



THE NAIROBI HOSPITAL

# COMMUNICATION ON ENGAGEMENT (COE) REPORT

2019 – 2021



Network Kenya  
WE SUPPORT

 TheNairobiHospital

 @thenairobihosp

*Healthcare with a difference!*

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# 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. The areas covered under the ten UNGC principles include Human Rights, Labour, Environment and Anti-Corruption and advance the broader sustainable development goals.

As one of the leading Healthcare Institutions 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

A handwritten signature in black ink, appearing to be 'CA', with a long horizontal line extending to the right.

**Dr. Christopher Abeid, M.D.**  
**AG. CHIEF EXECUTIVE OFFICER**

# Human Rights

The Nairobi Hospital recognizes its responsibility to uphold human rights issues within the organization. We believe respecting human rights results to higher employee morale, high productivity and enhanced brand differentiation. 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. Our approach is also systematic and cascaded across all levels. We have duly complied with human rights principles as enshrined in the Kenyan constitution and our practices conform to both legislative and regulatory guidelines.

The following are the key highlights:

## a) Embraces fundamentals of human rights:

The Nairobi Hospital embraces the fundamentals of human rights including rights to equality and freedom from discrimination, right to life, freedom and security of the person, and also freedom of conscience, religion and belief amongst others. These have been embedded in our day to day practices.

## b) Equal opportunity employer

We are an employer of choice and our recruitment policy is non-discriminatory. We are an equal opportunity employer and do not discriminate either on colour, gender, ethnic background or any other form of discrimination.

## c) Code of conduct and ethics

Our code of conduct and ethics has been developed encompassing the tenets of human rights. This has been communicated and shared with all staff. Awareness sessions have also been

with all staff. Awareness sessions have also been rolled out.

## d) Patient/ family rights engagement

We have aimed, initiated and sustained constructive engagement with our patients regarding their care. We personalize patient care in a coordinated manner including decision making. The patient rights have been documented.

## Measurement of Outcomes

### a) Sanitary work facilities- Clean

facilities which are maintained by a dedicated cleaning company to ensure that the Hospital facilities are clean throughout. There are adequate and suitable washrooms and changing rooms which are accessible to staff. We have adequate supply of drinking water at suitable points conveniently accessible to all staff and visitors.

### b) Workplace harassment

The Hospital has a zero tolerance 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

# Human Rights ...(cont)

with the Hospital's disciplinary process which is fair and transparent.

## b) Security programs

We have a robust 24-hour security with 450 cameras and a manned control room. We have also deployed security personnel on the ground to compliment these efforts for safety and security of staff, patients and visitors.

## c) Workplace safety

There are robust programs to enhance occupational safety for staff, patients and visitors and also compliance with regulatory and legislative requirements. Immunization programmes, training, medical examinations, work place committees are some of the efforts that have been instituted to enhance safety in the work place.

d) 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 during this reporting period.

e) 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.

f) 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

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 which is reviewed annually and included in the overall Hospital budget, encouraging employees to develop and build on their existing skills base. All personnel are encouraged to develop their skills by attending appropriate training courses.

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 2018 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 Hospital policies and procedures and the Employment Act 2007 as a guide.

## Measurement of Outcomes

a) 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.

b) The Hospital maintains diversity and employs staff from different ethnicity without discrimination. Majority of staff are women currently at 80% and 20% 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.

c) Injury frequency rate index world wide is at 2.39 whereas at the Hospital it is at 1.9. 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 and awareness sessions. The employees are also get annual vaccinations.

d) The Hospital has the ability to attract and retain staff with average tenure being 8 years. On average per month, the attrition is 0.52%.

e) The Hospital has a Collective Bargaining Agreement for unionisable staff that is in accordance with the Employment Act, 2007 and the Labour Relations Act, 2007.

# Environment

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 protection;

- The Hospital has implemented an environmental management system based on ISO 14001:2015.
- Environmental risks, environmental aspects have been identified and mitigated.
- Upcoming/ ongoing projects are subjected to environmental impact assessment to develop mitigation measures against environmental degradation.
- We have partnered with our service providers to enhance environmental performance through a life cycle approach.
- 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.
- We conduct environmental tests to assess our overall environmental footprint.
- 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.

- Compliance of regulatory and regulatory requirements is assessed on quarterly basis through use of life cycle approach to enhance positive environmental performance.
- 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
- Drills are also conducted in a scheduled/ planned manner to test the level of preparedness

## 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 trained on handling dangerous substances and are also provided with personal protection equipment such as respirators, gloves and goggles.

# Anti-Corruption

The Hospital has taken action to implement serious and effective anti-corruption measures and policies within its strategies and operations and further conducts business in a fair, ethical and legal manner. This is to avoid the financial, operational and reputation risks.

The Hospital is committed to promoting transparency and accountability in the following ways:

- a) We have made anti-corruption part of our culture and operations. Our employees, customers and suppliers understand that the Hospital has a zero-tolerance policy on bribery & corruption.
- b) We assess our risks annually and recognize opportunities to improve our business by improving on compliance.
- c) We have developed a Whistle blowing policy and this has been communicated to all.
- d) The Hospital has a Code of Conduct policy which staff adhere to.
- e) The staff who are required to be members of Professional Bodies have to have updated licenses since the Professional Bodies assist in dealing with members who are reported to be corrupt within the Hospital.

f) We will continuously monitor and measure the impact of our whistle blowing policy to identify what’s working and what still needs improvement.

## Measurement of Outcomes

- a) The Nairobi Hospital has not been implicated in any cases or incidents of or related to extortion, corruption or bribery.
- b) An Internal Audit Department is in place that ensures management has effective systems to detect and prevent corrupt practices. The department also promotes anti-corruption and anti bribery best practice, testing and monitoring systems and advising management on where change is needed.
- c) There is a whistle blowing policy in place which encourages employees to report any malpractices in the organization.
- d) Our financial reporting is verified by external auditors to ensure transparency and accuracy of accounting practices.

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619.00	31,428.00	31,428.00	31,428.00	31,428.00	534,457.00	45,573.00	442,344.00	4,14
231.00	14,772.00	14,772.00	14,772.00	14,772.00	14,772.00	14,772.00	10,334.00	22
1,366.00	16,392.00	16,392.00	16,392.00	16,392.00	16,392.00	16,392.00	1,744.00	21
1,264.00	15,168.00	15,168.00	15,168.00	15,168.00	15,168.00	15,168.00	1,096.00	23
4,890.00	58,680.00	58,680.00	58,680.00	58,680.00	58,680.00	58,680.00	1,100.00	79
1,142.00	13,704.00	13,704.00	13,704.00	13,704.00	13,704.00	13,704.00	662.00	15
1,327.00	15,924.00	15,924.00	15,924.00	15,924.00	15,924.00	15,924.00	3,465.00	48
4,250.00	51,000.00	51,000.00	51,000.00	51,000.00	51,000.00	51,000.00	1,000.00	1,42
3,907.00	46,884.00	46,884.00	46,884.00	46,884.00	46,884.00	46,884.00	1,448.00	1,31
3,156.00	37,872.00	37,872.00	37,872.00	37,872.00	37,872.00	37,872.00	3,184.00	1,06
	480,091.00	512,603.00	550,009.00	3,955,000.00	2,580,255.00	1,835,094.00	88,520.00	22,84