



ASIA ROYAL HOSPITAL

UN Global Compact Communication On Progress

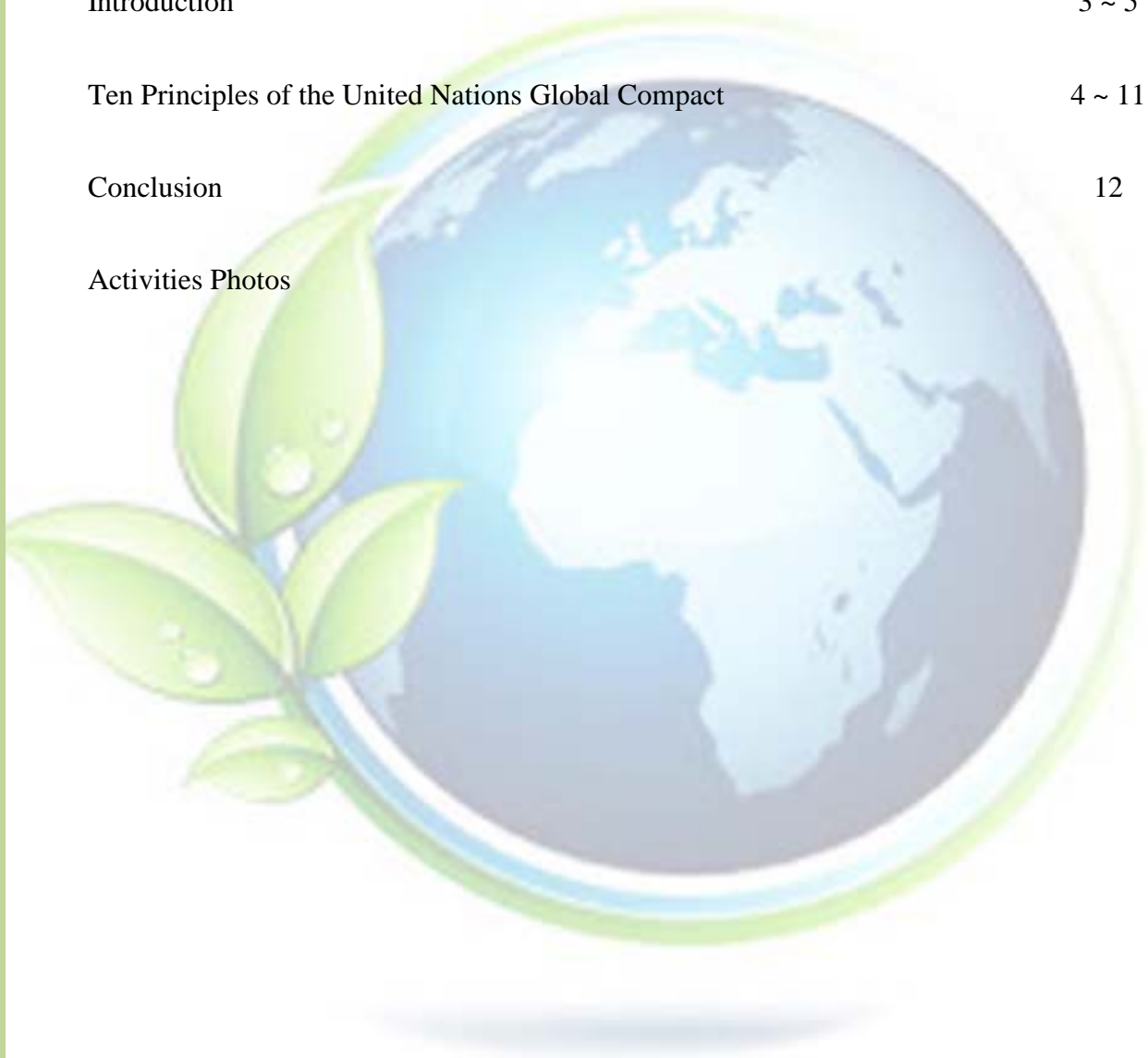
2014 – 2015



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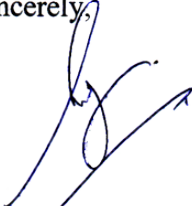
STATEMENT OF CONTINUED SUPPORT BY DIRECTOR

We, Asia Royal Hospital (ARH) continuously is committed to accomplish our corporate social responsibilities (CSR) by put into practicing the ten principles in the areas of human rights, labour standards, environment and anti-corruption, etc. We are trying to become our CSR initiatives to put up a better future for all of us.

Communication on Progress (COP) describes our company's yearly efforts to implement according to these ten principles. In this annual Communication on Progress, we assess the implementation of the Global Compact's principle-based change approach, determine if the company's approach should be adjusted or augmented for performance improvement, and then more accurately report on the progress and impact of its actions.

Some of the most commonly benefits related to the Communication on Progress (COP) such as motivated a company to define and live up to a sustainability vision and strategy, motivates a company to integrate corporate citizenship activities into their core business operations and increase positive social impacts of their value chain, to identify business risks and opportunities, encourage internal information sharing and learning by connecting different corporate departments.

Sincerely,



Dr. Aung Pyae Kyaw

Executive Director (Human Resource Department)

ASIA ROYAL HOSPITAL'S UNITED NATIONS GLOBAL COMPACT

Hospitals originated as a result of sympathy for the sick and suffering and were initially a part of religious institutions. An efficient hospital requires a well-balanced organization for compassionate care with in and adequate technical and environmental framework.

Patients being the main focus, protection is the primary rule. Hospitals must provide a safe, comfortable and healthy environment to the patients.

The consumers are increasingly demanding convenient, reliable and timely services provided in caring, safe and high quality environment.

Asia Royal Hospital (ARH) is now attempting to comply with patients' needs and care with sympathy, empathy and efficiency.

We are proud to present our participation in UN Global Compact (UNGC) through participating in the process of Corporate Social Responsibility (CSR).

This UNGC communication on progress report highlights on our activities involved on November 2014 to November 2015.

OUR MISSION

Through it's expertise of healthcare providers, management and supporting staff, Asia Royal will work to promote better health care.

By utilizing advanced technology, modernized equipments and standard operation procedures with continual quality assessment by internal and external quality control program,

Asia Royal assures its health care services to be effective and reliable.

OUR VISION

“To become the leading private hospital in Myanmar by providing international standard health care system with trustworthy service.”

OUR MOTTO

“Your satisfaction is our first priority.”

Introduction

Asia Royal Hospital (ARH) was registered as Private General Hospital. It has two types of health care activities (a) Out patient consultancy services and (b) In-patient services. As a general hospital ARH is equipped with full facilities of Medical and Surgical procedures.

Gaining ISO 9001 approval on 2008 assured Asia Royal Hospital the proven and standardized quality in our health care delivery systems.

With combined effort of healthcare providers and administrative staff and with the proper guidance and leadership of the governing board, Asia Royal Hospital is progressing gradually and stands as one of the leading private hospital in Yangon.

UNGC Communication On Progress yearly report will be sent regularly as our progress on healthcare delivery system in Asia Royal Hospital.

Quality policy

The Quality Policy of **Asia Royal Hospital** is published in this Quality Manual, and is placed in customer access areas and meeting rooms.

1. Our team is ready to provide medical solutions aiming at utmost quality healthcare service and operational outcomes for our patients' needs.
2. We keep our environment clean and safe not only for the patients but also for our healthcare providers.
3. We attract qualified medical professionals and develop centre of excellence in all specialties as well as maintaining, promoting and continuing professional development of medical education.
4. We comply with all legal requirements (The law relating to private healthcare services) and strive for continual improvement of healthcare system and facilities.
5. We aspire to lead among private hospitals in Myanmar in value-based integrated healthcare (ethical value, professional value and human value) through continuous improvement of quality management system.

Our company's quality policy is communicated to all employees and continually reviewed for suitability.

Ten Principles of the United Nations Global Compact

Human Rights principles

Principle 1: Business should support and respect the protection of internationally proclaimed human rights and

Principle 2: Make sure that they are not complicit in human rights abuses.

Labour Principles

Principle 3: Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.

Principle 4: The elimination of all forms of forced and compulsory labour.

Principle 5: The effective abolition of child labour and

Principle 6: The elimination of discrimination in respect of employment and occupation.

Environmental Principles

Principle 7 : Business should support a precautionary approach to environmental challenges.

Principle 8 : Undertake initiatives to promote greater environmental responsibility.

Principle 9 : Encourage the development and diffusion of environmentally friendly technologies.

Anti-corruption Principles

Principle 10 : Business should work against corruption in all its forms, including extortion and bribery.

Human Rights principles

Principle 1 : Business should support and respect the protection of internationally proclaimed human rights and

Principle 2 : Make sure that they are not complicit in human rights abuses.

Policy and Goals

Our mission is to composite through it's expertise of healthcare providers, management and supporting staff. ARH will work to promote better health care through healthcare services. Thus, ARH is highlighting its respect to the fundamental Human Rights as well as Patient Rights.

ARH main aspect of humanity is to keep up needy community be inspired by utilizing advanced technology, modernized equipments and standard operation procedures with continual quality assessment by internal and external quality control program, ARH assures its health care services to be effective and reliable to our customers providing maximum quality care.

Implementation

To implement Human Rights Policies, ARH policy prohibits discrimination in hiring, compensation, access to training, promotion, termination, or retirement when such discrimination is based on race, national origin, religion, age, gender, marital status, sexual orientation.

All qualified candidates seeking to be hired are now required to pass through interview which ensures objectivity, fairness and equal chances are given to all in our hiring process. But, we can't hire the employees who are under 18 years.

ARH is complying according to the labour law. We issued Employee Hand book in which staff and employees are permitted to fair and equitable chance such as leave rule, gazette holiday, employee's rule and regulation policies, penalties. Etc.

As a community right, ARH has been actively sustaining and contributing to the country's education sector, health sector, humanitarian activities and poverty alleviation sectors.

Classified activities are as follow:

I. Healthcare and Education

- (a) Schools and trainings Fumigation done in schools SHS (1), SMS (3), SHS (2), (Sanchaung area) for prevention of Dengu Haemorrhagic Fever
- (b) Medical chck-ups done to (100) trainees from Daw Khin Kyi Foundation.
- (a) Annual donation to Shwe Taung Monastic Education School with lunch provided to all school children and contributed school uniforms, stationaries, carpets, fans and waste buckets worth about Kyat 12 million.

II. Health and Nutrition

- (a) Donated ambulance to Sitagu Aryudana Hospital, Sagaing worth Kyat 53 million
- (b) Free medical check ups and care to (12) elderly doctors under Support Group for Elderly Doctors program
- (c) Donated 14 bags of rice to Mandalay Malun rice donation society
- (d) Donated Kyat 1,10,000 to Hninzigone Home for Elderly

III. Flood Disasters

- (a) Donated cash Kyat 13.39 million through U Kyaw Thu's Relief program
- (b) Four visits to Ayeyawaddy Division flooded areas and provide medical care and Medicines.

Measurement of Outcome

By using UN Human Right principles as indicators, ARH measured the above mentioned outcomes and found to be satisfactory.

We also make sure that our stakeholders are fully in touch with UN Human Rights Principles, policies and guidelines. Our senior management is continuously monitoring on these matters and will carry out periodic review of results.

Labour Principles

Principle 3: Business should uphold the freedom of association and the effective recognition of the right to collective bargaining.

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Principle 6: The elimination of discrimination in respect of employment and occupation.

Policy and Goals

Our employee handbook mentioned in clear terms on our policies concerning employee rights, compensation and responsibilities, rules and regulation practicing in our hospital. We are determined to improve and update our employee handbook as required in future and align them into Global Compact.

ARH supports productive work environment by alleviating the cultural and ethnic diversity of its workforce and is committed to provide equal employment opportunity to all qualified employees and applicants. ARH does not discriminate based on race, religion, age, marital status, disability, sex to those personnel in recruiting, hiring, training, promotion and discipline.

Implementation

I. Welfare activities

- (a) Employees above the age of 50 years and employees of more than ten years permanent service are allowed to do yearly medical check ups
- (b) All permanent staff were given Antiv-B Hepatitis Vaccines free of charge
- (c) Discount plans are available to all employees getting treatment at ARH
- (d) Nursing license Registration fees for (95) nurses were covered by ARH.
- (e) Cash contributions were provided to (16) bereaved families
- (f) Staff annual dinner was hoasted on March, 2015 with entertainments and gifts.
- (g) Managing Director Dr. Myat Thu hoasted breakfast (Tea Party) to all staff for seven days. (on 26.5.2015 to 2.6.2015)
- (h) Flood relief assistance in terms of cash, Kyat 200,000 to (16) Staff

II. CME and Trainings

Continuing Medical Education (CME) trainings, Orientation Training, Capacity building Courses and lecture were conducted as follows:

No.	Title of Continues Medical Education	Speaker/Trainer	Date
1	Diagnosis & Management of Patients with Acute Stroke or TIA	Prof: Thein Zaw	02.04.2015
2	Management of Cardiac Cases	Dr. Than Htike Aung	23.04.2015
3	Syncope /Blackouts Management	Prof: Thein Zaw	05.05.2015
4	Patient Monitoring Parameters	Mr. Tang Jun	11.05.2015
5	Complex Wound Management	Ms Geulah A.R	15.05.2015
6	Cardiovascular System Management	Dr. Than Htike Aung	21.05.2015
7	Brain Lab Navigation Assitated Neuro Surgey	Prof: Myat Thu	23.05.2015

8	Antiprozoal Drugs	Dr. Kyaw Zaya	26.05.2015
9	Cervical Spondylosis with Neuropathic Pain	Prof: Thein Myint Tun	06.06.2015
10	Diabetes and the Heart	Prof: Khin Ye Myint	09.06.2015
11	Pain Management in Patient	Prof: Thi Wa Tin (General Physician)	16.06.2015
12	Cardiovascular Management	Dr. Than Htike Aung	25.06.2015
13	Anthelminitics	Dr. Su Htike Win	30.06.2015
14	Advanced Cardiovascular Life Support Training	Pof: Nyunt Thein	20.07.2015
15	Advanced Cardiovascular Life Support Training	Pof: Nyunt Thein	20.07.2015
16	Cardiovascular System Management	Dr. Than Htike Aung	23.07.2015
17	Drugs for Gastro-intestinal Tract Disorder	Dr. Aye Mon Kyi	28.07.2015
18	Critical Care in ICU/CCU	Mr.Steven Chao	06.08.2015
19	Pain Management (Episode II)	Prof: Thi Wa Tin	07.08.2015
20	Current Management of Acne Vulgaris	Prof: Dr Khine Khine Zaw	15.08.2015
21	Diabetes Mellitus	Dr. Han Lin Htet	03.09.2015
22	CVA Protocol and CT film Discussion	Dr. Thar Thar Oo	19.09.2015
23	CVA Protocol and CT film Discussion	Dr. Thar Thar Oo	22.09.2015
24	Post-op Pain Management in Orthopaedic Practice	Prof: U Thein Myint Tun	28.09.2015
25	Rheumatology	Dr. Thitsar Khaing	06.10.2015
26	Blood connected with Training	Dr. Khin Maung Swe	05.05.2015

No.	Orientation Training	Speaker/Trainer	Date
1	House Keeping Orientation	Deputy General Manager	13.05.2015
2	Orientation Training (2/2015)	All department Head	18.05.2015 To 25.05.2015
3	Fire Safety Training	Medical	28.05.2015
4	On Job Training for Health Care Attendant	Medical	01.06.2015 to 03.06.2015
5	ISO Awareness Training	Senior Engineer	09.06.2015
6	HSD Orientation Training	Unit Head	15.06.2015 to 25.06.2015
7	Orientation Training (3/2015)	All department head	10.08.2015 to 17.08.2015
8	Associate Medical Officer	Senior Medical Officer	21.09.2015 to 25.09.2015

Capacity building

No.	Capacity Building Training	Speaker/Trainer	Date
1	Fire Safety Manager	Official of Fire Station	17.08.2015 04.09.2015
2	Understanding Myanmar Labour Law	U Thet Naing Oo	15.05.2015
3	Personal Grooming Training	Daw Tin Moe Lwin	22.08.2015
4	First Aid and Basic Life	Dr. Kyaw Win	07.09.2015 to 16.09.2015
5	H S E Training	Prof: U Thein Zaw	21.09.2015
6	3 rd Coronary Symposium 2015	National heart Centre of Singapore	05.10.2015

Management Review meetings are being held by management once a month. In this meetings, all of management level staff are discussed the current situations, like clinical problems, management problems and staff problems. Also governance and management participated in discussing to get solutions and future trends.

Measurement of Outcome

Working under the guidance of Private Hospital Act, Hospital Manual, Myanmar Medical Council guidelines and under the supervision of Ethical Committee, ARH is setting better situations to prevent malpractice to patients as well as employee in distress. Law and order is also properly maintained with proper supervision and management.

Environmental Principles

Principle 7: Business should support a precautionary approach to environmental challenges.

Principle 8: Undertake initiatives to promote greater environmental responsibility.

Principle 9: Encourage the development and diffusion of environmentally friendly technologies.

Policies and Goal

ARH is always considering and trying to reduce undesirable environmental impact. We notified the environmental issues to ours employees, stakeholders and suppliers. We carried out this so that all people involved in our business will come to realize the importance of the environment to be clean and safe.

Implementation

As an environmental issue it is prioritized in Triple Bottom Line. Asia Royal Hospital also regards it as major factor to be taken seriously and keep as guidance to create clean and healthy environment.

Hospitals are regarded as source of infection and contamination if safety measures and sanitation system are not properly established. We need to be careful no to get infection to all of the stakeholders.

Our key health and safety objective is to maintain a robust safety management system that facilitates systematic management of health and risks and promotes positive health and safety culture across the institution covering all of its stakeholders.

As a major issue it is to create environmentally –friendly institution, Asia Royal Hospital must not be source of hospital cross infection and not to be contaminated by wastes and sewage disposal.

The programs and practices are as follows:

- Hospital wards and operation theaters are disinfected regularly
- Careful screening of infectious cases and Isolation done if necessary
- Health Safety Environment (HSE) Policy was drawn and implemented accordingly to gain safety measures.
- Fire safety plan, Electricity safety plan and emergency response teams are updated to respond in time
- Maintain safe water supply and sanitation inside hospital compound. Waste disposal procedures are done under strict antiseptics conditions to prevent contamination. Asia Royal Hospital has installed proper sewage disposal system which is vital and important to keep Asia Royal Hospital environment clean. The system includes conveyed biological treatment system. To utilize biological anaerobic treatment system, waste conveyed step by step treatment process such as equalization tank and waste water transferring system, bar screen and grit chamber, aeration tank and aeration system, sedimentation tank and sludge recycling system, chlorination tank, sludge transferred system and effluent disposal.
- Drainage systems around the Asia Royal Hospital compound are cleaned regularly and maintain proper drainage system.
- Apart from Asia Royal Hospital expenditure for the environmentally related activities, Asia Royal Hospital has granted Kyat 15 million for CSR activities. Asia Royal Hospital awares that our business model should socially responsible and environmentally sustainable. We will obey the existing plans, laws and regulations laid down by the government and guide lines from the Ministry of Health.

Measurement of Outcomes

Outcomes of safety and maintenance of clean environment are well maintained and no ill effects were noted. Quality control done by laboratory investigations and clinical screening were found to be satisfactory.

Also promotion of personal hygiene and proper hand-washing campaign were done among customers and staff as Knowledge, Attitude, Practice, procedure (KAP Study).

Emergency response team has been formed and made ready to respond whenever disaster strikes.

Anti-corruption Principles

Principle 10 : Business should work against corruption in all its forms, including extortion and bribery.

Policy and Goals

There is no corruption and bribery in our organization. Management puts very strict policies and procedures not to allow any corruption and bribery regardless of any level of management positions.

Asia Royal Code of Conduct and Ethics forbid staff, agents and representatives from offering, promising or providing bribes directly or indirectly through third parties, in any form.

Our institution policy does not allow corruption in any forms and has publicly stated its stand of zero-tolerance on corruption.

Implementation

ARH management has maintained a check and balance system over cash transactions carried out within each year. Moreover tender bids and contracts terms are selected by Board of Directors or the committee and maintained transparency.

Measurement of Outcome

As yet no record case of corruption is found in ARH. Through it may not be easily detect corruption cases, ARH will never hesitate to take strong action against such crimes. Measurable indicators will be collected from other institutions as sample and will be kept ready for further detection of corruption.

Conclusion

As a Private Hospital, ARH's humanitarian activities are in line with CSR values and guide lines. Health care means physical, mental and social wellbeing of the patient and to maintain full recovery from the ailment.

Our aim is in to make our customers to regain full recovery and lead their the healthy lifestyle again.

ARH is under the control of Ministry of Health guideline and supervised by the Department of Medicalcare. Also Myanmar Medial Council is responsible for ethical issues.

Asia Royal Hospital is member of Myanmar Private Hospital Association and also member of American Heart Association.

We will take care of clean Environment sustainability and all of the stakeholders well being under the guidelines of UNGC.

This report attempted to cover all of the principles, activities and outcomes, policy and goal and implementation strategy in accordance with the guideline provided by UNGC.



Basic Life Support Training



Donations



Fire Drilling Activities



Trainings



Health & Safety Environment



Staff Funfair



Offering of Warso Robe



Flooding disaster

