



ASIA ROYAL HOSPITAL

UN Global Compact Communication On Progress

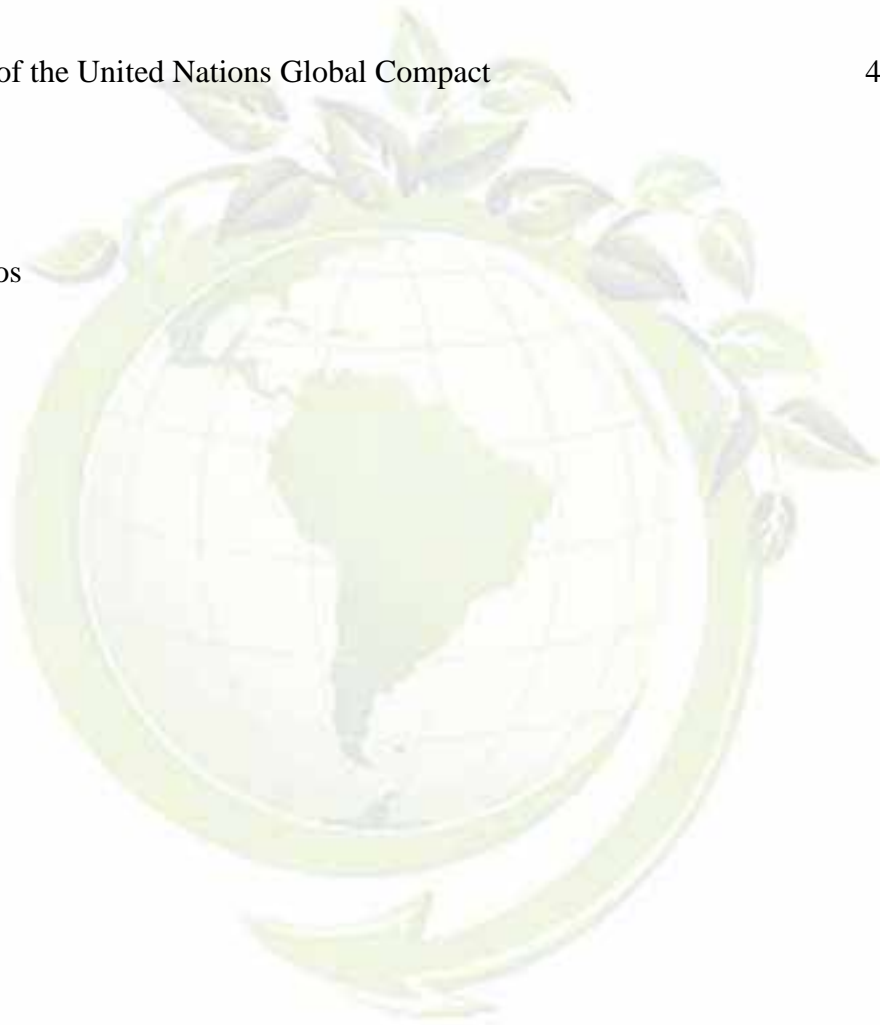
2015 November – 2016 October



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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, November 2015- October 2016, 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 (2015-2016)

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 within 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 2015 to October 2016.

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 (b) Emergency care and (c) In-patient services. As a general hospital, ARH is equipped with full facilities of Medical and Surgical procedures. Now, ARH is planning to develop separate Heart Center in new building. (AR-3)

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 updated healthcare services. Thus, ARH is highlighting its respect to the fundamental Human Rights as well as Patient Rights professionally.

ARH main aspect of development by changes 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 by 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 and marital status.

All qualified candidates seeking to be employed are now required to pass through interview which ensures objectivity, fairness and equal chances are given to all in our employment procedures. 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, gazetted 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.

Apart from regular healthcare services, ARH has conducted extra-curriculum serious Corporate Social Responsibility.

Classified activities are as follows:

I. Contribution to Healthcare, Education and Nutrition

- (a) Fumigation done in School of deafness, Yangon, BEPS(12) Sanchaung, BEPS(21) Tarmwe, Shwe Taung Monestic Education School, Sanchaung for prevention of Dengue Hemorrhagic Fever on 18.8.2016.
- (b) Donated 350,000 Myanmar Kyats to Daw Khin Kyi Foundation located at Kun Chan Kone Tsp, on 3.6.2016.
- (c) 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 10 million Myanmar Kyats on 2.9.2016.
- (d) Donated new shirts, new pants and Hair oil worth about 780,500 Myanmar Kyats to Psychiatric Hospital, Yangon on 25.6.2016.
- (e) Donated 1.5 million Myanmar Kyats to Thabawa Tayar Yeik Thar(Than Lynn), shelter for old and sick people on 4.2.2016.
- (f) Offered free medical care and health talks to residents from Thabawa Tayar Yeik Thar(Than Lynn) on 23.3.2016.
- (g) Donated 500,000 Myanmar kyats to Visakha foundation on 31.3.2016.
- (h) Free medical check-up and care to (12) elderly doctors under Myanmar Medical Association (MMA) with Support Group for Elderly Doctors program (SGED).
- (i) Donated 1,200,000 Myanmar Kyats to Mandalay Malun rice donation society.
- (j) Donated 335,500 Myanmar Kyats to Hninzigone Home for Elderly.
- (k) Donated Warso Robe to the Monks on 16.7.16 at Asia Royal hospital.

II. Contribution to flood and disasters

Donated 500,000 Myanmar Kyats to citizens in effected areas located in central Myanmar region on 26.2.2016.

Measurement of Outcome

By using UN Human Right principles as indicators, ARH's activities and outcomes are 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.
- 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.

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 checkups.
- (b) All permanent staffs were given Anti-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 hosted on March, 2015 with entertainments and gifts.
- (g) Managing Director Dr. Myat Thu hosted breakfast (Tea Party) yearly to all staffs for seven days.
- (h) Celebrating birthday parties to all staffs monthly.

II. Training Programs for Education and Development of Employees

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

Continuing Medical and Nursing Education (CME/CNE)

No.	Title of Continuing Medical/ Nursing Education	Speaker/Trainer	Date
1	Apprentice Staff On Job Training	Medical	3.11.15 - 5.11.15
2	New MO and AMO Training	Medical Department	1.12.2015 - 5.12.2015
3	Associate Medical Officer Orientation Training	Medical Department	1.2.2016 - 9.2.2016
4	Nuclear Medicine & Cardiology	Medical Department	28.4.2016 - 29.4.016
5	Perfusions Scan training	Medical Department	1.5.016 - 7.5.2016
6	Coronary Arteries	Medical Department	19.5.2016
7	How to Manage the Coronary Arteries	Medical Department	16.6.2016
8	Neurological Examination	Dr. Tha Tha Oo	1.7.2016
9	Management of Nephrology	Dr. Maung M. Myint	5.7.2016
10	AMO Orientation Training	Medical Department	18.7.2016
11	HCA Training	Medical Department	24.7.2016 - 25.7.2016
12	Patient Safety	Prof. U Kyaw Min Oo	26.7.2016
13	HCA Training	Medical Department	6.8.2016 - 7.8.2016
14	HCA Training	Dr. Wunna Win	9.8.2016 - 11.8.2016
15	Cardiac Perfusion Scan	U Maung Maung Htwe	7.9.2016

Pharmaceutical training courses

No	Pharmaceutical training	Speaker/Trainer	Date
1	Medicines & Drugs Training	Sales & Procurement Dept.	1.10.2015- 31.12.2015
2	Medicines & Drugs Training	Sales & Procurement Dept.	5.1.2016 - 9.3.2016

Conferences, Seminar & Summit

No	Conferences, Seminar & Summit	Place	Date
1	2016 HR Summit	Novotel Hotel	22.1.2016
2	32 nd Japan Conference of Radiologist Technologist	Tokyo(Japan)	16.9.2016 - 18.9.016
3	Seminar on Labor law And Taxation	Park Royal Hotel	28.9.16
4	Seminar on End of U.S Burma Sanction	Sule Shangrila Hotel	29.9.16
5	Seminar on Employee contract	La Pyae Wun Plaza	30.9.16

Orientation, Awareness, ISO and Safety Training

No.	Orientation/ISO and Safety Training	Speaker/Trainer	Date
1	Oxygen Training (Gas Utilization Program)	Admin	16.10.15
2	New Employment Orientation Training (4/2015)	All Department	11.11.15- 19.11.15
3	Fire Safety & Fire Extinguishing Demonstration	Fire brigade	17.11.2015
4	HSE Training (2/2015)	Prof. U Thein Zaw	18.12.2015
5	Fire Safety & Fire Extinguishing Demonstration	Fire brigade	16.2.2016
6	New Employment Orientation Training (1/2016)	All Departments	9.5.2016- 16.5.2016
7	Fire Safety & Fire Extinguishing Demonstration	Fire brigade	20.5.2016
8	ISO Training	U Myo Min Aung	27.4.2016
9	Laboratory ISO Internal Auditor Training	Mr. Asher Bilal	18.5.2016
10	ISO Awareness Training	Medical Department	10.8.2016 12.8.2016 15.8.2016
11	Manager Orientation Training & ISO Awareness Training	All Departments	19.8.2016
12	New Employment Orientation Training (2/2016)	All Departments	22.8.2016 - 29.8.2016

13	Fire Safety & Fire Extinguishing Demonstration	Fire brigade	8.9.2016
14	Orientation training for House keeper and Other Rank Employee	Admin, HR & Medical Dept	10.10.16 12.10.16 13.10.16 15.10.16
15	Training for MIT and LIS Software Users	Representatives from MIT, ROCHE and AR-IT Dept.	10.10.16- 14.10.16
16	ISO 9001-2015 awareness training	Daw Nay Nwe Soe	20.10.16
17	ISO 9001-2015 Implementation training for ISO steering committee members	Daw Nay Nwe Soe	21.10.16

Capacity building Training

No.	Capacity Building Training	Speaker/Trainer	Date
1	Systematic Distribution Management	UMFCCI	2 months
2	Key Performances Training and Labour Law Awareness Training	U Myo Min Aung	28.12.2015 to 1.1.2015
3	Key Performance Indicator (KPI) Training	Daw Myat Myat Soe	16.1.2016
4	Personal Hygiene and Grooming Training	Daw Tin Moe Lwin	18.2.2016
5	Customer Service Training to Service Coordinator, HCA and Cashier.	U Htoo Zaw Wai	6.7.2016 - 7.7.2016
6	Customer Service Training to Service Coordinator, HCA and Cashier.	Dr. Aye Thandar Moe	7.7.2016 14.7.2016
7	Effective Management Training to mid-level Staffs	Daw Aye Aye Win	5.9.2016 - 6.9.2016
8	Personal Hygiene and Grooming Training	Daw Tin Moe Lwin	12.9.2016
9	Customer Service Training to Service Coordinator, HCA and Cashier.	Dr. Aung Pyae Kyaw	28.9.2016

Collaboration meetings are being held by management once a month. In this meeting, all of management level staffs are discussing about the current situations, like clinical problems, management problems and staff problems. Governance and management also 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. Our Management also properly maintained Law and order and also maintained proper supervision and standard operation procedures.

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 our 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 cross infection and contamination if safety measures and sanitation system are not properly established. We need to be careful not to get cross infection to customers using ARH.

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 be source contamination 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 that 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 well realized that our business model should be socially responsible and environmentally sustainable. We will obey the existing plans, laws and regulations laid down by the government and guidelines 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 recorded case of corruption is found in ARH. Though it may not be easily detected 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

Under the guide lines of ten principles of the United Nations Global Compact, ARH did developmental changes in healthcare, human resources development and public relations.

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 illness.

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 guidelines 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 Hospital 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, goal and implementation strategy in accordance with the guideline provided by UNGC.

Finally, ARH team is prepared to provide to all of the customers getting safe and updated healthcare and improved working condition within the available resources.

◀ Corporate Social Responsibility ▶



◀ Donations ▶



◀ Offering of Warso Robe ▶



◀ Staff Birthday Party ▶



◀ Continuing Medical Education ▶



◀ Fire Drilling Activities ▶



◀ Health & Safety Environment ▶



◀ Trainings ▶

