



ASIA ROYAL HOSPITAL

United Nations Global Compact Communication On Progress

2016 November – 2017 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, labor standards, environment and anti-corruption, etc. We are trying to implement 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 2016 - October 2017, 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.

By submitting the annual report through the (COP), we can have variety of valuable advantages such as achieving an institutional framework, sharing experiences about CSR activities at international level, reducing financial and management risk by understanding and practicing (4) areas of United Nations Global Compact (UNGC) and establishing a powerful business network by connecting different organizations through transparency. Moreover, it improve overall image of the whole organization which in turn raising media interest and augmenting public awareness about our organization.

Sincerely,



Dr. Aung Pyae Kyaw
Executive Director
Human Resource Department

ASIA ROYAL HOSPITAL'S UNITED NATIONS GLOBAL COMPACT (2016-2017)

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 2016 to October 2017.

OUR MISSION

- Through the expertise of its healthcare providers, management and supporting staff, Asia Royal will work to provide better health care for the patients.
- By utilizing advanced technology, modernized equipment 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.
- Under its Organizational Development Program and Strategic Directions set in accord with State's health policy guidelines, Asia Royal will work towards specialty-oriented Hospital administration.

OUR VISION

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

OUR MOTTO

“Healthy Hygienic Hospital with Humanity .”

Introduction

Asia Royal Hospital (ARH) was registered as Private General Hospital in 2010. It has three types of health care services (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 expand separated Heart Center and new Stoke unit.


Gaining ISO 9001-2008 and upgraded to ISO 9001-2015 in 2017, assured Asia Royal Hospital the proven and standardized quality in our health care delivery systems.

With combined effort of healthcare providers and administrative staffs together with 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.

We are submitting UNGC (Communication On Progress) report yearly to proven our progress on CSR activities and healthcare delivery system of 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.

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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 and development.

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.

Labor 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

We are performing our mission by conglomerate skills of healthcare providers, top management and supporting staffs. ARH is. Thus, ARH is highlighting its respect to the fundamental Human Rights as well as Patient Rights professionally by continuously trying to promote better health care through updated healthcare system and services.

ARH's main aspect for 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 programs. Moreover, ARH assures its health care services to be more effective and reliable to our customers by providing maximum quality care, accredited by ISO 9001-2015 Quality Management system.

Implementation

We are running our business in accordance with Human Rights principles of UNGC by prohibiting discrimination in hiring, compensation, access to training, promotion, termination or retirement based on race, national origin, religion, age, gender and marital status.

Qualified candidates who are outsourcing to be employed are now required to pass through interviews 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 according to guidance of national labor law.

We issued Employee Hand book in which staffs 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 care 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

- Donated food , emergency medical kits worth about 1,785,725 Kyats to Su Taung Pyae Monestic Education Center at 2.12.2016.
- Donated 796,300 Kyats to Sittagu Dama Festival hosted by Yangon Government at 13.2.2017.
- Donated stationaries, food and basic utensils worth about 2,300,000 kyats to SaTuBuMiKa Monestic Education Center, Bahan Tsp at 16.2.2017.
- Donated stationaries worth about 530,000 kyats to Yadanar Aung Su Monastic Education Center located in Si Sine Tsp, Taunggyi District, Shan State at 18.5.2017.
- Donated Warso Robe to the Monks on 15.7.17 at Asia Royal hospital.
- Fumigation done in School of deafness, Yangon, Shwe Taung Monestic Education School, Sanchaung Tsp. and Maha SaTuBuMiKa Monestic Education Center, Bahan Tsp. for prevention of Dengue Hemorrhagic Fever on 20.8.2017.
- Donated 1,250,000 Myanmar Kyats to Mandalay Malun rice donation society at 14.8.2017.
- Donated 555,500 kyats to Hnin Si Gone Home for Age at 23.8.2017.
- Done Free Medical Check-up to students of Hospitality and Catering Training Academy Founded by Daw Khin Kyi Foundation.
- 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 7.9.2017.
- Donated 1,100,000 Myanmar Kyats to Tha Ba Wa Ta Yar Yeik Thar located at Than Lyin Tsp at 16.9.2017.
- Free medical check-up and care to (12) elderly doctors under Myanmar Medical Association (MMA) with Support Group for Elderly Doctors program (SGED).
- Donated 455,500 Myanmar Kyats to Hninzigone Home for Elderly at 25.9.2017.
- Donated 903,000 Myanmar Kyats to Smile Train Foundation for Cleft lips and palate patients at 30.9.2017.
- Donated 11,566,000 Myanmar Kyats to Yangon Children Hospital for medical checkup of children who are not affordable.

Measurement of Outcome

By using UN Human Right principles as indicators, ARH's activities and outcomes are found to be satisfactory.

We are trying to make sure that all of 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 labor.
- Principle 5: The effective abolition of child labor 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. Employee Development and 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 immunized with Anti-B Hepatitis Vaccines free of charge yearly.
- (c) Discount packages are planned for all employees getting treatment at ARH.
- (d) Nursing license Registration fees were incurred by ARH for the staff nurses employed at Asia Royal Hospital.
- (e) Staff annual dinner was hosted on March, 2017 with entertainments and gifts.
- (f) Managing Director Dr. Myat Thu hosted breakfast (Tea Party) yearly to all staffs for seven days.
- (g) Celebrating birthday parties to all staffs monthly.
- (h) Celebrating 17th Anniversary party of Asia Royal Hospital at
- (i) Providing dinner party for honoring the staffs deserving in achieving ISO 9001-2015.
- (j) Offering medical care with special discounted rates to staffs and staff family members worth about 21,389,940 Myanmar kyats.

II. Training Programs for Continuing Education and Development of Employees

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

Continuing Medical and Nursing Education (CME/CNE)

No.	Title of Continuing Medical/ Nursing Education	Speaker/Trainer	Date
1	CNE Training	Daw Baby Nu	5.10.2016
2	Acute Kidney Injury	Dr. Hla Aung	18.10.2016
3	CME Meeting	Dr. San Hla Aung	5.11.2016
4	Central Nervous System	Dr. Tha Tha Oo	10.11.2016
5	LIS Training	U Thein Htike Myint	11.11.2016
6	Indication for CABG and Post Op Care	Dr. K.M Mandana	19.11.2016
7	Diabetes Management	Prof. Daw Khin Ye Myint	22.11.2016
8	Neurology Discussion	Dr. Tha Tha Oo	30.11.2016
9	Advanced Cardiac Life Support (ACLS)	Prof. U Tin Latt	9.12.2016-10.12.2016

10	Cathlab Meeting	All Departments	23.12.2016
11	Emergency Sonography Hand on Training	Dr. U Tun Shwe	10.1.2017
12	Stroke Care Team Procedure Meeting	All Eds, Medical	12.1.2017
13	BLS & ACLS	Medical Department	17.1.2017
14	CNE	Medical Department	25.1.2017
15	CABG	Dr. K.M Mandana	30.1.2017
16	Stroke Center Training	Yangon General Hospital	30.1.2017 to 3.2.2017
17	Resuscitation and Update in Management of Acute III Patient in ICU, CCU)	Dr. Ye Myint	1.2.2017
18	CCU Training	Dr. Karen Pambid	1.3.2017
19	Radiation Safety	Witvala	9.3.2017
20	CT Reading Training	Dr. Thar Thar Oo	14.6.2017
21	U K Training	Medical Department	4.7.2017, 6.7.2017
22	Surgical Site Infection Workshop	Daw Baby Nu	7.7.2017
23	CNE Meeting	Medical Department	26.10.2016

Pharmaceutical training courses

No	Pharmaceutical training	Speaker/Trainer	Date
1	Aminoglycoside Macrolide	S & P Dept;	6.10.2016
2	Quinolone & Urinary Tract Infection	S & P Dept;	8.11.2016
3	Respiratory System	S & P Dept;	11.10.2016
4	Urinary System	S & P Dept;	16.2.2017
5	Hormone	Daw Hsu Mon Aung (Pharmacist Manager)	9.6.2017
6	IOPD (Input Pharmacy)	Daw Swe Swe Myint	22.11.2016

Conferences, Seminar & Summit

No	Conferences, Seminar & Summit	Place	Date
1	Merchant Workshop for Asia Royal Hospital	KBZ Bank	9.3.2017
2	Project Management Seminar	Myanmar Financial Center	6.9.2017
3	Positive Attitude and Communication Service Workshop	Daw Aye Aye Win	11.9.2017- 12.9.2017
4	Sysmex Scientific Seminar	Novotel Yangon Max	8.10.2016

Orientation, Awareness, ISO and Safety Training

No.	Orientation/ISO and Safety Training	Speaker/Trainer	Date
1	Orientation Training (3/2016)	All Department Head	5.12.2016- 12.12.2016
2	Orientation Training (1/2017)	All Department Head	23.1.2017- 30.1.2017
3	Orientation Training (2/2017)	All Department Head	25.7.2017- 1.8.2017
4	Orientation Training (3/2017)	All Department Head	13.10.2017- 25.10.2017
5	First Aid Training (1/2017)	Dr. U Kyaw Win	21.2.2017- 3.3.2017
6	First Aid Training (2/2017)	Dr. U Kyaw Win	13.3.2017- 24.3.2017
7	Medical Helper Orientation Training(1/2017)	Medical Department	13.6.2017- 20.6.2017
8	Medical Helper Orientation Training(2/2017)	Medical Department	14.8.2017- 18.8.2017
9	ISO 9001:2015 Implementation Training	All Departments	21.10.2016

Capacity building Training

No.	Capacity Building Trainings and Workshop	Speaker/Trainer	Date
1	Effective Management Skills Development Training	Daw Aye Aye Win (Strategy Institute)	20.2.2017- 21.2.2017
2	Cloud Computing & Basic English	IT Department	6.9.2017
3	Mac OS Interface Training	IT Department	12.10.2017
4	MIT & LIS Software User Training	MIT, ROCHE, AR-IT Dept.	10.10.2016- 14.10.2016
5	On Job Training HCA and Medical Helper	Medical Department	16.3.2017 - 11.3.2017
6	Junior Staff On job Training	Daw Than Mya (CNS) Medical Department	12.12.2016- 30.12.2016

Management review meetings are being held by management monthly. In this meeting, all of management level staffs are discussing about future strategy and road map of Asia Royal Hospital and also discussing about the current situations, like clinical issues, management issues and staff affairs. Our BOD and top management actively participated in discussing to get solutions and better future trends for organizational development.

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 waste disposal system are not properly established. We need to be careful not to get cross infection to our customers, our stakeholders, and public.

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 of contamination by wastes and sewage disposal.

The programs and practices are as follows:

- Hospital wards and operation theaters are disinfected regularly.
- A powerful infection control team was developed and 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 per year 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. There is no infection breaking out and ill effects were noted at inside and outside environment of our hospital . Quality control done by laboratory investigations and clinical screening were found to be satisfactory.

We are always promoting personal hygiene and adapting proper hand-washing practice among our customers and staffs.

Emergency response team has been well established 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 trace of corruption and bribery in our organization. Our top Management practicing 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 our standing of zero-tolerance on corruption.

Implementation

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

Measurement of Outcome

As described in above, 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 corrective action against such crimes.

Conclusion

Under the guidelines of ten principles of the United Nations Global Compact, ARH did developmental changes in healthcare, human resources development, environmental maintenance and business sustainability by inspiring People, Planet, Profit (3Ps) Concept of CSR.

As a Private Hospital, ARH's humanitarian activities are in line with CSR values and guidelines. Health care means physical, mental and social wellbeing of the patient. Our ultimate goal is to make our customers to regain full recovery and lead their healthy lifestyle again while supporting and caring the public as much as we can and to maintain the green, clean environment by inspiring CSR activities.

ARH is under the control of Ministry of Health guidelines and supervised by the Department of Medicalcare. Also under the ethical guidelines of Myanmar Medial Council. Asia Royal Hospital is a member of Myanmar Private Hospital Association and also a member of American Hospital Association.

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 continuously providing safe and updated healthcare, improved working environment to all stakeholders by creating clean, healthy and caring environment to our public within the range of available resources.

Donations



◀ Corporate Social Responsibility ▶



◀ Corporate Social Responsibility ▶



◀ Continuing Medical Education ▶



Basic Life Support Training



◀ Trainings ▶



◀ Staff Party ▶



◀ Offering of Warso Robe ▶



◀ Health & Safety Environment ▶

