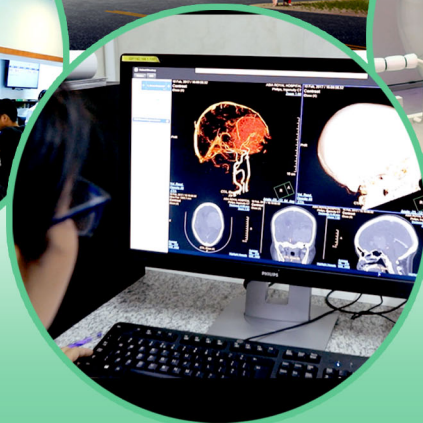




ASIA ROYAL HOSPITAL

UN Global Compact Communication On Progress

2018 November – 2019 October



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STATEMENT OF COMMITMENT BY DIRECTOR

As mentioned in previous annual reporting, we are continuously focusing to improve our community contribution programs since 2013, the moment of becoming a membership of United Nation Global Compact (UNGC) by inspiring the ten principles of UNGC. We believe that we can build a better future for all of us by implementing our CSR initiatives while reasoning WHO's MDGs.

In this COP report (from 2018 October -2019 September) , we can access the level of community contributions and made the valuable records of our hospital's public contributions. Moreover, we can also know that how our activities advantage to all of our stakeholders and how it meets the UNGC principles and guidelines. By reviewing this COP report, the attitude and mindset of our management including our employee has been continuously concentrate on community contribution manner in rendering of our daily healthcare service to our public and all of our daily business operations.

By submitting the annual report through the (COP), we can have variety of valuable advantages such as achieving an institutional framework, sharing experiences about community contribution 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 improves 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 (2018-2019)

Hospital is a place for caring sick, suffering and also a place for providing preventive care by offering health education to public. An efficient hospital requires a proper hospital specialized management with compassionate care and modernized technical and environmental framework great enough to provide a safe, comfortable and healthy environment to the patients..

Patients being the main focus, prevention is the primary rule of our hospitals. Nowadays, 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 providing care with sympathy, empathy and efficiency in sense of socially responsible manner. We are proudly running our business by providing premium quality care to patients and public as a member of UNGC team.



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.”

OUR LOGO and MILESTONES



Asia Royal Profile

ASIA ROYAL HOSPITAL



"Healthy Hygienic Hospital with Humanity"

Asia Royal Hospital (ARH) was registered as a 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 was equipped with full facilities of Medical and Surgical procedures. In 2018, ARH can expanded new stroke unit, rehabilitation unit, dental unit, sleep laboratory& sleep disorder clinic and also eagerly working to develop separated cardiac specialized center including Cardiac modular OT. Achieving certificate of ISO 9001-2008 in 2011 and again upgraded to ISO 9001-2015 in 2017, assured Asia Royal Hospital the proven and standardized quality in our health care delivery systems. In 2018, ARH laboratory is succeeding accreditation of ISO 15189 proving our hospital's diagnosis system more reliable to public.

With combined effort of healthcare providers and administrative staffs together with proper guidance and leadership of Executive Directors, Asia Royal Hospital is improving gradually and stands as one of the leading private hospital in Yangon.



We are submitting UNGC (Communication On Progress) report annually to show our progress on contributions to the public and how we inspire sense of CSR in delivering our premium quality healthcare system to people of Myanmar.

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 center 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.

Human Rights Principles

Policy and Protocols

ARH's commitment about Human Right principles is expressed by continuously promoting and standardizing our health care delivery system to the public and also treating our own employee without any discrimination and strictly follow the national labour law prescribed by Myanmar Government. ARH's recruitment policy statement is well established and communicated to all ARH employee. As a private health care service provider, optimizing our health care services is

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.

one of the best way of obeying internationally proclaimed human rights ethically as well as patients rights professionally.

Key performance for developing our healthcare delivery system by adapting and utilizing advanced technology, modernized equipments and defining standard operation procedures and protocols with continual quality assessment by internal and external quality control programs. Moreover, ARH's health care service quality has been audited by internal and external auditor teams under guidelines and certification of ISO 9001-2015 Quality Management system and ARH's Laboratory is also accredited by ISO 15189 by Singapore Accreditation Council.

Implementation

We are delivering our health care system to public by inspiring Human Rights principles of UNGC in every step of detailed operation. AS mentioned in our recruitment policy, we are strictly prohibiting discrimination in recruiting, compensation, access to training, promotion, termination or retirement based on race, national origin, religion, age, gender and marital status.

We do not hire the employees who are under 18 years of age according to guidance of Myanmar National labor law and we issued Employee Handbooks to all of our employees in which employee rights such as leave rule, gazette holiday, employee's rule and regulation policies, penalties, etc are described thoroughly.

As contribution to the community, ARH has been actively participating in contributing to the country's health care, educational, religious and poverty alleviation sectors.

We also have been optimizing our health care delivery to the public by continuously standardizing against international standard, reducing employee errors as much as we can and minimizing patient's complaints.

As elevation of our health care standard, we have been following the guidelines announced by Ministry of Health & Sports, Myanmar in accordance with National Health Plan 2017-2021 version. We also have been focusing on protocols and improvements of international standard hospitals from neighbor countries. Moreover, our hospital had been achieved ISO 9001-2015 certification at 2017 and accreditation of ISO 15189 from Singapore Accreditation council at 2018.

As reducing employee's error in daily operations, management laid down the policies and protocol according to ISO certifications. Besides defining the policies, management has been conducting extensive career development plan for employee such as internal and external training programs, stipend and scholarship programs to improve the comprehensive skills of employee.

As minimizing customer complaint, our management had been drawn the effective and efficient complaint handling procedure and analyze, solve the complaints instantly, and discussing the issues to prevent the similar one in future.

Besides optimizing our health care delivery system to the public and caring our own employee as our asset, and we have conducted the following activities as contribution to the public by respecting the human right principles of UNGC.

I. Contribution to Healthcare, Education, social and religious category

Health Care sector

- Donated 500,000 Myanmar Kyats to Central Blood Bank of Myanmar at 15th December, 2018.
- Participated by hosting mobile clinic and donated 900, 000 Myanmar kyats to Religious Festival celebrated from 1st January, 2019 to 5th January, 2019 at people park.
- Donated stationeries, basic utensils, food and beverages worth about 1,500,000 Myanmar Kyats to YGW orphanage charity association located at 89 mile highway express road at 10th January, 2019.
- Donated 300,000 Myanmar Kyats to Myanmar nursery and midwife association, Yangon at 25th January, 2019.
- Donated 300,000 Myanmar Kyats incorporation with Myanmar Private Hospital Association (MPHA) to orphanage charity project at 29th January, 2019.
- Leading world cancer day walking campaign and celebrating cancer eradication talk at 4th February, 2019.
- Donated 1,320,000 Myanmar Kyats to University of Nursing, Yangon for stipend program of 2018-2019 batch nursing students at 15th February, 2019.

- Actively participated and donated 770,000 Myanmar Kyats to 24th Bo Sein Mhan religious festival at 21st February, 2019.
- Performed free medical check-up for 130 candidates of health care assistant training from Daw Khin Kyi foundation at 4th March, 2019.
- Donated 500,000 Myanmar Kyats to 4th AASMT Congress hosted by Myanmar Medical Technologist Society in 2018, October.
- Donated 500,000 Myanmar Kyats to Myeik General Hospital located in Myeik City, Ta Hnin Tharyi Division at 21st March, 2019.
- Supporting stipend for five 2018-2019 batch students of University of Medical Technology, Yangon worth of 2,500,000 Myanmar Kyats at 13th March, 2019.
- Donated stationeries, basic utensils, food and beverages worth about 1,600,000 Myanmar Kyats to Myaing Charity and Nunnery Education Center at 12th March, 2019.
- Donated 300,000 Myanmar Kyats to Dawei General Hospital located in Ta Hnin Tharyi Division at 19th March, 2019.
- Donated used Siemen brand X-ray machine to University of Medicine (1), Yangon for the teaching purpose of 2nd MB medical students.
- Performed cardiac surgery for free of charge worth of 17,334,864 Myanmar Kyats in collaboration with Fortis hospital (India) for four patients who are suffering congenital heart disease (MR, ASD, VSD) on 4th April, 2019 at Asia Royal Hospital.
- Performed Spraying and fogging at high schools nearby area of hospital and Shwe Taung monastic education center to prevent Dengue Hemorrhagic Fever (DHF) at 14th June, 2019.
- Donated (3) patient bed to regional clinic located at Pan Ta Naw township, Ayeyarwaddy Division.
- Donated 200,000 Myanmar Kyats to Department of Fire safety, Yangon.
- Performed cardiac surgery for free of charge worth of 17,334,864 Myanmar Kyats in collaboration with Fortis hospital (India) for patient named Daw Nyunt Nyunt suffering congenital heart disease on 20th May, 2019 at Asia Royal Hospital.

- Supporting stipend for six 2018-2019 batch students of University of Pharmacy, Yangon worth of 3,000,000 Myanmar Kyats at 29th July, 2019.
- Donated used running condition 300MA model X-ray machine to University of Medical Technology, Yangon at 23rd August, 2019.
- Donated 500,000 Myanmar Kyats for regions suffering from flood and disaster incorporation with Myanmar Private Hospital Association (MPHA) at 21st August, 2019.
- Donated 1,000,000 Myanmar Kyats to scholarship program for staff families of Ministry of Health & Sports (MOHS) at 1st August, 2019.
- Supporting with free medical check-up program for the pediatric patient referred from YCH worth about 20,517,374 Myanmar Kyats this year.
- Donated 1,014,239 Myanmar Kyats to Smile train charity group performing free of charge surgery to whom suffering cleft lips and palate.

Measurement of Outcome

Our business operations including healthcare standard, standard operation procedures, patient safety, workplace safety, organizational affairs, etc have been reviewing at monthly management review meeting. Our hospital's Board of Directors team and top management fully emphasize and largely participate on issues optimizing human right principles. By reviewing our monthly business operations, hospital's management system, procedures and our public contributions are fully in accordance with United Nation's prescribed human rights principles.

Labour Principles

Policy and Protocols

As mentioned in adapting human right policy, our hospital's human resource management operations are strictly in accordance with Myanmar National Labor law. ARH does not discriminate based on race, religion, age, marital status, disability, sex to those personnel in recruiting, hiring, training, promotion and discipline. Our policy regarding about employee is that employee are our own assets and employee development is our main concern. Moreover, management had been clearly mentioned the policies concerning

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.

employee rights, compensation and responsibilities, rules and regulation practicing in our hospital in our handbook.

ARH is creating safe and warm cultured, productive working environment for all employees while emphasizing their long-term career development.

ARH Recruitment policy Statement

- Strictly obeying the National Labor Law and human right policy prescribed by Myanmar National Government.
- Offering trainings to promote the long term career development of the employee while creating safe, warm and compelling working environment.
- Considering our employee as our valuable customers and our organization's priceless assets.
- Our hiring philosophy is to recruit the right people in the right place and stabilize the recruited ones.
- Strictly prohibiting and discouraging the hiring of child labor and staff less than eighteen years of age and also refusing to offer unpaid internship.
- Laid down the policies to avoid unethical announcements and hiring techniques such as discrimination of gender, race, religion and head hunting techniques, etc.

Implementation

Regarding beneficial aspect of employee, our management team has been continuously watching labor market of Myanmar and modifies our remuneration rate accordingly. We also offer our employee with yearly salary increment, performance bonus system, leave bonus awards, employee welfare activities, training programs, exciting promotional career opportunities and proper retirement programs.

For developmental aspect of employee, our management together with HR team carrying out training needs analysis for every rank of employee and develop a training master plan annually for better job performance to promote their confidence in daily operations.

Regarding workplace safety of employee, our management had laid down the HSE policy and guidelines. We also have been providing with variety of workplace safety trainings by developing annual HSE training master plan.

To protect the abuse of our employee, our management laid down the well-established employee grievance procedures and practice. Formal employee grievance and suggestion form has been developed and circulated to all levels of employee. We also encourage forming **Employee conciliation committee** to claim the employee rights and employee dispute issues according to Myanmar National Labor law.

Management review meetings are hold monthly. In this meeting, all of our middle and top 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 and employee development.

I. Employee Development and Welfare activities

- (a) Free of charge medical check-up services for employees above the age of 50 years and employees of more than ten years permanent service annually.
- (b) Anti-hepatitis B Vaccines immunization to all permanent staffs free of charge yearly.

(c) Staff Discount plan for Healthcare expenditures worth about 49,063,700 Myanmar kyats incurred by Asia Royal Hospital.

(d) Registration fees for Medical doctor and registered staff nurse license incurred by ARH yearly.

(e) Managing Director Dr. Myat Thu hosted breakfast (Tea Party) yearly to all staffs for seven days.

(f) Celebrating birthday parties to all staffs monthly.



2. Training Programs for Continuing Education and Development of Employees

As mentioned above, our management believes that providing training is one of the main performances for augmenting employee development. So that, we emphasize on training need analysis and providing training program of our employee as well. Trainings conducted in 2018-2019 categorized as follows;



**Asia Royal Hospital
2018-2019 HSE calendar master plan**

Calendar (Months)	Training	Trainer	Course Duration (Hrs)	Targeted Candidates	Targeted No. of Candidates (Minimum)
April	First Aider Training	Dr.Kyaw Win & Team	18	AR Ambulance Team	25 Pax
May	First Aider Training	Dr.Kyaw Win & Team	18	AR Ambulance Team	25 Pax
	Fire Safety	Dept; of Fire Safety	2	All Dept; regardless of rank	50 pax
June	Attitude & Behavior	Prof U Thein Zaw	2	Newer Employee	50 Pax
July	Waste Management	Medical Dept;	2	Selected Employee	25 Pax
August	Electrical Safety	Eng Dept;	2	Selected Employee	25 Pax
September	Infection Control & Hand Washing	Medical Dept;	2	AR Employee	50 Pax
	HSE Awareness (General)	Prof U Thein Zaw	2	AR employee of service more than 4 yrs	50 Pax
October	Personal Protective Equipment	Medical Dept;	2	AR staff under Med; & Eng; Dept	50 Pax
	Fire Safety	Dept; of Fire Safety	2	All Dept; regardless of rank	50 pax
November	OT Safe steps	Medical Dept;	2	AR OT Staff	25 Pax
December	HSE Awareness (General)	Prof U Thein Zaw	2	AR employee of service more than 4 yrs	50 Pax
January	Radiation Safety	Medical Dept;	2	AR selected staff	25 Pax
	Laboratory Safety	Medical Dept;	2	AR staff from Lab;	25 Pax
February	ARH Security	Admin Dept;	3	AR staff under Admin Dept;	50 pax
March	Fire Safety	Dept; of Fire Safety	2	All Dept; regardless of rank	50 pax

Technical & Hands-on Training

No.	CMEs/CNEs	Speaker/Trainer	Date
1.	Advances in Management of Gastric and Renal Cancer	Dr. Sam PehOonHui Dr. Melvin Look	18/10/2018
2.	Office Tools	IT Unit	6/2/2019
3.	Management of Electrolytes Imbalance & Acute Kidney Injury	Dr. U Hla Aung	16/3/2019
4.	Protect Yourself	Prof. U Win Myaing	4/5/2019
5.	Infection Control	Dr.U Aung Kyaw Wynn	15/6/2019
6.	Initial Management of Unstable Patients	Dr. Ye Myint	14/8/2019
7.	QMS Software	IT Unit	14/8/2019
8.	Principles of Dialysis	Dr. Hla Aung	15/8/2019
9.	Configure AD Role & features	IT Unit	11/9/2019

No	Pharmaceutical training	Speaker/Trainer	Date
1.	Vaccines & Immunoglobulin	Khin Sandar Thein	7/5/2019
2.	Anti-Platelet & Anti-Coagulant	S & P Department	10/9/2019
3.	Configure AD Role & features	Daw Thiri Htet Naing	12/9/2019

Orientation Trainings

No	Orientation Training	Speaker/Trainer	Date
1	Orientation Training (1/2019)	All Departments	14/1/2019 to 18/1/2019
2	Orientation Training (2/2019)	All Departments	4/2/2019 to 8/2/2019
3	Orientation Training (3/2019)	All Departments	11/3/2019 to 15/3/2019
4	Orientation Training (4/2019)	All Departments	20/5/2019 to 24/5/2019
5	Orientation Training for Radiographer	U Khin Maung Tin	8/6/2019
6.	Orientation Training (5/2019)	All Departments	1/7/2019 to 6/7/2019

Quality Management System

No.	Quality Management System	Speaker/Trainer	Date
1	ISO Awareness Training	U Myo Min Aung	14/1/2019 and 17/1/2019
2	ISO Awareness & Audit Training	Daw Nay Nwe Soe	18/2/2019
3.	Internal Auditor Training	Dr. Tin Latt	29/3/2019 to 31/3/2019
4	ISO 9001:2015 System, KPI and Risk Management Refresher Course	Daw Nay Nwe Soe	06/08/2019
5.	ISO Risk Assessment Training	U Myo Min Aung	13/8/2019 16/8/2019

Conferences, Seminar & Summit

No	Conferences, Seminar & Summit	Place	Date
1.	Workshop on Private Health care development	Naypyidaw, Myanmar	15/8/2019 to 16/8/2019
2.	Hospital Management Asia 2019	Hanoi, Vietnam	11/9/2019 to 12/9/2019
3.	ASNA 2019	Yangon, Myanmar	20/9/2019 to 22/9/2019

Workplace Safety Training

No.	Orientation/ISO and Safety Training	Speaker/Trainer	Date
1.	Basic First Aid & Basic Life Support Training (1/2018)	First Aid Training Team	3/12/2018 to 13/12/2018
2.	Laboratory Safety	Medical Department	7/12/2018 and 13/12/2018
3.	Fire hazard prevention and demonstration	Department of Fire Service	17/1/2019
4.	Fire hazard prevention and demonstration	Department of Fire Service	10/4/2019
5.	Rescue lift training & workplace HSE Training & Room Maintenance Procedure	U Myo Min Aung	8/7/2019
6.	Fire hazard prevention and demonstration	Department of Fire Service	25/7/2019
7.	Infection Control	Medical Department	2/9/2019 to 9/9/2019

Capacity building Training

No.	Capacity Building Trainings and Workshop	Speaker/Trainer	Date
1.	Personal Development	Dr. Phyo Thiha	19/1/2019
2.	Personal Development Workshop	Dr. Phyo Thiha	19/3/2019
3.	Personal Development Workshop	Dr. Phyo Thiha	26/3/2019
4.	Personal Development, Communication and Customer Care Workshop	Dr. Phyo Thiha	21/5/2019
5.	Personal Development, Communication and Customer Care Workshop	Dr. Phyo Thiha	29/7/2019
6.	Awareness on Income Tax	Department of Taxation	18/7/2019

Measurement of Outcome

We assessed employee development by performance appraisal system quarterly to know their individual development and carrying out post training evaluation for effectiveness of our providing trainings. As mentioned above, employee suggestion forms are also providing to our employee to know their needs, wants and suggestions for further development.

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 maintained proper supervision and standard operation procedures.

Environmental Principles

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.

Policy and Protocols

ARH is always trying to reduce undesirable environmental impact due to our daily business operations and emphasizing our CSR activities to develop green, clean and safe environment. We carried

out this so that all of the stakeholders involved in our business will come to realize the importance of the environmental impacts.

Implementation

We, Asia Royal Hospital laid down the policies to reduce environmental impacts as well as to improve environmental friendliness. Employees are trained to prioritize environmental friendly job practices. Our hospital's standard operation procedures (SOP), guidelines and medical protocols are also defined to reduce adverse effects on public and our stakeholders' environment.

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.

As mentioned above, HSE policy was drawn, guidelines were well established, and these protocols are circulating to all employees properly.

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.

A powerful infection control committee including chief medical officer, senior consultant pathologist, consultant microbiologist and management staffs was well developed and collaborative infection control meetings has been conducted quarterly. Infection control team always screening of infectious cases carefully and Isolation done if necessary.

Our concerns and performance regarding about environmental principles is to create Asia Royal Hospital as environmentally-friendly institution and our hospital must not be source of hospital cross infection and not be the source of contamination by wastes and sewage disposal.

Environmentally friendly Practices are as follows:

- Hospital wards and operation theaters were disinfected regularly.
- ARH only use LED lamps for lighting inside and outside of the hospital compound with the purpose of reducing electricity consumption.
- Management laid down the policies for all employees to close all of the electrical appliances after duty hours.
- Fire safety plan, Electricity safety plan and emergency response teams are updated to respond in time. We also send our employee to attend fire safety manager (FSM) training conducted by Department of Fire Safety.
- Drainage systems around the Asia Royal Hospital compound are cleaned regularly and maintain proper drainage system.
- As we know that, our business is healthcare service providing business, all of our staffs must have proper personal hygiene and carrying out their daily operations safely and optimally, and personal grooming trainings are conducted continuously.

Measurement of Outcomes

Outcomes for measuring of environmental friendly activities are satisfactory and well maintained our safety quality. We had also noted that there is no evidence of infection breaking out and ill effects to public in year of 2018-2019. Personal grooming status and personal hygiene of our staffs has seen to be smart and satisfactory.

HSE auditor team, Fire Safety team and infection controlled team are well developed. Emergency response team has been also well established and made ready to respond whenever disaster strikes.

Anti-corruption Principles

Anti-corruption Principles

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

Policy and Protocols

Our top Management strictly laid down the rules and policies that do not 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 briberies directly or indirectly through third parties, in any form. Our institution's policies do not allow corruption in any forms and has publicly stated our standing of zero-tolerance on corruption.

Employee Grievance Policy Statement

The purpose of this policy is to provide a system for every individual employee employing in Asia Royal Hospital to raise a grievance from their working place and work related place. Action plan under this policy statement ensure that such grievance are solved promptly and fairly and in accordance with other concerned policies. Top Management also encourages employees to communicate their grievance timely, honestly and follow the defined procedure strictly. In doing so, top management and middle management can know the real situation of Asia Royal and they can solve the human resource issues as quick as possible. Management can also precede the organizational development programs and practices effectively and efficiently.

This policy is linking with the other policy statement prescribed by Myanmar national government such as code of criminals, code of harassment, etc. Any disciplinary and additional policies regarding human resource issues are also relating automatically with this policy.

Implementation

ARH management has maintained a check and balance system over every cash transactions carried out within each year. We also establish internal auditor team for financial matters. Moreover, tender bids and contracts terms are controlled and determined by Board of Directors or the committee and maintained transparency. Employee conciliation committee has been form to claim the employee rights and employee dispute issues formally and ethically according to Myanmar National Labor law.

Measurement of Outcome

No recorded case or no trace 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

Summary

Asia Royal Hospital has been performed community contribution activities under the guidelines of ten principles of the United Nations Global Compact and ARH did developmental changes in healthcare, human resources development, environmental maintenance and business sustainability by inspiring People, Planet, Profit (3Ps) Concept of CSR.

Asia Royal's BOD team granted 100 million Myanmar Kyats per year for community contribution activities and we believe that our business model is totally alliance with CSR values and UNGC guidelines.

ARH is under the control of Ministry of Health guidelines and supervised by the Department of Medical care. 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.



Community contribution - Social Category



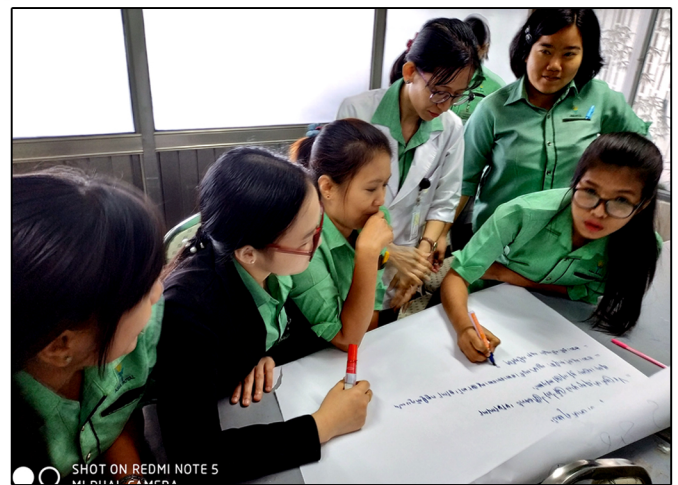
Community contribution - Religious Activities



Community contribution- Public Health



Staff Training & Development- Capacity Building



Staff Training & Development - HSE Category



Staff Training & Development - HSE Category



Staff Training & Development - Medical & Nursing Category



Staff Welfare Category

