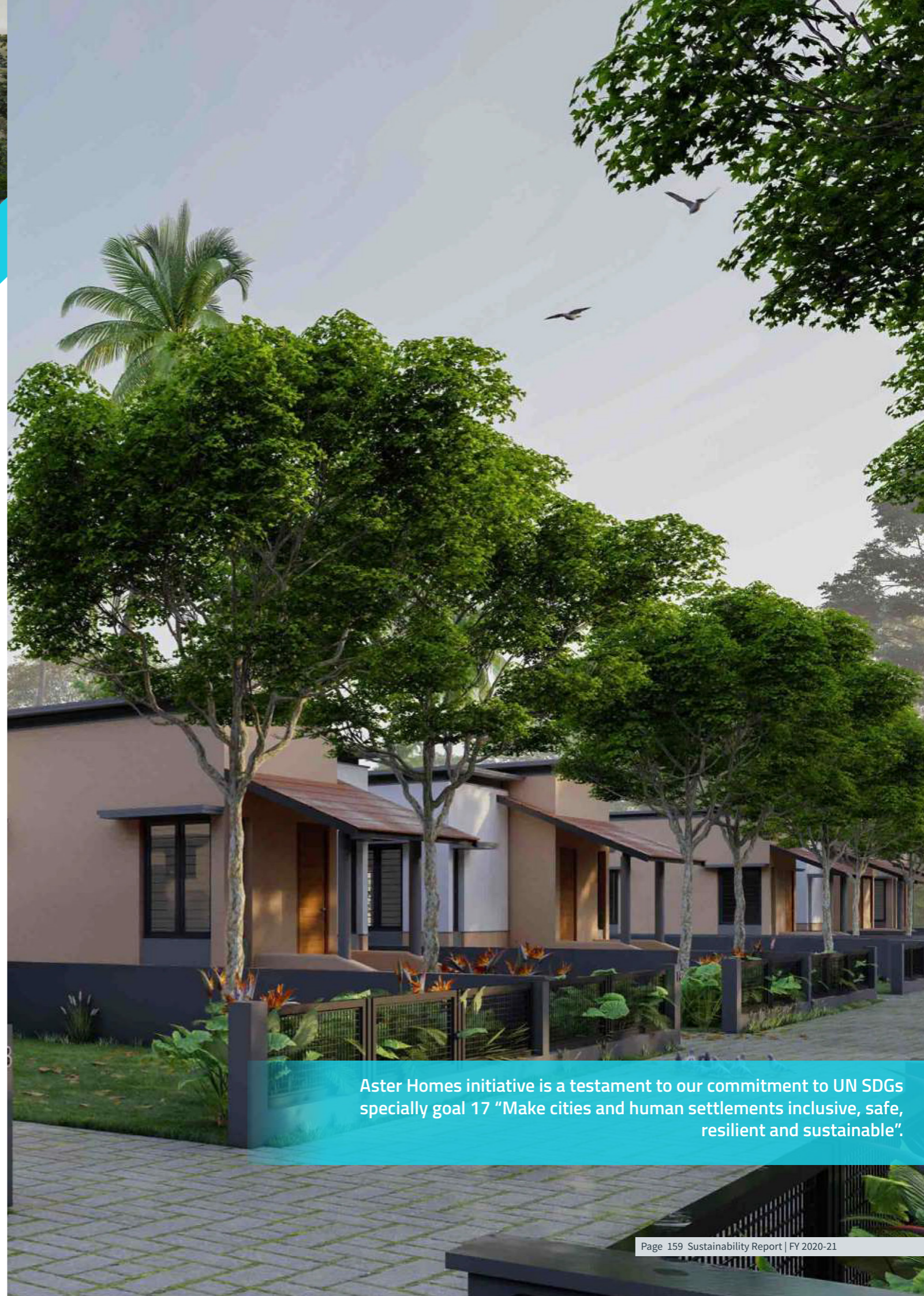
Aster Aadhar Supporting the Frontline Warriors



Hand sanitizer and water distribution to police stations at Kolhapur.



Food Distribution to Police W



Aster Homes - Disaster Aid, Kerala

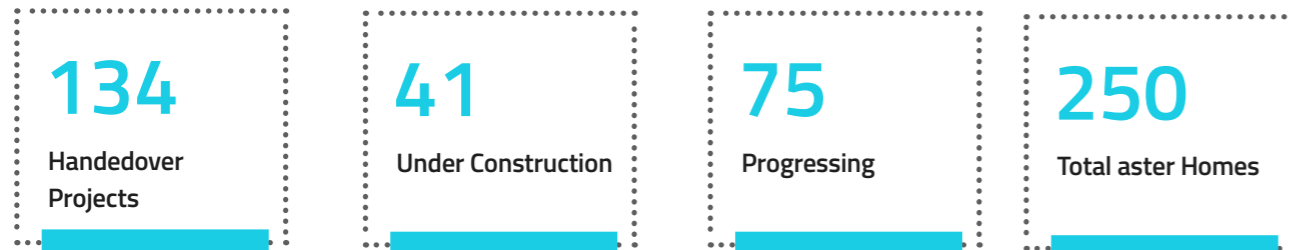
Aster homes are part of our initiatives on disaster relief and were initiated in response to the devastation that occurred during floods in Kerala.

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 to 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.

We now await to welcome the beneficiaries home soon as we have completed 134 projects as of now. 41 more projects are running at present and will be completed soon. We have further set our target for 75 new upcoming projects for Aster Homes.



Aster Homes initiative is a testament to our commitment to UN SDGs specially goal 17 "Make cities and human settlements inclusive, safe, resilient and sustainable".



Nedumbassery
Group Housing
Project



Type - A



Children's Play Area



Type - B



Common Amenities



Type - C



Amphitheatre

Perumbavoor
Cluster



RESPONDING TO THE
COVID CHALLENGE

We have been at the forefront of managing the epidemic and providing treatment and care to thousands of people through the global healthcare infrastructure we have developed. In these testing times, our Aster Volunteers have also stepped forward and provided humanitarian aid to the communities who suffered from the pandemic.



7,375
patients treated



100,088
patients tested



318,490+
food and ration kits distributed



15,486
PPE kits has been distributed



Telehealth
Services established across our facilities to limit the spread of COVID 19





RESPONDING TO THE COVID CHALLENGE

We intended to flatten the curve and maintain business continuity adapting to the new normal through proactive risk management, with a focus on clinical quality. The firm is one of the few in the world with a significant presence in primary, secondary, tertiary, and quaternary healthcare, thanks to its 25 hospitals, 117 clinics, and 220 pharmacies. All these are operated by our 20,000+ employees from throughout the globe, carrying on a simple but powerful promise to the people of the region: "We'll treat you well."



Managing the Resources

Aster DM Healthcare has been at the forefront of managing the epidemic in the Gulf Cooperation Council nations of the UAE, Saudi Arabia, Qatar, and Oman, as well as five South Indian states since the pandemic struck in mid-March 2020.

Based on WHO, CDC, and National standards, priority measures were selected. After identifying the risk areas, we began our journey with risk mitigation techniques such as severity, probability, and impact analysis, as described on the following page:



Facility Management

COVID patients were served by a hospital within a hospital facility, created especially for the purpose. To prevent air contamination and cross-transmission, the air and ventilation system was modified by adding extra negative pressure in single rooms and retrofitting existing air handling equipment.

People Management

We started upskilling and cross-functional training in a timely manner, which included excellent resource management, data monitoring, and a focus on caring, listening, and empathy. Our pandemic-preparedness strategy included ongoing education and constant contact with the infection control staff, doctors, hospital administration, and headquarters.



Workforce Management



Work from home based on employee risk assessment.



Learning and Development: Cross-functional training, upskilling and scaling of healthcare professionals' abilities.



Employee Wellness is handled via the 'Serenity' app for anxiety and burnout.



Aster Salutes Everyday Heroes- We acknowledged, praised, and celebrated their dedication by encouraging the group's frontline COVID soldiers.



Insights from the Chairman, Dr Azad Moopen, were disseminated through various virtual platforms to raise awareness and understanding about various Covid measures, including how to battle Covid.



We treated 7,375 patients and tested 100,088 suspected cases during the time period. We are really happy to inform that the death rate of patients hospitalised to our hospitals was 0.87 per cent due to effective and immediate treatments.



Innovative Measures

Because people could not go to hospitals, it was critical to delivering healthcare to their doorsteps. We launched "Aster COVID-19 Tele triage" in March 2020, with a dedicated hotline available 24/7 across the group. In 48 hours, the "Aster COVID Self-assessment tool" was created to assess the risk profile and monitor patients during quarantine.

The "Virtual OPD" programme began in mid-March 2020. For Non-emergency and follow-up care for patients, nearly 850 professional doctors from a variety of specialities were

made accessible for consultation from the comfort of their own homes. "Aster e Consult"- Mobile App was launched within 15 days following the "Virtual OPD" services, and continuity of care was guaranteed through Aster Labs services and other services by 'Aster Home'. Remote ICU (E-ICU): Automation for continuous monitoring of ICU patients, with data transmitted into a central system for continuous collection and alarm. For close monitoring, many sites were monitored through a single platform.

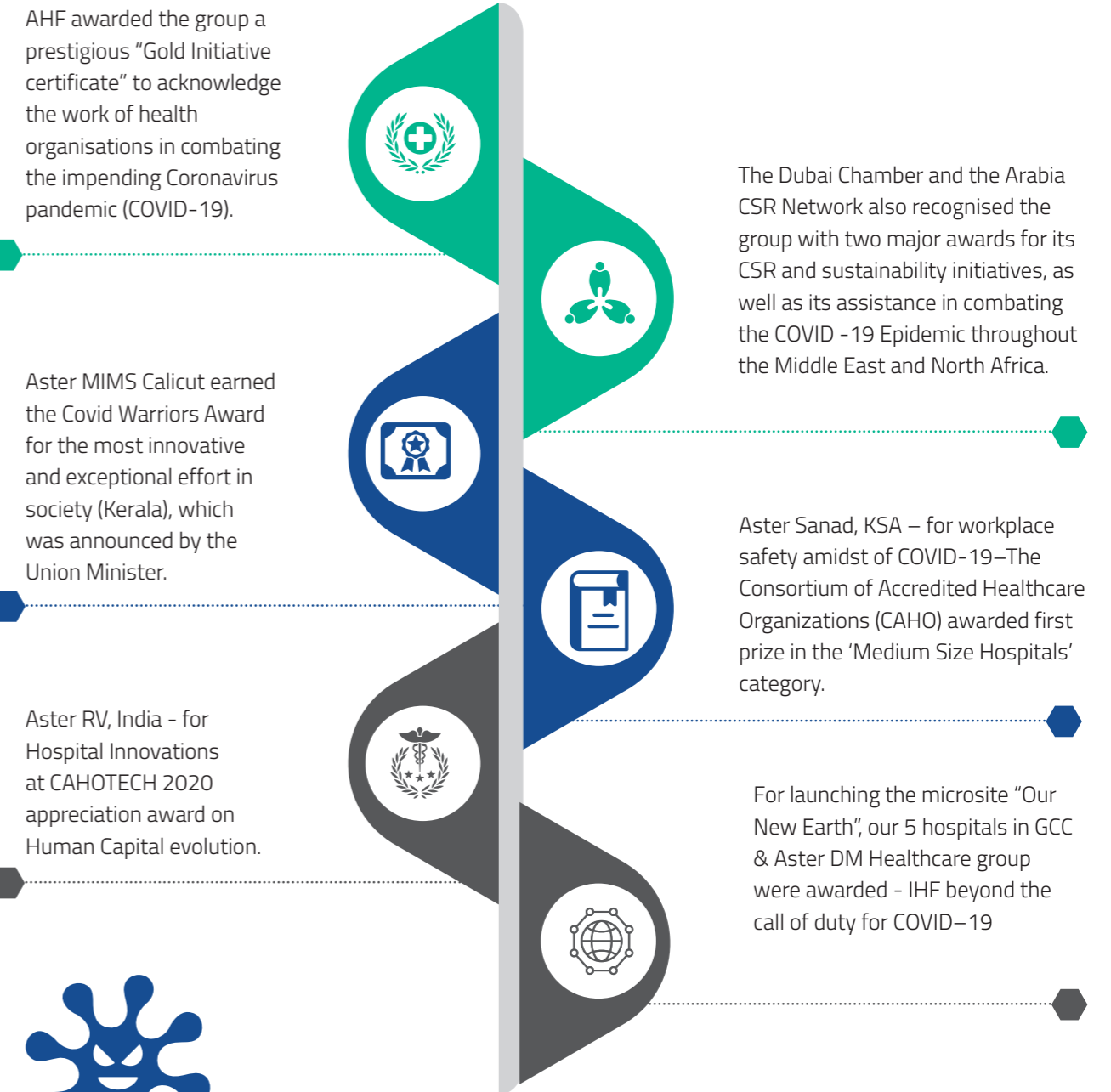


Because of Aster's capacity to anticipate and prepare for the future, it is able to dig deeper into cutting-edge healthcare procedures. Its unwavering commitment to providing the greatest treatment allows it to build additional locations and position itself as a healthcare provider who understands the requirements of the 'new normal'.



Acknowledgement and Awards

Various forums acknowledged and praised all of the aforementioned management and operational practises.





Extended Support to the Community

During this pandemic crisis, we all came together armed with our strong values of Compassion, Respect, Passion, Unity, Integrity, and Excellence, saving the lives of millions providing primary to quaternary care and community support across the geographies we operate.

The timely launch of agile processes, cross-functional teams, business reviews, empowering frontline teams, and projecting clear data on outputs and outcomes across

our units has helped to achieve positive results in record time. From the beginning, Aster has removed boundaries and has broken down silos to execute the strategy in the form of an efficient contingency plan to restore and resume the critical and essential functions and processes.

Aster Volunteers team played a key role in extending community support during this crisis. Our community support program had a multipronged approach and included the



Distribution of Food and Ration Kits

As the pandemic struck and lockdowns across the country were announced and extended. Businesses suffered, and people lost jobs. Those who were daily wagers faced a severe blow as their income stopped suddenly and got stalled for days. We stepped up to the occasion and initiated a program to distribute ration/food kits for those in need.

We were supported by our staff and also external volunteers in the time of need. We were able to mobilize thousands of individuals to support us in the food and ration kit distribution across several states in India as well as in other countries where we have our footprint.



318,490+

Food and ration kits provided to the people

Distribution of PPE Kits

Aster Volunteers team felt the need of making PPE kits available to frontline workers like paramedics, police officers, ambulance drivers, etc. Since Aster has been running several hospitals and clinics and therefore has a well-established supply chain, this supply chain was utilized to procure additional PPE kits and was distributed through our Aster Volunteer teams. Thousands of these PPE kits were distributed to front line workers in India.



15,486

PPE kits has been distributed





AVMMS Health Camps

Aster Volunteer Mobile Medical Services units (AVMMS) has been providing medical services to far-flung areas and financially weaker sections of society for the past 8 years. During the Covid 19 pandemic, the AVMMS teams has been setting up health care camps for economically weaker sections. These health camps are providing covid screening services, awareness sessions and have also recently started vaccination drives in those areas.



46,402

Individuals with these camps

Organizing Webinars

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 during lockdowns by starting a new hobby. Different influencers and practitioners collaborated with us and volunteered to host the webinars.



500,705+

Webinar participants



Distress Call Helpline

We set up a dedicated helpline to support people battling with the pandemic. We received hundreds of distress calls and attended to their requests to the extent possible. Through these calls, we helped people get medical as well as emotional support required during these unprecedented times.



16,697

Calls

Tele Consult

We initiated tele consulting in India to support patients during the lockdown. For nearly 45% of the cases, patients were treated free of cost. The Free Covid-19 Tele triaging was provided to nearly 3,400 patients in India. In the Bangalore cluster, service orders for labs and pharmacies were tracked. 21% of Tele consult patients ordered lab services, and 42% of such patients' samples were collected from Home; 80% of Tele consult patients placed pharma orders, and the medicines were efficiently delivered to patients with our logistic services.

In Andhra Cluster, the Teleconsultation resulted in 100 Inpatient admission every month. 80% of the doctors who used the Tele consult platform expressed a satisfaction level of 91%. About 10,000 Patients offered feedback on Tele consult services, and the satisfaction level was 90%.



19

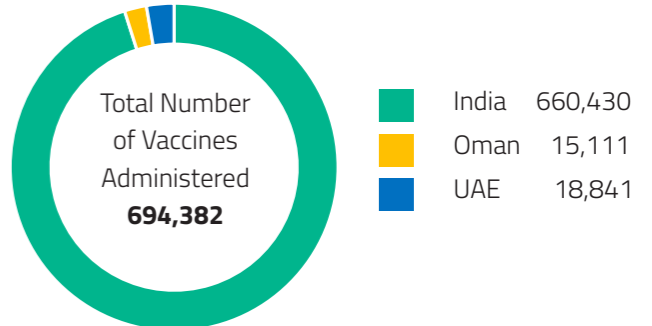
Tele triaging was provided



Vaccination drive in India, Oman and UAE

Aster has initiated its vaccine drive in January this year. Several of our AVMMS units have also started providing the vaccine to far-flung areas.

Currently, our vaccination drives are operational in India, Oman and UAE. Till March 2021, we had conducted close to 20,000 vaccinations which rose to 700,000 by August 2021.



Massive COVID-19

Screening Drive in Dubai

Our Aster Volunteers are doing everything possible to fulfil their commitment to making a positive difference in the lives of the needy during the pandemic.

Even though it meant they had to put their personal safety at stake, the Aster Volunteers

Team, UAE, has been working on the field continuously to help people. The team has been working very closely with Dubai Health Authority and Aster Pharmacy & Clinics team to conduct mass screening camps at various congested neighbourhoods in Dubai and are also supporting isolation facilities.



One of a kind drive in vaccination campaign in Oman.



Awards and Recognitions 2020

This year we won six sustainability and CSR awards and recognitions, further cementing our position as a corporate leader excelling in sustainable development.





CSR and Sustainability Awards Won in the Previous Years

Awards	Year
Arabia CSR Award	2018, 2019, 2020
CSR Healthcare Award	2019, 2020
Dubai Chamber CSR label	2019
Golden Peacock Global Award for Corporate Social Responsibility	2019
IHF/Bionexo Excellence Award	2019
Best CSR Community Health Award Healthcare Summit Awards	2019
Association of Healthcare Providers India (AHPI) Awards	2019



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	12			
	102-2 Activities, brands, products, and services	12, 13			
	102-3 Location of headquarters	Dubai, UAE			
	102-4 Location of operations	16, 17			
	102-5 Ownership and legal form	Publically Listed			
	102-6 Markets served	16, 17			
	102-7 Scale of the organization	104			
	102-8 Information on employees and other workers	104, 105			
	102-9 Supply chain	Our suppliers include, medical equipment suppliers, pharmaceutical suppliers, utility companies, waste management companies, service providers and consultants.			
	102-10 Significant changes to the organization and its supply chain	NA			
	Precautionary Principle or approach 102-11	74, 75, 82, 83, 92, 93, 98			
	102-12 External initiatives	8, 9			
	102-13 Membership of associations	Joint Commission International (JCI), NABH			
	Strategy				
	102-14 Statement from senior decision-maker	4, 5			
	Ethics and integrity				
	102-16 Values, principles, standards, and norms of behavior	14, 15			
	Governance				
	102-18 Governance structure	33			
	102-21 Consulting stakeholders on economic, environmental, and social topics	38, 39			
	102-22 Composition of the highest governance body and its committees	35,36,37,38			
	102-23 Chair of the highest governance body	35			

GRI Standard	Disclosure	Page number(s) and/or (URL)s	Omission		
			Part Omitted	Reason	Explanation
GRI 102: General Disclosures 2016					
Stakeholder engagement					
	102-40 List of stakeholder groups	41			
	Collective bargaining agreements 102-41	Collective bargaining agreements are not currently permitted in the UAE			
	102-42 Identifying and selecting stakeholders	41			
	102-43 Approach to stakeholder engagement	40,41			
	102-44 Key topics and concerns raised	43			
Reporting practice					
	102-45 Entities included in the consolidated financial statements	Aster DM Healthcare			
	102-46 Defining report content and topic Boundaries	42			
	102-47 List of material topics	43			
	102-48 Restatements of information	None			
	102-49 Changes in reporting	Not Applicable			
	102-50 Reporting period	April 2020 to March 2021			
	102-51 Date of most recent report	March 2020			
	102-52 Reporting cycle	Annual			
	102-53 Contact point for questions regarding the report	188			
	102-54 Claims of reporting in accordance with the GRI Standards	This report has been prepared in accordance with the GRI standards : Core Optionn			
	102-55 GRI content index	182			
	102-56 External assurance	Not Applicable			

Material Topics					
GRI 200 Economic Standard Series					
Economic Performance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	13			
	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	74, 75			
	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	76,77,78,79			
	302-3 Energy intensity				
	302-4 Reduction of energy consumption	80,81			
Water					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	82, 83			
	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	84, 85, 86, 87			
Emissions					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	92, 93			
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				

Emissions					
Emissions :305 GRI 2016	305-1 Direct (Scope 1) GHG emissions	94, 95			
	305-2 Energy indirect (Scope 2) GHG emissions				
	305-4 GHG emissions intensity				
	305-5 Reduction of GHG emissions	96, 97			
Effluents and Waste					
Management :103 GRI 2016 Approach	103-1 Explanation of the material topic and its Boundary	88			
	103-2 The management approach and its components				
	103-3 Evaluation of the management approach				
Effluents and :306 GRI 2016 Waste	306-1 Water discharge by quality and destination	88-91, 99-101			
	306-2 Waste by type and disposal method				
	306-4 Transport of hazardous waste	NA			
Environmental Compliance					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	74,82,92,98			
	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					
Management :103 GRI 2016 Approach	103-1 Explanation of the material topic and its Boundary	109-111			
	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	109-111			
	404-2 Programs for upgrading employee skills and transition assistance programs				
	404-3 Percentage of employees receiving regular performance and career development reviews				
Diversity and Equal Opportunity					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	106			
	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	106-108			
	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	106, 107			
	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	106-108			
Non-discrimination					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	118, 119			
	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	116-165			



We'll Treat You Well

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