



Asia Royal Hospital

UN Global Compact Communication on Progress

2019 October to 2021 September

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STATEMENT OF COMMITMENT BY DIRECTOR

We, Asia Royal Hospital have been listed as a member of United Nation Global Compact (UNGC) since 2013 and we have focused to improve public contribution activities with the sense of CSR initiatives. We are also continuously analyzing level of public contributions by making record and submitting communication on progress report (COPs) to UNGC annually. We have conviction in performing social responsibilities which will benefit all of our stakeholders by following UNGC's principles and WHO's MDGs. In this way, we can build better quality of life for all stakeholders and maintain sustainability of the hospital in both better and ethical ways.

Firstly, we would like to express our apology for missing annual COP for 2019 October to 2020 September and this delaying is upon worsening pandemic and political instability in Myanmar. However, we have prepared this communication on progress report to cover the hospital's social responsibilities initiatives from 2019 October to 2021 September. By preparing and submitting these COPs, we can evaluate that how much extent the activities we have practiced have met the guidelines and principles of UNGC and realize that how our activities facilitate the stakeholders obviously. In addition, it can reflect the insight and attitude of executive committee and employee of the hospital either. Moreover, these practices can align the hospital's corporate culture with global CSR sense in future while providing premium healthcare services to public more ethically.

By reasoning (4) areas of UNGC and 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 dramatically. Finally, these communications would be beneficial for either improving branding of the hospital or expanding valuable business network internationally by connecting different organizations through transparency, fairness, responsibility and accountability.

Sincerely,



Dr. Aung Pyae Kyaw
Executive Director
Human Resource Department



ASIA ROYAL HOSPITAL'S UNITED NATIONS GLOBAL COMPACT (2019-2021)

The Management has striven in operating healthcare provider business in amid of Covid-19 pandemic to protect the public and the care providers from cross infections by practicing multi-disciplinary approach while following rules and regulations published by Ministry of Health and Sport (MOHS) Myanmar as much as we can. A separated Covid-19 ward has opened for caring patients with high severity and triage area with different level of zones for screening the suspected.

Unfortunately, in 2021 February, arising of political instability (the military coup) impact highly on daily operations of the business and the management had intervened to establish emergency safety measures for employee, public and all stakeholders.

Hospital must be 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 management with compassionate care and modernized technical and environmental framework great enough to provide a safe, comfortable and healthy environment to the patients and care providers.

However, Asia Royal Hospital is continuously trying to conform to 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.

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 HOSPITAL



"Healthy Hygienic Hospital with Humanity"

In 2018, ARH have extended new stroke unit, rehabilitation unit, dental unit, sleep laboratory & sleep disorder clinic and eagerly working to develop separated cardiac specialized center including Cardiac modular OT.

Asia Royal Profile

Asia Royal Hospital (ARH) has registered as a Private General Hospital in 2010 and we have (3) types of health care services (a) Out-patient consultancy services (b) Emergency care and (c) In-patient services. As a tertiary center hospital, ARH was equipped with full facilities of Medical and Surgical procedures and well-functioned intensive units.

Prepared by HR Dept:

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.

In July 2020, we have established Covid-19 center and Covid-19 vaccination center in order to support the national goals of controlling being worsening pandemic and to save the lives of people of Myanmar as much as we can.

With combined effort of healthcare providers and administrative staffs together with proper guidance and leadership of Executive Committee, 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 to show our progress how we are inspiring sense of CSR upon 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.

Board of Directors and executive committee continuously reviewing Organization's quality policy for suitability, development and was circulated to all employees.

Human Rights Principles

Policy and Protocols

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.

ARH's commitment about Human Right principles has expressed by continuously promoting and standardizing our health care delivery system to the public and treating own employee without any discrimination and strictly follow the national labor law prescribed by Myanmar Government. All human resource policy is well established and communicated to all employees thoroughly. As a private health care service provider, ARH optimizes in health care delivery system is one of the best ways 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 equipment and defining standard operation procedures and protocols with continual quality assessment by internal and external quality control programs. Moreover, Internal and external auditor teams have continuously audited the hospital's service quality annually and the hospital has achieved certification of ISO 9001-2015 Quality Management system and 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 operations. 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 have described thoroughly.

Prepared by HR Dept:

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 public by continuously standardizing against international standard, reducing employee errors as much as we can and minimizing patient's complaints.

During Covid-19 pandemic, ARH had participated in National Covid-19 Prevention and Controlling project by either donating required hospital equipment or providing monetary support and also supported by means of sending volunteer medical professionals to national Covid-19 center as well. We have also actively participated in Yangon Region Government's Covid-19 Yellow Campaign and donated for national wide Covid-19 vaccination project. The hospital has been launching Covid-19 intensive care ward to support the national goal of Covid-19 pandemic prevention and controlling procedures in July 2021.

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. 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 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 382,000 Myanmar Kyats to Myanmar Nursing and Midwifery Association at 24th November, 2019.
- Donated 300,000 Myanmar Kyats to memorial ceremony of International Day of Disable Persons at 3rd December, 2019.
- Donated 500,000 Myanmar Kyats to National Blood Bank at 14th December, 2019.
- Donated 200,000 Myanmar Kyats to Padummer Cancer Support Group at 18th December, 2019.
- Donated Fax machine worth about 500,000 Myanmar Kyats to Department of Health, Yangon at 20th December, 2019.
- Donated 900,000 Myanmar Kyats to New Year Dhama ceremony celebrated by Yangon Region Government at 1st January, 2020.
- Donated 450,000 Myanmar Kyats to Su Taung Pyae Monastic Education Center located in Thanlyin Tsp; at 10th January, 2020.
- Donated 12 used hospital beds worth about 6,000,000 Myanmar Kyats to Thibaw Hospital located in Shan State at 13th January, 2020.
- Donated 500,000 Myanmar Kyats to Myanmar Academy of Medical Sciences (MAMS) at 19th January, 2020.
- Donated 750,000 Myanmar Kyats to 25th Bo Sein Mhan Dhama Ceremony at 1st February, 2020.
- Supported 1,320,000 Myanmar Kyats as stipend for Students of University of Nursing at 3rd February, 2020.
- Donated Respirator and Intensive Care Unit (ICU) equipment worth 31,500,000 Myanmar Kyats to Yangon General Hospital for using in National Covid-19 prevention and controlling project at 14th March, 2020.
- Donated Hospital equipment worth 18,509,000 Myanmar Kyats to Phaunggyi Covid-19 center at 3rd June, 2020.
- Provided Spraying and fogging service at education centers located in Sanchaung Tsp; for prevention and controlling of Dengue Hemorrhagic Fever (DHF) worth about 200,000 Myanmar Kyats at 9th July, 2020.

Prepared by HR Dept:

- Donated plastic cup holders and disposable cups worth about 500,000 Myanmar Kyats to National Blood Bank at 25th August, 2020.
- Donated 110,000 Myanmar Kyats to Sanchaung Tsp; Covid-19 emergency response team at 22th September, 2020.
- Supported to National Covid-19 prevention and controlling project by renting Toyota Hiace Commuters for transportation of Covid-19 emergency response teams throughout this pandemic period.
- Donated CCU monitors to University of Nursing, Yangon for using in Covid-19 controlling project at 1st October, 2020.
- Donated 250,000,000 Myanmar Kyats (equivalent to 185,000 US dollars) to Yangon Region Government for using in National Covid-19 Vaccination project by participating Covid-19 Yellow Campaign at 12th January, 2021.

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 and also aligned with Covid-19 prevention and controlling procedures laid down by MOHS.

Labour Principles

Policy and Protocols

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

Prepared by HR Dept:

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 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 system accordingly. We also offer our employee with yearly salary increment, performance bonus system, leave bonus

Prepared by HR Dept:

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, the 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.

In monthly management review 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, staff affairs and emergency operational plan for worsening pandemic and unstable political situation. Our BOD and top management actively participated in discussing to get solutions and better future trends for organizational and employee development as well as crisis management plan.

I. Employee Development and Welfare activities

- Provided Covid-19 vaccination service to ARH employee and one of their family members worth 49,500,000 Myanmar Kyats starting from July, 2021 to September, 2021.
- Supported foodstuffs to ARH employee for their convenience during pandemic and political crisis worth 28,000,000 Myanmar Kyats at 16th August, 2021.
- The Management had adjusted to minimize the duty hours to get home in time before Curfew and also arranged ferry service for convenient transportation during current political crisis.
- 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.

- Anti-hepatitis B Vaccines immunization to all permanent staffs free of charge annually.

2. Training Programs for Continuing Education and Development of Employees

Although the management believes that providing training is one of the main performances for augmenting employee development, we have conducted fewer training programs during this year when compared with 2018-2019 due to endanger of Covid-19 pandemic. However, we have endeavored to conduct mandatory trainings via video conferencing and by following social distancing rules strictly during these pandemic years. Trainings conducted in 2019 to 2021 had categorized as follows;

**Asia Royal Hospital
HSE calendar master plan (2019-2020)**

Calendar (Months)	Training	Trainer	Course Duration (Hrs)	Targeted Candidates	Targeted No. of Candidates (Minimum)
April	First Aider Training	First Aider Trainer Team	18	AR Ambulance Team	25 Pax
May	First Aider Training	First Aider Trainer 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

Prepared by HR Dept:

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.	Updates on H-pylori eradication	Dr. Thidar Soe	6/11/2019
2.	SICO Training	DSGH	25/11/2019 to 29/11/2019
3.	Integrative Myofunctional therapy workshop	Green Life Physiotherapy Clinic	8/12/2019
4.	Updates of Heart Failure Management	Prof. Tin Latt	12/12/2019
5.	Aortic Dissection	Prof. Win Win Kyaw	21/5/2020
6.	Assistant Medical Officer On-the- Job Training	Medical & HR Departments	28/8/2020 to 1/9/2020

Pharmaceutical Training

No	Training Title	Speaker/Trainer	Date
1.	Anti-Psychotics	Ms. Thinzar Than Htet	5/11/2019 and 7/11/2019
2.	Drugs Used for Parkinsonism and Alzheimer's Disease	Ms. MayThu Aung	10/12/2019 and 12/12/2019
3.	Antiepileptic Drugs	Ms. Thin Thin Khaing	14/1/2020 and 16/1/2020
4.	Drugs used in Rheumatoid Arthritis	Ms. Su Pyae Nyein	11/2/2020 and 13/2/2020
5.	Drugs used for Genito-urinary disorders	Ms. Khin Min Htet	12/3/2020
6.	New Drugs	Ms. Myintzu Mon	7/7/2020 and 9/7/2020
7.	Trending Medical Equipment Workshop	ARH Pharmacy Unit	11/8/2020 and 13/8/2020

Orientation Trainings

No	Training Title	Speaker/Trainer	Date
1.	HCA Orientation Training	HR Department	17/12/2019
2.	Orientation Training (1/2020)	ARH Onboarding Trainer Team	13/1/2020 to 17/1/2020
3.	Staff Orientation Training	HR Department	1/2/2020 and 7/2/2020
4.	Orientation Training (2/2020)	ARH Onboarding Trainer Team	17/2/2020 to 21/2/2020
5.	Orientation Training (3/2020)	ARH Onboarding Trainer Team	16/3/2020 to 20/3/2020
6.	HCA Orientation Training	HR Department	6/8/2020
7.	Other Rank Orientation Training	Admin & HR Departments	13/8/2020
8.	Orientation Training (Short Course)	ARH Onboarding Trainer Team	17/8/2020
9.	Junior Staffs AMO Orientation Lecture	Medical Department	2/9/2020
10.	Orientation Training (Short Course)	HR & Engineering Department	7/6/2021

Quality Management System

No.	Quality Management System	Speaker/Trainer	Date
1	ISO 9001:2015 Awareness Refresher Course Training	Mrs. Nay Nwe Soe	18/6/2020
2	ISO Awareness & Audit Training	Mrs. Nay Nwe Soe	20/6/2020
3.	ISO Awareness Training	Mrs. Tayzar Naing	11/7/2020
4	ISO 9001:2015 QMS Implementation Tip	Mrs. Thazin Oo	22/8/2020
5.	ISO Awareness Training (9001:2015)	Mr. Myo Min Aung	20/5/2021

HSE & Workplace Training

No.	Capacity Building Trainings and Workshop	Speaker/Trainer	Date
1.	Fire Safety Drill and Emergency Evacuation	Department of Fire Brigade	4.12.2019
2.	Wuhan Virus (2019 nCov) Episode 1	Dr. Zin Zin Thu	10.2.2020
3.	Wuhan Virus (2019 nCov) Episode 2	Dr. Khin Maung Swe	11.2.2020

4.	Wuhan Virus (2019 nCov) Episode 3	Dr. Khin Maung Swe	13.2.2020
5.	Wuhan Virus (2019 nCov) Episode 4	Daw Baby Nu, Daw Mu Lar Phaw	14.2.2020
6.	Wuhan Virus (2019 nCov) Episode 5	Dr. Khin Maung Swe	17.2.2020
7.	Wuhan Virus (2019 nCov) Episode 6	Dr. Khin Maung Swe Dr. Khin Maung Htwe	19.2.2020
8.	Fire Safety Training and Demonstration	Admin Department	25-6-2020 to 27.7.2020
9.	Awareness Training for Novel Corona Virus Infection- Episode 1	Dr.Khin Maung Swe, Dr. Khin Maung Htwe, Dr.Mary	21.6.2021
10.	Awareness Training for Novel Corona Virus Infection- Episode 2	Dr.Khin Maung Swe, Dr. Khin Maung Htwe, Dr.Mary	22.6.2021
11.	Awareness Training for Novel Corona Virus Infection- Episode 3	Dr.Khin Maung Swe, Dr. Khin Maung Htwe, Dr.Mary	23.6.2021
12.	Awareness Training for Novel Corona Virus Infection- Episode 4	Dr.Khin Maung Swe, Dr. Khin Maung Htwe, Dr.Mary	24.6.2021
13.	Awareness Training for Novel Corona Virus Infection- Episode 5	Dr.Khin Maung Swe, Dr. Khin Maung Htwe, Dr.Mary	25.6.2021
14.	Awareness Training for Novel Corona Virus Infection- Episode 6	Dr.Khin Maung Swe, Dr. Khin Maung Htwe, Dr.Mary	26.6.2021
15.	Awareness Training for Novel Corona Virus Infection- Episode 7	Dr.Khin Maung Swe, Dr. Khin Maung Htwe, Dr.Mary	28.6.2021
16.	Awareness Training for Novel Corona Virus Infection- Episode 8	Dr.Khin Maung Swe, Dr. Khin Maung Htwe, Dr.Mary	29.6.2021
17.	Awareness Training for Novel Corona Virus Infection- Episode 9	Dr.Khin Maung Swe, Dr. Khin Maung Htwe, Dr.Mary	30.6.2021
18.	Zooming Training on Fire Safety and emergency evacuation	Department of Fire Brigade	30/4/2020
19.	Video conferencing training on Covid-19 new Delta Variant Episode (1)	Dr.Khin Maung Swe	17/6/2021
20.	Video conferencing training on Covid-19 new Delta Variant Episode (2)	Dr.Khin Maung Swe	30/6/2021

Capacity building Training

No.	Capacity Building Trainings and Workshop	Speaker/Trainer	Date
1.	KPI & Risk Management Awareness	Mrs. Nay Nwe Soe	17/11/2019
2.	Communication in Health Care (Soft Skills Training), episode (1)	Mrs. Thin Nwe Soe	15/12/2020 to 18/12/2020
3.	Communication in Health Care (Soft Skills Training), episode (2)	Mrs. Thin Nwe Soe	21/12/2020 to 23/12/2020
4.	Communication in Health Care (Soft Skills Training), episode (3)	AR Trainer Team	11/1/2021 to 15/1/2021
5.	Communication in Health Care (Soft Skills Training), episode (4)	AR Trainer Team	18/1/2021 to 21/1/2021

Measurement of Outcome

We accessed employee development by performance appraisal system biannually for career development of individual employee and carrying out post-training evaluation for effectiveness of providing trainings. We have also provided training evaluation form to get information regarding individual training needs and their 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

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.

Environmental Principles

Policy and Protocols

ARH is always trying to reduce undesirable environmental impact due to daily business operations and emphasizing our CSR activities to create green, clean and safe environment for all stakeholders.

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 performing under strict antiseptics conditions to prevent contamination especially during amid of Covid-19 pandemic. 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 systematic treatment process such as equalization tank and wastewater 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 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. Covid-19 new

Prepared by HR Dept:

delta variant awareness video had created and had circulated to all operating staffs in order not to hinder the knowledge regarding trending new pandemic.

Starting from July 2021, ARH has established Covid-19 vaccination center according to guidelines and procedures laid down by Ministry of Health, Myanmar. All employee and stakeholders have immunized with to prevent cross infection. We have also formed mobile vaccination taskforces to provide immunization service for alliance organizations. In addition, we have established triage area to get effective screening for Covid-19 patients and made glass screens in reception, cash, pharmacy counter and all operating staffs including medical professionals were fully equipped with PPE to avoid cross infection and safety of own employee.

Our concerns and performance regarding about environmental principles is to create Asia Royal Hospital as environmentally-friendly institution and the 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:

- Performed Planting Trees Project at Maubin Tsp; located in Ayeyarwaddy Division with the aim of supporting green environment worth 1,050,800 Myanmar Kyats at 16th July, 2020.
- Hospital wards and operation theaters have been making disinfection 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 have been updating to respond in time. We also send our employee to attend fire safety manager (FSM) training conducted by Department of Fire Safety.
- Drainage lines around the Asia Royal Hospital compound have been cleaning 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 is conducted continuously.

Measurement of Outcomes

Outcomes for measuring of environmental friendly activities are quite satisfactory and we had noted that there is no evidence of infection breaking out and ill effects to public in year of 2019-2021 except Covid-19 infection. Although some of operating staffs had been infected with Covid-19, personal hygiene of ARH 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

The top Management strictly laid down the rules and policies that do not allow any corruption and bribery regardless of any level of management positions throughout the organization.

ARH's rules and regulations forbid staffs of any level from providing and accepting bribes of any form directly or indirectly in every perspective of their business operations. Moreover, the institution's policies do not allow corruption of any forms and has publicly stated that the corporate culture is standing zero-tolerance on corruption.

Employee Grievance Policy Statement

The purpose of this policy is to provide a system for individual employees 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 shall 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.

Prepared by HR Dept:

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's finance department has had standard operation procedure to perform check and balance system over every transaction and certified external audit firm has audited it annually. ARH's every departments have their own compliance units and all SOPs are developed in accordance with ISO 9001-2015 standards and is audited annually by third-party auditing firm annually. The hospital has well-established procurement policy and executive committee is participating in decision-making to maintain transparency throughout the organization. **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 have found in ARH. Though it might not be easy to detect corruption cases, ARH's management will never hesitate to take strong corrective action against such kind of issues.

Summary

Asia Royal Hospital has continuously focused not only on business acumen but also on stakeholder contributions. The hospital's board of directors and executive committee has attitude and good will on performing corporate social responsibilities (CSR) and granted round about 100 million of Myanmar Kyats annually. In addition, they also believe that this is the best way to augment the hospital's image and branding among rivals and as well as public which in turn stabilize business sustainability in this era of economic crisis.

In religious point of view in our culture, both the hospital's socially responsible activities of such kind and running hospital business are the noble ambitious things. We also believe that the business model is totally alliance with internationally proclaimed CSR values and UNGC guidelines by reasoning ten principles of the United Nations Global Compact. ARH did

Prepared by HR Dept:

developmental changes dramatically in healthcare, human resources development, environmental maintenance and business sustainability by inspiring People, Planet, and Profit (3Ps) Concept of CSR.

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

Obviously, by analyzing this Communication on progress (COP) report, Asia Royal Hospital has strong mindset on public contributions and every daily business operations are in conformity with all of the principles, activities and outcomes, policy, goal and implementation strategy described by UNGC. Finally, we hope that ARH CSR team would maintain these sound performances more effectively and efficiently by networking national and international organizations either in upcoming future.



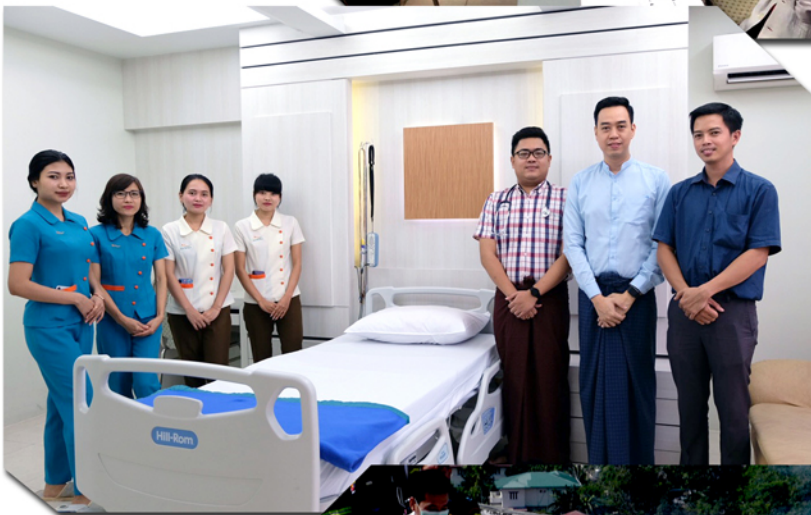
Participating In Social and Religious Sector



Participating in Healthcare Sector



Training and HSE Measures



Participating in COVID - 19 Prevention & Controlling National Project



COVID-19 Preventive Measures inside the Hospital



COVID-19 Preventive Measures inside the Hospital



COVID - 19 Vaccination



Planting Trees for Green Environment

