

December 08, 2022

The Secretary Listing Department, BSE Limited, 1st Floor, Phiroze Jeejeebhoy Towers Dalal Street, Mumbai 400001 Scrip Code: 540975	The Manager, Listing Department, The National Stock Exchange of India Ltd Exchange Plaza, C-1, Block G Bandra Kurla Complex Bandra (East), Mumbai 400051 Scrip Symbol: ASTERDM
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Dear Sir/ Madam,

Sub: ESG Report for the financial year 2021-22

With reference to captioned subject, please find enclosed the ESG Report for the financial year 2021-22.

The same is also made available on the website of the Company at <https://www.asterdmhealthcare.com/investors/financial-information/sustainability-reports>

We request you to take the same on record.

Thank you

For **Aster DM Healthcare Limited**

HEMISH
PURUSHOTTAM

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HEMISH PURUSHOTTAM
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Hemish Purushottam
Company Secretary and Compliance Officer



Driving Value Creation through Sustainable Shifts in the Healthcare Spectrum

An insight into Aster DM Healthcare's
commitment to ESG pillars

Aster DM Healthcare Limited

ESG REPORT

FY 2021-22



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ABOUT THE REPORT

Aster’s Sustainability Report FY 2021-22 has been prepared in accordance with the GRI Standards: Core option. Through the annual sustainability report, we publicly disclose our sustainability performance to all internal and external stakeholders.

For report preparation, the Aster DM Healthcare has adhered to the following reporting principles for ensuring report quality: Accuracy, Comparability, Balance, Reliability, Clarity and Timeliness. 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 as spanning across the three pillars of sustainability: Environment, Social, and Governance.



Completeness

Covering material topics, across the boundaries, to reflect the Environment, Social, and Governance impacts.



Materiality

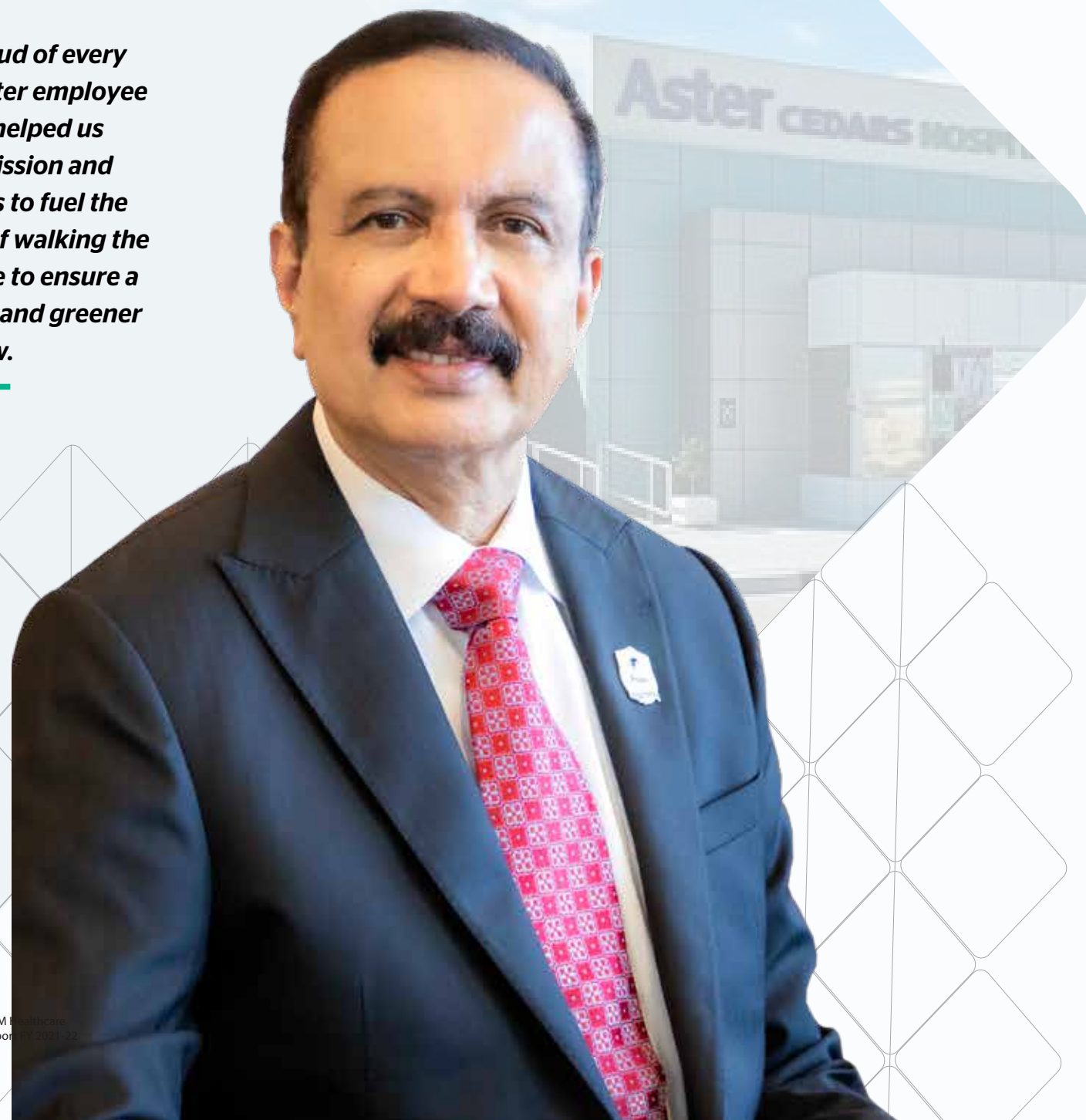
Reflecting significant Environment, Social, and Governance impacts and the aspects that substantively influence the assessments and decisions of stakeholders.

In addition to the GRI reporting standards, Aster DM Healthcare also adheres to the Business Responsibility and Sustainability Reporting (BRSR) guidelines, set by the Securities and Exchange Board of India (SEBI).





I feel proud of every single Aster employee who has helped us on this mission and continues to fuel the passion of walking the extra mile to ensure a healthier and greener tomorrow.



MESSAGE FROM THE CHAIRMAN

“We’ll treat you well.” A promise that became the foundation of the Aster DM Healthcare Group’s operational ideologies. When we founded the firm in 1987, we had just one objective: to make quality medical services accessible for all strata of society.

After more than three decades of operations, various accolades, awards, and recognitions from both the healthcare fraternity and government bodies, we feel even more motivated and proud to keep doing our best.

We believe that without a healthy environment, it is nearly impossible to nurture a healthy society, which means that we need to look out for our environment as much as we need to ensure the best medical services for our patrons. We do this conscientiously and successfully by regularly monitoring and managing our energy consumption, GHG emissions, water use, and waste management practices.

Our commitment to UNSDGs has been recognised year after year through various awards related to CSR and sustainable development. I am sure every Asterian feels proud to be a part of an organisation that not only does good by itself but also motivates and promotes other corporates and people to take a step forward in ensuring a healthier tomorrow for everyone worldwide.

Aster Volunteers have been able to positively impact more than three million+ lives in this financial year alone. Approximately 2 million individuals benefited from the COVID-19 community support programme; 250+ Aster homes were delivered to families affected by the Kerala floods; INR 18 crore+ the worth of treatment support was provided to the needy, and 16,697 distress calls were attended and responded to promptly.

Diversity and inclusion have always been the key attributes of the Aster DM Healthcare group. Today, we have employees from more than 70+ nations working with us; 57% of our workforce is women, and 20 People of Determination (PoD) have been hired across our operations in this financial year. For many, these are just numbers and stats, but for us, they are the metric of the success of our ideologies; they are a testament to how

far we have come in achieving the goal of the common good. It fills me with pride and honour that we have been able to build a legacy that speaks of trust, care, and empathy beyond everything else.

In this financial year, we made significant impact in terms of environmental performance. We reduced almost 2000 MWh of electricity consumption across our hospitals in the GCC and India. We recycled 268,982 KL of effluent and 85,915 KGs of waste. We are also installing a 1.4 MWp solar PV installation as an additional step towards utilising GHG-free electricity within our operations.

We operate in a zone of excellence, and the awards we have won are testimony to it. Last year, Aster DM Healthcare won six sustainability and CSR awards and recognitions, further cementing our position as a corporate leader excelling in sustainable development. The Dubai Chamber and the Arabia CSR Network also recognised our work with two major awards for its CSR and sustainability initiatives, as well as its assistance in combating COVID-19 throughout the Middle East and North Africa. This year our report underwent third party assurance which further enhances the transparency and accuracy of the sustainability performance being disclosed to our stakeholders.

With all the positive outlook and yet another year of astounding performance, we increased our revenue by 19% and our CSR budget to INR 6 crores. I delightfully present to you our fourth Sustainability report. We are confident that our efforts to build a sustainable future will be supported by our stakeholders and that we will be able to set new standards of sustainable and low-carbon growth year after year moving forward.

Dr Azad Moopen MD, FRCP
Founder, Chairman and Managing Director

COMMITMENT TO UNSDGs

Aster DM Healthcare is a rapidly expanding healthcare brand and faces a variety of complex, intermittent, and multi-faceted issues in its operations. As a result, it has developed a deep understanding of issues that are essential to its operations, the environment, and communities, which has aided it in alleviating risks and maximising growth prospects.

Aster DM Healthcare's materiality assessment entails discovering, refining, and analysing a variety of potential

environmental, social, and governance concerns and then condensing them into a list of topics which eventually shape business strategy, objectives, and sustainability reporting. To identify and report material themes in the context of the healthcare industry, business model, environmental and social ramifications, and stakeholder expectations, Aster DM Healthcare has aligned its sustainability strategy with UN SDGs. The priority SDGs and how Aster DM Healthcare is working towards attainment of these is explained below:



GOAL 3
Good Health and Well-being

To ensure healthy lives and promote well-being for all at all ages." It further advocates putting a stop to the avoidable deaths of newborns and children under the age of five.

To ensure that people from all walks of life have access to world-class healthcare, Aster DM Healthcare has developed three distinct brands: **"Medcare," "Aster," and "Access."** Aster DM Healthcare, through its Aster Volunteer Mobile Medical Services (AVMMS), Treatment Aid initiatives among others, also provides free healthcare services to the impoverished.

In many developing nations, acute poverty, insurgency, and communal strife have slowed down the progressive wheel of growth. And since education is considered as a force for sustainable development, nation-building, and peace, one of the key objectives of SDG 4 is to offer an inclusive and high-quality education that will improve learners' living standards and the community's future.

Dr Moopen's Medical College educates and prepares differently abled children for a life of independence, respect and comfort. The Institute also conducts research and academic activities to support learning activities. Through the Moopen Institute for Local Empowerment, Aster DM Healthcare has also been providing training to children to build employable skills and make them future-ready.



GOAL 4
Quality Education



GOAL 5
Gender Equality

With its goal statement "Achieve gender equality and empower all women and girls," SDG 5 strives to ensure equal rights and opportunities for women and girls to enjoy a life free of discrimination, workplace harassment, and violence. Aster DM Healthcare believes that by establishing more women in positions of political and economic power, a more sustainable economy with a higher quality of life for everybody may be achieved.

Aster DM Healthcare is an equal-opportunity employer with zero tolerance for gender discrimination. Out of 25,806 employees, 57% are women employees who occupy several leadership roles and a few positions in the Aster DM Healthcare's Board. Aster DM Healthcare vigorously enforces sexual harassment policies and publishes the results in its annual report for stakeholders' perusal.

The SDG 6 objective is to achieve universal and equitable access to safe and affordable drinking water, along with adequate and equitable sanitation and hygiene. It also aims to abolish open defecation, with a particular emphasis on the needs of women, girls, and those in vulnerable situations.

Aster is committed to making sure that everyone has access to water that is safe and drinkable and has introduced many water-saving measures in its hospitals to reduce overall water consumption since the baseline year of 2017. Additionally, multiple STPs have been set up at Aster Wayanad Speciality Hospital, Aster Medcity, and Aster CMI, and treated sewage effluent is being utilized in flushing and irrigation to minimize potable water consumption.



GOAL 6
Clean Water and Sanitation



GOAL 8 Decent Work and Economic Growth

SDG 8 aspires to promote long-term and equitable economic development for all employees, regardless of their background, ethnicity, or gender. This entails reaching greater levels of economic productivity via diversification, technical advancement, and innovation, including a reliance on high-value-added and labor-intensive industries.

Aster DM Healthcare is constantly working to create job opportunities in regional communities. It employs 25,806 individuals. It has clear regulations in place for performance management and harassment prevention and ensures that its employees are compensated in accordance with industry standards.



GOAL 10 Reduced Inequality

SDG 10 of the United Nations Sustainable Development Goals seeks to reduce inequality within and between nations. SDG 10 aims for the reduction and ultimately abolition of income inequality and disparities based on age, gender, impairment, race, ethnicity, origin, religion, economic or other standing within a nation.

Aster DM Healthcare employs and empowers people from all socioeconomic backgrounds and does not discriminate based on age, color, religion, ethnicity, or any other factor. Aster values diversity and has people from 70+ different countries working together as a family. Aster DM Healthcare also does not discriminate based on physical ability and has hired 20 workers who are determined.

SDG 9 recognises that humanity's ability to connect and communicate effectively in order to improve its understanding of industrial technology and infrastructure is vital for addressing a wide range of linked economic, social, and environmental concerns. The goal is directly related to other UNSDGs. While industrialization is linked to SDG 8 (decent work and economic growth) and SDG 11 (sustainable cities and communities), innovation and new skill development aid in the accomplishment of SDG 2 (zero hunger), SDG 6 (clean water and sanitation), SDG 7 (affordable and clean energy), and SDG 11 (sustainable cities and communities).

Aster DM Healthcare has established an Aster Innovation and Research Center in the Gulf Cooperation Council (GCC) and India. The center focuses on initiatives that utilize breakthroughs in AI, cognitive psychology, blockchain, IOT, behavioral economics, etc. to drive innovation in digital health research. Aster DM Healthcare also supports and on-boards emerging healthcare start-ups that can help promote healthcare innovation.



GOAL 9 Industry, Innovation, and Infrastructure



GOAL 12 Sustainable consumption and production

The UN SDG 12 promotes sustainable patterns of resource consumption and production. We aim to reduce our environmental impact by promoting sustainable lifestyles and increasing resource efficiency. We have introduced green medical equipment and integrated energy and water-efficient technologies within our operations. Moreover, we have reduced the consumption of paper and waste across our operations.

Our Green Choices initiative has led to a significant reduction in the material we consume, such as paper, plastic water bottles, plastic bags etc. Through digitalisation and innovation, we have moved multiple records and processes to online platforms, thus reducing material consumption.



GOAL 13 Climate Action

SDG 13 has five primary objectives. The goals include increasing resilience and adaptive capacity to climate-related disasters, incorporating climate change measures into policies and planning, increasing knowledge and capacity to deal with climate change, implementing the UN Framework Convention on Climate Change (UNFCCC), and promoting mechanisms to increase capacity for planning and management.

The primary sources of emissions at Aster DM Healthcare are power usage, desalinated water consumption, and transportation. As a result, it has implemented a number of energy efficiency, water optimization, and fuel consumption optimization initiatives in order to regulate and restrict its total emissions. Energy savings initiatives include installing an adiabatic pre-cooling system for chillers; motorised dampers; a roof-top solar system; and upgrading inefficient HVAC systems. It also promotes alternative modes of transportation for its employees, and strives to cut down on its carbon footprint to the maximum extent. Several of our hospitals are integrating renewable energy generation and procurement to decarbonise the operations.



GOAL 17 Partnerships for the Goals

The UN SDGs can be achieved by collaborations and synergised efforts of public and private sector organisations. Aster aims to strengthen its collaborations locally and globally at each step we take forward. During FY 21- 22, we partnered with 75 organisations in India and South Asia and 33 organisations in the Middle East and Africa to enhance the scale and reach of our CSR activities.

Additionally, to provide quality healthcare to our people, we have collaborated with startups that have helped us integrate innovative processes to improve our efficiency.

KEY HIGHLIGHTS

1,993 MWh

Energy consumption reduction
across Aster Hospitals GCC

268,983 KL

of Water Saved
by Recycling

1.4 MWp

Solar PV
project initiated

13

Sewage
Treatment Plants

12,446 Kgs

Cardboard Recycled at Medcare
Women and Children Hospital



100%

Resolution of Reported Sexual
Harassment Cases



57%

Women Employees



20

People of Determination Hired

45,212

Aster Volunteers
and counting

3 million+

Beneficiaries of CSR
activities

177,500

Beneficiaries of the
AVMMS initiatives

192,115

Basic Life Support
awareness beneficiaries



14,322

Total Learning Hours



11

Career Development Programs
Launched



97%

Maternity Return to
work rate



100%

Paternity Return
to work rate



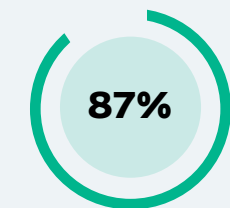
**Arabia CSR
Awards**

14th Edition
Year 2021

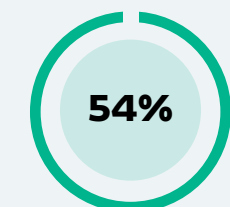


**Golden Peacock
Global Award for
Sustainability**

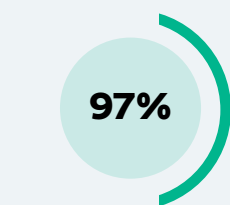
Winner of 2021



Energy
consumption from
renewable sources
at Aster CMI



Energy consumed at
Aster RV Hospital
Bangalore was from
renewable sources.



Compliance to
Biomedical Waste
Management at GCC



Aster Hospital, Al Qusais, Dubai

ABOUT ASTER

Aster DM Healthcare Limited is synonymous with affordable and reliable healthcare. With an expanding presence of 27 hospitals, 118 clinics, and 371 pharmacies spanning the Middle East and Northern Africa (MENA) and South Asian regions, Aster DM Healthcare is reaching out to increasing number of people with its world-class healthcare services every day.


27
Hospitals


118
Clinics


371
Pharmacies


5,066
Beds

Healthcare is a sector where expertise and technology need to be supplemented by empathy. Aster DM Healthcare has imbibed this philosophy and strives to bring the world's leading healthcare facilities to millions at an affordable price.

In more than 35 years of operations, the Group has built an efficient and diverse network of healthcare facilities. It uses this well-connected network and reach to provide state-of-the-art primary and quaternary medical care in diverse geographic areas.

Aster DM Healthcare pays close attention to its carbon footprint, energy consumption, and other environmental factors to ensure that it does not disturb surrounding ecosystems by consciously creating a healthy environment for everyone.

The Aster DM Healthcare caters to people from all socioeconomic backgrounds. Its three primary brands, **"Aster," "Medcare," and "Access,"** ensure that everyone in need has access to world-class healthcare. In addition, the brands also conduct academic and research activities to promote good health and well-being.



Healthcare
for All



Premium
Healthcare Services



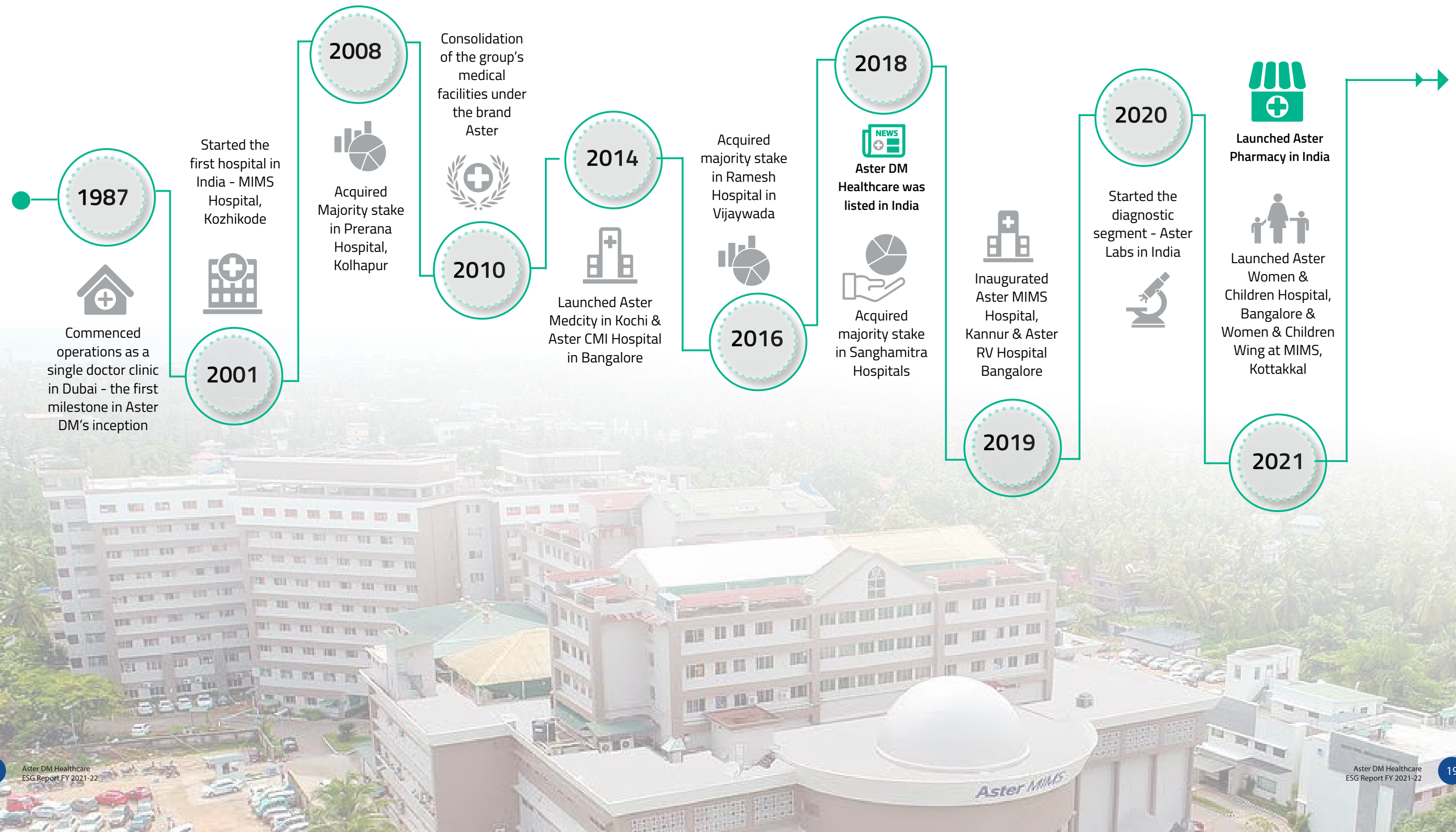
Affordable
Healthcare Services

Celebrating 35 years of service

With a commitment to provide affordable healthcare to all, Aster continues with its expansion of offerings to bring healthcare closer to each and every individual.



The Journey of Aster DM Healthcare





• Our Vision

A caring mission with a global vision to serve the world with accessible and affordable quality healthcare.



• Brand Promise

We'll Treat You Well

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



Our Values

We, at Aster DM Healthcare, abide by a core set of values that guide our organisational behaviour and decision making, and that create the unique ethos that is imbibed in every Asterian.



Excellence

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



Respect

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



Integrity

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



Passion

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

Unity

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

Compassion

To move beyond boundaries with empathy and care.



BRAND MISSION



Service Excellence

Establish Aster as one of the most trusted healthcare providers globally, through the creation of holistic healthcare experiences for 500 million patients by 2030 through their journey from illness to wellness.



Business Growth

Become one among the 5 most valued healthcare companies in the world with the growth strategy of 20:20:20 covering the core and non-core areas of healthcare, generating revenue of US \$ 7.5 billion with market cap of US \$ 20 billion by 2030.



People Management

Be among the Global Best Employer by 2030 where every Asterian finds purpose and aspires to be the best in providing care for our customers.

Aster Mission 2030



Clinical Excellence

While establishing several Global Centres of Clinical Excellence in our hospitals, make Aster Medcity one of the most recognized international destination for treatment of patients around the world by 2030.



Innovation & Digital Transformation

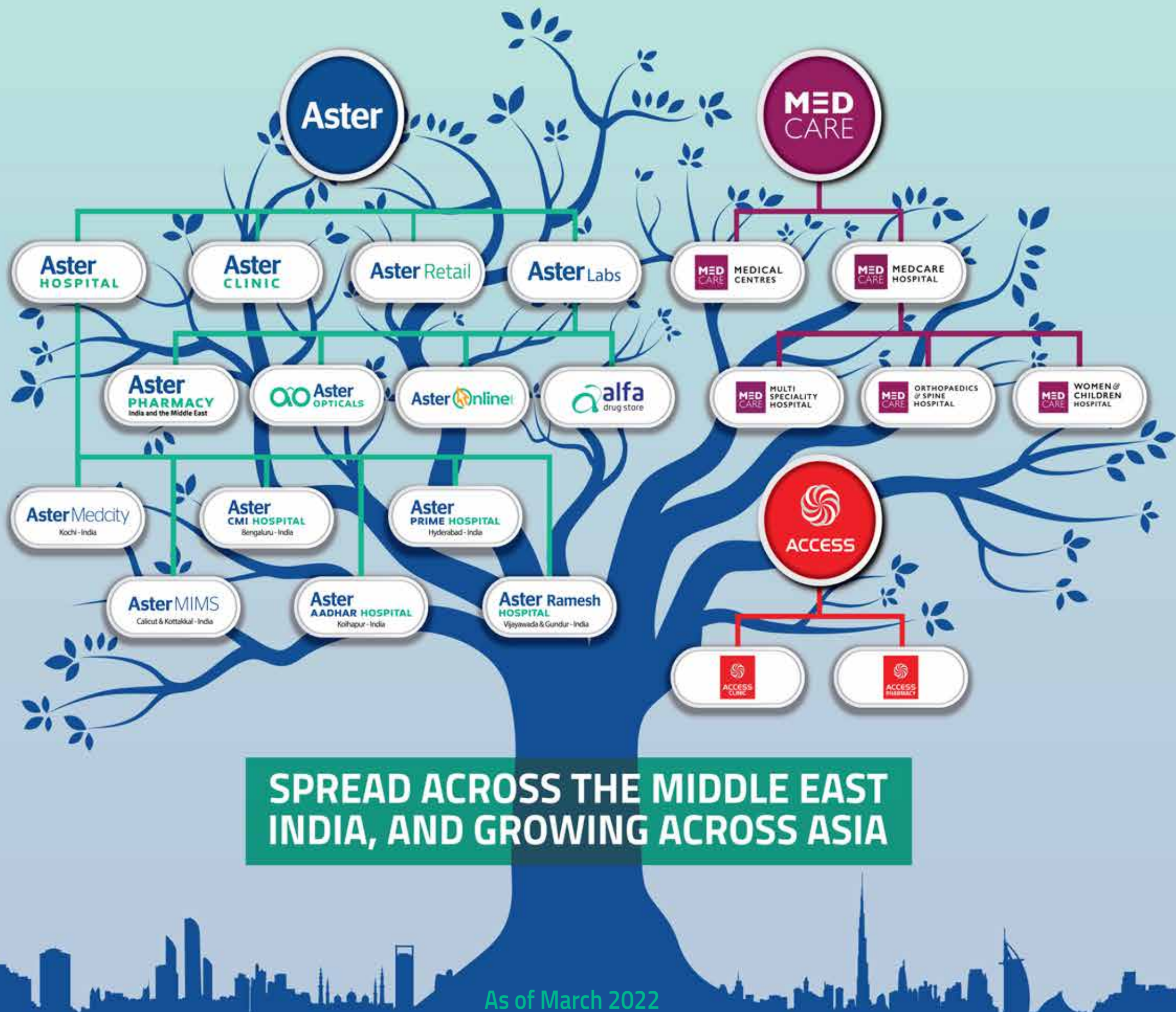
Be one of the most technologically driven Healthcare company to provide seamless omni channel patient experience across the geographies through Innovation by adopting state of the art business models for Digital Transformation.



Brand Equity & Community Connect

Be one among the globally recognized healthcare brands and the most preferred provider in markets that we operate through patient trust and ambassadorship. Through community connect, be the leader in giving back to the societies we serve across the world by touching 1 million lives a year, with a network of 100,000 committed and passionate Aster Volunteers.

Brand
Architecture
of Aster DM
Healthcare



7 Countries | 27 Hospitals | 118 Clinics | 370+ Pharmacies | 3,200+ Doctors | 7,400+ Nurses

www.asterdmhealthcare.com



In order to effectively meet the demand for quality healthcare services, we continue to invest in expanding our operations across geographies and widening our range of offerings.

As we grow, our business units are mindful of the critical need to drive environmental initiatives like reducing energy, water consumption, and GHG emissions, contributing to the circular economy, and embracing renewable energy options.

Our internal control procedures and various Committees help us identify and mitigate strategic, operational, reputational, and financial risks to deliver the best to all our stakeholders. At Aster, we are committed to firmly pursuing our vision, mission, and goals while excelling on the sustainable development front.



Alisha Moopen
Deputy Managing Director

“

Aster has a robust governance system to ensure prudent management of our operations and has set up various vigil mechanisms to regulate activities across the Group.

Transparency and accountability are our priorities, and our governance systems and procedures reflect this. We have zero tolerance for all forms of discrimination and reaffirm the importance of our values to all employees and partners.

We also demonstrate compliance with all legal and regulatory requirements and continue to operate ethically. Sustainability is embedded in our culture and driven through committees, policies, and procedures across different business functions.



Wilson TJ

Executive Director & Group Head -
Governance & Corporate Affairs

Global Footprint of Our Hospitals

Over the last three decades, Aster DM Healthcare has increased its footprint across several geographies. It has expanded slowly and sustainably to deliver the finest healthcare services to individuals from all socioeconomic backgrounds, while always placing sustainability at the front and centre of its operational goals.



- Aster Hospital Mankhool, Dubai, UAE
- Aster Hospital Al Qusais, Dubai, UAE
- Aster Cedars Hospital Jebel Ali, Dubai, UAE
- Aster Hospital Muhaisnah, Dubai, UAE
- Aster Al Raffah Hospital Muscat, Oman
- Aster Al Raffah Hospital Sohar, Oman
- Aster Al Khair Hospital Ibri, Oman
- Aster Hospital Doha, Qatar
- Aster Hospital Sanad Riyadh, KSA



- Medcare Hospital Dubai, UAE
- Medcare Hospital Sharjah, UAE
- Medcare Orthopaedics and Spine Hospital Dubai, UAE
- Medcare Women & Children Hospital Dubai, UAE



- Aster Medcity Kochi, Kerala
- Aster MIMS Kannur, Kerala
- Aster MIMS Calicut, Kerala
- Aster RV Hospital Bangalore, Karnataka
- Aster CMI Hospital Bangalore, Karnataka
- Ramesh Hospital Vijaywada, Andhra Pradesh
- Ramesh Sangamitra Hospital Ongole, Andhra Pradesh
- Ramesh Hospital Labbipet, Andhra Pradesh
- Aster Aadhar Kolhapur, Maharashtra
- Aster Prime Hospital Hyderabad, Telangana

27 Hospitals

7 countries

5,066 Beds

Ready to Serve, Ready to Grow

Aster DM Healthcare is poised to serve a larger number of people through new hospitals set up in Oman, Kerala along with expansion projects at Aster Whitefield and Aster Sharjah.



Aster Oman

Aster Royal Hospital, a flagship hospital in the Sultanate of Oman, has 150 new doctors and staff members of various nationalities.

The 200-bed facility, with modern technologies and infrastructure, will offer a 24-hour emergency service. The hospital will also provide complex treatment including transplant to residents and citizens of Oman, reducing the need to travel to other cities for these procedures.

Aster Sharjah

In April 2022, Aster DM Healthcare launched its 101-bed multi-specialty Aster Hospital in Sharjah to cater to the needs of the people in the Northern Emirates of the UAE.

Equipped with the most advanced state-of-the-art facilities, Aster Hospital offers multispecialty medical and surgical care all under one roof.



Aster Women & Children Hospital, Whitefield, Bangalore

Aster DM Healthcare launched a 49-bedded dedicated 'Women and Children Care Hospital' at Whitefield, Bangalore. The new hospital comprises of 14 bedded Neonatal Intensive Care Unit (NICU) and seven bedded Pediatric Intensive Care Unit (PICU), which will offer cutting edge multi-disciplinary women and child care that will be steered by highly skilled medical professionals dedicated to providing world-class care and highest safety standards.

Aster Kasaragode

Aster will be setting up its sixth hospital in India in the district of Kasaragode in Kerala. The hospital will provide emergency care critical care across super specialities such as neurosciences, multi-organ transplantation, oncology, gastro, cardiac, pulmonology, women and children, among others. The hospital which is expected to begin operations in 2025, will cater to patients from Malabar and Southern Karnataka.

AsterMIMS

Kasaragode



Aster Clinic

The Aster Clinic, established in 1987, provides high-quality primary health care services at people's doorsteps. As a result of the enhanced trust and rising demand for its Aster Clinic services, created due to the patient-first approach of its staff, Aster DM Healthcare has built several new clinics over the years. Currently, it operates **118 clinics** in multiple countries.

Aster Clinic is not only the largest integrated network in its region, but it has also transformed the healthcare ecosystem in each of the neighbourhoods it caters to. With its continued efforts to deliver world-class healthcare services to its patrons, it has established several benchmarks in healthcare delivery for others to follow.

Aster DM Healthcare has always placed its patients at the centre of its operations and has been able to set solid quality standards, increase its professional competence, and construct an expansive infrastructure network to provide the most comfortable and fulfilling experience for each of its patients.

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



118
Clinics across
India and GCC



GCC: 109
Clinics



India: 9
Clinics



Medcare Clinics

Medcare is the premium private healthcare provider under the parent group, Aster DM Healthcare. Operating leading state-of-the-art Hospitals, including Medcare Multi-specialty Hospital in Dubai and Sharjah, Medcare Women & Children Hospital, Medcare Orthopedics and Spine Hospital (MOSH), and 15 medical centres in the UAE, Medcare has established a strong presence in the UAE.

What sets Medcare apart is its exceptional multi-cultural, multi-lingual team of doctors who have received extensive training from some of the top-notch medical institutes around the world. Using a multidisciplinary approach, the Medcare team provides optimal, guideline-based treatment to patients, with the support of trained nurses, dietitians, rehabilitation therapists and technologists. Living by its simple promise “We’ll Treat You Well”, Medcare’s team is fully committed to providing high quality, personalized medical care to every patient.

Medcare is dedicated to offer premium integrated health services in accordance with the highest quality. From talent to technology to facilities and treatment, Medcare maintains the highest possible standards in healthcare delivery. All Medcare hospitals and medical centres are accredited by the Joint Commission International (JCI), which is considered the gold standard in global healthcare. Apart from this, Medcare facilities have won several certifications.

Access Clinics

Access Clinics was conceived to cater to the healthcare needs of the people by offering affordable and quality healthcare solutions.

The clinics are located in the industrial and residential areas in Dubai and Sharjah, and cater mainly to the working class and their basic healthcare needs.

Access Clinics empower its patients with adequate knowledge regarding their health through advice and treatment by experts and supported by thorough health evaluations.

The network of clinics have been designed as an integral model and offer primary healthcare facilities alongside allied services including X-Rays and Laboratory facilities.



Aster Pharmacy*

Today, Aster Pharmacy is a household name in the UAE and abroad because of its wide range of medical, nutritional, baby, lifestyle, wellness, FMCG, cosmetic, personal, and home care products.

It has become the brand of choice amongst pharmacies due to its strong presence and dedication to customer service. With 371 pharmacies spreading across GCC and India, Aster Pharmacy has touched the lives of millions by going above and beyond in terms of both products and services.

Aster Pharmacy has pioneered a number of first-of-their-kind initiatives in the region, including the Secure Rewards Programme, the first Pharmacy Rewards Programme, the launch of the UAE's first online pharmacy www.asteronline.com, and 800-700-600 - a dedicated call centre that provides its patrons with access to over 700+ multilingual pharmacists who counsel and provide medical assistance 24/7.



GCC: 240
Pharmacies



India: 131
Pharmacies



First outlet of Aster Pharmacy
at Bur Dubai, UAE

*We had entered into an agreement with Alfaone Retail Pharmacies Private Limited (ARPPL) to license the 'Aster Pharmacy' brand to run the retail stores and online pharmacy operations.

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 and a knowledgeable Aster pharmacist available 24/7 for every household!

Aster Pharmacy - India Expansion

Aster Pharmacy flagged-off its journey across India with its first store in Karnataka, on 13th February 2021 and since then the brand has grown to achieve a milestone of 131 stores across 3 states in a span of 13 months.

This incredible feat has helped Aster Pharmacy gain the recognition of being one of the largest retail pharmacy chains in India. Aster Pharmacy's ability to dynamically anticipate, understand, and deliver according to its customers' needs is the cornerstone of its success. For example, the brand has been consistently delighting customers with its USPs and superior product offerings.

While its 35-year legacy helps build trust amongst new customers, Aster Pharmacy adds value by providing USPs like trained and caring pharmacists, a welcome and pleasant environment, an exhaustive range of medicines and products, medicine refill reminders, and free home deliveries.

Its gamut of products offerings spans across categories like prescription and Over-The-Counter (OTC) drugs, personal hygiene and care, feminine care, baby care, wellness, sports nutrition, surgical and disposables, and medical devices.

As Aster Pharmacy stands at the precipice of surpassing even greater milestones, it aims to be an oasis of health that touches millions of lives and makes a positive impact on every community it operates in. Aster Pharmacy plans to expand to 306 outlets in FY 22-23 across the Southern States of India.





Aster Opticals

Aster Opticals has carved a niche for itself as the Optician of choice in UAE transforming its identity to a one stop destination for complete eye care solutions, with its fully equipped state of the art eye test facilities, a high class customer experience, very unique value added services backed up by a strong network of ophthalmologists.

20

Optometrists

100+

Brands

18

locations

10+

Insurance Affiliations





Aster Labs

Aster Labs was founded on the brand promise of “THE TRUE TEST,” with the aim of eliminating ambiguity in diagnosis. The lab specialists working at Aster Labs are obsessed with accuracy, committed to the highest quality standards, and execute every test with as little human interaction as possible to offer patients a test result they can completely trust.

The brand was conceived in March of 2019. Today, it has a presence in Bengaluru and Kerala, with one cutting-edge NABL-accredited national reference laboratory located in Bangalore.

As of now, there are **2 reference labs, 16 satellite labs** and **120 Patient Experience Centres**, but Aster DM Healthcare is aiming to extend its sphere of influence to include additional southern and western states by the middle of fiscal year 2022.

These states include Maharashtra, Andhra Pradesh, Telangana, Tamil Nadu, and the remaining districts in Kerala and Karnataka.



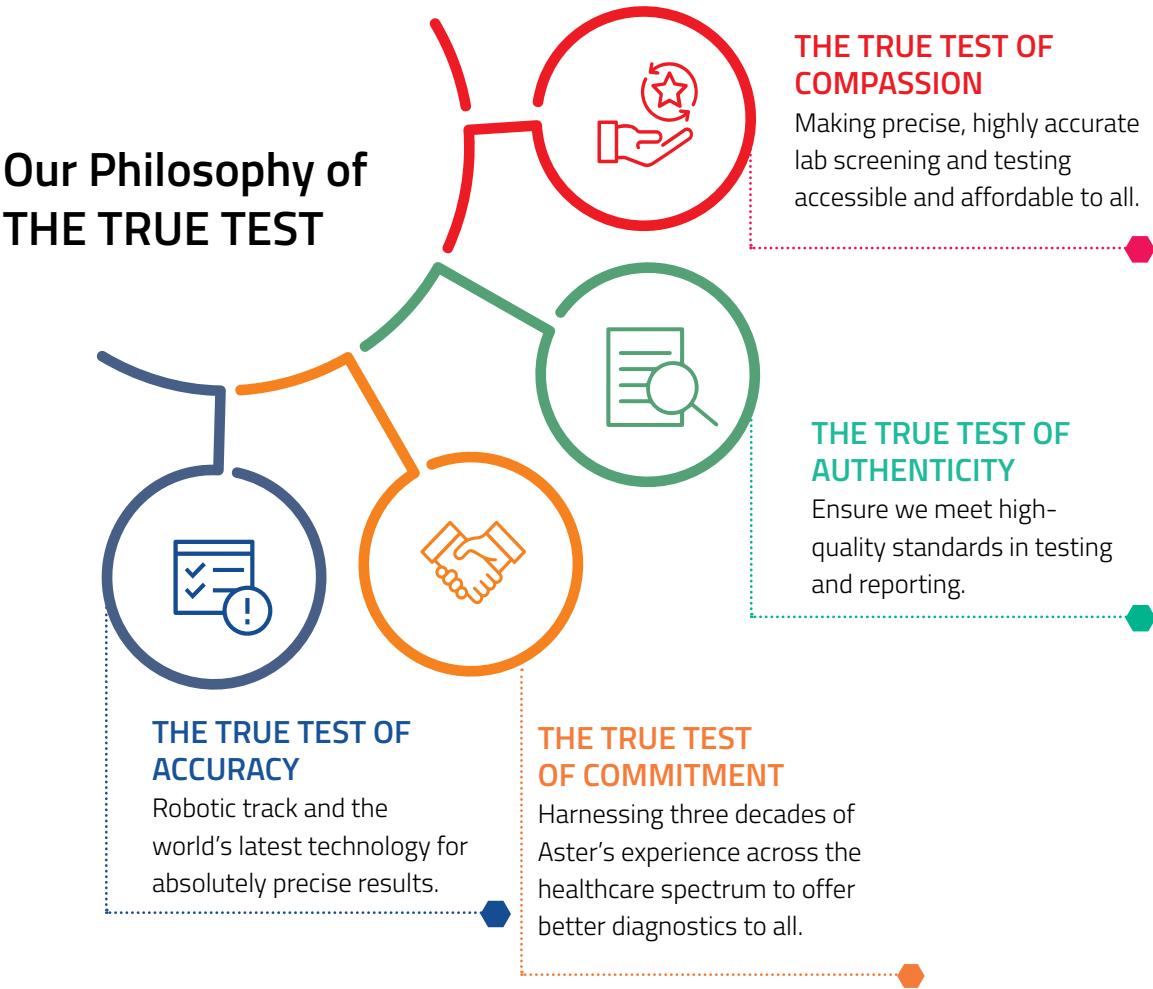
2
Reference Labs



16
Satellite Labs



120
Patient Experience Centres



The plan is to create a total of **33 satellite laboratories** as well as over **300 patient experience** centres in the near future. The labs are well equipped to perform over **2500 different types of tests**, including routine tests, super-specialty tests, blood tests, urine tests, stool tests, and biopsy tests, as well as more advanced tests pertaining to biochemistry, hematology, microbiology, cytogenetics, clinical pathology, and histopathology.

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



ENVIRONMENT

The Aster DM Healthcare respects and cares for all life forms and the habitats they are in. We do this by carefully monitoring and mitigating our impacts on the planet. We recognise the critical dependency on healthy environments to keep us healthy and this philosophy forms the bedrock of all our actions towards sustainable development.

ENERGY MANAGEMENT

Our commitment to local and global frameworks such as The UAE Energy Strategy 2050, Agenda for Sustainable Development 2030, and the Paris Climate Agreement serve as the guiding principles for Aster DM Healthcare to measure performance, establish reduction goals, and track progress toward energy reduction targets.

The energy consumption has potential impact in terms of GHG emissions, global warming and climate change affecting the environment as well as people.

Aster DM Healthcare measures, optimises, and reduces its energy usage on a regular basis. Reducing emissions, making the most of available resources, and exploring new technologies and systems to reduce the environmental impact is a priority for the organization. It is continually exploring ways to integrate renewable energy sources across its operations.



We are working to shift our energy source to more renewable energy sources wherever feasible, by incorporating them into our current operational structure.



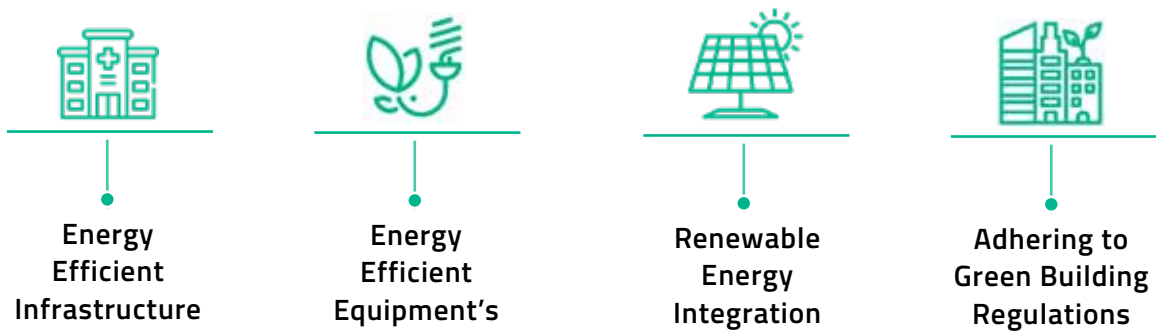
Aster RV Hospital, Bangalore



Energy Performance

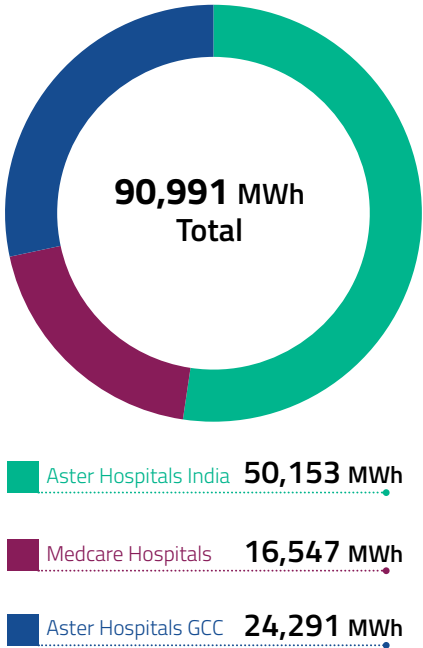
Across Aster DM Healthcare’s value chain, the hospitals are the hot spots of energy consumption. Within the hospitals, clinics, pharmacies and labs, electricity is the primary source of energy consumption. In addition, Aster DM Healthcare also uses small amount of gas, diesel, gasoline and biomass to meet other energy needs.

In order to enhance our energy performance, we’ve adopted a four-pronged approach:



The energy consumption is tracked continuously and reported on a monthly basis. The energy management initiatives at Aster DM Healthcare are guided by the premise that “what can’t be monitored, can’t be controlled”. Hence, by continuously monitoring its day-to-day operations, it attempts to gain a 360-degree view of its direct and indirect energy usage. The graph below provides the overview of electricity consumption across the hospitals.

Total electricity consumption at Hospitals



- 1,993 MWh**
Energy consumption reduction across Aster Hospitals GCC
- 1,606 MWh**
Energy consumption reduction at Aster Hospital Mankool
- 342 MWh**
Energy consumption reduction at Aster WIMS Kerala
- 326 MWh**
Energy consumption reduction at Medcare Orthopaedics & Spine Hospital
- 87%**
Energy consumed at Aster CMI Bangalore is from renewable sources.
- 54%**
Energy consumed at Aster RV Hospital Bangalore is from renewable sources.



Aster has 9* hospitals in GCC which consumed 24,291 MWh of electricity with highest consumption at Aster Hospital Sanad and lowest at Aster Cedars Hospital Jebel Ali.

Aster hospitals GCC consumed 27% of total electricity consumed across the group. The graphs below represent electricity consumption for each hospital in GCC.

Medcare hospitals in GCC consumed 16,547 MWh of electricity with highest consumption at Medcare Hospital Sharjah and lowest at Medcare Orthopaedics & Spine

Hospital. Medcare hospitals GCC consumed 18% of total electricity consumed across the group. The graphs below represent electricity consumption for each hospital in GCC.

Figure 01: Electricity Consumption in GWh at Aster Hospitals - GCC

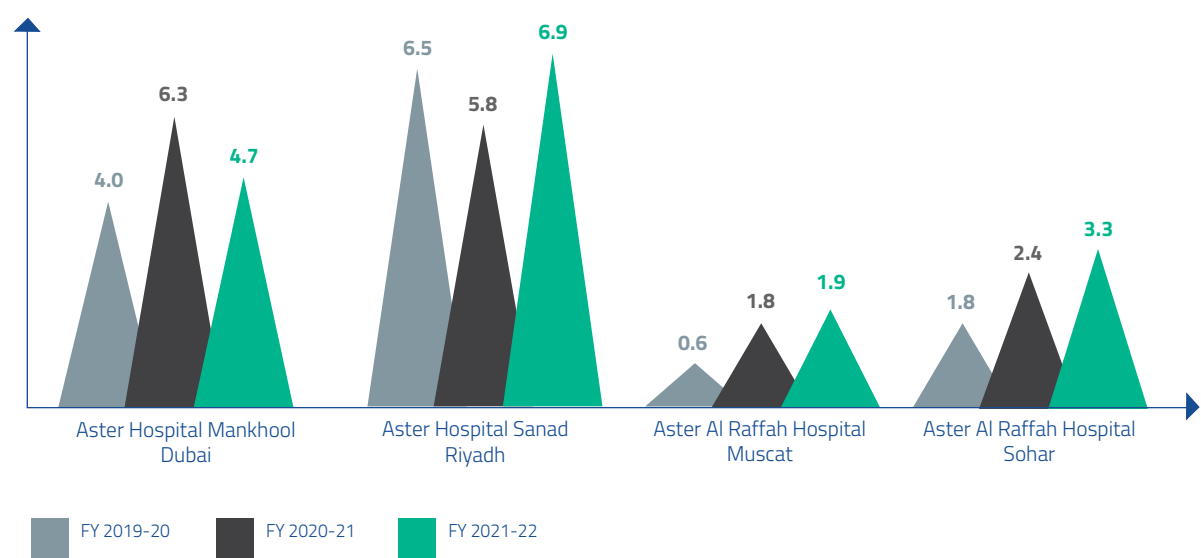


Figure 03: Electricity Consumption in GWh at Medcare Hospitals - GCC

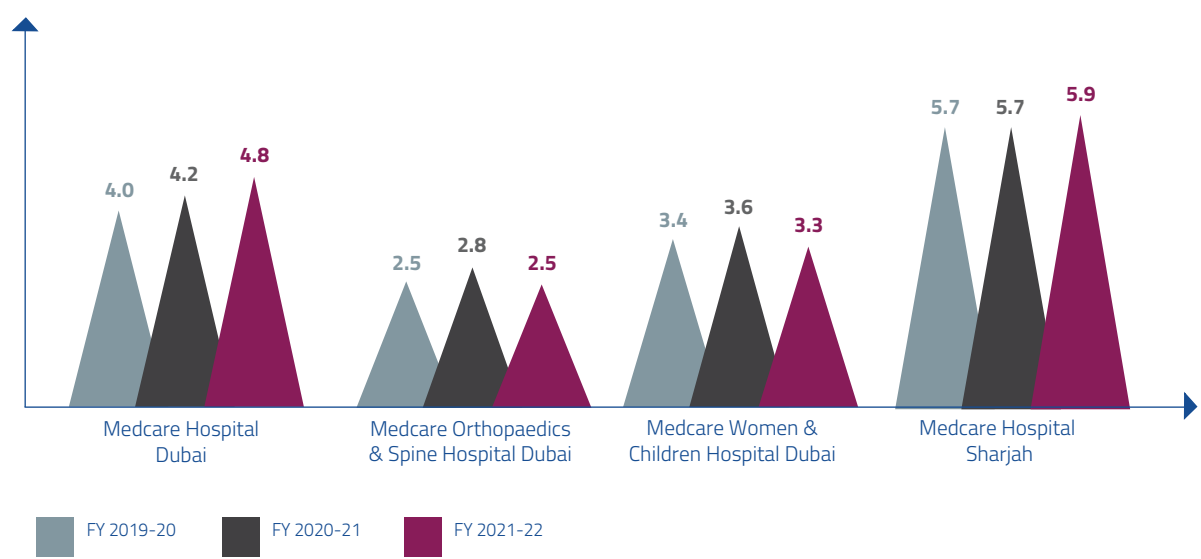
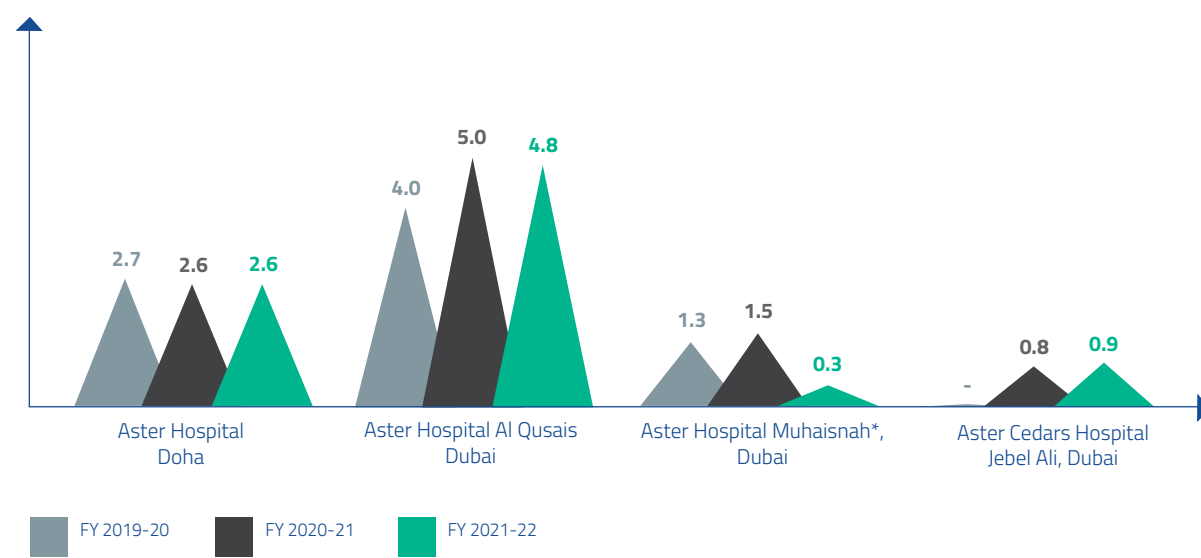


Figure 02: Electricity Consumption in GWh at Aster Hospitals - GCC



Aster DM Healthcare has also established baselines for energy consumption for various hospitals and strives to reduce their consumption below the set baseline. This year alone, Aster DM Healthcare has been able to reduce

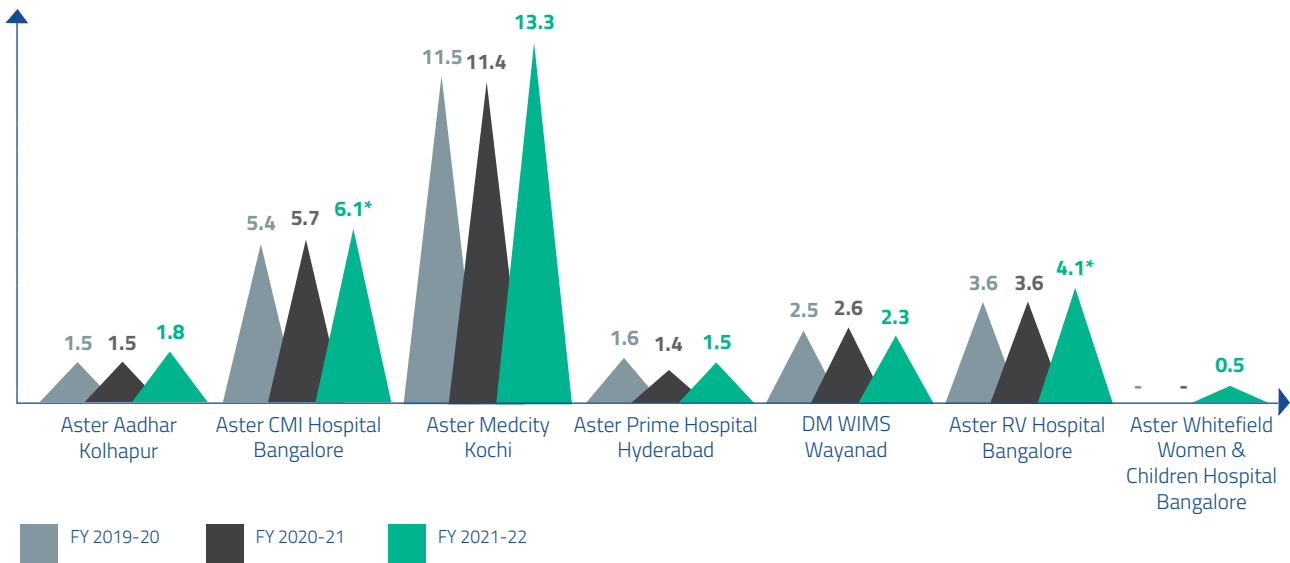
about 1,993 MWh of electricity across its hospitals in GCC, with Aster Hospital Mankhool leading the way with approximately 1,606 MWh of savings.

Note: Al Khair Hospital, Ibri, Oman data is not reported due to unavailability of data. We are working on improving the data collection process and it will be reported from next year.



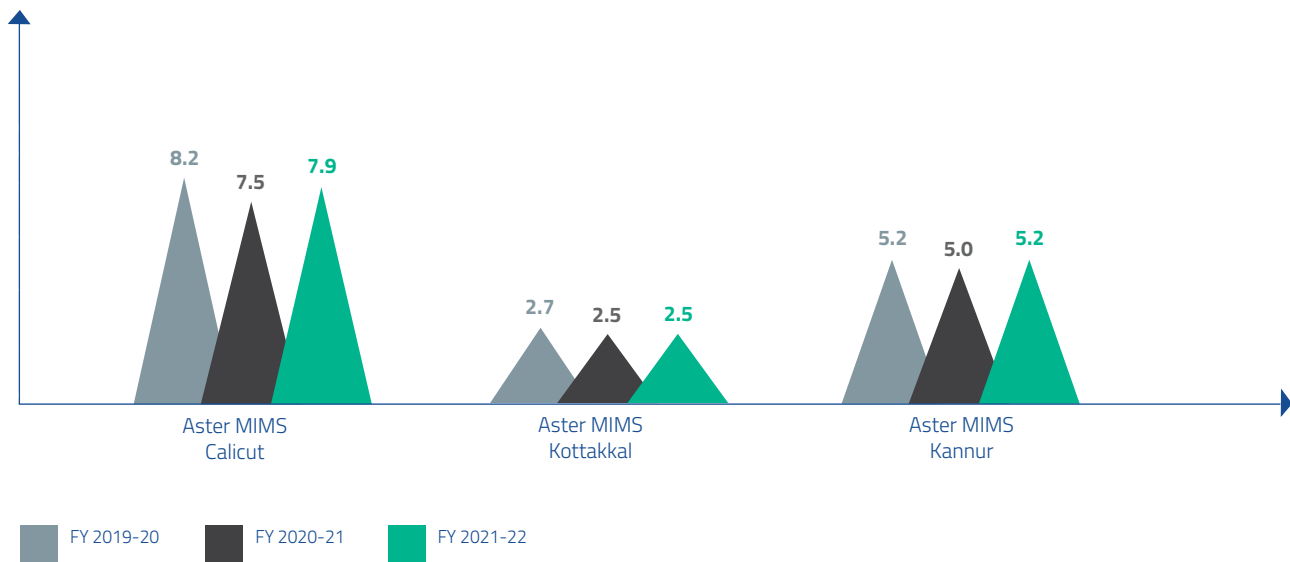
Aster has 14* hospitals in India which consumed 50,153 MWh of electricity with highest consumption at Aster Medcity and lowest at Ramesh Hospital, Labbipet. Aster hospitals India consumed 55% of total electricity consumed across the group. The graphs below represent electricity consumption for each hospital in India.

Figure 04: Electricity Consumption in GWh at Aster Hospitals - India



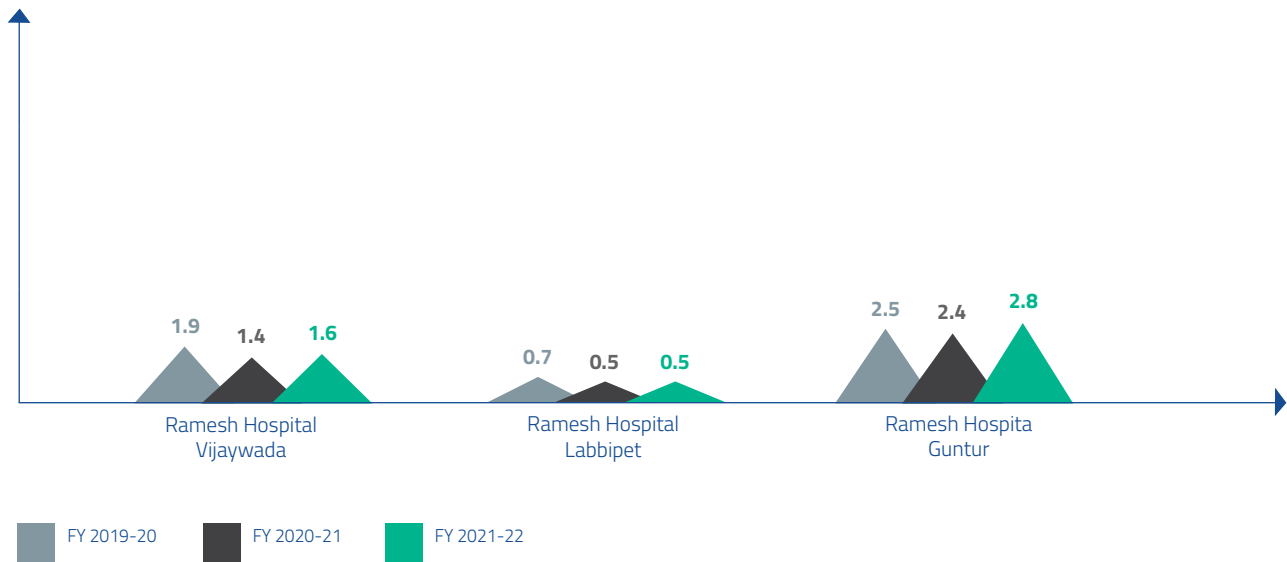
* 87% of the energy consumption at Aster CMI and 54% energy consumption at Aster RV Hospital comes from the renewable energy sources.

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



Note: Ramesh Sangamitra Hospital in Ongole, Andhra Pradesh data is not reported due to unavailability of data. We are working on improving the data collection process and it will be reported from next year.

Figure 06: Electricity Consumption in GWh at Aster Ramesh Hospitals - India

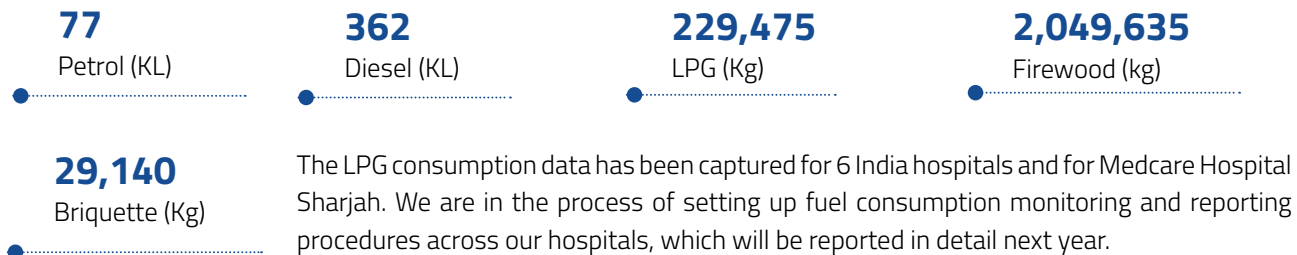


There has been an increase in the electricity consumption in Aster’s India operations, primarily due to increased operations following the removal of COVID restrictions. Aster DM Healthcare is committed to lowering energy

consumption and improving energy performance in its hospitals across the Indian subcontinent and planning for optimal usage in the coming years.

A part of our energy demand is met by fuel consumption at different units. This year we have disclosed our fuel consumption for all the India units, Aster Hospital Sanad,

and Medcare Hospital Sharjah. Additionally, Aster Medcity Kochi uses firewood and briquette in their boilers. The quantity of each fuel used is presented below:

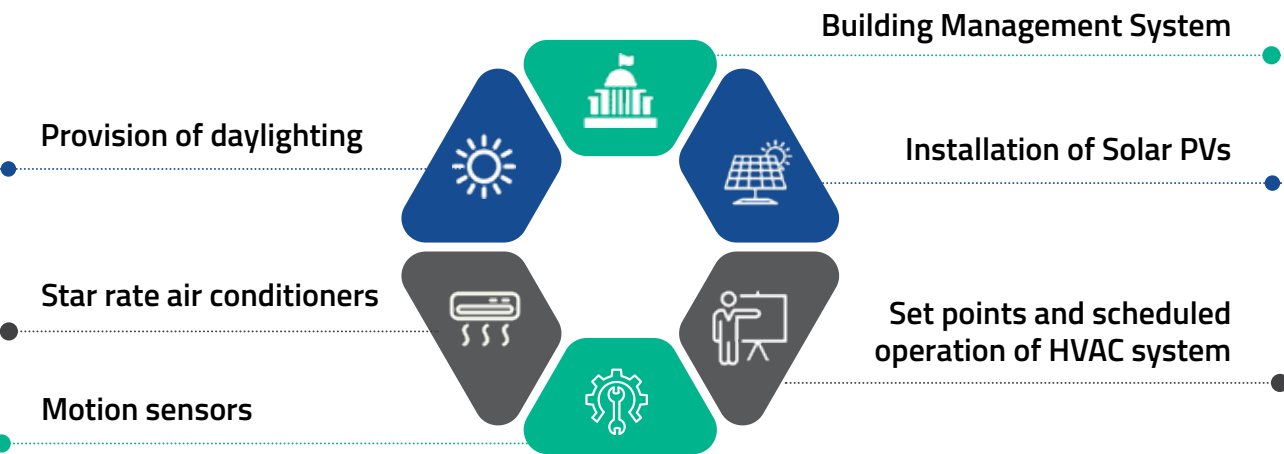




Energy Efficiency Initiatives

Efficient Infrastructure

Considering that our hospitals share the largest footprint of our energy consumption, we have consciously made a decision to integrate energy-efficient technologies and interventions to reduce the energy use intensity of our hospitals. Following are the key aspects which we are being included across our hospitals wherever possible:

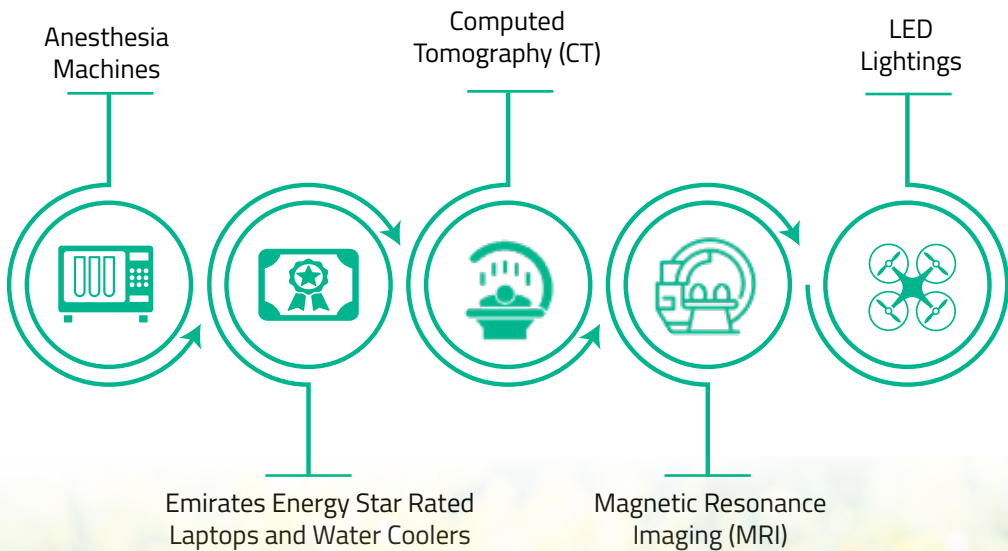


We are in process of improving performance of our hospitals and are aiming to attain green building certification for the hospitals starting with the hospitals in the GCC.



Green Equipment

At Aster, we prioritise minimising the environmental impacts wherever feasible. These include the medical devices that we use and their carbon footprint. In a step to reduce operational impacts on the environment, we have onboarded suppliers and supplies that help us with the mission to utilise more environment-friendly devices. In order to reduce our energy consumption and GHG emissions, we proactively look for energy-efficient equipment. Below are some examples of energy efficient equipment that we have acquired:



CLIMATE ACTION

Aster DM Healthcare understands the responsibility it shoulders as a corporate towards limiting Global Warming to under 1.5 degrees in line with Paris Agreement requirements.

The carbon footprint is measured and monitored on a periodic basis, followed by the development of strategies and implementation of interventions to reduce emissions.

GHG Protocol's Corporate Standard is followed while estimating our GHG emissions. The significant emission sources included within our GHG inventory include the following:



Electricity Consumption

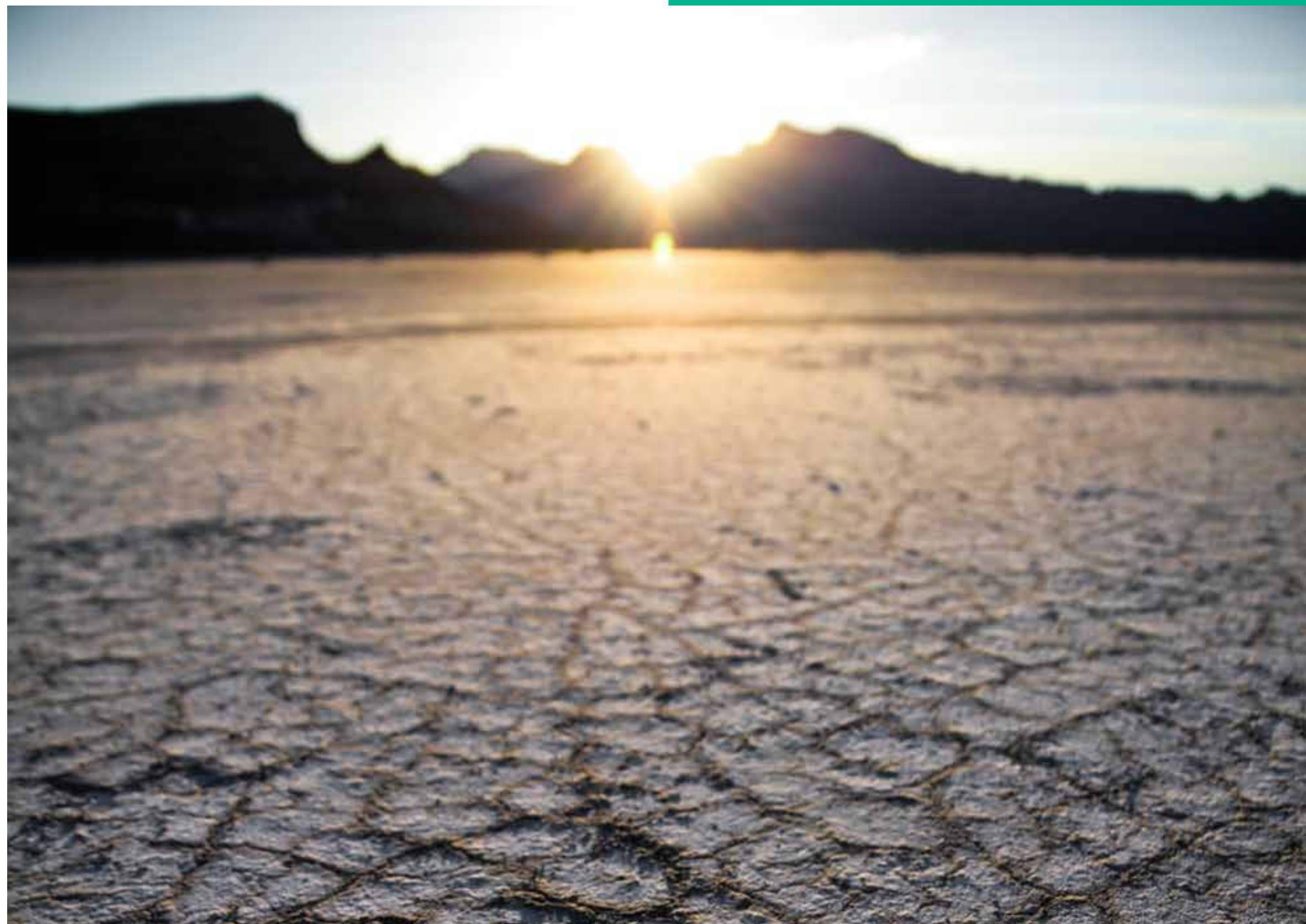


Water Consumption



Fuel Consumption

Several of our hospitals in India, had an increased energy and water consumption due to the improved health care service provided at these hospitals, which has led to the increase in our carbon footprint in India operations.

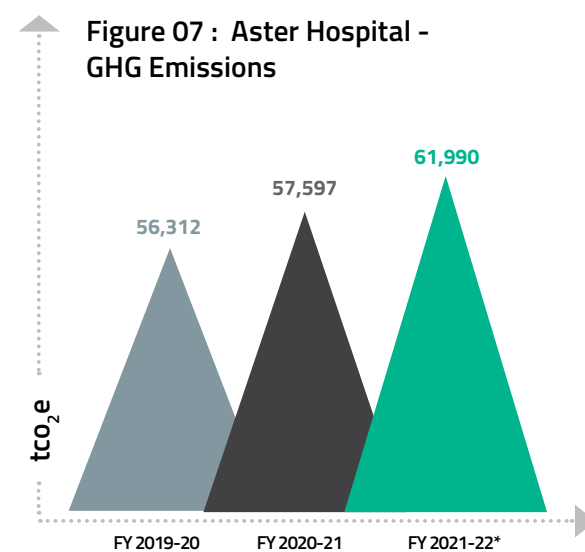


Greenhouse Gas (GHG) Emissions

The carbon footprint of the group was estimated based on the GHG protocol corporate standard. The emission sources included fuel, electricity and water consumption representing all three scopes of the carbon footprint.

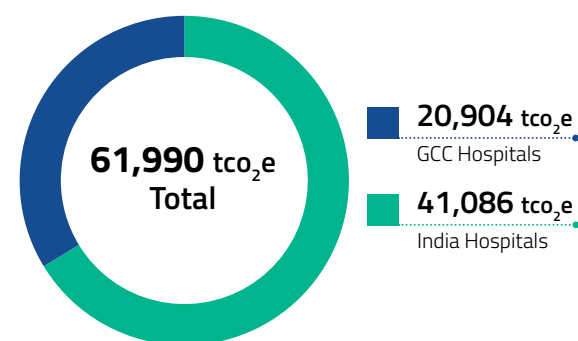
Wherever possible local emission factors were used such as for grid emission and where required IPCC based emission factors were utilised such as for fuels emissions. The graph below provides the annual emission summary of the last three years.

The sudden rise in the GHG emissions for this year is because the addition of a new hospital and including the fuel consumption emission in our scope.



*The GHG estimates includes fuel consumption emissions from all the India units, Aster Hospital Sanad, and Medcare Hospital Sharjah. Firewood and briquettes consumption emissions are from Aster Medcity Kochi and desalinated water consumption emissions is for all GCC hospitals.

Figure 08 : GHG Emissions breakdown - Location wise



The graph above provides the location wise breakdown of the GHG emissions for the year 2021-22.



Scope-wise Emissions

The scope wise emission breakdown is provided below which covers the following aspects:

Scope 1:

Fuel consumption emission

Scope 2:

Electricity consumption

Scope 3:

Desalinated water consumption emissions

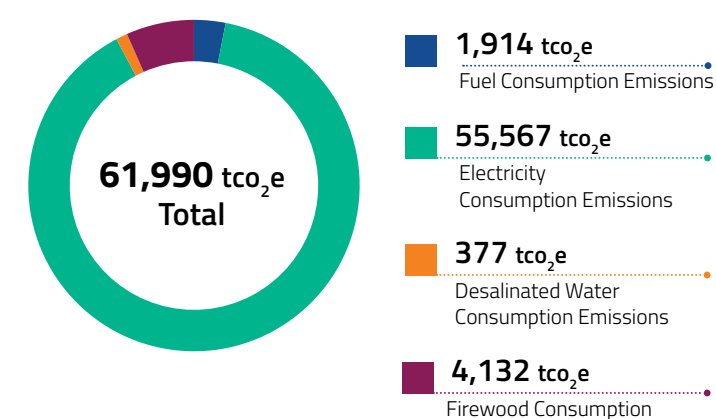
Firewood emissions* :

Firewood consumption at Aster Medcity, Kochi

Electricity use at our hospital accounts for 90% of our GHG emissions. Whereas fuel and water consumption account for the remaining 10% of our GHG emissions in this financial year.

*Additionally, 4,132 tco2e from firewood consumption at Aster Medcity, Kochi.

Figure 09 : GHG Emissions Breakdown Scopewise



649 tCO₂e

Emission reduction at Aster Hospital Mankool

492 tCO₂e

Emission reduction at Aster Hospital Muhaisnah

101 tCO₂e

Emission reduction at Aster Al Quasis

132 tCO₂e

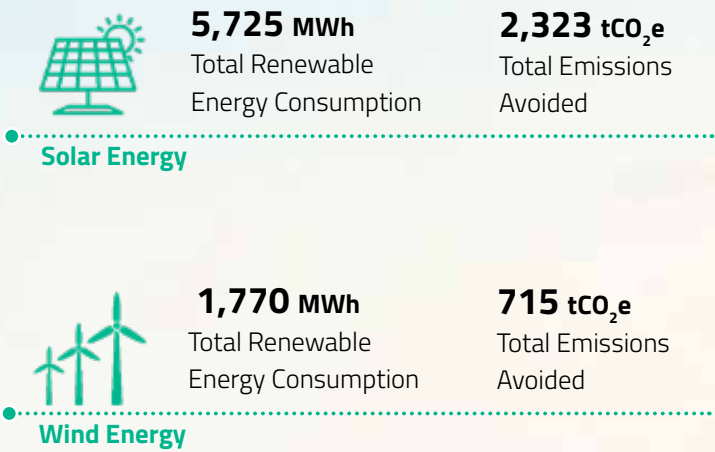
Emission reduction at Medcare Orthopedics & Spine Hospital

Green Energy Usage

The Group has begun the transition to including more energy-efficient hospitals and equipment across its facilities. The Aster CMI Hospital in Bangalore is the first Aster DM Healthcare facility to receive the **Green Power Certification**, and for the year 2021-22, it used solar and wind energy sources to meet **87%** of the Hospital's power consumption needs.

Aster RV Hospital's **54%** energy consumption comes from renewable energy sources.

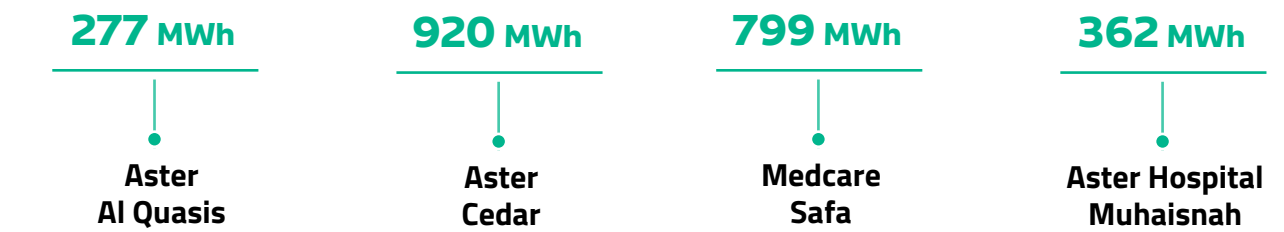
The breakdown of the total quantity of renewable energy consumed and the emissions avoided are depicted here:



Aster CMI Hospital, Bangalore

Solar PV Integration

This year we initiated a Solar PV project of **1.4 MWp** that is estimated to generate **2,358 MWh** of clean energy annually across four hospitals in the UAE. The project would reduce approximately 1,000 tCO₂ emissions per annum. The solar projects approved at different hospitals and under installation are elaborated below with an estimate of annual generation:



Low Carbon Transport

Transport-related emissions are quite low for Aster DM Healthcare. However, globally the transportation sector accounts for more than 20% of emissions.

Aster DM Healthcare offers shuttle and vanpool services to its employees in order to reduce fuel consumption from transportation.

It actively motivates its employees to opt for these alternative modes of transportation and avoid the use of single-occupant vehicles to reduce fuel consumption and the resultant emissions.



EVERY DROP COUNTS

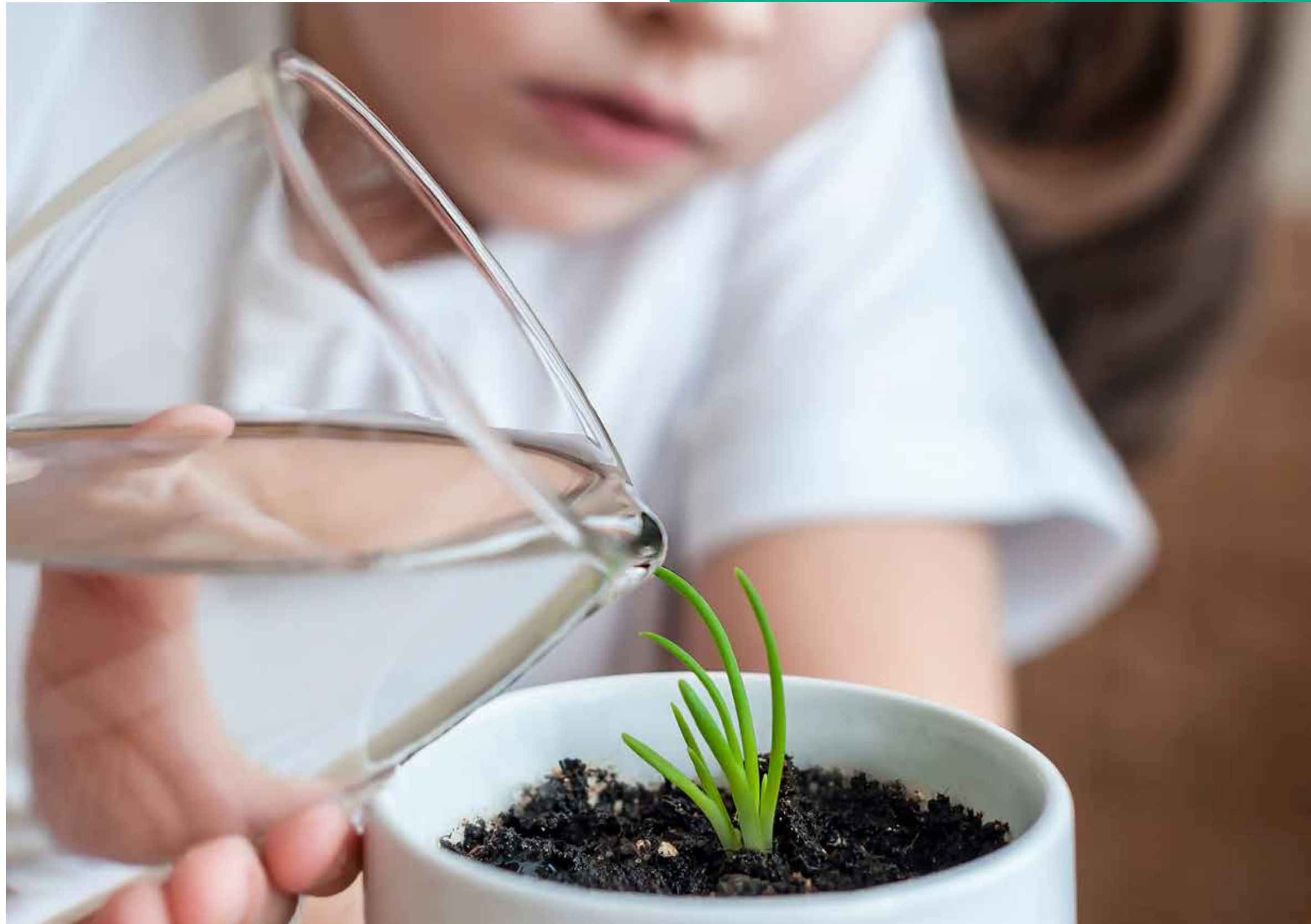
Sustainable management of water resources and access to clean water and sanitation are key to boosting economic growth and productivity. Aster DM Healthcare always looks at the quality and sustainability of water resources, we have aligned our policies in line with Sustainable Development Goal 6 which goes beyond drinking water, sanitation, and hygiene.

An important pillar of Aster DM Healthcare's sustainability strategy is to optimize water usage. We understand that optimal usage of water is important for equitable access of this resource for all and also to reduce the impact on natural bodies of water as well as the flora and fauna dependent on it.

Continuous monitoring of water consumption and checking for spikes or leaks, installing efficient water taps and fixtures, and recycling rejected or wastewater wherever feasible are the strategies followed to optimize consumption.

The majority of water consumption happens at our hospitals, with minor quantity of water used at clinics, pharmacies and laboratories.

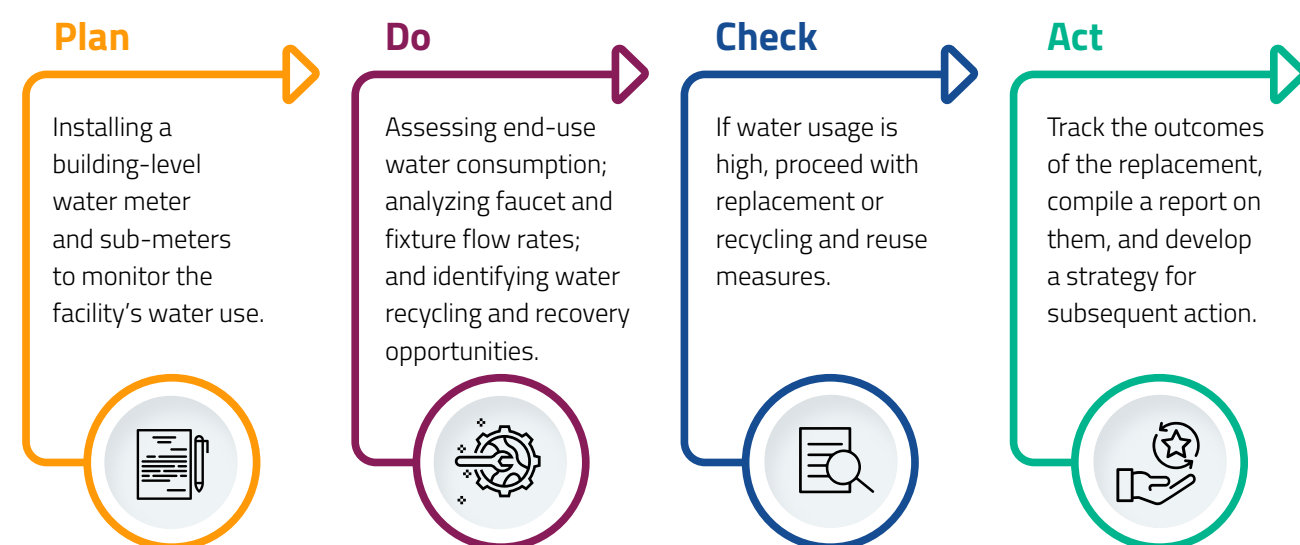
Most of the water we consume is provided by the local utilities. However, at some of our hospitals in India, it is supplemented by ground water.





Wastewater Management

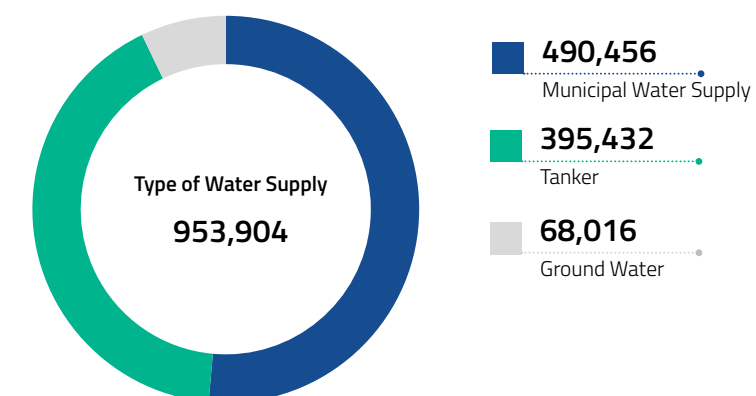
Aster DM Healthcare's water management strategy is built on the Plan-Do-Check-Act-cycle to ensure continuous improvement.



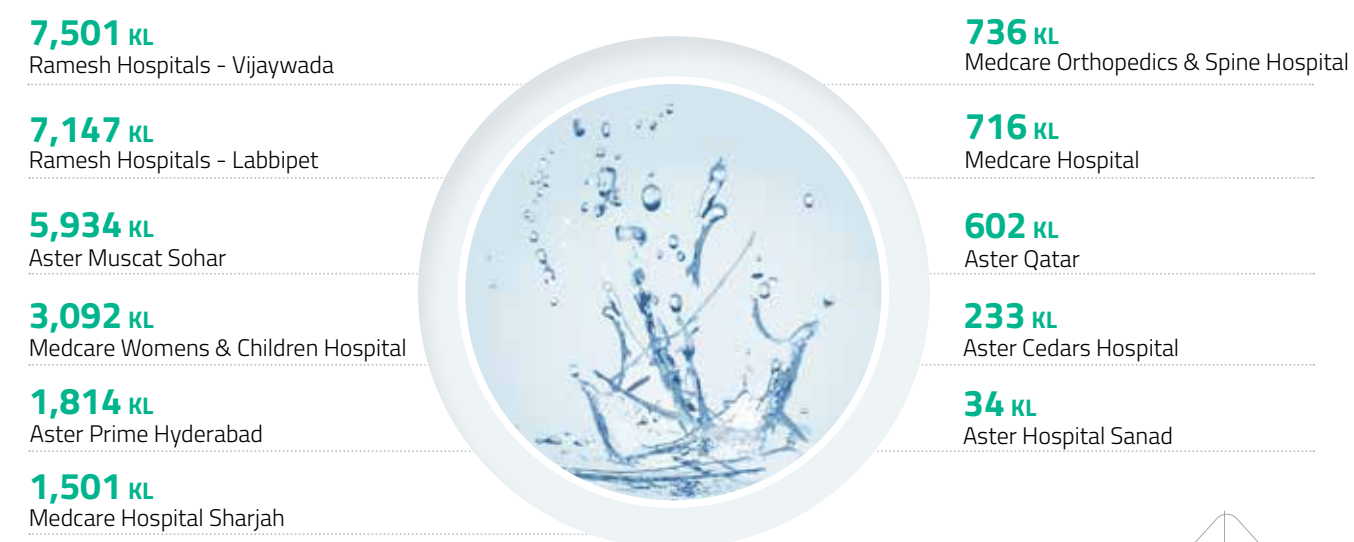
Water Consumption by Source

During the reporting period, the predominant source of water supply to meet facility needs was from the Municipality while ground water were sourced the least. Aster DM Healthcare is conscious of using water resources sensibly and procuring them sustainably. The breakdown of the sources of water supply is presented here.

Figure 10 : Source of Water Supply



Several measures were undertaken during the year to optimize water use. Across eleven hospitals water use reduction was achieved, as presented below:



A growing number of people are relying on Aster DM Healthcare services each year, which implies that its water consumption is expected to rise each year. The graphs below summarise the water performance across our hospitals which are the major water consumers:

Figure 11 : Water Consumption in Thousand Kilolitres at Aster Hospitals - GCC

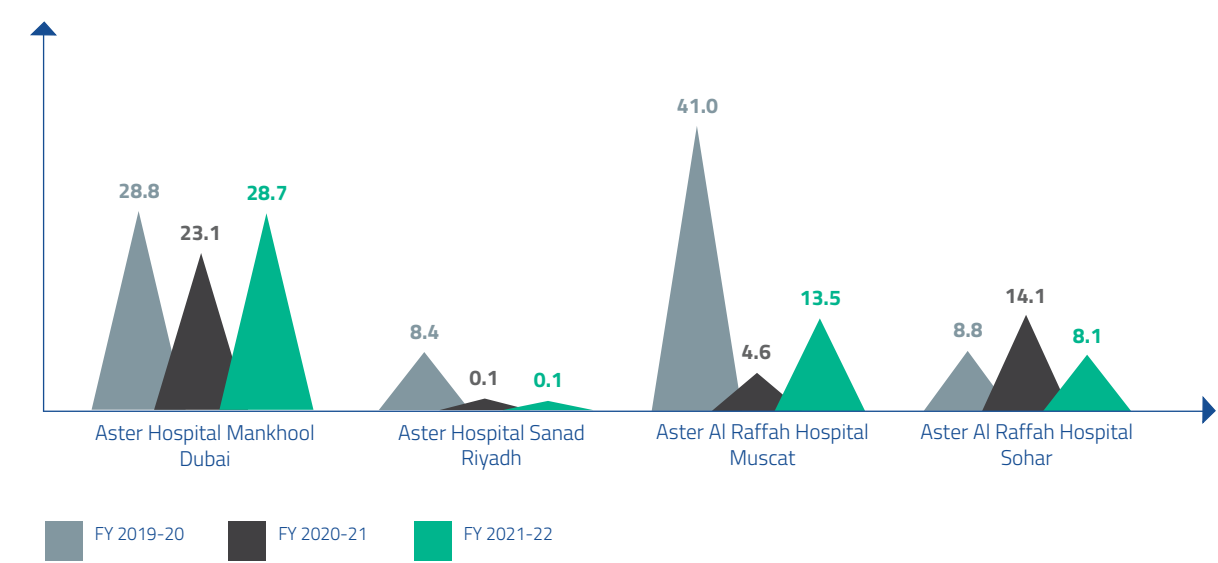


Figure 13 : Water Consumption in Thousand kilolitres at Aster Medcare Hospitals - GCC

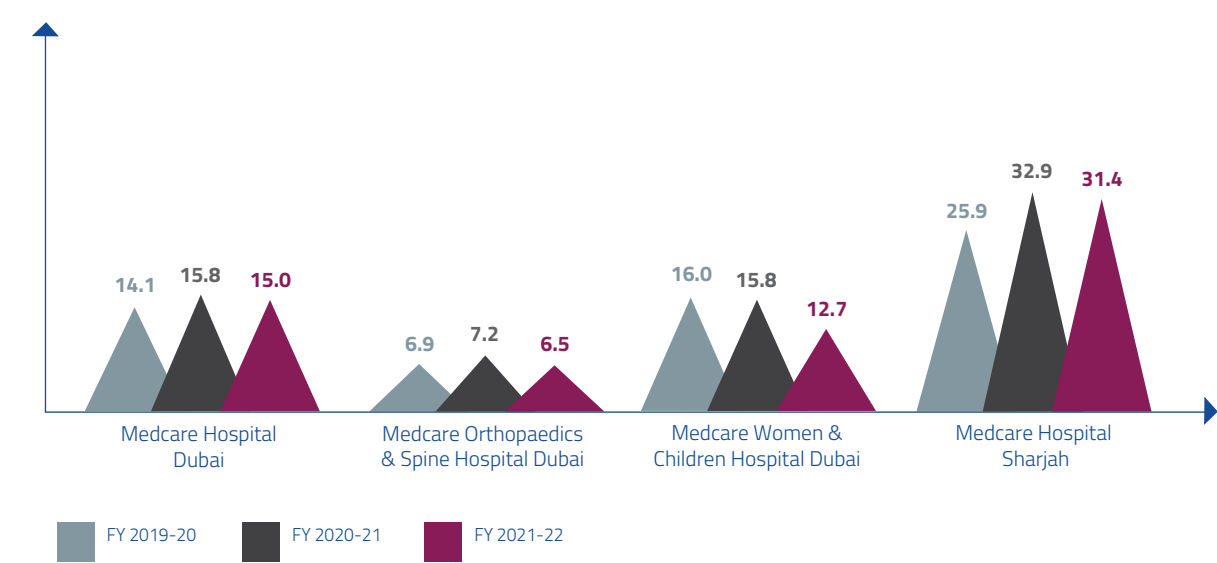
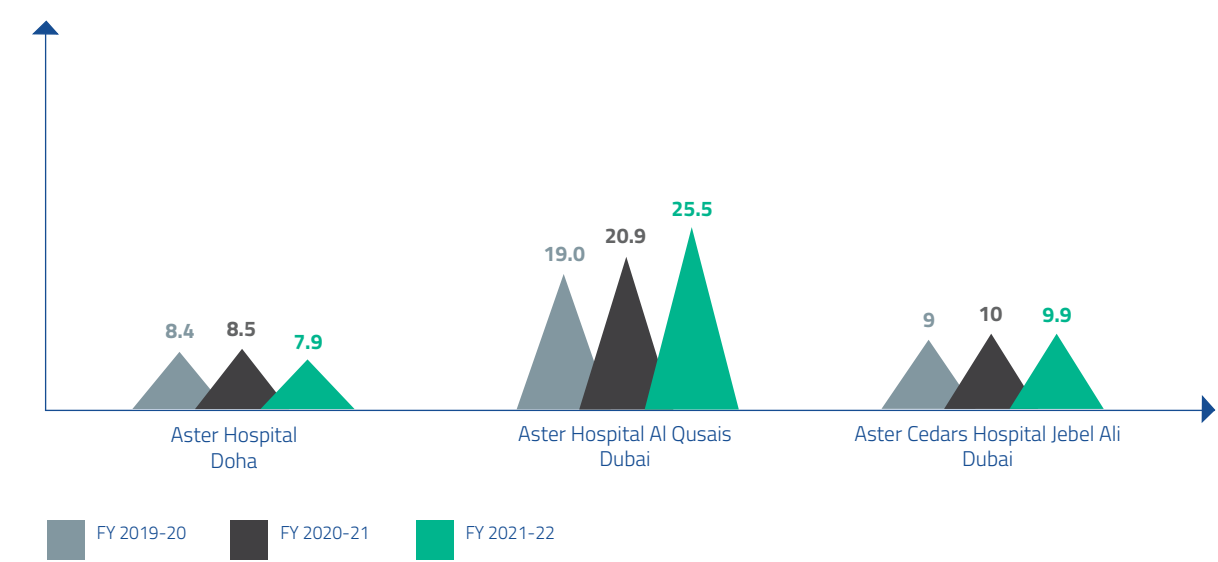


Figure 12 : Water Consumption in Thousand kilolitres at Aster Hospitals - GCC



Aster DM Healthcare has also established baselines for water consumption for various hospitals and strives to rationalise its consumption at every step. **This year alone, Aster DM Healthcare has been able to reduce its water consumption across 8 hospitals in GCC**, with Aster Muscat Sohar leading the way with approximately 5,934 kiloliters of savings.



Medcare Orthopaedics & Spine
Hospital, UAE



The graphs below summarise the water performance across our hospitals in India which are the major water consumers:

Figure 14 : Water Consumption in Thousand kilolitres at Aster Hospitals - India

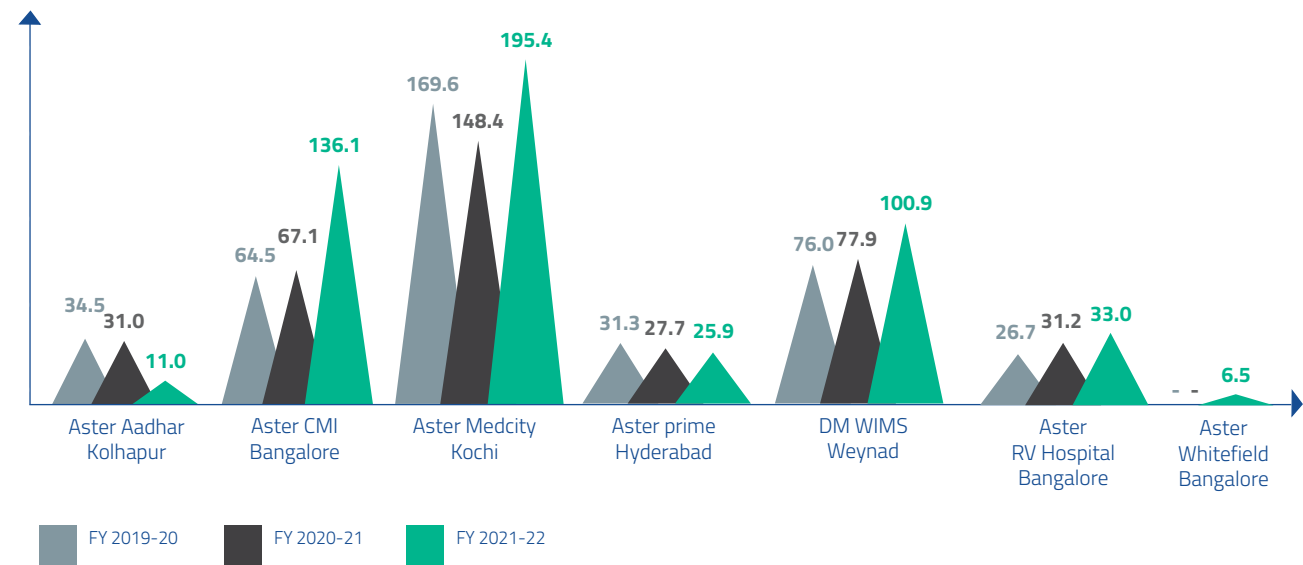


Figure 16 : Water Consumption in Thousand kilolitres at Aster Ramesh Hospital - India

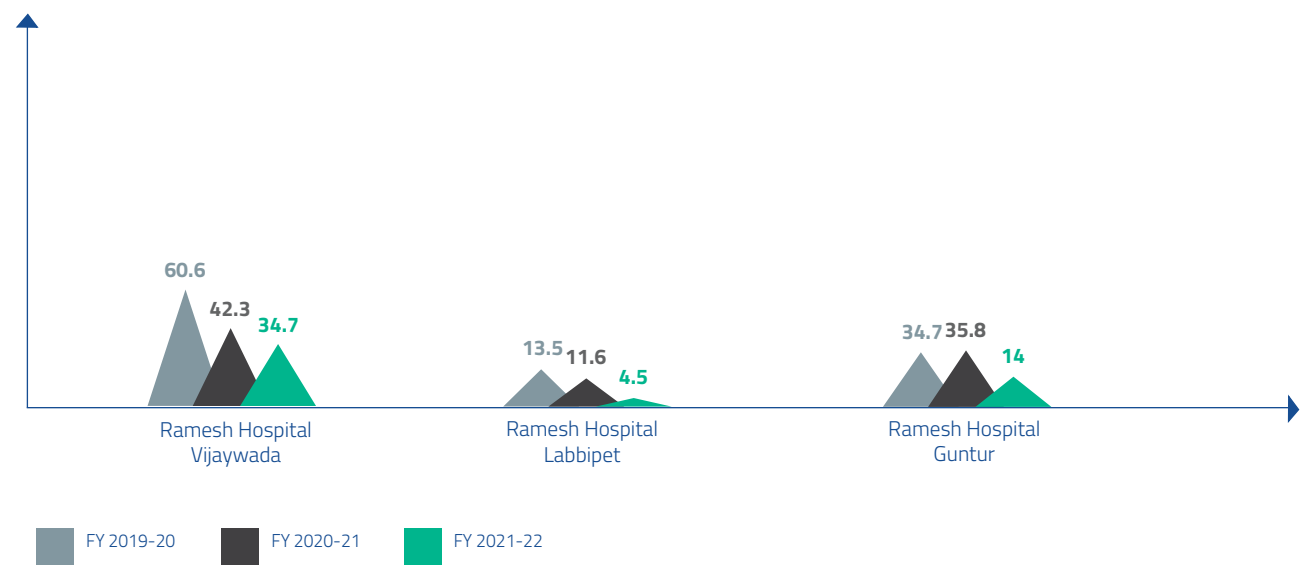
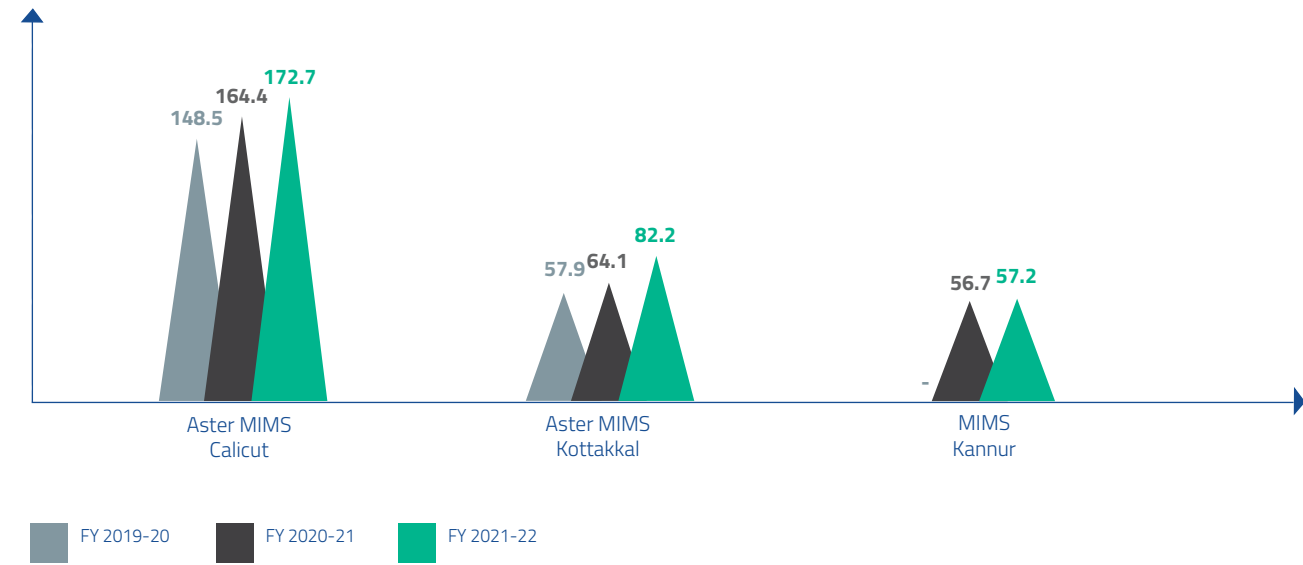


Figure 15 : Water Consumption in Thousand kilolitres at Aster MIMS Hospital - India



There has been an increase in water consumption in our hospitals in the Indian subcontinent, primarily due to increased operations following the removal of COVID restrictions.

Still, Aster DM Healthcare has been able to reduce its water consumption across 3 hospitals in India, with Ramesh Hospitals -Vijaywada leading the way with approximately 7,501 kiloliters of savings.





229,866
Water Reused
for Horticulture (KL)



3,405
Capacity
Installed (KLD)



13
Sewage
Treatment Plants



6,122
Water Reused
for Flushing (KL)



32,995
Water Reused
for Cooling Tower (KL)



268,983
Quantity of
Water Saved (KL)

Wastewater Treatment and Reuse

Aster DM Healthcare's dedication to waste management and resource optimisation is reflected in the way we handle wastewater across multiple hospitals. It has constructed a number of sewage treatment facilities so that the wastewater that is produced by its hospitals can be treated and reused for flushing, horticulture, and cooling tower applications. The table provides the summary of treatment plants along with the reuse of the treated effluent.



Aster Medcity, Kochi



Quantity of Sewage Effluent Reused in 2021-22

Hospital	STP Capacity (KLD)	Quantity of Treated Sewage Effluent generated (Kilo- Litres)			
			Flushing	Horticulture	Cooling Tower
Aster Aadhar Kolhapur	120	120	50	70	0
Aster CMI Bangalore	250	58,230	-	58,230	-
Aster Medcity Kochi	1000	175,573	-	143,118	32,455
Aster MIMS Calicut	600	400	-	-	-
Aster MIMS Kottakkal	350	251	50	150	-
Aster Prime Hyderabad	20	3,650	0	0	0
Aster WIMS Kerala Wayanad	600	265	132	-	-
Ramesh Hospitals Guntur	110	13	9	3	0
Aster RV Bangalore	135	27,815	-	27,815	-
Aster MIMS Kannur	150	1,500	360	480	540
Aster Whitefield Bangalore	20	5,521	5,521	-	-
Ramesh Hospitals Vijaywada	40	Data not available	-	-	-
Ramesh Hospitals Labbipet	10	Data not available	-	-	-
TOTAL	3,405	273,338	6,122	229,866	32,995



CIRCULAR ECONOMY

Aster DM Healthcare is committed to moving towards circular economy. Our waste management hierarchy is to Reduce, Reuse, Recycle and Dispose in line with waste management best practices and regulations. All of our premises have a defined waste identification, segregation, storage, treatment and disposal procedures.



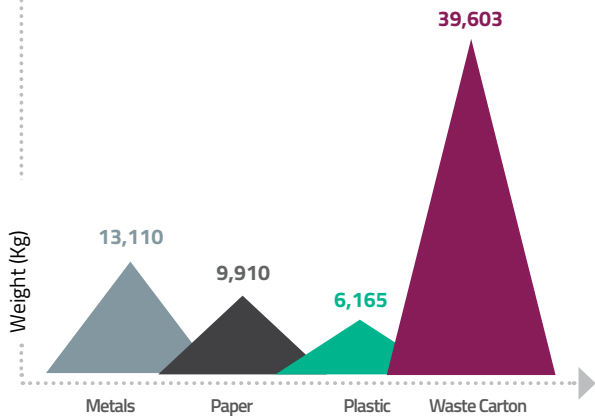


Waste Recycling at Aster Medcity

Aster Medcity has a well-established recycling procedure. The hospital recycled 68,788 Kgs of waste for FY 2021-2022. 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 1,037,852. The quantity of the different types of waste recycled is depicted here.

Figure 18 : Waste recycled at Aster Medcity



97%
Compliance to
Biomedical Waste
Management at GCC



12,446 Kgs
Cardboard Recycled
at Medcare Women
and Children Hospital



68,788 Kg
Waste Recycled at
Aster Medcity



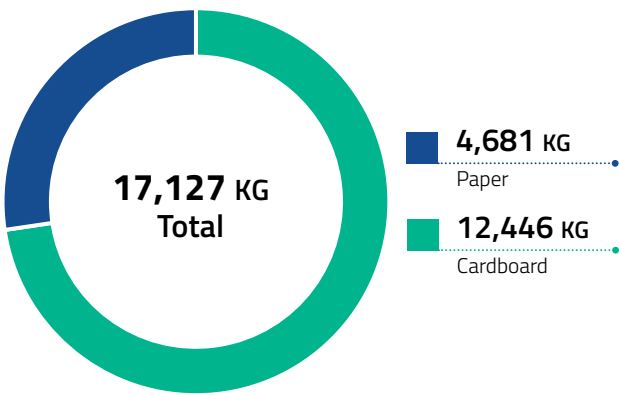
1,037,852 INR
Total Revenue
Generated at Aster
Medcity, Kochi

Waste Recycling at Medcare Hospitals

Medcare hospitals has a well-established recycling procedure. There are vendors and different procedures for the collection and recycling of recyclable materials that are segregated at our hospitals.

Medcare Orthopedics & Spine Hospital (MOSH) and Medcare Hospital, Sharjah (MCH) with the help of our well-established recycling program were able to recycle total of 17,127 kgs of cardboard and paper combined. The quantity of the different types of waste recycled is shown here.

Figure 17 : Waste Recycling at MCH & MOSH



The principles of circularity have guided us in our management and operations. We use our resources by being conscious of the environment and manage our waste responsibly.



Waste Management

Additionally, the hazardous waste that is generated at our hospitals is also continuously recorded and monitored in accordance with local regulations as well as global best practices. The medical waste is treated and disposed according to the local government regulation.

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.

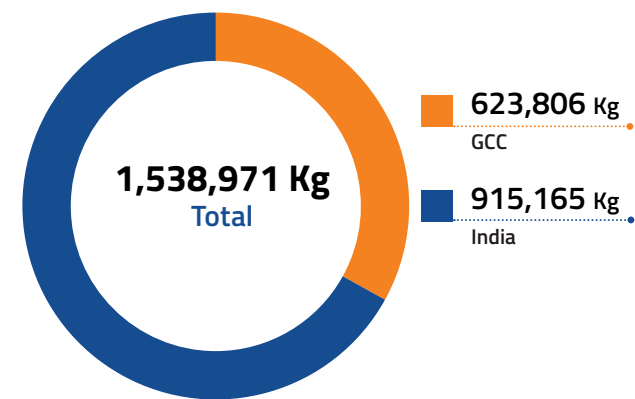


Biomedical Waste Management

Bio-medical waste includes general, infectious, hazardous, radioactive types of waste. To the extent possible, we avoid the generation of bio-medical waste and contain generated waste within proper receptacles to prevent contamination and other hospital-acquired infections. The generated waste is then transported to disposal facilities and treated according to their type.

The amount of bio-medical waste generated across GCC and India is depicted below.

Figure 19 : Bio Medical Waste at Aster Hospitals (Kg)





SOCIAL

Our people make Aster what it is. Going beyond the call of duty, our employees, partners and communities collaborate to improve the general standards of living for millions. Our shared sense of culture, diversity and duty got us a LinkedIn Top Companies 2022 award for the best workplace in the healthcare sector.



OUR PEOPLE

Aster DM Healthcare employees are well known in the community for making patients their priority and upholding high standards of service all year long. Since they are its strongest pillar, supporting a functional, healthy, and happy community, Aster DM Healthcare ensures that they are cared for and are provided with all the necessary facilities to carry out their duties in the best way possible.



57%
Women
Employees



20
People of
Determination Hired



100%
Employees Covered with
Health & Accident Insurance



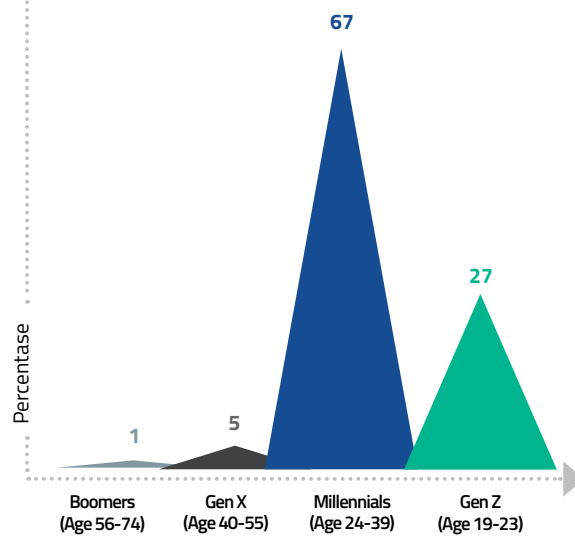
11
Career Development
Programs Launched



Aster DM Healthcare currently employs over **25,806 professionals**, including doctors, nurses, paramedics, administrators, and support professionals. It recognises and appreciates the efforts of its employees and provides positive reinforcement for those efforts. As a result, the company has been successful in prospering and expanding together as a family.

The employees are routinely informed through newsletters, emails, and town hall meetings of any new initiatives, activities, achievements, or management changes. Aster DM Healthcare also provides adequate training opportunities for the personal and professional development of its employees.

Figure 20 : New Hires (by Generation)



“As providers of health and wellbeing services, it is vital that Asterians feel safe and encouraged to pursue opportunities that are of interest to them. We are invested in their growth through career development and providing equal opportunity to all.

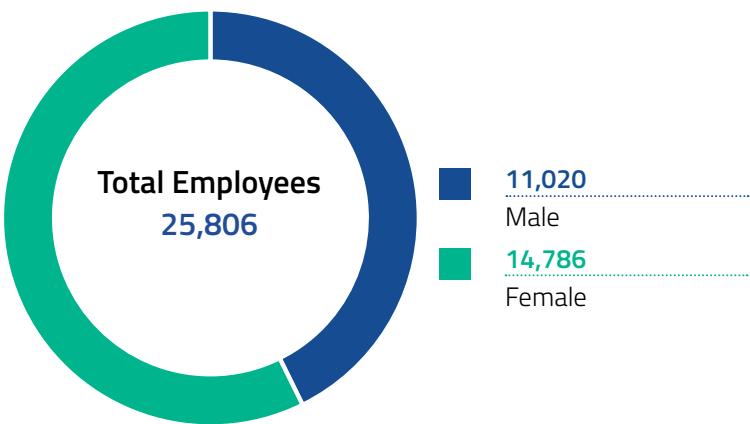
Fara Siddiqi
Group Chief Human Resources Officer



Diversity & Inclusion

Aster commits to providing an inclusive environment for different voices and setting up policies to attract and retain top talent. Gender equality is one of the focus areas for the Group as we believe it to be a crucial component of sustainable development. Aster DM Healthcare also open its doors wide to People of Determination (differently-abled persons), creating adequate opportunities for them to excel in their chosen careers.

Figure 21 : Total Number of Employees



In addition to having a women-dominated workforce where they are well-represented in several committees and decision-making bodies, women are also well-represented on the Aster DM Healthcare Board.

Figure 22 : Board of Directors

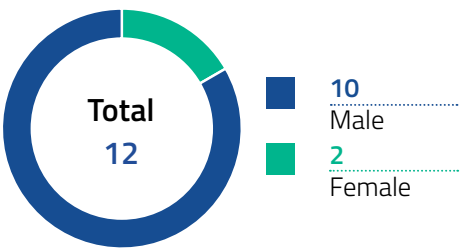
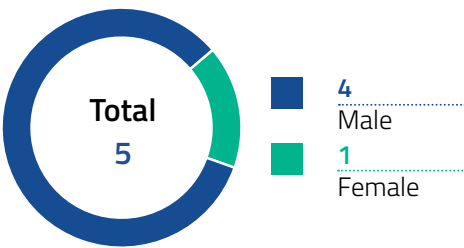


Figure 23 : Key Management Personnel



Aster DM Healthcare has also taken several measures to ensure that women, in addition to being properly represented in the organisation, also feel comfortable and secure both in and outside their work premises. Aster DM Healthcare hired 20 People of Determination employees and strives to provide them with opportunities to grow as professionals.



1,500+
Nurses
Completed the Career
Development Courses

14,322
Total
Learning Hours

53
Career Mobility
Beneficiaries



Employee Relations

Our employees, called Asterians, have made Aster DM Healthcare what it is today. We believe in investing in their holistic well-being so that they continue to bring their best to the workplace. This helps us create and maintain a culture of trust and inclusivity.

Employee Engagement and Well-being

Aster constantly strives to create a work environment that motivates and attracts talented healthcare professionals. We keep employees updated and engaged primarily through leadership communication aimed at cascading organisational wide processes such as

Culture, Compliance, Risk Management, and so on. At Aster we have multiple forums for communication to our employees. We communicate on our Vision, Mission and Strategy through the following channels:



Aster’s Recognition and Rewards are extended to everyone in the organization across levels in the spirit to foster a diverse and inclusive environment along with driving a culture of high performance

As a healthcare organisation, we also focus on well-being of our employees through our well-being theme- “Meet the moment” which is on fitness challenges such as Lose to Gain, Walk to Win as well as Mental Health initiatives such as Gratitude in My Attitude.

With regard to workplace safety, all of our employees undergo mandatory training on Infection control, biomedical waste, fire and smoke safety, hazardous material and waste safety.

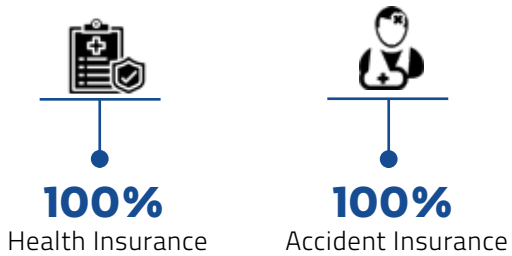
Aster fosters a creative, challenging and holistic atmosphere and encourages employees to challenge current benchmarks and develop their capabilities on an individual level. Some of the measures we take in order to retain our employees are:

- Performance Linked Payouts
- ESOPs of critical groups
- Tracking of high performer retention
- Career growth and mobility through Internal Job Posting
- Frequent reviews through BiAnnual Reviews

Insurance Coverage

To ensure that Asterians are protected against life’s uncertainties, we extend a 100% health and accident insurance coverage with benefits such as hospitalization and medical expenses, transportation costs, etc.

We also provide coverage for our contract workers under the Contractor’s-All-Risk Policy during the execution of projects. The Policy covers risks which may arise during construction like tool injuries, illnesses and others.

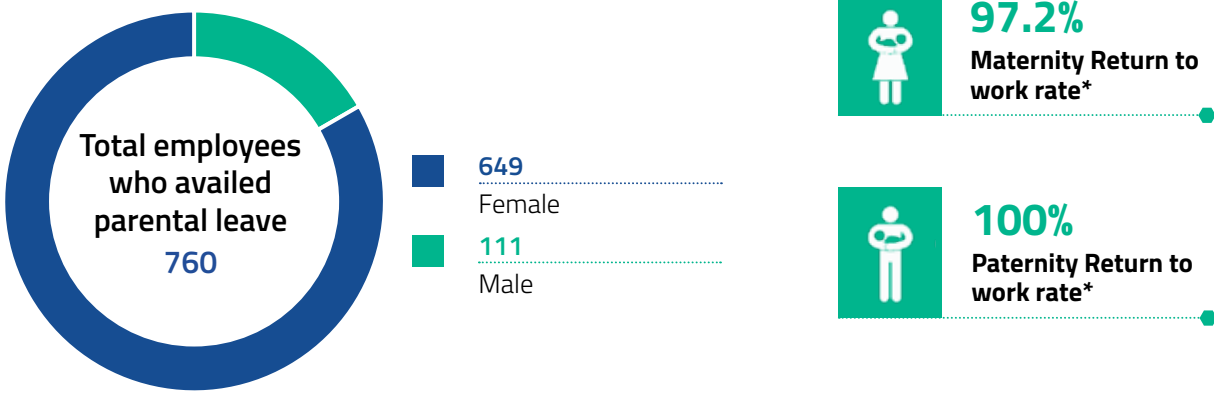


Parental Leave

Aster offers time off work for new parents to ensure mental and physical wellbeing of employees by being with their children. In 2021-22, a total of 649 female employees and 111 male employees availed parental leave. Aster welcomes employees at the end of their parental leave and creates an environment that is conducive

for them to continue to provide care for their children. Around 552 employees were still employed 12 months after their return to work once their parental leave ended. All our employees are entitled to parental leave in accordance with the provisions of the local laws/ rules/ regulations.

Figure 24 : Parental Leave



Note :
*The return-to-work rate is calculated as a percentage of the number of employees that returned to work after parental leave to the number of employees due to return to work after parental leave.



Nature of Employment

Out of the total number of employees, around 20,780 are permanent employees and 5026 are categorised as non-permanent employees.

Figure 25 : Breakdown of Permanent Employees

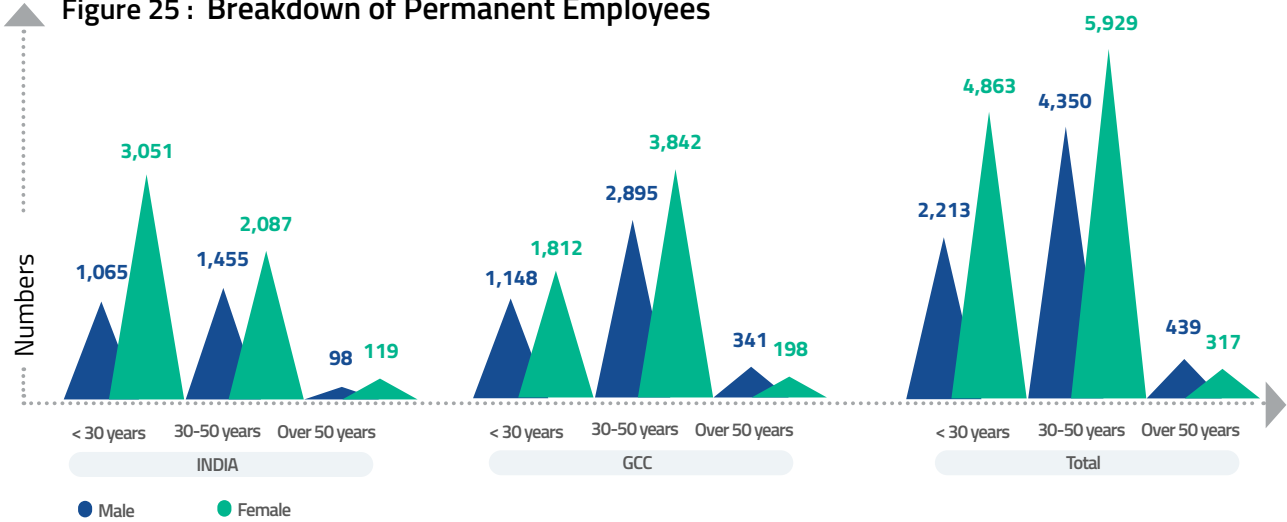
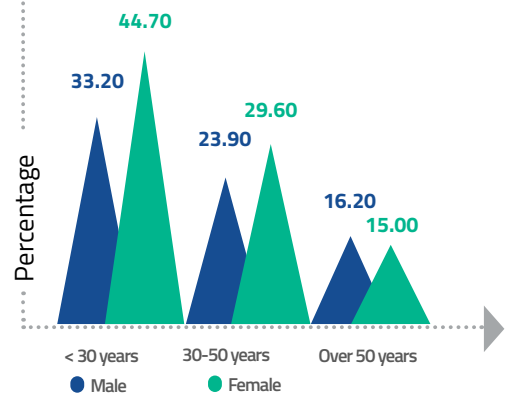


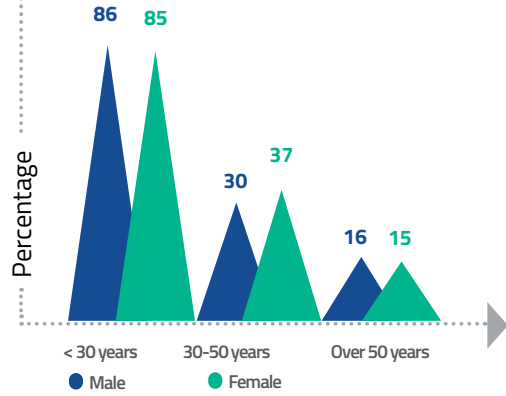
Figure 26 : Permanent Employees – Attrition *



The details of the employee attrition that took place during the financial year 2021-22 is presented here based on the age group and gender.

The Attrition percentage have been calculated as the ratio between the attrition number (permanent employees) to the average headcount at the end of the FY 2021-22.

Figure 27 : Permanent Employees – New Joiners *



The details of the new employees hire that took place during the financial year 2021-22 is presented here based on the age group and gender.

The New Joiners percentage have been calculated as the ratio between the new joiners number (permanent employees) to the average headcount at the end of the FY 2021-22.

Note :

1. The data only includes permanent employees excluding Harley Street Medical Center (HSMC) and Ramesh Hospitals (2,362).
2. For GCC, information has been taken from Aster Connect and for India, the information is considered based on manual MIS.
3. India headcount also includes AGC which is a shared service setup to support GCC
- 4.. Attrition percentage is based on the headcount wherein information is completely available to do the required bucketing.



Training and Development

At Aster DM Healthcare, the health and safety of its personnel are of the utmost importance, as is their constant training and development, and hence, Aster DM Healthcare invests continuously in its employees' professional development.

To remain competitive, the company introduces new initiatives on a periodic basis, such as succession planning and career development, presenting numerous prospects for employees' growth.

The yearly training schedule is made available to all workers, and training requirements are assessed during

the annual performance review. To assist its employees in fulfilling their duties, they also get trained in excellence, safety, service excellence, managerial skills, continuous improvement, change management, and innovation, amongst other topics.

Continuing Medical Education (CME) credit points are required for the clinical staff's license renewal, and this is supported by the CME allowance and paid leave as per the organisation's policy. Open conversations between an employee and their line manager, as well as constructive training comments, are aimed at enhancing and improving performance.



GROW Intervention

GROW (Get Ready for Opportunities at Work) with Aster intervention has been designed with an emphasis to proactively provide extensive structured career development & growth, management opportunities,

well-being, and engagement for all nurses, across levels, across the group. One of the pivotal tracks is inter movement and development to cater to the aspirations of nurses.

There are three key tracks as part of this initiative:

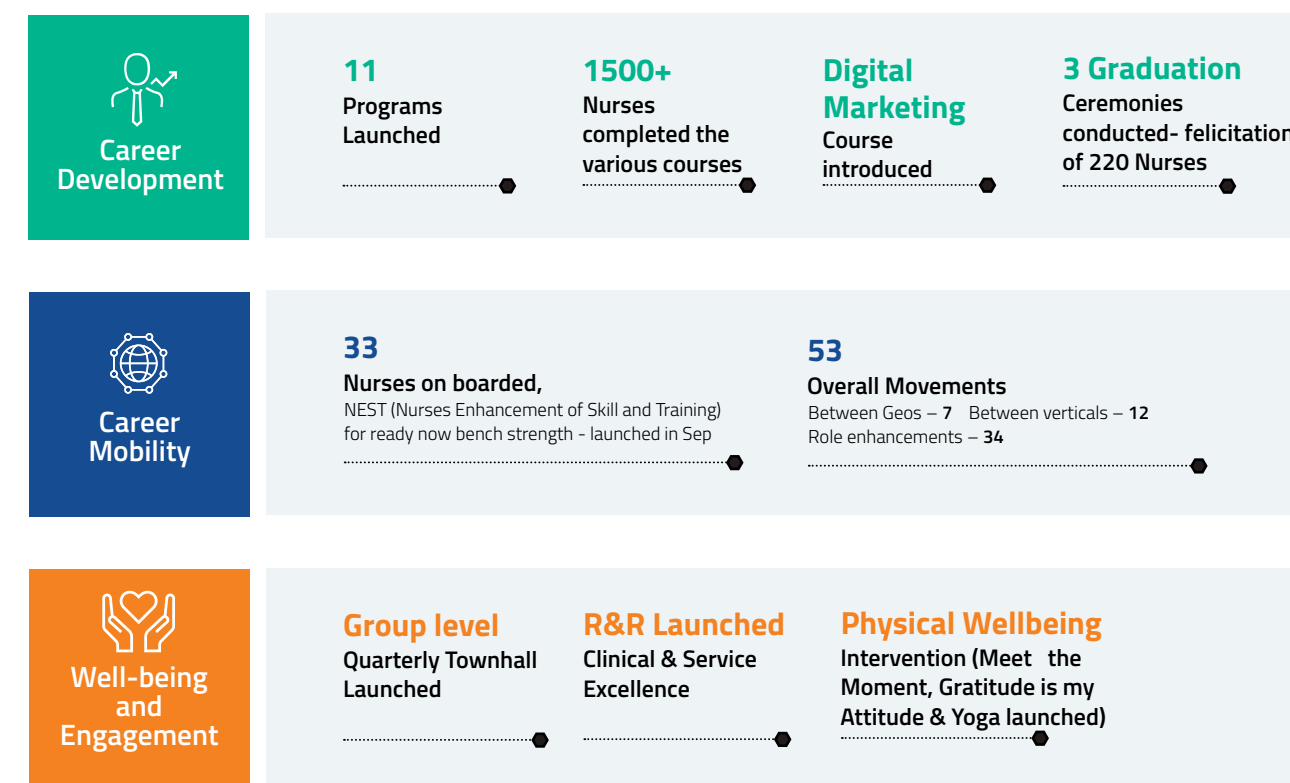
Intra Movement & Development to facilitate abundant opportunities within the Nursing Fraternity through

- A** Horizontal Progression to enable movement across geographies and lateral movements (specializations)
- B** Vertical Progression to enable movement to the next level/grade.



Inter movement and development to cater to the aspirations of nurses who want to explore roles outside nursing, across Business / Functions.

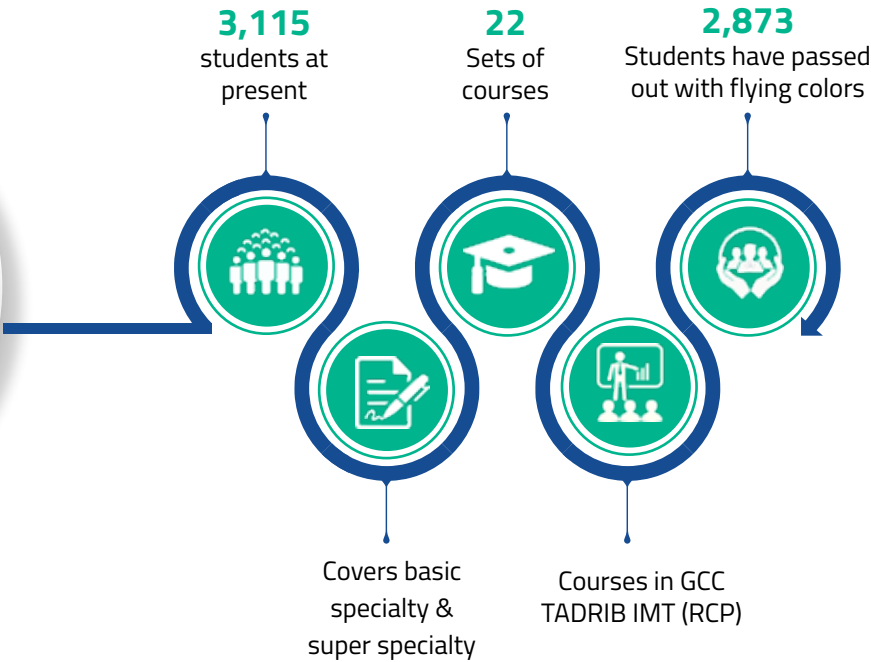
Well-being and Engagement through reorganization of work-life and retention benefits and Recognition platforms



Academic Excellence at Aster

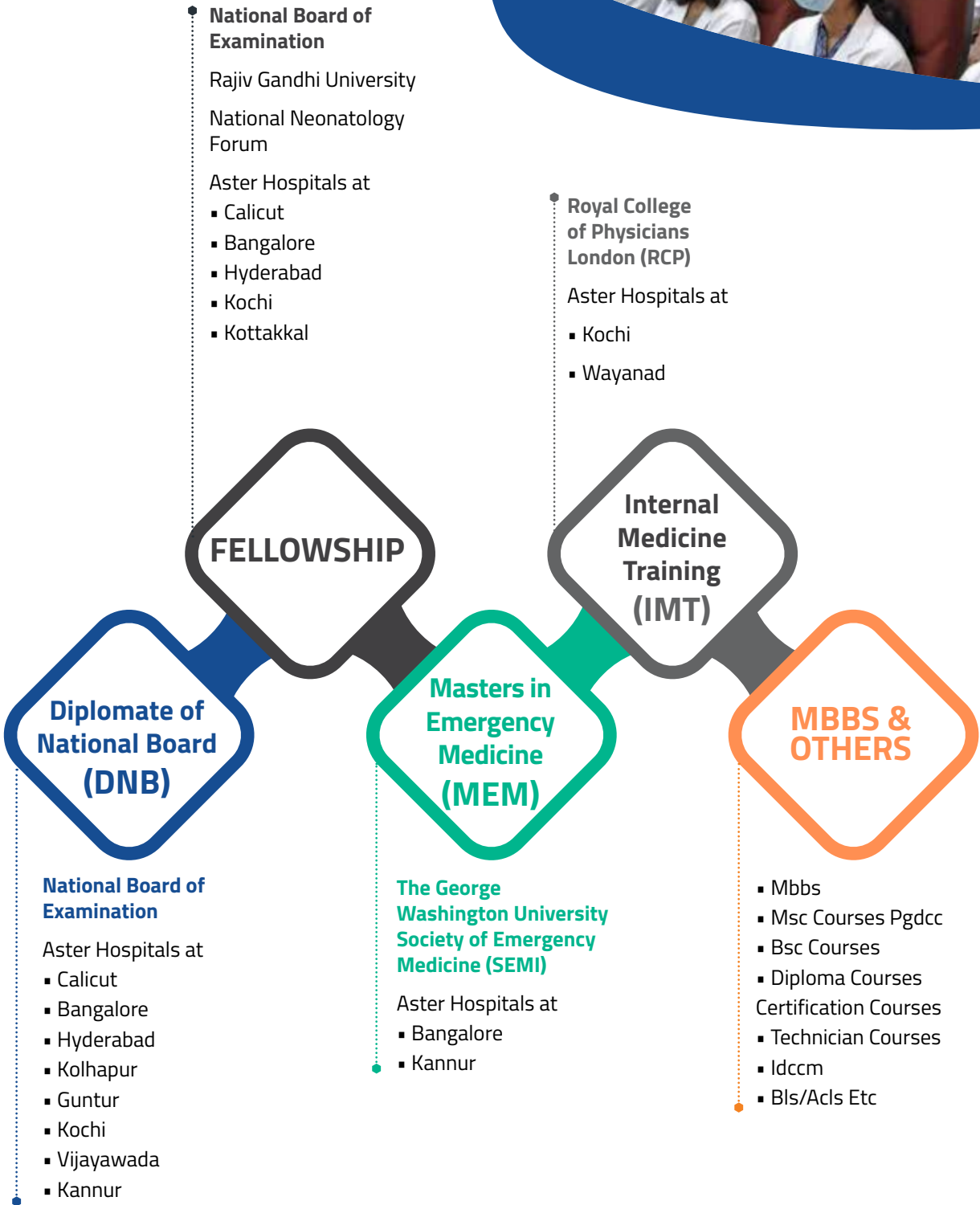
Aster’s Academic Excellence helps in establishing, managing and operating institutions to enable knowledge sharing. It helps skill development across the Aster network and the wider healthcare system. It also aims to address the talent gap for skilled medical professionals that the healthcare industry is currently facing. The academic courses are offered across India and GCC units with more than 2,873 students having successfully completed the courses and 3,115 plus currently pursuing courses at Aster Academy.

Some highlights



AI Tadrib Training Program

AI Tadrib is an educational initiative at Aster Hospital that began in 2018 with the goal of training nurses, doctors, and allied health professionals. The courses are available to all healthcare professionals in the UAE, and the emphasis has been on exceptional training and growth. Aster DM Healthcare has developed a diverse approach to learning that extends beyond standard classroom courses and includes a variety of methodologies such as e-learning, simulation training, feedback culture, action learning sets, guided learning, and so on.





MIMS College of Allied
Health Sciences,
Malappuram, Kerala



DM WIMS
Medical College in
Wayanad, Kerala



Convocation Ceremony of the 1st Batch of MBBS
Graduates from DM WIMS Medical College

Safety of Our Caregivers and Patients

Aster DM Healthcare strives for ongoing excellence to keep its commitment to treating everyone well. It urges all of its workers to report any incidents, events, or situations that may cause damage or injury. Reporting “near misses” allows it to improve methods, develop effective and long-lasting solutions, and avoid future mishaps.

Aster DM Healthcare prioritises patient safety by preventing complications, hospital-acquired infections, and falls. Its emphasis on decreasing complications, including surgical site infections, has shown solid and long-term outcomes. In the previous year, there had been a 42.5% decrease in surgical site infections at our India operations. Aster DM Healthcare follows all national safety criteria for health care institutions in order to ensure fire safety and prevent

any harmful exposures to its patients and personnel, including those connected to hazardous cleaning agents and latent allergens such as latex.

Aster DM Healthcare also has a dedicated Quality and Safety department with the responsibility of implementing and monitoring environmental health and safety management operations across its facilities.

Furthermore, depending on management structure and specific demands, each hospital documents management plans that address “Environmental Health and Safety.” The leadership examines and assesses the need for modifications to safety policies, equipment, procedures, training, and other activities on a regular basis.

Safety Policy

Aster DM Healthcare has a Safety Policy in place at every hospital to ensure that all employees, partners and suppliers understand their role in keeping the work place safe and healthy. The Policy covers topics that include identifying significant infections, counseling and follow-up of staff exposed to infectious diseases, identifying potential workplace violence and implements measures to reduce the risk, an Internal Disaster Management policy that identifies potential areas for workplace risk and violence and implements training programs for awareness.

Aster follows the National Accreditation Board for Hospitals & Healthcare Providers (NABH) accreditation for India hospitals and the Joint Commission International (JCI) standards for GCC hospitals. In addition, we also follow the regulatory guidelines issued by local health authorities. The safety policy and procedures cover hospitals and clinics excluding the corporate and administrative offices, owing to lower workplace risk exposure.

Health and Safety Procedures

General
Orientation Program

Role of Employees

Medical Benefits

On the job injury



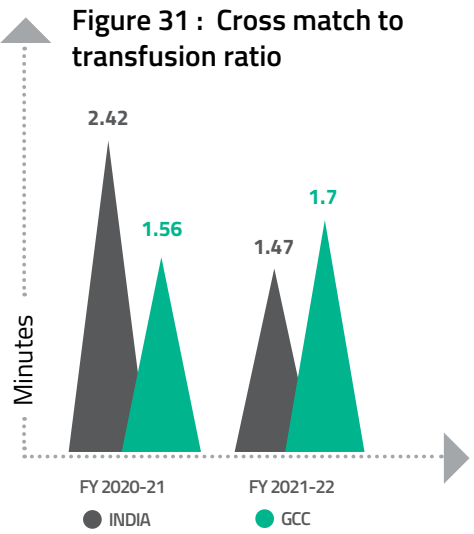
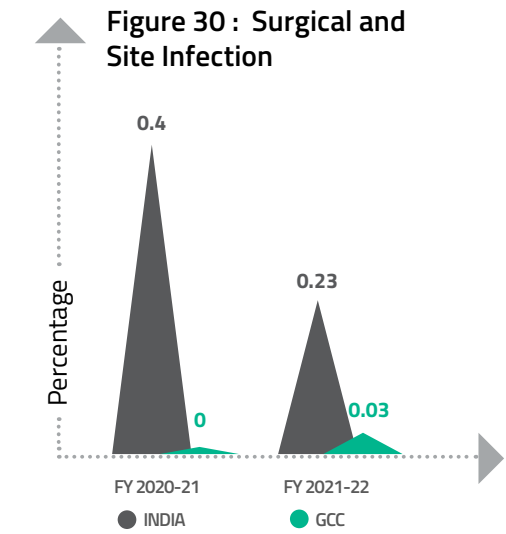
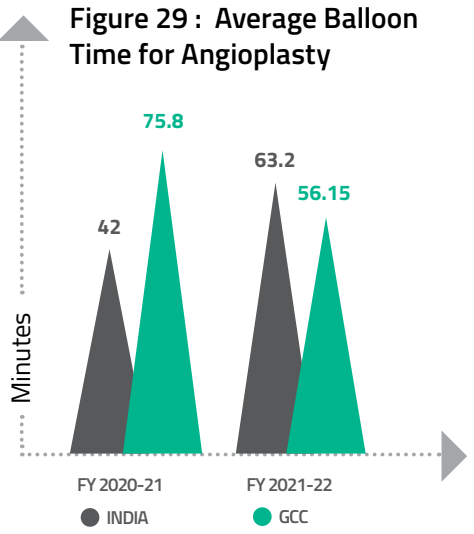
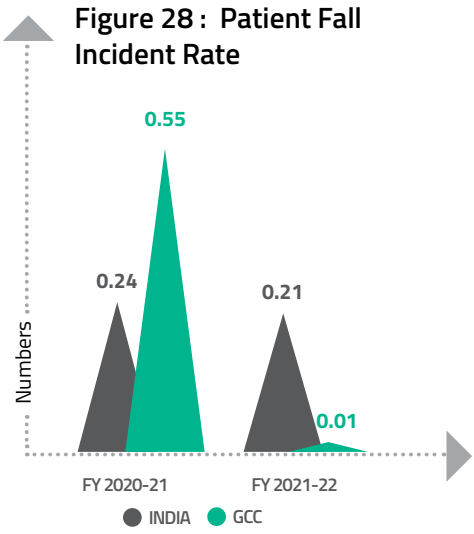
Employee Health and Safety programs

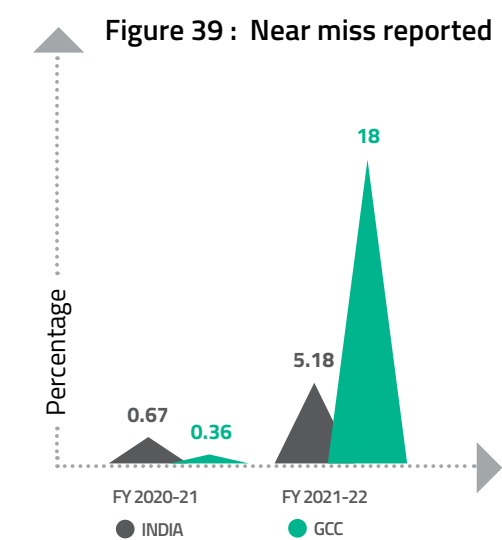
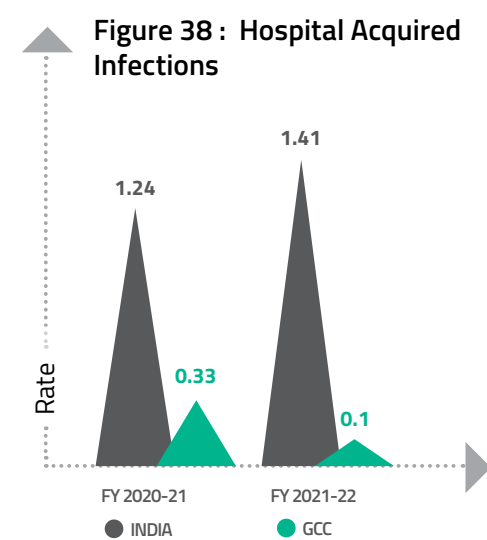
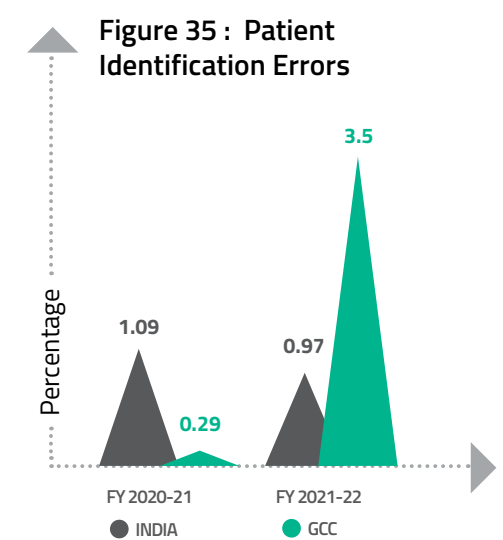
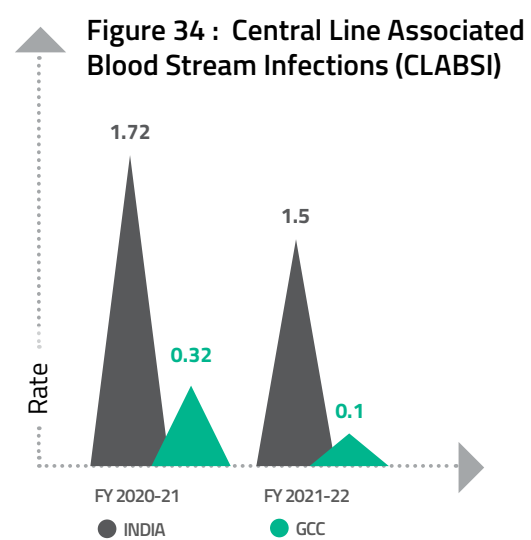
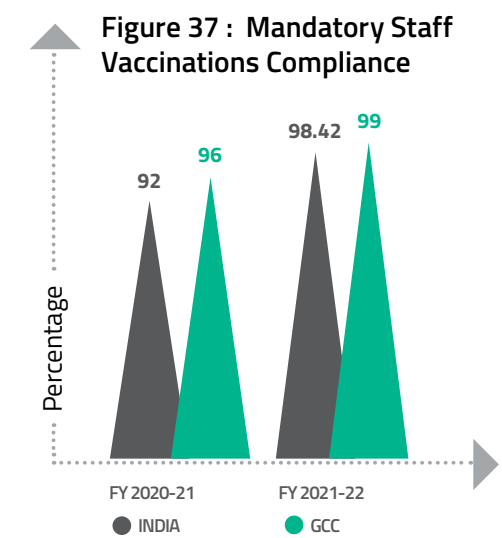
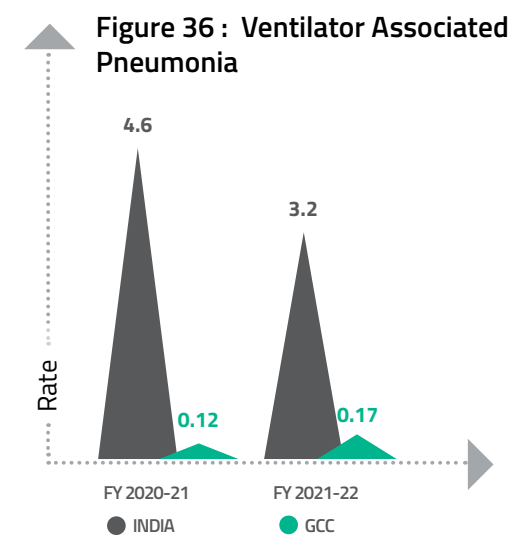
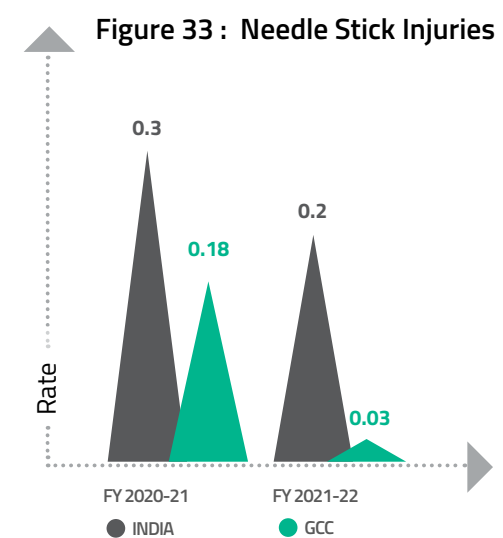
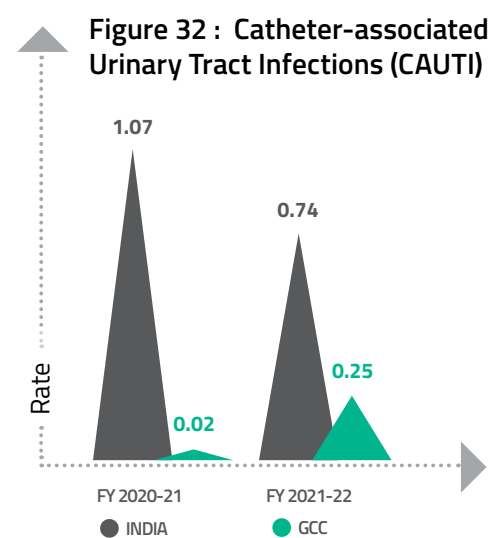
Infection Control

Biosafety

Radiation safety

Maintaining safe environments







Aster volunteers

Powered by humanity

Aster Volunteers, the CSR unit of Aster DM Healthcare, brings together people from all walks of life and countries in helping make the world a better place. The initiatives cover medical and non-medical aid to impact the under-served sections of our society.



Aster volunteers

Powered by humanity

The social contribution arm of Aster DM Healthcare, Aster Volunteers plans and executes projects in the areas of community development, medical and wellness, national and international aid, disaster recovery, child health, and People of Determination with physical or mental challenges. Over a span of just 5 years, Aster Volunteers has helped impact the lives of 3 million+ people, with 45,000+ volunteers by engaging people and communities to create on-ground impact.


3 million+
Lives Touched


45,000+
Volunteers

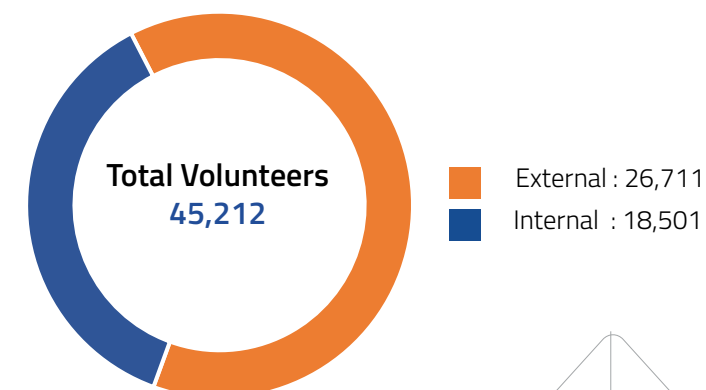

15
Countries of Engagement

Every year, on a regular basis Aster Volunteers gather to clean water bodies, plant trees, set up medical camps, and help the underprivileged in any way they can.

Aster volunteers are always quick to respond to any calamity and provide necessities (food, water, medical supplies, and other essential items) to those who are affected.

Over the years, **45,212 volunteers from** joined Dr. Moopen on his journey to serve the needy and to ensure that humanity, empathy, and social good prevail wherever Aster DM Healthcare sets its foot.

Figure 40 : Total Volunteers



“

When the going gets tough, the tough get going.” This has been Aster Volunteers’ guiding philosophy for reaching out to those in need. Our network of volunteers across geographies have been able to provide critical care and assistance to people living in remote areas and improve their quality of life through various CSR initiatives, such as medical camps, disaster relief, educational and awareness campaigns”.

Jaleel PA

Head - Corporate Social Responsibility (CSR)

Highlights of the Year

All figures are consolidated in nature and covers progress since the inception of the respective initiatives.



3 million+ Lives

have benefited from our CSR initiatives. Aster DM Healthcare is ecstatic to have such devoted and compassionate volunteers in the family.



777,690

Aster Volunteer Mobile Medical Services (AVMMS) provided care to underprivileged people.



294,158 People

Aster Volunteers has stood up like a wall to protect the affected during natural calamities. We have been positively impacted thousands of lives through different initiatives.



91

People of Determination hired by Aster DM healthcare, impacting their lives positively.



192,115 people

have been trained to provide Basic Life Support (BLS)



2 million+

Individuals have been positively impacted by Aster Volunteer's initiatives (food distribution, webinars, COVID Camps, and vaccination drives)



250+

Aster Homes completed and handed over in Kerala



222,000+

beneficiaries from the Dialysis Programme





VISION

Aster Volunteers endeavors 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.



MISSION

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

ABCD Baskets of Aster Volunteers

Under the umbrella of Aster Volunteers, multiple initiatives are undertaken, including education, skill development and livelihood support, awareness campaigns, treatment support, blood donation drives, beach clean-ups, waste recycling,

disaster aid, etc. The significant initiatives categorized under the Aid, Belong, Coach and Disaster Aid pillars of Aster Volunteers is presented here.



AID

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

Medical Camps (Advanced Speciality)
Need Analysis And Community Survey
Mobile Medical Services
Sponsorship (Treatment)
Sponsorship (Education)
Sponsorship (Food)
Sponsorship (Dress)
Sponsorship (Medicine, Medical Consumables, Medical Equipment)
Sponsorship (Gadgets)
CSR Projects (Partnership/Collaboration)



BELONG

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

Environmental Awareness
Environmental Protection Programs
Green Initiatives
Hygiene, Cleaning Camps Events
Event Management & Coordinations
Village Camps
Entertainments



COACH

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

BLS & ACL Awareness Training
Training For People Of Determination (Special Needs)
Training – Skill Development & Livelihood
Training – Career Development and Capacity Building



DISASTER AID

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

Pandemic Care
Vaccination Drives
Field Camps
Aster Homes
Accident & Trauma Care

Channels of Dispensing Treatment Aid



Aster DM Foundation

The Foundation is a non-profitable charity and philanthropic organization. It functions as an umbrella organization that coordinates its affiliated bodies' activities, including Aster DM Healthcare's CSR initiatives, Aster DM Foundation's philanthropic activities, Dr. Moopen's Family Foundation, and MIMS Charitable Trust. Aster DM Foundation is registered in India. To carry out its international charitable activities, the Foundation is registered at the International Humanitarian City (IHC) in Dubai as well. All initiatives and projects of the Foundation are run through the Aster Volunteers network.



Aster MIMS Charitable Trust

Aster MIMS Charitable Trust is associated with the large network of Aster MIMS Hospitals under Aster DM Healthcare. The Charitable Trust also follows the strategy and direction provided from Aster DM Foundation. All initiatives and projects of the Charitable Trust are run through the Aster Volunteers network.

Initiatives of the Treatment Aid Bodies



Aster Sick Kids Foundation

Aster Sick Kids Foundation (ASK Foundation), a charitable arm of Aster DM Foundation, Kochi, strives to provide every child with world class health care regardless of their financial background. ASK Foundation works in Aster Medcity Hospital, Kochi and Aster CMI Hospital, Bangalore to provide advanced medical care at a reasonable cost for deserving sick children.

ASK Foundation will assess the eligibility for assistance based on socio-economic status and medical outcome of the child prior to commencement of treatment. Once done, ASK will waive off 75% of the total bill in collaboration with Aster DM Foundation and Aster Medcity or Aster CMI equally, thus leaving the family to pay only the remaining 25% of the total bill.



Second Life Initiative

Second Life is an initiative to provide free surgical treatment to 100 underprivileged children under the age of 12. The program offers treatment for pediatric cardiac surgeries, liver and kidney transplant surgeries, bone marrow transplants and other life changing surgeries in Aster Hospitals in India.

Aster Allana Initiative

The Allana group join hands with Aster in AV Treatment Aid support program. The Aster Allana Initiative provided treatment aid to 722 patients who belong to underprivileged sections of the society. The aid provided amounted INR 7.9 crores in the last financial year at different verticals of Aster Hospitals across India.



ASTER VOLUNTEERS: AID

Through the “Aid” pillar, we ensure that healthcare facilities are available to economically weaker sections.

- Aster Volunteers Mobile Medical Services
- Aster Volunteers Treatment Aid
- Dialysis Programme
- Blood Donation Drives
- Diabetes Screening
- Heart 2 Heart Walks
- Mega Medical Camps



Aster Volunteers Mobile Medical Services

Aster Volunteers Mobile Medical Services (AVMMS) is a one-of-a-kind initiative by Aster DM Healthcare that aims to bring medical and healthcare services to the doorstep of the underprivileged.

The mobile medical vans are fully equipped to provide diagnostic, laboratory, and medical examinations, as well as consultations and first-aid treatment.

Under the initiative, Aster DM Healthcare has deployed 22 medical vans to reach out to people living in remote areas where medical services are scarce or non-existent.



22
Operational
AVMMS Units



9
Geographies*
(Expanding to 11 more
countries in FY22-23)

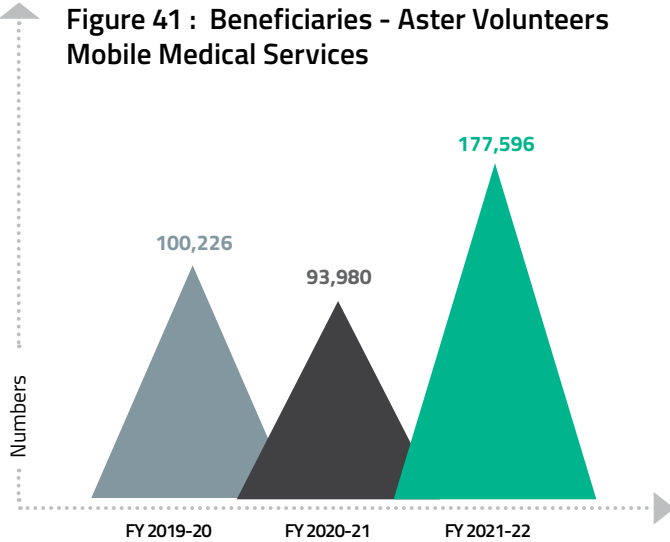


777,690
Beneficiaries
(2012 till date)

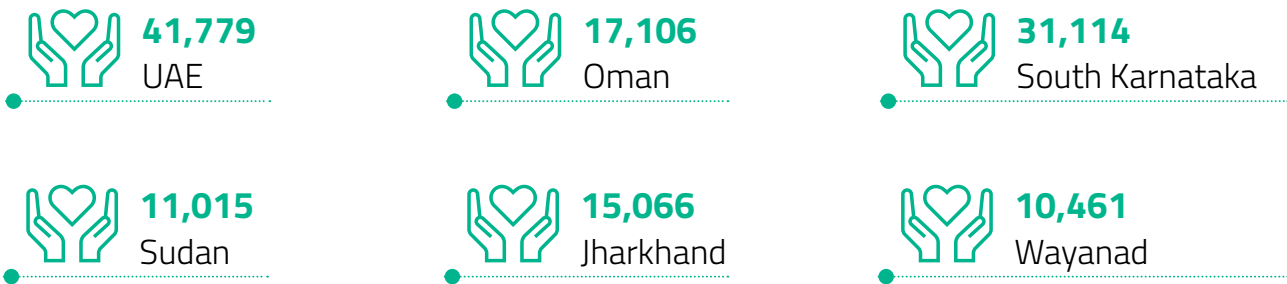


Aster Volunteer Mobile Medical Services

In FY 2021-22, Through AVMMS, Aster has been able to reach out to more than **177,500** underprivileged people on their doorstep and provide them with necessary consultation and health services.

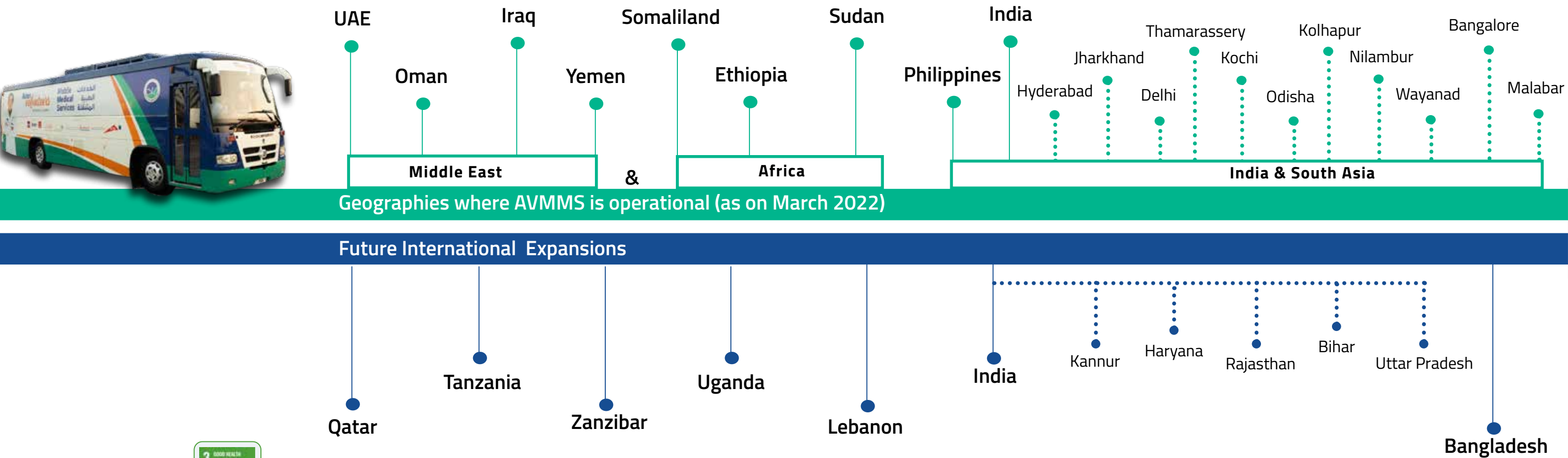


Aster Volunteers Mobile Medical Services - Beneficiaries by Geography



Aster Volunteer Mobile Medical Services

Global Presence



Glimpses of Aster Volunteer Mobile Medical Services activities

Aster Volunteer Mobile Medical Services (AVMMS) Kochi conducted unique medical interventions targeting tribal communities, disaster-affected persons, street dwellers, school students, remote village inhabitants, plantation workers, migrant labors and different marginalized sections of the society. In FY 2021-22, **9,178 beneficiaries** across communities were recorded due to the efforts.

One of the mission drives was at Attapady, the biggest tribal settlement in Kerala. A 3-day camp was conducted due to the pediatric health issues faced. Aster Volunteers distributed free vitamin tablets, nutritious and protein rich food to the tribal settlers. Five tribal settlement colonies were covered with 400 beneficiaries.

The second mission drive was in Palakkad district for Covid-19 awareness and screening services for the tribal settlements and remote village inhabitants of the district. This drive was conducted in association with Forest Department, Centre for Life Skills Learning and Lions Club.



AVMMS serving tribal communities in Kochi



Bangalore, Aster Volunteers Mobile Medical Services conducted a Health Awareness Campaign at Bynahalli village set-up with no hospital around and its inhabitants possessing limited knowledge about lifestyle-related diseases. This was done in association with Ashok Leyland in February 2022.

We provided dental treatments, along with cancer awareness, ophthalmic checkup with minimal price glasses was provided. Basic life support (BLS) training was given in 3 different languages - English, Kannada and Marathi. Aster volunteers have partnered with ashok leyland as its strategic partner in working across different regions.

AVMMS successfully completed a Health Training and Awareness Campaign for teachers and students of Aldahaseerah Primary school in the Northern state in January 2022. Attendees were taught how to prevent community diseases and improve personal hygiene to also prevent COVID-19.



On September 27, 2021, Aster Volunteers Mobile Medical Services UAE successfully concluded a drug awareness campaign for students at the American University of Dubai in collaboration with Dubai Police, Aster Clinics, Pharmacy, and Aster Volunteers on their campus in Dubai Marina. The campaign was attended by the senior management at Dubai Police and Aster DM Healthcare.



Aster Hospital Ibri Oman, in association with Aster Volunteers Mobile Medical Services, has been conducting several medical camps in the region for the benefit of the community. Since its inception, AVMMS Oman has impacted more than 19,432 beneficiaries with 116 free medical camps across various communities in Oman.

Aster Volunteers Mobile Medical Services Malabar, in partnership with Rotary International successfully completed a Health Awareness campaign at Mukkom in March 2022.

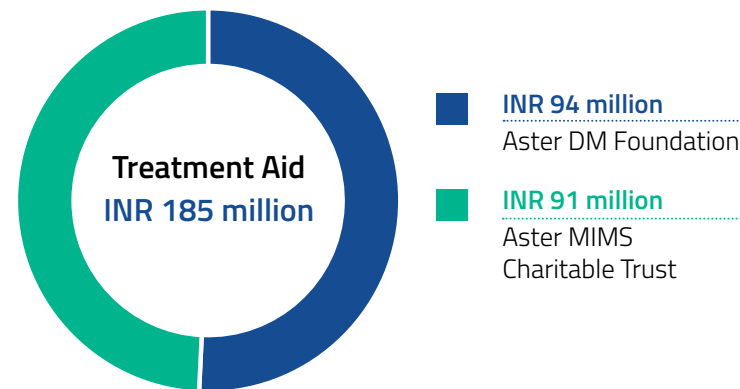
Mr. Rahul Gandhi, Member of Parliament, inaugurated the mobile medical camp, Kozhikode. Mr. Gandhi appreciated the services carried out by Aster Volunteers and spent valuable time with the team and the Rotary office bearers.

Aster Volunteers Treatment Aid

Aster Volunteers provides financial and healthcare support every year to patients who cannot afford the cost for advanced treatment, including complex surgeries.

Aster DM Healthcare has always believed that quality healthcare shouldn't be an exclusive domain of the privileged, and no needy individual should find healthcare inaccessible.

Figure 42 : Aster Volunteer Treatment Aid



An efficient 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 require help, are often provided treatment free of cost.



Multiple Organ Dysfunction, Aster Medcity, Kochi

Mr. Anas K A, a 31-year-old male was admitted at Aster Medcity Kochi due to multiple organ dysfunction caused by pancreatitis and had to undergo expensive medical treatment at the Intensive Care Unit (ICU) ward. The total cost for the treatment was more than INR 27 lakhs.

Mr. Anas ran a vegetable shop along with his father which provided the major income for the family. His family could not arrange to meet the treatment expenses. Aster DM Foundation provided sizeable monetary support to cover the treatment through the Aster Allana initiative.

Assistance for Guillain-Barré syndrome, Aster Medcity Kochi

Mr. Shafeek Ahammed got admitted at Aster Medcity Kochi and was diagnosed with Guillain-Barré syndrome and had to undergo costly medical management at ICU. The total cost for the treatment comes to more than INR 10 lakhs. He is a construction site supervisor with seasonal work, and is the only support of the family with two children.

They were short of funds to meet the treatment costs. Aster DM Foundation provided a sizeable support to cover the treatment costs of Mr. Shafeek through the Aster Allana initiative.



Liver Cirrhosis, Aster Medcity, Kochi

A 9-month-old, Baby Diona Anna Bobin, was diagnosed with liver cirrhosis and was admitted for liver transplant surgery. Her family lives off a small property at Kottayam and is financially supported by her father, who works

as a nurse. The cost of treatment was too much for her father to bear. Aster Sick Kids (ASK) Foundation supported the child's treatment costs.



Liver Dysfunction Treatment Aid, Aster Medcity, Kochi

Muhammed Hemil K, a 3-month-old baby got admitted at Aster Medcity Kochi due to intestinal issues and underwent multiple surgeries.

The baby was diagnosed with choledochal cyst with liver dysfunction. It is a complicated case, which only few centers can manage. The total cost for the treatment was more than INR 9 lakhs. The baby lives with his parents,

grandparents, and 2 school going siblings in a house at an interior part of Palapetty, Malappuram district.

His father has a meager income and is the only breadwinner of the family. Aster DM Foundation provided significant support to cover the treatment costs through the Aster Allana Initiative.

Supporting People of Determination

Spending World Disability Day together

Aster MIMS, Kottakkal hosted an evening for People of Determination as part of the World Disability Day celebrations at Tirur Kootayi Beach.

About 200 people gathered at the event that was organized under the leadership of Aster Volunteers team along with Tirur Ambulance Owners and Drivers Association, Snehatheeram Volunteers Wing and All Kerala Wheelchair Rights Federation Malappuram.

Spending World Disability Day together. The aim of the program was to help the differently abled gain confidence in social scenarios through open interactions. A concert organised by the Music on Wheels band ended the day on a high note.



Beating All Odds

Aster Volunteers and Aster hospital UAE worked behind the scenes to support the cricket tournament held for People of Determination. Aster Volunteers selected the

winners and all People of Determination participants were offered special vocational training classes on digital marketing courses.



Backing Those Who Break Boundaries

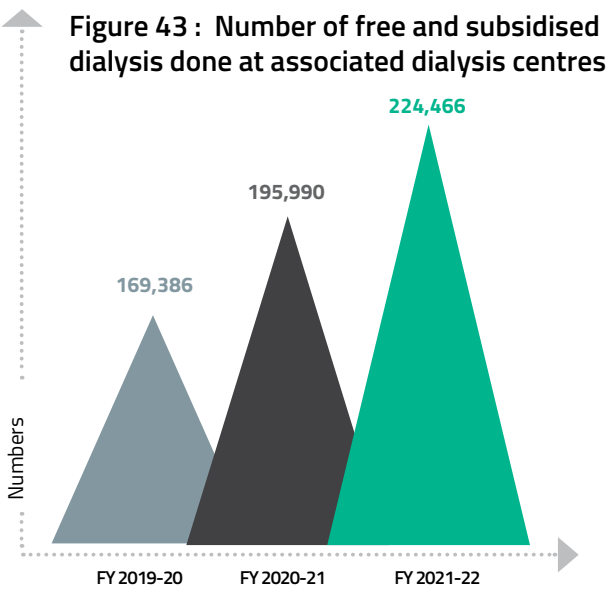
Aster is committed to support all those who want to break boundaries. We supported the Fazza International Paralympic Championship 2021, where our Doctors and nurses conducted health check-ups of the participants. The Aster Clinic team provided subsidized Covid-19 tests to ensure each and every participant was screened safe to be a part of the Championship.



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. Change highlighted text to: The Aster Volunteers Dialysis Programme inspired the establishment of multiple dialysis centres across the State of Kerala.



Blood Donation Drives

Aster Volunteers conducts multiple blood donation camps across India and GCC. Each of the camps reported an overwhelming number of donors stepping in.

The following units actively participated - Aster CMI Bangalore, Dr. Moopen's Medical College, Aster Hospital Mankhool Bur Dubai UAE, Aster Medcity, Aster MIMS Calicut, Aster MIMS - Kannur, Aster Mims Kottakkal, Aster Prime Hospital, Aster DMH Qatar, Aster RV Hospital, Aster Sanad Hospital, Medcare, and Aster Aadhar Hospital.



Diabetes Screening

As a part of a campaign for World Diabetes Day, Aster Volunteers provided free first level assessments and HbA1c tests (Average level of glucose in blood for the past 3 months) at select Aster Hospitals and Aster Labs

in India. A total of 24,000 HbA1c test kits were made available and distributed equally between India and the Gulf Countries. The assessments were open for 2 weeks for people to register.

Aster MIMS

The Diabetes Day proclamation rally was held at Mananchira Square, Kozhikode, in collaboration with the Lions Club, International District, Kozhikode. Health Workers and Aster Volunteers checked Blood Pressure and Blood Sugar at public

places such as Bus stands, Railway stations, Town Intersections, Beaches and Parks. Medical services from Aster Volunteers Mobile Medical Services (AVMMS) were also arranged for the general public on the same day.



Diabetes Day proclamation rally at Kozhikode



Heart 2 Heart Walks

The Heart 2 Heart Walks is an outdoor initiative to educate people on heart health and disease prevention. Participants are encouraged to complete 10,000 steps to contribute INR 100 for improving the heart health of underprivileged children. These Walks have been organised in many cities across India and GCC.



Aster Hospital, Qatar

The Walk was organised from 29 September 2021 to 8 October 2021, launched by by Mr. Kapil Chib, Chief Operating Officer, Aster DM Healthcare, Qatar, Dr.Joji Mathews, Cardiologist and other officials.

Aster Sanad, Saudi Arabia

A one week event was inaugurated at Aster Sanad Hospital, Riyadh, Saudi Arabia by the HR Manager, Mr. Ziyad Fuhaid Al Hodayani along with all the Heads of Departments who were present during the occasion. A short inaugural speech was given by Dr. Ibrahim Wasfy, HOD, Cardiology on "How to take care of your heart"



Aster Medcity, India

Aster Volunteers from Aster Medcity, Kochi launched Heart to Heart- Walk for a Cause campaign at the International Stadium, Kaloor. The campaign was inaugurated by Aishwarya Dongre IPS, DCP, Cochi City Police. Dr. Anilkumar, Sr. Consultant & HOD, COE in Cardiac Health rendered the Heart Day Message and Mrs. Ambily Vijayaraghavan, CEO, Aster Medcity explained about the event concept. Mr. Ramasubramaniam, Head, Business Development, Aster Medcity, Rotary Club and Marina One representatives were also present.

Medcare Hospital, Dubai

The Deputy Managing Director at Aster DM Healthcare, Ms. Alisha Moopen flagged off Heart to Heart Walks in Dubai on 28th September 2021 marking the beginning of a very meaningful journey: taking care of your own heart and that of a child's. For every 10,000 steps participants are taking, INR 100 was donated towards pediatric cardiac surgeries among underprivileged children.

Aster MIMS, India

'Your Daily Walk Can Save A Child's Life' was the theme of the Heart 2 Heart Walks at Aster MIMS. The more steps the participants walk the more prize money the participants accrue and this prize money will help a child undergo his/her surgery. The event was flagged off by Regional Director, Mr. Farhan Yaseen and Dr. Shafeeq Matummal, HOD of Cardiology, Aster MIMS. All our eminent Cardiologists and many staff too were present for this occasion.

Mega Medical Camps

A mega health camp was organised at Aster Hospital, Muhaisnah in association with Access Clinics Sonapur on the occasion of World Health Day. The initiative was taken by Aster Volunteers to welcome Eid 2022 on a healthy note.

Around 500 individuals were trained on BLS awareness and over 1200 individuals walked in for medical tests. The sponsor partners of the medical camp Dominos, MBM and AKCAF provided pizzas and an Iftar food kit. The camp ended on a healthy and happy note, all thanks to the dedication of the volunteers and the support of the partners.



Aster Volunteers Mobile Medical Services (AVMMS) Kochi partnered with Aster Medcity and Peace Valley to conduct free medical and awareness camps in association with Centre for Life Skills Learning and Forest Department (State of Kerala) at the interior tribal villages of Parambikulam - Thekkady tribal colony and Muppathu acre tribal colony.

The Thekkady Section Forest Officer along with Beat Forest Officer jointly inaugurated the camp by undergoing consultation and initial assessment. Free medicines were also distributed with protein-rich and nutritious food supplied to the children of tribes. More than 100 individuals benefitted from the two medical camp sites.



ASTER VOLUNTEERS: BELONG

Through the “Belong” pillar, we support the communities through medical and non-medical programs.

- Moopen Institute for Local Empowerment (MILES)
- Aster Green Choices
- Clean Up Drives



Moopen Institute for Local Empowerment (MILES)

MILES was the result of a lifelong dream of the founder of Aster DM Healthcare, Padma Shri. Dr. Azad Moopen -to help those who can't help themselves take charge of their destiny. It was started by him in his native village Malappuram and the dream now has bloomed into a replicable model.

Teaching critical livelihood skills, this project serves as a model that can be replicated across rural India, which is full of untapped human potential. Read more about how the Institute is transforming the lives of people associated with it and students.

A Village Walk

MILES conducted a Village Walk to understand the problems that were faced by inhabitants of Kalpakanchery Gram Panchayath. The Walk was done at all wards in the panchayath with the support of ward members, Kudumbashree members, Mahtma Gandhi national rural employment guaranty scheme workers and a member from the opposition party.

The activities included in the Walk were transect walk, participant observation, focus group discussion, ward profiling, ward member profiling, water stress mapping and educational institution mapping.





Women's Day celebrations with MILES

MILES hosted Women's Day celebrations as part of the SHERO project along with CDS Kalapakanchery Panchayath. The program was inaugurated by Mrs. Sakkeena (Chairperson CDS).

MILES administrator introduced the SHERO project and took a session about gender equality and financial freedom for women. A rally was also organized in Kalpakanchery Panchayath as a part of the program.

Exam Training

As a part of our Catch 'emYoung Project at MILES, the Aster Volunteers team conducted the 'Happy Exam Easy Exam' Training to SSLC, +1 and +2 students.

The session was handled by a national-level trainer and CIGI fellow Mr. Muneer Udinur (Senior resource person CIGI & Easy Exam Specialist, Kasaragod).

50 students participated in the program. The session helped students strengthen their skills and face exams with lesser anxiety.





The Green Choices Initiative, as the name goes, was set up to ensure reduced waste through optimum resource consumption and initiate environmental activities like sapling and tree plantations, green drives, and beach and desert clean-ups amongst others. We believe that the outcomes of our efforts will help Aster reduce its carbon footprint.

Terrace Garden and Greening Spaces



Aster Hospital Mankhool, Dubai

Terrace Garden

Our first terrace garden at Aster Hospital Mankhool. On 23rd January 2022, enthusiastic staff along with Aster Volunteers planted over 50 pots of vegetable saplings and seeds in the hope of a healthier tomorrow under the Green Canopy initiative.





Sprouting Hope

Seeds and saplings were distributed by various units at Aster to employees and communities on the occasion of World Environment Day 2021.

The event was to create awareness on greening spaces in and around the workplace and homes. Aster will continue to distribute saplings to collate efforts on afforestation.

Tree Plantation Drive

Aster Volunteers from Aster RV Hospital conducted a tree plantation drive under the Green Choices initiative. Over 60 volunteers joined hands to plant 25 saplings around the hospital campus. The programme began with an address from the environmental officer, Dr Vijay Kumar who enlightened the crowd about the importance and role of the eco system.





Drawing competition at Aster Hospital, Mankhool

Aster Volunteers organised an exciting online drawing competition on the occasion of Independence Day on 15th August, 2021. The competition was divided into three age groups: 5-8 years, 9-12 years, 13-15 years. The paintings received were drawn with a lot of enthusiasm and care by the children. The winners from each age group were announced at Aster Hospital Mankhool. This was a "My India healthy India" campaign with the theme of Green Initiatives.



Clothes Donation

Aster Volunteers organized a clothes donation campaign in Dubai through the Green Choices initiative to various NGOs. The collection and distribution were carried out in an effective manner and the team plans to have more such donation drives in the future.



Supporting UAE Clean Up Drive

To make the world healthier and more livable, Aster Volunteers regularly takes part in eco-focused activities in an attempt to reverse the damage done to the planet.

This time, they partnered with EEG to support the UAE clean up drive. The drive was held from 6th January to 16th January at: Sharjah, Ajman, Dubai, Abu Dhabi, Fujairah and Ras Al Khaimah.

Throughout the 10 days of on ground activity, the AVMMS vehicles helped the volunteers to carry on the drive seamlessly.



Desert Clean-up at Abu Dhabi

Aster Volunteers UAE in association with Dubai Municipality and Abu Dhabi 4x4 arranged a desert clean-up drive in the interior of Al Badayer Desert. In just 3 hours, we collected huge quantities of camping waste.



Desert Clean-up at Dubai

Under the Green Choices initiative, Aster Volunteers joined hands to give back to our nature with eco-focused activities, meant for a greener tomorrow. They urged the common people to be environmentally conscious by driving an E-waste collection drive, gifting seeds and plants, and cleaning up natural habitats like the Al Qudra desert. We believe, if humanity has to live for long, the Earth needs to be taken care of well.



ASTER VOLUNTEERS: COACH

Under the “Coach” pillar, we have integrated programs related to training and skill development.

- BLS Awareness Training
- Aster Volunteers Diva Programme
- General Duty Assistance programme in Healthcare
- Training – Skill Development and Livelihood
- Webinars



Basic Life Support (BLS) Awareness Training

Aster provides Basic Life Support (BLS) training to ensure individuals are equipped with the right skills to become lifesavers. Through our extensive BLS awareness training, we have been able to impart awareness to

192,115 beneficiaries over the last five years who, at times of need, become crucial responders and save lives. This is an ongoing initiative across various regions. Some of the BLS awareness campaigns are presented here.

Training at Wayanad

Aster Volunteers Wayanad and AVMMS Wayanad conducted a Basic Life Support (BLS) Awareness training for WMO College Students in association with the college's NSS Unit. The total number of participants were 95.



Aster is committed to raising awareness on key health and wellbeing issues through in-person activities and virtual sessions.



Training for Government Officials

A 3-day BLS awareness training, wellness and medical camp for the Dubai Immigration Port Police Officers and Government Officials was organised with over 500

attendees taking part in the event and getting a free health check-up from the medical volunteers of Aster DM Healthcare.

BLS Awareness Training at Aster Hospital Muhaisnah

On the occasion of World Health Day, a BLS awareness session was held at the health camp that was organised at Aster Hospital Muhaisnah in association

with Access Clinics Sonapur. Around 500 individuals were trained with demonstrations and guidance on how to conduct basic life-saving procedures.



Aster Volunteers Diva Program

Held on occasion of International Women’s Day, the second edition of the Aster Volunteers Diva programme called Diva 2.0 was aimed at health and wellness of women from the low-income category.

The medical camp, including wellness activities and Basic Life Support (BLS) awareness training supported 400 women from Infracare ladies accommodation at Al Quoz & Sonapur camps, in partnership with GEMS Education.

Female doctors from Aster, Access and Medcare reiterated the importance of prioritising one’s own health. The sponsors for this grand event were AirArabia, Al Rawabi, Oasis, Malabar Gold and Diamonds, Emami, Aster Pharmacy and Grand Hyper.



General Duty Assistance programme in Healthcare

Training on General Duty Assistance

Aster Volunteers coached 30 girls for General Duty Assistant in Healthcare in association with Aster MIMS academy, Aster MIMS Hospital Calicut, Kottakal, Kannur.

On completion of the 6-month program, the girls will be placed at Aster MIMS.

This is a major stepping stone for the learners towards a future of self-reliance and empowerment.



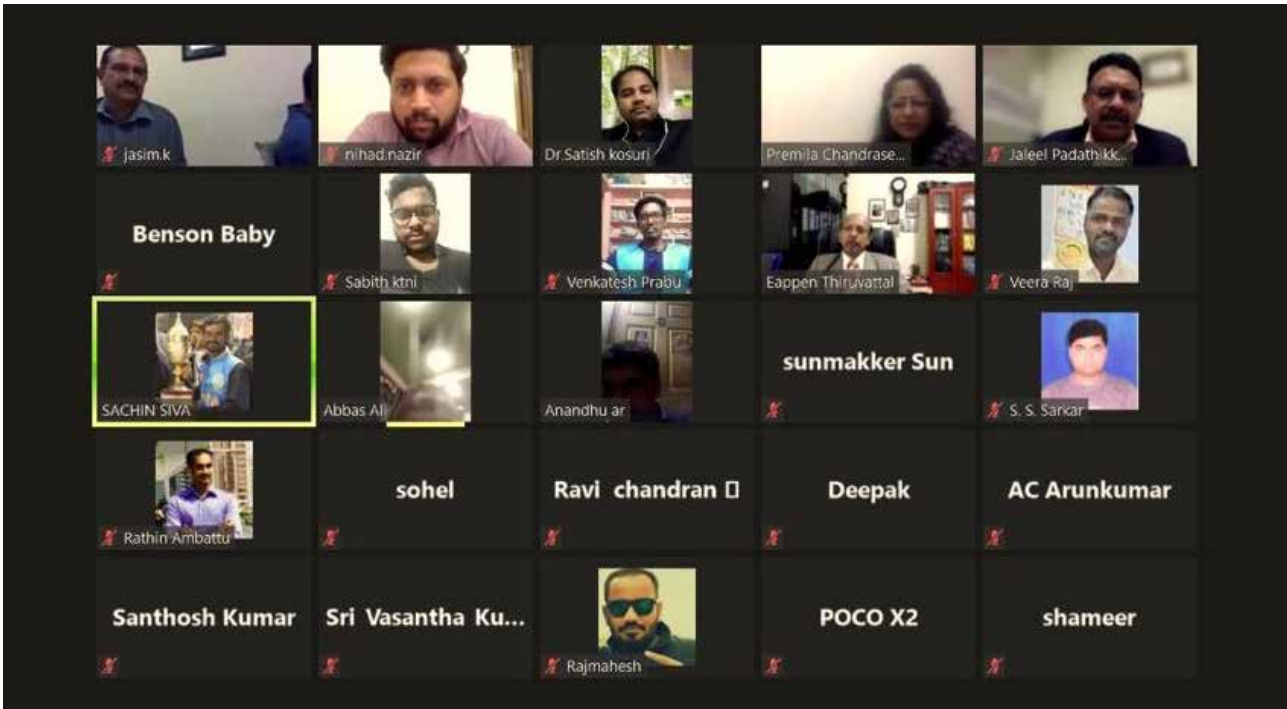
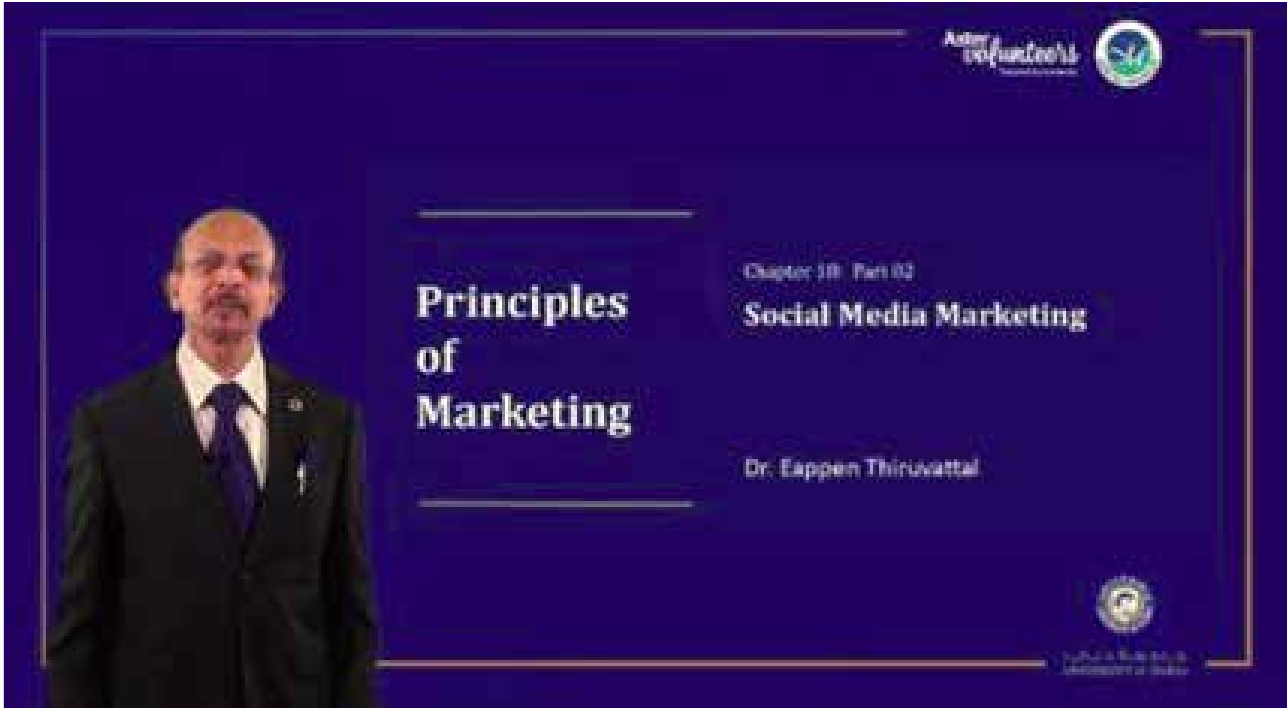
Breast Cancer Awareness Campaign

Ms. Alisha Moopen, Deputy Managing Director - Aster DM Healthcare, and leading Indian film actress and inspiring cancer survivor, Ms. Mamta Mohandas, jointly inaugurated the comprehensive cancer care centre in the presence of Dr. Sherbaz Bichu, CEO – Aster Hospitals & Clinics UAE in October 2021. Raising awareness is crucial to improve patient health outcomes and their quality of life and self-examination is strongly recommended to detect cancer early, when it is most treatable.



Digital Marketing Course for People of Determination

Aster Volunteers initiated a coaching programme with the support from a professional digital marketing team and a training agency for developing skills and increasing employment opportunities for People of Determination (PoD). The minimum educational qualification for the admission eligibility is +2 equivalent and certification by Aster Volunteers doctors on their learning capabilities.



Bettering Livelihoods

Aster Volunteers assisted a group of ambitious women to become being financially independent by conducting a soap-making programme to help them earn their livelihood. They were trained under the Aster MIMS Charitable Trust. After the programme, the women make the soaps at home and supply them to customers. This skill development and women empowerment initiative ensures equality in society and at home.

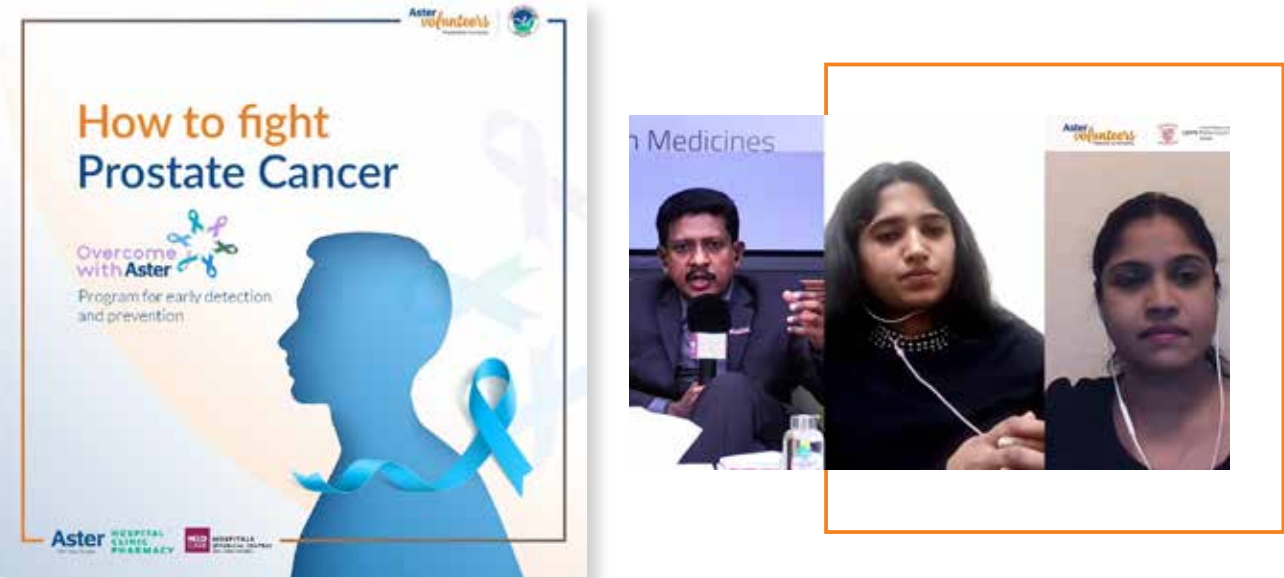


Webinars

Education is the best foot forward to initiate action on conscious living. Through various online and offline sessions, Aster is dedicated to improving awareness and wellbeing. The Aster Volunteers webinar series brings experts together to educate employees, students, parents, staff and faculty with health tips, guidance and support.

World Cancer Day

On World Cancer Day, Aster Volunteers, Aster Hospitals and Medcare Hospitals held an exclusive webinar for the benefit of the public and alumni of various colleges and their families in association with AKCAF UAE. We believe fighting cancer is an effort that will only be successful with everyone on board and a joint effort for awareness, detection and prevention goes a long way.



Delivering awareness on key health topics

As a part of the Continuing Medical Education (CME) initiative, Aster Volunteers conducted a series of webinars for participants in the countries of Sudan, Ethiopia and Yemen.

The topics were on management of oncology cases during the Covid era, handling cardiac conditions of children and adults. Around 360 beneficiaries were recorded for the CME webinars. Other webinar series included sessions on maintaining good health during the holy month of Ramadan.

The topics for the sessions included sleep hygiene, diabetes and glycemic control, breastfeeding, weight loss and gain and hydration and nutrition. More than 700 participated in the Ramadan webinars. In coordination with All Kerala Colleges Alumni Forum (AKCAF), Aster Volunteers also conducted webinars on cancer awareness and women's wellness which benefitted more than 300 people.



ASTER VOLUNTEERS: DISASTER AID

Under the Disaster Aid pillar, the team plans activities to assist disaster-hit victims and contributes to furthering societal development.

- Cyclone and Flood Relief
- Support During the Covid-19 era
- Aster Vaccination Drives
- Aster Homes



Oman Cyclone 2021

The tropical cyclone, Shaheen ripped through Oman. As nature ravaged the country, our volunteers fearlessly came forward to help the affected people with the delivery of food, necessities, and medical aid.

They also worked on the ground to clear the debris and clean up roadblocks. With the guidance of the Ministry of Health and local municipalities and the support of Aster volunteers, Oman was able to get back on its feet soon. As a part of Shaheen Cyclone's aid, Aster Volunteers Muscat conducted a cleaning campaign at different commercial locations in Muscat.



Kolhapur Floods

Aster Volunteers conducted rescue operations in Kolhapur during the floods in July 2021. Incessant rain flooding in several areas of Maharashtra, including Kolhapur, caused havoc with access to basic facilities cut off. Our team of volunteers worked tirelessly in rescue and aid missions to help those affected by the flood.



Sudan Floods

In July 2021, heavy rains and flash flooding was reported in 14 out of 18 states across the country of Sudan, which left thousands displaced and villages destroyed.

Aster Volunteers Mobile Medical Services Sudan in collaboration with Secretary of Sudanese Working Abroad and ministry of Health Al Jazeera State conducted free Mobile medical camps for victims of the flood. The services provided were general physician's consultation, assessment of blood sugar, blood pressure and general health awareness and distribution of medicines.



Support during the Covid-19 era

With the pandemic showing some signs of slowing down, Aster continues in its mission to effectively manage the effects it has created. Last year, we had launched initiatives to ease access to medical care during the pandemic such as “Aster COVID-19 Tele triage” in March 2020, with a dedicated hotline available 24/7 across the group.

An “Aster COVID Self-assessment tool” was also created to assess the risk profile and monitor patients during quarantine.

The Aster Volunteers team played a key role in extending community support during the crisis. Initiatives like webinars, vaccination drives, monitoring affected patients and donating food and ration kits were swiftly planned and executed to connect and serve those in need.

 **331,440+**
Food and Ration Kits

 **176,059**
AVMMS Camps

 **15,486**
PPE Kits

 **591,656+**
Webinars

 **456**
Covid-19 Patients

 **2,200**
Ramadan Gifts

 **16,697**
Distress Calls

 **825,904**
Number of individuals vaccine support

“**We owe it to all our teams who came together to manage the consequences of the pandemic. We understood the ill-effects of the pandemic and used the power of our communities and infrastructure to offer critical support to those who needed it the most.**”



Aster Field Hospitals

Aster Volunteers helped to ramp up bed capacity by setting up field hospitals across the nation with ventilators, BiPAP machines and oxygen facilities. This reduced the pressure on hospitals to accommodate an unprecedented number of patients and helped patients in critical need of healthcare.

50
Beds in Calicut
in association with


10
Beds in Kottakkal
in association with


10
Bangalore
in association with


100
Beds in Kochi
in association with


50
Beds Delhi
in association with


Modular Emergency Units at Aster RV Hospital, Bangalore

Aster RV Hospital Bangalore in association with Aster Volunteers, had set up a modular emergency unit to provide immediate care and attention to help critically ill Covid-19 patients.

The unit was launched with the support of Shri Bagaria Education Trust and Kemwell Biopharma. Equipped with state-of-the-art technologies, these modular and mobile

emergency units can be used as temporary waiting high dependency beds (HDU) for Covid-19 patients who are in dire need of oxygen and other critical services.

The module features all requirements of a top end ICU facility and just needs to be plugged for operation. The modular ICU is most effective not only for COVID but also for other health emergencies.



Aster Vaccination Drives

India, Middle East and Africa

Aster Volunteers has played an active role to battle the effects of the COVID 19 pandemic. The team has been acting and supporting medical professionals and people in need through various online and offline initiatives.

Aster Volunteers has impacted around 900,736 lives during the first phase of the pandemic and continue to improve health through vaccination drives across India and UAE.



IN INDIA

Jan - 1123
Feb - 1174
March - 4059



IN UAE

7 Days
21 Volunteers
2200 Vaccination Provided



Vaccination drive at Aster Hospital in association with Dubai Health Authority.



Aster RV Bangalore



Vaccination drive at Aster CMI Bangalore



Vaccination drive in Sudan



Drive-through vaccination at Oman

Aster Volunteers organised a first-of-its-kind 'drive-through' vaccination program in Oman, with the support of the Ministry of Health and the Directorate General of Health Services (DGSH) of Oman. Well-equipped AVMMS vans tended to people who showed up in their cars and made the drive-through vaccination seamless and quick. The Oman Automobile Association also supported the unique vaccination drive



10-year salary support

Aster DM Healthcare have announced 10-year salary support for families of employees who died of COVID-19. This will be applicable to all employees of Aster in India and GCC who lost their lives due to COVID-19 or those at high risk. Our dedicated staff have been the real heroes in this battle against Covid-19.

Overall, 2,880 doctors, 6,280 nurses and 11,000 support staff from the group are on the frontlines in the fight against the virus in seven countries. More than 5,150 employees have been infected with the virus since the start of the pandemic.

While most of the infected staff are back to work to continue the battle, a few of them have succumbed to the virus. They have sadly left behind young families with wives, children and ageing parents.

These 'Asterians' are irreplaceable and they will always remain close to our hearts. We would always remain grateful for their contribution to Aster and the society.



Our dedicated staff have been the real heroes in this battle against COVID-19, who put the needs of the patients ahead of their own lives. These Asterians are irreplaceable, and they will always remain close to our hearts. We would always remain grateful for their contribution to Aster and the society and this is the least we can do to support their families who have been dealt with the hardest blow of their lives. We truly hope that this provides them with some support and solace in these difficult times.”

Dr Azad Moopen
MD, FRCP
Founder Chairman and Managing Trustee,
Aster DM Foundation,



Care for Kerala : COVID Support

The Indian community in the UAE sent three consignments of medical aid and equipment, including ventilators, oxygen plants, concentrators and cylinders, and pulse oximeters for those affected by the Covid-19 pandemic in Kerala as a part of the 'Care for Kerala' initiative. This initiative was done in collaboration with Norka Roots and with the expatriate Keralite community in the UAE.

The medical cargo was flown from the UAE to India with the help of Aster Volunteers. The Care for Kerala initiative has so far managed to deliver medical aid worth around AED 2 million, aiming to strengthen the Kerala government's fight against the second wave of the Covid-19 pandemic, according to Dr Azad Moopen, Founder Chairman and Managing Director of Aster DM Healthcare and Director of Norka Roots, and O.V. Mustafa, Director of Norka Roots.

Dr Moopen said, "As India is engulfed in the second wave of Covid-19 cases, and Kerala also faced a severe shortage of medical equipment, Keralite expatriate welfare organisations, community groups, businesses and individuals in the UAE came together under the leadership of Norka Roots to send medical equipment to our homeland.

I am honoured to be a part of this noble deed. I am assured that this will be of help to those in need in Kerala." Mustafa, who led the Care for Kerala initiative, added: "The life-saving equipment was delivered to Kerala from the UAE in three shipments. So far, an oxygen plant, 18 medical ventilators, 85 oxygen concentrators, 376 oxygen cylinders and 5,005 pulse oximeters have been mobilised through Care for Kerala (UAE)." Several other expatriate organisations, institutions, and individuals came together for the Care for Kerala (UAE) initiative.



Aster Kids Emergency Express :COVID Care

In order to fast-track emergency services for children, Aster RV Hospital, Bangalore launched a state-of-the-art deployable paediatric emergency unit called the 'Aster Kids Emergency Express' at its premises.

This initiative was undertaken in association with Aster Volunteers and Shri Bagaria Education Trust. Equipped with state-of-the-art technologies, the modular emergency unit is dedicated for child emergencies and has a capacity of 4 beds.

It is designed to replicate the features of a high-end critical care facility for kids which can manage both Covid and non-Covid emergencies. The module is fully integrated, self-contained and only requires assembly before it is plugged in for operation.



On November 11th, 2018, Aster DM Healthcare kicked off a one-of-a-kind campaign named Aster Homes—an initiative that aims to build and hand over new homes to people who have lost their humble abodes to a natural disaster.

When the seething Kerala floods wrecked the shelters of hundreds of people, Aster DM Healthcare took over the responsibility of building 250+ new homes for them.

All Aster Homes have been built and handed over to the impoverished. Hundreds of daily wage workers, street dwellers, and destitute individuals were saved from leading a life of vagabonds after shifting to their new “Aster Homes”. The Valedictory ceremony for the initiative was held in August 2022 and was a mammoth achievement under our Disaster Aid pillar.

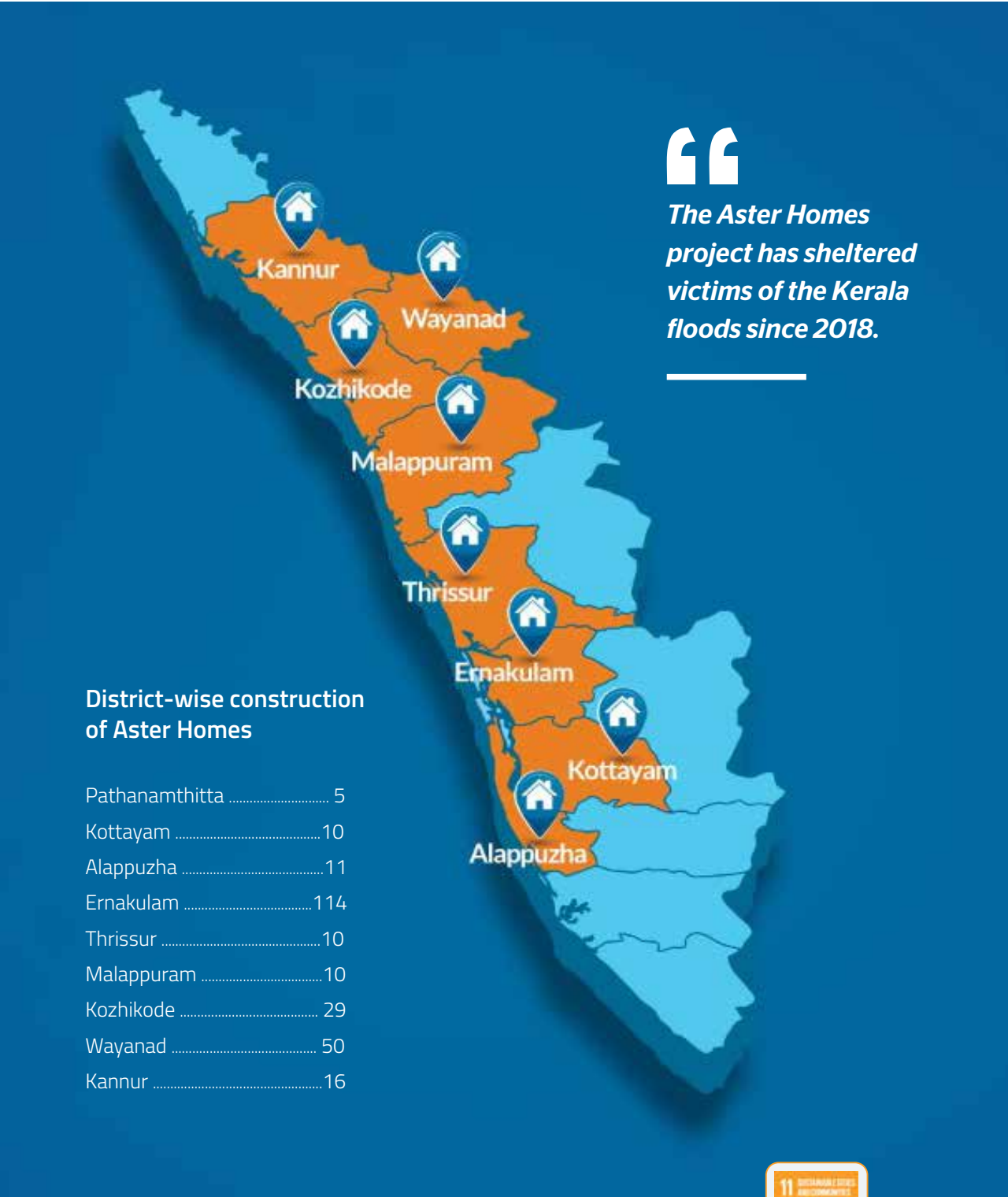
250+
Aster Homes delivered



Glimpses of the Handover of Aster Homes



Aster Homes Construction Sites across Kerala



For further details please click here : <https://asterhomes.org/>



Aster at EXPO 2020 Dubai

Laying the foundation of EXPO 2020

The India Pavilion at the EXPO 2020 Dubai, was a splendid showcase of India's diverse culture, its capabilities, and innovations.

The Honorable Minister of Commerce, Sri Piyush Goyal, laid the foundation stone of the Pavilion in a grand ceremony where Indian dignitaries like Dr Azad Moopen participated. Dr Moopen was also a part of unveiling the model of the India Pavilion with Sri Piyush Goyal and the Indian Ambassador, HE Navdeep Singh Suri, thereafter.

Dr Moopen attended the launch of the Heal in India initiative by the Ministry of Tourism, India at the Indian Pavilion and the session on 'Partnership for Achieving Global Equity in Healthcare Systems' as a part of the Health and Wellness week organized by Dubai Chamber of Commerce.



Dr Azad Moopen along with the Honorable Minister of Commerce, Sri Piyush Goyal and other dignitaries at the India Pavilion, EXPO 2020, Dubai.



Our Presence at the EXPO

A General Health Awareness session by Asterians

The Managing Committee of ICAI (Dubai) Chapter NPIO in association with Aster DM Healthcare conducted an awareness session on ‘Prevention better than cure’ in November 2021. The inaugural address was by Dr Aman Puri, Consul General of India – Dubai and Dr Azad Moopen, Founder Chairman & Managing Director, Aster DM Healthcare. The panelists included eminent doctors at Aster Hospitals and the discussion topics were on breast cancer and diabetes. The event was telecasted from the India Pavilion at the Expo 2020.



BLS Training at the India Pavilion

As a part of the Health & Wellness week at Expo 2020 which kicked off on 27th January, Aster Volunteers in partnership with the India Pavilion conducted Basic Life Support (BLS) awareness training, session on fitness and infection control measures for Expo visitors. Aster Volunteers could train 171 people on essential lifesaving skills through the activity.



SMILE 4.0

Aster Volunteers organised Smile 4.0 on Children’s Day 2021, a day of fun and mirth for children to celebrate childhood the way it should be: healthy and happy. The day was packed with fun-filled activities for the children where they explored the Dubai Expo venue, took part in cultural activities like singing and dancing and were transported into a magical world by a magician and his fascinating tricks. Along with all the fun, there were health check-ups for everyone. The children were checked by ophthalmologists, paediatricians, dentists, dermatologists and general physicians.



Aster Xpress

In November 2021, Aster launched Aster Xpress, a unique concept which brings together a retail pharmacy and a one doctor clinic. Introduced specially for the residents of The Expo 2020 Village, Aster Xpress provides first aid, effective triaging and basic diagnostics for general medical needs as well as to caters to health & wellness requirement of Expo visitors and residents of Expo Village.



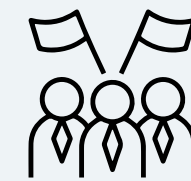
The Memorandum of Understanding (MoU) was presented by Dr. Azad Moopen who met Mr. M.K Stalin, Chief Minister of Tamil Nadu during his visit to Dubai.

The MoU proposed an investment of INR 500 crores in hospitals, pharmacies and laboratories in the State. This will help provide quality healthcare at affordable cost to the people of Tamil Nadu and generate employment for more than 3500 people.

Chief Minister M.K. Stalin has encouraged the initiative and ensured support to the healthcare group. This major initiative will further expand the services of Aster DM Healthcare to all the South Indian states.

The MoU states setting up of hospitals, labs and pharmacies by Aster DM Healthcare in the state of Tamil Nadu.





GOVERNANCE

At Aster, our values of excellence, integrity, transparency and ethical behaviour are inducted across the Group through our governance systems. As an organisation with operational presence in 7 countries and active CSR engagement in over 10 countries, the control mechanisms in place help us deliver on our promises to our stakeholders. Aster commits to uphold the quality of its services through strong governance at every level of business and social activity.



BOARD OF DIRECTORS

In 35 years of providing world-leading healthcare services, Aster DM Healthcare has expanded its operations across geographies. Strong internal controls and instituted committees govern its extensive network of 27 hospitals, 118 clinics, and 371 pharmacies.

Aster DM Healthcare’s quintessential Board of Directors vanguards its sustainability agenda. The Board is made up of an ideal blend of executive and non-executive independent directors, representing a well-balanced mix of expertise and experience. The Board of Directors consists of 11 members: nine non-executive directors, one managing director, and one deputy managing director.

The Board of Directors relies on seven primary Aster DM Healthcare committees to delegate and oversee sustainability agendas, with the CSR committee spearheading most initiatives. The following pages provide a brief overview of all of the committees.

Our Board of Directors (FY21-22)

Strong governance is the thread that runs across all our units and teams to help us deliver on our collective promise - ‘We’ll treat you well’.



Dr. Azad Moopen
MD, FRCP
Founder Chairman and 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. Wayne Earl Keathley
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

The Board Members of Aster DM Healthcare are supported by seven committees. Details about these committees, their terms of reference, structure, and how they influence the company's sustainability agendas are given below:



Risk Management Committee

The Risk Management Committee oversees the monitoring of risk management policies and procedures by Aster DM Healthcare management and is responsible for analysing the risk management framework used by the organisation.

Corporate Social Responsibility Committee

The CSR Committee is in charge of bolstering the “social” pillar of the sustainability agenda and goals established by Aster DM Healthcare. The general terms of reference for the Corporate Social Responsibility Committee are setting up a corporate social responsibility policy for the company; identifying Environment, Social and Governance considerations for the company; planning and executing corporate social responsibility activities and approving the budget for those activities; monitoring the expenditure and activities relating to corporate social responsibility and making recommendations to the Board for approval.



Investment Committee

The Investment Committee is in charge of keeping an eye on the company's investments and managing and evaluating the investment strategy and investment policy. By looking at the performance of Aster DM Healthcare investments, it decides which investment proposals should be given the most weight.

Audit Committee

The Audit Committee oversees the process of financial reporting to make sure that the financial statements are accurate, complete, fair, and credible. It examines the quarterly, semi-annual, and annual financial accounts, as well as the auditor's report, before submitting them to the Board. It also assesses the efficiency of the internal audit function, the internal control system, and the whistleblowing framework.



Medical Excellence Committee

The Medical Excellence Committee is in charge of keeping an eye on the policies, processes, and results of practitioner performance improvement. It does so by executing certain tasks and duties such as: achieving and sustaining high levels of excellence in practitioner performance to enhance patient outcomes; inspiring practitioners and quality staff to utilise resources more effectively; ensuring that physicians have access to up-to-date and accurate performance data; reappointing and reevaluating professional practises; and ensuring that medical staff are able to meet their educational objectives in order to provide excellent care.



Nomination and Remuneration Committee

The activities undertaken by the Nomination and Remuneration Committee include: review of the executive directors' salary package policies; drafting and execution of compensation policies; administration of the Employee Stock Option Plan (ESOP); and board structure, size, and composition.



Stakeholders' Relationship Committee

Aster DM Healthcare established the Stakeholders' Relationship Committee to live up to the standards and expectations set by its many stakeholders. The committee does its best to find workable solutions to problems and concerns raised by the stakeholders.

Risk Management at Aster

Aster is committed to good Corporate Governance and we are working on vertical risk registers, which include risks, controls, issues, and actions for our different businesses that include hospitals, clinics, retail, and home care. Aster has a documented and approved Enterprise Risk Management framework for how risks are assessed, managed, monitored and reported.

Risk Management Committee (RMC)

All risks have controls and actions identified to mitigate and reduce the risks. Action plans are tracked and key risks are reported to the Risk Management Committee along with mitigation controls and actions on a quarterly basis. The action plans are driven to ensure risks and potential impacts are mitigated and/or cause least damage to the

organisation. In addition, key risks are discussed on a monthly basis with business leaders and updated on a quarterly basis for reporting to the RMC. Risk trends and Key Risk indicators are captured in the quarterly reporting to the RMC that help understand risk movements.

Our risk identification process

- 1 Regular monitoring of a range of indicators by the business units and risk team to confirm that all material risks are captured.
- 2 Annual workshops with Subject Matter Experts (SMEs) to supplement regular monitoring above;
- 3 Quarterly Risk and Controls Self Assessments (RCSA)
- 4 Risk identification processes embedded in key projects

Communication of Risks

Risk awareness sessions and risk induction are carried out frequently for existing as well as new staff. In addition, Risky times a bi-monthly newsletter covers a topic each month to promote a risk culture within the organisation and provide an opportunity for staff to raise concerns.

In addition, there is a dedicated whistleblowing line and communication (posters and emails) frequently to remind staff of the hotline available and to flag risk issues.

Emerging Risks



Climate Change Risk

Direct impact to business operations, loss of customers and revenue and impact to the overall brand and reputation.



Technology Risk

The adoption of digital technologies such as AI, Robotics, Visual recognition etc. in the marketplace and in our organisation may require new skills that are either in short supply or require significant reskilling and upskilling of existing employees. Risks of loss of customers/ patients to 'born digital' competitors and shortage of staff and skills is key.



Regulatory Risk

Regulatory changes and scrutiny may heighten, noticeably affecting the way our services will be produced and delivered. Given that Aster operates in a number of geographies, there are numerous regulations that have to be complied with.



A thorough understanding of ESG risks has enabled us to manage the risks effectively and leverage the benefits of ESG risk management. It is an essential component of Aster's enterprise management system

Mr. Pritpal Singh

Head- Internal Audit Risk & Compliance



Vigil Mechanisms

Aster DM Healthcare strives to establish a workplace free of discrimination and harassment where all members and staff are treated with decency, equality, civility, and respect. It has undertaken several training and awareness-raising programmes to ensure that all workers understand their rights and obligations.

Code of Conduct Policy

Our Code of Conduct Policy sets forth our core values, shared responsibilities, commitment and outlines our expectations regarding each of our behaviors towards our colleagues, customers, organization and the community at large.

Our Code of Conduct provides each of us with the rules, tools and resources to make sound decisions in complex situations. Aster DM Healthcare's Values and Code helps us maintain and build an ecosystem of trust, respect and care for all its stakeholders.

This policy is applicable to everyone at Aster DM Healthcare. We also expect our customers, contractors and partners to follow similar principles.

Anti-discrimination Policy

We have an anti-discrimination policy that covers any form of discrimination based on:

- Race, color, descent, nationality or ethnic origin
- Sex, gender preference, marital status, pregnancy
- Caste, religion or beliefs
- Any disability
- Age of the employee

The Policy also entails the requirement of an effective procedure for lodging complaints and treat them in a sensitive, fair, timely and confidential manner.

Whistle Blower Policy

The Whistle Blower Policy has been formulated with a view to provide a mechanism for employees and partners to securely report genuine concerns which affect their performance or the Group's through a helpline.



Anti-Sexual Harassment

Aster DM Healthcare has a policy in place to prevent sexual harassment in the workplace that applies to all workers (permanent, contractual, temporary, and trainees). Complaints and reports are thoroughly examined, and steps are taken in accordance with the policy and procedures to ensure a safe working environment for every employee in the company.

The Anti Sexual Harassment (ASH) Committee conducts inquiries in a confidential manner and provides resolutions. During the reporting period, 16 instances of sexual harassment were reported and all of these were resolved before the end of year.



Sustainability Strategy

Long-term prosperity requires a robust sustainability plan. As a result, Aster DM Healthcare has created a sustainability strategy that is founded on four pillars: the Environment, Society, Governance, and the Economy. Its sustainability plan strives to preserve its reputation,

make it resilient to economic, social, and environmental change, help make better use of limited resources, and provide enhanced community service to its patrons. A summary of its sustainability strategy pillars and key initiatives is provided below.

ESG Pillars of Our Sustainability Strategy

Environmental

- ◆ Energy efficiency
- ◆ Renewable energy integration
- ◆ Water optimization
- ◆ Waste management
- ◆ Single use plastic reduction
- ◆ Biodiversity conservation
- ◆ Low carbon emission vehicles.
- ◆ Carbon foot print & climate change mitigation

Governance

- ◆ Sustainability embedded with mission & vision
- ◆ Stakeholder engagement
- ◆ Employee management policies and procedures
- ◆ Code of conduct
- ◆ Human rights
- ◆ Nondiscrimination policies and procedures
- ◆ Anti-Corruption framework and training
- ◆ Data protection and security
- ◆ Whistle blower mechanism
- ◆ Anti- sexual harassment policy
- ◆ CSR committee

Social

- Internal**
 - ◆ Training and development
 - ◆ Equal opportunity
 - ◆ Health and safety
 - ◆ Employee volunteering and engagement
 - ◆ Employee experience and satisfaction
- External**
 - ◆ Volunteering
 - ◆ Healthcare services for the underprivileged
 - ◆ Disaster aid
 - ◆ Social empowerment through trainings
 - ◆ Awareness campaigns

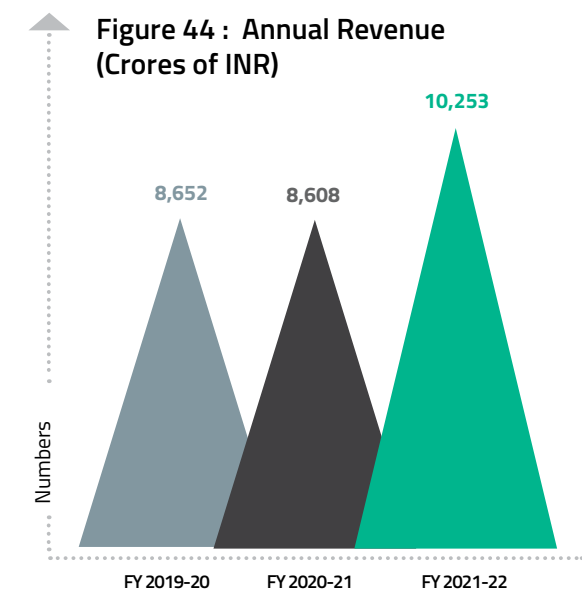
Economic

- ◆ Sustainable growth and profitability
- ◆ Infrastructure development and job creation
- ◆ Economic development and diversification
- ◆ Contribution to GDP
- ◆ Transparent and ethical procurement practices
- ◆ Innovation and digitalization

Economic Performance

Under the able, innovative, and visionary leadership of the Founder Chairman and Managing Director and the instituted Board Members, our economic performance has grown consistently over the years and has been able to keep its promise of "We'll treat you well." It has achieved 9.7% YoY growth during the financial year 2021-22.

More information on its yearly economic performance is presented in this section.



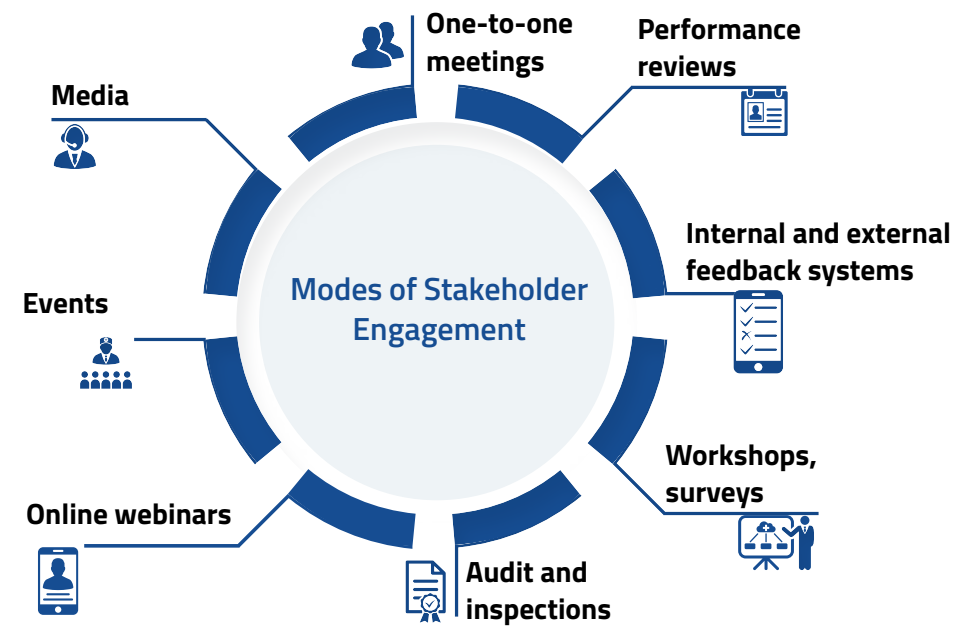
“Sustainable and inclusive economic growth that empowers our people and communities is what we are committed to.”

Sreenath Reddy
Group Chief Finance Officer

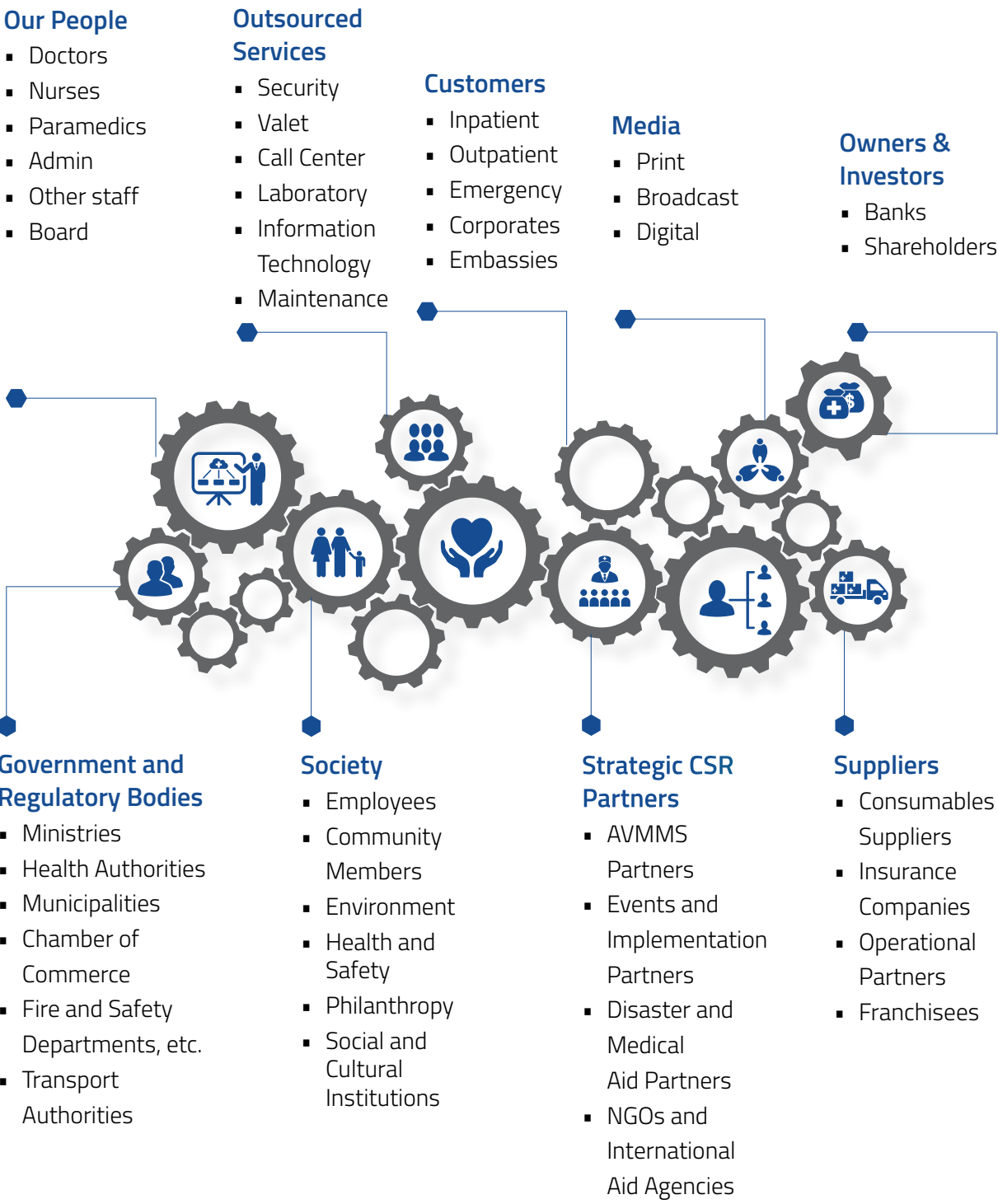


OUR STAKEHOLDERS

Stakeholder interaction is a cardinal part of Aster DM Healthcare’s sustainability and CSR strategy. Inputs from our stakeholders on material topics are crucial to determine future courses of action and align internal procedures to work towards common goals. Aster communicates and engages with its stakeholders on a regular basis through a variety of formal and informal methods such as:



Mapping Our Stakeholders



Materiality Assessment

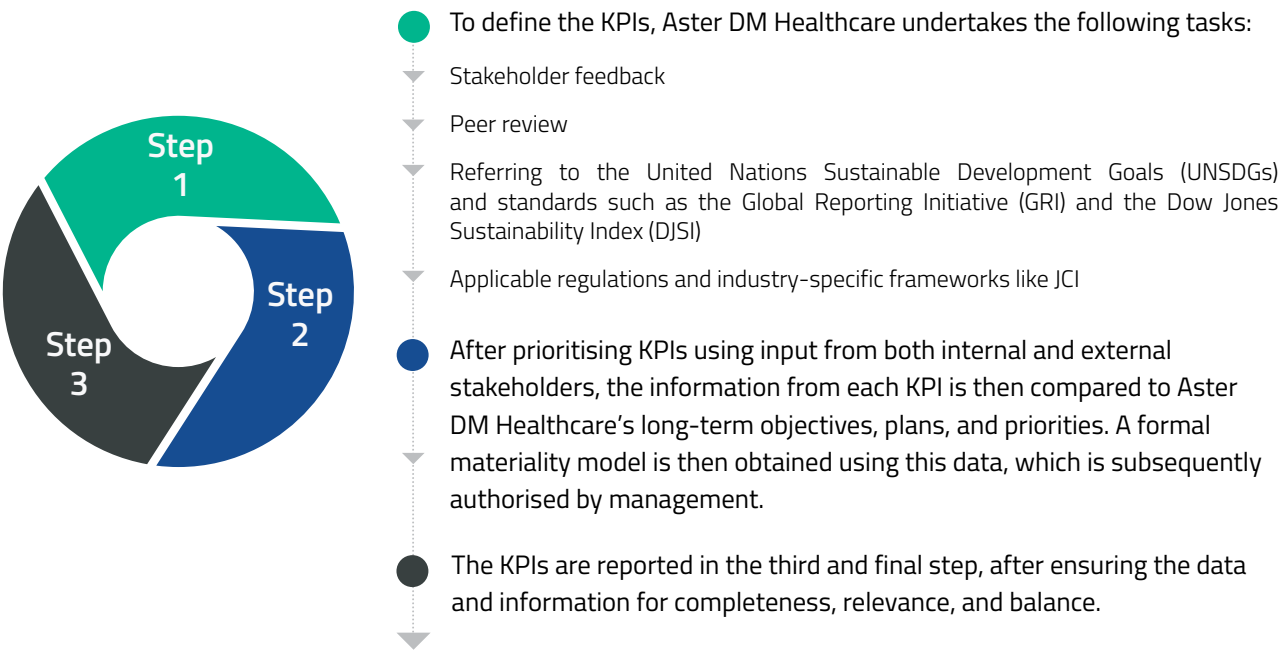
Aster DM Healthcare is a rapidly expanding healthcare brand and faces a variety of complex, intermittent, and multi-faceted issues in its operations. As a result, it has developed a deep understanding of issues that are essential to its operations, the environment, and communities, which has aided it in alleviating risks and maximising growth prospects.

Aster DM Healthcare’s materiality assessment entails discovering, refining, and analysing a variety of potential environmental, social, and governance concerns and then condensing them into a list of topics which eventually shape business strategy, objectives, and sustainability reporting.

To identify and report material themes in the context of the healthcare industry, business model, environmental and social ramifications, and stakeholder expectations, Aster DM Healthcare has adopted the GRI Standards materiality assessment framework.

The last Materiality Assessment exercise was undertaken in 2020. A full update of the Materiality Assessment is scheduled for 2023. There are no changes in the list of material topics compared to the previous reporting period.

To define key material issues, Aster DM Healthcare follows a three-step process:



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

Child Labour and Forced Labour

Aster DM Healthcare does not use child labour or engage in any activity that deprives children of their childhood, potential, dignity, harms their physical or mental development including by interfering with their education. The Group also abhors and does not use forced/compulsory labour or any work/service which is exacted from any person under

the menace of any penalty and for which the said person has not offered themselves voluntarily.

Aster has a strict hiring process and a policy in place to ensure that these forms of labour are not considered during the selection of candidates.



Data Privacy

As an organisation with operations spanning many facilities, Aster DM Healthcare is exposed to the risk of holding and processing sensitive data.

To minimise and mitigate this risk, the Data Privacy Policy and procedural framework sets out the key requirements for data privacy on an ongoing basis and suitable measures to prevent unauthorized access.

The Policy applies to all aspects of the Aster DM Healthcare business and its subsidiaries and all employees (whether full time, interns, contract etc.)

within the organization. Enforcing strict compliance with the Policy supports the delivery of the organization's strategic plans and objectives across countries in a seamless manner.

Employees with knowledge of a suspected or actual breach of data can register the incident with the Enterprise Risk team. During the FY 2021-22, there has been no substantial complaints concerning breach of customer privacy and losses of customer data.





PARTNERSHIPS AND COLLABORATIONS

Aster DM Healthcare partners with organisations with two main objectives:

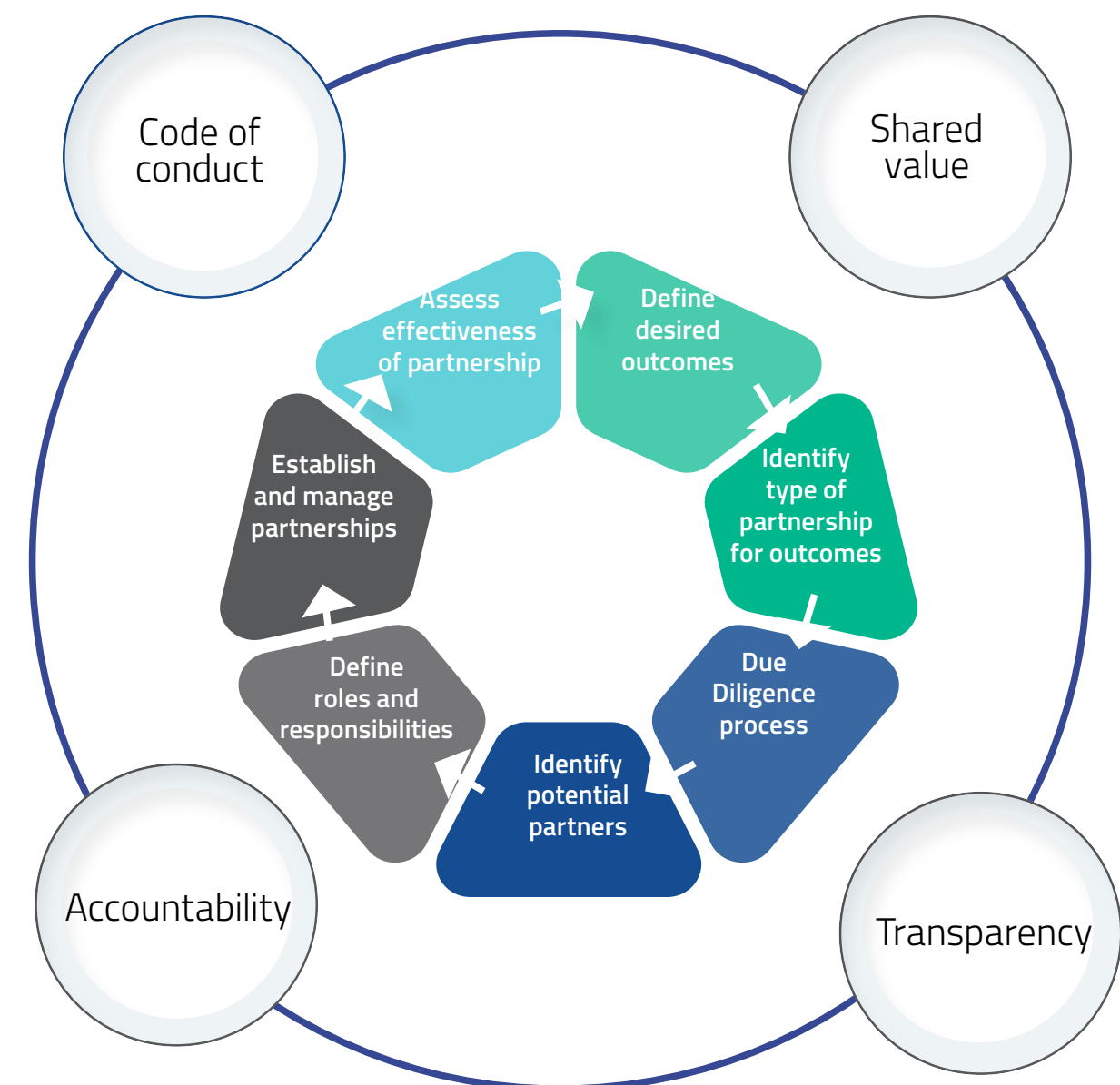
-  Enhance its healthcare capabilities
-  Support CSR activities

The healthcare-related partnerships or the project partnerships involve partnering with organisations in terms of diagnostic and innovative solutions, digital solutions, automated laboratory solutions, COVID-19 testing, etc.

The CSR partnerships are covered under the umbrella of Aster Volunteers, where aster collaborates with partners to enhance our positive impact on people

and communities such as Aster Volunteer Mobile Medical Services (AVMMS), supporting people of determination, Aster homes, treatment aid, etc. 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. We ensure this through strong governance and follow-ups after initiating projects with partners.

Generic Partnership Governance and Framework (centre)





Collaborations and CSR Partnerships - Middle East and Africa

Under the umbrella of Aster DM Healthcare, we have collaborated with multiple organizations locally and 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 Middle East and Africa and other geographies are presented in this section.

Community Partners

- Al Noor Foundation, UAE
- Blood Doners Kerala
- Dar Al Ber Society, UAE
- Dubai Club for People of Determination, UAE
- Dubai Customs, UAE
- Dubai Foundation for women and children, UAE
- Dubai Municipality, UAE
- Dubai Police, UAE
- Emirates Red Crescent, UAE
- KMCC, UAE
- Lions Club, Dubai, UAE
- Ministry of Labour, Sharjah, UAE
- Sharjah Charity, UAE
- Smart Life, UAE
- Special Needs Future Development Centre (SNF), UAE
- United Friends of Kerala, UAE

Program Partners

- Air Arabia, UAE
- AKCAF Association, UAE
- Al Jaleela Foundation, UAE
- DHL, UAE
- Emirates Environment Group, UAE
- Indian Consulate (PBSK), UAE
- International Charity Organization, UAE
- Land Mark Group, UAE
- Malabar Gold, UAE
- Model Service Society, UAE
- Norka Roots, UAE

Strategic Partners

- Dubai Health Authority, UAE
- Dubai Corporation for Ambulance Services, UAE
- Dubai Foundation for women and children, UAE
- Ministry of Health, Oman
- Road Transport Authority, UAE
- The Big Heart Foundation, UAE



Collaborations and CSR Partnerships - India and South Asia

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:

Community Partners	Program Partners	Strategic Partners	
- Bathlehem Abayabhavan Destitute Home, India - Capernaum Orphanage, India - EDRAC (Ernakulam District Residents Associations Apex Council), India - Govt. Aided colleges of Kerala, India - Kottayam Social Service Society, India - Malabar Cancer Care Society, India - N M Raju Foundation, India - Oorjja, India - Sarva Siksha Abayan - Govt. of India, India - Thanal Palliative Care, India	- Anglo French Drug Industries, India - Benny & Sherry Foundation, India - C H Centre Thrikkaripur, India - Centre for Life Skill Learning, Kerala, India - CICS (Calicut Islamic Cultural Society, India - CMID, India - Department of Health, Karnataka, India - Director of Public Instruction and District Education Department, India "District administration & Health Departments of Ernakulam, Idukki, Thrissur & Palakkad districts, India" - Forest Department, State of Kerala, India - ICDS (Integrated Child Development Services), - Govt of Kerala, India - JCI, Karimugal, Kochi, India - Khidma Medical Centre, India - Kshema Foundation, India - Lions Club International, India - Lions Club, Bangalore, India - LSGD (Local self Govt. Departments) Kerala, India - MANAV a Migrant Welfare Organization, India - Mangalam Publications, India - Microlabs, India - Municipal Councils of Kerala, India - Mushrif Foundation, Kolhapur, India - National Cadet Corps (NCC), India	- National Health Mission, India - National Service Scheme (NSS), India - Needy Hearts Foundation, India - NIRAV Vengeri, India - Palliative Care Society Pookkottumpadam, Nilambur, India - Parinita Founation, Bangalore, India - Peoples Foundation, India - Pranav Foundation, Bangalore, India - Prathyasha Palliative Care, India - Prestige Foundation, India - Roots India Foundation, India - SAHAYAK Medical Diagnostic Centre, India - Sarojini Damodaran Foundation, India - Sawmill owners and plywood manufactures association, India - Scheduled Cast Development Department, Govt. of Kerala, India - Scheduled Tribes Development Department, Govt. of Kerala, India - St. Alphonsa Palliative care Charitable trust (Diocese of Thamarassery), India - Students Police Cadet, India - Surin Auto, India - SWAD (Society for Welfare, Animation and Development), India - The Hinduja Group, India - TMWA Foundation, India - Zila Parishad, Kolhapur, India	- Al Manar Social Service Society, India - Al-Ansar Charitable Trust, India - Al-shifa Hospital Delhi run by Human Welfare Foundation, India - Aspin Wall & Co. Ltd, India - Bagaria Trust, India - Beuimerc, UAE - CPIM Kannur District Committee, India - CPIM Kondotty Area Committee, India - Mathilakam Block Panchayath Division 14, India - Peace Valley run by Human Care Foundation, India - Rotary International, India - Saidalikutty Memmorial Charitable Trust Perimbalam (SMCT), India - SalSar Charitable Trust, India - Team Welfare, India - TEFA (Thekkepuram Expats Football Association), India - Thanal – An initiative of Ernakulam MP, Sri Hibi Eden, India - Youth Congress Mattannur constituency, India

17

Partnerships for the Goals

Aster DM Healthcare
ESG Report FY 2021-22

17

Partnerships for the Goals

Aster DM Healthcare
ESG Report FY 2021-22





INNOVATION AND RESEARCH

Right from seamless patient experiences at our facilities to creating cutting-edge technology and innovation that helps us deliver quality care, Aster DM Healthcare embeds an innovative way of thinking where we see technology as a key ally in developing creative and quicker approaches to diagnosis and treatments.



INNOVATION AND RESEARCH

Aster DM Healthcare’s leadership values the total welfare of one’s body, mind, soul, and society. It is made possible through innovation in AI, IoT, and genomics. Through patient-centred services, healthcare innovations seek to increase the effectiveness, efficiency, safety, and timeliness of the medical services rendered.

Medical treatments, genetics and biology, the physical environment, individual behaviour, and the social environment are the key areas of focus for Aster DM Healthcare’s medical breakthroughs.

Healthcare delivery is evolving as a result of technology and changing scenarios; it is becoming more evidence-based, outcome-focused, and consumer-centric. Today, healthcare service delivery must follow the patient journey from wellness and preventative care through hospitalisation and rehabilitation.

Aster Innovation and Research Centre

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

The centres are focusing on innovative initiatives that will utilise developments in digital health research such as AI, cognitive psychology, blockchain, IOT, behavioural economics, and so on, as well as onboarding start-ups that may drive innovation. The centre will continue to collaborate with academics, entrepreneurs, and industry partners, concentrating on practical research.



Aster’s core philosophy has been to ensure that quality and affordable healthcare is easily available at the doorsteps of our patients. With evolving patient needs and advances in the healthcare sector, it is essential to continually focus on clinical research and innovation.

Veneeth Purushotaman
Group Chief Information Officer



India’s first-of-its-kind Secure Federated Learning-based health data platform

Aster Innovation and Research Centre, the innovation hub of Aster DM Healthcare, has joined with Intel Corporation, and CARPL to announce a state-of-the-art ‘Secure Federated Learning Platform.’ This collaboration will enable the development of AI-enabled health tech solutions where data can securely reside where it is generated.

The collaboration will boost innovation in areas such as drug discovery, diagnosis, genomics, and predictive healthcare. It will also allow clinical trials to access relevant data sets in a secure and distributed manner

The demonstration of the capability of this platform was done using hospital data from the Kerala, Bangalore, and Vijayawada clusters of Aster Hospital. Over 125,000 chest X-Ray images, including 18573 images selected from over 30,000 unique patient data from Bangalore, were used to train a CheXNet AI model using a two-node/site approach – Bangalore and Vijayawada – Federated Learning to detect abnormalities in the X-Ray report. The 18,573 unique images, in addition, provided a 3% accuracy boost due to real-world data that was otherwise not available for training the AI model.

Google PUMAS Study

Non-communicable diseases represent a rising global public health challenge. Hypertension affects 1.3 billion people worldwide, diabetes affects over 400 million people and high cholesterol affects millions more with some people having more than one of these conditions. They contribute to significant morbidity and mortality from heart disease, stroke, kidney disease and more.

About 10-20% of these patients have not been diagnosed or treated. Changes in PPG waveform have been associated with diabetes and hypertension. PPG based screening represents a significant opportunity to uncover non-communicable diseases and begin treatment in a timely manner. Aster is providing expertise in clinical inputs and data collection. In the later phases of project, the partners would validate model in Indian population.



Smartwatch PPG

a Fitbit device will be used to capture PPG data on all subjects



BP

blood pressure will be measured on all subjects



Phone based PPG

a pixel phone will be used to capture PPG data on all subjects using both finger over camera method and front facing camera



Fitbit EKG

a single lead EKG will be captured on all subjects to allow for pulse arrival time calculations



Labs

all patients will get a fasting lipid panel and a comprehensive metabolic panel



Questionnaire

(e.g. google form) – age, gender, medical conditions, medications, etc.



“Our Innovation and Research outcomes help us stay ahead of the curve, adapt to stakeholder expectations, foster growth, and widen our range of services while improving sustainability performance of the business.

Brandon Rowberry
CEO of Aster DM Healthcare - Digital Health



Aster's Medical Journal

Aster Medical Journal (AMJ) is a multichannel media platform devoted to healthcare advancement. AMJ is a lively forum for exchanging ideas between the developed and developing worlds, a practicing physician and an academic researcher, and between an investigative

medical journalist and a scientist. ion dissemination platform that engages doctors and patients across all platforms, including digital, mobile, magazine, video, events, and brand connect.

An article on the Aster Medical Journal by Amitabh Kant

"We need widespread opening of medical schools across districts throughout the country. This will provide an opportunity to local students to acquire medical education within their district and state, thereby encouraging them to continue in their district serving the needs of the local population."



COVID-19

Aster DM Healthcare has been at the epicentre of managing COVID-19 pandemic in India and Gulf Cooperation Council countries ever since the pandemic hit in mid-March. This paper is a fascinating organisational case study and report about how Aster DM healthcare navigated the challenge of COVID - 19 Pandemic.



100% Sensitivity in Blood Culture for Neonatal Sepsis: Myth or Reality?

Being a developing country and with its own limited resources, sepsis-related mortality and morbidity are perhaps the most prevalent in India. We often ascertain a number of "sepsis variant" diagnoses in our clinical practice. Definite sepsis, probable sepsis, early onset neonatal sepsis, late onset neonatal sepsis, suspect sepsis and even culture negative sepsis!

SEIZURES Not Always Epileptic

There are many 'non-epileptic' episodes which can mimic an epileptic seizure and are not uncommon in children including neonates. Most of these conditions have favorable prognosis. Hence, clinicians should be aware of such differential diagnosis, as incorrect diagnosis of epilepsy has huge ramification on the child as well as their families.





CLINICAL EXCELLENCE

At Aster, we have been able to ease the quality of many lives through our network of professionals, their medical and operational expertise and cutting-edge technology. This section covers a few of our one-of-a-kind treatments demonstrating leadership in clinical excellence.

Case Study Life saved by removing hanging brain matter from face, Aster CMI Hospital, Bangalore

In a life altering surgery that lasted for 6.5 hours, a team of doctors at Aster Neurosciences, Aster CMI Hospital, helped an 8-year-old get rid of a rare condition called nasal encephalocele. This is a condition where the brain grows down through a crack in the skull into the nose.



Clinical Highlights - India

Aster MIMS, Kannur

- Trans-catheter aortic valve implantation (TAVI) in degenerative aortic valve disease
- 1st Vaginal Natural Orifice Transluminal Endoscopic Surgery (vNOTES). Hysterectomy done without any incision
- Laparoscopic management of a large adnexal mass in a 26 year old nulliparous.

Aster Medcity

- Kidney transplant in a child (< than 10 kg)
- 6 -hour heart surgery on a 58 year-old man
- Open and endovascular aortic reconstruction with CTVS, for a 29-year-old in hyper acute aortic dissection

Ramesh Hospitals

- Cardiac Resynchronisation Therapy Defibrillator (CRT-D) with epicardial lead placement in a 35 year old with dilated cardiomyopathy.
- Emergency traumatic vascular tear repair in a 20 year old male with multiple stab injuries and massive hemopneumothorax

Aster MIMS, Calicut

- Complete sternal agenesis (heart was covered only by skin). Two cases of combined repair with sternal reconstruction in newborns
- 12 paediatric liver transplants in children under 10 yrs. (4 < 1 yr)



Aster DM Healthcare continues its journey that started three decades ago with outstanding achievements in the field of healthcare across 15+ countries of operations. Our success is founded on solid quality standards, top notch professional knowledge, large infrastructure to deliver the most satisfying healthcare services to our patients.

Dr Malathi Arshanapalai
Group Chief Medical and Quality Officer

Clinical Highlights - India

Aster RV

- 
 Removal of a hydatid cyst in the liver with biliary communication in a pregnant female with intra- operative non-radiation ERCP and biliary stenting (A very rare case that occurs 1 in 20-30,000).
- 
 Right Nephrectomy, IVC resection, distal left renal vein, and Whipple's procedure were performed for a rare leiomyosarcoma of the Inferior Vena Cava.
- 
 Palliative biliary SEMS (Self Expandable Metallic Stents) in a 38 year with inoperable cholangiocarcinoma.

Aster CMI

- 
 High risk emergency C section in 24 week pregnant Covid infected mother.
- 
 A 68 year old first Asthma patient underwent bronchial thermoplasty - a novel procedure to effectively treat severe asthma cases.
- 
 Laparoscopic repair of a ruptured uterus in a 19 weeks pregnant woman with a previous history of LSCS.
- 
 Atypical Rhomboid teratoid tumour in a 7-day old child with rapidly increasing head circumference and Right Upper Motor Neuron Facial Palsy.

Case Study **Woman wakes up from coma after 8 months, Aster Hospital, Al Qusais**

An Ethiopian housemaid who slipped into coma after suffering from severe brain damage due to hypoxia, miraculously regained consciousness after nearly 8 months.

The doctors at Aster Hospital, Al Qusais put her on ventilator support initially and later conducted a tracheostomy to wean her off the ventilator, hoping for her neurological recovery.

Case Study **A 16-hour heart surgery, Aster Medcity, Kochi**

Mr. Najeeb, a 58-year-old patient, was brought to Aster Medcity after being refused treatment at two private hospitals due to the complexity of his condition. At the time of admission, the blood flow to both blood vessels to his brain and hands had almost completely stopped. In addition to the risk of a stroke and heart attack, Mr. Najeeb was at a serious risk of kidney failure.

His condition was evaluated and a team of doctors and under the guidance of Dr. Manoj P Nair, Head – Cardiac Surgery, a highly critical and complicated cardiac surgery was performed. This was one of the most complicated and critical cases treated at Aster Medcity.

Case Study **Baby receives gift of hearing, Aster RV Hospital, Bangalore**

A baby was diagnosed with congenital hearing loss during a routine check-up which, if left unaddressed, could have left the child with poor speech development. The Department of ENT and Hearing Implantology at Aster RV Hospital conducted a bilateral simultaneous (both ears) cochlear implant surgery on a 20-month-old baby.



Clinical Highlights - Aster Hospital GCC

- 

Complex Post CABG Medically Resistant Angina treated successfully by Angioplasty
- 

A 2 year old infant was brought in unconscious, doctors resuscitated and saved the child.
- 

Successfully delivered the first Quadruplets
- 

Successful repair of 9 months old chronic retinal detachment
- 

Sheep Botfly in the eye - A rare case of larvae in the eye
- 

A 64 year old patient was treated for a rare and complicated case of Gastric Adenocarcinoma
- 

A complicated case of Allergic Fungal Rhinosinusitis with Left Orbital Cellulitis & Impending intracranial Complication was managed by FESS.
- 

8 kg fibroid excision done in nulliparous lady
- 

Laparoscopic right hemicolectomy for a polypoidal tumor with necrosis

Case Study

Race accident victim saved by expert team of doctors, Aster Sanad, Saudi Arabia

A 43-year-old patient, father of three was brought to Aster Sanad Hospital Emergency Department by Red Crescent Society, Saudi Arabia after being involved in a motor bike race accident. The patient met with a very high-speed collision, hitting a wall with his head and face after losing control of his high-speed bike.

At the end multiple procedures and a long hospital journey of almost two months, with the help of a comprehensive team of Neurosurgeons, Maxillofacial Surgeons, ICU Staff, ward nursing staff, ward residents, rehabilitation staff, physiotherapy staff and social workers, the patient left the hospital on his feet with a big smile on his face.



Clinical Highlights - Medcare Hospitals GCC

- 

Advanced endoscopy procedure –Transoral incisionless fundoplication (TIF)
- 

Diagnosed Familial Mediterranean Fever - a hereditary auto-inflammatory disorder.
- 

Large retroperitoneal cystic mass, a rare surgical entity, was managed laparoscopically.
- 

7 cases of SMA gene therapy

Case Study

A rare case of Intrathoracic Goitre, Aster Hospital, Al Qusais

A 35-year-old Filipino lady was admitted to Aster Hospital, Al Qusais with breathing difficulties. This was a condition she had faced since childhood and upon evaluation, she was found to have secondary Intrathoracic Goitre which was interfering with her breathing. The term intrathoracic goitre indicates a thyroid growth located in the chest.

The Aster doctors operated taking a cervicothoracic approach which allows control of the cervical and any intrathoracic collateral blood supply. The post-operative period was uneventful, and she was discharged on pod-2 with drain in situ.



Aster Center of Excellence

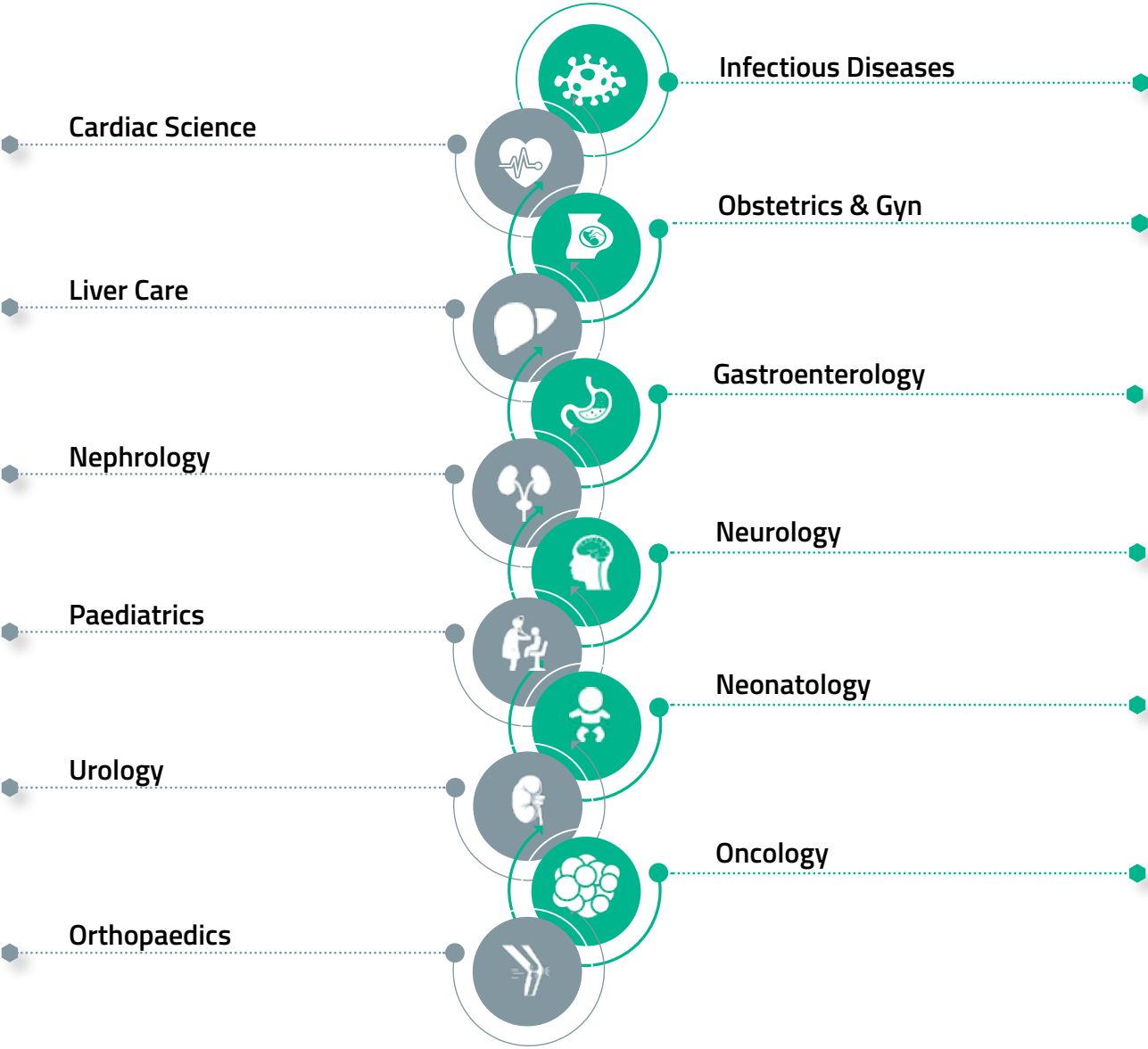
The Aster Centre of Excellence is where medical expertise and world-class technology meet. It banks on the network of capabilities across many geographies. Operating across different medical departments, the timely exchange of information, seamless communication and cross-country cooperation makes the CoEs a valuable

hub for Aster's healthcare professionals. For some treatments that may require innovative know-how and technological intervention, Asterians can make use of this platform for understanding treatment approaches and delivering care in a swift manner.

Medcare Hospital, Dubai



Aster DM Healthcare currently has 12 CoEs spread throughout the Middle East and India.



AWARDS & RECOGNITIONS



Excellence in CSR Awards (6 Stars) from IBPC (International Best Practice Certification), New Zealand



Awarded Gold for Community Impact Reporting by Asia Sustainability Reporting Awards



Ranked 94th out of 100 Most Sustainable Corporations in the World by Corporate Knights - publisher of the Global 100 Index which is presented at the World Economic Forum.



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International Hospital Federation (IHF) India 2021 - CSR & Covid Community Care



AHMA 2021 (Asian Hospital Management Award) for the Go Green Initiative for Project Bucket at Calicut



National & International Recognitions in FY 21-22



ASSURANCE STATEMENT



KPMG Assurance and Consulting Services LLP
Embassy Golf Links Business Park
Pebble Beach, B Block, 1st and 2nd Floor
QIT Intermediate Ring Road
Bengaluru 560 071 India

Telephone: +91 80 6833 5000
Fax: +91 80 6833 6999
Web: www.kpmg.com/in
Email: india.website@kpmg.com



Independent Limited Assurance Statement to Aster DM Healthcare Limited on Non-financial ESG Performance Data in the ESG Report for the Financial Year 2021-22

To
The Management of Aster DM Healthcare Limited
Aster DM Healthcare Limited,
Bangalore-560102, Karnataka, India

Introduction

We ('KPMG Assurance and Consulting Services LLP', or 'KPMG') have been engaged by Aster DM Healthcare Limited ('Aster DM' or 'the Company') for the purpose of providing independent assurance on the ESG Report ('the Report') of the Company for the period covering 1st April 2021 to 31st March 2022 ('the Reporting Period'). Our responsibility was to provide a limited assurance on the non-financial ESG performance data presented in the Report as described in the 'scope, boundary, and limitations' below.

Reporting Criteria

The Company has derived its reporting criteria referring to the Global Reporting Initiative (GRI) Standards.

Assurance Standards Used

We conducted our assurance in accordance with the

- Limited assurance requirements of the International Federation of Accountants (IFAC) 'International Standard on Assurance Engagement (ISAE) 3000 (revised) – Assurance Engagements Other than Audits or Reviews of Historical Financial Information'.
 - Under this standard, we have reviewed the information presented in the Report against the characteristics of relevance, completeness, reliability, neutrality, and understandability.
 - Limited assurance consists primarily of enquiries and analytical procedures. The procedures performed in a limited assurance engagement vary in nature and timing and are less in extent than for a reasonable assurance engagement.

Scope, Boundary and Limitations

- The scope of assurance covers the non-financial ESG performance data related to the disclosures based on the GRI Standards, as mentioned in the table provided below.
- The boundary of the assurance covers the following operations:
 - Aster CMI Bangalore
 - Aster MIMS Calicut
 - Aster Medcity Kochi
 - Aster Hospital Al Qusais, Dubai
 - Aster Hospital Sanad, Riyadh, KSA
 - Medcare Women & Children Hospital, Dubai

GRI Standards 2016: Universal Standard
Management Approach: 103-1 to 103-3.
GRI Standards: Topic Specific Standards: Environmental
- Energy (2016): 302-1 (Energy consumption within the organization) - Water (2016): 303-5 (Water consumption) - Emissions (2016): 305-1 (Scope 1 GHG emissions), 305-2 (Scope 2 GHG emissions)
GRI Standards: Topic Specific Standards: Social
- Employment (2016): 401-1 (New employee hires & employee turnover), 401-2 (Benefits provided to FTEs), 401-3 (Parental leave) - Occupational health & safety (2016): 403-1 (OHS management system) - Training and education (2016): 404-2 (Programs for upgrading employee skills) - Diversity & equal opportunity (2016): 405-1 (Diversity of governance bodies and employees) - Non-discrimination (2016): 406-1 (Incidents of discrimination and corrective actions taken) - Child labor (2016): 408-1 (Operations and suppliers at significant risk of incidents of child labor) - Forced or compulsory labor (2016): 409-1 (Operations and suppliers at significant risk of incidents of forced or compulsory labor) - Customer privacy (2016): 418-1 (Substantiated complaints concerning breaches of customer privacy and losses of customer data)

Limitations

The assurance scope excludes the following:

- Data related to Company's financial performance.
- Data and information outside the defined Reporting Period
- Data outside the operations mentioned under the Boundary of Assurance above, unless and otherwise specifically mentioned in this statement.
- The Company's statements that describe the expression of opinion, belief, aspiration, expectation, aim to future intention provided by the Company and assertions related to Intellectual Property Rights and other competitive issues.
- Strategy and other related linkages expressed in the Report.
- Review of legal compliances.

Assurance Procedures

Our assurance process involves performing procedures to obtain evidence about the reliability of specified disclosures. The nature, timing and extent of procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the selected ESG disclosures whether due to fraud or error. In making those risk assessments, we have considered internal controls relevant to the preparation of the Report to design assurance procedures that are appropriate in the circumstances.

Our assurance procedures also included:

- Assessment of Aster DM's reporting procedures regarding their consistency with respect to the reporting criteria.
- Evaluating the reliability and appropriateness of the quantification methods used to arrive at the non-financial ESG performance data presented in the Report.



- Review of systems and procedures, from the perspective of completeness, used for quantification, collation, and analysis of non-financial ESG performance data included in the Report.
- Understanding the appropriateness of various assumptions, estimations and materiality thresholds used by the Company for data analysis.
- Discussions with the personnel at the corporate and business unit level responsible for the non-financial ESG performance data presented in the Report.
- Assessment of reliability and accuracy of the ESG data reported.

A review of ESG performance data was carried out through physical visit to the hospitals at Bangalore, Kochi, and Calicut, and remotely for the hospitals at Dubai, Sharjah and Sanad through screen sharing tools and interviews. Appropriate documentary evidence was obtained from the relevant authority at respective sites and at the corporate office to support our conclusions on the information and data reviewed.

Conclusions

We have reviewed the non-financial ESG performance data in the ESG Report of Aster DM as mentioned in the scope above, for the reporting period from 01st April 2021 to 31st March 2022. We have provided our observations to the Company in a separate management letter. These, do not, however, affect our conclusions regarding the Report.

Based on our limited review and procedures performed, nothing has come to our attention that causes us not to believe that the ESG performance data and information as per the scope of assurance mentioned above, presented in the Report is appropriately stated in material aspects, and is in line with the requirements of the GRI Standards.

Independence

The assurance was conducted by a multidisciplinary team including professionals with suitable skills and experience in auditing environmental, social, and economic information in as per the requirements of ISAE 3000 (Revised).

Our work was performed in compliance with the requirements of the IFAC Code of Ethics for Professional Accountants, which requires, among other requirements, that the members of the assurance team (practitioners) be independent of the assurance client, in relation to the scope of this assurance engagement, including not being involved in writing the Report. The Code also includes detailed requirements for practitioners regarding integrity, objectivity, professional competence and due care, confidentiality, and professional behaviour. KPMG has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence. The firm applies ISQC-1, and the practitioner complies with the applicable independence and other ethical requirements of the IESBA code.

Responsibilities

Aster DM is responsible for developing the Report contents. The Company is also responsible for the identification of material ESG topics, establishing and maintaining appropriate performance management and internal control systems and derivation of performance data reported. This statement is made solely to the Management of Aster DM in accordance with the terms of our engagement and as per the scope of assurance. Our work has been undertaken so that we might state to the Company those matters for which we have been engaged to state in this statement and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Company for our work, for this report, or for the



conclusions expressed in this independent assurance statement. The assurance engagement is based on the assumption that the data and information provided to us is complete and true. We expressly disclaim any liability or co-responsibility for any decision a person or entity would make based on this assurance statement. Our report is released to Aster DM on the basis that it shall not be copied, referred to or disclosed, in whole or in part, without our prior written consent. By reading this assurance statement, stakeholders acknowledge and agree to the limitations and disclaimers mentioned above.

Anand S Kulkarni
Technical Director
KPMG Assurance and Consulting Services LLP
Date: October 27, 2022.

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	16, 17			
	102-2 Activities, brands, products, and services	24, 25			
	102-3 Location of headquarters	Dubai, UAE			
	102-4 Location of operations	30			
	102-5 Ownership and legal form	Publically Listed			
	102-6 Markets served	30			
	102-7 Scale of the organization	16			
	102-8 Information on employees and other workers	85, 107			
	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	48 - 81			
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	102-13 Membership of associations	Joint Commission International (JCI), NABH			
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	102-14 Statement from senior decision-maker	6,7,26,27,28,29			
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	102-16 Values, principles, standards, and norms of behavior	207, 214, 215			
	Governance				
	102-18 Governance structure	200, 201			
	102-21 Consulting stakeholders on economic, environmental, and social topics	212,213			
	102-22 Composition of the highest governance body and its committees	200, 201			
	102-23 Chair of the highest governance body	200, 201			

GRI 102: General Disclosures 2016	Stakeholder engagement				
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	Collective bargaining agreements 102-41	210, 211			
	102-42 Identifying and selecting stakeholders	210, 211			
	102-43 Approach to stakeholder engagement	210, 211			
	102-44 Key topics and concerns raised	210, 211			
	Reporting practice				
	102-45 Entities included in the consolidated financial statements	Aster DM Healthcare			
	102-46 Defining report content and topic Boundaries	212			
	102-47 List of material topics	212, 213			
	102-48 Restatements of information	NA			
	102-49 Changes in reporting	NA			
	102-50 Reporting period	April 2021-March 2022			
	102-51 Date of most recent report	March 2022			
	102-52 Reporting cycle	Annual			
	102-53 Contact point for questions regarding the report	252			
	102-54 Claims of reporting in accordance with the GRI Standards	his report has been prepared in accordance with the GRI standards : Core Optionn			
	102-55 GRI content index	246			
	102-56 External assurance	242			

Material Topics					
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	212, 213			
	103-2 The management approach and its components	212, 213			
	103-3 Evaluation of the management approach	212, 213			
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	209			
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	212, 213			
	103-2 The management approach and its components	212, 213			
	103-3 Evaluation of the management approach	212, 213			
GRI 302: Energy 2016	302-1 Energy consumption within the organization	53,54,55,56,57			
	302-3 Energy intensity	53,54,55,56,57			
	302-4 Reduction of energy consumption				
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	212, 213			
	103-2 The management approach and its components	212, 213			
	103-3 Evaluation of the management approach	212, 213			
GRI 303: Water 2016	303-1 Water withdrawal by source	67			
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GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	212, 213			
	103-2 The management approach and its components	212, 213			
	103-3 Evaluation of the management approach	212, 213			

Emissions					
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	305-4 GHG emissions intensity	63			
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	103-3 Evaluation of the management approach	212, 213			

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	103-3 Evaluation of the management approach	212, 213			
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	103-2 The management approach and its components	212, 213			
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GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions are taken				
Non-discrimination					
GRI 103: Management Approach 2016	103-1 Explanation of the material topic and its Boundary	212, 213			
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Aster

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

Tel: +971 44546 0001 / 44546 0002

Email: chq@asterdmhealthcare.com

