



THE NAIROBI HOSPITAL

COMMUNICATION ON ENGAGEMENT (COE) REPORT - 2016-2017



TheNairobiHospital



@thenairobihosp

Healthcare with a difference!

Contents



3 Statement of Continued Support

4 Human Rights

5 Labour

6 Environment

8 Anti-Corruption



Statement of Continued Support

To our stakeholders:

REF: STATEMENT OF CONTINUED SUPPORT

It is with great pleasure that we submit our Communication on Engagement (COE) report which re-affirms our long standing commitment and describes our ongoing efforts to implement the ten United Nations Global Compact (UNGC), principles in the areas of Human Rights, Labour, Environment and Anti-Corruption and advance the broader sustainable development goals.

As one of the leading Healthcare Institutions and our CEO being a member of the Kenya Network Board where he supports in shaping the strategic direction of the network, we believe it is incumbent upon us to demonstrate our commitment to responsible business in the way we conduct our operations and in relation to the advice we provide to our clients.

In this Communication on Engagement, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to sharing this information with our stakeholders using our primary channels of communication.



Yours Sincerely,
For: THE NAIROBI HOSPITAL



Gordon Otieno Odundo
CHIEF EXECUTIVE OFFICER



Human Rights

Implementation

The Nairobi Hospital recognizes its responsibility to uphold human rights issues within the organization. We have internal policies to ensure that all employees are treated fairly and respectfully and the main aim is to create an inclusive corporate culture where our staff and employees are nurtured. The Nairobi Hospital abides by the Occupational Safety and Health Act 2007, Part X on Welfare General Provisions. Staff are provided with:

a) Sanitary Work Facilities:

Clean facilities which are maintained by a dedicated cleaning company to ensure that the Hospital facilities are clean throughout. Adequate supply of drinking water at suitable points conveniently accessible to all staff. Adequate and suitable washrooms and changing rooms which are accessible to staff. A Staff restaurant where meals are provided to staff during tea, lunch and dinner breaks.

b) Workplace Harassment

The Hospital has a policy on harassment. Every employee is protected from sexual harassment, any unsolicited or unwelcome verbal comment, gesture or physical contact of a sexual nature. Therefore, no employee is subjected to sexual harassment either by somebody in authority over him/her as a

condition of engagement, continued employment, promotion, salary progression, reward or any other consideration or by his/her fellow workmates as a condition on social acceptance at work. Staff are encouraged to report any case of sexual harassment to the Human Resource Department and the perpetrator shall be dealt with in accordance with the Hospital's disciplinary process.

The Hospital is under 24 hours surveillance that help in monitoring the Hospital's environment to ensure safety of staff and its clients.

c) Protection from Human life and Health at workplace

The Hospital abides by the Occupational Safety and Health Act 2007 which guides on the safety regulations for employees.

Measurement of Outcomes

- The Nairobi Hospital has not been complicit in any Human Rights abuses, and has not been subject to any investigations, legal cases or incidents involving Human Rights.
- The Hospital has taken active steps to devote financial, human and time resource to charitable and humanitarian initiatives and activities such as providing free medical checkup camps every quarter to the marginalized.
- The Hospital adheres to Occupational health and safety procedures and there is a comprehensive program that ensures that the employees are prevented from all preventable disease by ensuring the staff are vaccinated against disease such as hepatitis B, tuberculosis, influenza and others as need arises. There is a comprehensive inoculation injury policy and a post exposure prophylaxis protocol.
- Health education on infection prevention is also conducted to staff and patients. There is a comprehensive infection control training calendar and the content is tailor made for each department. Training sessions are also organized whenever there is a new infection risk or surveillance report that indicate a surge or an outbreak of a notifiable disease.



Labour

Implementation

The Nairobi Hospital recognizes the right to collective bargaining, and uphold the abolition of forced, compulsory and child labour, and the elimination of discrimination. We have implemented a formal and comprehensive staff training and development programme, encouraging employees to develop and build on their existing skills base. All personnel are encouraged to develop their skills by attending appropriate training courses. An internal training program has been created to further train our staff. The Hospital adheres to the Employment Act, 2007, which stipulates on various issues as follows:

a) Forced or bonded Labour

The Hospital adheres to the Employment Act, 2007, which stipulates that forced or compulsory labour is any work or service that a person does under threat of any penalty, or work that a person does involuntarily. Therefore during recruitment, the prospective staff signs a contract voluntarily which indicates that they are in agreement with the terms and conditions of employment.

b) Minimum Wage Standards

The Hospital does comply with the minimum wage standard. The latest version of the minimum wage was effected on 1st May 2017 and the Hospital is aligned to it.

c) Employment related Decisions

The Hospital employment-related decisions, from hiring to termination and retirement, are solely based on relevant and objective criteria using the HR policies and procedures and the Employment Act 2007 as a guide.

Measurement of Outcomes

- The Hospital has not been subject to any investigations, legal cases, rulings, fines or other relevant events related to



Labour or Health and Safety prosecutions.

- The Hospital maintains diversity and employs staff from different ethnicity without discrimination. Majority of staff are women currently at 70% and 30% of employees are men. 25% of staff are aged between 40-60 years, 50% are aged between 30-39 years and 25% are aged between 18-29 years.
- The rate of occupational injuries are at an average of 0.02% per month. The rate of occupational disease has been managed through a comprehensive program that ensures that the employees are prevented from all preventable diseases and also go through an infection control training.
- The Hospital has the ability to attract and retain staff with over 100 staff who have worked for the Hospital over 20 years. The rate of absenteeism is usually calculated on sick leave granted. On average per month, it is at 8% of the total number of staff in the Hospital.

Environment

Implementation

The Nairobi Hospital continuously strives to improve the environmental performance, through initiatives and best practice, either alone or in partnership with others in the following ways:

a) Environmental damage and protection

- The Hospital has implemented an environmental management system based on ISO 14001:2004
- New projects are subjected to environmental impact assessment to develop mitigation measures against environmental degradation.
During construction, contractors have weekly tool box meetings to discuss possible environmental impacts by the ongoing projects and agree on measures to mitigate the same.
- Environmental audits are conducted annually
- Flue gas emissions are monitored annually
- Waste is disposed through NEMA approved service providers.
- There is an environmental committee in the Hospital which helps in monitoring any risks that would damage the environment.
- There is a system of auditing waste handlers to enhance compliance with environmental legislations. The Companies handling waste for the Hospital are NEMA certified and an audit is conducted annually for the company handling clinical waste at their premises.
- The Hospital adheres to the recommended waste management colour coding scheme for waste segregation. Waste is segregated at source and use of correct Personal Protective Equipment (PPE) is mandatory when handling waste.
- The Hospital also conducts quarterly half day training for new staff from outsourced service providers handling cleaning, fumigation and pest control, gardening and waste management. The training includes handling of waste, infection control, spill management etc.
- The Hospital ensures the outsourced provider handling fumigation and pest control uses authorized pesticides and insecticides as stipulated and provides material safety data sheet for each chemical used.

b) Emergency Procedures to prevent accidents

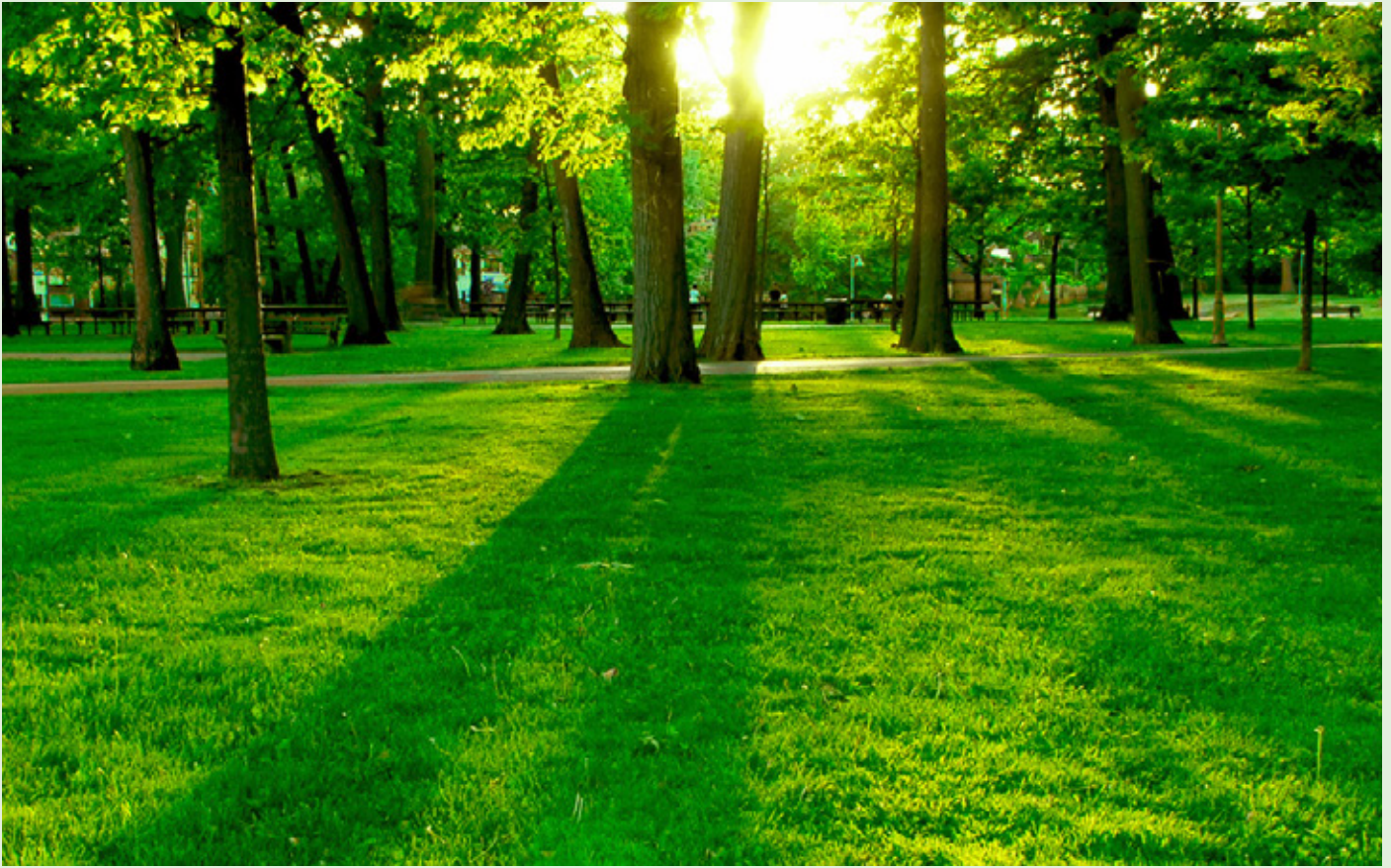
The Hospital has emergency procedures to prevent and address accidents affecting the environment and human health. They include:

- Waste management policy
- Spill management programs
- Occupational health and safety procedures

c) Ensuring safe handling and storage of chemicals

The Hospital ensures safe handling and proper storage of chemicals and other dangerous substances by identifying all the chemicals and dangerous substances which are then Isolated and stored in lockable cabinets and a Material Safety Data Sheet (MSDS) for the same is maintained. Employees are thoroughly trained on handling dangerous substances and are also provided with personal protection equipment such as respirators, gloves and goggles. Continuous consultation is done with employees to maintain and improve existing safety and handling practices.





Measurement of outcomes

- Due to the business nature of Health-care, waste is outsourced as it contains potentially harmful microorganisms which can infect hospital patients, health workers and the general public.
- The Hospital is pursuing development of technologies and solutions to minimize environmental impact such as reduction of paper usage.
- The hospital has various infection control policies and procedures that act as a guide to infection prevention in all areas. Compliance to this policies and procedures is monitored through infection prevention audit that include hand hygiene using the World Health Organization's five moments of hand hygiene, standard precaution and body substance precaution and appropriate use of personal protective equipment's (PPE), isolation precaution, disinfection/ sterilization protocol, waste management policy and product evaluation to ensure that they are infection control compliant.
- Environment of Care to include Diagnostic, Treatment and Support areas also monitored through environmental hygiene audits.
- Patient care is audited through clinical audits and the following care bundles compliance is evaluated: ventilator associated pneumonia (VAP), catheter related blood stream infection, (CLABSI) catheter associated urinary tract infection (CAUTI) and surgical site infections (SSI).



Anti-Corruption

Implementation

To fight corruption, the Hospital assesses the risks when doing business in all sections and especially in the Procurement, Finance and Human Resource departments where the risks are higher. Business partners are made aware of the Hospital's Code of Conduct and Ethics Policy, which provides guidance on how The Nairobi Hospital conducts business in a fair, ethical and legal manner. An Internal Audit Department is in place to ensure that periodic audits are carried out to help detect potential misconduct and also to raise awareness to the Management on any issues identified. As a Hospital, we continue to share learnings and successful practices.

Measurement of Outcomes

- The Nairobi Hospital has not been implicated in any cases or incidents of or related to extortion, corruption or bribery.
- There is a whistle blowing policy in place which encourages employees to report any malpractices in the organization.
- Our financial reporting is verified by external auditors to ensure transparency and accuracy of accounting practices.

