

November 21, 2023

The Secretary Listing Department, BSE Limited, 1 st Floor, Phiroze Jeejeebhoy Towers Dalal Street, Mumbai 400001 Scrip Code: 540975	The Manager, Listing Department, The National Stock Exchange of India Ltd Exchange Plaza, C-1, Block G Bandra Kurla Complex Bandra (East), Mumbai 400051 Scrip Symbol: ASTERDM
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Dear Sir/ Madam,

Sub: ESG Report for the financial year 2022-23

With reference to the captioned subject, please find enclosed ESG Report of the Company for the financial year 2022-23.

Further, the same is also made available on the website of the Company at <https://www.asterdmhealthcare.com/investors/financial-information/sustainability-reports>

We request you to take the same on record.

Thank you

For **Aster DM Healthcare Limited**

HEMISH
PURUSHOTTAM

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HEMISH PURUSHOTTAM
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Hemish Purushottam
Company Secretary and Compliance Officer



HEALTHCARE ON THE ESG SPECTRUM:
How Aster is leading the way in
sustainable operations

Aster DM Healthcare Limited

ESG REPORT
FY 2022-2023

WELCOME TO ESG REPORT FY 2022-23

Aster DM Healthcare is delighted to present the 2022-23 edition of our annual ESG Report. We are dedicated to transparently sharing our progress with all our stakeholders, alongside disclosing our current achievements.

We embrace future challenges as we strive to become a leading global healthcare sustainability advocate. We actively demonstrate our alignment with the GRI Standards, United Nations Sustainable Development Goals (UNSDG's) and various national and regional sustainability commitments. There has been no restatements of information from the previous year reports.

Through fostering strong partnerships and collaborations with committed stakeholders, we collectively achieve greater impact together. Aster DM Healthcare has reported with reference to the GRI Standards for the financial year 2022-23. We would like to highlight that our report, performance data, and claims undergo independent limited assurance by KPMG and the assurance statement is provided on page 274-275 of this report.

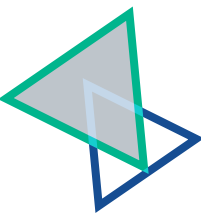
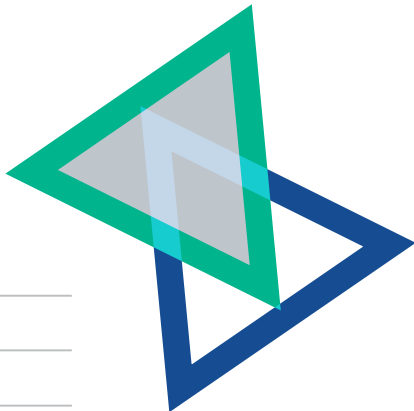


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GOVERNANCE

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SOCIAL

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ENVIRONMENT

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MESSAGE FROM THE CHAIRMAN

Dear Stakeholders,

I am pleased to present to you the 2022-23 ESG report for Aster DM Healthcare. I feel honored to lead an organization committed to positively impacting the well-being of individuals, communities, and the environment.

At Aster, the commitment to ESG principles is deeply ingrained in our corporate culture, and we strive to integrate sustainable practices into every aspect and vertical of our operations. This report serves as a testimony to our ongoing efforts and progress in the realm of ESG.

As a healthcare company, our primary focus is on the well-being of individuals and the communities we serve. We are committed to providing high-quality care that is accessible, affordable, and equitable. Aster's Centers of Excellence prioritize patient well-being by offering specialized, cutting-edge medical care and multidisciplinary expertise, ensuring the highest standards of treatment, personalized attention, and a comprehensive approach to address complex healthcare needs.

We actively engage with local communities to understand their needs and develop programs that address healthcare disparities. Through Aster Volunteers, we positively impacted four million+ lives, and the number of volunteers has grown to 56,157, a surge of 24%. We now have 31 operational mobile medical services that provide free-of-cost medical care to 364,325 beneficiaries. Additionally, Aster DM Foundation has provided treatment subsidies worth INR 4.90 Crores and donated dialysis machines to a center in New Delhi, thus providing dialysis subsidies to 130,000+ beneficiaries through the associated 11 centers in India.

We also prioritize employee well-being, fostering a diverse and inclusive work

environment that promotes professional growth and work-life balance. Women form 59% of our workforce, and 108 People of Determination work with us. Training and skill development is on top of our employee development agenda, with 19,060 employees trained during the year. Employee, as well as patient safety, is at the core of our operations.

We adhere to rigorous international standards and protocols to ensure the highest level of safety in clinical practices. Further, to recognize the phenomenal contribution of nurses to humanity, we conducted the first-ever Aster Guardians Global Nursing Award on International Nurses, the grand prize of \$250,000.

We recognize the importance of protecting and preserving the environment for future generations. Through various initiatives, we are reducing our carbon footprint and building on the strategy for net zero, specifically through renewable energy consumption; we have avoided approximately 7,500 tCO2e emissions. We have minimized the disposal of waste into landfills and recycled 423,806 KG of waste across our facilities. Our solar installations now span 5 hospitals. Furthermore, we are dedicated to sourcing sustainable products and adopting sustainable procurement practices.

We hold ourselves to the highest standards of corporate governance, ensuring various policies and procedures in place, transparency, accountability, and ethical conduct across our organization. Our Board of Directors is diverse and independent, providing strategic oversight and guidance. We have established strong compliance frameworks to uphold patient privacy, data protection, and regulatory compliance. Further, our Enterprise-wide Risk Management Framework establishes a robust system that identifies, assesses, and mitigates risks across all aspects of our operations, fostering resilience, informed decision-making, and a proactive approach to ensuring the sustainable growth and success of our organization. We have developed a

robust ESG strategy with goals and targets for each pillar and are committed to regular assessment, monitoring, and improvement of our ESG performance.

We recognize that tackling complex healthcare challenges requires collaboration and partnerships. We actively seek collaborations with regulators, research institutions, and governmental organizations to foster innovation, share knowledge, and drive positive change. By leveraging collective expertise and resources, we aim to advance healthcare outcomes, improve patient experiences, and promote public health initiatives.

Integrating innovative technologies, processes, and procedures such as AI tools, Big data, robotics, and drone technologies has been the cornerstone of improving our performance year on year. Our research foundation, health academy, and academic excellence programs have provided the much-needed drive to accelerate innovation across different verticals.

We have Anti-sexual harassment policy in place along with an ethics reporting line, ensuring a platform for individuals to raise complaints, which are promptly addressed by the ethics committee.

I want to thank all our stakeholders for their trust and support as we strive to improve our ESG performance year on year. We remain steadfast in our commitment to creating long-term value while positively impacting society and the environment. Together, we can build a healthier, more inclusive, and sustainable future.

Yours sincerely,

Dr. Azad Moopen, MD, FRCP
Founder Chairman & Managing Director



"We'll treat you well." A promise that became the foundation of the Aster DM Healthcare group's operational ideologies. When we founded the firm in 1987, we had just one objective in mind: to make quality medical services accessible for all strata of society.

COMMITMENT

TO THE UNSDGs

Aster DM Healthcare is a rapidly expanding healthcare brand and faces a variety of complex, intermittent, and multi-faceted issues in its operations. As a result, it has developed a deep understanding of issues that are essential to its operations, the environment, and communities, which has aided it in alleviating risks and maximising growth prospects.

GOAL 3

Good Health and Well-being

Aster aims to positively impact the health of people and communities by increasing access to quality healthcare services, conducting outreach programs on basic health awareness, sanitation, and hygiene, and investing in medical research and innovations.

GOAL 4

Quality Education

Aster ensures that its outreach programs promote quality education and lifelong learning opportunities for all. The company supports investments in education systems and conducts training and support programs to ensure that all children have access to quality education.

GOAL 5

Gender Equality

Aster targets the elimination of gender discrimination and provides equal opportunities to women and girls. The company promotes women in leadership roles, enforces anti-sexual harassment policies, and ensures equal access to healthcare and education.

GOAL 6

Clean Water and Sanitation

Aster has set up sewage treatment plants (STPs) to recycle water and optimize consumption. The company works with experts and communities to improve access to clean water and sanitation.

GOAL 8

Decent Work and Economic Growth

Aster creates job opportunities through education and outreach programs. The company offers vocational and skill training to improve working conditions and promote entrepreneurship, aiming to provide decent economic growth.



Aster DM Healthcare's materiality assessment entails discovering, refining, and analysing a variety of potential environmental, social, and governance concerns and then condensing them into a list of topics which eventually shape business strategy, objectives, and sustainability reporting. To identify and report material themes in the context of the healthcare industry, business model, environmental and social ramifications, and stakeholder expectations, Aster DM Healthcare has adopted the GRI Standards materiality assessment framework.

GOAL 9

Industry, Innovation, and Infrastructure

Aster invests in world-class infrastructure and fosters innovation in areas such as AI, cognitive psychology, blockchain, IoT, and behavioral economics to support sustainable industrialization and infrastructure development.

GOAL 10

Reduced Inequalities

Aster values diversity and promotes inclusion within its workforce, which consists of employees from various nationalities. The company follows internal policies to ensure equality and non-discrimination.

GOAL 12

Responsible Consumption and Production

Aster promotes responsible consumption and production through programs like Green Choices, clean-up drives, and terrace gardens. The company reduces waste generation, promotes circular economy principles, and integrates renewable energy into its operations.

GOAL 13

Climate Action

Aster is committed to reducing its greenhouse gas emissions, using energy-efficient equipment and infrastructure, and promoting renewable energy. The company monitors its resource consumption and encourages employees to be mindful of their carbon footprints.

GOAL 17

Partnerships for the Goals

Aster has formed partnerships with various organizations to further the cause of sustainable development. Collaboration with the private sector, government, and non-governmental organizations helps Aster work towards its ESG targets and enhance international cooperation for sustainable development.

KEY HIGHLIGHTS



650 kWp

Solar park at DM Wims wayanad



3,679,200 kWh

Energy consumption from solar



2,300,000 kWh

Energy consumption from wind



3,569,298 kWh

Energy consumption from hydro



INR 11,933 CR

Annual turnover 2022-23



16.4%

Annual growth since last year



63%

Women employees



100

People of Determination (POD) with Challenges



6,824 tCO₂e

Net emission reduction from renewable energy consumption



17%

Water consumption in our operations is from recycled and rain water



85,515 KL

Water use reduction across nine hospitals



423,806 KG

Waste recycled



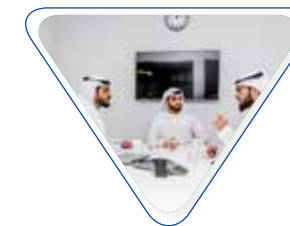
100% Accidental Insurance

Benefit provided to full time employees



100% Health Insurance

Benefit provided to full time employees



221

Total no. of training provided in GCC



19,060

Total no. of employees trained



4 Million +

Lives touched by Aster Volunteers



728,650

AVMMS beneficiaries



2,000+

Saplings planted



10,000

Beneficiaries from Aid for Assam



100%

Resolved data privacy breach cases reported In 2022-23



100%

Resolved discrimination at workplace cases Reported in 2022-23



100%

Resolved sexual harassment cases Reported in 2022-23



11

Policies supporting the governance framework

MESSAGE FROM

DEPUTY
MANAGING DIRECTOR

Together, we have and will continue to inspire meaningful change and make a difference that extends far beyond the confines of our premises.

Alisha Moopen
Deputy Managing Director



Each decision we make, and every action we take, reflects our shared values of excellence, respect, compassion, passion, integrity, and unity.

Dear Friends and Colleagues,

As we navigate the ever-evolving landscape of the healthcare sector, we must recognize and address the critical importance of social responsibility and the humane aspect of Aster DM Healthcare.

At Aster, we are not just a team of people; we are a diverse community of individuals who collectively shape the heartbeat of our company.

Our commitment to social responsibility extends beyond our products, services, and geographies of operation; it encompasses our relationships with one another, our communities, and the world at large.

We firmly believe that our business success is intricately linked to the well-being and happiness of our employees, their families, and the communities in which we operate.

We create a culture of trust, engagement, and long-term prosperity and sustainability by fostering an environment that prioritizes the social and human aspect.

It's heartening to see how we have contributed our unique talents, time and resources to our ongoing social

responsibility initiatives. Whether volunteering for local causes, supporting environmental conservation efforts, or championing diversity and inclusion within our workplace, your participation mattered.

Thank you for your unwavering dedication and commitment to our shared vision. As we continue this journey, let us lead by example, showing the world what it truly means to be a socially responsible and human-centric organization.



MESSAGE FROM

EXECUTIVE DIRECTOR

We are dedicated to fostering a safe and secure environment where patient trust and confidentiality are paramount.

TJ Wilson

Executive Director & Group Head -
Governance & Corporate Affairs



Everyone has a role to play in upholding our governance principles and building a sustainable future.

Dear Colleagues,

Ethical and responsible governance is the guiding principle that ensures transparency, accountability, and ethical conduct across the organization. It is the cornerstone of our success and reputation as a trusted healthcare provider in India and the GCC.

At Aster DM Healthcare, we are committed to upholding the highest standards of governance practices. We believe in promoting a culture of integrity, where we are accountable for our actions and decisions. We strive to ensure that our policies and procedures align with legal and regulatory requirements and ethical considerations. By doing so, we safeguard the trust of our people, patients, partners, communities, regulators, and stakeholders.

We understand that effective governance goes beyond compliance; it requires proactive measures to mitigate risks, protect sensitive information, and maintain the privacy and confidentiality of patient data.

At Aster, governance is not a responsibility solely held by the senior management rather, it is a collective effort that involves every member of our organization.

We encourage open communication, reporting any potential misconduct, and providing avenues for individuals to express their concerns without fear

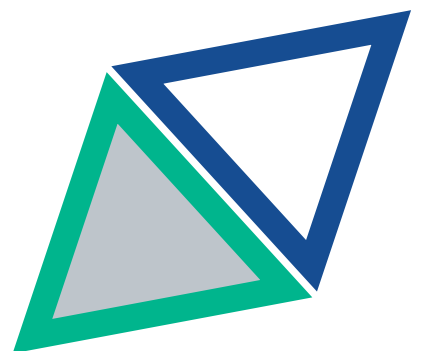
of retribution. We are committed to providing the necessary resources and support to ensure strong governance practices are embedded throughout the organization. We will continue to invest in training and development programs to enhance our understanding of governance principles and their application in their respective roles.

I appreciate your commitment to upholding our governance principles and contributing to the success of Aster DM Healthcare.





ABOUT ASTER DM HEALTHCARE



ABOUT

ASTER DM HEALTHCARE



32
Hospitals

127
Clinics

521
Pharmacies

205
Labs & PEC

Aster ranks empathy, skill, and technology in equal measure to serve people from all Socio-Economic backgrounds.

Aster's pool of well-trained medical professionals coupled with excellent infrastructure make the brand what it is today.

Aster DM Healthcare continues to gain the trust of its stakeholders through the service and infrastructure across geographies.

As of March 2023, Asters Operational footprint is in 9 Countries, 32 hospitals, 127 clinics and 521 pharmacies.

The healthcare sector is extremely diversified and brim with opportunities in every segment.

Our pledge is to make the best use of these opportunities in the most sustainable manner. We rely on the partnerships of our network established 37+ years ago.

Our well-wishers and value providers have shaped our services to be in line with global healthcare best practices.

Aster DM Healthcare has a wide range of brands that offer primary and advanced medical care across various specialties.

Aster DM healthcare key brands are: Aster, Medcare and Access and the verticals are Hospitals, Clinics, Pharmacies, Labs, and Diagnostic centers.



**Premium
Healthcare
Services**



**Healthcare
for All**



**Affordable
Healthcare
Services**

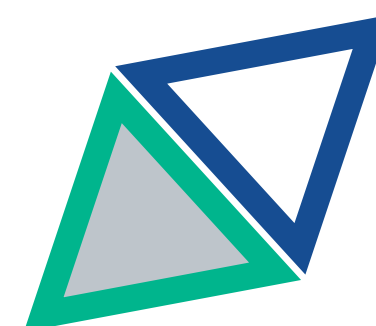
These brands have contributed significantly to the Aster's vision and has helped establish a strong market position with segmentation.

This report presents our performance data as below;

- Economic performance of our operations in India, the UAE, Saudi Arabia, Jordan, Oman, Qatar, Bahrain, Iraq and Bangladesh
- Environmental performance data of our hospitals in India, the UAE, Saudi Arabia, Oman and Qatar.
- Social performance data of our hospitals, clinics and pharmacy operations in India, the UAE, Saudi Arabia, Oman, Qatar, Bahrain and Jordan.

Aster and its varied brands continue its commitment to reducing the carbon footprint and energy consumption, creating a healthy environment for everyone. The company also conducts academic and research activities to promote good health and well-being.

Aster incorporates ESG principles across business to prioritize environmental sustainability, equitable access to healthcare, and strong governance to foster responsible practices and positive social impact.



GLOBAL FOOTPRINT



HOSPITALS
IN INDIA



Aster operates 16* hospitals in India.

Note - The count includes 2 O&M Asset Lights Hospital with a capacity of 290 beds. The report doesn't include any data from these two hospitals.

HOSPITALS IN GCC



Aster runs 15 hospitals in GCC, out of which 5 are Medcare hospitals and 10 Aster hospitals.

ASTER CLINIC

“ The Clinics create a positive impact in the communities they serve through accessible care.

Aster Clinic, established in 1987, offers top-notch primary healthcare services conveniently accessible to individuals.

Due to the exceptional patient-centric approach of its dedicated staff, Aster DM Healthcare has gained immense trust and witnessed a growing demand for its clinic services. Consequently, the organization has constructed numerous

new clinics over the years, resulting in a current total of 127 clinics operating across multiple countries.

Not only does Aster Clinic hold the distinction of being the largest integrated network in its region, but it has also revolutionized the healthcare landscape in each neighborhood it serves.



By consistently striving to provide world-class healthcare services, Aster DM Healthcare has set noteworthy benchmarks for others to follow in terms of healthcare delivery. Placing utmost importance on its patients, the organization has established stringent quality standards, enhanced professional competence, and developed an extensive infrastructure network to ensure a comfortable and satisfying experience for each patient.



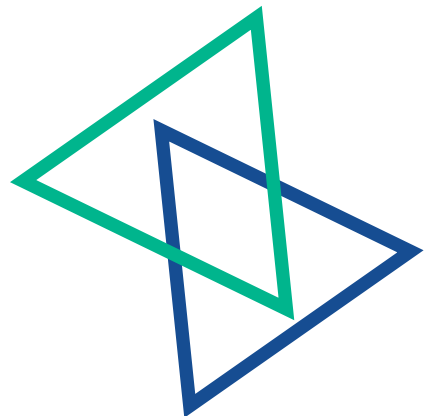
127

Clinics across
India (12) and GCC (115)



WELLTH

Wellth is the first and only
hub of integrative medicine
in the UAE.



Wellth provides different mix of therapies offering natural anti-ageing solutions, finding the root cause of illnesses and treating them naturally, identifying imbalances in your body that can contribute to deteriorating health, bio hacking and much more.

From functional medicine to ayurveda, homeopathy, movement therapies and detoxification, Wellth provides a whole spectrum of natural healing and anti-aging solutions for all ages.

DR. DEEPAK CHOPRA

Introducing Our Wellth Masters



DR. FRANK LIPMAN

Introducing Our Wellth Masters



It takes a holistic mind-body-spirit approach to the health-seeker. It bridges the gap between evidence-based medicine from the West and time-tested healing traditions from the East, thus delivering what we call "good medicine".

We believe that health sciences that listen to one another and work together, are the most effective.

ASTER LABS

Aster Labs was established with the core promise of “THE TRUE TEST” to ensure accurate and unambiguous diagnoses.

The lab specialists at Aster Labs are dedicated to precision, upholding the highest quality standards, and conducting tests with minimal human involvement, all in order to provide patients with trustworthy test results.

The brand was conceptualized in March 2019 and currently operates in Karnataka and Kerala. It boasts a state-of-the-art NABL-accredited national reference laboratory situated in Bangalore. Presently, there are two reference labs, sixteen satellite labs, and 189 Patient Experience Centres.

Aster Lab expanded its reach to Maharashtra, Andhra Pradesh, Telangana, Tamil Nadu, as well as the remaining districts in Kerala and Karnataka in the fiscal year 2022-23.



True to the ‘We’ll Treat You Well’ promise, Aster Labs has helped patients receive time-critical care through its accurate reports.



1

Reference Lab



15

Satellite Labs



180

Franchises



189

Patient Experience Centres

ASTER PHARMACY

Aster Pharmacy is a prominent and well-established pharmacy chain that operates in the Middle East and India. With a strong focus on providing high-quality healthcare services and products, Aster Pharmacy has emerged as a trusted brand in the industry. One of the key strengths of Aster Pharmacy lies in its extensive network of branches, strategically located in residential areas, hospitals, and commercial districts. This widespread presence ensures convenient accessibility for customers, making it easier for them to access essential medications and healthcare products.

Aster Pharmacy boasts a diverse range of offerings, including prescription medications, over-the-counter drugs, personal care items, vitamins, and medical equipment, catering to the diverse needs of the communities it serves. In addition to its wide range of products, Aster Pharmacy places great emphasis on exceptional customer service.

Well trained and knowledgeable pharmacists and staff members are readily available to assist customers, providing expert advice and guidance on medications and healthcare-related concerns. This personalized approach fosters a sense of trust and reliability among customers, enhancing their overall experience with the pharmacy.



A growing presence with unparalleled service and products makes Aster Pharmacy a brand that people are comfortable with.



26

Aster Pharmacy
opened in FY 2022-23

ASTER OPTICALS

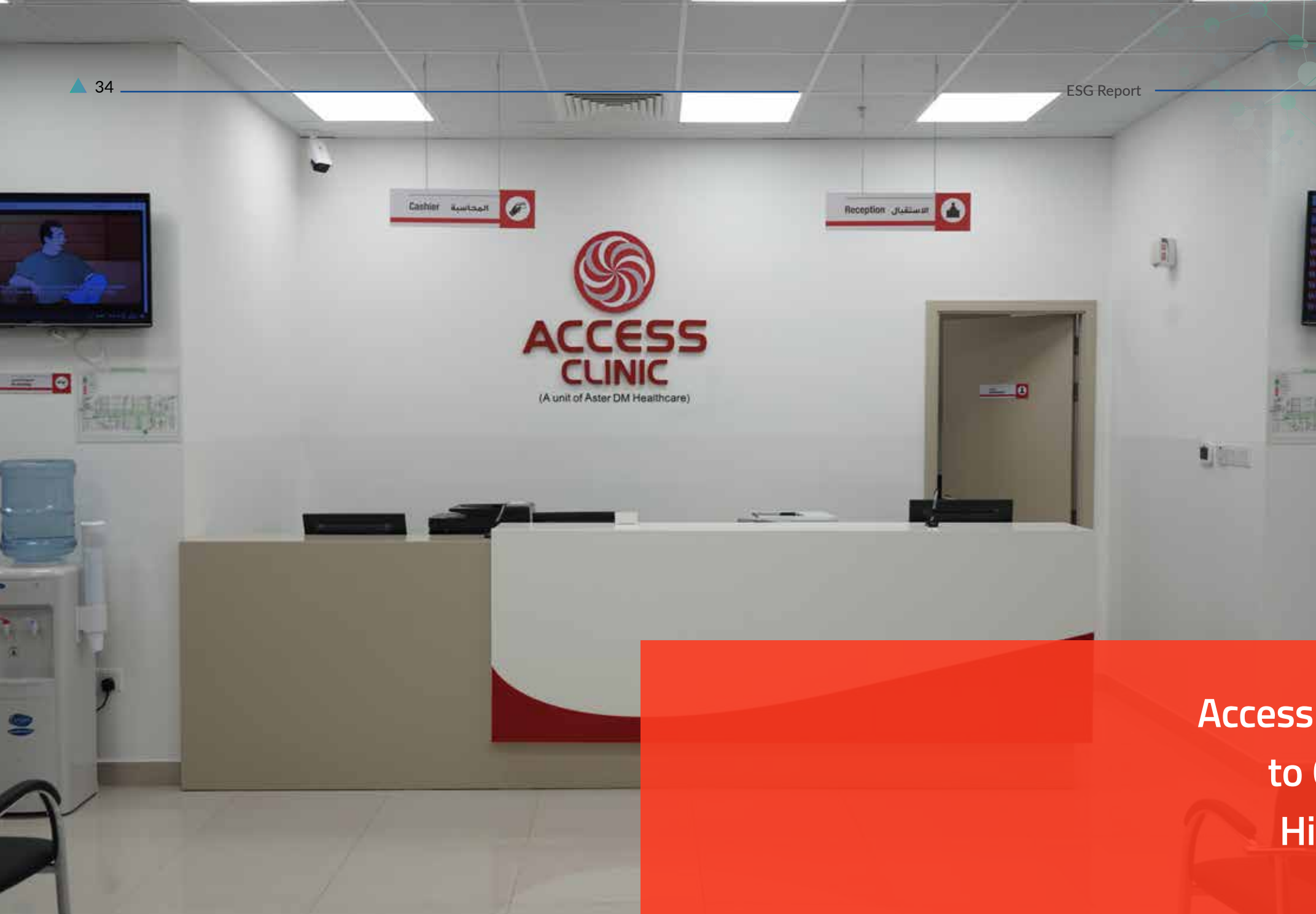
Aster Optical is a renowned optical retail chain within the Aster DM Healthcare network, primarily in the Middle East. With a focus on eye care and vision correction, Aster Optical has established itself as a reliable destination for individuals seeking high-quality eyewear and professional eye care services. Aster Optical offers an array of eyewear options, including prescription glasses, sunglasses, contact lenses, and optical accessories.

Their collection features an extensive selection of frames from various renowned brands, ensuring customers have access to the latest styles and trends. Additionally, Aster Optical houses advanced optical technology and equipment, enabling accurate eye examinations and precise prescription measurements. With a team of experienced optometrists and optical technicians, they provide comprehensive eye care services, including vision testing, prescription lens fitting, and contact lens consultations.

Through its commitment to quality products, professional eye care services, and customer satisfaction, Aster Optical has earned a solid reputation as a trusted optical retailer in the regions it operates.


07

Aster Optical
opened in FY 2023



ACCESS CLINIC

Access Clinic is the Gateway
to Quality Healthcare at
Highly Affordable Cost.



Access Clinics was established with the aim of providing accessible and high-quality healthcare solutions at at highly affordable cost to meet the needs of the lower strata of the society.

These clinics are strategically located in both industrial and residential areas of Dubai and Sharjah, primarily serving the working segments and addressing their fundamental healthcare requirements.

Access Clinics places a strong emphasis on empowering patients by providing them with comprehensive health advice, expert treatment, and thorough health assessments.

The clinic network operates as a holistic model, offering primary healthcare services along with additional facilities such as X-rays and laboratory services.



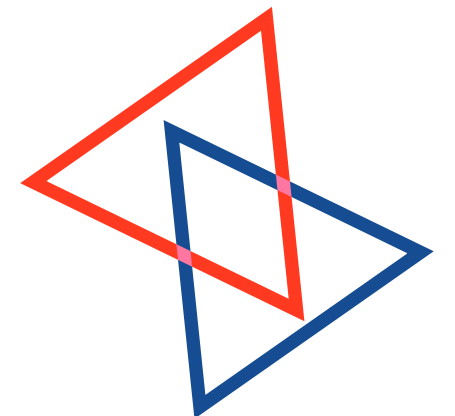
01

Clinic Opened in FY 2022-23



14

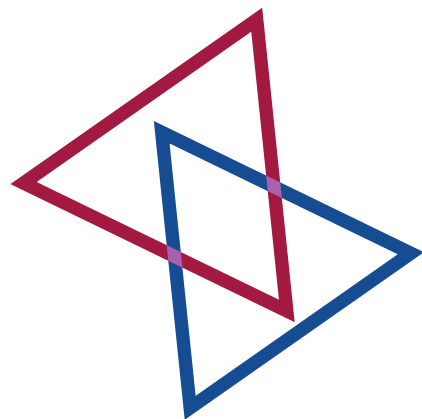
number of Access Clinics



MEDCARE MEDICAL CENTRES



Medcare Medical Centres is a leading healthcare facility that was established to provide comprehensive medical services to patients in a caring and compassionate environment.



With a team of highly skilled healthcare professionals and state-of-the-art facilities, Medcare Medical Centres offer a wide range of medical specialties and diagnostic services to meet the diverse healthcare needs of premium segments of the community.

At Medcare Medical Centres, patient-centered care is at the forefront of their approach. Whether it's primary care, specialized consultations, diagnostic tests, or preventive health services, Medcare Medical Centres strives to provide the highest quality of healthcare in a comfortable and welcoming setting.



18

Medcare Medical
Centres

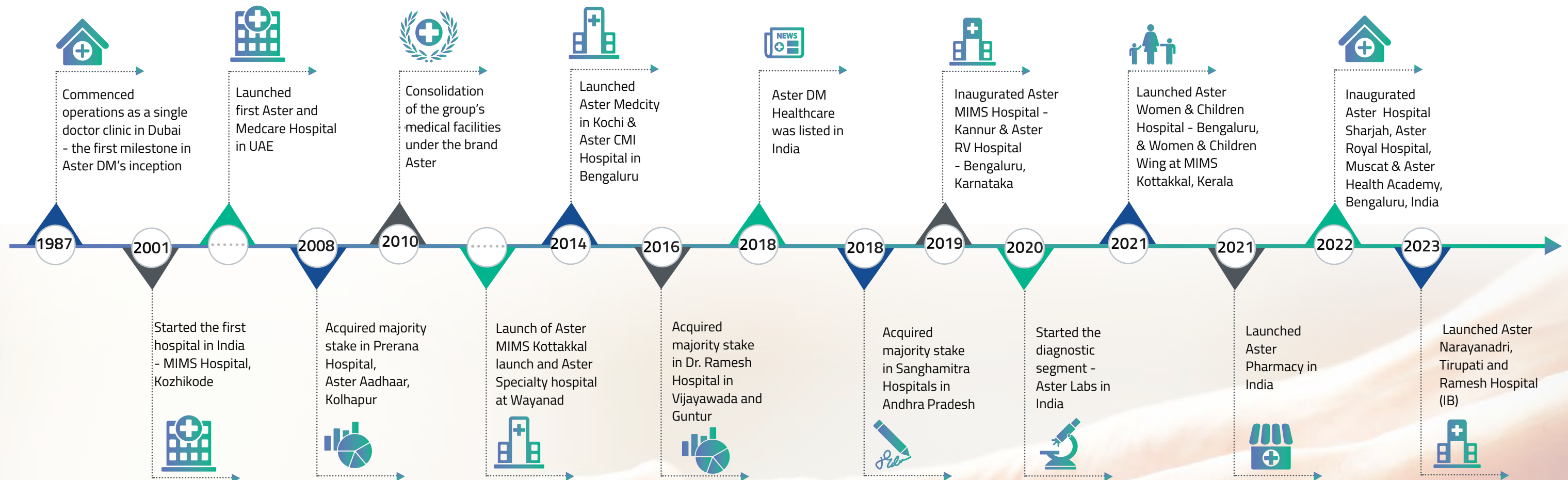


2

Opened in FY
2022-23



THE JOURNEY OF ASTER DM HEALTHCARE



"We'll Treat you Well"



We'll Treat You Well

A promise that sums up what we do and why we exist. One that we strive to honour every day, every moment.



Our Mission



Our Vision

A global vision to serve the world with accessible and affordable quality healthcare.

OUR VALUES

Excellence

To surpass current benchmarks constantly by continuously challenging our ability and skills to take the organisation to greater heights.

Integrity

To do the right thing without any compromises and to embrace a higher standard of conduct.

Passion

To walk the extra mile willingly, with a sense of belongingness and purpose while creating value for all our stakeholders.

Respect

To treat people with the utmost dignity, value their contributions, and foster a culture that allows each individual to rise to their fullest potential.

Unity

To harness the power of synergy and engage people for exponential performance and results.

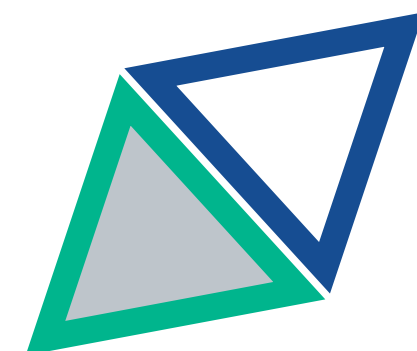
Compassion

To move beyond boundaries with empathy and care.





GOVERNANCE



RESPONSIBLE GOVERNANCE

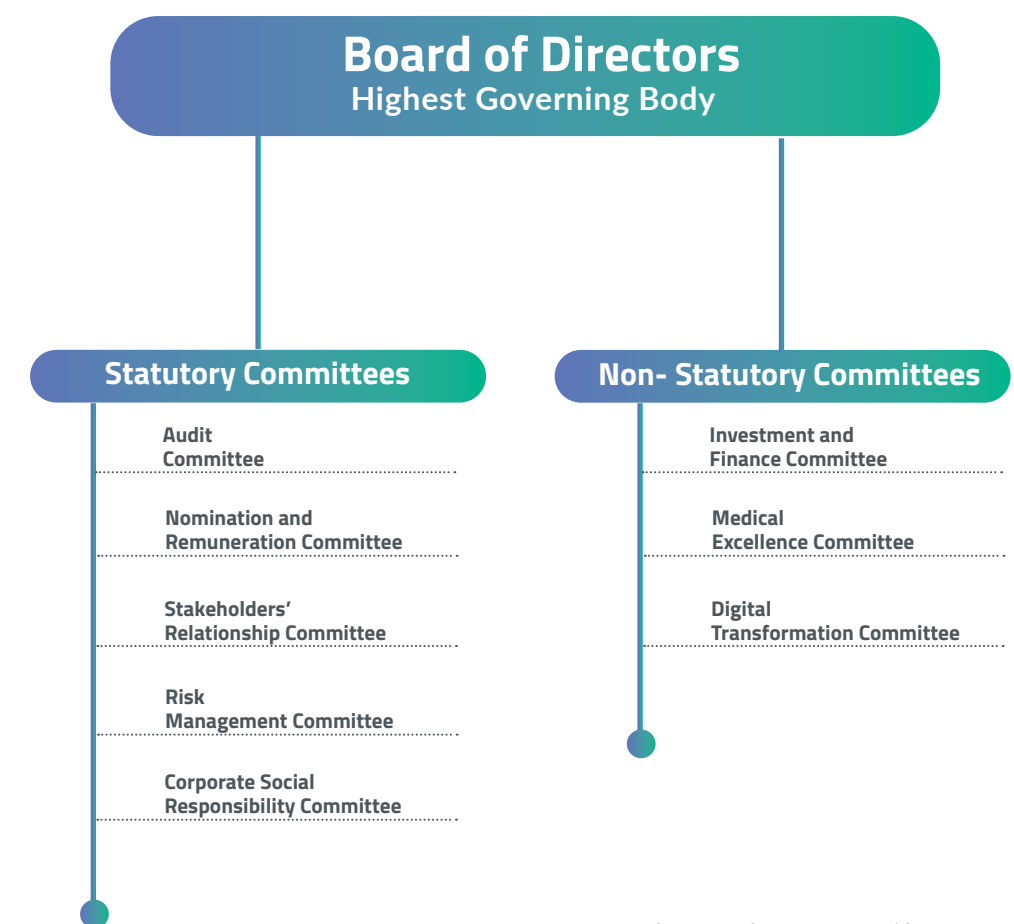


Through transparent and accountable decision-making processes, the governance framework at Aster establishes a conducive environment for the business to thrive while ensuring a responsible, ethical, and sustainable way of doing business is practiced.

The Governance Framework at Aster includes Governing Bodies & Committees, Policies, Procedures, Risk Management Framework, and Clear Roles and Responsibilities.

By integrating sustainability considerations into governance structures, we empower our people and different business operations to embrace responsible practices, minimize negative environmental impacts, enhance stakeholder engagement, and contribute positively to society, ultimately promoting a harmonious and sustainable business ecosystem.

The below diagram provides a summary of governance bodies at Aster DM Healthcare



The Board is supported by 5 statutory and 3 non statutory committees



BOARD OF DIRECTORS

The sustainability agenda of Aster is led by our Board of Directors. Comprised of a well-balanced blend of Executive and Non-Executive Independent Directors, the Board embodies a judicious combination of extensive expertise and experience.

As of March 31 2023, the Board of Directors comprises of 11 members, including 5 Independent Directors, 4 Non-Executive Directors, along with 1 Managing Director and 1 Deputy Managing Director.

The names and classifications of the Directors as of March 31 2023, are listed below.



The Board is supported by eight primary committees with the sustainability agenda driven by the Corporate Social Responsibility (CSR) and Stakeholder Relationship Committee (SRC). Detailed descriptions of these committees can be found on the subsequent pages.

For more details on Aster DM Healthcare Limited Board Of Directors refer to this link - [Click Here](#)



Dr. (Mr.) Mandayapurath Azad Moopen
Age- 71
Chairman & Managing Director



Ms. Alisha Moopen
Age- 42
Deputy Managing Director



Mr. Thadathil J. Wilson
Age- 62
Non-Executive Director



Mr. Chenayappillil John George
Age- 65
Independent Director



Mr. Wayne Earl Keathley
Age- 73
Independent Director



Mr. Emmanuel David Gootam
Age- 64
Independent Director



Mr. Daniel Robert Mintz
Age- 62
Non-Executive Director



Mr. Shamsudheen Bin Mohideen Mammu Haji
Age- 60
Non-Executive Director



Ms. P H Vijaya Deepti
Age- 62
Independent Director



Mr. James Mathew
Age- 57
Independent Director

COMMITTEES OF THE BOARD



AUDIT COMMITTEE

The primary responsibility of the audit committee is to oversee Aster's financial reporting process, the audit process, the internal controls system, and ensure compliance with laws and regulations. The committee consists of 3 male and 1 female members.



INVESTMENT COMMITTEE

The main duty of the committee is to identify, investigate, analyze, and prioritize various investment opportunities, and then present recommendations to the Board of Directors. It consists of 5 male and 1 female members.



STAKEHOLDER RELATIONSHIP

The committee bears the responsibility of addressing concerns raised by the company's security holders regarding issues such as share-related complaints, annual reports, declared dividends, and more. The committee reviews BRSR and ESG reports as well. All 4 members of the committee are males.



MEDICAL EXCELLENCE COMMITTEE

The Board of Directors established the Medical Excellence Committee with the purpose of overseeing and assessing the quality of medical services provided. The committee consists of 2 male and 1 female members.

NOMINATION AND REMUNERATION

The committee plays a crucial role in defining the attributes and criteria for remuneration in the succession plan of both the board and senior management. The committee consists of 2 male and 1 female members.*



DIGITAL TRANSFORMATION COMMITTEE

The Digital Transformation Committee monitors, evaluates, and grants approval for initiatives related to technological advancements. It consists of 2 male and 1 female members.



RISK MANAGEMENT COMMITTEE

The Risk Management Committee bears the ultimate responsibility for reviewing the risk management framework and processes to ensure their ongoing relevance. It also oversees the effectiveness of risk treatment and mitigation action plans, as well as the controls surrounding critical risks. The committee consists of 3 male and 2 female members.



CORPORATE SOCIAL RESPONSIBILITY

The Corporate Social Responsibility Committee is tasked with developing the policy framework of the board, allocating funds, and monitoring the CSR activities undertaken by Aster. It consists of 3 male and 1 female members.



ANNUAL OPERATING PLAN (AOP)

It serves as a blueprint for Aster’s operations and a roadmap for achieving desired outcomes.

The AOP includes detailed plans for critical functional areas, such as Sales, Marketing, Operations, Finance, Human Resources, Medical, Information Technology & Innovation and Sustainability & Community Connect.

It outlines specific targets, performance Performance metrics (KRA & KPI’s) and key initiatives that must be accomplished throughout the year. The graphic alongside presents the AoP for fostering Aster’s environmental , social and governance performance.



ESG OPERATING PLAN

The board approves an annual operating plan (AOP) at the beginning of each year, a strategic management tool that outlines our objectives, goals, and projections for the upcoming year.

Environmental Sustainability

Climate Change Mitigation

Reduce the Carbon Emission by 2,000 tons GCC & India

Preservation of Green Planet

Reduce paper usage across GCC & India to one-third

Plant 3500 trees across GCC & India

Energy & Water Optimization

5% overall reduction in Energy (Electricity) utilization across GCC & India by FY2025.

5% overall reduction in Water usage across GCC & India by FY 2025.

Aid Program

Disaster Aid - Additional 2 Regions in FY24 to the 4 Regions in FY23

Tele-Med Centres - Establish at least 5 Units in FY24

Mobile Medical Services

Increase Units from 32 in FY23 to 41 in FY24, across Middle East, Africa, India & SAARC Countries

Volunteers Registration

Increase registered Aster Volunteers from 55,000 in FY23 to 65,000 in FY24.

At least 1 Volunteering Engagement Per Month / Unit

Geographies Coverage (Missions)

Increase Aster Volunteers presence from 10 Countries in FY23 to 13 Countries in FY24 in ME, Africa & SAARC, External Partnerships & Funding

Aster Volunteers

Business Sustainability

Gender Diversity & Inclusion

Increase the Emirati Workforce to 200 professional by 2024

Resource & Talent Management

Training of People of determination to reduce the POD attrition rate

Governance

Enhance Transparency – Formal rating on ESG by a global ratings agency - Year on year improvement in ESG rating

Data privacy

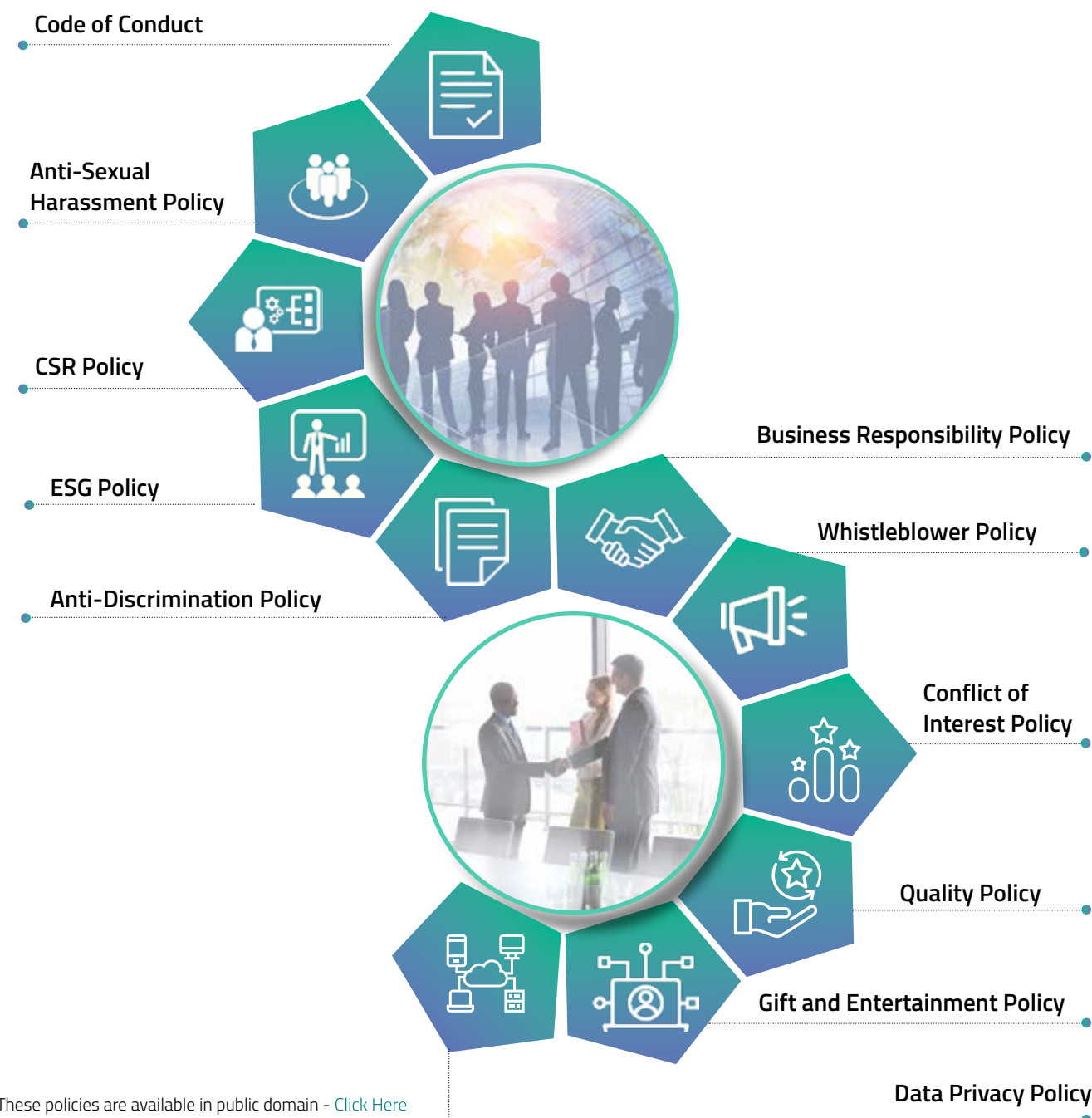
Launch & Implement Privacy Programme to ensure compliance with upcoming UAE Privacy Executive Regulations.

POLICIES SUPPORTING THE GOVERNANCE FRAMEWORK

Policies form an integral part of Aster's governance framework; they provide guidelines and requirements that define acceptable behaviors, actions, and procedures within the organization.

They help us promote compliance, risk management, and employee well-being and help shape the organizational culture, contributing to the long-term success and sustainability of the organization.*

Provided below is the list of important policies at Aster DM Healthcare:



ESG POLICY

Our ESG policy provides guidelines that we should adopt to govern the Environmental, Social, and Governance practices. It outlines Aster's commitment to incorporating sustainability, social responsibility, and ethical behavior into our decision-making processes and operations.

By addressing the environmental impact, social responsibility, and governance practices, the ESG policy helps Aster align with UN Sustainable Development Goals, improve risk management, build stakeholder trust, and attract socially conscious investors.

It provides a framework for integrating sustainable practices and measuring progress towards ESG objectives.



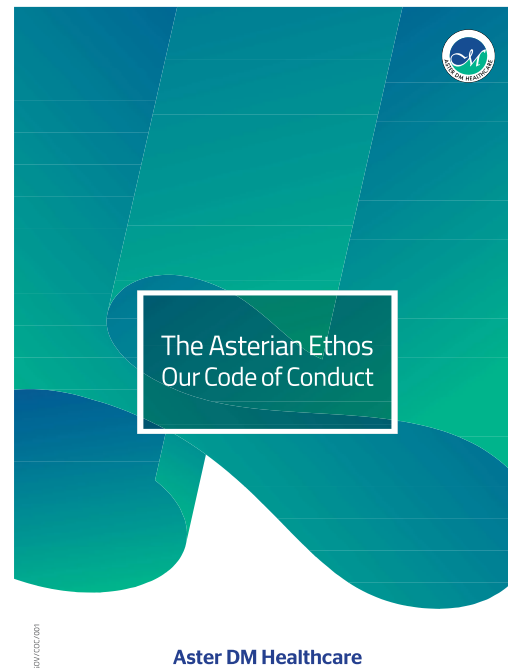
BUILDING A CULTURE OF INTEGRITY

OUR CODE OF CONDUCT

Aster's Code of Conduct document is a set of guidelines and principles that outline the expected behavior and standards of conduct for individuals within the organization.

It serves as a reference point for Asterians to understand the acceptable and unacceptable behaviors, values, and ethics that they are expected to uphold. The purpose of the code of conduct is to foster a positive and inclusive environment, promote ethical decision-making, prevent misconduct and conflicts of interest, and ensure the well-being and safety of all members.

It helps establish a shared understanding of behavior expectations and serves as a reference point for addressing conflicts, complaints, or violations of the code.



ETHICS COMMITTEE

Executive Director & Group Head - Governance & Corporate Affairs, Group Chief Quality Officer, Group Chief Human Resource Officer, and Head of Internal Audit, Risk Compliance are the members of the Ethics Committee.

The Ethics Committee oversees and drives the ethical matters within the organization. The committee ensures that Aster's policies and approach to ethics are adequate and effective.

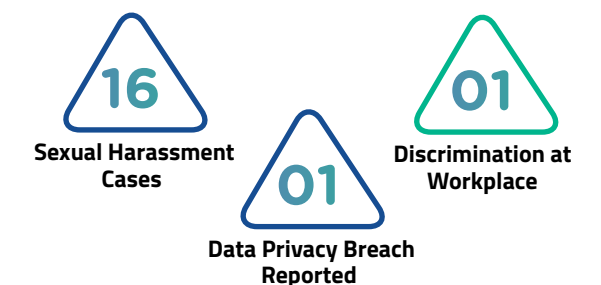
Together with the Board and the Executive Leadership, it strives to promote the importance of ethics with both employees and those who work with Aster.

The committee periodically reviews and evaluates ethical issues, develops policies and procedures, provides education and training on ethical standards, and facilitates discussions and resolutions for complex ethical dilemmas. Whenever an incident is reported to the ethics committee, the employee well-being officer

is made aware of the situation, actions are agreed upon, and multiple rounds of interviews are undertaken to present the findings and corrective action to the Ethics Committee.

The main objective of the committee is to promote ethical behavior, maintain integrity, and safeguard the welfare and interests of all stakeholders involved. There was no fines for instances of non-compliance with laws and regulations reported in this financial year.

Incidents Reported to the Ethics Committee During FY 2022-23



ETHICS LINE

A significant challenge in fighting discrimination, corruption and fraud lies in the reluctance of individuals to expose or report such activities within their workplace due to fear and intimidation.

The introduction of the Aster's EthicsLine aims to address this issue by promoting a culture of integrity within the organization.

Ethicsline is a confidential reporting system which serves as a powerful tool to empower the employees, enabling them to report instances of unethical practices

that undermine the fundamental principles of Aster's businesses, policies and ethical conduct. Reports can be made in English, Hindi, Gujarati, Marathi and Telugu via telephone. Aster also accept reports in Arabic via email.

By providing a straightforward and efficient means for concerned employees to express their suspicions regarding fraud and unethical behavior, our EthicsLine plays a crucial role in fostering transparency, promoting ethical work practices, and safeguarding the integrity of the organization.

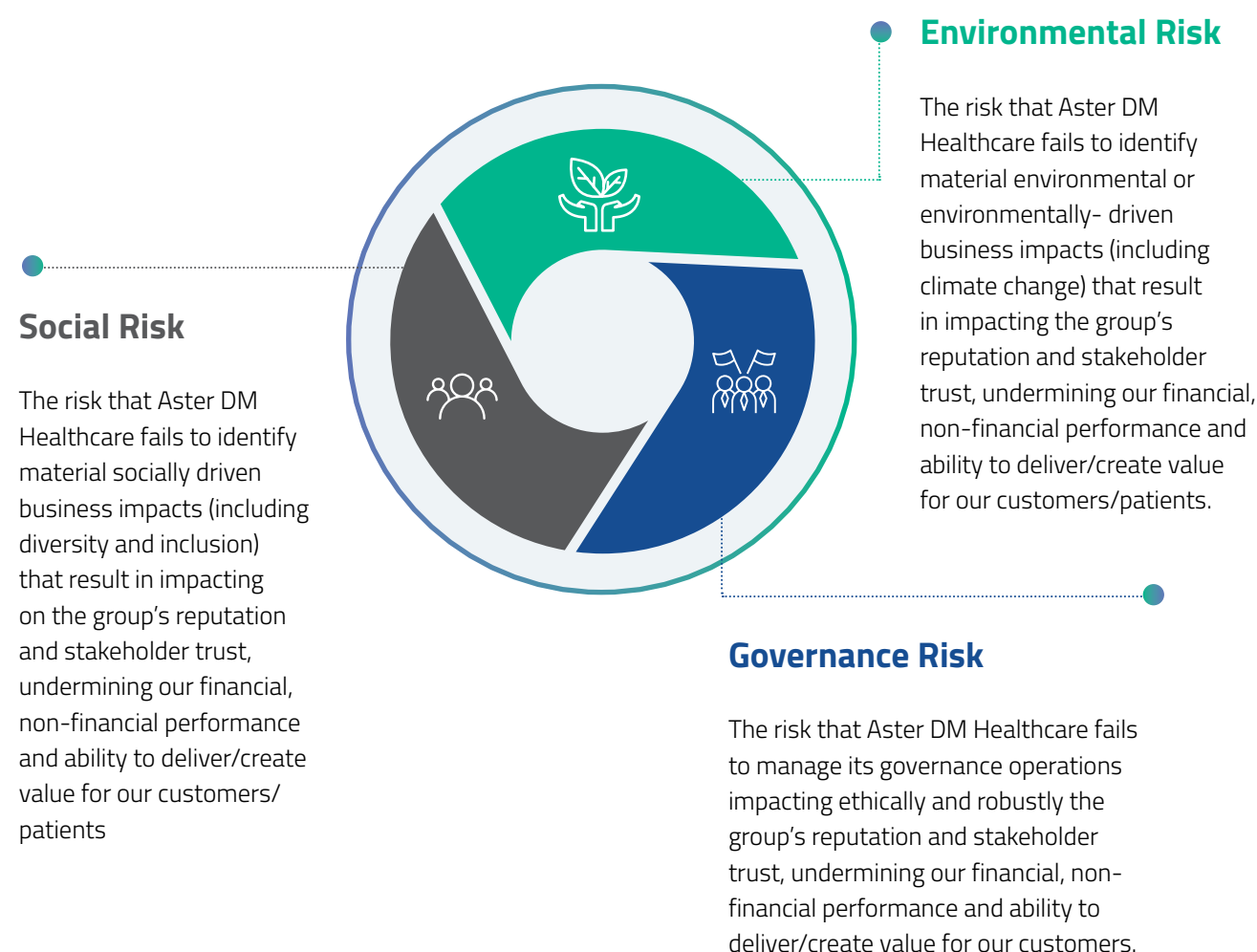
Number of Complaints Raised by Various Stakeholder Groups



ESG RISK MANAGEMENT FRAMEWORK

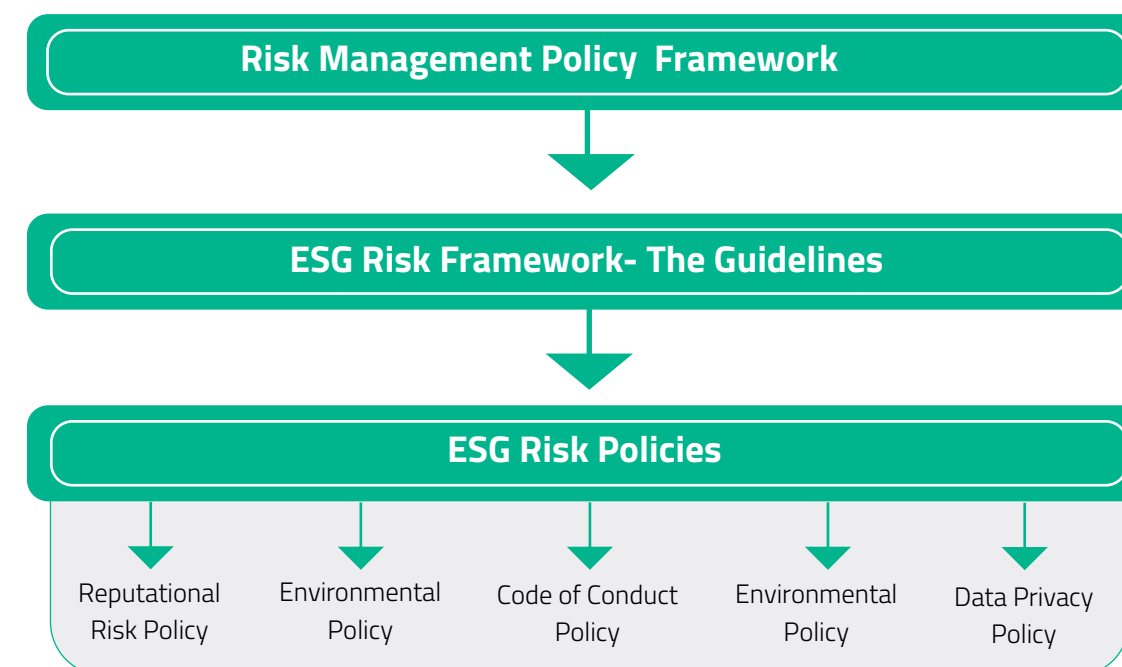
ESG Risk Management is a crucial process towards managing potential negative impacts on Aster's financial performance and reputation from Environmental, Social, and Governance practices. We understand that failure to address ESG risks can lead to regulatory scrutiny, legal liabilities, reputational damage, diminished investor

confidence, and loss of business opportunities. We have therefore developed a robust ESG risk management framework; the graphic below provides an overview of the ESG risk, we consider and manage across our operations:



POLICY FRAMEWORK

The Risk Management Policy Framework standardises the requirements for Risk & Controls and processes for managing risks across 1 Line of Defence, with a specialist risk support team tasked with building an effective 'Three Lines of Defence' and consistency on ESG Risk Management by educating, informing and communicating what we mean by ESG risk management at the organisation.



MANAGING THE ESG RISK

To manage ESG risks effectively, we identify and assess risks, set clear objectives and targets, develop policies and procedures, embed ESG into our culture and operations, measure performance to continuously improve, and regularly communicate and report progress.

By implementing these steps, Aster integrates ESG considerations into the decision-making, addresses stakeholder concerns, and drives sustainable practices that create long-term value.



ESG Risk is pervasive across the business, and can easily be thought about through a financial, strategic or reputational risk lens. However, given we need to successfully develop our ESG credentials and deliver our vision to embed sustainability in everything we do, ESG has been formally mapped to Top risk 'Reputational Risk'.



ESG Risk Culture

Through engagement, training and collaboration, build a culture of awareness and understanding of ESG risk to underpin effective 'Three' Line of Defence, in line with our commitments and in accordance with our core principles.

Identify and Assess ESG Risks

Identify potential ESG risks and impacts, considering both the contribution the business makes to ESG ('inside out') and the impact of external ESG events on the business ('outside in').

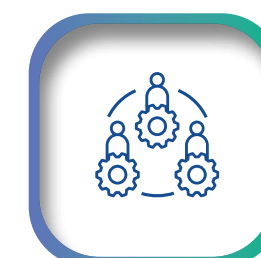


Manage and Report ESG Risks

Ensure effective risk controls, policy and practices are in place to mitigate and minimize ESG risks, and provide oversight of progress made against key objectives and flag any barriers to success.

Embed Risk Governance

Create a robust decision making and escalation environment on ESG risk issues, demonstrating prudent and effective controls to facilitate effective entrepreneurial leadership.



Protect Reputation

Integrate the Reputational Risk Framework across the group and differing business environments and territories and our values.

SUSTAINABILITY STRATEGY

Long-term prosperity requires a robust sustainability plan. As a result, Aster DM Healthcare has created a sustainability strategy that is founded on four pillars: the Environment, Society, Governance, and the Economy. Its sustainability plan strives to preserve its reputation,

make it resilient to economic, social, and environmental change, help make better use of limited resources, and provide enhanced community service to its patrons. A summary of its sustainability strategy pillars and key initiatives is provided below.

ESG Pillars of Our Sustainability Strategy

Environmental

- Energy efficiency
- Renewable energy integration
- Water optimization
- Waste management
- Single use plastic reduction
- Biodiversity conservation
- Low carbon emission vehicles.
- Carbon foot print & climate change mitigation

Social

Internal

- Training and development
- Equal opportunity
- Health and safety
- Employee volunteering and engagement
- Employee experience and satisfaction

External

- Volunteering
- Healthcare services for the underprivileged
- Disaster aid
- Social empowerment through trainings
- Awareness campaigns

Governance

- Sustainability embedded with mission & vision
- Stakeholder engagement
- Employee management policies and procedures
- Code of conduct
- Human rights
- Non-discrimination policies and procedures
- Anti-Corruption framework and training
- Data protection and security
- Whistle blower mechanism
- Anti- sexual harassment policy
- Corporate Social Responsibility committee

Economic

- Sustainable growth and profitability
- Infrastructure development and job creation
- Economic development and diversification
- Contribution to GDP
- Transparent and ethical procurement practices
- Innovation and digitalization



ENGAGING WITH STAKEHOLDERS

Keeping a finger on the pulse of our stakeholders' needs and concerns is what drives Aster forward. All our stakeholders play a vital role in providing insights on sustainability, business and market matters.

We interact with our stakeholders through online and offline modes depending on the type of collaboration

they seek. Stakeholder engagement is an essential component of our communications and helps us improve the range and quality of our healthcare offerings on a regular basis. Aster engages with its pool of stakeholders in the following ways:



This form of multipronged engagement helps us build strong relationships in the markets, deepen trust and help customers and communities.

MATERIALITY ASSESSMENT

Aster DM Healthcare identifies sustainability issues that are most important to its stakeholders and focuses on implementing resolution measures to address those ESG issues that are most likely to have a significant impact on our sustainability performance.

A key outcome of stakeholder engagement is the Materiality Assessment Matrix, used for decision-making at Aster.

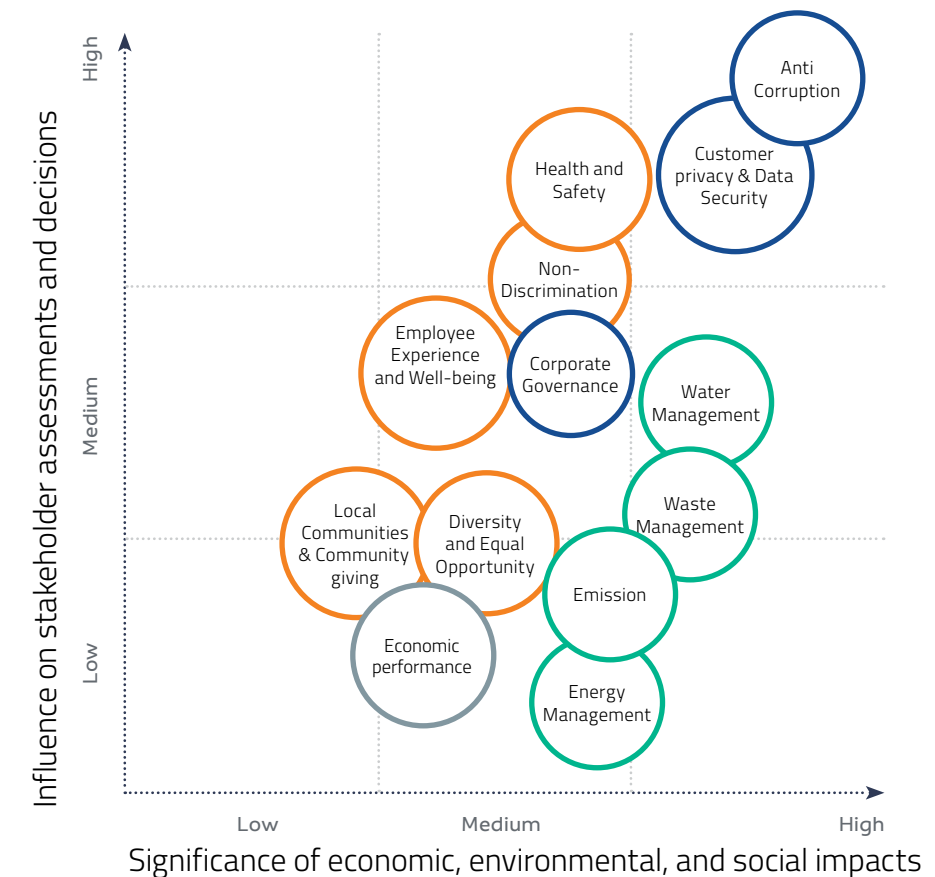
The Materiality Assessment Matrix lists out the issues (also known as material topics) that are relevant and important to the business and its stakeholders. For example, health and safety, good governance, environmental effects and so on.

The information in this matrix is organised after consultation with stakeholders and mapping their sustainability concerns to Aster's. The materiality assessment exercise is initiated by identifying Aster's key stakeholders – this includes our customers,

partners, investors, suppliers, charitable organisations, healthcare authorities, regulators, communities and others.

Our teams consult and gather their inputs on sustainability issues most relevant to them and any concerns about their association with Aster DM Healthcare. This year, we engaged with stakeholders through interviews, focus groups, and surveys.

Their responses and feedback were analysed with the top issues prioritised for the reporting year. Aster has considered the potential impact of each material topic on the business and the level of concern among stakeholders. Through stakeholder consultation 9 material topics were identified. During the management review and materiality assessment it was suggested that although environmental indicators were not identified as material topics by stakeholders still these are priority issues for Aster and were added to the list of material ESG topics.



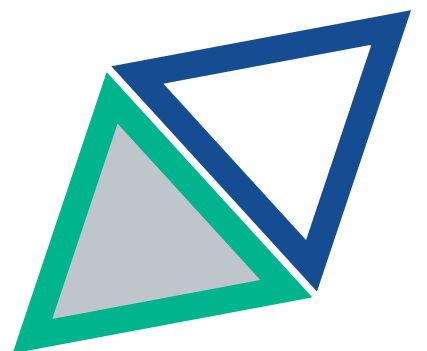
External Stakeholders



Environment	Social	Governance	Economic
GRI 302 : Energy Management GRI 303 : Water Management GRI 305 : Emission GRI 306 : Waste Management	GRI 403 : Health and Safety GRI 406 : Non-Discrimination GRI 401: Employee Experience and Well-being GRI 405 : Diversity and Equal Opportunity GRI 413 : Local Communities & Community giving	GRI 205 : Anti Corruption GRI 2 : Corporate Governance GRI 418 : Customer privacy and data security	GRI 201 : Economic performance



SOCIAL



OUR PEOPLE



At Aster DM Healthcare, we recognize that our people are at the heart of our sustainability efforts.

We are committed to fostering a work environment that values diversity, inclusion, and the well-being of our employees.

This section of our sustainability report highlights the various initiatives and programs we have implemented to support our workforce, empower individuals, and promote a culture of continuous learning and development.

We firmly believe that by investing in our people, we not only strengthen our organization but also contribute to a more sustainable and equitable future for all.



With a total workforce of 26,832* Permanent and Contractual employees. Aster DM Healthcare places great value on the dedication and contributions of its employees. We actively acknowledge and reinforce their efforts, leading to collective growth.

Our employees receive regular communication regarding recent events, projects, achievements, and updates to the leadership team through newsletters, emails, and town hall gatherings.



13,047

Permanent women employees in our workforce

*Note: This Number excludes all types of employees from Clinics, Pharmacies and Ramesh Hospitals.



NATURE OF EMPLOYMENT

Aster DM Healthcare has a diverse workforce with 20,844 permanent employees, including 9,735 from India and 11,109 from the GCC region.

The organization recognizes the significance of its employees in both regions, acknowledging the unique cultural backgrounds, perspectives, and experiences they contribute.

This multicultural workforce enables Aster DM Healthcare to deliver exceptional healthcare services while reflecting the communities it serves. Additionally, the organization values the contributions of 5,988 non-permanent employees.

Aster DM Healthcare remains committed to its mission of providing accessible and compassionate care, leveraging the strength of its talented and dedicated employees.



Figure 01: Permanent employees in GCC

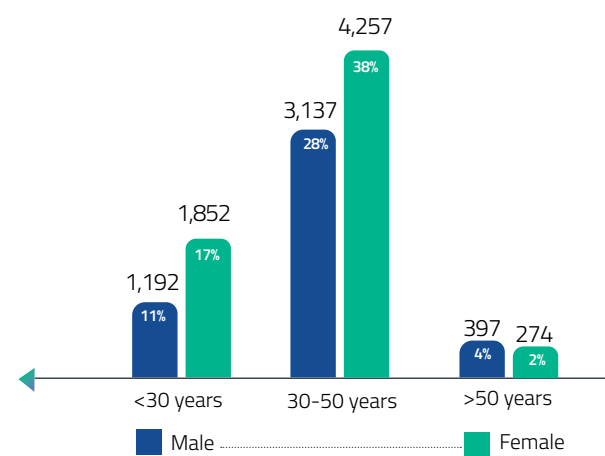
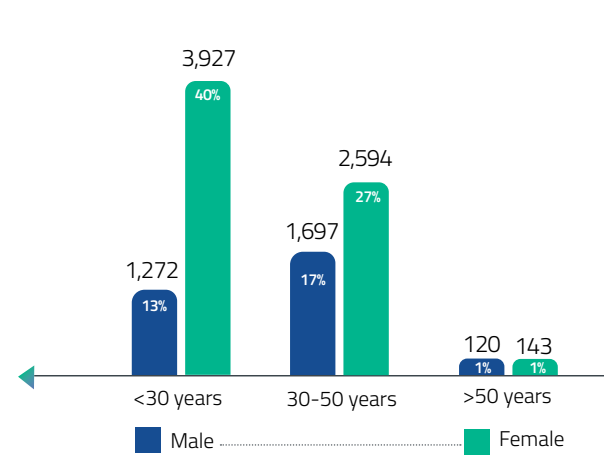


Figure 02: Permanent employees in India



PERMANENT EMPLOYEE TURNOVER

The details of the permanent employee turnover that took place during the financial year 2022-23 is presented here based on the age group and gender:

Figure 03: Permanent Employees Turnover

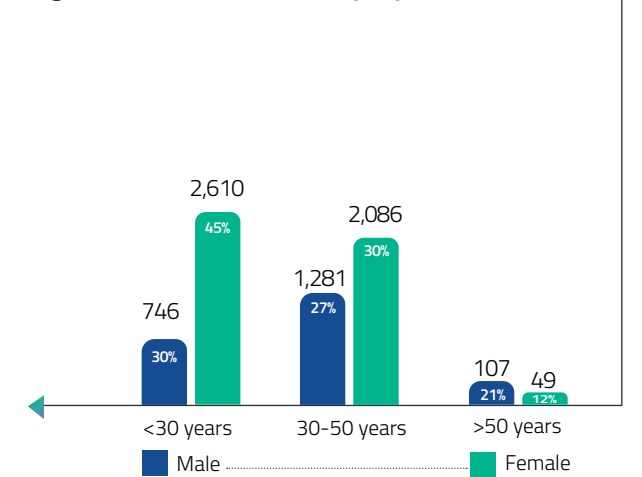
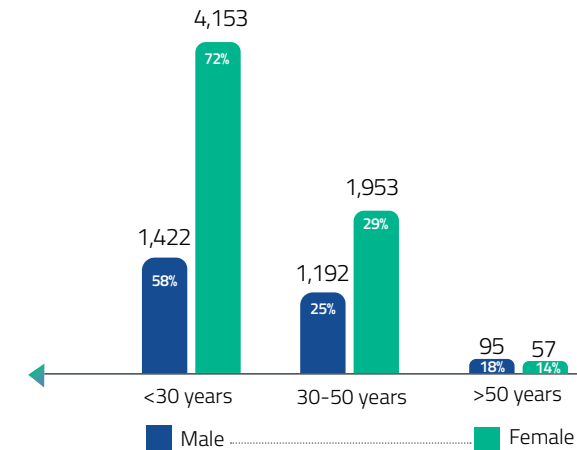


Figure 04: Total New Joiners



PERMANENT EMPLOYEES NEW JOINERS

The details of the new employees hire that took place during the financial year 2022-23 is presented here based on the age group and gender:

DIVERSITY, INCLUSION, AND EQUAL OPPORTUNITIES

Aster DM Healthcare prioritizes inclusivity, attracting and retaining top talent by fostering an environment where diverse voices are valued.

Through our conscious efforts, we reinforce our commitment to creating a workplace where diversity is celebrated, equal opportunities are provided, and everyone is valued and inspired to reach their full potential.

We firmly believe that by embracing inclusivity, we not only enhance our organization but also contribute to a more sustainable and equitable society.

Gender equality is a key focus area, and we actively work towards creating equal opportunities for women, ensuring their representation in committees, decision-making bodies, and on the Aster DM Healthcare Board.

Our commitment to inclusivity extends to People of Determination, as we strive to provide all with adequate opportunities to excel in their careers.

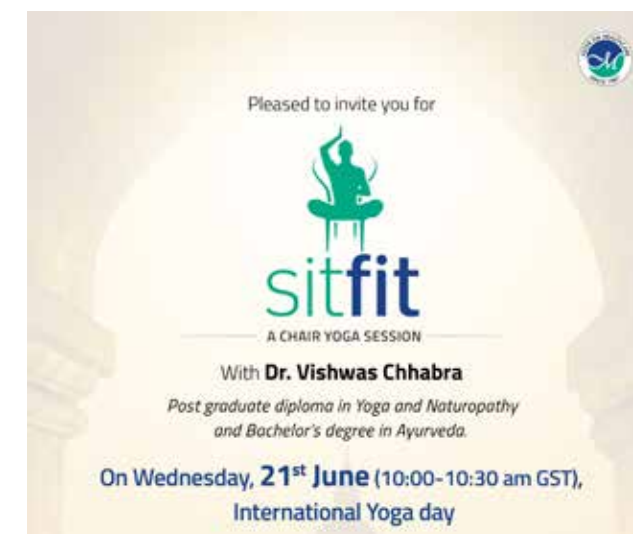
We have 100 PoD employees in our workforce, giving them an opportunity to grow personally and professionally within our organization.



SITFIT CHAIR YOGA WORKSHOP

In view of the International Yoga Day, Aster DM Healthcare organized a Chair Yoga workshop, conducted by Dr. Vishwas Chhabra, and aimed at promoting mental well-being, relieving tension, and stiffness, and boosting energy and focus. The workshop offered a unique opportunity for participants to experience the benefits of yoga while accommodating those who may

have mobility limitations or prefer seated practice. Chair Yoga is a gentle form of yoga that incorporates modified poses and stretches performed while seated or using a chair for support. This workshop provided a safe and inclusive environment for individuals of all ages and fitness levels to engage in yoga practice.



It helped relieve tension and stiffness commonly associated with sedentary lifestyles or extended periods of sitting. The specially designed chair-based exercises targeted areas such as the neck, shoulders, back, and hips, promoting flexibility, mobility, and improved posture. Participants were encouraged to listen to their bodies, respect their limitations, and adapt the movements to their individual needs.

The event served as a platform for promoting holistic well-being and providing inclusive wellness initiatives that cater to individuals with diverse needs and abilities. It gave the participants an opportunity to recharge and improve their productivity.

TALK THE WALK - LIVE TALK SHOW

Aster DM Healthcare organized a Well-being Live Talk show, led by Ms. Kinjal Gathani and featuring Mr. Rana Fanek and Ms. Nada Dehhaoui, where Asterians openly shared their everyday struggles and memorable moments.

The talk show provided a platform for employees to connect, empathize, and find support in a community of their peers. By sharing their personal stories and experiences, the participants fostered a sense of unity and understanding within the organization, promoting a culture of well-being and compassion.



EMPLOYEE ENGAGEMENT AND RECOGNITION






Employee engagement plays a pivotal role in sustaining a positive and productive work environment. Aster DM Healthcare continuously strives to establish a work environment that motivates and attracts skilled healthcare professionals.

We employ various approaches to enhance employee engagement, including frequent feedback mechanisms, open channels of communication, and collaborative decision-making processes.

Our aim is to keep our employees informed and engaged through effective leadership communication that covers a wide range of organizational processes, facilitated by multiple platforms for communication within our workforce.

We also discuss our recognition programs aimed at acknowledging and celebrating the outstanding contributions of our healthcare professionals, fostering a sense of pride, and reinforcing a culture of appreciation. Aster DM Healthcare extends its 'Recognition and Rewards' program to all individuals within the organization, to promote a diverse and inclusive environment and foster a culture of high performance.

As a healthcare organization, we also prioritize the well-being of our employees through our well-being initiatives. This theme includes fitness challenges like Lose to Gain and Walk to Win, as well as initiatives focused on mental health, such as Gratitude in My Attitude . We implement various strategies to maintain our employees' loyalty and commitment, including:

-  **Performance linked payouts**
-  **ESOPs of critical groups**
-  **Tracking of high performer retention**
-  **Career growth and mobility through internal job posting**
-  **Biannual reviews**

ART WORKSHOP

Aster DM Healthcare organized an Art Workshop led by Roshan Perera, a hearing-impaired artist and graduate from the Al-Noor Center in Dubai.

This workshop had a strong focus on self-discovery, emotional expression, combating anxiety and stress, and problem-solving. Through engaging artistic activities, participants were empowered to explore their

inner selves, express their emotions, and find creative solutions.

Roshan Perera's presence as a talented artist with a hearing impairment brought a unique perspective and inspired inclusivity. This workshop provided a transformative experience, fostering personal growth and well-being for all involved.



Pleased to invite you for an
"Art Workshop"
 with Roshan Perera

Insurance Coverage

To safeguard our employees from unforeseen circumstances, we offer comprehensive health and accident insurance coverage that includes benefits such as hospitalization and medical expenses, transportation costs, and more, ensuring that Asterians are protected against life's uncertainties.



We also prioritize the well-being of our contract workers by providing coverage under the 'Contractor's-All-Risk Policy' while they are engaged in project execution. This policy covers various risks that may arise during construction, including injuries caused by tools, illnesses, and other unforeseen incidents.



Parental Leave

Aster acknowledges the importance of supporting the mental and physical well-being of employees who become new parents by providing them with dedicated time off from work. In the fiscal year 2022-23, a total of 749 female employees and 153 male employees utilized parental leave.

Upon the conclusion of their parental leave, Aster warmly welcomes employees back and fosters an environment that supports their continued ability to care for their children. We ensure that all our employees have access to parental leave in compliance with the relevant local laws, rules, and regulations.

153 Male **749 Female**
Employees that Returned to work after parental leave ended

86 Male **383 Female**
Employed with organisation for 12 months after parental leave

100% Male **92% Female**
Returned to work rate

77% Male **59% Female**
Retention rate percentage



TRAINING AND DEVELOPMENT

Aster DM Healthcare places a strong emphasis on the health, safety, and continuous training and development of its personnel, as highlighted in the sustainability report’s training section. The organization recognizes the importance of investing in employees’ professional growth.

To stay competitive, Aster DM Healthcare regularly introduces new initiatives, such as succession planning and career development programs, which provide abundant opportunities for employees to expand their skills and advance in their careers.

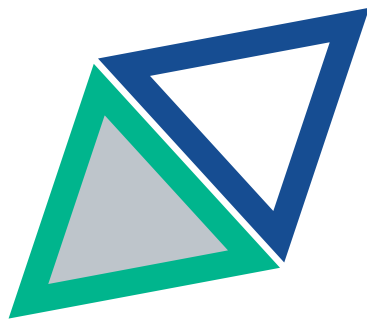
Continuing Medical Education

For clinical staff, Continuing Medical Education (CME) credit points are essential for license renewal. Aster DM Healthcare supports this by offering a CME allowance and paid leave in adherence to the organization’s policy.

Open and constructive conversations between employees and their line managers, along with feedback from training sessions, aim to enhance performance and contribute to continuous improvement efforts.

To ensure ongoing development, the organization provides a comprehensive yearly training schedule accessible to all employees. Training requirements are assessed during the annual performance review process, allowing for tailored training programs.

Employees receive training in various areas, including excellence, safety, service excellence, managerial skills, continuous improvement, change management, and innovation, among other relevant topics. These training programs assist employees in fulfilling their duties effectively.



Aster Hospitals: Empowering Employees through Comprehensive Training

Aster DM Healthcare places a strong emphasis on the continuous learning and development of its employees. Through robust training programs, in GCC the organization has provided a total of 220+ training sessions to 12,000+ employees, spanning a wide range of topics.

Aster Hospitals GCC provided a total of 22 training courses to 1,505 employees. These training courses covered various essential areas such as organization overview, hospital procedures and policies, safety policies, HR policies, insurance and pharmacy overview, service excellence, occupational health hazards, and facility rounds.

The impact of these training courses has been significant, resulting in a stronger employee experience, a more cohesive company culture, better employee retention, and increased productivity.

Employees reported a greater understanding of the organization’s vision and values, improved knowledge of safety protocols, and a sense of unity and collaboration.

These training courses have positively contributed to a safer and more efficient healthcare environment.

Medcare Hospitals conducted 16 training programs for 1,563 employees. These programs focused on critical areas such as fire and safety, HAZMAT, infection control, anti-sexual harassment, wellbeing, and code of conduct.

The training courses resulted in skill enhancement and upgradation in various domains, including design thinking, coaching circles, nursing orientation, finishing school, and bridging the gap.

By equipping employees with these valuable skills, Medcare Hospitals ensures a competent and efficient workforce, upholding the highest standards of healthcare delivery.



	Number of trainings	Number of employees trained
Aster Hospitals	22	1,505
Medcare	16	1,563
Aster Clinics	27	4,241
Aster Retail	149	5,174



Aster EDGE (Explore, Develop, Grow & Empower)

Aster EDGE (Explore, Develop, Grow & Empower) is a compulsory 'People Leadership Program' designed for Assistant Managers, Deputy Managers, and Managers throughout the organization. All first-time managers who have been in a team role for at least six months are also eligible for this program.

The program aligns with our People Excellence Mission 2025, which aims to make Aster DM Healthcare the preferred healthcare employer in the regions of operation. This mandatory program sets a standard for leaders, fostering a brighter future for themselves and their teams.

This learning intervention is centered around our core competencies and incorporates leadership tools, models, case studies, and theories.

It also emphasizes the development of self-resilience, conflict management, social skills, and emotional intelligence.

The program is conducted in person over a duration of four months, with a total of 3.5 days of training (one day per month for each cohort).

Key areas of focus include:

Leading oneself

Leading others

Driving business growth



Aster Health Academy

Aster Health Academy is a cutting-edge healthcare ed-tech company focused on professional education for clinical and non-clinical functions. With contributions from Aster's resource pool, management veterans, and healthcare specialists worldwide, the Academy offers online and blended learning experiences through industry-first partnerships.

Our vision is to be a globally recognized corporate academic institution, nurturing the next generation of leaders, and becoming the preferred education provider for healthcare professionals worldwide. Since its launch in October 2022, Aster Health Academy has already trained over 100 Asterians in management courses, emphasizing our commitment to professional growth through education.

Recently, we successfully conducted the orientation program for the highly coveted 'Advanced Certificate in Leadership,' designed to empower senior professionals in healthcare with essential leadership skills. In addition, our first management program for clinicians, the 'Fellowship in Strategy,' was launched, emphasizing our dedication to training clinicians for leadership roles within Aster and the industry at large. We continue to be steadfast in delivering top-quality management education to all Asterians, and we are excited to progress on this journey toward our goal.



ASTER GAURDIANS

he dedication to excellence shown by the nursing community across the world is a story deserving of a global audience. The Aster Guardians Global Nursing Award 2022 is a celebration of their dedication and vision for healthcare. We received 24,000+ registrations from 184 countries, out of which the jury shortlisted 10 finalists. The winning nurse was judged on four primary areas, leadership, research and innovation, patient care, and society and community service.

After a round of public voting, one finalist Nurse Anna Qabale Duba from Kenya emerged victorious and was awarded the prize money of \$250,000 at the gala ceremony held in Dubai at Atlantis The Palm. Anna, the founder of the Qabale Duba Foundation in Kenya, has been championing against harmful cultural practices against women, such as female genital mutilation (FGM) and early or forced marriage.

The Aster Guardians Global Nursing Award would be an annual award for nurses across the globe.



ENSURING SAFETY

A Commitment to Excellence



Safety is of paramount importance at Aster DM Healthcare as we strive to provide the highest quality of care to our patients, while ensuring the well-being of our employees and stakeholders.

Our commitment to safety is deeply ingrained in our sustainability efforts, and we continuously work towards maintaining a safe and secure environment across all our healthcare facilities.

Patient safety is at the core of our operations. We adhere to rigorous international standards and protocols to ensure the highest level of safety in clinical practices. Our dedicated team of healthcare professionals undergoes regular training and development programs to enhance their skills and stay updated with the latest advancements in patient safety.

We have implemented robust systems for medication safety, infection prevention and control, and patient identification to mitigate any potential risks and promote a safe healthcare experience.



In addition to patient safety, we prioritize the safety and well-being of our employees. We maintain a comprehensive occupational health and safety program that encompasses risk assessment, hazard identification, and the implementation of preventive measures.

Our staff members are provided with appropriate personal protective equipment (PPE) and undergo safety training to effectively handle emergency situations and minimize workplace accidents.

In the previous years, the surgical site infection rate in our India and GCC operations were 0.23% and 0.03% respectively, while the patient fall incident rate was 0.21% and 0.21% for GCC and India operations.

We also encourage a culture of reporting incidents and near-misses, fostering a learning environment where we can continuously improve our safety protocols.



Beyond our immediate facilities, we are committed to promoting safety within the communities we serve. We actively engage in public health initiatives, awareness campaigns, and educational programs to raise awareness about safety measures and preventive healthcare practices.

By partnering with local authorities, non-governmental organizations, and community leaders, we aim to create a safer and healthier environment for everyone.

At Aster DM Healthcare, safety is not just a compliance requirement; it is an integral part of our values and operations. We are dedicated to upholding the highest standards of safety in healthcare, both for our patients and our workforce. By prioritizing safety in our sustainability efforts, we contribute to the overall well-being of our stakeholders and make a positive impact on the communities we serve.



SAFETY POLICY

The Safety Policy at Aster DM Healthcare ensures that all employees, partners, and suppliers understand their responsibility in maintaining a safe and healthy workplace. The policy addresses key areas such as identifying infections, counseling staff exposed to diseases, preventing workplace violence, and implementing disaster management protocols.

The Group adheres to the National Accreditation Board for Hospitals & Healthcare Providers (NABH) accreditation for

Indian hospitals and the Joint Commission International (JCI) standards for GCC hospitals. In addition, the regulatory guidelines issued by local health authorities are also followed.

The safety policy and procedures cover hospitals and clinics, excluding the corporate and administrative offices, owing to lower workplace risk exposure.



Figure 05: Cross match to transfusion ratio

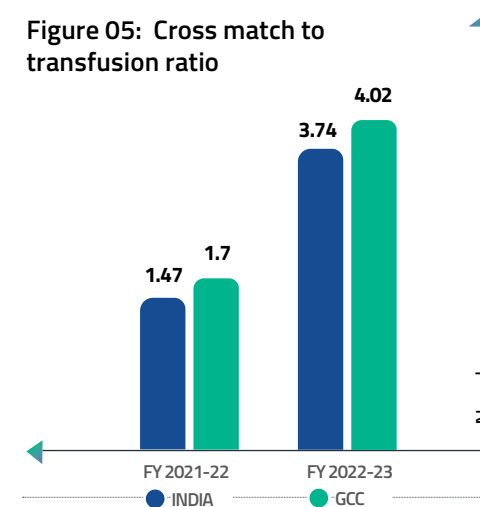


Figure 06: Average Balloon Time for Angioplasty

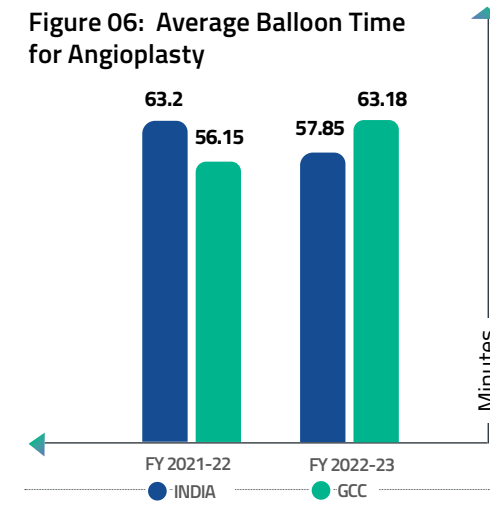


Figure 07: Surgical and Site Infection

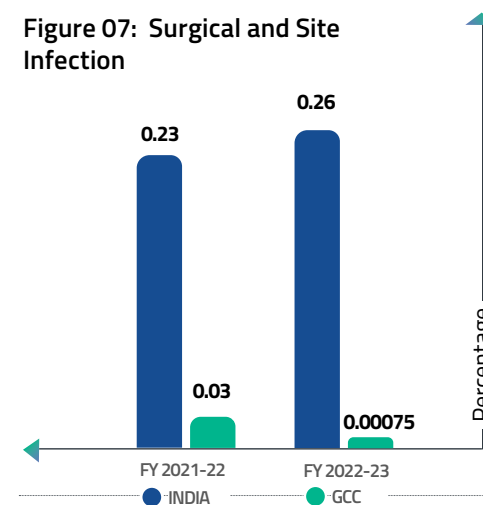


Figure 08: Sample Turnaround Time (STAT) – Laboratories – 1 HR Compliance

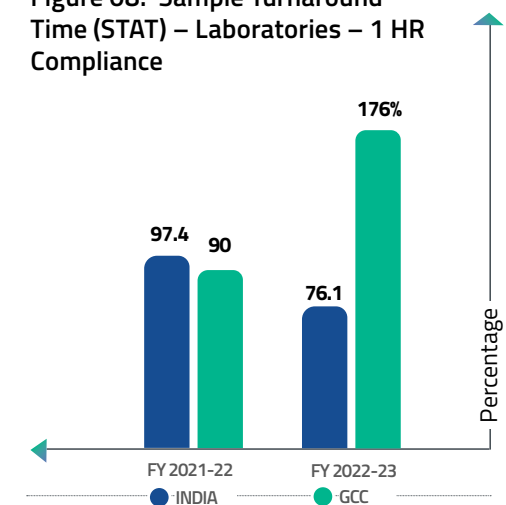


Figure 09: Catheter-associated Urinary Tract Infections (CAUTI)

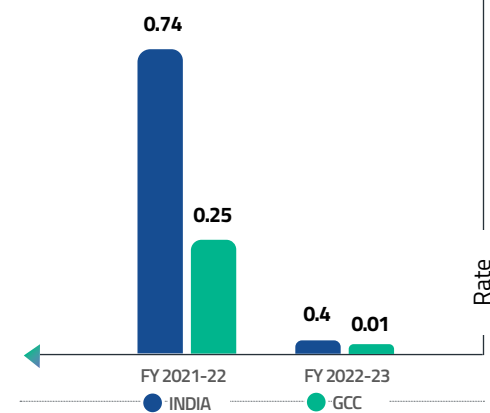


Figure 10: Central Line Associated Blood Stream Infections (CLABSI)

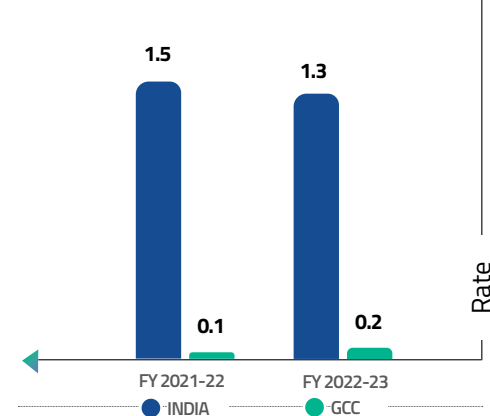


Figure 11: Needle Stick Injuries

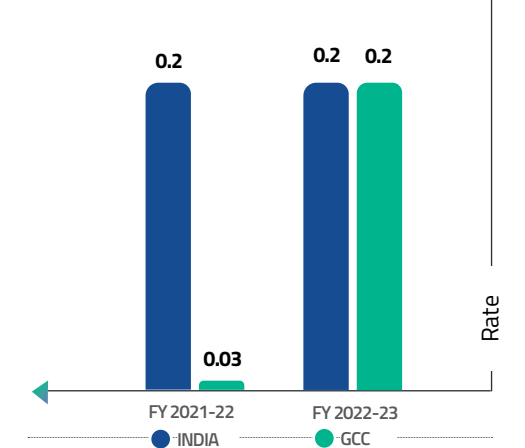


Figure 12: Patient Identification Errors

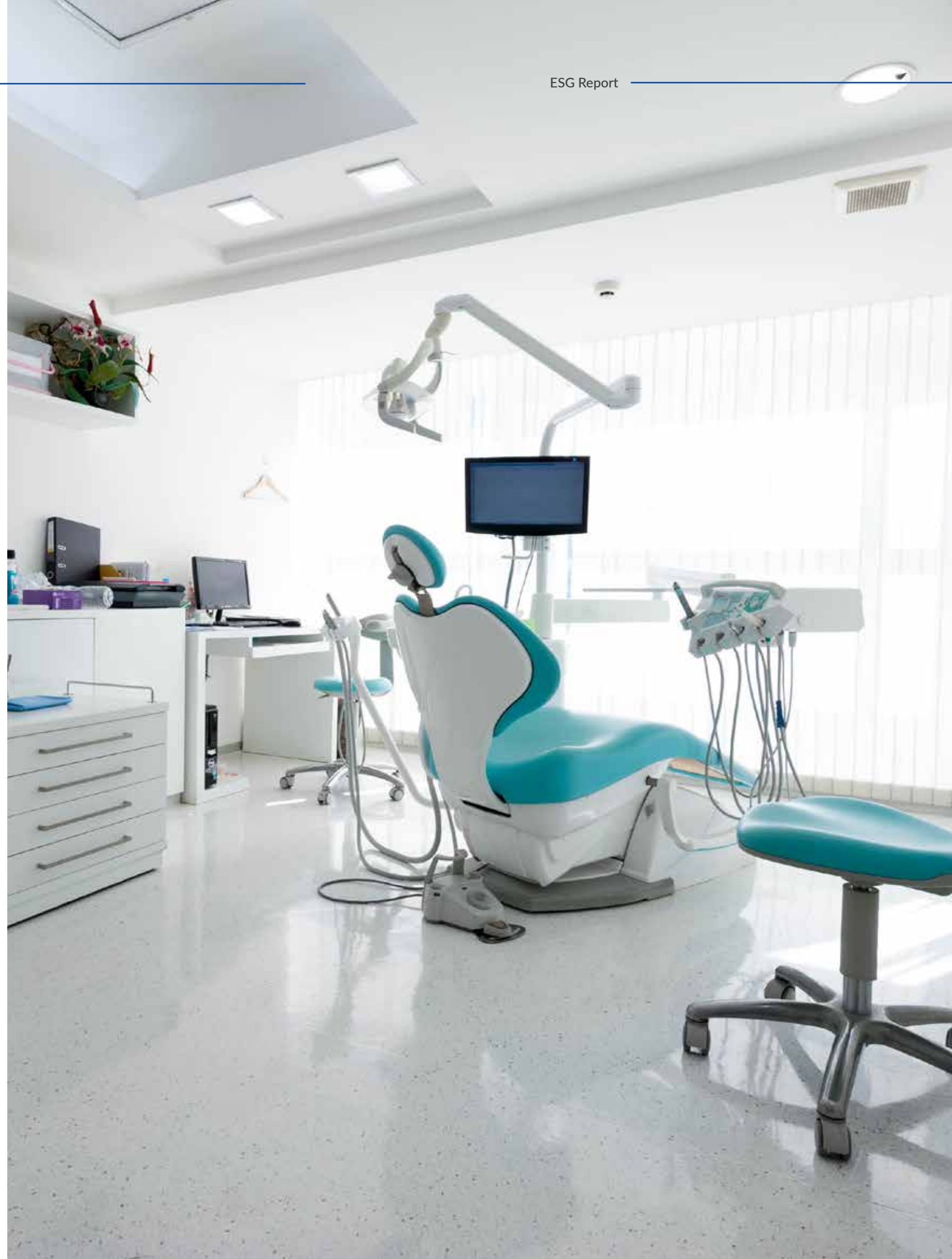
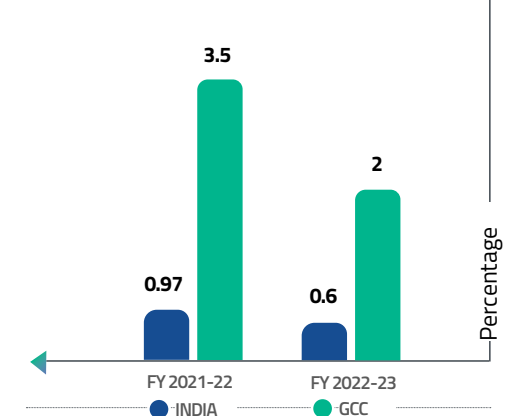


Figure 13: Hospital Acquired Infections

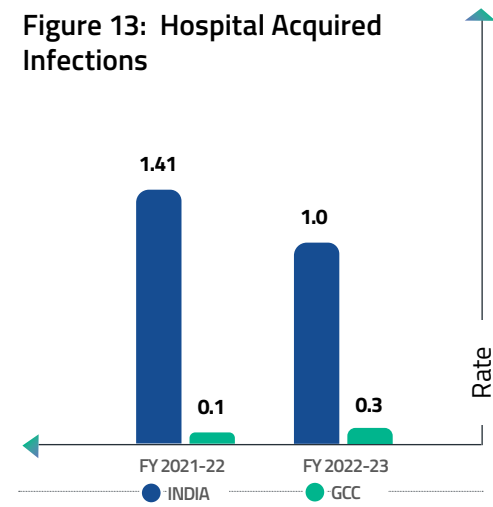


Figure 14: Near miss reported

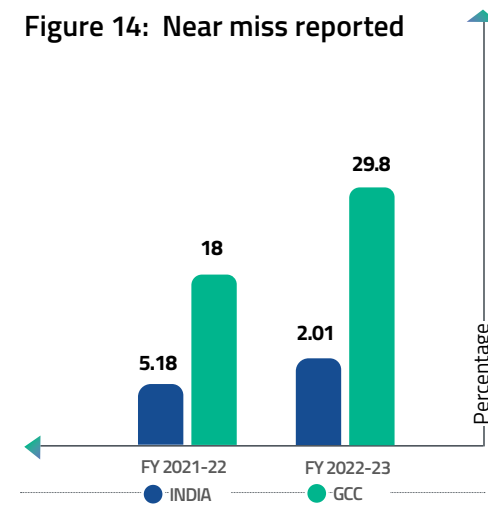


Figure 15: Ventilator Associated Pneumonia

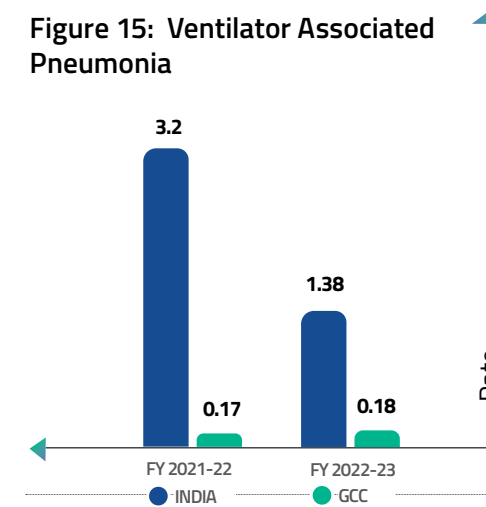
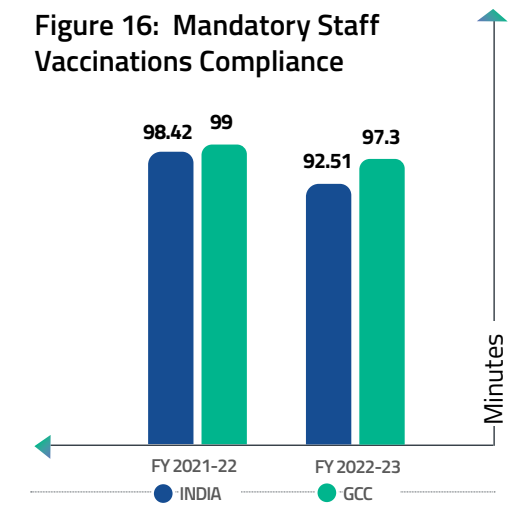
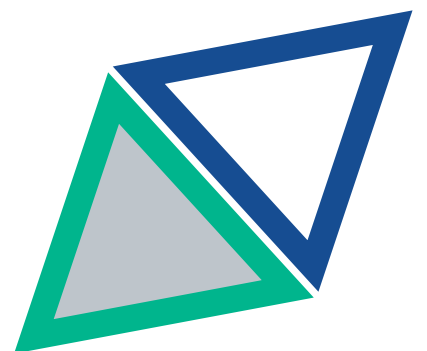


Figure 16: Mandatory Staff Vaccinations Compliance





Aster
volunteers
Powered by humanity



Aster volunteers

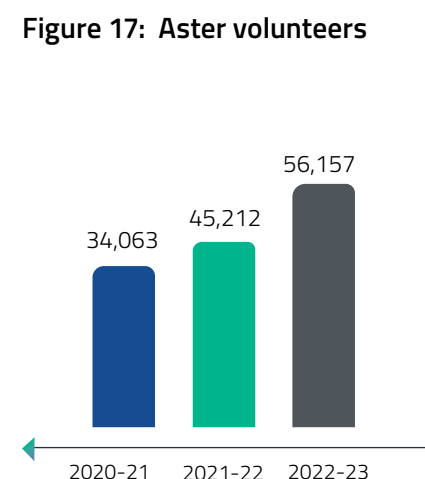
Powered by humanity



Aster Volunteers, the social contribution arm of Aster DM Healthcare, is actively involved in the planning and implementation of projects that encompass various domains such as community development, medical and wellness initiatives, national and international aid, disaster recovery, child health, and support for People of Determination.

In a remarkable duration of only 6 years, Aster Volunteers has made a significant difference in the lives of over four million individuals. This impressive achievement has been made possible through the dedicated efforts of 56,157 volunteers, who actively engage with people and communities to create tangible impact on the ground.

Figure 17: Aster volunteers



We are thrilled to observe a remarkable 24% surge in Aster Volunteer Registrations compared to the previous year. This significant increase is a testament to our commitment to our social cause, and we are determined to continue fostering even greater numbers as we expand our efforts further.

Each year, Aster Volunteers actively participate in cleaning water bodies, planting trees, organizing medical camps, and extending assistance to the underprivileged in various ways. They demonstrate remarkable responsiveness during times of calamity by swiftly providing essential necessities like food, water, medical supplies, and other vital items to those affected.

With a collective effort, a total of 56,157 volunteers have joined Dr. Moopen in his mission to serve the less fortunate and promote values of humanity, empathy, and social welfare wherever Aster DM Healthcare operates.



ABCD PILLARS OF ASTER VOLUNTEERS

Aster Volunteers is the corporate social responsibility (CSR) arm of Aster DM Healthcare and has positively impacted over 4 million individuals in the last 6 years. This platform brings together various CSR initiatives under one umbrella and operates with a well-defined framework known as A-B-C-D, which stands for Aid, Belong, Coach, and Disaster Aid.

AID

Under the “Aid” pillar of Aster Volunteers, our initiatives are dedicated to creating healthcare facilities and services that alleviate the financial burdens and promote equal access to care.

This includes initiatives such as the provision of free or subsidized medical treatments, organization of health camps, and support for medical outreach programs.

- Medical Camps (Screening)
- Medical Camps (Advanced Speciality)
- Need Analysis And Community Survey
- Mobile Medical Services
- Sponsorship (Treatment)
- Sponsorship (Education)
- Sponsorship (Food)
- Sponsorship (Dress)
- Sponsorship (Medicine, Medical Consumables,Medical Equipment)
- Sponsorship (Gadgets)
- CSR Projects (Partnership/ Collaboration)

COACH

The “Coach” pillar of Aster Volunteers is dedicated to training and skill development.

The organization offers various programs to enhance the knowledge and skills of healthcare professionals, volunteers, and community members. This includes training in areas such as first aid, healthcare management, and disaster response.

- BLS Awareness
- ACL Awareness Training
- Training For People of Determination (Special Needs)
- Training Skill Development and Livelihood
- Training-Career Development



Through its various pillars, Aster Volunteers strive to create a better world by addressing healthcare challenges, promoting social well-being, and fostering a sense of belonging among communities.

4,357,884

Impacted from the start of the initiatives

BELONG

The “Belong” pillar of Aster Volunteers supports communities through both medical and non-medical programs.

These initiatives aim to address social issues, promote health and well-being, and improve the overall quality of life for individuals and communities. Some of the initiatives under this pillar are environmental awareness and protection programs, hygiene and cleanliness drives, and village camps.

- Child Care
- Environmental Awareness
- Environmental Protection Programs
- Green Initiatives
- Hygiene, Cleaning
- Camps Events
- Event Management & Co-ordinations
- Village Camps
- Entertainments

DISASTER AID

Lastly, the “Disaster Aid” pillar is one of the significant areas in which Aster Volunteers contribute to society.

During times of crises and disasters, the organization mobilizes its volunteers to provide immediate relief and support. This includes providing medical assistance, distributing essential supplies, and participating in post-disaster rehabilitation efforts.

- Materials Donation
- Donation
- Pandemic Care
- Vaccination Care
- Field Camps
- Accident & Trauma Care





VISION

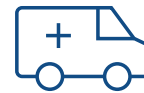
Aster Volunteers endeavors to create a platform that empowers communities to drive the spirit of volunteerism through social impact interventions in healthcare, environment, education and social uplifting through sustainable practices.



MISSION

To drive initiatives that create a positive impact through internal and external volunteer engagements and successful collaborations.

KEY ACHIEVEMENTS OF ASTER VOLUNTEERS



905,481

Mobile Medical Services

Care provided by AVMMS to the doorstep of underprivileged people



304,161

Disaster Aid

Beneficiaries in Somalia, Jordan, Bangladesh, UAE, India, Yemen



49,955

Treatment Aid

INR 15 crores+ worth treatment aid provided on yearly basis



222,384

BLS Awareness Training

Basic Life Support awareness provided



255

Aster Homes

A new home for the people who have lost their home in Kerala flood



2,047,214

COVID Support

Individuals impacted through Food Distribution, Webinars, Covid Camp, vaccination



780,526

Medical & Wellness Camps

Individuals treated through 6517 medical camps



108

Employment to Differently-abled

Appointed Differently-abled employees (PoD's)



ASTER VOLUNTEERS SHUKRAN AWARD

Shukran Awards 2023 is a testament to the incredible impact of Aster Volunteers, who have dedicated themselves to making the world a better place.

With a strength of over 56,157 volunteers, this organization has touched the lives of more than 4 million individuals, bringing hope and support to those in need.

The awards ceremony honors the selfless dedication of these volunteers, who have gone above and beyond their call of duty, extending unwavering support during times of crisis. Their acts of kindness have reached

and assisted countless underprivileged individuals worldwide, serving as an inspiration to all. These awards highlight the power of unity, resilience, and the human spirit, showcasing awe-inspiring stories of courage and determination. Through this event, we recognize and express heartfelt gratitude for the tireless efforts put in by Aster volunteers.

The Shukran Awards remind us of the significance of the work done by Aster Volunteers and inspire us to join hands in building a more compassionate and inclusive society, where everyone has the opportunity to thrive.



Best Performing Unit Aster Volunteers Mobile Medical Services Units



Best Performing Aster Volunteers Operational Unit



Aster Volunteers Global Star Volunteering Award



Muhammed Haseem KV
Aster MIMS Charitable Trust



Muhammed Basheer B
Dr. Moopen's Medical College



Dr. Amit Mane
Aster Aadhar Hospital



Mr. J. Parashuram
Aster RV Hospital, Bangalore



Mr. Abdul Shabad
Aster Hospital Mankhool

AID

ASTER VOLUNTEERS MOBILE MEDICAL SERVICES



In 2012 December coinciding with the 25th Anniversary/ Silver Jubilee of Aster DM Healthcare, we initiated the Mobile Medical Services program with the objective of delivering primary medical care to individuals residing in remote regions of India, the UAE, and other parts of the world.

These areas often lack sufficient or entirely lack medical facilities. Our mobile medical clinic is fully equipped to offer diagnostic, laboratory, medical check-ups, consultations, and first aid treatment.

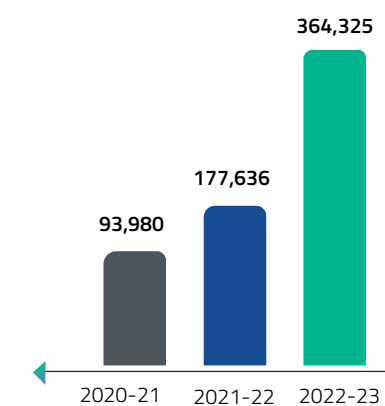
Our team of dedicated General Practitioners provides complimentary medical consultations aboard the mobile clinic. When necessary, individuals are directed to the nearest healthcare facility for advanced medical intervention. We offer services such as blood pressure, blood sugar, BMI, and occasionally cholesterol or ECG checks as required.

Additionally, our mobile clinic team conducts health talks in various languages, educating people on a range of health topics including BLS Awareness sessions. We actively participate in significant campaigns organized by our strategic partners. Currently, our Mobile Medical Services are operational in six countries.



AVMMS has witnessed a twofold increase in the number of beneficiaries over the past year, highlighting the profound positive impact of their healthcare initiatives and volunteer endeavors.

Figure 18: AVMMS Beneficiaries:



Flag off ceremony of Aster Volunteers Mobile Medical Services from UAE to Iraq and Somali Land.



GLOBAL PRESENCE

AVMMS has made a significant global presence, extending its reach beyond India and the UAE to various countries around the world. With over 31 operational AVMMS in different regions, AVMMS continues to make a positive impact on communities worldwide through its healthcare initiatives and volunteer efforts.

In the year 2022-23, AVMMS introduced four new locations to its network, including Kaithal in Haryana, Railmagra, Barmer, and Qatar. These additions further expand AVMMS's presence, enabling them to extend their healthcare initiatives and volunteer services to these regions.


31

Operational AVMMS


13

Countries of Operation

Global Presence

Aster Volunteer Mobile Medical Services (AVMMS)

Geographies where AVMMS has its footprints - FY 2023

1. UAE
2. Oman
3. Qatar
4. Iraq
5. Yemen
6. Lebanon
7. Somaliland
8. Ethiopia
9. Sudan
10. Philippines

In Progress

11. Bangladesh
12. Zanzibar (Unguja Island)
13. Tanzania

INDIA

14. Thamarassery
15. Kochi
16. Kannur
17. Thrissur
18. Nilambur
19. Wayanad
20. Malabar
21. Bengaluru
22. Hyderabad
23. Odisha
24. Barmer
25. Railmagra
26. Kolhapur
27. Haryana
28. Jharkhand
29. Delhi
30. Chennai
31. Ramanathapuram

Work in Progress

32. Assam

Upcoming geographies

1. Chad
2. Zanzibar (Pemba Island)
3. Uganda
4. Djibouti
5. Eritrea
6. Sri Lanka
7. Nepal

INDIA

8. Bihar
9. Uttar Pradesh
10. West Bengal
11. Jammu & Kashmir
12. Tirupati (Andhra Pradesh)
13. Guntur (Andhra Pradesh)
14. Indore (Madhya Pradesh)
15. Gujrat

Mission Kaithal – Haryana

Aster Volunteers in collaboration with the government of Haryana, Ashok Leyland, and Roots Foundation, Aster Volunteers expanded their reach to underserved communities through AVMMS.

The initiative was officially launched at the DTI campus in Kaithal, with esteemed guests including Dr. Sangeeta Tatarwal, IAS, Deputy Commissioner of Kaithal District, Mr. Girish Chawla from the Regional Transport Authority of Haryana State, and Dr. Jayant Ahuja, DHO, Kaithal.

Led by the Aster Volunteers India team, the facility provided essential healthcare services, benefiting over 150 drivers from Haryana state. Further deployments of the AVMMS units are planned in remote areas of Haryana, aiming to bridge the gap in last-mile healthcare access.



Mission Barmer – Rajasthan

Driven by their commitment to serving underprivileged communities, Aster Volunteers, in collaboration with Ruma Devi Foundation, Human Welfare Foundation, and Roots Foundation, initiated a transformative Mobile Medical Services program in Barmer. This initiative is part of Mission Barmer 2022, aiming to provide healthcare access to underserved populations. The dedicated team of volunteer doctors, including Obstetrics & Gynecology specialists from Aster Hospitals Clinics and Pharmacies in Dubai, Senior Paediatric Consultants from Aster CMI Bengaluru, and Paediatric Cardiac Surgeons from Aster Medcity Kochi, joined forces with local volunteers to conduct a six-day medical camp, impacting over 1500 individuals in the region.

AVMMS Ethiopia

Aster Volunteers Mobile Medical Services recently conducted its highly successful 2nd round of Free Uterine Prolapse (UVP) and Fistula screening and treatment in Shiromeda, Ethiopia.

In partnership with Ithiel Maternal and Child Speciality Health Center and Giv Society Ethiopia, this compassionate initiative aimed to address the pressing healthcare needs of vulnerable mothers in the region.

During the medical mission, approximately 100 mothers were provided with much-needed screening

and treatment for Uterine Prolapse and Fistula, two conditions that can significantly impact the physical and emotional well-being of affected women.

With the support of St. Paul's Hospital Millennium Medical College-SPHMMC, and the dedicated efforts of volunteer physicians, nurses, and social workers, the initiative was able to make a meaningful difference in the lives of these women.



AVMMS Launch for Kannur and Kasaragod Region

In partnership with SALSAR Charitable Trust, AKCAF, and Aster MIMS Kannur, we initiated a new Aster Volunteers Mobile Medical Services that operates in the Kannur and Kasaragod region of Kerala, in India. Mr. Sri. M. V Govindan, Master (Honorable Minister for Local Self Governments and Excise, Govt. of Kerala), flagged off

the vehicle at Kannur MIMS premises. The new AVMMS shall provide medical services to hundreds of people in the region, ensuring those in need receive healthcare services on time and at their doorstep.



Mission Railmagra - Rajasthan

In collaboration with the Government of Rajasthan, Aster Volunteers in collaboration with Ashok Leyland, Govt of Rajasthan, and Roots Foundation, Aster Volunteers successfully launched another Mobile Medical Services Unit in North India, aiming to provide accessible healthcare services to people right at their doorsteps.

The official inauguration of the AVMMS took place at the Drivers Training Institute, Railmagra, with the esteemed

presence of Padmashri Awardee and Environmentalist, Shri. Shyam Sundar Paliwal, and Shri. Chagga Lal Purohit, Dy. SP Rajasthan Police.

Leading the initiative, the Aster Volunteers India team, represented by Mr. Rohan Franco and Mr. Dada Sargar, demonstrated their commitment to expanding healthcare access and making a difference in the community.



In collaboration with Aster MIMS Charitable Trust, Benny & Sherry Foundation, and St. Alphonsa Palliative Care Charitable Trust, along with Aster MIMS Calicut, Aster Mother Areekode, and Aster MIMS Nursing College (NSS unit), Aster Volunteers Mobile Medical Services (AVMMS) Thamarassery organized a three-day medical camp in the Munderi tribal area of Nilambur.

The camp aimed to provide essential healthcare services to the 2,882 families residing in 182 tribal settlements within the region.

Saraswathy and Chandramathy, elderly women residing in Nettoor, Ernakulam, were grappling with age-related ailments and struggling to afford even a single meal per day. The dire circumstances faced by these individuals came to public attention through the Mathrubhoomi news channel.

In response, Aster Volunteers took swift action and transferred Saraswathy and Chandramathy to the AVMMS unit, where they were provided with essential care. Subsequently, they were relocated to the Peace Valley Rehabilitation Center in Kothamangalam, ensuring a safe and supportive environment for their well-being.

AVMMS Malabar Region Flag off

Aster Volunteers Mobile Medical Service has partnered with Rotary District 3204 and Aster MIMS Cluster units, to provide essential healthcare services to the underprivileged communities in the Malabar region.

This remarkable initiative was officially flagged off at the prestigious Raj Bhavan premises in Trivandrum by the esteemed Honorable Governor of Kerala, Sri Arif Muhammed Khan.



The event witnessed the presence of key figures, including Sri. Farhan Yasin, the Regional Director of Aster Cluster Units in Kerala & Oman, Dr. Rajesh, the Governor of Rotary District 3204, and other distinguished Rotary officials, as well as Sri. Arul IPS and Dr. Hari, a Consultant in Radiology at Aster MIMS Kottakkal, alongside the dedicated Aster Volunteers.

Together, we embark on this noble journey to bring quality healthcare closer and uplift the lives of the marginalized sections of our society in the Malabar region.

ASTER VOLUNTEERS TREATMENT AID

MAKING MIRACLES HAPPEN

Aster Volunteers extends annual financial and healthcare assistance valued at millions of INR to patients unable to afford advanced treatment, including life saving complex surgeries.

The organization firmly believes in making quality healthcare accessible to all individuals, regardless of privilege, ensuring that no individual is deprived of essential medical care. An efficient and effective system is in place to evaluate and provide subsidies and support to eligible patients seeking treatment, often free of cost, at ADMH facilities engaging shared resources of its own and engaging its strategic partners.



INR 18+ Cr
Aster Volunteer Treatment
AID provided



INR 12 Cr
Treatment Aid through
External Charity
Support, UAE



Driven by our unwavering belief in the fundamental right to quality healthcare, we are dedicated to extending our support to those who lack access to advanced medical services.

Our mission is to empower individuals, particularly those who are financially disadvantaged, to embrace a renewed vitality in life. Through our monthly treatment initiatives, we have successfully facilitated life-changing surgeries valued at over 18 crores INR, positively impacting the lives of 6,295 individuals in FY 2022-23.



6,295
Beneficiaries of
Treatment Aid

ASTER VOLUNTEERS TREATMENT AID 2022-23		
UNITS	NO. OF PATIENTS	AID AMT IN INR
Aster DM Foundation India	125	3,844,470.00
Aster Sick Kids Foundation India	47	1,665,790.00
Head Start Initiative India	3	220,000.00
Aster MIMS Charitable Trust India	4797	14,371,923.00
Aster Allana Initiative India	1059	42,951,921.00
Aster Allana Int'l Initiative, UAE	4	1,159,595.87
Treatment Aid through External Charity Support, UAE	61	121,338,920.72
Treatment aid in Aster Clinics UAE	199	1,553,184.60
Total	6295	187,105,805.19



ASTER VOLUNTEERS TREATMENT AID- IMPACT STORIES

A 3-year-old child diagnosed with congenital heart disease was able to undergo life-saving cardiac surgery at no cost.

This gesture provided hope and relief to the child and their family, ensuring a brighter future for the young patient's heart health.



Five-year-old boy, found himself admitted to Aster Medcity due to stiffening of both his upper and lower limbs, requiring critical medical management. He resides in Alathur, Palakkad District, Kerala, India, with his parents, grandparents, and two siblings. His father, the sole breadwinner, earns a living as an auto driver. However, with limited financial resources, covering the extensive treatment costs became a daunting task for the family. Aster DM Foundation stepped in and provided a significant and much-needed support to ensure that the boy received the necessary medical care and attention. This support alleviated the financial burden and offered hope and relief to the family during this challenging period.



A 5-year-old boy residing in the remote areas of Konathukunnu in Thrissur District, was admitted to Aster Medcity for adenoid surgery. However, his father, an unskilled laborer and the sole breadwinner of the family, faced financial challenges in affording the necessary operation for his son. Recognizing the family's predicament, the Aster DM Foundation stepped forward and provided significant financial assistance towards the treatment expenses, ensuring that he could undergo the required surgery and receive the medical care he needed.



A 3-year-old boy from Koothuparamba Kannur, is undergoing monthly hospitalization to treat a particular type of rheumatoid arthritis. However, his father, who is suffering from a brain tumor, is unable to afford the medical expenses.

The family heavily relies on financial support from relatives. Recognizing their challenging circumstances, Aster Volunteers stepped in and provided financial assistance by contributing to the treatment costs through Aster MIMS Charitable Trust.





22-year-old woman, was admitted to Aster Medcity for multiple plastic surgeries necessitated by a train accident, where she fell from a train.

The severity of her injuries required extensive surgical management.

Residing with her parents in a modest tile-roofed house located in Kodungallur, Thrissur District, her family faces considerable financial challenges. Her father, who is differently abled, relies on the support of relatives and friends for their livelihood.

Recognizing the family's financial constraints, the Aster DM Foundation extended a significant portion of the treatment cost as a crucial form of support.

Three-year-old boy, was admitted to Aster Medcity for urethroplasty, requiring critical surgical management. He resides with his parents, grandparents, and two younger brothers in Muvattupuzha, Ernakulam District.

His father works as a daily wage laborer in a tire shop and serves as the sole source of income for the family. Given their limited financial means, covering the extensive treatment cost posed a significant challenge. Aster DM Foundation compassionately extended a substantial amount as crucial support to cover the medical expenses and ease the financial burden on the family.



One-month-old baby, faced a challenging medical situation and was admitted to Aster Medcity for ortho surgery to address an infection, necessitating critical surgical management. Baby is a resident of Eriyad, Thrissur District. The family relies solely on the income of the baby's father, who works as a painter, to make ends meet. With limited financial resources, covering the substantial treatment costs became an overwhelming burden for the family. With the assistance from Aster DM Foundation, which contributed a sizable support to cover the medical expenses, baby and the family were provided with much-needed relief.

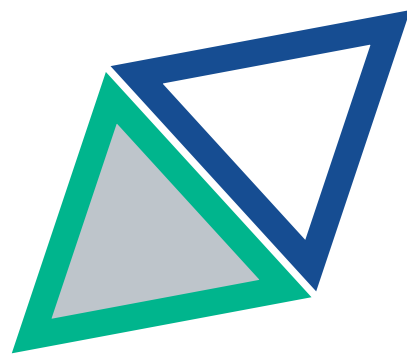
Koode 2023

In a remarkable collaboration Aster Volunteers, Thanla Vadakara and Aster MIMS Calicut came together to organize the first camp of the 'Koode-2023' project at Aster MIMS, Kozhikode.

The ambitious initiative aims to provide free life-saving surgeries to 250 differently abled children from underprivileged families, all under the age of 18 years.

The inaugural camp was attended by 75 children, marking a significant step towards transforming their lives through access to essential medical care and support.

The project's mission of uplifting and empowering these children and their families holds promise for a brighter and more inclusive future.



ASTER SICK KIDS FOUNDATION (ASK)

Ensuring the optimal growth and well-being of infant

An 18-month-old toddler hailing from Thrissur, faced a significantly critical health condition, caused due to a respiratory infection, necessitating his admission to the Pediatric Intensive Care Unit (PICU) at Aster Medcity, Kochi. The medical team at the hospital administered Extracorporeal Membrane Oxygenation (ECMO) treatment to stabilize his condition.

Aster ASK subsidized the expenses associated with treatment, which reduced the financial burden on the family.



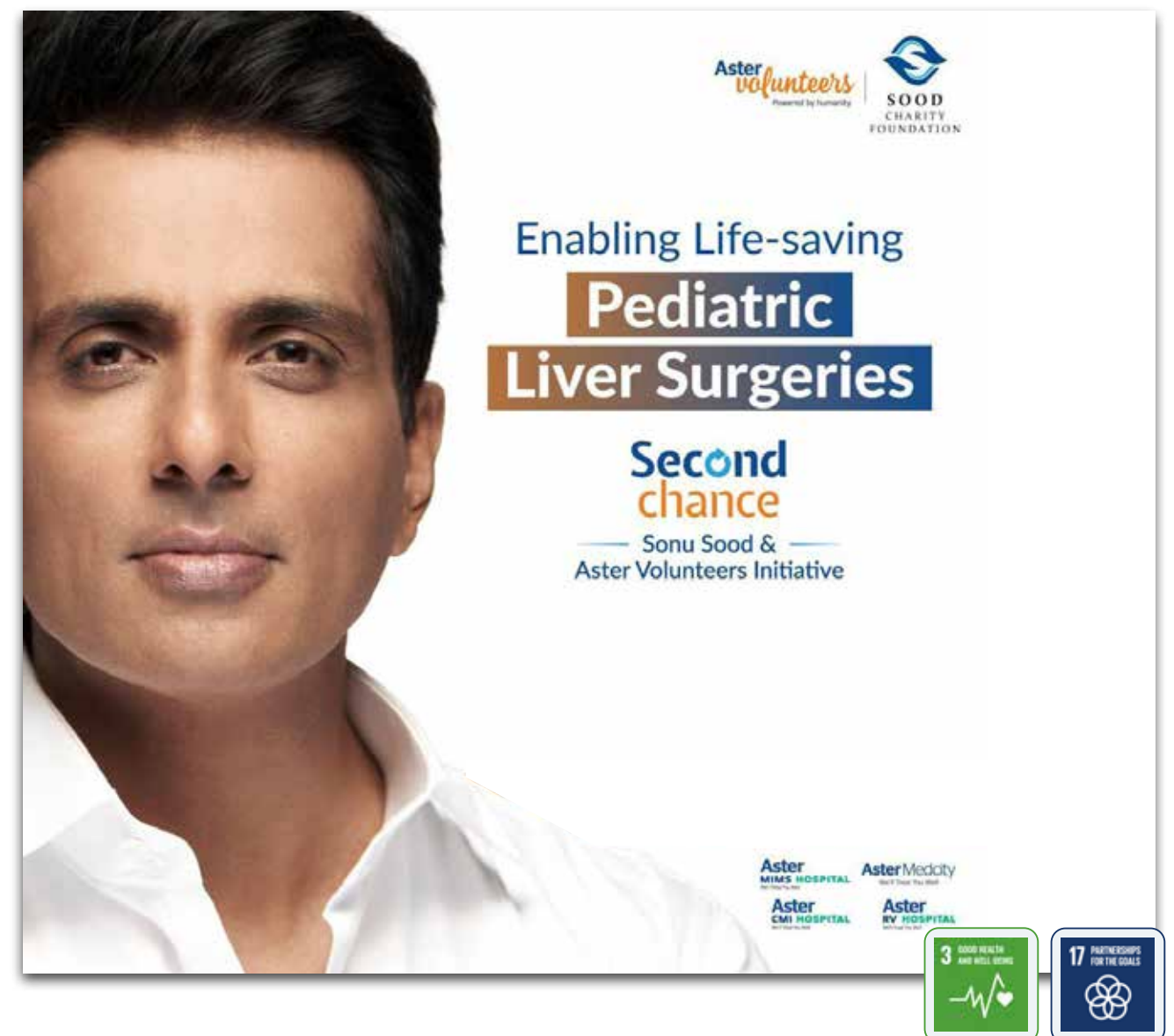
The ASK Foundation, the philanthropic division of the Aster DM Foundation based in Kochi, is dedicated to ensuring that every child, regardless of their financial background, receives world-class healthcare.

Operating within Aster Medcity Hospital in Kochi and Aster CMI Hospital in Bangalore, the ASK Foundation aims to provide advanced medical care at an affordable cost for deserving sick children. Eligibility for assistance from the ASK Foundation is determined through an evaluation of the child's socio-economic status and medical condition prior to treatment. Upon assessment, the ASK Foundation collaborates with Aster DM Foundation and either Aster Medcity or Aster CMI to waive off 75% of the total medical bill, with the family responsible for paying only the remaining 25%.



SECOND CHANCE – SONU SOOD AND ASTER VOLUNTEERS INITIATIVE

Renowned Bollywood actor and philanthropist, Sonu Sood, has partnered with Aster Volunteers to raise awareness about liver disease and support children in need of life-saving transplants. Through this collaboration, Aster Volunteers will aid 50 underprivileged children who require liver transplants at Aster CMI and Aster R.V. Hospitals in Bangalore, as well as Aster Medcity and Aster MIMS Hospital in Calicut, Kerala, India. The partnership actively promotes liver health, encourages organ donation to save lives, and guide families in need of transplant support. Families seeking liver transplants for their children can reach out to dedicated 24x7 helplines.



Second Life - Because Little Lives Matter

Aster Volunteers launched the inspiring 'Second Life - Because Little Lives Matter' initiative, a year-long endeavor dedicated to supporting the medical treatment of underprivileged children. The primary goal of this initiative is to provide free pediatric surgeries to at least 100 children below the age of 12 years. This compassionate effort assists deserving children undergoing treatment across Aster Hospitals in five states of India, ensuring that these young lives receive the care and attention they deserve.



A courageous 10-year-old boy, had developed Congenital aqueductal stenosis and had to undergo critical neurosurgery. His family lived off a small property in Kothamangalam, and his father, a pick-up driver, supported them. However, financial challenges stood in their way. Fortunately, the Aster DM Foundation came to their aid through their 'Second Life' initiative. Their unwavering support ensured that finances never became an obstacle in providing the care and treatment Adhnan deserved.



At the tender age of 5, little girl faced a challenging ordeal with Bilateral Inguinal Hernia, leading her to undergo surgery at Aster Medcity. Hailing from Kureekad village in Ernakulam, her family of 5 relied on the meager income of her father, who worked as an auto driver, to make ends meet on their few cents of land. The financial burden of the necessary medical treatment weighed heavily on the family. However, their worries eased when the ASK Foundation stepped in with unparalleled support through their 'Second Life' initiative. Generously sponsoring the entire cost of treatment, they ensured that finances did not stand as a barrier to Eirene's recovery.

A brave 7-year-old boy, was admitted to Aster Medcity for a challenging spine surgery due to myelomeningocele. Residing in an interior region of Paravoor, Ernakulam, he lived with his mother and grandparents. His mother, a widow, and the sole breadwinner, struggled to make ends meet with her meager income as an executive at a nearby bike showroom. The burden of the treatment cost seemed impossible for the family. Thankfully, the ASK Foundation came to the rescue through their 'Second Life' initiative. Their unwavering support ensured that financial constraints did not hinder Arjun's access to the necessary medical care.



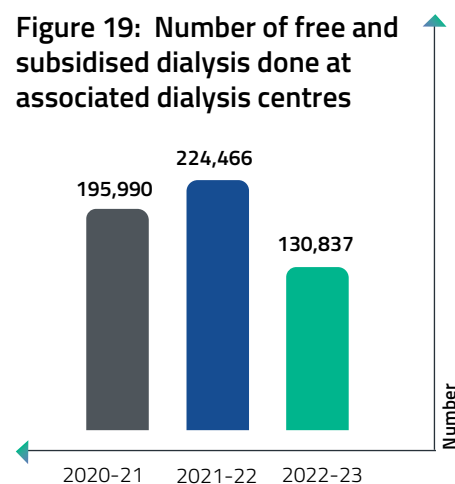
ASTER VOLUNTEERS DIALYSIS PROGRAM

The Aster DM Foundation, Dr Moopens Family Foundation and Aster MIMS Charitable Trust has taken the initiative to establish a network of dialysis centers in Kerala.

The primary objective of this endeavor is to enhance the quality of life for patients who require regular dialysis but lack the financial means to cover the associated medical expenses. The initiative provides continuous hemodialysis support for those in need.

The dialysis centers receive technical assistance from Aster MIMS and would not have been possible without the remarkable efforts of the Aster Volunteers.

Figure 19: Number of free and subsidised dialysis done at associated dialysis centres



GARDEN OF LIFE- ASTER MEDCITY

Deceased organ donors are the unsung heroes of the society. The courage and love of their family members is tremendous. In their time of grief, they see the pain and suffering of patients with organ failure and bravely decide to donate the organs of their deceased loved ones.

Aster Medcity felt the need to recognize these brave people and create a monument for the deceased donors. Hence, "Garden of Life" was created and was inaugurated by a family member, one of the first deceased organ donors at Aster Medcity, in November 2022.

The Garden is a serene place located on the banks of River Periyar. The names of all the deceased donors from Aster Medcity are etched on a memorial marble stone, which forms the centerpiece of the Garden. A tree of life forms another attraction, with the sounds produced by a wind chime on the tree giving a soothing feel to the whole area. It is considered a place to contemplate and meditate about the meaning of life, death, and suffering.

It is the second such initiative in India and the first by an individual Hospital.

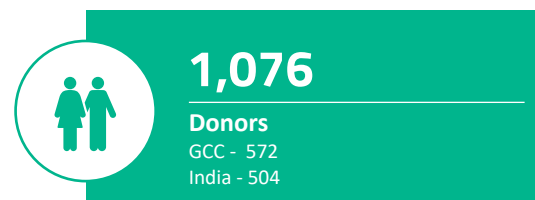
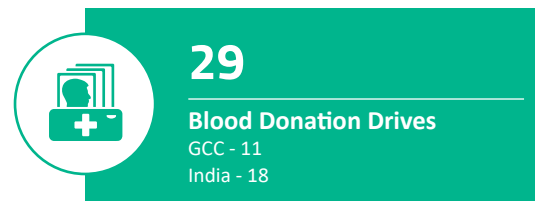


BLOOD DONATION DRIVES

Blood donation drives play a crucial role in ensuring an adequate and safe blood supply for medical treatments and emergencies. By encouraging people to donate blood, these drives help save lives, support medical procedures, and provide a lifeline to individuals in need of blood transfusions.

Aster Volunteers, through their multiple blood donation camps held across India and GCC, play a significant role in encouraging blood donation. These camps have witnessed an overwhelming response, with numerous donors coming forward to contribute.

Active participation from various units including Aster CMI Bangalore, Dr. Moopen's Medical College, Aster Hospital Mankhool Bur Dubai UAE, Aster Medcity, Aster MIMS Calicut, Aster MIMS Kannur, Aster MIMS Kottakkal, Aster Prime Hospital, Aster DMH Qatar, Aster RV Hospital, Aster Sanad Hospital, Medcare, and Aster Aadhar Hospital underscores the importance of these drives in meeting the blood supply demands and saving lives.



WORLD DIABETES DAY - DIABETES SCREENING

The World Diabetes Day campaign holds immense importance towards raising global awareness about diabetes, its prevention, and management.

It serves as a platform to educate individuals, promote healthy lifestyles, and encourage early detection. As part of the World Diabetes Day campaign, Aster Volunteers

offered complimentary initial assessments and HbA1c tests (measuring average blood glucose levels over the past 3 months) at designated Aster Hospitals and Aster Labs in India. A total of 472 HbA1c test kits were provided, to patients in India and the Gulf countries.



Aster Volunteers organized a complimentary HbA1c camp at the Ministry of Commerce in Oman.

The event featured a lecture by Dr. Majd Sulamin, a pediatrician, who emphasized the significance of early detection and prevention of diabetes.

DUBAI METRO STATIONS TURNED INTO DIABETES SCREENING CAMPS

To combat the escalating prevalence of diabetes, Aster Volunteer Mobile Medical Services partnered with Dubai Health Authority, Road Transport Authority, and Boehringer-Ingelheim to establish several screening camps at prominent Dubai metro stations, namely Centre Point, Burjuman, Dubai Mall, and Nakheel. From 14th to 26th November, these camps successfully screened over 10,000 commuters.



ASTER SETS A NEW GUINNESS WORLD RECORD

To commemorate World Diabetes Day, Aster DM Healthcare organized a remarkable event at Dubai Investments Park, wherein the largest free diabetes screening and awareness camp for low-income workers was conducted.

This camp made history by setting a new Guinness World Records title for the most pre-diabetes/diabetes forms completed in a single venue within a span of 24 hours.



A total of 12,714 individuals were screened during the camp, and the officials from Guinness World Records were present to assess the event.





RECORD
HOLDER



Following the assessment, a prestigious Guinness World Records certificate was presented to Dr. Azad Moopen, the Founder Chairman and Managing Director of Aster DM Healthcare, acknowledging this outstanding achievement. We extend our heartfelt gratitude to all the dedicated volunteers whose selfless support contributed to the success of this remarkable feat.



MEGA MEDICAL SCREENING CAMPS

Aster Volunteers organized around 150 remote medical mission camps communities across geographies. These camps aim to address the healthcare needs of individuals who lack access to quality medical facilities.

A wide range of healthcare services are provided to the attendees, including ophthalmology, cardiology, pediatrics, and general medicine.

Free medical check-ups, consultations, and diagnostic tests to identify and address various health concerns are carried out by medical professionals and Aster Volunteers.

Additionally, awareness sessions on topics like basic life support, hygiene practices, and disease prevention were conducted to educate the participants and empower them to take charge of their well-being.

The mega health camps witnessed a significant turnout, with around 10,000 individuals benefiting from the services provided.

Through the collective efforts of Aster Volunteers and the support of partner organizations, these camps have played a crucial role in improving the health outcomes of underserved communities.



HEART-TO-HEART WALK

Aster Volunteers launched the “Heart-to-Heart Walk” initiative that captured the hearts of many and aimed to improve the heart health of underprivileged children. For every 10,000 steps walked, Aster Volunteers pledged to contribute 100 INR towards the funding of pediatric cardiac surgeries through the Aster DM Foundation.

Walk today to see a kid
smile tomorrow

#Heart2Heart

28th September 2022 - 16th October 2022

Register online or spot register at designated parks

Heart
to Heart
Walks 2022

WALK FOR A CAUSE

Aster
volunteers
Powered by



The initiative quickly gained momentum, attracting the attention of 7,960 compassionate individuals who registered to participate in this noble cause. These volunteers wholeheartedly embraced the initiative and eagerly took on the challenge of accumulating steps. The collective effort of all the walkers yielded a staggering About 18 crore steps an awe-inspiring testament to their dedication and determination. Each step represented a commitment to better heart health and a brighter future for underprivileged children suffering from heart conditions.

With every stride taken, Aster Volunteers fulfilled its promise of contributing 100 INR for every 10,000 maximum steps a day completed. The cumulative efforts of the participants resulted in a generous donation of INR 17.87 lakhs towards funding pediatric cardiac surgeries.

This substantial sum, facilitated through the Aster DM Foundation, will provide Free pediatric cardiac surgeries for the underprivileged children to children who would otherwise be unable to access or afford the life-saving treatments they urgently require.

The impact of this initiative goes beyond the numbers. It embodies the spirit of empathy, unity, and compassion that exists within the Aster community and its volunteers. By coming together, they have not only raised funds but also raised awareness about the pressing issue of cardiac illness, solutions through regular fitness programs also creating a bond with underprivileged and helping their needs.

BELONG

ASTER VOLUNTEERS BELONG



The “Belong” pillar of Aster Volunteers focuses on creating a sense of community and belonging among individuals from diverse backgrounds. It aims to foster an inclusive environment where volunteers feel valued, respected, and connected.

Through various initiatives and activities, such as cultural events, team-building exercises, and mentorship programs, the Belong pillar strengthens the bond between volunteers, encouraging collaboration and mutual support. By promoting a sense of belonging, Aster Volunteers empowers its members to make a positive impact together and contribute to the betterment of society.



MOOPEN INSTITUTE FOR LOCAL EMPOWERMENT (MILES)

The Moopen Institute for Local Empowerment, led by Dr. Azad Moopen, is a dynamic initiative that aims to empower communities through education, vocational training, and healthcare support.

With strategic partnerships and diverse programs, the institute equips individuals with essential skills and resources for self-reliance and economic growth.

By fostering collaboration with government agencies, non-profit organizations, and educational institutions, MILES strives to create sustainable solutions that address community needs. Through its holistic approach, the institute generates positive social impact and builds resilient and inclusive communities.



ASTER GREEN CHOICES INITIATIVE

At Aster DM Healthcare, we believe in the profound impact of collective efforts towards environmental conservation. As responsible global citizens, Asterians have taken a resolute sustainability pledge to contribute towards a greener and healthier planet. With unwavering commitment, they have embraced the mantra of "Reduce, Reuse, Recycle," vowing to keep their surroundings clean and free of plastic waste.

A remarkable initiative undertaken by Aster Prime Hospital showcases our dedication to a plastic-free world. To encourage the reduction of single-use plastic waste, glass bottles were thoughtfully distributed to all employees. This proactive step encourages our staff to adopt reusable alternatives and significantly reduce their plastic footprint.



The unwavering commitment of Asterians to sustainability extends to their conscientious efforts in conserving electricity, fuel, and water.

Recognizing the significant impact of these resources on the environment, our employees have taken a pledge to actively promote responsible consumption practices. By implementing energy-efficient measures, optimizing fuel usage, and adopting water-saving techniques, they contribute to the protection of vital environmental resources.

In line with our mission to drive sustainability and reduce waste, Aster DM Healthcare has strategically placed seven collection boxes at various locations within Aster Hospitals and Medcare Hospitals in the UAE.

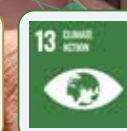
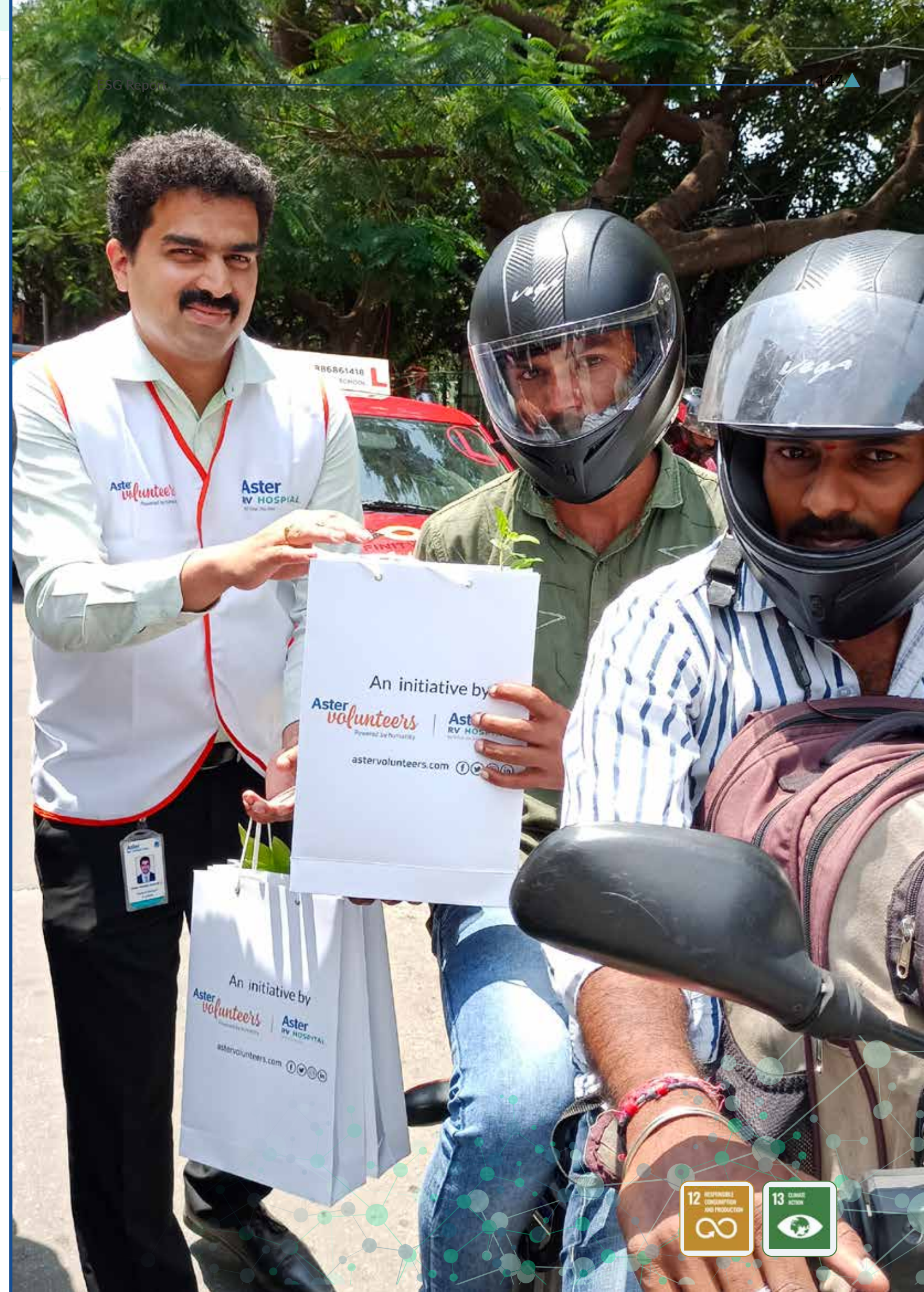
These dedicated collection boxes serve as convenient and accessible points for employees and visitors to deposit old newspapers. Through this initiative, we aim to divert paper waste from landfills and give these discarded newspapers a new lease on life. Recycling collected papers, enables us to promote circular economy and minimizing our ecological footprint.

Embracing a deep concern for environmental well-being and a sustainable future, Aster MIMS Kottakkal, Aster

Hospitals Bangalore, and Aster Aadhar Kolhapur have taken a commendable step towards fostering a greener world by distributing saplings.

By distributing saplings, we aim to instill a culture of environmental consciousness among our stakeholders and encourage active participation in nurturing the natural environment.

These saplings symbolize our dedication to fostering a healthier planet for future generations. Through such initiatives, we endeavor to inspire positive change and create a lasting impact in our journey towards a greener and more sustainable future.



Organic Vegetable Garden

Aster Volunteers encouraged its staff through employee engagement programs and environmental awareness by promoting cultivation of organic vegetables at roof tops of thier hospitals thus, dedicated to fostering a world brimming with happiness and compassion. They embarked on a journey of cultivating Organic Vegetable Farming at hospital rooftops. In a collective effort, hospital staff and officials enthusiastically embraced the endeavor, nurturing saplings that hold the promise of a verdant and sustainable future.





A remarkable total of 542 saplings were planted across our hospitals. Profound gratitude is extended to the participating units, including Aster Hospital Cedar, Aster Hospital Sharjah, Aster Hospital Muhaisnah, Aster Hospital Mankhool, Aster Hospital Quasis, Aster Hospital Calicut, Aster Hospital Al Safa, and Medcare Orthopedics and Spine Hospital (MOSH), whose unwavering support has magnified the impact of the cause.

BAND OF MUSICIANS WITH DETERMINATION

Inclusion and diversity are a part of our ethos at Aster DM Healthcare and form the basis of our strength as an organisation. We have seen people of Determination (PoD) working hard and excelling at their jobs.

The Society for Rehabilitation of the Visually Challenged (SRVC) has brought together talented musicians from across Kerala, India, and formed "Heart2Heart", an orchestra exclusively for the visually challenged.

To provide employment opportunities to the PoDs, Aster Medcity has tied up with Heart2Heart band of musicians by giving them an opportunity to perform at Aster Medcity regularly. The soulful music played by Muthu, Jaymohan, and Benny (all visually challenged) fills the air, soothing the physically and mentally tired patients and caretakers.



ASTER MIMS PROVIDES EMPLOYMENT OPPORTUNITIES TO THE DIFFERENTLY ABLED (People of Determination)

Aster MIMS Hospital has taken a significant step towards inclusivity by providing employment opportunities to 10 individuals with Physical Challenges. The HR Department conducted interviews, welcoming around 50 People of Determination with Physical Challenges candidates.

This initiative reflects the commitment of Aster MIMS Hospital to create a diverse and inclusive workforce, empowering individuals with disabilities to contribute their skills and talents to the organization.



ASTER VOLUNTEERS COMMUNITY INTERVENTION INITIATIVE

Aster Volunteers, as part of their livelihood support program, provided a beneficiary with a custom-made petty shop vehicle designed to meet his specific requirements and sustain his livelihood. Additionally, a significant amount of initial working capital was extended to facilitate his business venture.

An unskilled laborer, encountered a devastating accident during construction work, resulting in severe multiple fractures. The support provided by Aster Volunteers aims to empower him to regain financial independence and rebuild his life. This initiative exemplifies the commitment of Aster Volunteers to making a positive impact on individuals' lives by offering tailored support and promoting sustainable livelihood opportunities.



LIVELIHOOD STORIES

Aster DM Foundation has taken the opportunity to provide essential livelihood support to a beneficiary, a dedicated fisherman hailing from Kunjithai. Despite facing health issues that limit his ability to engage in strenuous physical work, he approached the Aster DM Foundation with a request to repair his damaged Canoe and acquire a new fishing net.

Understanding the significance of his livelihood and the responsibilities towards his family, which includes his wife, daughter, and autistic son, the Foundation swiftly stepped in and generously sponsored the full amount required for the repairs and the purchase of the fishing net.

The heartwarming case was brought to the attention of the Aster DM Foundation by local social workers who continuously strive to identify and support individuals in need within their communities.

By providing this crucial livelihood support, the Foundation reaffirms its commitment to making a positive impact in the lives of individuals facing challenges and hardships.

Through acts of kindness and compassionate initiatives, the Aster DM Foundation remains steadfast in empowering individuals, ensuring they can overcome adversity and secure sustainable means of livelihood for themselves and their families.



Aster Volunteers and Aster MIMS Calicut had a fulfilling day as they provided support to a beneficiary from Pandikkad, Malappuram. A spinster, has been caring for her sister's differently abled child after her sister and the child's father passed away.

Despite the challenges, she utilized her time effectively by engaging in tailoring and dress designing.

Recognizing her dedication and resourcefulness, Aster Volunteers and Aster MIMS Calicut extended their support by providing her with a high-speed tailoring machine, an embroidery machine (Fashion Maker), and a simple tailoring machine.

These machines, presented in association with RIGHTS TRUST, Malappuram, enabled her to earn a livelihood while continuing to care for the child. The support was made possible through the intervention of the Social Justice Department District Probation Officer, Mr. Sameer Machingal.

The function was attended by Mr. Latheef Kasim, Aster DM Foundation Senior Manager, and Mr. Mohammed Haseem.KV, Aster MIMS Charitable Trust Manager. Together, they celebrated this heartwarming initiative that aims to empower and uplift the lives of those in need.



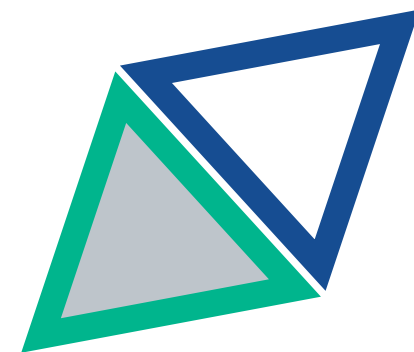
We are delighted to share the heartwarming story of a beneficiary from Kadavilparambil, Mulavukad, Ernakulam. A dedicated fisherman by profession, he lives with his wife and school-going son in a modest dwelling.

Unfortunately, due to diabetic neuropathic disease, he recently had to undergo the amputation of half of his left foot. Adding to the family's challenges, his wife is bravely battling breast cancer, leaving both unable to work and provide for their livelihood.

With the aspiration to embark on a new livelihood venture, they approached the Aster DM Foundation seeking assistance in purchasing a new petty shop vehicle and securing the initial stock.



Touched by their determination and resilience, the Foundation wholeheartedly sponsored a custom-made new petty shop vehicle, along with the essential initial stock, empowering them to start their new journey towards financial independence and stability.



SMILE 4.0

Ramadan concluded with heartwarming celebrations as Aster Volunteers delighted 100 lucky children with an Eid of their dreams.

Through the Smile 4.0 program, in collaboration with Emirates Red Crescent and sponsor partner Landmark Group, we aimed to gift underprivileged children an unforgettable Eid experience.

The joyous occasion took place at the Max outlet in Oasis Mall, where the children were treated to a shopping spree, allowing them to pick their favorite new outfits for Eid. The festivities continued with engaging activities like the creative corner and face painting, adding to the children's excitement. They also got an opportunity to showcase their talents such as singing and dancing and get immersed in the spirit

of celebration. Witnessing the awe and wonder in their eyes, a talented magician transported them to a magical world, filling their hearts with joy and laughter.

This heartwarming event would not have been possible without the dedication and support of our internal and external volunteers who worked tirelessly to ensure its success.

Similar programs were conducted by Aster Volunteers under Smile 4.0 initiative across various geographies benefitting to large number of underprivileged children.

Through their efforts, we were able to bring smiles to the faces of these deserving children, making their Eid a truly memorable and cherished occasion.



COACH

ASTER VOLUNTEERS – COACH



The “Coach” pillar of Aster Volunteers emphasizes the importance of mentorship and skill development. It aims to empower volunteers by providing them with opportunities for personal and professional growth. Through coaching programs, workshops, and training sessions, volunteers are equipped with the necessary knowledge and skills to excel in their roles.

The Coach pillar also encourages volunteers to become mentors themselves, guiding and supporting others on their journey of volunteering. By fostering a culture of continuous learning and development, Aster Volunteers enables its members to become effective leaders and make a lasting impact in their communities.



BASIC LIFE SUPPORT AWARENESS SESSION

Aster Volunteers takes great pride in providing Basic Life Support (BLS) training programs aimed at equipping individuals with essential life-saving skills. These training sessions are conducted by experienced medical professionals and volunteers who are passionate about creating a community of first responders. Over the years, our BLS training programs have benefited 225,300 individuals, enabling them to confidently respond to medical emergencies and potentially save lives.

The BLS training sessions focus on essential techniques such as cardiopulmonary resuscitation (CPR), choking management, and first aid procedures. Participants learn how to assess and respond to critical situations, administer CPR, and provide initial care until professional

medical help arrives. Through interactive demonstrations, practical exercises, and informative discussions, the participants gain valuable knowledge and hands-on experience, building their confidence and preparedness to handle emergency situations.

By offering BLS training, Aster Volunteers not only enhances the overall safety and well-being of the community but also creates a network of trained individuals who can make a real difference during medical emergencies. These training initiatives are a testament to our commitment to empowering individuals with life-saving skills and fostering a culture of care and preparedness within the community.

Aster Volunteers from Aster Whitefield Hospital for Women & Children in Bangalore organized a BLS training in three police stations. Over 121 police personnel from Mahadevapura and KR Puram stations actively participated and successfully completed the training.

They gained essential life-saving skills, including CPR and first aid procedures, to effectively respond to medical emergencies. This initiative enhances community safety and showcases the commitment of the police personnel to serving and protecting their communities.



"BeFirst"

Aster Medcity's groundbreaking initiative through Aster Volunteers platform BeFirst., BeFIRST - To Aid & Save Lives, has revolutionized the way Basic Life Support (BLS) training is perceived and implemented. Despite BLS training not being a new concept for Aster Hospitals, BeFIRST was conceptualized with the aim to enhance visibility, recall, and engagement.

Launched on 13th Aug 2022, the program made a resounding impact from the very beginning with a grand inaugural episode and a massive online pledge activity. Partnering with Rotary and Panchayats across Kerala further expanded its reach, and the 'Jeevitham' roadshow covering 8 districts and 45 locations solidified its presence in the community. The program recently celebrated its 100th Episode, with over 115 sessions completed and more than 12,500 individuals trained, equipping them with vital life-saving skills. Aster Medcity worked towards empowering the community and creating a network of potential life-savers, by completing 225 episodes within the first year of BeFIRST.



EMPOWERING COMMUNITIES: ASTER HOSPITALS' TRANSFORMATIVE AWARENESS DRIVES



Aster Volunteers, through their dedicated efforts, have been leading impactful awareness drives across geographies, with an aim to educate and empower communities, raise awareness about critical health issues, preventive measures, early detection, timely intervention, and available healthcare resources.

By conducting awareness drives, Aster Volunteers empower individuals to make informed decisions about their health, encourage healthy lifestyles, and reduce the burden of preventable diseases.

World Down Syndrome Day Observation

World Down Syndrome Day observed is crucial to raise awareness, promote understanding, and advocate for the rights and inclusion of individuals with Down syndrome in society. It serves as a reminder that every person, regardless of ability, deserves respect, support, and equal opportunities to thrive and contribute to our diverse world.

In commemoration of World Down Syndrome Day, the ASK Foundation and Aster KIND jointly organized a delightful evening of entertainment and cultural performances, featuring talented children from Snehanilayam Special School and patients from Aster Medcity.



Helping With The Right Care To Fight Cancer – Webinars And Screening Camps

Aster Volunteers organized a series of webinar programs and screening camps in observance of World Cancer Day, aimed at raising awareness about early detection and prevention of cancer.

The program received support from the Aster International Institute of Oncology and featured esteemed oncologists and practitioners in the field.

The webinars garnered significant participation from beneficiaries across India and the GCC region, making it a successful platform for creating awareness and empowering individuals to combat the disease.

The cancer screening camps provided accessible and affordable screening services to individuals who may not have regular access to healthcare facilities. The camps also offered various screening tests such as mammograms, Pap smears, and oral cancer examinations.

More than 650 women have benefitted from the screening camps. Through these webinars and camps, Aster Volunteers aim to empower individuals by equipping them with knowledge and the opportunity for early intervention, ultimately improving cancer outcomes and saving lives.





To mark India's 75th Independence Day, Aster Volunteers launched the "My India Healthy India" campaign, honoring the nation's freedom with a focus on well-being. Yoga and Zumba sessions, totaling 75 minutes, were conducted at Aster Hospitals across India and the UAE, encouraging staff members to adopt healthy habits for a better life. Employees and their families enthusiastically joined the initiative, celebrating Independence Day in a unique and health-conscious manner.

The campaign's holistic approach emphasized physical fitness and mental well-being, fostering unity and camaraderie within the Aster family.



COMMUNITY DEVELOPMENT & SUPPORT

Aster Volunteers extends their medical expertise and assistance during sports events, ensuring the safety and well-being of participants. With a team of healthcare professionals, they offer on-site medical support, injury assessments, and first aid services to address any medical emergencies or injuries that may occur during the sports events, promoting the health and safety of athletes and attendees alike.

Medical support for State Amateur Boxing Championship

A two-day Health Awareness Camp and healthcare support were organized for the young participants of the State Amateur Boxing Championship (Boys and Girls) held at V.K Krishnamenon Indoor Stadium in Kozhikkode. Aster Volunteers took the initiative to provide comprehensive healthcare services, including health fitness certification, to 350 children.



Medical Support for Kerala Junior Badminton Tournament

In collaboration with Aster MIMS Kozhikkode, Aster Volunteers offered medical support and physiotherapy care during the All-Kerala Junior Badminton Tournament held at Devagiri College in Kozhikkode from July 1st to July 5th, 2022. This partnership exemplifies the commitment of Aster Volunteers and Aster MIMS to ensure the well-being and health of the young badminton players participating in the tournament.



In honor of International Women's Day 2023, Aster Volunteers organized the DIVA3.0 initiative, aimed at empowering women from underprivileged communities.

DIVA, an annual program by Aster Volunteers, is celebrated on International Women's Day, and this year marked the third edition of the program.

The objective of DIVA is to promote gender equity and equality in society, while highlighting the remarkable contributions of women. To celebrate womanhood and emphasize their significance, DIVA activations were conducted across different locations, where the Aster family joined together in solidarity.



Aster Volunteers General Duty Assistant (GDA) Course Training

Aster Volunteers in association with Aster hospitals in the Malabar region conducts Vocational training certified by National Skill Development Council (NSDC) on General Duty Assistants program (GDA) in healthcare for the women hailing from underprivileged sections.

During this Diva 3.0 more than 255 GDA candidates gathered at the campus of Dr Moopen's Medical College Wayanad to celebrate Diva 3.0 program on account of International Women's Day 2022. The GDA course enhances skilling and provides career opportunities. Aster employs all the trained GDA candidates ensuring a sustainable livelihood for them. These Women shall be trained in advanced clinical interventions by the expert health professionals and allied staff who volunteer for a noble cause under Aster Volunteers.

Inspired by this positive outcome, Aster Volunteers are dedicated to organizing more such free programs in the future, striving to shape more lives and pave the way for a better future for the women workforce who need sustainable livelihood support at large



DISASTER AID

ASTER VOLUNTEERS – DISASTER AID



The “Disaster Aid” pillar of Aster Volunteers plays a critical role in providing immediate relief and support during times of crises and natural disasters. With a swift and coordinated response, this pillar mobilizes volunteers and resources to affected areas, ensuring the timely distribution of essential aid such as food, water, medical supplies, and shelter. These dedicated volunteers work tirelessly to alleviate the suffering of those impacted by disasters, offering comfort, care, and assistance when it is most needed.

Through their compassion and resilience, the Disaster Aid pillar of Aster Volunteers brings hope and relief to communities in distress, demonstrating the power of collective action in times of adversity.



SUPPORTING THE EARTHQUAKE VICTIMS OF TURKEY AND SYRIA

As Turkey and Syria experienced a series of devastating earthquakes, support poured in from across the globe to help the distressed residents of the two countries. Aster Volunteers UAE, worked 7 days continuously to support ‘Bridges of Giving’, a relief mission led by the Emirates Red Crescent.

As part of the campaign, 50+ volunteers joined forces with the Emirates Red Crescent Team to sort and pack relief boxes at the Mega Collection Drive organized in Expo City Dubai. An incredible 9,500 relief aid boxes were sorted, packed, and arranged for shipment.

Additionally, Aster Volunteers in association with Aster Pharmacy and Neopharma donated **2 million AED** worth of medicinal supplies for the disaster victims.

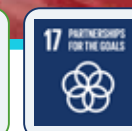


SUPPORT FUJAIRAH INITIATIVE

In response to the torrential rain that wreaked havoc in Fujairah on 28th July 2022, Aster Volunteers sprang into action to provide support to the affected residents. Teaming up with Youth India Fujairah and Aster Clinics, a group of nine dedicated volunteers traveled from Dubai to Fujairah as part of the Support Fujairah initiative.

Over the course of three days, these compassionate volunteers worked tirelessly to clean and disinfect the houses that had been severely impacted by the floods. With unwavering determination, they focused on restoring a sense of normalcy and comfort to the affected families. Notably, the houses of Mr. Manoj Alex, Mr. Uday Kumar, and Mr. Muralidharan were meticulously attended to, with the volunteers leaving no stone unturned to bring back smiles to their faces.

The selfless efforts of the Aster Volunteers were met with heartfelt appreciation and gratitude from the families they assisted. Their unwavering dedication and commitment to helping others served as a beacon of hope in challenging times. Through their acts of kindness, the volunteers demonstrated the strength of unity and the power of lending a helping hand to those in need.





In 2022, torrential rain devastated the lower part of the Assam. The Silchar town of cachar district got severely impacted as it was in the banks of Barak River. The flood claimed more than 200 lives effecting 5.4 million people across 32 districts of Assam.

Aster Volunteers, in collaboration with the Rotary Club of Silchar, Assam, and local NGOs, stepped forward to provide support to the flood-affected state of Assam in three phases.

Aster DM healthcare matched the contribution of the employee participation towards Aid for Assam by mobilising equal resources engaging resources and partnerships and extended a total support of INR 486,281 Aid to the people effected by the calamity. Multiple medical camps were conducted, and emergency preparedness kits were distributed in Silchar and the Barack Valley, benefiting over 1,500 individuals.

The second and third phases focused on long-term solutions. Ultrafiltration Water Units were installed in several educational institutions and the Central Jail of Assam, ensuring access to clean and potable water not only for flood victims in relief camps but also for students and neighboring communities.



Additionally, fishermen and members of the agrarian community received emergency preparedness kits and solar lights to facilitate their work during nighttime.

With the collective efforts, over 5,500 people now have access to clean water daily, while more than 2,000 individuals benefit from solar lighting in their daily lives.


The total number of direct beneficiaries amounts to approximately 10,000. We express our gratitude to all the Asterians and Aster Volunteers who went the extra mile to support the people of Assam and contribute to the success of this Disaster Aid Mission.




ASTER HOMES: 255 ASTER HOMES ACROSS 9 DISTRICTS

Aster Homes, an initiative born out of empathy and social responsibility, became a ray of hope for the flood-affected families in Kerala following the devastating floods of 2018. Led by Dr. Azad Moopen, this compassionate endeavor aimed to rebuild lives and provide solace to those who lost everything in the calamity. From cluster homes for groups of people to retrofitting partially damaged houses, Aster Homes exemplified resilience and unity in the face of adversity.

This fund was dedicated to building new homes and repairing the damaged ones of flood-affected victims, ensuring a path to recovery and security for those in need. Aster Volunteers, under the leadership of Dr Azad Moopen decided to take part rebuild Kerala mission by building 250 homes worth about INR 15 Crores as a commitment given to the Hon. Chief Minister of Kerala Shri Pinarayi Vijayan , in addition to INR 2.5 Crores issued to Chief Ministers Disaster Relief Fund. Aster Volunteers could successfully hand over homes to 255 families across 9 districts of Kerala with its own resources and the strategic partnerships established for this mission. The details of which are made available on www.asterhomes.org

Promised
 **250** Homes

Delivered
 **255** Homes

100th Aster Home was handed over by Hon Chief Minister of Kerala Shri Pinarayi Vijayan

255th Aster Home was handed over by Hon. Governor of Kerala Shri Mohamed Arif Khan



In the aftermath of a devastating cyclone that struck the coastal belt of Kerala, the lives of several families were shattered. However, hope found its way back when Aster Homes stepped in to help. On 4th April 2022, two marginalized families in Kannur received the keys to their future. Former Health Minister and Present MLA of Thillankeri, Smt. K K Shylaja Teacher, personally handed over the keys to these families, ushering in a new era of stability and prosperity.



These beneficiaries had faced hardships and challenges, but the kindness of Aster Homes and the support of their community allowed them to rebuild their lives. Their new homes became a sanctuary of hope and a reminder that compassionate hearts were ready to help them through life's difficulties. Another significant event took place on 10th April 2022 when the leader of opposition, Adv. V D Satheesan, inaugurated the Aster Village at Nedumbassery, providing a fresh start for five underprivileged families. The keys were presented to these beneficiaries MLA Sri Anwar Sadath, LSGD Officials, and Aster Volunteers.

In yet another heartfelt gesture, on 12th June 2022, six families who had lost everything to the cyclone received the keys to their new homes, symbolizing a fresh start, restoring a sense of security, and belonging to the resilient community of Chellanam. The key-handing ceremony was graced by Sri. Hibi Eden, the MP of Ernakulam, and Cine actor Sri. Neeraj Madhav, who exemplified unity and compassion in the face of adversity.



In another part of Kerala, in Manjeri, Malappuram District, five individuals had their lives transformed as they received the keys to their very own Aster Homes on the same day.

The official key-handing ceremony was conducted by Sri. P A Mohammed Riyas, the Minister for Public Works Department and Tourism, Govt. of Kerala, in association with the Saidalikutty Memorial Charitable Trust (SMCT). These beneficiaries, who had faced hardships and challenges, now had a reason to smile as they embarked on a new journey towards stability and prosperity in their beautifully crafted homes.

On 23rd May 2022, the vision of Aster TEFA Village became a reality, as 20 families were bestowed with the keys to their dream homes. The village, brought to life through the joint efforts of Sri. Ahamed Devarkovil, the Minister for Ports, Museums, and Archaeology, Kerala State, and Panakkad Sayyid Munavvar Ali Shihab Thangal, became a symbol of hope and progress. The beneficiaries now owned not only the houses they lived in but also the original title deeds and related revenue documents, providing them with a better future and restoring their faith in a brighter tomorrow.



LOCATION OF ASTER HOMES



In every instance, Aster Homes proved to be a beacon of hope. Through unity, compassion, and dedicated efforts, Aster Homes gave a gift of stability, security, and hope for a brighter future.



Exceeding expectations and delivering more than promised, Aster Homes successfully built 255 homes, across 9 districts in Kerala over a period of four years.

Each of the Aster Home was meticulously designed to cater to the unique needs of the beneficiaries. The project's final milestone was marked by the inauguration of 37 cluster homes, situated on approximately 1.37 acres.



This remarkable achievement was made possible through the generous support of the Kerala Government, Aster volunteers worldwide, Strategic Partners, and the donors of the land.

The completion of the initiative was marked by the Honorable Governor of Kerala, Shri. Arif Mohammed Khan, in the presence of Shri. P. Rajeeve, Minister of Law, Industries, and Coir, as well as Adv. V D Satheesan, Leader of the Opposition in the Kerala Legislative Assembly, in Trivandrum in August 2022.





Aster Homes owes its reality to the immense support of our strategic partners: Associates, Land Donors, Technical Partner, and Construction Partner. Their shared vision, financial backing, and expertise have been instrumental in creating sustainable and affordable housing solutions for communities in need.

We extend our heartfelt gratitude to these partners for their unwavering commitment, generosity, and dedication in making Aster Homes a transformative project that uplifts lives and fosters long-term sustainability. Together, we continue to work towards building a brighter future and nurturing strong partnerships that drive positive change in the world of housing and sustainability.

Technical Partner

Architect G Shankar (Habitat Technology Group)

Architect Noufal C Hashim (TWOi Architects)

Construction Partner

Habitat Technology Group

Mr. Muhammed Musthafa

Gulmar International

Amzer Infra Projects LLP

Land Donor

Al-Ansar Charitable trust for cluster project at Perumbavoor

Late Sainaba Ibrahim for cluster project at Nedumbassery

TEFA (Thekkepuram Expats Football Association) for cluster project at Panamaram

Associate

Rotary International

Team WELFARE

Thanal – An initiative of Ernakulam MP, Sri Hibi Eden

CPIM Kannur District Committee

CPIM Kondotty Area Committee

Member of Mathilakam Block Panchayath Division
14 - Sri. R K Baby

Youth Congress Mattannur constituency

Saidalikutty Memmorial Charitable Trust Perimbalam
(SMCT)

'KINDNESS IS A HABIT' CAMPAIGN



In celebration of its 36th Foundation Day, Aster DM Healthcare initiated the year-long 'Kindness is a Habit' campaign, which will remain in effect until World Kindness Day in November 2023.

The campaign aims to inspire individuals worldwide to embrace and practice kindness as a daily habit. As part of the campaign launch, the organization unveiled various environmentally friendly initiatives.

They also committed to providing 1,000 subsidized surgeries to disadvantaged individuals globally across its network of 30 hospitals spanning seven countries. Aster DM Healthcare pledged to perform the first 250 surgeries free of charge, while offering a 50% discount on the remaining surgeries.



Planting The Seeds For A Greener Future

To mark the beginning of the campaign and to show our commitment to Mother Earth, Asterians joined as Volunteers and planted over 2000 saplings in India and GCC.

Aster Volunteers UAE partnered with Emirates Environmental Group to organize a tree plantation drive at the Ras Al Khaimah - Hatta Border in the UAE. Over 350 volunteers from various units of Aster DM Healthcare joined forces to plant 2,000+ Sidr saplings.

These saplings, expected to mature over the next 3-5 years, will play a crucial role in reducing CO₂ emissions, creating carbon sinks, and providing a habitat for bees.

The program was honored by the presence of esteemed guests, including H.E. Engr. Sheikh Salim Bin Sultan Bin Saqir Al Qasimi (Chairman of Ras Al Khaimah Civil Aviation Authority & Member of the Executive Council of RAK Government), as well as the senior management of Aster DM Healthcare, Aster Volunteers, and their family members.



2,000+

Saplings Planted



1,000+

Volunteers Participated

- UAE
- Kerala
- Karnataka
- Maharashtra
- Andhra Pradesh
- Telangana



Naseera Botanical Garden

On World Environment Day, June 5th, 2022, the Aster family embarked on various green initiatives to combat the escalating global climate crisis and biodiversity decline.

Driven by the objective of revitalizing the planet's well-being, Naseera Botanical Garden was inaugurated by Dr. Madura Swaminathan at Dr. Moopen's Medical College in Wayanad. The garden showcases a rich assortment of plants, herbs, shrubs, climbers, and rare endemic tree species from the Western Ghats.

Together, these initiatives exemplify Aster DM Healthcare's unwavering determination to create a more sustainable future for generations to come.



Desert Clean Up Drive

In collaboration with Abu Dhabi 4*4, Aster Volunteers UAE successfully organized the third edition of the Desert Clean Up drive at Al Madam Super Bowl desert area.

The main objective of this initiative was to protect camels from the harmful effects of plastic pollution by removing litter from the desert landscape. More than 170 internal and external volunteers actively participated in the event, diligently collecting plastic waste scattered across the area.

The collected waste was subsequently handed over to Bee'ah Tabdeef, a Waste Management Company, for proper recycling and sustainable utilization. This drive aimed to raise awareness about the importance of preserving the desert ecosystem and promoting responsible waste management practices.



E-waste Management at Aster Hospital Mankhool

As a component of the Kindness is a Habit campaign, Aster Volunteers launched an initiative to combat the growing e-waste problem by placing collection boxes in six regions across the UAE.

Aster Hospital Mankhool, Aster Jubilee Medical Centre Bur Dubai, Aster Clinic Al Qusais, and Aster Hospital Al Qusais actively participated in this endeavor.

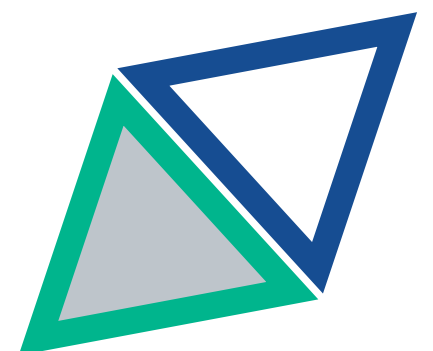
In collaboration with Scrappy Electronic Recyclers, a total of 318 kg of collected e-waste was processed through shredding, recycling, and transforming it into reusable materials.

This initiative aimed to reduce the environmental impact of electronic waste and promote sustainable practices within the community.





ENVIRONMENT



EMPOWERING CHANGE

PAVING THE PATH TO A LOW CARBON FUTURE

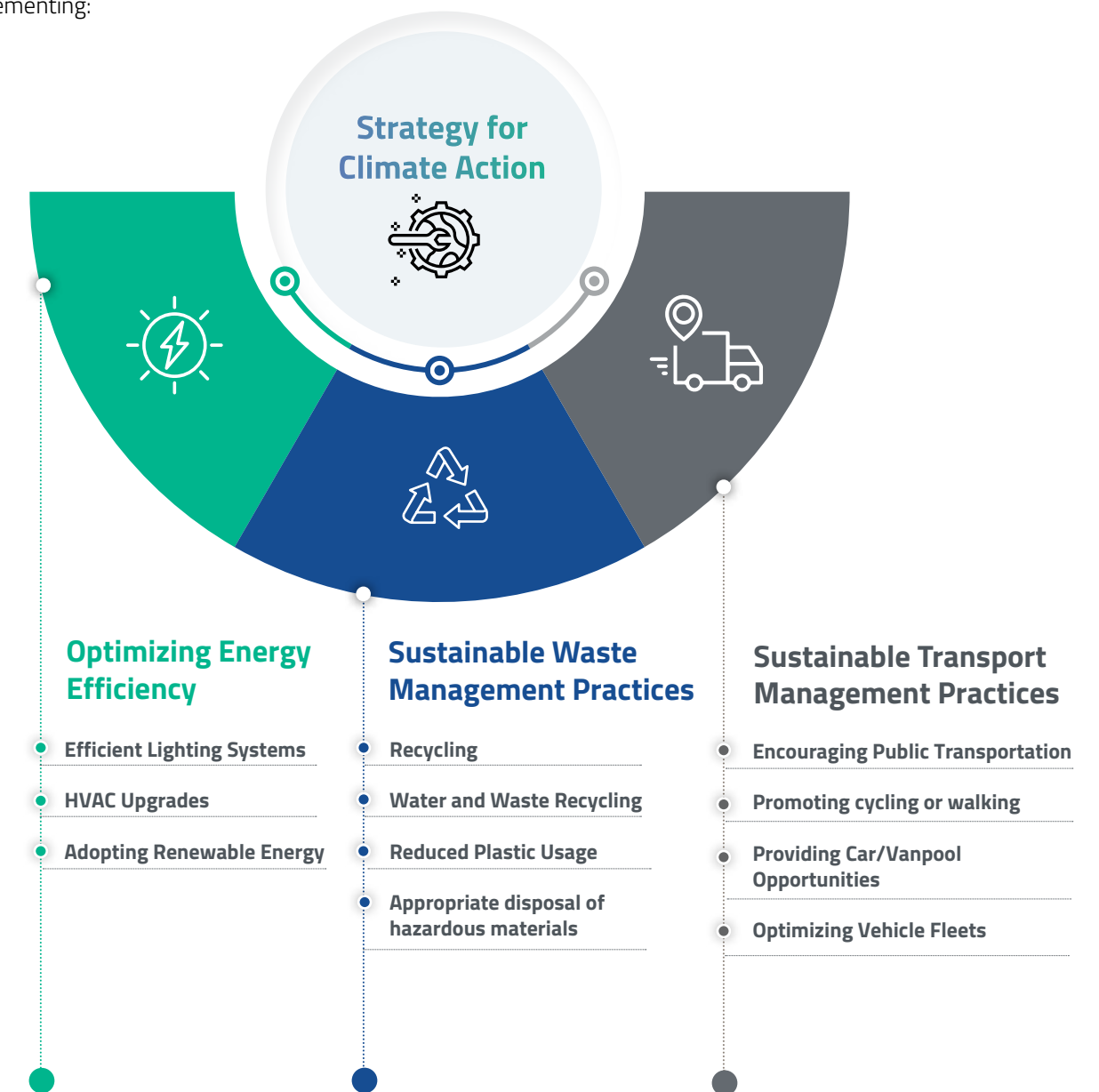


The healthcare sector has a vital role to play in meeting the global greenhouse gas (GHG) reductions and climate action. Healthcare facilities are significant contributors to GHG emissions due to their energy consumption, waste generation, and transportation needs.

As such, adopting sustainable practices and implementing climate action initiatives within the healthcare sector can have a profound impact on reducing carbon footprints and mitigating climate change.



At Aster we are undertaking multiple actions to reduce our carbon intensity including, optimizing energy efficiency by implementing:



Furthermore, we are contributing to climate action by actively engaging in advocacy, research, and education. We believe that by sharing knowledge and best practices, healthcare sector players can raise awareness about the health impacts of climate change and the importance of sustainable practices. Additionally, supporting research efforts to understand the relationship between climate

change and health can inform evidence-based policies and interventions. Healthcare sector involvement in climate action can not only reduce GHG emissions within its operations but also inspire patients, staff, and communities to embrace sustainable behaviors and contribute to a healthier, low-carbon future.



MEASURING OUR IMPACT, PAVING THE WAY FOR SUSTAINABILITY

The healthcare sector contributes significantly to overall GHG emissions. At Aster DM Healthcare, these emission sources include operations of our facilities, utility consumption, along with the goods and services procured. We estimate our carbon footprint following

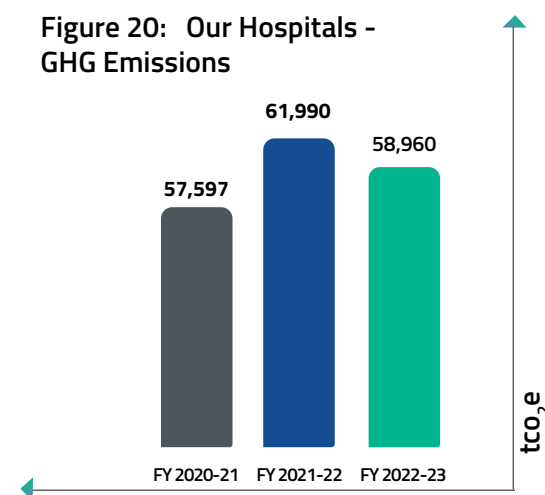
the GHG protocols corporate standard. The boundaries of the footprint covered our hospitals and offices. We are in the process of setting up monitoring procedures for clinics, pharmacies and laboratories, to be reported in the future ESG disclosures.

GREENHOUSE GAS (GHG) EMISSIONS

Total GHG emissions for the reporting year were estimated to be 58,960 tCO₂e. The emission sources represented all three scopes of the carbon footprint by including fuel, electricity, and water consumption. Local emission factors were used wherever possible such as grid emissions, and where required IPCC based emission factors were used such as for fuel emissions. The emission factors used are tonnes of carbon dioxide equivalent, which includes the gases carbon dioxide (CO₂), Methane (CH₄), and Nitrous oxide (N₂O)

Although our operations have increased from last year, this year's sudden decrease in GHG emissions is because of the updated grid emission factor of Oman and Qatar, which we have used from the International Renewable Energy Agency (IRENA). We will keep using the emission factors from reliable sources like IRENA for the following years till government authorities from Oman and Qatar publish a local grid emission factor.

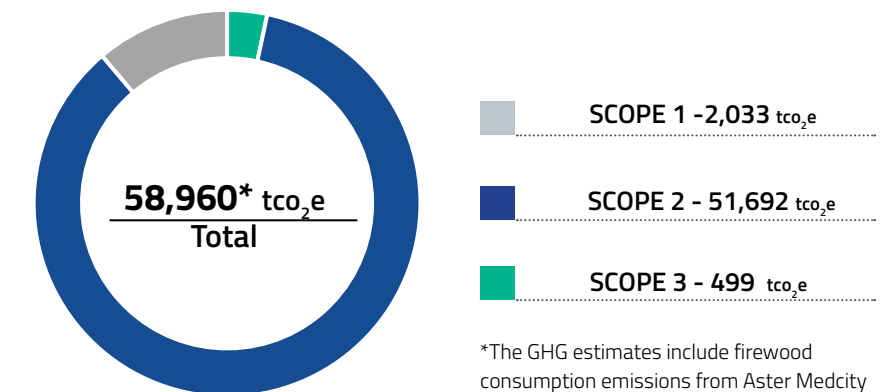
Figure 20: Our Hospitals - GHG Emissions



GHG EMISSIONS BREAKDOWN (SCOPE WISE)

The scope-wise breakdown of GHG emissions provide us with valuable insights into the sources of our carbon impact. By analyzing emissions data within each scope, we aim to identify opportunities for reduction, enhance our climate change mitigation efforts, and ultimately pave the way for a more sustainable future.

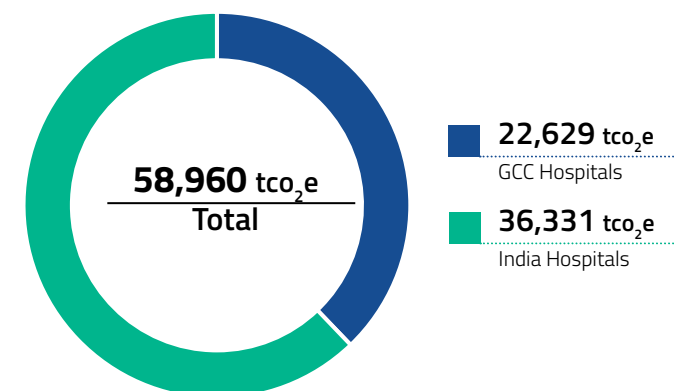
These emissions include our scope 1, scope 2 and partial scope 3 emissions. The scope 3 emissions from goods and services, capital goods and sold products and services have not been included within the GHG inventory boundary.



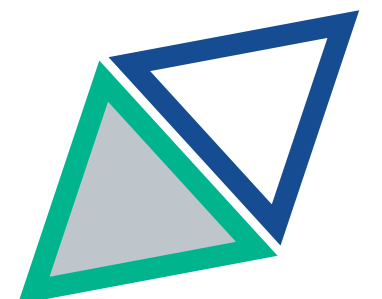
*The GHG estimates include firewood consumption emissions from Aster Medcity Kochi. The total quantity of firewood consumed for 2022-23 was 3,108,761 kg, resulting in 4,736 tCO₂e.

GHG EMISSIONS BREAKDOWN (LOCATION WISE)

Aster DM Healthcare is committed to environmental stewardship, and recognizes the importance of understanding and mitigating our carbon footprint. By analyzing emissions data specific to each location where our operations are situated, we aim to identify areas of improvement and implement targeted sustainability strategies. This location-wise GHG emissions breakdown provides valuable insights into our overall environmental impact and serves as a roadmap for our ongoing commitment to a greener future.



The graph provides the location wise breakdown of the GHG emissions for the year 2022-2023. The total emission from our GCC facilities were 38% and that from our India facilities were 62%.



ELECTRICITY CONSUMPTION - GCC HOSPITALS

Majority of energy consumed across our operations are from electricity consumption at our hospitals. Across 10 Aster Hospitals in GCC the total electricity consumption was 31.2 GWh. The highest consumption was reported by Aster hospital, Sanad, KSA (The largest unit in

GCC), while the lowest was reported by Aster Royal Hospital, Muscat (The newly opened unit in GCC). Our Aster Hospitals GCC operations consumed 31% of total electricity and our India operations consumed 50% of the total electricity consumed.

Figure 21: Electricity Consumption in GWh at Aster Hospitals - GCC

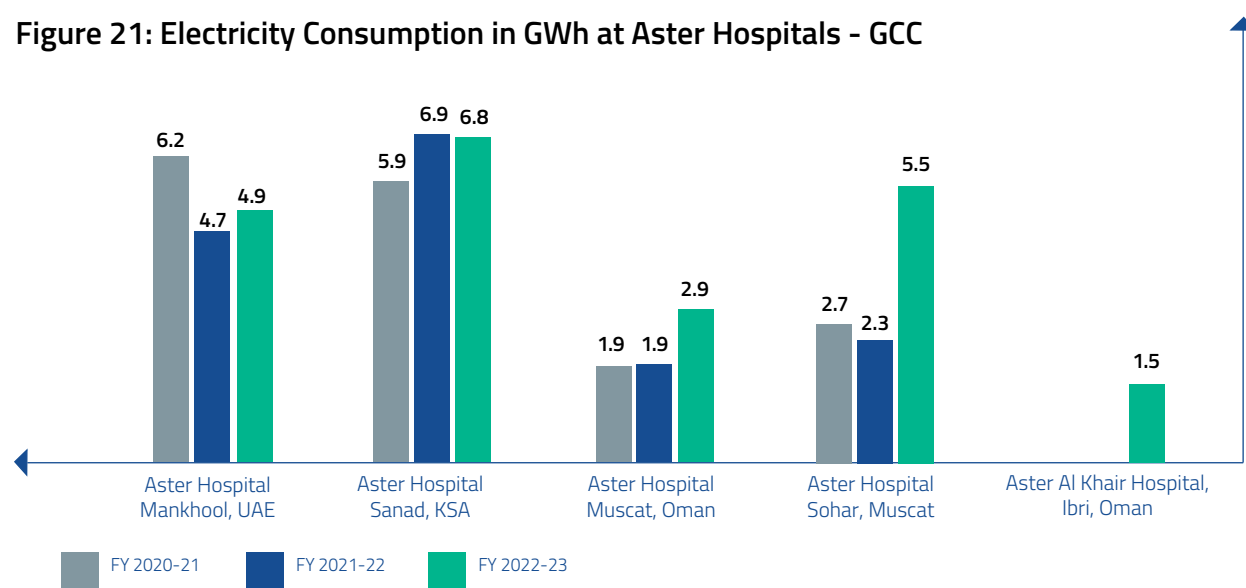
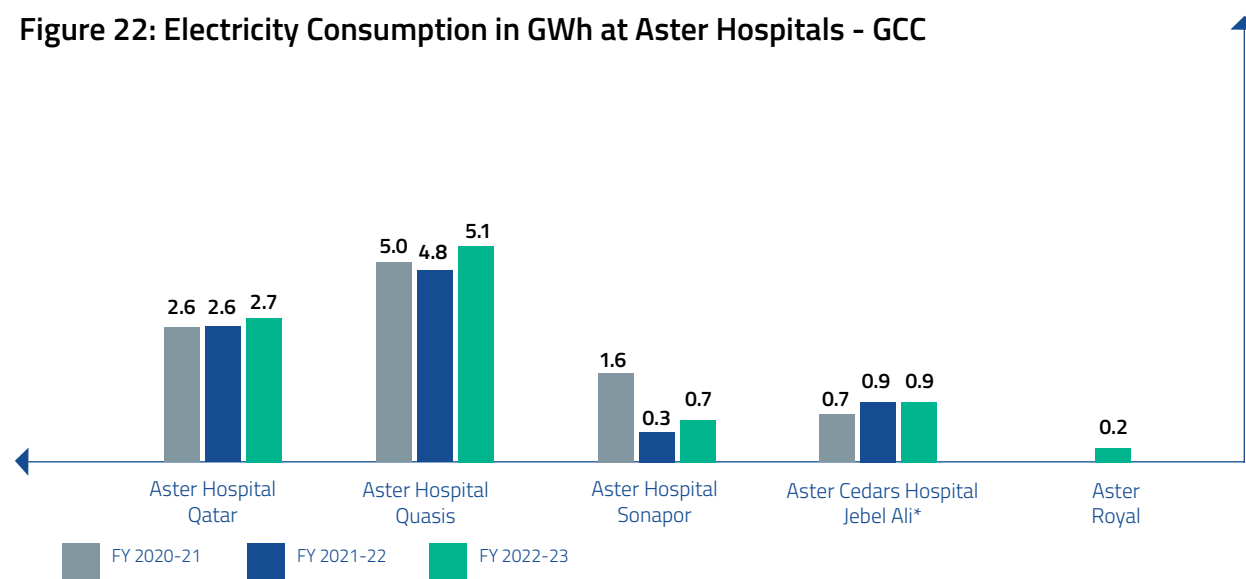


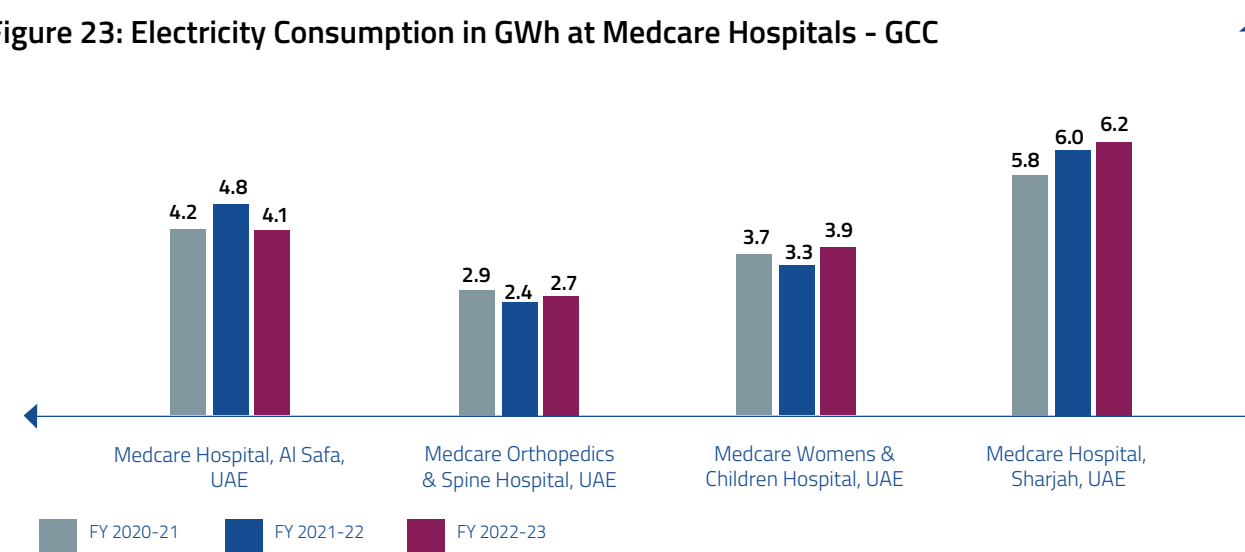
Figure 22: Electricity Consumption in GWh at Aster Hospitals - GCC



Medcare hospitals in GCC consumed 16.9 GWh of electricity with highest consumption at Medcare hospital, Sharjah, UAE and lowest at Medcare Orthopedics & Spine hospital, UAE. Hospital.

Medcare hospitals GCC consumed 19% of total electricity consumed across the group. The graphs below represent electricity consumption for each hospital in GCC.

Figure 23: Electricity Consumption in GWh at Medcare Hospitals - GCC



FUEL CONSUMPTION AT ASTER HOSPITALS

A part of our energy demand is met by fuel consumption at different units. This year we have disclosed our fuel consumption for all the India units, and GCC units includes Aster Hospital Sanad, Aster Hospital Ibri, Oman, Aster Hospital Muscat, Oman, Aster Hospital Doha, Qatar, Aster Hospital Al Qauasis, Aster Hospital Sonapur, and Medcare Hospital Sharjah. Additionally, Aster Medcity Kochi uses firewood and in their boilers. The quantity of each fuel used is presented below:

Diesel

3.63 GWh

Petrol

1.21 GWh

LPG

2.98 GWh

Firewood

11.74 GWh

The LPG consumption data has been captured for 7 India hospitals and for Medcare Hospital Sharjah. We are in the process of setting up fuel consumption monitoring and reporting procedures across our hospitals, which will be reported in detail next year.



ELECTRICITY CONSUMPTION - INDIA HOSPITALS

Aster has 14 hospitals in India which consumed 47.9 GWh of electricity with highest consumption at Aster Medcity, Kochi and lowest at Aster CMI, Bangalore. Aster hospitals India consumed 50% of total electricity consumed across the group. Our Aster Hospitals India

operations consumed 86% of total electricity and our Ramesh Hospital operations consumed 14% of the total electricity consumed at our India operations. The graphs below represent electricity consumption for each hospital in India.

Figure 24: Electricity Consumption in GWh at Aster Hospitals - India

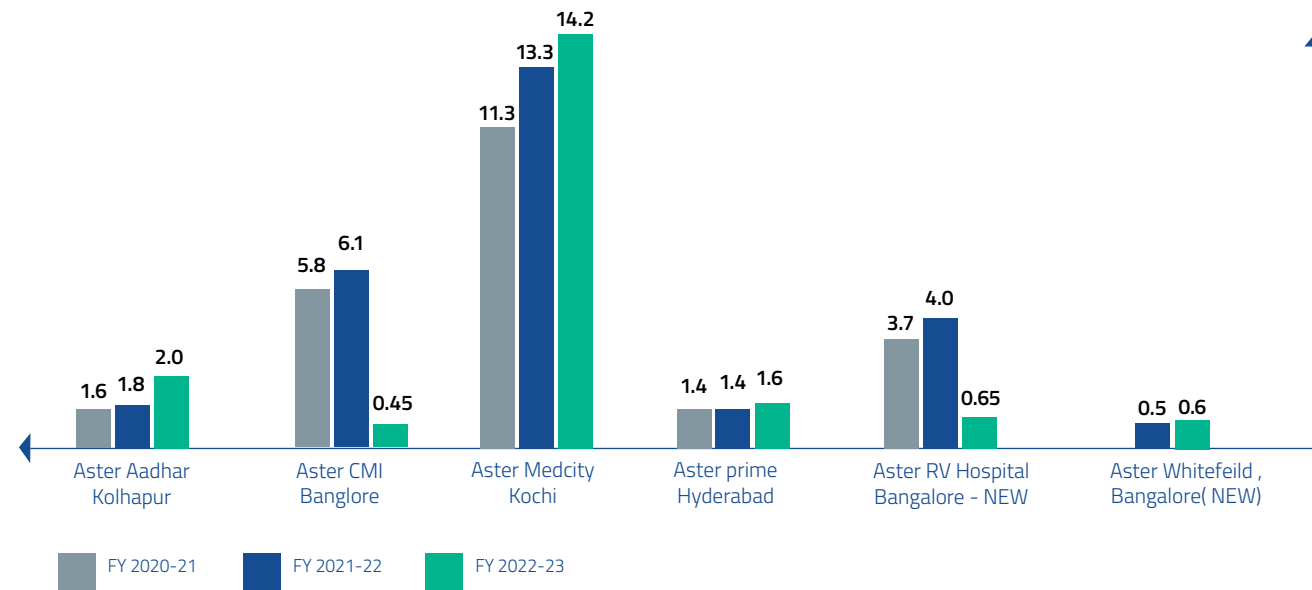


Figure 25: Electricity Consumption in GWh at Aster MIMS Hospitals - India

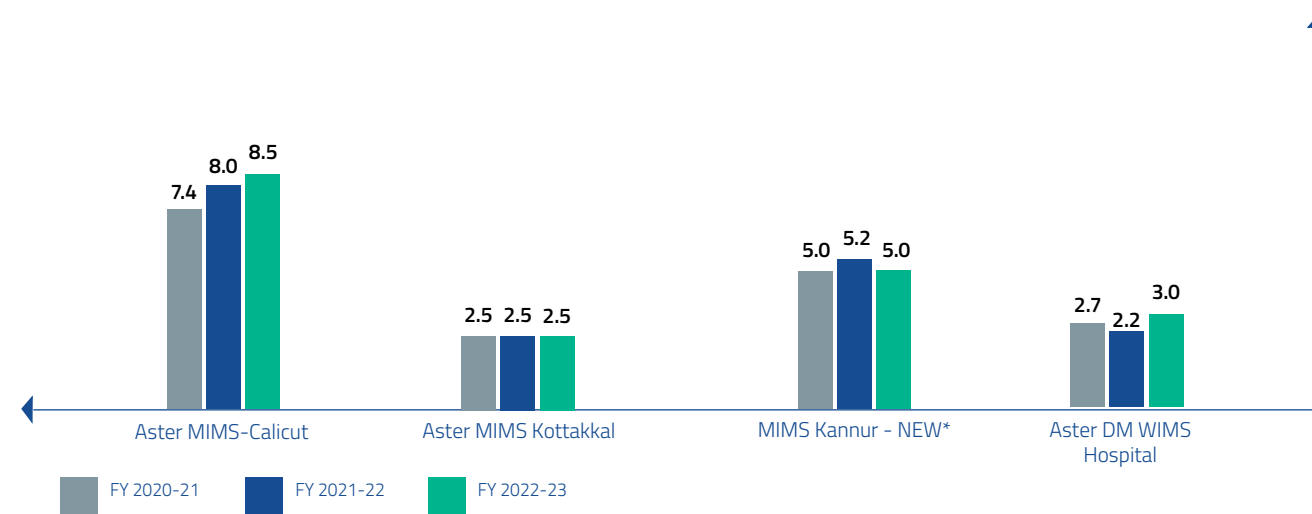
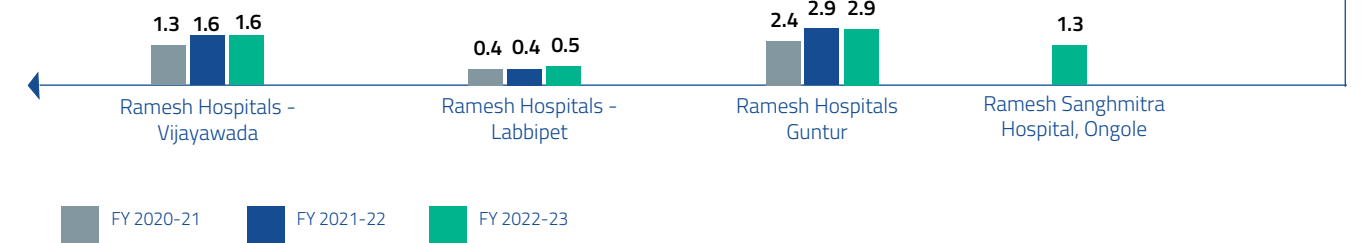


Figure 26: Electricity Consumption in GWh at Aster Ramesh Hospitals - India



MANAGING EMISSIONS

Environmental Sustainability Measures in Our New Hospitals

Aster DM Healthcare continues to reinforce its commitment to environmental awareness and sustainability with the launch of its new hospitals. As a socially responsible healthcare provider, we understand the importance of incorporating eco-friendly practices into our operations. To minimize our ecological footprint, we have implemented a range of energy-efficient measures throughout our facilities.



Installation of solar water heaters enables us to harness the power of the sun to meet our hot water requirements, thereby reducing our reliance on conventional energy sources.



Through strategic architectural design, we have prioritized maximizing natural daylight, allowing us to minimize the use of artificial lighting during daylight hours.



Embracing cutting-edge technology, we have installed a sophisticated Building Management System (BMS) that allows for intelligent monitoring and control of various energy-consuming systems, ensuring efficient utilization of resources and minimizing waste.



The traditional lighting sources have been replaced by LED lighting fixtures, significantly reducing energy consumption, and promoting a greener environment.



Additionally, we have invested in efficient chillers and water fixtures to conserve energy and reduce water consumption.



Effective insulation has been integrated into the hospitals, ensuring optimal temperature control, and reducing the need for excessive heating or cooling.

With these comprehensive measures, Aster DM Healthcare reaffirms its commitment to being environmentally aware and actively contributing to a sustainable healthcare ecosystem.

Aster Royal Hospital, Muscat

Efficient Lighting Project at Ramesh Sanghamitra Hospital*

Ramesh Sanghamitra Hospital in Ongole has upgraded its lighting system by replacing its old, inefficient lighting fixtures with new, more energy-efficient ones.

As a first step, an assessment was conducted on the existing lighting fixtures to identify potential areas for improvement. This involved inspecting the specific type of bulbs, their wattage, and the lighting fixtures themselves. Any defective or inefficient fixtures were replaced.

In the second step, the hospital implemented a switch to LED lighting fixtures, which consume less energy and have a longer lifespan compared to conventional fluorescent or incandescent lights. LED lights also generate less heat, reducing the strain on cooling systems and resulting in lower energy usage and costs.

To further reduce energy consumption, timers and motion sensors will soon be introduced alongside the

new LED fixtures. These additions will automatically switch off lights in vacant spaces.

Overall, the installation of new lighting fixtures at Ramesh Sanghamitra Hospital has improved lighting quality, reduced energy usage and costs, and promoted sustainable practices.



*Note - Aster DM Healthcare Acquired Stake in Sanghamitra Hospitals



Solar PV project at Aster Hospital Al Qusais (AHQ) and Medcare Hospital Al Safa

The installation of solar pv at AHQ and Medcare Hospital Al Safa has been completed with annual generation capacity of 277 MWh and 799 MWh respectively. The total electricity generation per annum would be approximately 1.1 Million KWh and would reduced

about 500 tCO₂e of emissions in a year. In addition the two installations shall result in net annual savings of AED 436K. We are exploring the feasibility of installing solar PV at other hospitals to further reduce our GHG intensity.



Aster Hospital Qusais



Medcare Hospital Safa



Parking Facility at Medcare Safa

Purchasing Electricity From Renewable Sources

At two hospitals in India, Aster Hospital CMI and Aster Hospital RV we have entered into contract with renewable energy suppliers to wheel clean energy to our hospitals. The quantity of renewable electricity sourced for both hospitals is provided below:

**Net emission reduction from
renewable energy consumption**

6,824_{tCO₂e}

3,675,000 kWh
SOLAR ENERGY

2,300,000 kWh
WIND ENERGY

**Aster CMI Hospital's 93%
Energy Consumption from
Electricity Comes From
Renewable Energy Sources.**

93%

(Aster Hospital CMI)

3,569,298 kWh
HYDRO ENERGY

**Aster RV Hospital's 85% Energy
Consumption from Electricity comes from
renewable energy sources.**

85%

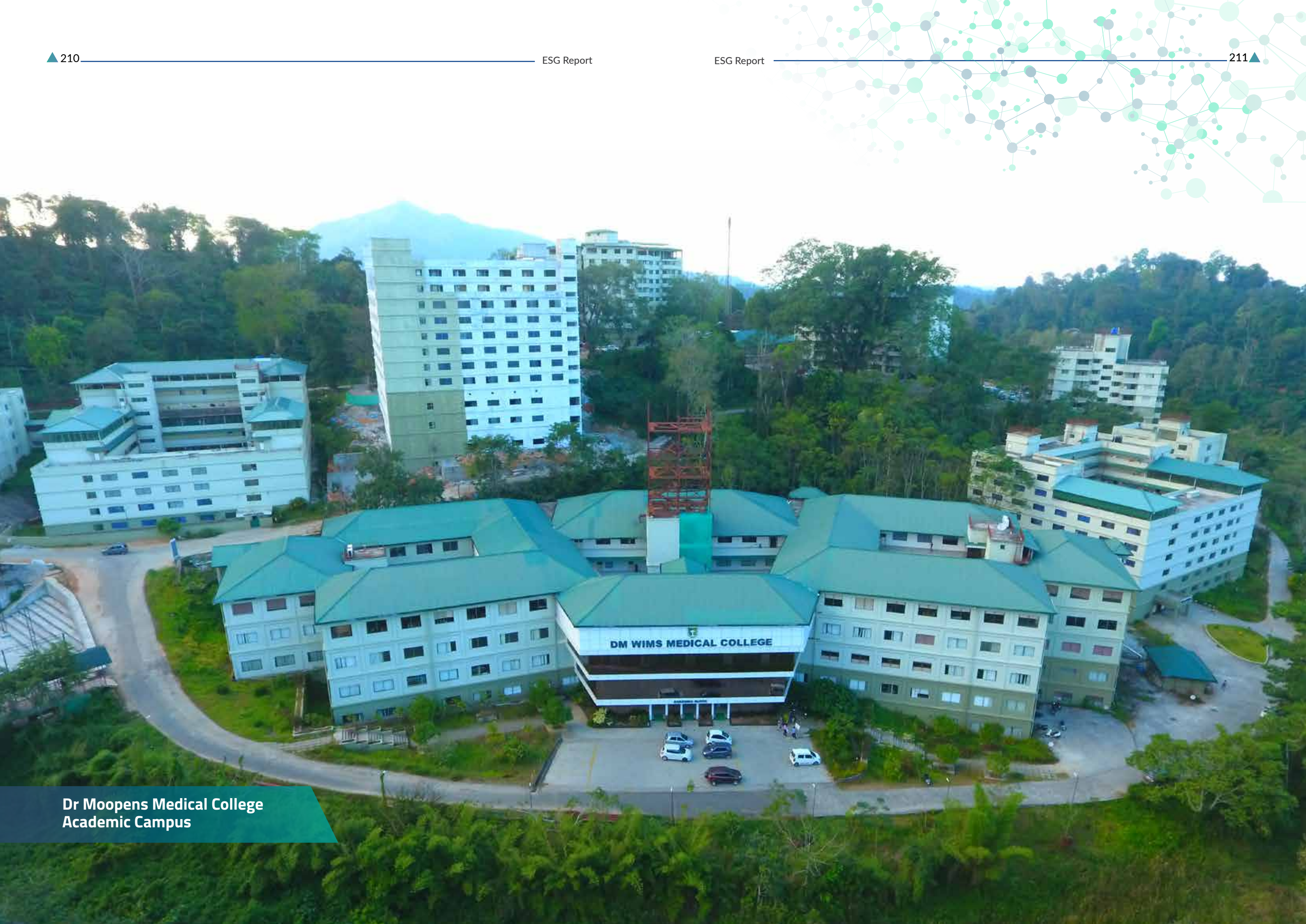
(Aster Hospital RV)

SOLAR PV AT ASTER WAYANAD SPECIALTY HOSPITAL, WAYANAD

Our decarbonisation initiatives continued across multiple hospitals, at Aster Wayanad Specialty Hospital a solar plant of 650 kWp has been commissioned that shall reduce 460 tCO₂e per annum.

Dr. Moopens medical college -
An aerial view of solar park





**Dr Moopens Medical College
Academic Campus**

EVERY DROP COUNTS



Water plays a pivotal role in supporting sustainable healthcare practices, encompassing patient care, operational efficiency, and environmental stewardship.

At Aster DM Healthcare, we recognize the paramount importance of water and have aligned our actions with the principles of Sustainable Development Goal 6.

Going beyond the essential elements of drinking water, sanitation, and hygiene, our commitment extends to comprehensive water management strategies. By embracing SDG 6, we actively tread towards responsible water stewardship, aiming to secure a sustainable future for patients, communities, and the environment.

Our unwavering focus on optimizing water usage enables us to ensure equitable access, minimize environmental impact, and uphold rigorous sustainability standards within the healthcare industry.



(Aster Medcity Kochi)
"The leading quaternary care hospital in India"



The primary consumers of water within our healthcare system are our hospitals, while clinics, pharmacies, and laboratories utilize smaller amounts. Although the majority of water consumed in our facilities is sourced from local providers, we also supplement some of the water consumed in our India operations with groundwater.

We also proactively engage in recycling rejected or wastewater whenever feasible, effectively easing strain on local water sources and fostering a heightened focus on environmental responsibility.


17%

Water consumption in our operations is from recycled and rain water

(Aster MIMS Calicut)

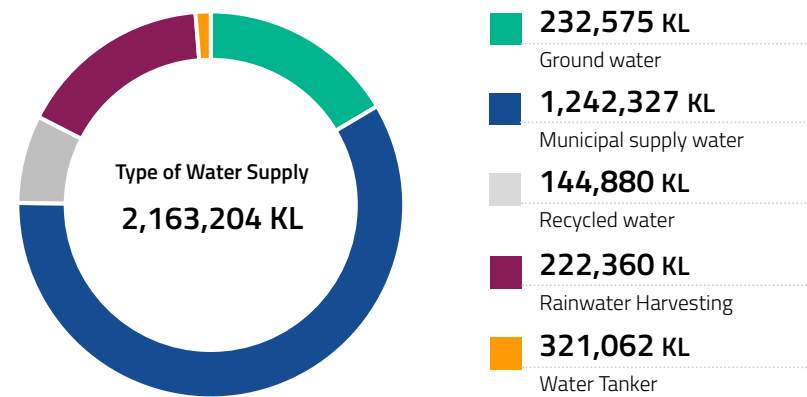
"The leading quaternary care hospital in North Kerala"



Water Consumption by Source

During the reporting period, the predominant source of water supply to meet facility needs was from the Municipality while water tanker was the least.

Aster DM Healthcare is conscious of using water resources sensibly and procuring them sustainably. The breakdown of the sources of water supply is presented alongside.



WATER OPTIMIZATION PROCESS AT ASTER

Aster DM Healthcare wastewater management strategy is firmly rooted in the principles of the PDCA (Plan-Do-Check-Act) cycle. This approach allows us to continually improve processes and ensure effective management of wastewater. The PDCA cycle comprises four key steps:

Act

Take necessary actions based on the data analysis and findings. Promptly address any identified issues or challenges. Adjust or enhancements to the wastewater management processes.

Plan

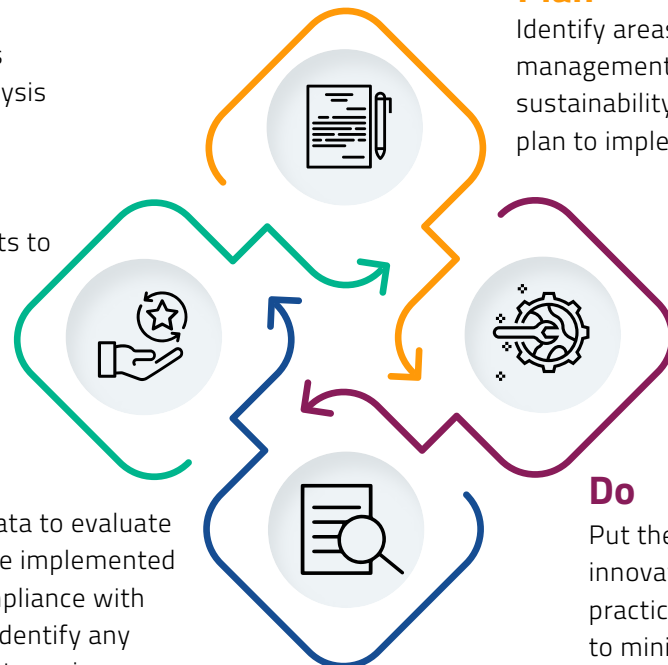
Identify areas for improvement in wastewater management. Set specific goals aligned with sustainability objectives. Develop a detailed plan to implement changes.

Do

Put the plan into action by adopting innovative technologies and best practices. Recycle and treat wastewater to minimize the impact on local water sources. Implement proactive measures to reduce the environmental footprint.

Check

Monitor and analyze data to evaluate the effectiveness of the implemented strategies. Ensure compliance with regulatory standards. Identify any deviations or areas that require further improvement.



Several measures were undertaken during the year to optimize water use. Across nine hospitals water use reduction was achieved, as presented below:

65,157 KL
Aster CMI Bangalore

2,653 KL
Aster Muscat Sohar

3,722 KL
Aster MIMS Calicut

8,755 KL
Medcare Hospital Sharjah

69 KL
Aster Hospital Mankhool

1,728 KL
Ramesh Hospital Vijaywada

2,160 KL
Medcare Hospital

629 KL
Aster Qatar

643 KL
Aster Cedars Hospital



WATER CONSUMPTION - GCC HOSPITALS

A growing number of people are relying on Aster DM Healthcare services each year, which implies that its water consumption is expected to rise each year. The graphs below summarise the water performance across our hospitals which are the major water consumers:

Figure 27: Water Consumption in Thousand Kilolitres at Aster Hospitals - GCC

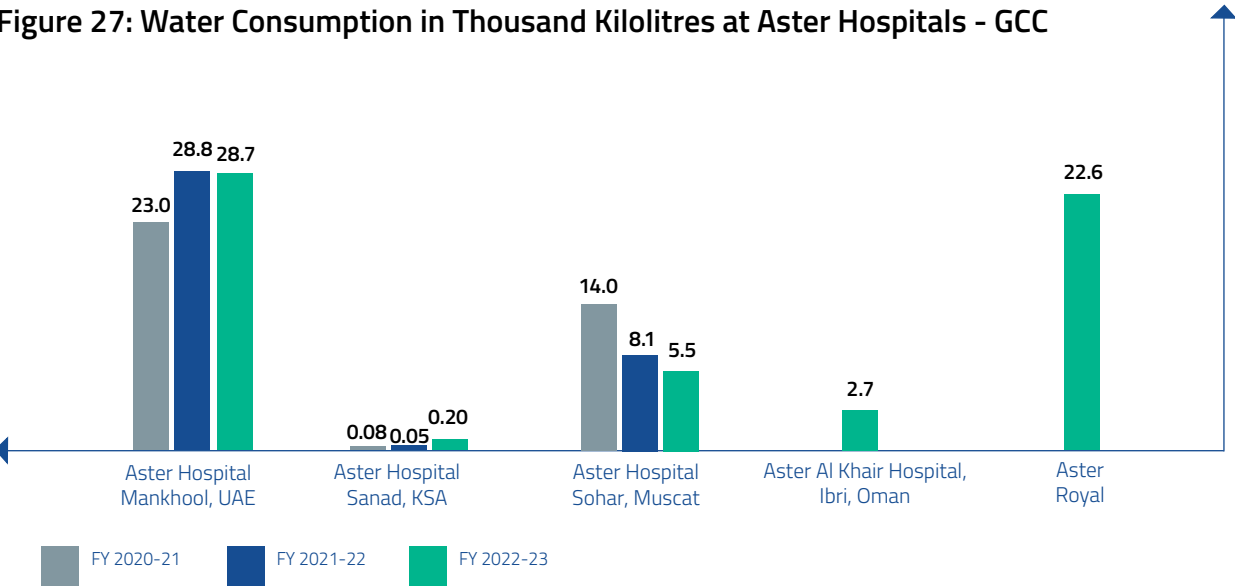


Figure 28: Water Consumption in Thousand kilolitres at Aster Hospitals - GCC

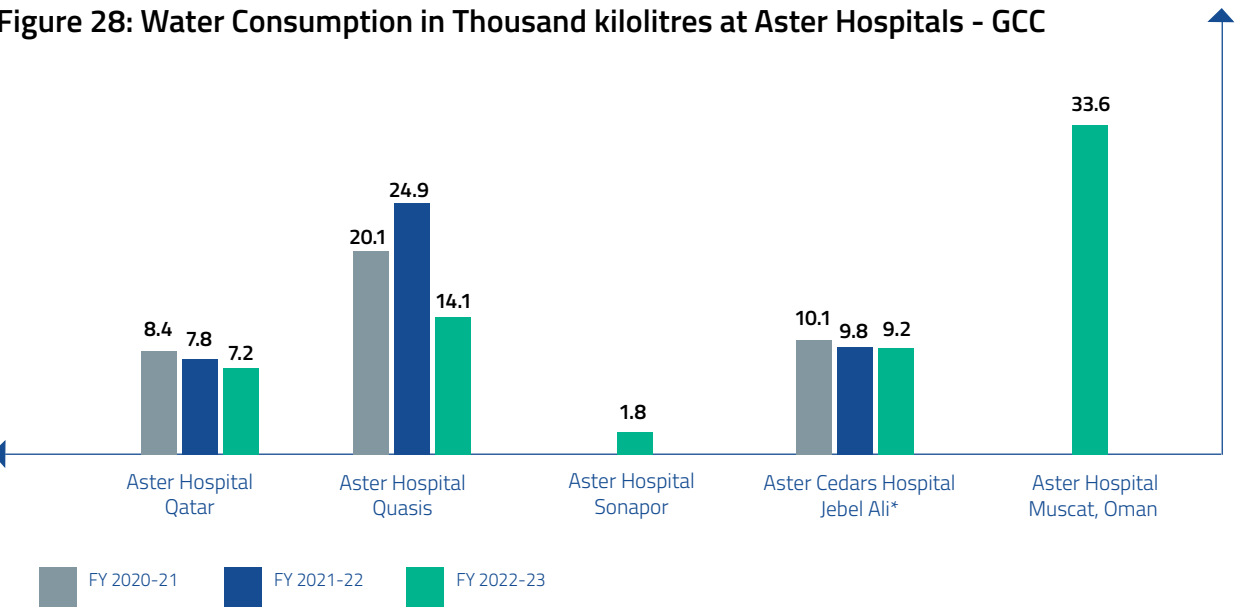
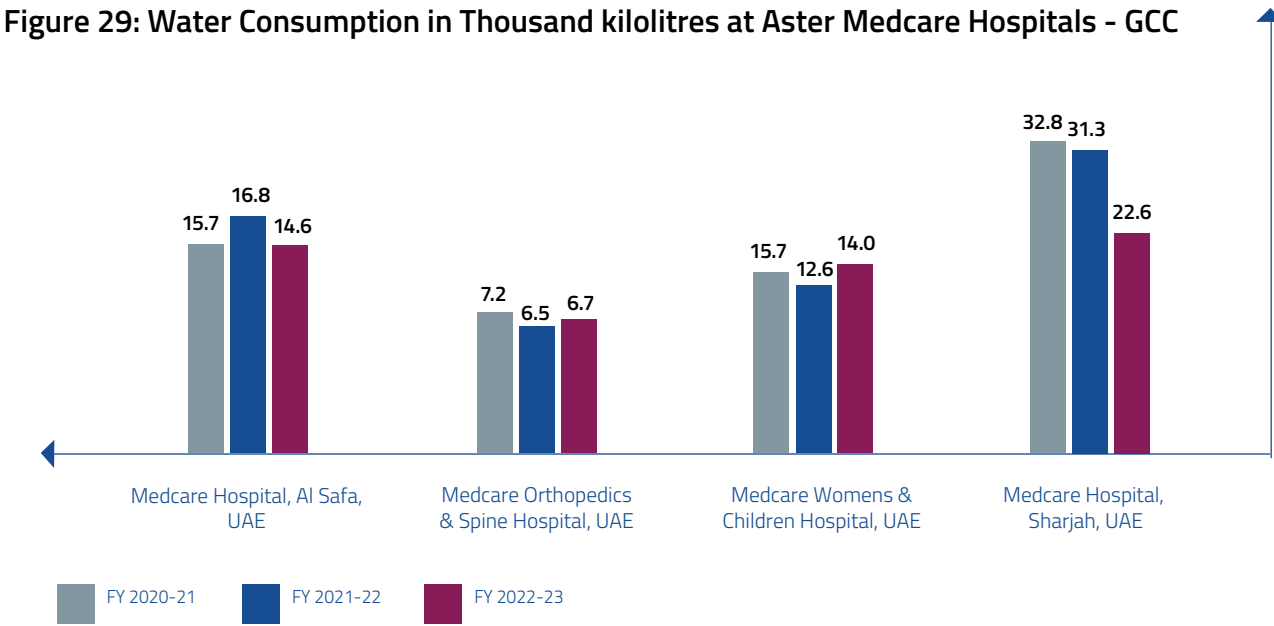


Figure 29: Water Consumption in Thousand kilolitres at Aster Medcare Hospitals - GCC



Aster DM Healthcare has also established baselines for water consumption for various hospitals and strives to rationalise its consumption at every step. This year alone, Aster DM Healthcare has been able to reduce its water consumption across 7 hospitals in GCC, with Medcare Hospital Sharjah leading the way with approximately 8,755 kiloliters of savings



WATER CONSUMPTION - INDIA HOSPITALS

The graphs below summarise the water performance across our hospitals in India which are the major water consumers:

Figure 30: Water Consumption in Thousand Kilolitres at Aster Hospitals - India

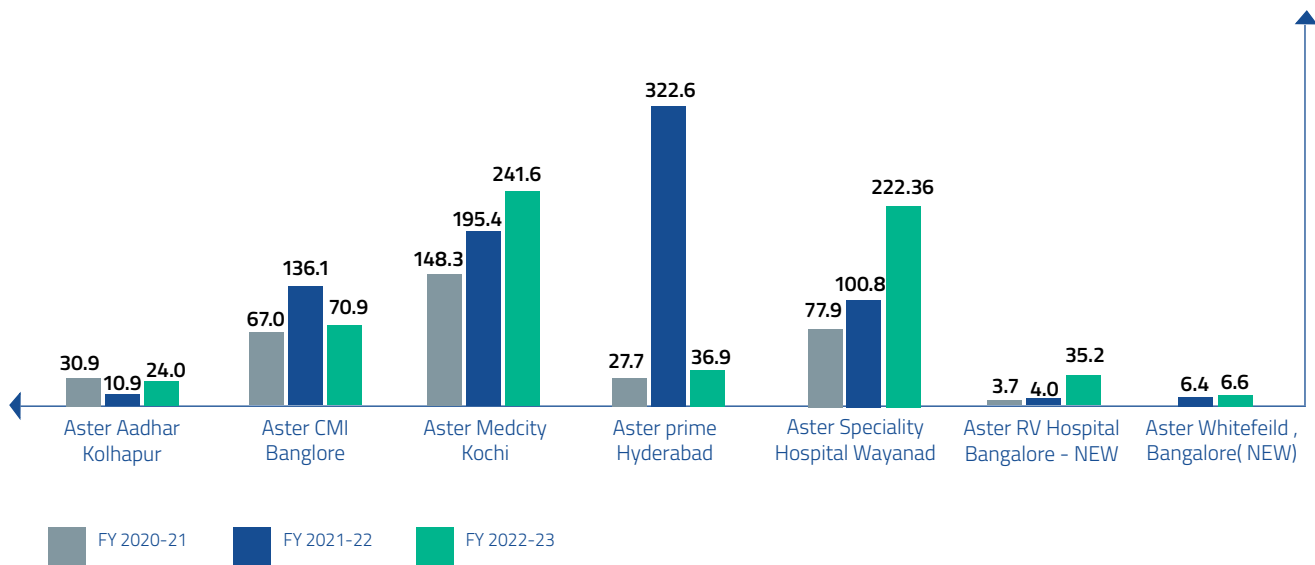


Figure 31: Water Consumption in Thousand Kilolitres at Aster MIMS Hospitals - India

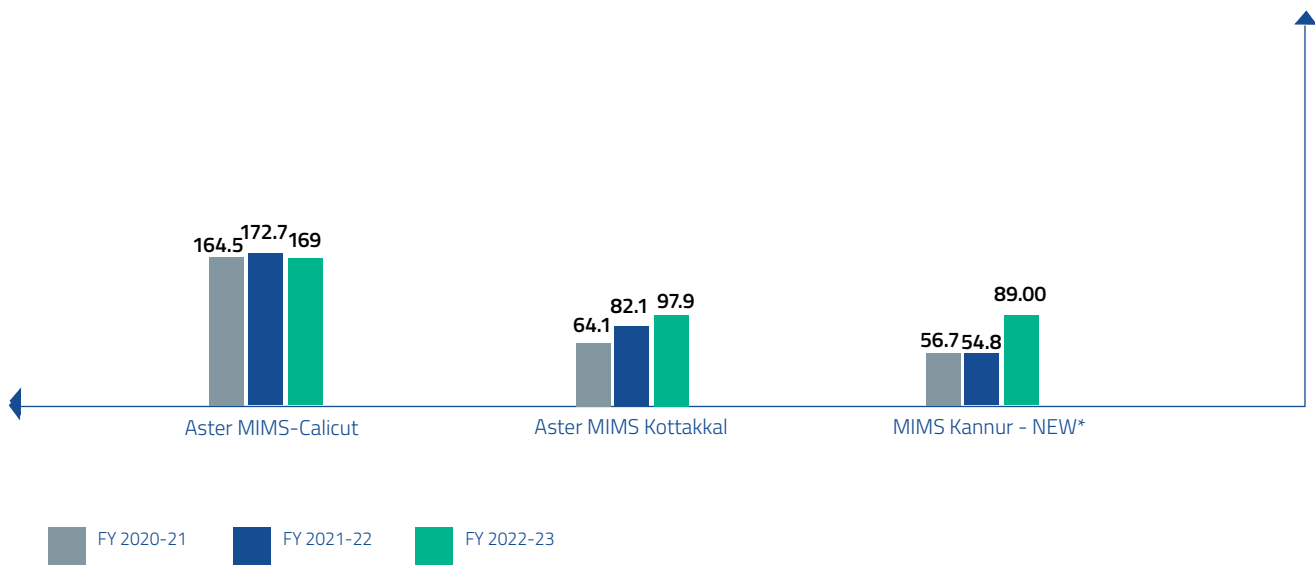
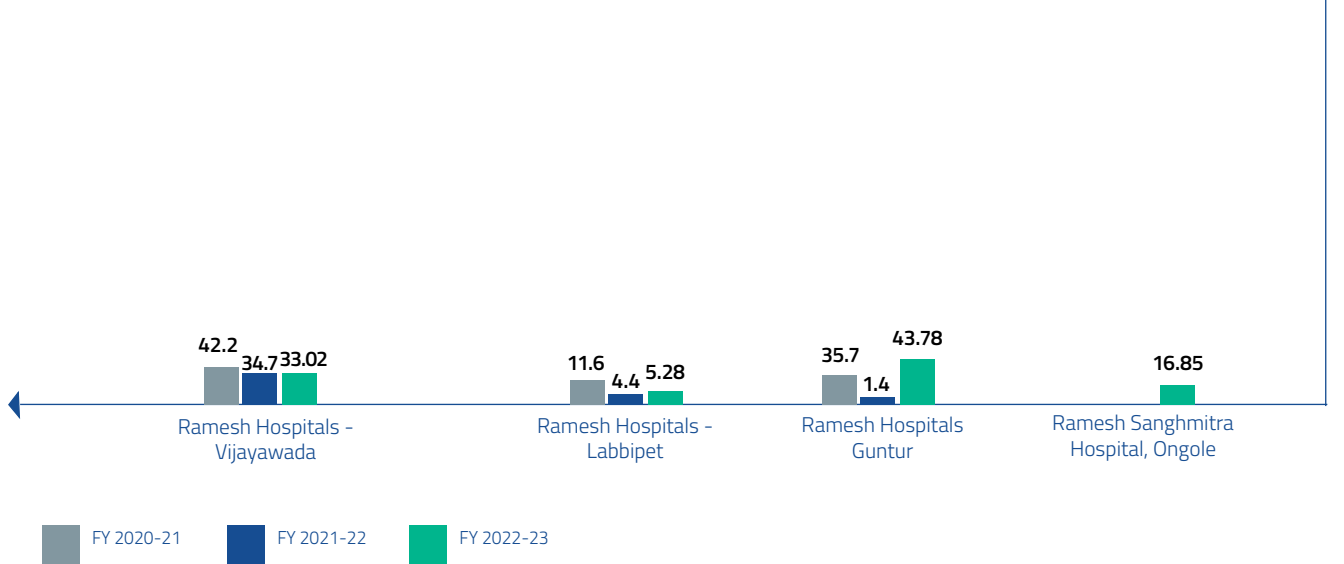


Figure 32: Water Consumption in Thousand Kilolitres at Aster Ramesh Hospitals - India



There has been an increase in water consumption in our hospitals in the Indian subcontinent, primarily due to increased operations. Still, Aster DM Healthcare has been able to reduce its water consumption across 4 hospitals in India, with Aster Hospital CMI leading the way with approximately 59,976 kiloliters of savings.



WASTEWATER TREATMENT AND REUSE

Aster DM Healthcare's dedication to waste management and resource optimisation is reflected in the way we handle wastewater across multiple hospitals. It has constructed a number of sewage treatment facilities so that the wastewater that is produced by its hospitals can be treated and reused for flushing, horticulture, and cooling tower applications. The table provides the summary of treatment plants along with the reuse of the treated effluent.



STP Facility at Aster Medcity Kochi, Kerala



290,355

Water Reused
for Horticulture (KL)



3,605

Capacity
Installed (KLD)



13

Sewage
Treatment Plants



103,482

Water Reused
for Flushing (KL)



34,088

Water Reused
for Cooling Tower (KL)



689,899

Quantity of
Water Saved (KL)



Quantity of Sewage Effluent Reused in 2022-23

Hospital	STP Capacity (KLD)	Quantity of Treated Sewage Effluent generated (Kilo- Litres)			
			Flushing	Horticulture	Cooling Tower
Aster Aadhar Kolhapur	120	32,850,000	14,600,000	18,250,000	
Aster CMI Bangalore	250	45,745,000		45,745,000	-
Aster Medcity -Kochi	1000	158,864,000	7,212,000	132,342,000	18,188,000
Aster MIMS (Calicut)	800	10,226,700	25,017,100	1,008,000	-
Aster MIMS Kottakkal	350	78,375,640			-
Aster prime Hyderabad	20	9,750,000	0	0	0
Aster WIMS Kerala Wayanad	600	225,052,000	23,301,000	23,865,000	-
Ramesh Hospitals - Main Hospital	40	16,878,000	12,010,000	-	-
Ramesh Hospitals - Labbipet	10	2,897,000	1,548,000	-	-
Ramesh Hospitals Guntur	110	4,971,000		2,650,000	0
Aster RV Hospital Bangalore - NEW	135	30,495,000		30,495,000	-
Aster MIMS Kannur - NEW	150	68,400,000	14,400,000	36,000,000	15,900,000
Aster Whitefield, Bangalore (NEW)	20	5,394,250	5,394,250		-
TOTAL	3,605	689,898,590	103,482,350	290,355,000	34,088,000



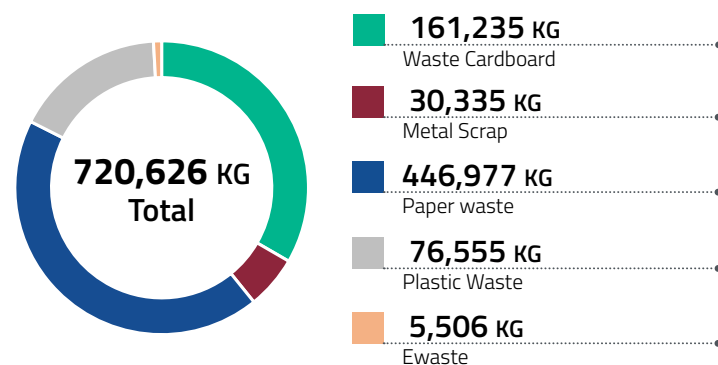
CIRCULAR ECONOMY



Embracing the circular economy aligns with Aster DM Healthcare's commitment to delivering high-quality healthcare services while minimizing its ecological footprint. It enables us to identify opportunities for recycling, reusing, and re-purposing medical equipment and supplies. This not only reduces the healthcare industry's reliance on virgin materials but also promotes cost-efficiency and enhances the organization's resilience to supply chain disruptions.

By prioritizing circularity, the organization can improve patient outcomes, foster innovation in healthcare technologies, and contribute to the overall well-being of the communities it serves.

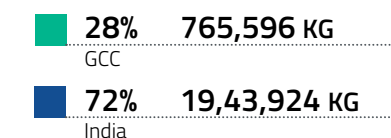
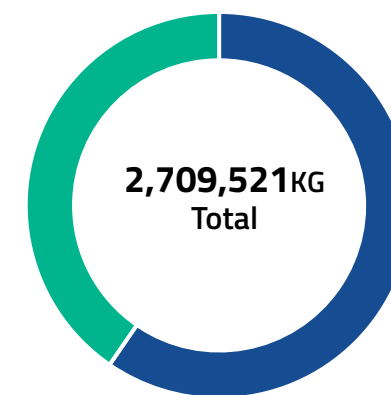
Aster DM Healthcare successfully recycled 423,806 kilograms of waste, exemplifying their commitment to sustainable waste management practices.



WASTE MANAGEMENT

Aster DM Healthcare, diligently monitors and manages the waste generated across various categories, as depicted in the table below. The table presents the quantities of waste in kilograms (kgs) for each waste type, including e-waste, bio-medical waste, battery waste, waste cardboards, metal scrap, paper and stationery, food waste, plastic waste, garden waste, and construction and demolition waste.

Closely monitoring and addressing these waste streams enables Aster DM Healthcare to sustainably manage the waste generated and minimize the environmental footprint.



Hazardous Waste	Quantity (KG)
E waste	5,506 KG
Bio-medical	1,486,427 KG
Battery Waste	5,070 KG

Non Hazardous Waste	Quantity (KG)
Waste Cardboards	161,235 KG
Metal Scrap (MS, GI, SS & Aluminium)	30,353 KG
Paper & Stationery / Shredding Paper, news paper	446,977 KG
Food Waste	438,503 KG
Plastic waste	76,555 KG
Garden Waste	315 KG
Construction and demolition	9,100 KG
Bio Waste	54,750 KG



WASTE RECYCLING AT ASTER MEDCITY

At Aster Medcity, we have made significant strides in our waste recycling efforts, ensuring a sustainable and environmentally responsible approach.

Our commitment to recycling is evident in the composition of waste recycled, where we have successfully recycled 71% of waste cardboards, 26% of metal scrap, 2% of plastic waste, and 1% of paper waste. This impressive breakdown showcases our dedication to

maximizing the recycling potential of various materials, minimizing waste generation, and reducing our overall ecological footprint.

By prioritizing recycling initiatives across these waste categories, we strive to create a circular economy model that not only benefits our organization but also contributes to the broader goals of sustainability and environmental stewardship.

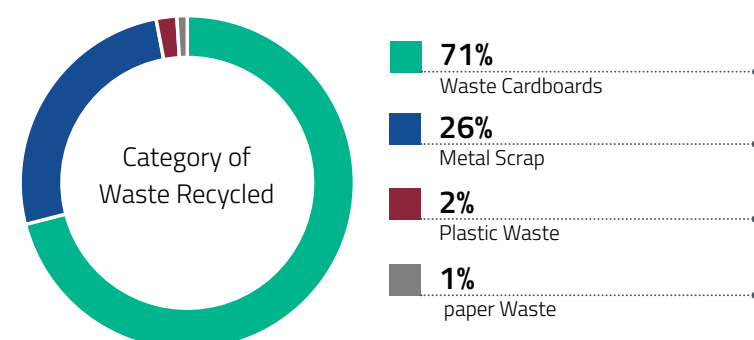
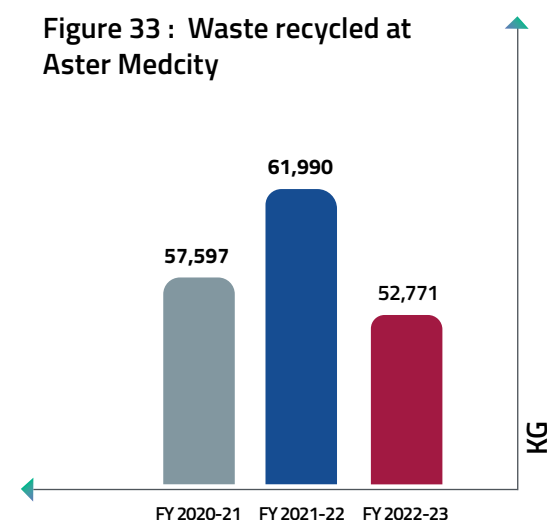


Figure 33 : Waste recycled at Aster Medcity



WASTE MANAGEMENT

Our hospitals maintain a comprehensive record and monitoring system for the hazardous waste generated, ensuring compliance with local regulations and global best practices. The treatment and disposal of medical waste strictly adhere to the guidelines established by the respective local government authorities.

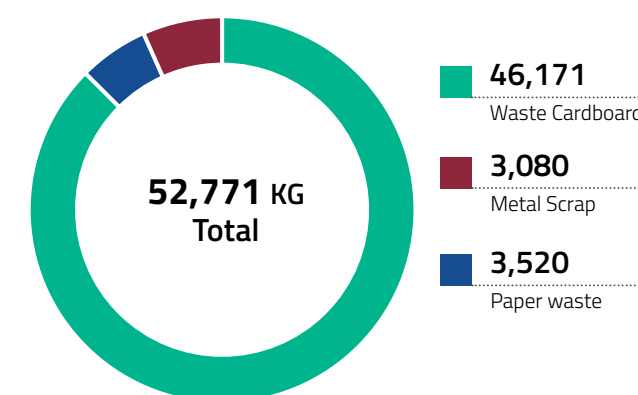
Our waste management practices encompass various categories, including biomedical, plastic, food, metals, paper, and cardboard. We prioritize waste segregation at the source, enabling efficient recycling of recyclable materials. All records related to daily waste generation, recycling, treatment, and disposal are diligently maintained on a daily basis.

WASTE RECYCLED AT MEDCARE HOSPITALS

Medcare hospitals has a well-established recycling procedure. There are vendors and different procedures for the collection and recycling of recyclable materials that are segregated at our hospitals.

The Medcare Hospitals with the help of our well-established recycling program were able to recycle total of 52,771 kgs of cardboard, metal scrap, and paper combined. The quantity of the different types of waste recycled is shown here.

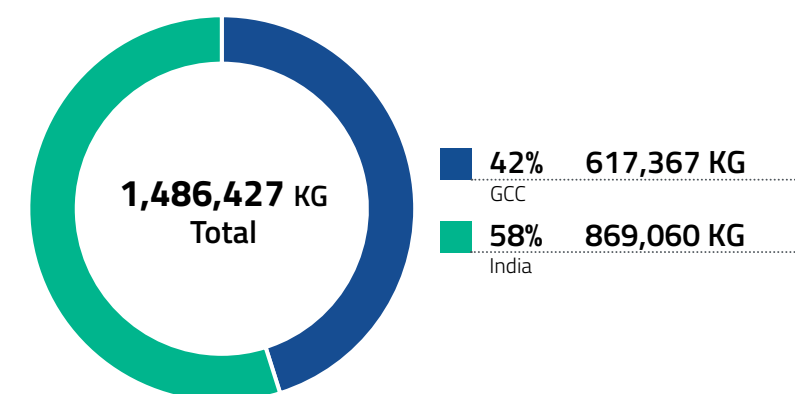
Waste Recycling at MCH & MOSH



BIOMEDICAL WASTE MANAGEMENT

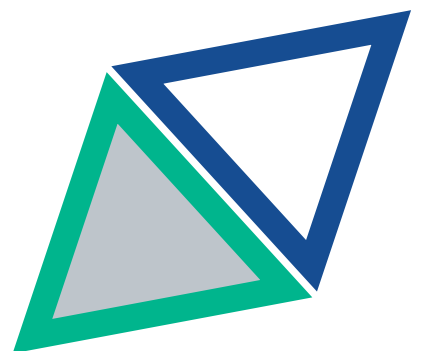
We prioritize minimizing the generation of bio-medical waste and ensuring its proper containment to prevent contamination and hospital-acquired infections. Our waste management practices encompass general, infectious, hazardous, and radioactive waste types.

We take proactive measures to avoid waste generation, employing appropriate receptacles to safely contain the generated waste. To maintain safety and environmental standards, we transport the waste to designated disposal facilities, where it undergoes treatment based on its specific type. The quantity of bio-medical waste generated in the GCC and India is illustrated in the following breakdown.





ECONOMIC PERFORMANCE



OUR ECONOMIC PERFORMANCE

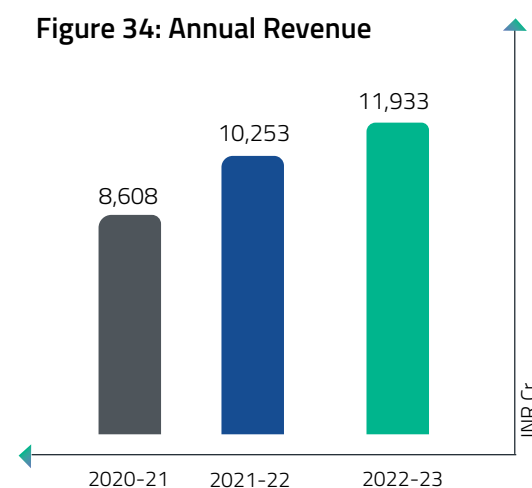


Under the visionary leadership of our Founder Chairman and Managing Director, along with our esteemed board members, our organization has consistently demonstrated strong economic performance over the years.

This success is a result of our strategic financial management practices, efficient operations, and the trust placed in us by our valued patients.

In the fiscal year 2022-23, we achieved an impressive **year-on-year growth rate of 16.4%**, reaffirming our commitment to providing exceptional care to our patients and stakeholders.

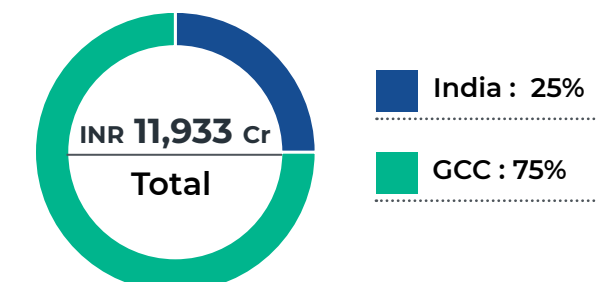
Figure 34: Annual Revenue



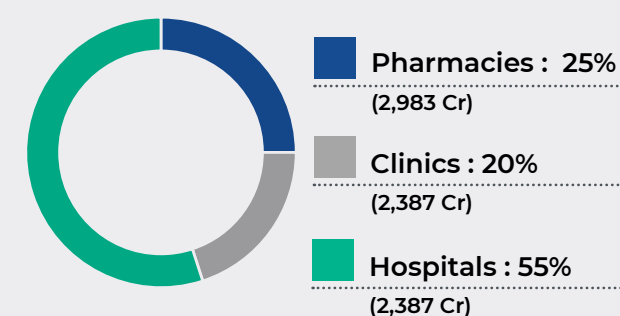
Aster DM Healthcare has its footprint across 6 countries in GCC region and India. The total revenue from the two regions totaled to INR 11,933 crore for the fiscal year 2022-23.

The region-wise revenue breakdown showcases the split between our operations across our facilities in GCC region and India, with about 75% revenue being generated from the GCC region.

Region-wise Revenue Breakdown



Source-wise revenue breakdown



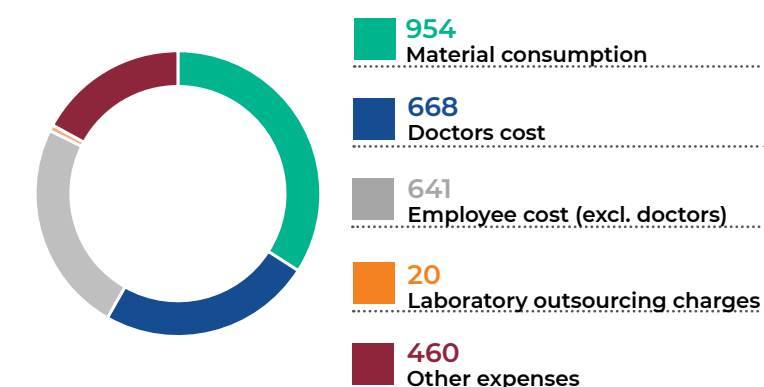
Our hospitals, pharmacies, and clinics are the main sources that contribute to our financial performance across geographies. We have highlighted the source-wise revenue breakdown.

Approximately 25% of our revenue is generated from pharmacies, highlighting the importance of our pharmaceutical services. Clinics make up 20% of our revenue, emphasizing the value of our outpatient care offerings. The majority of our revenue, accounting for 55%, is derived from our hospitals, highlighting their central role in delivering comprehensive healthcare services.

Our operations expense breakdown provides a comprehensive overview of the various categories and components that contribute to the overall operational costs of a company.

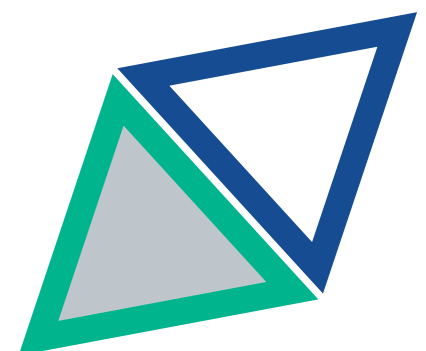
The operational expense breakdown provides a concise overview of the distribution of expenses. Material consumption accounts for the majority of our expenses followed the cost of doctors and other employees. The total expense for the fiscal year 2022-23 was accounted to be INR 3,192 crores.

Operations Expense Breakdown (in INR Cr)





COLLABORATIONS & PARTNERSHIPS



COLLABORATIONS AND CSR PARTNERSHIPS - MIDDLE EAST AND AFRICA

Under the umbrella of Aster DM Healthcare, we have collaborated with multiple organizations locally and globally to enhance our positive impact on people and communities. We believe that the goals of UNSDGs can only be achieved if strong partnerships are built locally

as well as globally to foster sustainable development. The key partnerships that we built in the year 2020-21 in the Middle East and Africa and other geographies are presented in this section.



Community Partners

- Al Noor Foundation, UAE
- Blood Donors Kerala
- Dar Al Ber Society, UAE
- Dubai Club for People of Determination, UAE
- Dubai Customs, UAE
- Dubai Foundation for women and children, UAE
- Dubai Municipality, UAE
- Dubai Police, UAE
- Emirates Red Crescent, UAE
- KMCC, UAE
- Lions Club, Dubai, UAE
- Ministry of Labour, Sharjah, UAE
- Sharjah Charity, UAE
- Smart Life, UAE
- Special Needs Future Development Centre (SNF), UAE
- United Friends of Kerala, UAE



Program Partners

- Air Arabia, UAE
- AKCAF Association, UAE
- Al Jaleela Foundation, UAE
- DHL, UAE
- Emirates Environment Group, UAE
- Indian Consulate (PBSK), UAE
- International Charity Organization, UAE
- Land Mark Group, UAE
- Malabar Gold, UAE
- Model Service Society, UAE
- Norka Roots, UAE



Strategic Partners

- Dubai Health Authority, UAE
- Dubai Corporation for Ambulance Services, UAE
- Dubai Foundation for women and children, UAE
- Ministry of Health, Oman
- Road Transport Authority, UAE
- The Big Heart Foundation, UAE



COLLABORATIONS AND CSR PARTNERSHIPS - INDIA AND SOUTH ASIA

Similar to the partnerships we developed in the UAE, there are multiple organisations with whom we collaborated in India across several CSR initiatives. These partners include the following:



Community Partners

- Bathlehem Abayabhavan Destitute Home, India
- Capernaum Orphanage, India
- EDRAC (Ernakulam District Residents Associations Apex Council), India
- Govt. Aided colleges of Kerala, India
- Kottayam Social Service Society, India
- Malabar Cancer Care Society, India
- N M Raju Foundation, India
- Oorja, India
- Sarva Siksha Abayan - Govt. of India, India
- Thanal Palliative Care, India



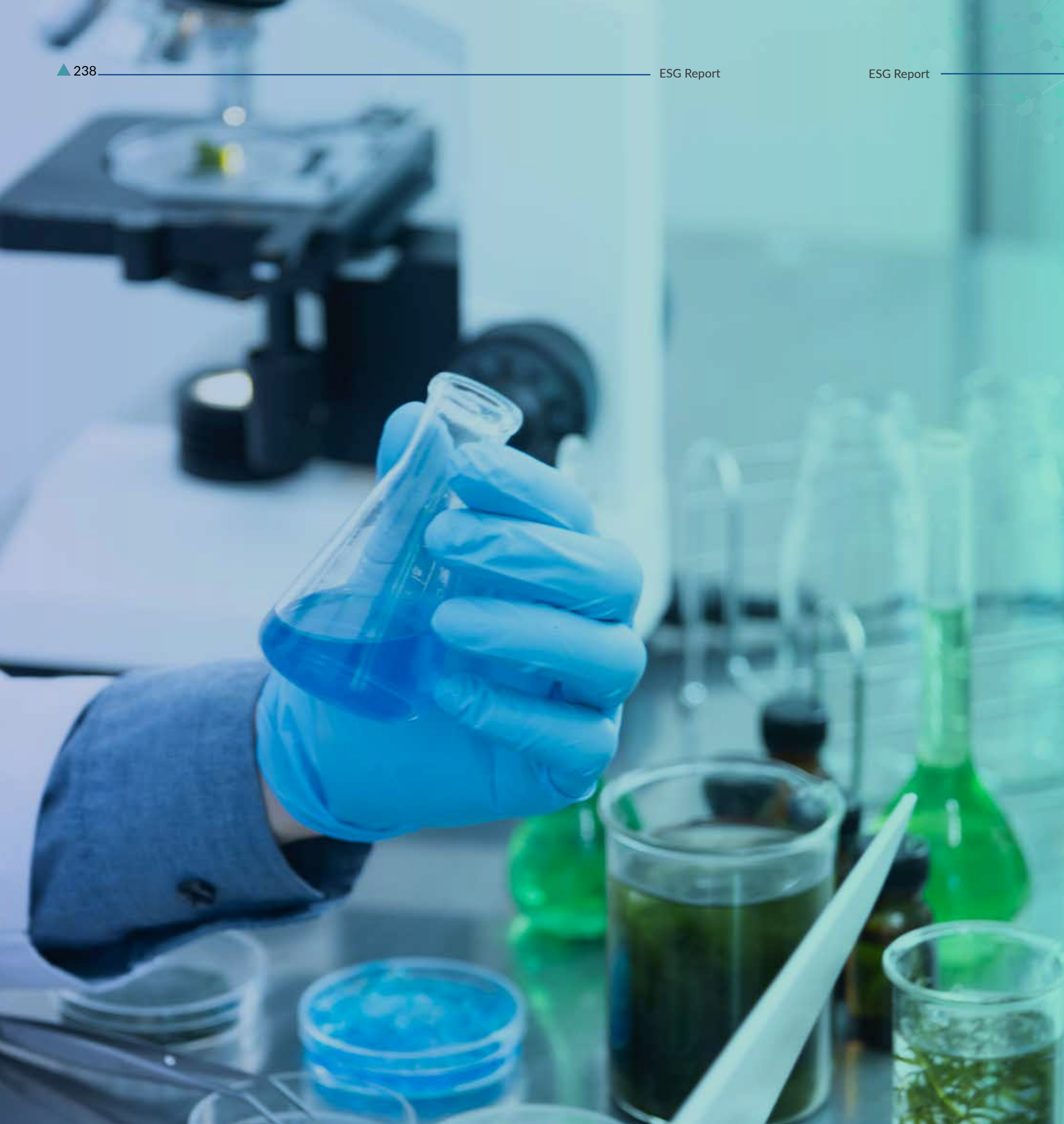
Program Partners

- Anglo French Drug Industries, India
- Benny & Sherry Foundation, India
- C H Centre Thrikkariapur, India
- Centre for Life Skill Learning, Kerala, India
- CICS (Calicut Islamic Cultural Society, India
- CMID, India
- Department of Health, Karnataka, India
- Director of Public Instruction and District Education Department, India
- "District administration & Health Departments of Ernakulam, Idukki, Thrissur & Palakkad districts, India"
- Forest Department, State of Kerala, India
- ICDS (Integrated Child Development Services), Govt of Kerala, India
- JCI, Karimugal, Kochi, India
- Khidma Medical Centre, India
- Kshema Foundation, India
- Lions Club International, India
- Lions Club, Bangalore, India
- LSGD (Local self Govt. Departments) Kerala, India
- MANAV a Migrant Welfare Organization, India
- Mangalam Publications, India
- Microlabs, India
- Municipal Councils of Kerala, India
- Mushrif Foundation, Kolhapur, India
- National Cadet Corps (NCC), India

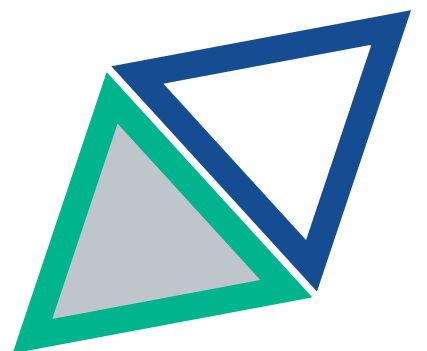


Strategic Partners

- Al Manar Social Service Society, India
- Al-Ansar Charitable Trust, India
- Al-shifa Hospital Delhi run by Human Welfare Foundation, India
- Aspin Wall & Co. Ltd, India
- Bagaria Trust, India
- CPIM Kannur District Committee, India
- CPIM Kondotty Area Committee, India
- Mathilakam Block Panchayath Division 14, India
- Peace Valley run by Human Care Foundation, India
- Rotary International, India
- Saidalikutty Memmorial Charitable Trust Perimbalam (SMCT), India
- SaISar Charitable Trust, India
- Team Welfare, India
- TEFA (Thekkepuram Expats Football Association), India
- Thanal – An initiative of Ernakulam MP, Sri Hibi Eden, India
- Youth Congress Mattannur constituency, India



ADVANCING HEALTHCARE THROUGH INNOVATION



ADVANCING HEALTHCARE THROUGH INNOVATION



Innovation lies at the heart of Aster DM Healthcare's commitment to delivering exceptional healthcare services and driving positive change within the industry.

With a steadfast focus on continuous improvement and staying at the forefront of technological advancements, Aster DM Healthcare has embarked on a transformative journey of innovation across its operations.

This chapter highlights the remarkable innovations and initiatives undertaken by Aster DM Healthcare, showcasing the organization's unwavering dedication to enhancing patient care, optimizing processes, and embracing cutting-edge technologies. Through collaborations, research, and the development of groundbreaking solutions, Aster DM Healthcare is redefining the landscape of healthcare, advancing sustainability, and shaping a brighter future for all.

CHEST X RAY IMAGE CLASSIFICATION- IN HOUSE AI TOOL DEVELOPMENT

Aster DM Healthcare has made significant strides in the development of an in-house AI tool for Chest X-ray image classification. Two algorithms have been created as part of this endeavor.

The first algorithm utilized the NIH dataset consisting of 120,000 images and employed the Mobilenet-v2 architecture. It implemented a two-level classification system, distinguishing between normal and abnormal images at level 1 and identifying 14 different disease conditions at level 2.

In addition to the NIH dataset, the second algorithm utilized 45,000 images from Aster. It employed the Mobilenet-v1 architecture and focused on a one-level classification, distinguishing between normal and abnormal images.

This algorithm was specifically trained on images within the Aster dataset to enhance its accuracy for the healthcare provider's unique context.

Looking ahead, we plan on combining data from various sources, including NIH, Aster, and other relevant repositories, to expand the training dataset to encompass at least 300,000 images. By increasing the diversity and size of the dataset, the AI tool can further improve its performance and generalization capabilities.

We also plan to incorporate additional features, such as grad+ maps and nearest neighbor techniques, to enhance the interpretability and diagnostic support provided by the AI tool.



DICOM EXTRACTION TOOL: STREAMLINING DATA RETRIEVAL AND ENABLING ADVANCED ANALYSIS IN MEDICAL IMAGING

Aster DM Healthcare has created a DICOM Extraction Tool that simplifies the process of downloading DICOM images and radiology reports from PACS servers. This tool automates data retrieval, saving valuable time and effort for healthcare professionals. Additionally, it features a search function that enables users to easily search the database for specific medical conditions, enhancing efficiency in data analysis.

One notable aspect of the DICOM Extraction Tool is its potential for data monetization, both for internal research and external collaborations.

By securely utilizing patient images and associated data, the tool opens doors for valuable insights and contributes to ongoing medical research. This feature holds great promise for advancing patient care and informing evidence-based practices.

As part of future work, we aim to enhance the tool's data search capabilities by implementing a Diagnosis-based search, allowing users to retrieve data based on specific diagnoses.

We also plan to introduce a Prescription-based search feature, enabling efficient access to relevant data related to prescribed medications. By continually refining and expanding the tool's functionality, we remain committed to driving innovation in medical imaging and data analysis for improved patient outcomes.



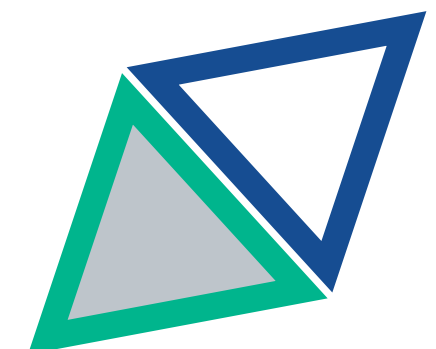
ADVANCING RADIOLOGY IMAGE INTERPRETATION THROUGH AI IN CAROTID USG

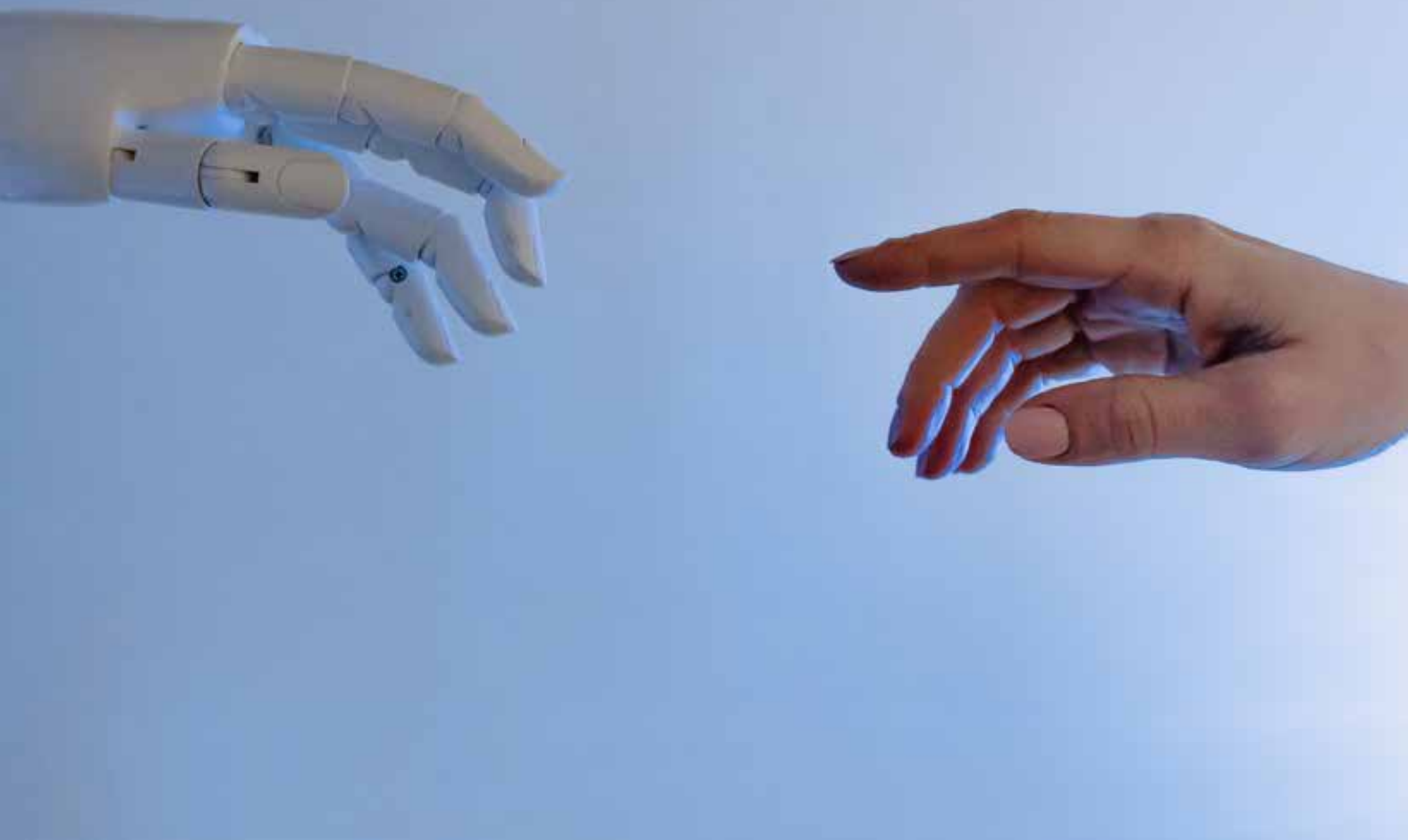
Aster DM Healthcare has partnered with Intelpixel (Fujifilm) to revolutionize radiology image interpretation using artificial intelligence (AI).

This collaboration aims to provide an automated tool for Carotid Ultrasound (USG) image analysis, leveraging the Ultrasound Data provided by Aster following the prescribed protocol.

As part of the partnership, Aster DM Healthcare will deliver 250 Ultrasound carotid samples to facilitate the development and training of the AI-based tool. By harnessing the power of AI, the Intelpixel (Fujifilm) project seeks to enhance the accuracy and efficiency of radiology image interpretation.

The automated tool will enable healthcare professionals to analyze Carotid USG images more effectively, potentially improving diagnostic accuracy and patient care.





ADVANCING ECHOCARDIOGRAPHY WORKFLOW WITH AI

Aster DM Healthcare has joined forces with Intelpixel (Fujifilm) to enhance workflow efficiency in the echocardiography laboratory using artificial intelligence (AI).

This collaboration aims to utilize AI and convolutional neural networks (CNN) to automatically identify views within echocardiograms, select the best images, and extract quantitative parameters and function.

By leveraging AI technology, the Intelpixel (Fujifilm) project seeks to streamline the process of analyzing

echocardiograms, saving valuable time, and improving diagnostic accuracy. The automated system will identify specific views within the images, extract relevant data, and generate quantitative parameters and functional assessments.

As part of the collaboration, Aster DM Healthcare will provide 350 Ultrasound Echo Cardiogram samples adhering to the prescribed protocol to facilitate the development and training of the AI model.

ADVANCING CATARACT DIAGNOSIS WITH AI AND CHATBOT VALIDATION

Aster DM Healthcare is actively involved in the development of Logy.AI, an AI-based solution for cataract diagnosis. This innovative technology incorporates Chatbot validation to refine product features and assess the accuracy of the AI model. As part of the collaboration, Aster DM Healthcare will conduct a comparative analysis between the chatbot and physician-enabled diagnosis, aiming to evaluate the effectiveness of the AI-driven approach.



ASTER DM HEALTHCARE PARTNERS WITH SKYE AIR MOBILITY TO LEVERAGE DRONE TECHNOLOGY FOR TRANSFORMING HEALTHCARE DELIVERY LANDSCAPE

Commences Drone delivery trials of diagnostic samples and medicines in Bangalore

Bangalore, 17th May 2022: Aster DM Healthcare, India's leading private healthcare service providers, has signed a partnership alliance with Skye Air Mobility, a leading drone-technology-based logistics firm for transforming healthcare delivery landscape in India. Both the

companies signed the partnership agreement in the presence of Mr. Ankit Kumar, CEO, Skye Air Mobility, Dr. Prashanth N, Chief Operating Officer, Aster RV Hospital and Mr. Ramesh Kumar, Chief Executive Officer, Aster CMI Hospital.



ASTER DM HEALTHCARE, INTEL CORPORATION AND CARPL ANNOUNCE SUCCESSFUL DEMONSTRATION OF INDIA'S FIRST-OF-ITS-KIND SECURE FEDERATED LEARNING-BASED HEALTH DATA PLATFORM



Federated Learning-based platform securely and rapidly enables access to anonymized and structured health data for research and collaboration.



This will enable a collaborative engagement across healthcare ecosystem to create innovative AI solutions.

Aster Innovation and Research Centre, the innovation hub of Aster DM Healthcare, has joined with Intel Corporation, and CARPL to announce a state-of-the-art 'Secure Federated Learning Platform.' This collaboration will enable the development of AI-enabled health tech solutions where data can securely reside where it is generated.

The collaboration will boost innovation in areas such as drug discovery, diagnosis, genomics, and predictive healthcare. It will also allow clinical trials to access relevant data sets in a secure and distributed manner.

BIONEST INCUBATOR AT DR MOOPEN'S MEDICAL COLLEGE TO SUPPORT HEALTHCARE START-UPS



BIRAC is a not-for-profit, public-sector enterprise, set up by Department of Biotechnology (DBT), Government of India as an interface agency to strengthen & empower the emerging Biotech enterprise.



Dr. Moopen's Medical College had also set up a booth at the Biotech Start-up Expo held on June 9 & 10, 2022 which was attended by Honourable Prime Minister Shri Narendra Modi



Dr. Moopen's Medical College (DMMC) is the only medical college in Kerala and fourth in India to be part of this incubation program.

Dr. Moopen's Medical College (previously known as DM Wayanad Institute of Medical Sciences) has received approval from Biotechnology Industry Research Assistance Council (BIRAC) to set-up incubation facility under Biocubators Nurturing Entrepreneurship for Scaling Technologies (BioNest) Scheme. BioNEST is a dedicated scheme supported by the BIRAC to create

globally competent bioincubation facilities to undertake strategic research and innovation. Being part of the BIRAC family, Dr. Moopen's Medical College was invited to set-up a booth at the biotech community congregation "Biotech Start-up Expo" held at Pragati Maida, New Delhi on June 9 and 10, 2022.



ASTER MEDCITY BECOMES THE FIRST CENTRE IN SOUTH ASIA TO INTRODUCE NEURONAV MER SYSTEM (ALPHA OMEGA) IN PARTNERSHIP WITH MEDTRONIC FOR DEEP BRAIN STIMULATION (DBS) THERAPY DONE FOR PARKINSON'S DISEASE PATIENTS.



The partnership with Medtronic aims to spread awareness about Parkinson's disease, the role of DBS as a standard of care in the disease and increase patients' access to advanced DBS therapy through the Parkinson's and Movement Disorder Program.



Having completed 50 DBS procedures in the last 15 months, Aster Medcity is the most active DBS Centre in Kerala.

Aster Innovation and Research Centre, the innovation hub of Aster DM Healthcare, has joined with Intel Corporation, and CARPL to announce a state-of-the-art 'Secure Federated Learning Platform.'

This collaboration will enable the development of AI-enabled health tech solutions where data can securely reside where it is generated.

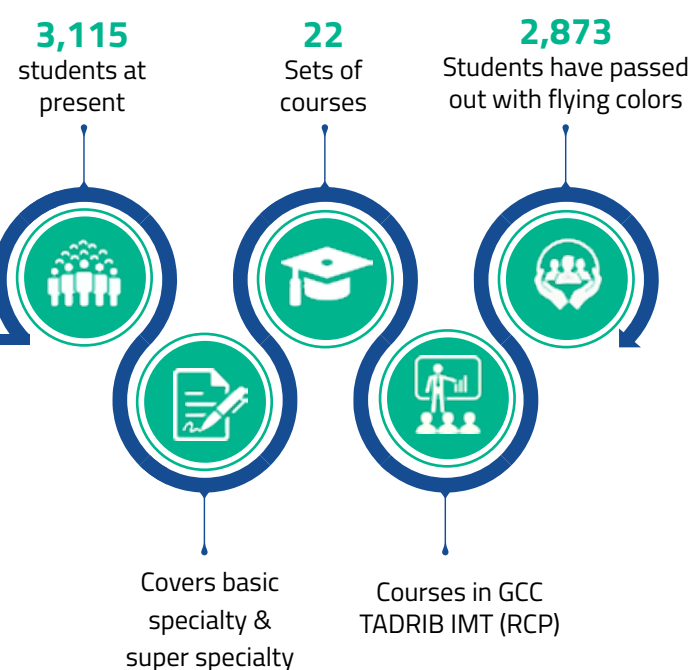
The collaboration will boost innovation in areas such as drug discovery, diagnosis, genomics, and predictive healthcare. It will also allow clinical trials to access relevant data sets in a secure and distributed manner.

ACADEMIC EXCELLENCE AT ASTER

Aster's Academic Excellence helps in establishing, managing and operating institutions to enable knowledge sharing. It helps skill development across the Aster network and the wider healthcare system. It also aims to address the talent gap for skilled medical professionals

that the healthcare industry is currently facing. The academic courses are offered across India and GCC units with more than 2,873 students having successfully completed the courses and 3,115 plus currently pursuing courses at Aster Academy.

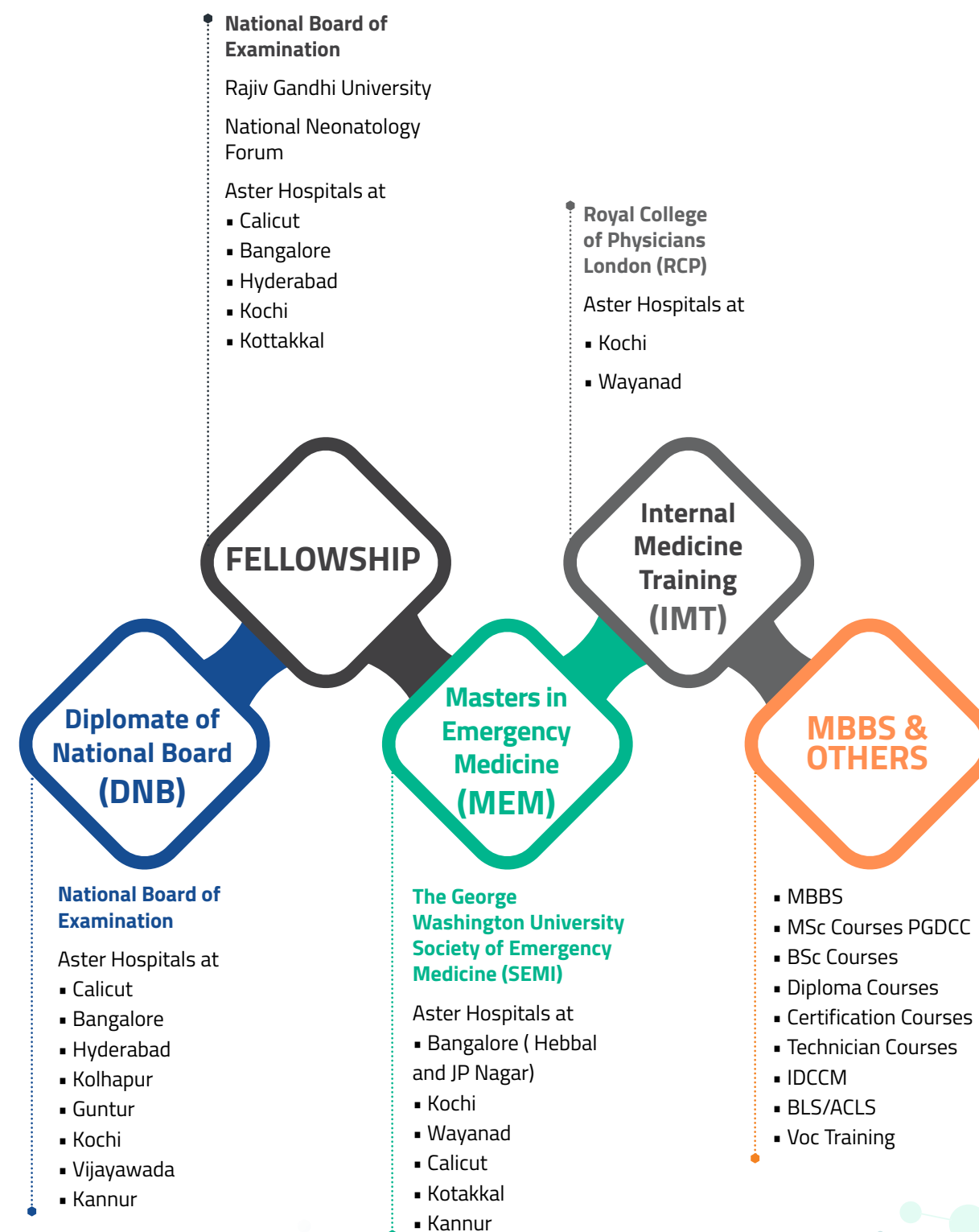
Some highlights



AI Tadrib Training Program

AI Tadrib is an educational initiative at Aster Hospital that began in 2018 with the goal of training nurses, doctors, and allied health professionals. The courses are available to all healthcare professionals in the UAE, and the emphasis has been on exceptional training and growth.

Aster DM Healthcare has developed a diverse approach to learning that extends beyond standard classroom courses and includes a variety of methodologies such as e-learning, simulation training, feedback culture, action learning sets, guided learning, and so on.





Aster MIMS College of Allied Health Sciences, Malappuram, Kerala

Aster MIMS Academy, the educational arm of Aster MIMS, is dedicated to being a trailblazer in academic excellence and intellectual exploration.

Since its establishment in 2003 under the Aster MIMS Academy Trust, it has been committed to addressing the educational needs in the field of health sciences for society.

Nestled in the serene surroundings of Puthukode, Vazhayoor Panchayat, in Malappuram district, our sprawling 36-acre campus embodies a visionary plan to evolve into a world-class higher education institute specializing in medicine and allied health sciences.

At present, Aster MIMS Academy offers four undergraduate programs, seven postgraduate programs,

and five vocational degree programs, catering to a total of 734 students.

The academy has also received approvals to introduce five diploma programs for the academic year 2023-24, projecting an envisaged total of 1000 students by 2024.



COURSES OFFERED AT ASTER MIMS ACADEMY

MIMS College of Allied Health Sciences envisions training and developing healthcare professionals who can create a difference in the quality of life of the physically and mentally compromised individual.

Allied Health Science professionals are vital for holistic healthcare. In this view, our graduates have great scope for employment in Govt. as well as corporate hospitals, Polyclinics, Industries, Primary health centers, Animal

husbandries, training institutions in India and abroad apart from the option of private practices. MIMS Academy has well-qualified, committed, and motivated faculty.

Aster MIMS Academy offers courses in various fields of health sciences and hospital management for prospective candidates. These courses are mentioned below:



**MSc in Medical Laboratory Technology –
Biochemistry**



Master of Hospital Administration – MHA



B.Sc Nursing



M.Sc Nursing in Medical-surgical Nursing



**M.Sc Nursing in Child Health Nursing
(Paediatric Nursing)**



**M.Sc Nursing in Obstetrics and Gynaecology
Nursing**



**BSc in Medical Laboratory Technology
(B.Sc MLT)**



**BSc in Perfusion Technology
(B.Sc PT)**



**MSc in Medical Laboratory Technology –
Microbiology (M.Sc - MLT Microbiology)**



**MSc in Medical Laboratory Technology –
Pathology (M.Sc MLT Pathology)**



**Bachelor of Cardiovascular Technology
(BCVT)**



**Bachelor of Vocational Courses (B.VoC) in
different health care technology and sciences**

ASTER RESEARCH FOUNDATION

Aster DM Healthcare's research lab is at the forefront of cutting-edge scientific advancements, housing various laboratory facilities to support its diverse research programs. The lab boasts state-of-the-art facilities such as Molecular Biology, Plant Bio-actives & Bioprocessing, Animal Cell Culture, Biochemistry & Proteomics, Immunocytochemistry, Synthetic & Natural Biomaterials, and a Small Animal Laboratory Facility.

These facilities enable the researchers to explore various aspects of biomedical research, including stem cell biology, regenerative medicine, and novel biomaterials.

Currently, the lab is engaged in several exciting research programs to advance medical knowledge and therapeutic interventions. Some of these programs include bioprinting a cardiac patch with adult stem cells embedded in a novel bio-ink for potential heart tissue regeneration, bioengineering stem cells into neural progenitors for transplantation to treat spinal cord injuries and evaluating an injectable hydrogel for stem cell transplantation therapy in a rat model of myocardial infarction. The lab has also collaborated with the Department of Plastic Surgery at Aster MIMS, Calicut, on an adult stem cell-based wound regeneration project.

The lab has successfully developed novel technologies, such as a Dura Mater Substitute, which prevents cerebrospinal fluid leakage post-neurosurgery.

Additionally, they have a dedicated Aster UV-VIS Unit for Biomedical Applications, supporting research in 3D bioprinting, tissue engineering, cell-based regenerative medicine, and photopolymerization. Furthermore, the lab has patents for innovative medical devices and processes, including a point-of-care lateral flow insulin estimation device and bio-inks composition for 3D bioprinting of functional tissues.

With its multidisciplinary research initiatives and state-of-the-art facilities, Aster DM Healthcare's research lab contributes significantly to biomedicine, regenerative medicine, and medical device development.

Their commitment to cutting-edge research and innovation is paving the way for groundbreaking advancements in healthcare and improving patient outcomes worldwide.



MY ASTER APP

Aster DM Healthcare's flagship digital product, myAster, stands as a groundbreaking super app that revolutionizes healthcare services with a unique and personalized approach.

Designed to improve and simplify the patient care journey for citizens across the GCC region, the app boasts a 'user-first' philosophy and a commitment to transparency.

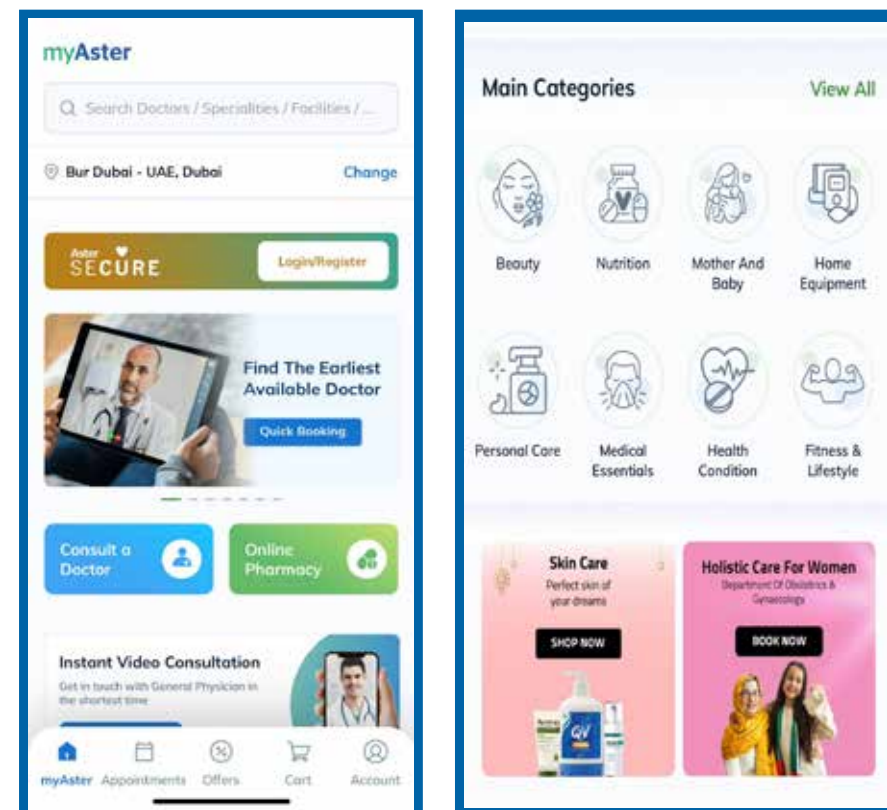
The remarkable success of myAster is evident, holding the prestigious 'Top-free medical' app ranking on both the Apple App Store and Google Play Store. Since its launch in July 2022, the app has garnered an impressive three-quarter million downloads, attracted over 3.2 million users, and hosted close to 7.3 million user sessions, making it a preferred healthcare solution for millions.

With backend integrations and a comprehensive approach, myAster brings together all Aster healthcare

verticals, including Aster Hospitals, Clinics, Homecare, and Pharmacies, onto a unified platform. This consolidation empowers users to access a full range of healthcare services effortlessly.

From booking appointments with doctors to consulting through tele/video consultations, obtaining prescriptions and test reports, ordering medicines from the online pharmacy with express delivery, and seamlessly managing health records, myAster ensures a seamless and user-friendly healthcare experience.

Supported by a robust presence on various social media platforms and endorsed by renowned influencers such as Sneha Rebecca, Jumana Khan, RJ Arfaz, and Priti Malik, myAster continues to gain recognition and loyalty from individuals seeking reliable and efficient healthcare services in the GCC region.



myAster

**Book Appointments.
Consult Doctors.
Order Medicines.**
All on myAster App

Doctor Appointment Booking: Book appointments with 635+ doctors across 5 hospitals and 48 clinics, specializing in 26+ medical specialties.

Instant GP Video Consultation: Video or tele-consult with a general physician within 30-45 minutes, perfect for mild medical ailments, sick leave documents, or medicine refills.

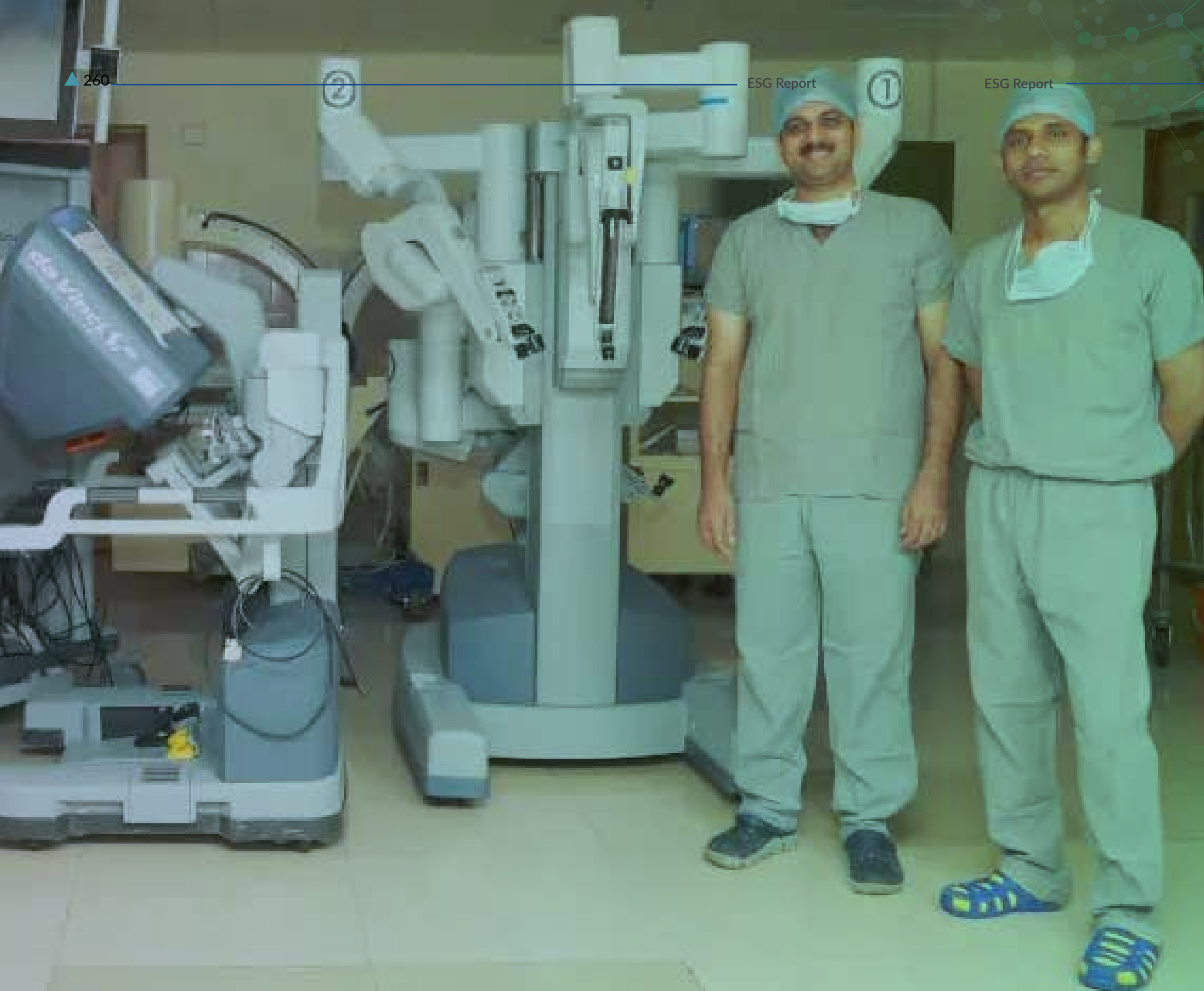
Video Consultation: Connect with doctors virtually from home or office, view multiple doctor schedules, and choose suitable slots for online consultations.

Online Pharmacy: Get doctor prescriptions delivered to your home or office, explore health essentials from thousands of brands, and avail exclusive online offers and deals.

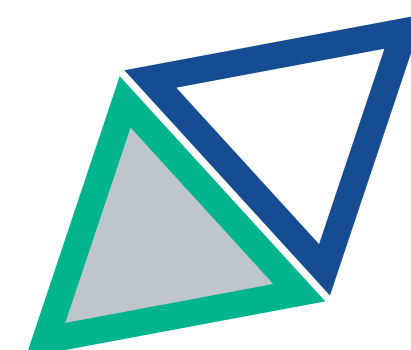
Record Management: Access scans, medical reports, and prescriptions in one place create family profiles, and securely store medical and insurance documents.

Payment Choices: Add and remove insurance details, and make payments for appointments, consultations, and pharmacy orders through self-pay or insurance options.





**CLINICAL
EXCELLENCE**



CLINICAL EXCELLENCE



At Aster, we have been able to ease the quality of many lives through our network of professionals, their medical and operational expertise and cutting-edge technology.

This section covers a few of our one-of-a-kind treatments demonstrating leadership in clinical excellence.

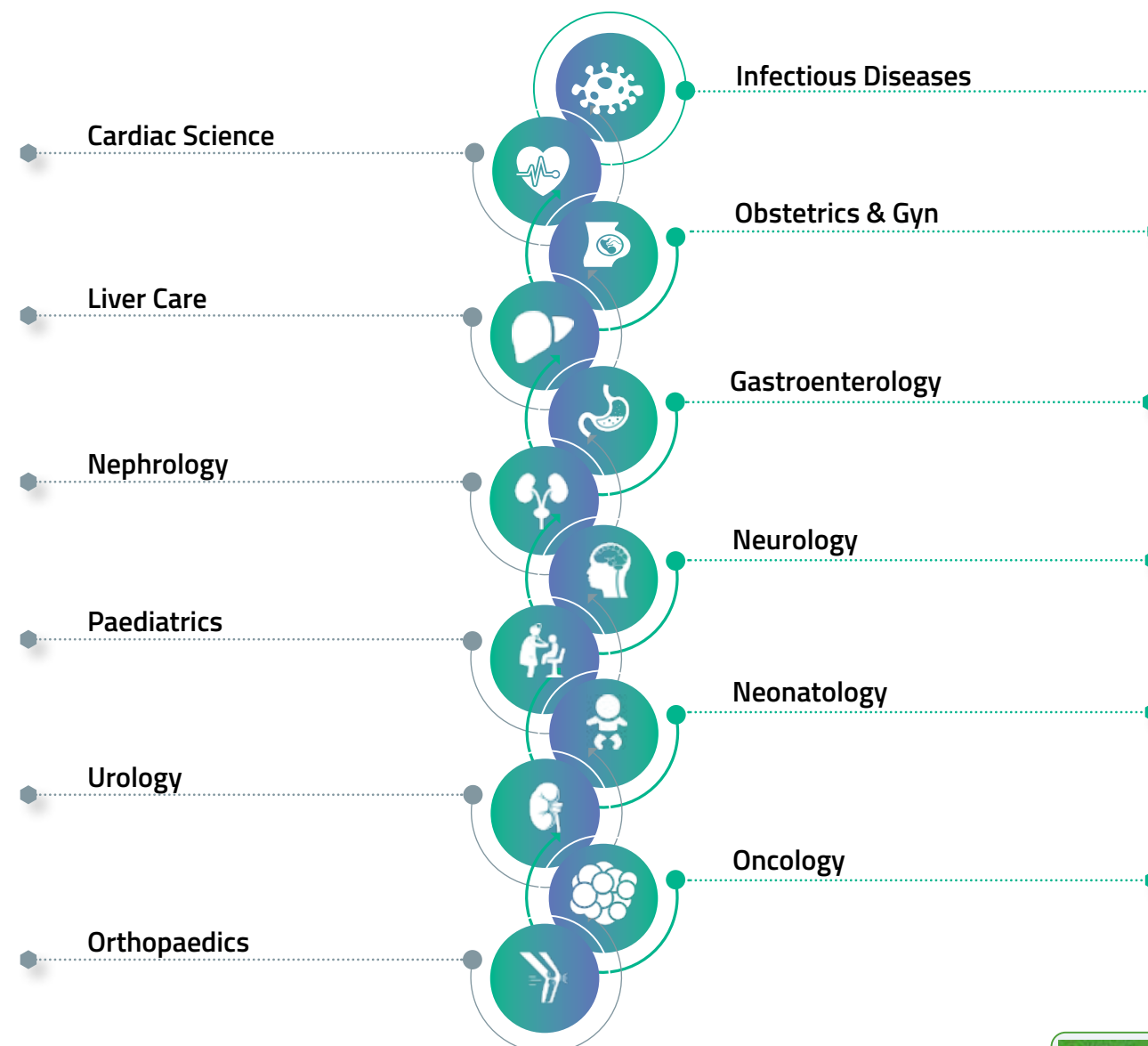


ASTER CENTER OF EXCELLENCE

The Aster Centre of Excellence is where medical expertise and world-class technology meet. It banks on the network of capabilities across many geographies. Operating across different medical departments, the timely exchange of information, seamless communication and cross-country cooperation makes the CoEs a valuable

hub for Aster's healthcare professionals. For some treatments that may require innovative know-how and technological intervention, Asterians can make use of this platform for understanding treatment approaches and delivering care in a swift manner.

Aster DM Healthcare currently has 12 CoEs spread throughout the Middle East and India.



CLINICAL HIGHLIGHTS - GCC

Complex Post CABG Medically Resistant Angina treated successfully by Angioplasty

A 2 year old infant was brought in unconscious, doctors resuscitated and saved the child.

Successfully delivered the first Quadruplets

Successful repair of 9 months old chronic retinal detachment

Sheep Botfly in the eye - A rare case of larvae in the eye

Advanced endoscopy procedure –Transoral incisionless fundoplication (TIF)

Diagnosed Familial Mediterranean Fever - a hereditary auto-inflammatory disorder.

Race accident victim saved by expert team of doctors, Aster Sanad, Saudi Arabia

Woman wakes up from coma after 8 months, Aster Hospital, Al Qusais

A 64 year old patient was treated for a rare and complicated case of Gastric Adenocarcinoma

A complicated case of Allergic Fungal Rhinosinusitis with Left Orbital Cellulitis & Impending intracranial Complication was managed by FESS.

8 kg fibroid excision done in nulliparous lady

Laparoscopic right hemicolectomy for a polypoidal tumor with necrosis

Large retroperitoneal cystic mass, a rare surgical entity, was managed laparoscopically.

7 cases of SMA gene therapy

A rare case of Intrathoracic Goitre, Aster Hospital, Al Qusais

CLINICAL HIGHLIGHTS - INDIA

Trans-catheter aortic valve implantation (TAVI) in degenerative aortic valve disease

1st Vaginal Natural Orifice Transluminal Endoscopic Surgery (vNOTES). Hysterectomy done without any incision

Laparoscopic management of a large adnexal mass in a 26 year old nulliparous.

Kidney transplant in a child (< than 10 kg)

6 -hour heart surgery on a 58 year-old man

Open and endovascular aortic reconstruction with CTVS, for a 29-year-old in hyper acute aortic dissection

Cardiac Resynchronisation Therapy Defibrillator (CRT-D) with epicardial lead placement in a 35 year old with dilated cardiomyopathy.

Emergency traumatic vascular tear repair in a 20 year old male with multiple stab injuries and massive hemopneumothorax

Complete sternal agenesis (heart was covered only by skin). Two cases of combined repair with sternal reconstruction in newborns

12 paediatric liver transplants in children under 10 yrs. (4 < 1 yr)

Life saved by removing hanging brain matter from face, Aster CMI Hospital, Bangalore

A 16-hour heart surgery, Aster Medcity, Kochi

Baby receives gift of hearing, Aster RV Hospital, Bangalore

Removal of a hydatid cyst in the liver with biliary communication in a pregnant female with intra- operative non-radiation ERCP and biliary stenting (A very rare case that occurs 1 in 20-30,000).

Right Nephrectomy, IVC resection, distal left renal vein, and Whipple's procedure were performed for a rare leiomyosarcoma of the Inferior Vena Cava.

Palliative biliary SEMS (Self Expandable Metallic Stents) in a 38 year with inoperable cholangiocarcinoma.

High risk emergency C section in 24 week pregnant Covid infected mother.

A 68 year old first Asthma patient underwent bronchial thermoplasty - a novel procedure to effectively treat severe asthma cases.

Laparoscopic repair of a ruptured uterus in a 19 weeks pregnant woman with a previous history of LSCS.

Atypical Rhomboid teratoid tumour in a 7-day old child with rapidly increasing head circumference and Right Upper Motor Neuron Facial Palsy.



12-yr-old boy, a 'ghost' for friends recovers from severe birth defects at Aster CMI Hospital

12-year-old boy underwent 15 different surgeries to survive

In yet another medical feat, a team of doctors at Aster Hospitals, Bengaluru and Aster Medcity, Kochi successfully performed a complex craniofacial surgery on 12-year-old boy, born with multiple complications from Kolkata.

He didn't have nostrils or a palate, had multiple holes in his heart, one of his eyes was completely dysfunctional and the doctors suspected that his brain might not function properly too. Eventually, his medical condition started to affect him mentally.

He often gets upset when other kids of his age call him a ghost and shut him out. Because of this, he was homeschooled.

As a kid, he wishes to enjoy his school life and play with his friends. Since birth, he has undergone 15 different surgeries to survive. The family had sold everything they owned to afford the surgeries.



14-year-old Ethiopian boy undergoes complex kidney transplantation surgery at Aster CMI Hospital

A 14-year-old boy from Ethiopia with stunted growth and bony deformities was given a new lease of life by his father as a kidney donor at Aster CMI Hospital, Bangalore. The child was diagnosed with a condition called posterior urethral valves which causes blockage to the flow of urine.

He underwent two surgeries for the same condition at the age of 2 and 6 years. However, the child continued to have recurrent infections with a progressive decline in renal functions.

Since the last 2 years, he has not been able to walk around or do his activities due to bony deformities and muscle weakness.

Kidney transplantation was the best option for him. The child's father came forward as a voluntary donor to save his son's life.



Aster Medcity introduces advanced technology for prostate surgeries for the first time in India

The German firm RZ Medicine Technik installed the most advanced technology in Aster Medcity

Aster Medcity successfully completed the first minimally invasive laser enucleation of the prostate (MiLEP) surgery in India. The 52-year-old man, who is from Pala and settled in America, underwent this innovative

surgery and returned home within 48 hours. The surgery was performed by Dr. Sandeep Prabhakaran, Senior Consultant, Program Director, Laser Endourology, Aster Medcity.



Oman Boy Gets a Second 'Shot' At Life at Aster Medcity

The team of surgeons were able to retrieve bullet shrapnel from his neck, millimetres away from the boy's windpipe.

Eight-year-old boy had been playing in his home in Oman when an airgun pellet shot by another boy in the vicinity struck his neck, nearly damaging his windpipe.

The pellet was stuck in a very sensitive area, with nerves and blood vessels, damage to which would be life-threatening. While no hospital in the country was willing to take the risk of surgery, Aster Medcity, Kochi welcomed him with open arms to give him a chance at life again.



Aster Medcity, Kochi gives a new lease of life to a 27-Year-Old from Lakshadweep

The advanced procedure, Per Oral Endoscopic Myotomy (POEM) was performed on a 27-year-old who weighed just 26 kg and has been suffering long-standing symptoms resulting from a block in the oesophagus for 21 long years

A 27-year-old woman from Lakshadweep, was in a near state of starvation due to a swallowing difficulty for almost 21 years.

In laymans parlance, there was a block in her food pipe, medically the condition is called Achalasia Cardia.

She is finally on the road to recovery after undergoing a novel procedure called Per Oral Endoscopic Myotomy (POEM) at Aster Medcity, Kochi. Her agony of 21 years was terminated in a procedure that took just 90 minutes to complete.

A better nourished woman, was discharged on the third day after an uneventful post recovery phase .



Aster CMI doctors successfully remove more than 8kg hanging tumor on the face of a 31-year-old Man

17years later, the patient underwent sixteen surgical procedures over six months to get rid of the tumor

In yet another medical feat, a team of doctors at Aster CMI Hospital successfully removed a humongous tumor from a 31-year-old, man from Titilagarh, Odisha, who had been suffering from a rare condition, plexiform neurofibroma, a benign tumor of peripheral nerves since childhood.

As a result of this condition, he developed a tumor on his face, and it grew as he aged. The tumor was massive, weighing 8+kg and was a bulky mass drooping from the right side of his face.

He faced humiliation from several people due to his looks and had visited multiple hospitals earlier for partial resection of the tumor. However, he was denied surgery as his chance of survival was bleak if they had gone ahead with his surgery due to the risk of torrential bleeding. At a major hospital in Odisha, his case was reviewed, surgery was attempted and was later abandoned due to uncontrolled bleeding.



AWARDS & RECOGNITIONS



**Dubai Chamber of
Commerce – Advanced
CSR Label-22**



**Guinness World
Record - Screening
12,714 people in
24 hrs**

**Arabia CSR Award
- Partnerships &
Collaborations**



**CSR E summit Award
– Healthcare (Gold);
Rural Infrastructure
Development “Aster
Homes” (Silver)**



**Gulf Sustainability
Awards – UNSDGs
(Gold); COVID (Bronze)**



**Winner of Global Award for
Sustainability awarded by
Golden Peacock Awards,
conceptualised by the Institute
of Directors (IOD), India**



Aster Medcity, Kerala:
Outlook's Best Hospital
Ranking 2022 "Ranked
among the Top-15
Best Multi-Speciality
Hospitals in India"



Aster CMI, Bangalore:
Economic Times "Best
Hospital- Paediatrics"



Aster RV, Bangalore: QUANTIC-
Technology Excellence Awards
22 "Organizational Response to
the pandemic (Healthcare)"



Aster Hospitals, UAE:
Ministry of Artificial
intelligence UAE /World
AI Show and Awards "Best
AI Use-Case Award"

**Medcare Women & child
Hospital:** Newsweek
best hospitals 2022-Top
specialized for Maternity
& Paediatrics



Aster Pharmacy: UAE
Innovation award

ASSURANCE STATEMENT



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Independent Limited Assurance Report to Aster DM Healthcare Limited on the Select Non-financial Disclosures in the ESG Report FY 2022-2023

We ('KPMG Assurance and Consulting Services LLP', or 'KPMG' or 'the firm') have been engaged by Aster DM Healthcare Limited ('the Company') for the purpose of providing an independent limited assurance on the select non-financial disclosures in its ESG Report FY 2022-2023 ('the Report' or 'the ESG Report') as described in the 'scope, boundary, and limitations' below.

We were engaged by the Company to report on its select non-financial disclosures in its ESG Report for the financial year 2022-23 in the form of an independent limited assurance conclusion that, based on our work performed and evidence obtained, nothing has come to our attention that causes us to believe that the select non-financial disclosures in the Report are not properly prepared, in all material respects, based on the GRI Standards 2021.

Company's Responsibilities

The management of the Company is responsible for preparing the ESG Report 2022-23 that is free from any material misstatement in accordance with the reporting criteria (GRI Standards 2021) and for the information contained therein. The management at the Company is also responsible for preparing the designed report accompanying this statement.

The Company's responsibilities include designing, implementing, and maintaining internal controls relevant to the preparation and presentation of the select non-financial disclosures in the ESG Report 2022-23 that are free from material misstatement, whether due to fraud or error. It also includes conducting the materiality assessment process as mentioned in the GRI Standards 2021 to identify material topics and associated material impacts relevant for the Company based on the responses of the internal and external stakeholders. The Company ensures that it complies with the GRI Standards 2021 and local regulations applicable to its activities for the reporting boundary. It designs, implements, and effectively operates controls to achieve the stated control objectives; selects and applies policies; makes judgments and estimates that are reasonable in the circumstances; and maintains adequate records in relation to the select non-financial disclosures in the Report.

The Company is also responsible for preventing and detecting fraud, and for identifying and ensuring that it complies with laws and regulations applicable to its activities. The Company is responsible for ensuring that its staff involved with the preparation of the select non-financial disclosures in the Report are properly trained, and any systems/tools utilized for data collection and collation are properly updated, and that any changes in reporting encompass all significant operational sites.

Our Responsibilities

Our responsibility is to examine the select non-financial disclosures in the ESG Report prepared by the Company and to report thereon in the form of an independent limited assurance conclusion based on the evidence obtained. We conducted our engagement in accordance with the International Standard on Assurance Engagements (ISAE) 3000 (Revised), *Assurance Engagements Other Than Audits or Reviews of Historical Financial Information* issued by the International Auditing and Assurance Standards Board. This standard requires that we plan and perform our procedures to obtain a meaningful level of assurance about whether the select non-financial disclosures in the Report comply with the GRI Standards 2021 in all material respects, as the basis for our limited assurance conclusion.

The firm applies the International Standard on Quality Management, which requires the firm to design, implement, and operate a system of quality management including policies or procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements. We have complied with the independence and other ethical requirements of the International Ethics Standards Board for Accountants' *International Code of Ethics for Professional Accountants (including International Independence Standards)* (IESBA Code), which is founded on the fundamental principles of integrity, objectivity, professional competence, and due care, confidentiality, and professional behavior. The procedures selected depend on our understanding of the select non-financial disclosures in the ESG Report and other engagement circumstances, and our consideration of areas where material misstatements are likely to arise.

In obtaining an understanding of the select non-financial disclosures in the Report and other engagement circumstances, we have considered the process used to prepare the select non-financial disclosures in the Report in order to design assurance procedures that are appropriate in the circumstances, but not for the purposes of expressing a conclusion as to the effectiveness of the Company's processes or internal controls over the preparation and presentation of the select non-financial disclosures in the Report.

Our engagement also included: assessing the appropriateness of the select non-financial sustainability disclosures and the suitability of the criteria used by the Company, evaluating the appropriateness of the methods, policies, and procedures, and models used, and the reasonableness of estimates made by the Company in the context of the select non-financial disclosures in the Report.

KPMG Assurance and Consulting Services LLP, an Indian limited liability partnership and a member firm of the KPMG global organization of independent member firms affiliated with KPMG International Limited, a private English company limited by guarantee

KPMG (Registered) (a partnership firm with Registration No. BA-62445) converted into KPMG Assurance and Consulting Services LLP (a Limited Liability Partnership with LLP Registration No. AAF-0367) with effect from July 23, 2020

Registered Office : 2nd Floor, Block T2 (B Wing), Lodha Excelus, Apollo Mills Compound, N M Joshi Marg, Mahalaxmi, Mumbai - 400 011, India



The procedure performed in a limited assurance engagement vary in nature and timing from and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had a reasonable assurance engagement been performed. As part of this engagement, we have not performed any procedures by way of audit, review or verification of the financial disclosures nor of the underlying records or other sources from which the financial statements and information were extracted.

Assurance Procedures

Our assurance process involves performing procedures to obtain evidence about the reliability of specified disclosures. The nature, timing, and extent of the procedures selected depend on our professional judgment, including the assessment of the risks of material misstatement of the select non-financial disclosures whether due to fraud or error. In making those risk assessments, we have considered internal controls relevant to the preparation of the Report to design assurance procedures that are appropriate in the circumstances.

We are required to plan and perform our work to address the areas where we have identified that a material misstatement of the select non-financial disclosure is likely to arise. The procedures we performed were based on our professional judgment. In carrying out our limited assurance engagement on the select non-financial disclosures, we:

- Undertook site visits to the Company's hospitals at Aster CMI Bangalore and Aster Medcity Kochi. We selected these sites based on the nature & size of the operations, the contribution of the sites to the select non-financial disclosures, and the geographic locations of the sites. We also undertook virtual verification for the hospitals of the Company at Aster Hospital, Al Qusais, and Medcare Womens & Children Hospital, Dubai
- Through inquiries, obtained an understanding of the Company's control environment, processes, and information systems relevant to the preparation of the select non-financial disclosures, but did not evaluate the design of particular control activities, obtain evidence about their implementation or test their operating effectiveness.
- Performed analytical procedures by comparing the expected performance data of the select non-financial disclosures with the actual performance data and made inquiries of management to obtain explanations for any significant differences we identified.

Scope, Boundary, Characteristics, and Limitations

- The reporting scope and boundary cover Aster DM Healthcare Limited operations in India, The UAE, Saudi Arabia, Jordan, Oman, Qatar, Bahrain, Iraq and Bangladesh
- The scope of assurance covers the select non-financial sustainability data related to the disclosures of Aster DM Healthcare Limited for the period 01 April 2022 to 31 March 2023, based on the reference reporting criteria, as mentioned in the following table

Reference Reporting Criteria - GRI Standards 2021	
Disclosure Detail	Disclosures with a Limited Level of Confidence
GRI Standards 2021: Topic Specific Standards: Environmental*	
• Energy (2016) GRI 302-1 {Energy consumption within the organization}	302-1(a), 302-1(b), 302-1(c)(i)
• Water and Effluents (2018) GRI 303-5 {Water consumption}	303-5(a)
• Emissions (2016): GRI 305-1 {Direct (Scope 1) GHG emissions}	305-1(a), 305-1(b), 305-1(c)
• Emissions (2016): GRI 305-2 {Energy indirect (Scope 2) GHG emissions}	305-2(a)
GRI Standards 2021: Topic Specific Standards: Social#	
• Employment (2016): GRI 401-1 (New employee hires and employee turnover)	401-1(a), 401-1(b)
• Employment (2016) GRI 401-2 (Benefits provided to full-time employees that are not provided to temporary or part-time employees)	401-2(a)(i), 401-2(a)(ii), 401-2(a)(iii), 401-2(a)(vii)
• Employment (2016): GRI 401-3 (Parental leave)	401-3(a), (b), (c), (d), (e)
• Occupational Health and Safety (2018): GRI 403-1 {Occupational health and safety} 403-1(a)(i), 403-1(a)(ii), 403-1(b) management system	403-1(a)(i), 403-1(a)(ii), 403-1(b)
• Diversity and Equal Opportunity (2016): GRI 405-1 {Diversity of governance bodies and employees}	405-1(a)(i), 405-1(a)(ii), 405-1(b)(i), 405-1(b)(ii)
• Training and Education (2016) GRI 404-2 {Programs for skill upgradation of employees}	404-2(a)
• Non-discrimination (2016): GRI 406-1 {Incidents of discrimination and corrective actions taken}	406-1(a)
• Customer Privacy (2016): GRI 418 – 1 {Total number of substantiated complaints received concerning breaches of customer privacy, categorized by}	418-1(a)

Note-

* Environmental performance data is limited to hospitals in India, the UAE, Saudi Arabia, Oman and Qatar.
Social performance data of our hospitals, clinics and pharmacy operations in India, the UAE, Saudi Arabia, Oman, Qatar, Bahrain and Jordan



Limitations

The assurance scope excludes the following:

- Disclosures and claims related to the Company's financial performance
- Qualitative and quantitative disclosures and claims made under the Business Responsibility & ESG Report (BRSR) of the Company.
- Data and information outside the defined Reporting Period i.e., 1 April 2022 to 31 March 2023
- Data outside the operations mentioned in the Assurance Boundary, herein the reporting boundary, above unless and otherwise specifically mentioned in this report.
- Strategy and other related linkages expressed in the Report.
- Mapping of the Report with reporting frameworks other than GRI 2021 standards.
- Non-financial disclosures, trends, performance highlights, claims etc. made in the report other than those required as per GRI 2021 standards
- Our scope and associated responsibility exclude for the avoidance of doubt, any form of review of the commercial merits, technical feasibility, accuracy, or compliance with applicable legislation for the project, and accordingly we express no opinion thereon
- The Company's statements that describe the expression of opinion, claim, belief, aspiration, expectation, aim to future intention provided by the Company, and assertions related to Intellectual Property Rights and other competitive issues.
- We have also not verified any likelihood, timing, or effect of possible future-oriented information and commercial risks associated with the Report, nor comment upon the possibility of achieving any financial projections.
- Aspects of the Report other than those mentioned under the scope and boundary above.
- Review of legal compliances.
- Performance of any management function or making any decision relating to the services provided by us in the terms of this report. Aster DM Healthcare Limited is responsible for making management decisions, including accepting responsibility for the results of our services

We have relied on the data furnished by the Company and have not independently verified the information or efficacy and reliability of the Company's information technology systems, technology tools/platforms, or data management systems.

Conclusion

Our conclusion has been formed on the basis of, and is subject to, the matters outlined in this report. We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our conclusion.

Based on the procedures performed and evidence obtained, nothing has come to our attention that causes us to believe that the select non-financial disclosures in the The Report, are not properly prepared in all material respects based on the GRI Standards 2021.

The select non-financial disclosures in The Report have been evaluated against the GRI Standards 2021. These criteria have been developed only for ESG-related disclosures. As a result, the select non-financial disclosures in the Company's ESG Report may not be suitable for another purpose. This assurance report thus issued by KPMG must be only read in all circumstances in conjunction with the company's The Report.

Independence

The assurance was conducted by a multidisciplinary team including professionals with suitable skills and experience in auditing environmental, social, and economic information in line with the requirements of ISAE 3000 (Revised) standard. Our work was performed in compliance with the requirements of the IFAC Code of Ethics for Professional Accountants, which requires, among other requirements, that the members of the assurance team (practitioners) be independent of the assurance client, in relation to the scope of this assurance engagement, including not being involved in writing the Report. The Code also includes detailed requirements for practitioners regarding integrity, objectivity, professional competence and due care, confidentiality, and professional behavior. KPMG has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence. The firm applies ISQM 1 and the practitioner complies with the applicable independence and other ethical requirements of the IESBA code.

Restriction of Use of Our Report

Our report should not be regarded as suitable to be used or relied on by any party wishing to acquire rights against us other than the Company for any purpose or in any context. Any party other than the Company who obtains access to our report or a copy thereof and chooses to rely on our report (or any part thereof) will do so at its own risk. We accept or assume no responsibility and deny any liability to any party other than the Company for our work, for this independent assurance report, or for the conclusion we have reached.

Our report is released to the Company on the basis that it shall not be copied, referred to or disclosed, in whole (save for the Company's own internal purposes) or in part, without our prior written consent.

Anand S Kulkarni

Technical Director, ESG,
KPMG Assurance and Consulting Services LLP
Date: 17th November 2023

GRI

CONTENT INDEX

For the Content Index - Advanced Service, GRI Services reviewed that the GRI content index is clearly presented, in a manner consistent with the Standards, and that the references for all disclosures are included correctly and aligned with the appropriate sections in the body of the report. For the SDG Mapping Add-on, GRI Services reviewed that the GRI disclosures included in the content index are appropriately mapped against the SDGs.

Statement of use		Aster DM Healthcare has reported in reference with the GRI Standards for the period April 2022 - March 2023				
GRI 1 used		GRI 1: Foundation 2021				
Applicable GRI Sector Standard(s)		NA				
GRI STANDARDS/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
General disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	16 - 39	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.			
	2-2 Entities included in the organization's sustainability reporting	16, 17				
	2-3 Reporting period, frequency and contact point	2, 286				
	2-4 Restatements of information	2				
	2-5 External assurance	276 - 279				
	2-6 Activities, value chain and other business relationships	16 - 39				
	2-7 Employees	68 -72				
	2-8 Workers who are not employees		Information unavailable/ incomplete			
	2-9 Governance structure and composition	45 - 47				
	2-10 Nomination and selection of the highest governance body		Confidentiality Constraints			
	2-11 Chair of the highest governance body	46, 47				
	2-12 Role of the highest governance body in overseeing the management of impacts	46, 47				
	2-13 Delegation of responsibility for managing impacts	48, 49				

GRI STANDARDS/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
GRI 2: General Disclosures 2021	2-14 Role of the highest governance body in sustainability reporting	46, 47				
	2-15 Conflicts of interest	52				
	2-16 Communication of critical concerns	54, 55				
	2-17 Collective knowledge of the highest governance body	Annual report link Click here				
	2-18 Evaluation of the performance of the highest governance body	Annual report link Click here				
	2-19 Remuneration policies	Annual report link Click here				
	2-20 Process to determine remuneration	Annual report link Click here				
	2-21 Annual total compensation ratio			Confidentiality constraints		
	2-22 Statement on sustainable development strategy	4, 6, 7				
	2-23 Policy commitments	52, 53				
	2-24 Embedding policy commitments	52, 53				
	2-25 Processes to remediate negative impacts			Confidentiality constraints		
	2-26 Mechanisms for seeking advice and raising concerns	55				
	2-27 Compliance with laws and regulations	55				
	2-28 Membership associations	Joint Commission International (JCI), NABH				
	2-29 Approach to stakeholder engagement	62, 63				
	2-30 Collective bargaining agreements			Information unavailable/ incomplete		

GRI STANDARDS/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
Material topics						
GRI 3: Material Topics 2021	3-1 Process to determine material topics	64, 65	A gray cell indicates that reasons for omission are not permitted for the disclosure or that a GRI Sector Standard reference number is not available.			
	3-2 List of material topics	64, 65				
Economic performance						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 65				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	230, 231				
	201-2 Financial implications and other risks and opportunities due to climate change			Information unavailable/ incomplete		
	201-3 Defined benefit plan obligations and other retirement plans			Information unavailable/ incomplete		
	201-4 Financial assistance received from government			Information unavailable/ incomplete		
Anti-corruption						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 65				
GRI 205: Anti- corruption 2016	205-1 Operations assessed for risks related to corruption	54				
	205-2 Communication and training about anti-corruption policies and procedures			Information unavailable/ incomplete		
	205-3 Confirmed incidents of corruption and actions taken			Information unavailable/ incomplete		
Energy						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 65				
GRI 2: General Disclosures 2021	302-1 Energy consumption within the organization	198 - 201				
	302-2 Energy consumption outside of the organization			Information unavailable/ incomplete		
	302-3 Energy intensity			Information unavailable/ incomplete		
	302-4 Reduction of energy consumption	202 - 205				
	302-5 Reductions in energy requirements of products and services			Information unavailable/ incomplete		

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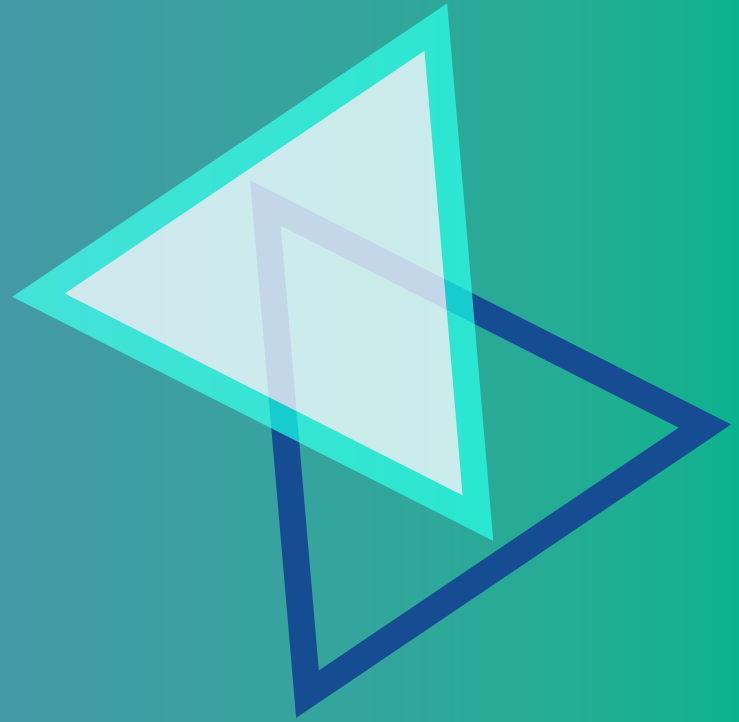
GRI STANDARDS/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
Water and effluents						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 65				
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	216				
	303-2 Management of water discharge-related impacts			Information unavailable/ incomplete		
	303-3 Water withdrawal			Information unavailable/ incomplete		
	303-4 Water discharge			Information unavailable/ incomplete		
	303-5 Water consumption	216 - 221				
Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 65				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	197				
	305-2 Energy indirect (Scope 2) GHG emissions	197				
	305-3 Other indirect (Scope 3) GHG emissions	197				
	305-4 GHG emissions intensity			Information unavailable/ incomplete		
	305-5 Reduction of GHG emissions	204 - 209				
	305-6 Emissions of ozone-depleting substances (ODS)			Information unavailable/ incomplete		
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions			Information unavailable/ incomplete		
Waste						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 65				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	224 - 227				
	306-2 Management of significant waste-related impacts	224 - 227				
	306-3 Waste generated	224 - 227				
	306-4 Waste diverted from disposal	224 - 227				

GRI STANDARDS/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 65				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	70 - 71				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	76, 77				
Occupational health and safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 65				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	84 - 86				
	403-2 Hazard identification, risk assessment, and incident investigation	84 - 86				
	403-3 Occupational health services	86				
	403-4 Worker participation, consultation, and communication on occupational health and safety			Information unavailable/ incomplete		
	403-5 Worker training on occupational health and safety	85				
	403-6 Promotion of worker health			Information unavailable/ incomplete		
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	84				
	403-8 Workers covered by an occupational health and safety management system			Information unavailable/ incomplete		
	403-9 Work-related injuries	87 - 91				
	403-10 Work-related ill health	87 - 91				

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GRI STANDARDS/ OTHER SOURCE	DISCLOSURE	LOCATION	OMISSION			GRI SECTOR STANDARD REF. NO.
			REQUIREMENT(S) OMITTED	REASON	EXPLANATION	
Diversity and equal opportunity						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 65				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	46 - 47, 70		Information unavailable/ incomplete		
	405-2 Ratio of basic salary and remuneration of women to men			Information unavailable/ incomplete		
Non-discrimination						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 65				
GRI 406: Non- discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	55				
Local communities						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 65				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	98 - 191				
	413-2 Operations with significant actual and potential negative impacts on local communities			Information unavailable/ incomplete		
Customer privacy						
GRI 3: Material Topics 2021	3-3 Management of material topics	64, 65				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	55				
Topics in the applicable GRI Sector Standards determined as not material						
TOPIC				EXPLANATION		
[Title of GRI Sector Standard]						
[Topic]				[Explanation]		
[Topic]				[Explanation]		



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