

# Corporate Social Responsibility (CSR) Policy

Aster DM Healthcare extends primary care services through its wide network of neighborhood clinics and pharmacies, secondary to quaternary care, through its various hospitals, medical education through its medical colleges and academy and community beneficial programmes through various sustainable CSR initiatives, well supported by its multi-tire brands "Aster", "Medcare" and "Access".

Corporate Social Responsibility (CSR) is not considered to be just a statutory requirement for the organisation, but the logical extension of its core values. Aster Volunteers was established in 2016 as the CSR arm of Aster DM Healthcare. Aster Volunteers was founded with the aim of serving as a catalyst for social impact action and to function as a platform for all those who wish to contribute to its humanitarian efforts. Operating under a two-fold approach, Aster Volunteers encourages members from its internal group entities to personally take up and see through as many initiatives as possible to give back to society. On the other hand, we are working to build a combined volunteer force consisting of Aster employees and members of the public, who are willing to utilise their time and energy to make a meaningful impact in society. While different group CSR entities have been working with specific mandates for the past 20 years, these diverse vertical initiatives have now been consolidated under the larger umbrella of Aster Volunteers. Some of these group foundations have existed almost as long as the group itself. Serving many specialised functions, each of them has been enriching the lives of millions.

## 1. 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.

## 2. CSR Mission

---

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

## 3. CSR Objectives

---

- The Company will undertake social projects in designated communities, in a focused manner to generate maximum positive impact.
- The Company is committed to all its stakeholders to conduct business in a socially and environmentally sustainable manner that is transparent and ethical.
- Develop and implement community enablement programmes for sustainable socio-economic development.
- The Company is part of a bigger ecosystem of people, values, organizations, nature and environment, and the company understands that it is its social responsibility to give back to the world.

## 4. CSR Governance Structure

---

The governance structure ensures judicious fiduciary management practices are followed at all times. Efficient financial controls, transparency and measurability are the key pillars defined by The Board to ensure responsible use of funds for the right purpose. The Board sets out the functions– describing the Governance structure and committees and monitors performance so the benefit is truly and rightfully passed on to the beneficiaries.

## 5. Roles and Responsibilities

### The Board of Directors is responsible for:

- i. Overseeing the Governance and Management of CSR activities of the Company.
- ii. Approval of the appointment of Directors by the shareholders and hold them accountable for the performance of the Company.
- iii. It is the Directors' responsibility to ensure that an effective Corporate Governance structure operates in the Company.
- iv. Monitoring of anti-corruption policy by the Finance Department along with internal & external audit team.
- v. Day-to-day processes will be monitored, and findings reported to the Chief Financial Officer and with the COO & CEO if required.
- vi. External audit – a crucial strategy to identify corruption in the organisation and is responsible for reporting at the Board level.
- vii. Ensuring that the Company spends, in every financial year, at least 2% of the average net profits of the Company made during the three immediately preceding financial years in pursuance of the Policy.

## 6. CSR Committee

The Company has set up a core CSR Committee comprising of Board Members & selected stakeholders responsible for successful execution of sustainability programmes. This committee meets regularly to plan, review and monitor all the Company's CSR activities. Three or more directors, out of which at least one director, shall be an independent director.

## 7. Functions of CSR Committee

- i. Formulate and recommend to the Board, a Corporate Social Responsibility Policy which shall indicate the activities to be undertaken by the company as specified in Schedule VII.
- ii. Recommend the amount of expenditure to be incurred on the activities referred to in clause (a).
- iii. Monitor the Corporate Social Responsibility Policy of the company from time to time.

## 8. Corporate Sustainability Focus Areas & Programmes

The Company's Sustainability Programme focusses on core areas, largely, Environment, People and Society.

**I. Environment:** The Company has defined measurable environmental, social and governance performance indicators based on strategic priorities. Environmental risk and impact assessments are conducted on a regular basis. In line with this, the Company will aim to protect the environment by taking a collaborative approach to sustainability practices such as:

- **Efficient Waste Management:** Committed to moving towards circular economy. Waste management hierarchy is to Reduce, Reuse, Recycle and dispose in line with waste management best practices and regulations.
- **Energy efficiency & renewable energy:** Optimize energy consumption through out our operations. Integrate renewable energy into our operations wherever feasible.
- **Sustainable Consumption of materials and consumables:** The Company has an Environmentally Preferable Purchasing (EPP) Policy in place to eliminate certain toxic products or materials from healthcare facilities and reduce negative environmental or health effects related to these products before they occur. The company involves suppliers in its initiatives to identify safer products and materials and reduce its environmental footprint.
- **Climate change and global warming:** Measure, reduce and offset our Green House Gas emissions to the extent possible in order to mitigate climate change and global warming in line with the Paris Agreement mandate.

- Sustainable Transportation: Promote usage of alternative and public transportation amongst our stakeholders in order to minimize the negative impact on the environment and quality of life.
- Water Pollution Control: Efficient utilization of water throughout our value chain. Reduce consumption, recycle and reuse wherever possible and treat the waste-water to the extent possible and in line with regulations prior to disposal.
- Biodiversity conservation: Create awareness regarding the importance of Biodiversity amongst all stakeholders. Manage, develop and improve the natural habitats within our premises. Promote the usage of native or adapted species of flora within all landscaping activities under control of Aster.
- Specific emphasis has been placed on local environmental and social priority issues.
- An environmental health and safety programme are maintained that conforms with and/or exceeds all applicable local, state and federal environmental, health and safety standards and regulations.
- An environmental health and safety program is maintained that conforms with and/or exceeds all applicable local, state and federal environmental, health and safety standards and regulations.
- The company involves suppliers in its initiatives to identify safer products and materials and reduce its environmental footprint.
- The company prioritizes procurement from local suppliers.

**II. People:** The Company has enforced a strict Employee HR Governance, Employment of Equal Rights to Women, Recruitment of Differently Abled People and ensuring employment of peripheral community members. The policies are well defined to ensure employee satisfaction and retention.

The Company has also enforced CSR training modules for newly inducted employees to the organization ensuring the CSR culture is imbibed as they start work. The latest communication technology support is provided to all employees ensuring reduction of unwanted travels and thereby improve efficiency.

**III. Social:** The Company has given importance for Social Impact, through various community beneficial programmes through Aster Volunteers in various geographies of its operations or beyond. The Company initiated a Volunteer platform with clearly defined goals and objectives, to ensure better sustainability and make better employee engagement of Asterians within the organization. For people who have the desire to positively impact change, Aster Volunteers has a twofold approach:

- Internally - Aster Volunteers are to personally take up and see through as many initiatives as possible to give back to the society.
- Externally - A task force of Aster Volunteers is being built with employees and public, who are willing to spare their precious time and skills for those who need help.

The vision is to take this noble initiative forward across diverse regions and touch millions of lives of people. Necessary arrangements and platform are made for people from all walks of the life, able to join the Aster Volunteers programme, or do various activities well aligned with the CSR strategies of the organisation.

These programmes are listed under ABC (Aid, Belong & Coach) categories, with a recognition programme based on the services delivery and volunteer manpower hours spared for various activities.

The following are the strategic pillars of various programmes, in which the activities are made.

**a) Aster Volunteers Health & Safety Awareness Programmes (AV H&S ):**

- The Company conducts regular Community Health & Safety, wellbeing Programmes for developing a healthier society.
- The Company conducts various health awareness drives for social causes like Quit Tobacco, BLS Awareness Programmes, Cancer Awareness & Screenings, Health Pledge Campaign, Road



Safety & Accident Prevention Campaigns, Health Awareness Activities for Prevention of Lifestyle Diseases & Seasonal Diseases, Health Awareness Programme in Media, Regular Free Medical Screenings Camps, Blood Donation Drives etc.

**b) Aster Volunteers Mobile Medical Services ( AV MMS ):**

- Mobile Medical Units have been introduced into service to provide primary medical care to people living in remote areas or in areas with compromised living conditions in India, the UAE and Philippines where medical facilities are inadequate or non-existent or people living in compromised living conditions.
- The Mobile Units offer services of doctors and paramedics.
- Free of charge medicines are also provided when required in the Mobile Units.
- Regular visits are conducted by these units to hilly areas in the North-Eastern State of Jharkhand in India, housing areas of labourers in the UAE, less privileged communities in Metro Manila in Philippines and remote villages in Kozhikode, Kerala and Tribal Villages of Odisha India.
- The Company is initiating more Mobile Healthcare Units in wider geographies of India and GCC, thus ensuring healthcare accessible to all.

**c) Aster Volunteers Community Dialysis Centres (AV CDCs):**

- The Company established a first of its kind "Standalone Community Dialysis Centre" in the state of Kerala. The focus is on improving quality of life of kidney patients, who cannot afford the recurring treatment or surgical expenses and need regular haemo-dialysis for survival.
- The Company established a first of its kind "Standalone Community Dialysis Centre" in the state of Kerala. The focus is on improving quality of life of kidney patients, who cannot afford the recurring treatment or surgical expenses and need regular haemo-dialysis for survival.

- Similar facilities were established across the state either directly by Dr. Moopen, Founder Chairman & Managing Director or by like-minded people with the support of Dr. Moopen. These centers receive technical support of Aster MIMS Super Specialty Hospital, Calicut.

**d) Aster Volunteers Early Diseases Detection & Cancer Screening Programme (AV EDDCs):**

- The Company has established a number of Early Diseases Detection and Cancer Screening Centers (EDDCs) in association with Aster DM Foundation and other NGO's.
- The centers receive technical and medical support from Aster DM Healthcare's facilities in Kerala, such as Aster Medcity, Kochi and Aster MIMS, Calicut.
- The centers work to create awareness among people about cancer and the need for early detection by providing comprehensive checkup.
- All the services are provided free for the economically marginalised people or at a highly subsidized rate.
- The Company conducts regular cancer awareness and structured cancer screening programs.
- Treatment subsidies are provided for patients requiring secondary/tertiary care if they belong to marginalized communities or Free for BPL (Below Poverty Line) members, through various schemes.

**e) Aster Volunteers Paediatric Cardiac Surgeries - "Save Little Hearts":**

- Children born with heart anomalies are treated and their heart condition corrected through timely detection and surgery. The Company intervenes with the objective of providing the best care that modern medicine can provide to children, regardless of ethnicity, nationality, or financial status.

**f) Aster Volunteers Treatment Aid (AVTA):**

- The Company provides financial support worth crores of rupees every year to patients, who cannot afford the cost for advanced treatment, including complex surgeries.
- An efficient and effective system is in place for assessing and extending subsidies and support to eligible patients for treatment at the Company's facilities in India.
- Patients, who are found to be in need of financial supports, are assessed by a predefined criterion and then provided treatment free of cost.

**g) Aster Volunteers Disaster Management Supports (AV DMS):**

- The Emergency Departments of the hospitals of the Company have a dedicated disaster management team to provide immediate healthcare support to the victims of natural calamities and disasters.

**h) Aster Volunteers Village Adoption (Healthcare & Social Empowerment):**

- Healthcare Village Adoptions Model implemented very successfully in Kerala at Karadu by Aster MIMS Charitable Trust, in association with Aster MIMS, Calicut, and has received appreciation from the Health Ministry of Government of Kerala.
- Dr. Moopen's Family Foundation has established Moopen's Institute for Local Empowerment (MILES) as a role model Village Adoption Project in his native village Kalapakanchery in North Kerala.
- 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.

**i) Aster Volunteers Support to Differently Abled & Special Needs Schools:**

- The Foundation runs a Special Needs School in Northern Kerala at Kalapakanchery in Malappuram which helps creating great awareness among the people of the need to provide special care for differently abled children.
- Funds are raised through internal sources of the Chairman and his family.
- Provisions for Differentially abled people, including well-being activities and providing employment opportunities are in place in the organizational strategy and in the ongoing activities of the Company's Volunteer programme.

**j) Aster Volunteers NGO Aids & Partnership Programmes:**

- The Company supports selected NGO's through financial contribution to support the wellbeing of the society. NGOs working in the healthcare, education, and socio- developmental activities are getting support through Aster DM Foundation or DM Family Foundation.

**k) Aster Volunteers Community Connect Programmes:**

The company supports various community connect programme under the Aster Volunteers. A, B, C, baskets engaging the internal and external Volunteers and the operational units in the regions and its supporting foundation/trusts or strategic partners.

While the above strategies shall drive the focus of Aster Volunteers CSR activities, the key focus of the programme shall be around the Major 6 Pillars of Activities that shall be monitored and measured periodically to understand the impact of the same to the society and make a change.

1. Aster Volunteers Mobile Medical Services
2. Aster Volunteers BLS Awareness Training Programme
3. Aster Volunteers Treatment Aid
4. Aster Volunteers Support to the Differentially Abled
5. Aster Volunteers Medical Camps & Community Connect Programmes
6. Aster Volunteers Aid for Disaster or Int'l Community, through NGOs.

## 9. CSR Budget

- The Company ensures substantial funding for its CSR Programme initiatives and is based on annual budgeting, allocating a percentage of yearly turnover for the subsequent year.
- In every financial year, at least 2% of the average net profits of the company made during the three immediately preceding financial years, in pursuance of its Corporate Social Responsibility Policy, provided preference is given to the local area and areas around the company where it operates.
- Annual Budgets Meetings happen during the 4th quarter of every financial year and board approvals happen by the year end reviewing various activities and projects proposed with specific project targets and time lines for periodical reviews and KPI measures.

## 10. CSR Implementation

The investments in CSR has been conceptualized as 'Project Based' and for every project, the time frame and periodic mile stones shall be finalized at the outset. The geographical reach and beneficiaries of the respective projects shall be considered. As to meet the statutory compliances and justifies the actions, the company shall give preference to the local areas and areas around it where it operates, while considering new projects. The quantum of estimated investment in each project or an estimation on an overall basis shall be assessed by the CSR Committee. Annual allocation of funds towards CSR Expenditure shall then be provided. CSR Committee and the responsible account holder and the stake holders, in the respective project front shall ensure successful implementations are taken care of with Projects Reports and periodical updates through MIS (Management Information System).

## 11. Monitoring, KPI and Reporting Framework

**a) Compliance and Monitoring:**

The Company has put in a robust system in place for continuous monitoring and evaluation of each CSR project in progress with reference to major and long-term projects.

- For grass root level monitoring and evaluation, the Company has formed a lead committee of people with responsibility and accountability.
- Periodic in-situ inspection is conducted of concerned CSR projects and their findings documented in the form of reports.

- MoU or Agreement signed between/among the parties of the concerned CSR project shall form basis for monitoring and evaluation of the same.
- Head CSR is responsible to prepare the consolidated report of projects evaluation and monitoring and present the same to the Company's CSR Committee in its periodic meetings.

**b) Publication of CSR reports:**

- The Company shall report all its CSR activities and accounts to the competent authorities from time to time in the prescribed manner and mode.
- The Company shall have a dedicated link for CSR reporting at its official portal, social media, third party publishers of print, radio and television, which shall be updated periodically by the officials authorised for the purpose.

## **12. Review of CSR Policy**

---

CSR Committee consists of Board Members, Directors and Key Stakeholders review the CSR Policy annually and take necessary amendments.

