

ESG REPORT

FY 2023–2024

Aster
We'll Treat You Well



Aster DM Healthcare Limited (INDIA)

CREATING A SUSTAINABLE HEALTHCARE ECOSYSTEM

Aster's Ongoing Journey of Delivering Care
with a Strong Commitment to ESG Principles



WELCOME TO REPORT 2023

Aster DM Healthcare Limited further referred to as Aster DM Healthcare India, is proud to present the 2023 Sustainability Report for our India operations, which covers a wide array of initiatives and achievements and features our dedication to environmental stewardship, social responsibility, and robust governance.

This report provides an in-depth overview of our initiatives, achievements, and future goals. It details our efforts in reducing energy consumption, minimizing waste, investing in community health initiatives, and maintaining high standards of corporate governance.

Through innovation, collaboration, and a steadfast focus on sustainable practices, Aster DM Healthcare India is leading the way in fostering a healthier, more sustainable future for all.

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MESSAGE FROM THE CHAIRMAN

As we unveil the 2023-2024 Sustainability Report, I am filled with pride in Aster DM Healthcare's exceptional achievements over the past year. This report reflects our strong dedication to sustainability, innovation, and excellence.

Sustainability has always been at the core of Aster's mission, vision and values. As we continue to navigate the complexities of the healthcare industry, our focus on environmental, social, and governance (ESG) performance has never been more crucial. The 2023-2024 Sustainability Report highlights our efforts to integrate sustainable practices across all operations, ensuring that we contribute positively to the communities we serve and the environment we share.

One of the highlights of this year is the launch of the Aster Whitefield Hospital, a 347-bed Multi-Specialty Hospital at Whitefield. The state-of-the-art facility is set to revolutionise healthcare in the region with its comprehensive and specialised medical services. The hospital is equipped with

energy-efficient infrastructure, which includes advanced systems designed to optimise energy use, reduce emissions, and minimise environmental impact. This hospital is not just a new addition to our portfolio but a symbol of our relentless pursuit of excellence in healthcare, meeting the growing needs of our community with compassion and cutting-edge technology.

Environmental stewardship remains at the core of our sustainability agenda. This year, we have made substantial progress in reducing our carbon footprint, achieving a 7,942 tCO2e reduction in emissions through our renewable energy initiatives. Additionally, we have initiated the ground work to set up 55-acre solar project to power 7 hospitals in Kerala.

Our commitment to waste management is evident in the 536,081 kilograms of waste recycled at our Indian hospitals. We have also expanded our green initiatives, with 4,308 trees planted, contributing to a healthier environment and promoting sustainable practices.

Our social impact initiatives have touched over 5 million lives through

the continuous efforts of the dedicated 77,208 Aster Volunteers, a remarkable achievement that reflects our dedication to giving back to the communities we serve. With 18 mobile medical clinics operational in India, we continue to bring quality healthcare to those who need it most, regardless of their location.

In addition to our environmental and social efforts, we have taken significant strides in enhancing our governance framework. This ensures that our operations are efficient, transparent, ethical, and aligned with global best practices.

We recognise that the separation of our India and GCC businesses marks a pivotal moment in our journey, yet the legacy and name of Aster will continue to flourish in both regions. Under the terms of the separation, both entities will adhere to a non-compete agreement, restricting operations in each other's core markets for a designated period.

We believe this strategic decision allows both entities to concentrate on their primary markets, enhancing operational efficiency and driving significant growth.



The India and GCC businesses are well-positioned to seize new opportunities and strengthen their competitive advantage, ultimately delivering greater value to our shareholders.

While our businesses may now operate independently, their unwavering commitment to upholding a strong brand reputation and delivering care, compassion, and excellence remains unchanged.

Building on the established Aster legacy, both the India and GCC businesses will continue to thrive. As we look to the future, Aster DM Healthcare remains committed to advancing our sustainability agenda.

Our focus on ESG performance will continue to guide our decisions, ensuring that we not only meet today's needs but also safeguard the well-being of future generations.

Thank you for your continued support.

Dr. Azad Moopen,
Founder Chairman
Aster DM Healthcare

UN SUSTAINABLE DEVELOPMENT GOALS (UNSDGGS)

The United Nations Sustainable Development Goals (UNSDGs) are a set of 17 global goals adopted by all UN member states in 2015 as part of the 2030 Agenda for Sustainable Development.

These goals address critical global challenges such as poverty, inequality, climate change, environmental degradation, peace, and justice.

The UNSDGs aim to create a sustainable, equitable, and prosperous world by 2030, promoting collaboration across governments, businesses, and communities to achieve these targets. Key areas of focus include quality education, clean energy, responsible consumption, and climate action.

Aster DM Healthcare is committed to supporting the attainment of these SDGs and has identified priority SDGs that align with its ESG strategy and sphere of influence. These priority SDGs are described on the following page.



COMMITMENT TO THE UNSDGS

Aster DM Healthcare’s alignment with 10 of the 17 UNSDGs highlights the organization’s dedication to promoting global sustainability and social responsibility. By integrating these goals into its strategy, Aster DM Healthcare is addressing critical issues such as good health and well-being, quality education, gender equality, affordable and clean energy, and climate action.

This commitment demonstrates its focus on improving healthcare access, fostering community development, reducing environmental impact, and ensuring inclusive growth, positioning the organization as a key player in driving positive change aligned with global sustainable development objectives.



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.

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.

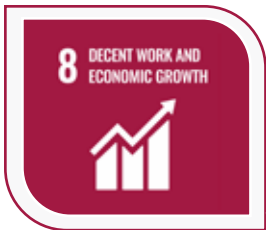


Gender Equality

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.

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.



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.

Industry, Innovation, and Infrastructure

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



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.

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.



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.


Partnerships for the Goals


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





KEY HIGHLIGHTS


**7,942 tCO₂e**
Emission Reductions from Renewable Energy Consumption


**5,36,081 kg**
Waste Recycled at Aster Hospitals India


**27,205 KI**
Water Consumption Reduction Across 2 Hospitals


**5,039 kg**
E Waste Recycled

**2**
Beach Clean-up Drives Conducted

**650 kWp**
Solar Capacity Installed

**30,000**
Employees Received Eco Friendly Jute Bags

**11,000+ MWh**
Clean Energy Generation

**4,308**
Trees Planted


100%
Permanent Employees covered by Health Insurance


100%
Permanent Employees covered by Accidental Insurance


61%
Women Representation


95%
Mandatory Staff Vaccinations Compliance




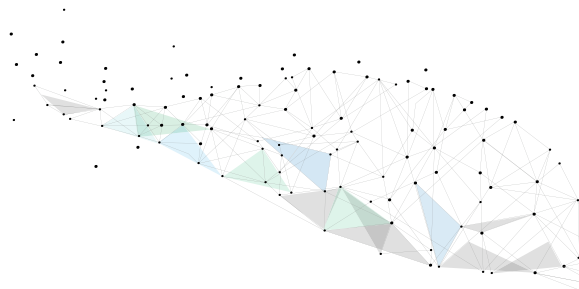
**3,699 INR Cr.**
Annual Revenue India

**24%**
Growth in Annual Revenue

**15**
Policies Supporting the Governance Framework

Aster Whitefield Hospital Launched in Bengaluru, Karnataka

**No** Cases of Discrimination were Reported in FY 2023–24



**50 Lakhs+**
Beneficiaries from Aster Volunteer Activities

77,208
Aster Volunteers Global Registration

18
Mobile Medical Clinics Operational in India



MESSAGE FROM THE MANAGING DIRECTOR ASTER DM HEALTHCARE



Alisha Moopen
Managing Director,
Aster DM Healthcare

Dear Stakeholders,

As we present the Sustainability Report for 2023-2024, I am delighted to share the progress we have made in our sustainability journey.

The past year has been transformative for our organisation.

We have successfully navigated numerous challenges and emerged more robust, resilient, and dedicated to our mission of providing accessible, high-quality healthcare.

Our efforts in sustainability are not just about compliance but about embedding a culture of responsibility and care in every aspect of our operations.

Through various sustainable initiatives, we have significantly reduced our carbon footprint. Our focus on energy efficiency, waste management, and water conservation has yielded remarkable results.

We have also invested in renewable energy sources, ensuring that our facilities are state-of-the-art and environmentally friendly. We are strongly dedicated to fostering a workplace that is safe, inclusive, and diverse, where every individual is

valued and supported. Our commitment to gender equality is evident in the 61% female representation within our workforce.

Our commitment to social responsibility remains steadfast. We have expanded our community outreach programs, providing essential healthcare services to underserved populations. Our governance framework ensures we operate with integrity, accountability, and a clear focus on our long-term goals.

We have also enhanced our reporting mechanisms to give our stakeholders a comprehensive view of our sustainability performance.

As we look to the future, we remain committed to driving sustainable growth and making a meaningful difference in the lives of our patients, employees, and communities. Our journey is far from over, and we are excited about the opportunities that lie ahead. Together, we will continue to build a healthier, more sustainable world.

Thank you for your continued support and trust in our vision.

MESSAGE FROM EXECUTIVE DIRECTOR & GROUP HEAD - GOVERNANCE & CORPORATE AFFAIRS

It is an honour to introduce the 2023-2024 Sustainability Report and to share our progress in enhancing the governance and corporate affairs framework at Aster DM Healthcare. Governance serves as the foundation of our sustainability strategy, and this report reflects our unwavering dedication to maintaining the highest standards of integrity, transparency, and accountability across all aspects of our operations.

In today's dynamic and interconnected world, the importance of robust governance cannot be overstated. Materiality Assessment is the bedrock upon which we build trust with our stakeholders.

Our engagement process is carefully structured to address the concerns and expectations of our diverse stakeholders. Through surveys, interviews, focus groups,

and meetings, we actively gather insights into their priorities and perspectives on sustainability issues. At Aster, we have taken significant steps to ensure that our governance practices are compliant with global standards and aligned with our overarching mission of delivering quality healthcare with compassion.

Our governance structure is designed to foster ethical conduct in all our operations. Integrity is one of our core values, and to support this, we have implemented a Whistleblowing Policy. This policy provides a secure channel for employees and vendors to report any concerns directly to the Vigilance & Ethics Officer or the Chairman of the Audit Committee.

Through our Ethics line, individuals can report issues confidentially and track the status of their reports using a unique key.

One of the key highlights of this year has been our focus on enhancing our governance framework to better integrate environmental, social, and governance (ESG) considerations into our business strategy. We have implemented comprehensive policies and procedures that guide our actions in areas such as compliance, risk management, and corporate social responsibility.

These measures are crucial in helping us navigate the complexities of the healthcare industry while staying true to our core values of care, excellence, and innovation.

Our approach to corporate affairs is grounded in proactive communication, stakeholder engagement, and collaboration.

We believe that maintaining open and transparent dialogues with our stakeholders is not just essential, but it also keeps them informed and involved in our operations. This is crucial for building long-term relationships and ensuring that our actions are aligned with their expectations and the broader societal goals.

Looking ahead, our focus will remain on enhancing our governance and corporate affairs practices to support Aster's long-term sustainability goals.

We are committed to continuous improvement, leveraging technology and innovation to drive efficiency, transparency, and accountability across all levels of our organisation.

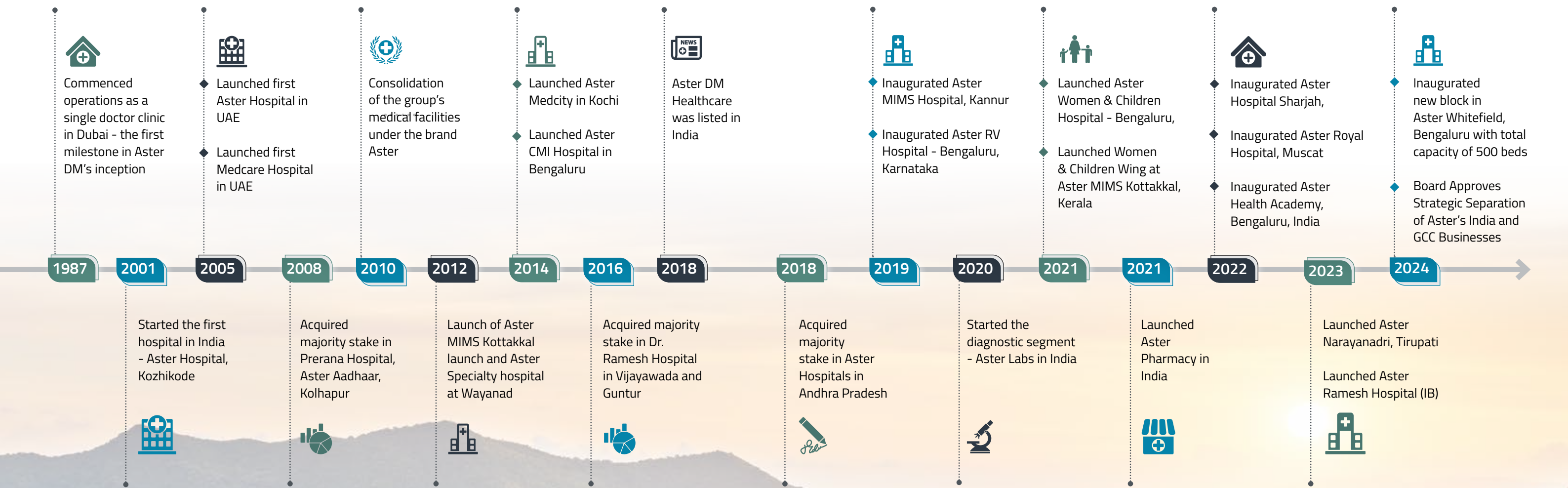


Wilson TJ
Executive Director & Group Head -
Governance & Corporate Affairs
Aster DM Healthcare



KEY MILESTONES

In the 38 years Journey of Aster DM Healthcare



ABOUT ASTER DM HEALTHCARE LTD



Aster DM Healthcare is renowned for its exceptional medical infrastructure and expertise and stands as a pinnacle of healthcare excellence in India. Our network of hospitals, clinics, and diagnostic centres spans the country, providing high-quality medical care to diverse communities.

We are distinguished by our unique approach to integrating advanced medical technologies with compassionate care. This ensures that our patients receive the best possible treatment and experience a comforting environment.

Our trusted doctors and team of specialists work closely to deliver the highest quality healthcare. Our operations span hospitals, clinics, laboratories, pharmacies, and academies.

Aster DM Healthcare Limited is one of the largest healthcare service providers operating in India with a strong presence across primary, secondary, tertiary, and quaternary healthcare through 19 hospitals with 4,867 beds, 13 clinics, 215 pharmacies (Operated by Alfaone Retail Pharmacies Private Limited under brand license from Aster), and 232 labs and patient experience centres across 6 states in India, delivering a simple yet strong promise to different stakeholders: “We’ll treat you well.” Aster has been recognised as one of the most sustainable companies globally, with 9 hospitals featured in Newsweek magazine’s World’s Best Hospitals list for 2024.

Aster DM Healthcare is dedicated to providing top-tier medical care and is deeply committed to sustainability and corporate social responsibility.

We understand the vital role that healthcare providers play in promoting environmental stewardship and social well-being. Our sustainability initiatives are seamlessly integrated into every aspect of our operations, from reducing our environmental footprint to supporting community health and wellness programs. As part of our ongoing commitment to sustainable practices, we have been publishing our sustainability performance annually.

19
Hospitals

232
Labs & Patient
Experience
Centres (PEC)

13
clinics

215
Pharmacies



THE JOURNEY OF ASTER DM HEALTHCARE



Our Vision

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



Commitment to Excellence

Aster DM Healthcare is
dedicated to maintaining
the highest standards of
medical care.

We achieve this through continuous investment
in advanced medical technologies, rigorous
quality assurance programs, and a focus
on patient centred care. Our team of highly
skilled healthcare professionals is committed
to providing personalised treatment and
compassionate care to every patient.



Our Brand Promise

“We’ll Treat you Well”
We live by this promise that sums
up what we do and why we exist.
This is our guiding philosophy in our
interactions with patients, doctors,
employees and society at large.

Our Values



Excellence

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



Compassion

To move beyond
boundaries with
empathy and care.



Integrity

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



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.



Passion

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



Unity

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



Board Approves Strategic Separation of Aster’s India and GCC Businesses

The Board of Aster DM Healthcare approved a strategic plan to separate its India and GCC businesses, subject to regulatory and corporate approvals, including consent from Aster India’s shareholders. This separation is designed to unlock value for shareholders by enabling both the India and GCC operations to pursue market-focused strategies, fostering sustained long-term growth.

As part of the separation plan, a consortium led by Fajr Capital has entered into a definitive agreement to acquire a 65% stake in the GCC business, Aster DM Healthcare FZC. The Moopen family will continue to manage and operate the GCC business, retaining a 35% stake post-closing. This strategic move aims to enhance both entities’ growth potential and operational efficiency, positioning them for future success in their respective markets.

In our ongoing journey to integrate our efforts in sustainable practices across all facets of our operations, we have been dedicated to publishing our sustainability efforts annually.

And yet again, this year, we present you our 2023 Sustainability Report for India, covering a wide array of initiatives and achievements that highlight our commitment to environmental stewardship, social responsibility, and robust governance. In this sustainability report, we offer a detailed overview of our initiatives, achievements, and future goals. From

reducing energy consumption and minimizing waste to investing in community health initiatives and maintaining high standards of corporate governance, this report is a testament to our dedication to making a positive impact in the region.



INDIA FOOTPRINT

Aster Hospital’s commitment to quality is reflected in its numerous accreditations. Our facilities are accredited by the **National Accreditation Board for Hospitals & Healthcare Providers (NABH)**, and our high-tech laboratory services are endorsed by the **National Accreditation Board for Testing and Calibration Laboratories (NABL)**.

Additionally, two of our flagship hospitals, Aster Medcity in Cochin and Aster Ramesh in Guntur have earned the prestigious **Joint Commission International (JCI)** accreditation, which is considered the gold standard in global healthcare.

Our mission is to create a world-class, patient-centric hospital network that provides high-quality care and treatment while achieving the best possible medical results. At Aster Hospitals, we are dedicated to advancing healthcare standards and ensuring every patient receives compassionate and individualised care.

Karnataka Cluster

- Aster CMI, Bengaluru
- Aster RV Hospital, Bengaluru
- Aster Whitefield, Bengaluru,
- Aster G Madegowda Hospital, Mandya

Andhra Pradesh Cluster

- Aster Ramesh Hospital, Vijayawada
- Aster Ramesh Hospitals, Labbipet
- Aster Ramesh Hospital, Guntur
- Aster Ramesh Sanghmitra Hospital, Ongole
- Aster Ramesh Adiran IB
- Aster Narayandri, Tirupati



19

Hospitals across 5 states



Kerala Cluster

- Aster Medcity, Kochi
- Aster MIMS, Calicut
- Aster MIMS, Kannur
- Aster MIMS, Kottakkal
- Aster Wayanad Specialty Hospital, Wayanad
- Aster Mother Hospital Areekode, Areekode
- Aster PMF, Kollam



Maharashtra Cluster

- Aster Aadhar, Kolhapur



Telangana Cluster

- Aster Prime Hospital, Hyderabad

ASTER HOSPITALS

Aster Hospitals, a key division of Aster DM Healthcare, stands as one of India's premier healthcare provider.

Renowned for its exceptional medical infrastructure and expertise, Aster Hospitals offers comprehensive healthcare services delivered by some of the finest doctors in the country. Our hospitals are equipped with ultra-modern technologies and emphasize research-based care, ensuring that patients receive the best possible medical outcomes in a warm and comforting environment, where they can feel at ease and comfortable.

Aster CMI, Bengaluru



Comprehensive
Medical Services



State-of-the-Art
Facilities



Commitment to
Quality and Safety



Innovation and
Research



Skilled healthcare
professionals



Community Engagement
and Outreach



ASTER CMI HOSPITAL



509
Beds

Aster CMI Hospital, one of the best hospitals in Bengaluru, is known for its serene ambiance, spacious interiors, advanced medical facilities and top-notch doctors.



**ET Healthcare
Hospital of the
Year South:
Gastrology and
Hepatology**

Striving for the best clinical outcomes, Aster CMI is a leading super-specialty hospital with contemporary, state-of-the-art facilities.

With nearly 500 beds, it offers comprehensive care, ranging from primary to quaternary services, ensuring high-quality healthcare for all patients.

ASTER RV Hospital, Bengaluru

Aster RV, a state-of-the-art super specialty hospital, offers world-class, patient-centric care driven by medical innovation and a culture of excellence.

 **237**
Beds

 **53**
Bed ICU

This 237-bed facility provides comprehensive services from primary to quaternary care, featuring various centres of excellence. With best-in-class infrastructure and technology, such as a Biplane Cath Lab and Intraoperative MRI, Aster RV also boasts a 53-bed ICU.

Committed to compassionate care, Aster RV creates a positive healing environment, distinguishing itself through exceptional hospitality.



Aster Whitefield Hospital, Bengaluru

Aster Whitefield stands as one of the best hospitals in Bengaluru, offering a world-class, patient-centric environment.



347

Beds



**India's First
IOERT Centre for
Precision Cancer
Treatment**

Driven by medical innovation and a culture of excellence, Aster Whitefield provides a serene ambience, spacious interiors, advanced medical facilities, and top doctors committed to achieving the best clinical outcomes and patient experiences.

This state-of-the-art facility offers comprehensive care, from primary to quaternary services, continually raising the benchmark for clinical standards. The dedicated team of highly skilled doctors is renowned for their expertise in the region.



ಆಸ್ತರ್ ಜಿ ಮಾದೇಗೌಡ ಹಾಸ್ಪಿಟಲ್

Aster G Madegowda Hospital, Mandya



100
Beds

Aster G Madegowda Hospital is a premier multi-speciality hospital offering comprehensive primary and quaternary care services.



**Aster Centre
of Excellence
(COE)**

Equipped with advanced technologies such as Cath Lab, 2D ECHO, CT scan, and Ultrasound, Aster G Made Gowda is dedicated to achieving the highest clinical standards and continually raising treatment benchmarks.

The hospital's Centres of Excellence combine the expertise of experienced doctors, cutting-edge technology, and superior patient care to provide seamless and holistic healthcare experiences.

Aster MIMS Hospital, Calicut

Renowned for its medical expertise, exceptional nursing care, and quality diagnostic services, MIMS Calicut is a part of the leading healthcare system in Malabar, delivering comprehensive healthcare services of global standards.



696

Beds



NABH

Accredited

As one of the best hospitals in Calicut, Aster MIMS focuses on improving community health through excellence in medical education, research, and clinical care.

The hospital features a Level IV Trauma Care Facility, a Blood Bank with component separation capabilities, and the first Cochlear Implant Clinic in Kerala. It also boasts advanced Interventional Radiology and a state-of-the-art Nuclear Medicine Department. The hospital emphasizes patient-centric care, utilizing advanced lifesaving technologies to enhance treatment outcomes.



Aster MIMS Hospital, Kannur



312
Beds



**Integrated
Liver Care Unit**

Aster MIMS Hospital, located on a sprawling 1.5-acre campus in the coastal city of Kannur, is a 312-bed multi-specialty facility, the first of its kind in this culturally rich city.

This tertiary care hospital features 7 OTs, 221 single rooms, 7 suite rooms, and 88 ICU beds. Aster MIMS Kannur is staffed by highly skilled medical experts, practitioners, nurses, technologists, and support staff, offering unparalleled professionalism.

The newly built hospital is dedicated to enhancing the healthcare system of Kannur, providing top-tier medical services and care.



Aster MIMS Kottakkal



340
Beds



NABH
Accredited

Aster MIMS Kottakkal, a NABH accredited multi-specialty hospital, offers a comprehensive range of preventive, acute, and outpatient services.

Located in downtown Kottakkal, Kerala, the hospital is ideal for those seeking treatment for various ailments due to its excellent infrastructure and unwavering commitment to safety, cleanliness, integrity, and honesty.


Prioritizing good health for all, Aster MIMS Kottakkal utilizes cutting-edge technology and top-notch facilities for Trauma Care, Intensive Care, and more, continuously striving to provide holistic care to its patients.



ASTER MEDCITY, KOCHI

Aster Medcity, Kochi located on a serene 40-acre waterfront campus in Kochi, Kerala, is a 760-bed quaternary care facility and one of the best hospitals in the region.

 **760**
Beds

 **5,000+**
Robotic-assisted
surgeries

As the first JCI-accredited quaternary care multispecialty hospital in the state, it combines top-tier talent and technology to deliver holistic, multidisciplinary treatment. Within a year of opening, Aster Medcity also achieved NABH accreditation, NABH certification for Nursing Excellence, and Green OT (Green Operation Theatres) Certification by Bureau Veritas, showcasing its commitment to excellence in healthcare.



DM WIMS Specialty Hospital, Wayanad

DM WIMS Wayanad is envisioned as a premier multi-speciality hospital set amidst the serene landscapes of Wayanad, catering to both local patients and medical value travellers seeking world-class healthcare in Kerala.

 **400**
Beds



**Advanced Care and
Holistic Therapies
for International
Patients**

Designed to offer exceptional clinical care and service excellence, Aster Wayanad aims to become a preferred destination for international patients, providing not just advanced medical treatments but also complementary services such as de-stressing therapies, yoga, Ayurveda, and world-class laser aesthetic treatments.






Aster Mother Hospital, Areekode.

Aster Mother Hospital, is a pioneering multi-speciality hospital in Areekode, setting new standards in the city's healthcare landscape.

 **140**
Beds

 **Advanced Level 3
Neonatal Intensive
Care Unit**

This state-of-the-art tertiary care facility boasts 6 operating theatres, 50 single rooms, 5 suite rooms, and 35 ICU beds, all supported by a team of highly skilled medical experts. The hospital features a Level 3 Neonatal Intensive Care Unit (NICU), one of the most advanced in the region, providing comprehensive care for both inborn and outborn infants.

The ICUs are a first in Areekode, staffed by expert critical care physicians and equipped with the latest technologies, including ECMO, to meet the needs of critically ill patients. The Emergency and Critical Care Department, also the first of its kind in Areekode, offers 25 emergency beds and 24x7 services, ensuring the highest quality care for urgent cases.

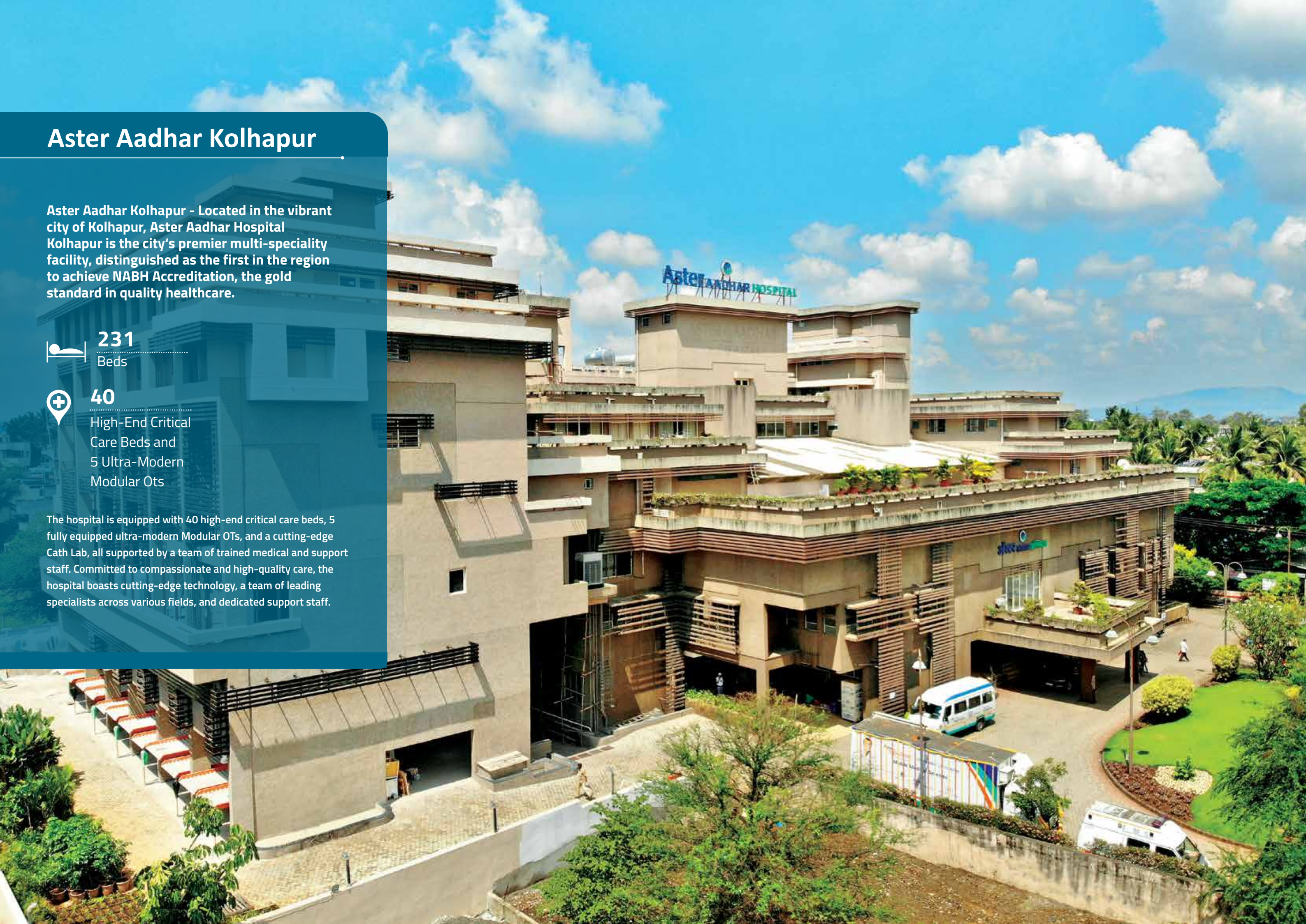
Aster Aadhar Kolhapur

Aster Aadhar Kolhapur - Located in the vibrant city of Kolhapur, Aster Aadhar Hospital Kolhapur is the city's premier multi-speciality facility, distinguished as the first in the region to achieve NABH Accreditation, the gold standard in quality healthcare.

 **231**
Beds

 **40**
High-End Critical
Care Beds and
5 Ultra-Modern
Modular Ots

The hospital is equipped with 40 high-end critical care beds, 5 fully equipped ultra-modern Modular OTs, and a cutting-edge Cath Lab, all supported by a team of trained medical and support staff. Committed to compassionate and high-quality care, the hospital boasts cutting-edge technology, a team of leading specialists across various fields, and dedicated support staff.



Aster Prime Hospital, Hyderabad

Aster Prime Hospitals deliver quaternary medical care with state-of-the-art technology and facilities that meet global standards, ensuring world-class healthcare for all patients.

 **158**
Beds

 **NABH**
Accredited

As a leading healthcare provider, the hospital employs the latest technological innovations for diagnosing and treating acute clinical conditions, supported by highly skilled medical and nursing experts.


Located strategically in Ameerpet, Hyderabad, this 204-bed multi-specialty hospital is one of the pioneering corporate healthcare facilities in Telangana, providing international-standard healthcare services to the local community.

Aster PRIME HOSPITAL 

Aster NARAYANADRI HOSPITAL

Aster Narayanadri Tirupati

 **150**
Beds

 **Well-equipped
OTs with
advanced
diagnostic
equipment**

At Aster Narayanadri Hospital, innovation and a commitment to excellence are set to elevate medical care in Tirupati, offering a full spectrum of services from quaternary to primary care.

The hospital provides advanced medical services with a focus on Centres of Excellence in Cardiac Sciences, Neurosciences, GI Sciences, Orthopaedics, and Minimally Invasive Surgeries, complemented by high-end critical care and emergency services.

The hospital boasts a team of top specialists with extensive expertise, dedicated to delivering evidence-based care and optimal treatment outcomes.

Aster Ramesh, Vijayawada

Aster Ramesh Hospital's first unit, established in 1988 on MG Road, Vijayawada, was transformed in 2012 into a 135-bed multispecialty hospital with a primary focus on treating heart stroke, brain stroke, and trauma within the golden hour.

 **135**
Beds

 **Featuring PIGA CT
Robotic Arm and the
Only 256 Slice CT
Scanner**

The facility features advanced medical technologies, including the PIGA CT Robotic Arm, Digital Operation Theatres, and the only 256 Slice CT Scanner in the Andrapradesh state.

Specialities include Gastroenterology, Orthopedics (Joint Replacement), Cardiology, and Neurology, with additional services in Neuro Surgery, Urology, Diabetology, Pulmonology, and Psychiatry. Centrally located and NABH accredited, the unit is set to become a trauma centre soon.



Aster Ramesh Hospital Labbipet

 **54**
Beds

 **NABH &
NABL**
Accredited

Aster Ramesh Hospital's Main Centre, located in the heart of Vijayawada, has been a beacon of medical excellence since 1996, serving the people of Andhra Pradesh.

Overlooking the lush green lawns of Loyola College, this NABH Accredited facility features a NABL accredited lab and spans 75,000 sq. ft. Renowned for its high success rate and clinical expertise, Aster Ramesh Hospital is also noted for its academic programs, including PGDCC and DNB in Cardiology and Neurology.



Aster Ramesh Hospital, Guntur

 **350**
Beds

 **Birth n' Beyond - a
boutique maternity
centre**

Aster Ramesh Hospital's state-of-the-art super speciality centre in Guntur is renowned for its world-class medical practices and facilities.

Designed to meet international standards, the unit received NABH Accreditation in 2016 and was inaugurated by Former President of India, Dr. APJ Abdul Kalam, in March 2015. The centre features „Birth n' Beyond," a boutique maternity centre dedicated to women and children, offering exceptional care in a sophisticated and advanced setting.

Aster Ramesh Sanghmitra Hospital, Ongole

Established as a premier healthcare facility by Dr. D. Tirumalareddy and a team of esteemed medical practitioners, Ramesh Sanghamitra Hospitals Pvt Ltd. was created to offer top-tier healthcare services in Ongole.

 **150**
Beds

 **NABH**
Accredited

It is dedicated to delivering the highest standard of care with a comprehensive range of state-of-the-art equipment, including a Flat Panel Cath Lab System, 1.5 Tesla MRI, Dual Slice CT Scan, Ultrasound, advanced anesthesia workstations, and high-precision ventilators. Its innovatively designed ICUs ensure seamless patient monitoring and care.

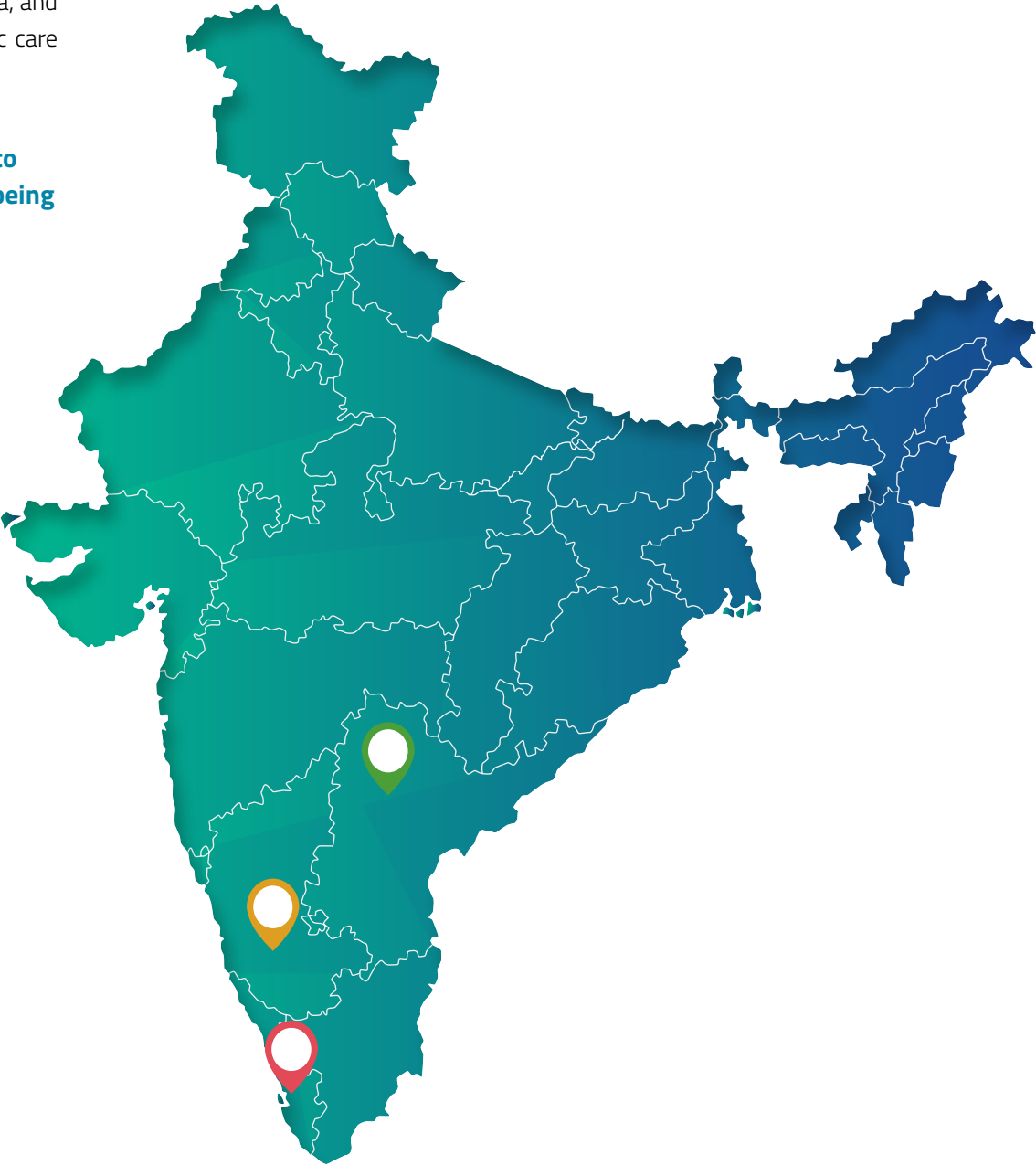


INDIA FOOTPRINT OF PHARMACIES

Aster DM Healthcare operates a comprehensive network of pharmacies across various states. With a strong presence in Karnataka, Kerala, and Telangana, these pharmacies deliver high-quality, patient-centric care to the region’s diverse communities.

The geographical footprint demonstrates our dedication to improving healthcare outcomes and enhancing the well-being of the region’s residents.

 **215**
Aster Pharmacies in India



Kerala Cluster



86
Pharmacies



Telangana Cluster



50
Pharmacies



Karnataka Cluster



79
Pharmacies

ASTER CLINICS, INDIA

Aster Clinics, India a significant arm of Aster DM Healthcare, is dedicated to providing high-quality, accessible healthcare services across India.

As a trusted healthcare provider, Aster Clinics offer a wide range of medical specialties and services to meet the diverse needs of communities.

13

Aster Clinics in India

“
A network of world-class
clinics that bring quality care
to every neighbourhood.



Our clinics are staffed with highly skilled
healthcare professionals and equipped
with advanced medical technologies,
ensuring that every patient receives the
highest quality care.

Aster Clinics are strategically located to ensure easy patient accessibility, making quality healthcare available close to home. From primary care and preventive health services to specialised consultations and diagnostic services, Aster Clinics are committed to delivering the best possible medical care in a comfortable and welcoming environment.

Our clinics adhere to stringent quality standards, ensuring that every aspect of patient care meets the highest benchmarks of excellence. Aster Clinics are integral to our mission to provide holistic healthcare solutions, improving the health and well-being of individuals and communities across India.

ASTER LABS



232

Labs in India

2.5M+

Clients Served

Aster Labs is a leading provider of advanced diagnostic services in India. Equipped with state-of-the-art technology and staffed by a team of highly skilled professionals, Aster Labs delivers accurate and reliable diagnostic results, ensuring high standards of patient care.

Our laboratories adhere to stringent quality protocols and are accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL), highlighting our commitment to excellence and reliability.

Aster Labs offers a comprehensive range of diagnostic services, ensuring that all your needs are met under one roof. From

routine blood tests to advanced imaging and specialised diagnostics, we integrate cutting-edge technology with a patient-centric approach to provide timely and precise diagnostics, aiding in effective treatment and improved health outcomes.

ASTER PHARMACY

Aster Pharmacy is one of the largest retail pharmacy chains in the Middle East, with an expanding presence in India. The first Aster Pharmacy in India was established in February 2021, and the network has since grown rapidly, operating under new franchises.

With over three decades of experience in the healthcare industry, Aster Pharmacy brings a professional and community-focused approach to retail pharmacy services. The pharmacy is committed to providing accessible healthcare solutions through trained pharmacists, a wide range of genuine medicines, and various healthcare products. Aster Pharmacy offers services such as medicine refill reminders and home delivery to ensure patient convenience.

Currently, there are over 200 outlets across Kerala, Karnataka, and Telangana. In addition to prescription and over-the-counter (OTC) medications, the stores offer a broad selection of personal care products, hygiene products, baby care items, wellness products, sports nutrition, surgical supplies, and medical devices.

Aster Pharmacy is dedicated to supporting patient health and wellbeing, offering initiatives such as free health check-ups, convenient home delivery, and accessible store hours.



“
Your
wellness is
our priority

215
.....
Aster Pharmacies in India

ASTER HEALTH ACADEMY

Aster Health Academy is a modern healthcare ed-tech company focused on professional education for clinical and non-clinical functions. The Academy draws from the Aster resource pool worldwide to contribute to the learning and development of the next generation.

Founded in October 2021, Aster Health Academy has been at the forefront of healthcare education. It offers Clinical Fellowships, Technology Programs, and a Leadership Development Program to help equip

healthcare professionals with the expertise needed to excel in their roles. The academy boasts a team of experienced and highly qualified faculty members who bring a wealth of knowledge and real-world experience to the classroom.

The curriculum is designed to be innovative and up-to-date, reflecting the latest advancements in medical science and healthcare practices. This ensures that graduates are well-prepared to meet the evolving demands of the healthcare industry.

The Academy trained 366 healthcare professionals in FY 23-24 who contribute to the healthcare industry globally.

With strategic partnership with reputed universities across India, AsterHealthAcademy's alumni can access premier courses, industry recognized certification, hands-on learning, and opportunities for interdisciplinary collaboration across various healthcare disciplines.



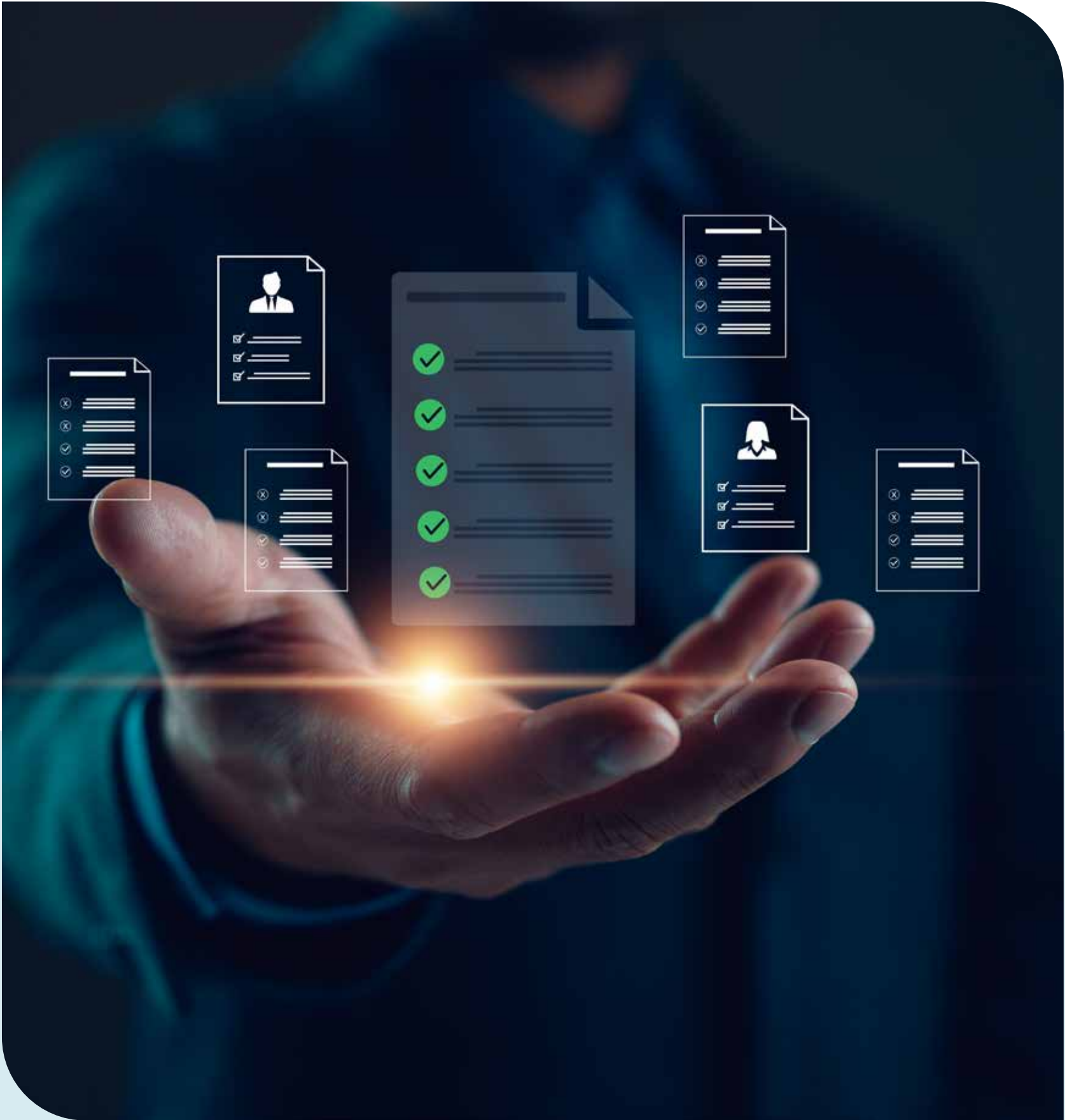


The academy's alumni are equipped to contribute to the healthcare system as skilled practitioners, compassionate caregivers, and innovative leaders.



GOVERNANCE

CORE PRINCIPLES OF RESPONSIBLE GOVERNANCE



At Aster, responsible governance forms the foundation of our ethical and effective organisational management. It involves the implementation of transparent, accountable, and ethical practices that steer our decision-making and operational processes.

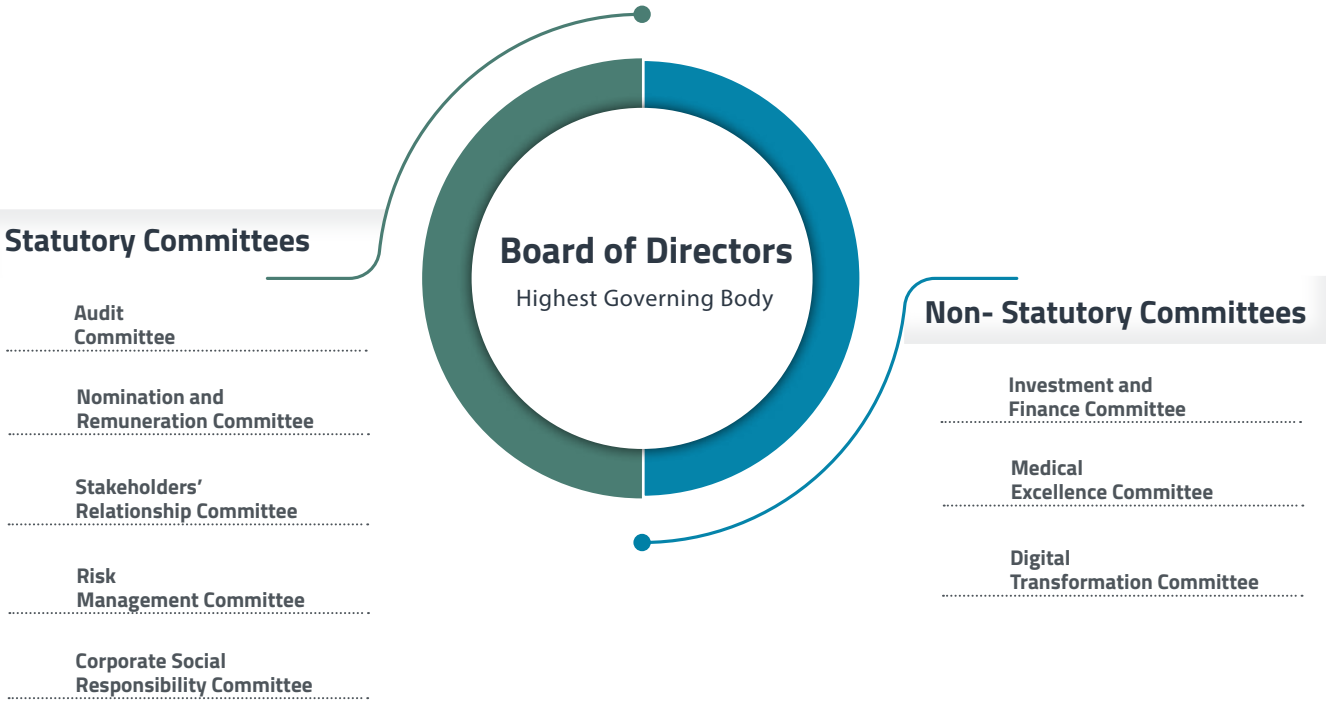
By adhering to regulatory standards and best practices, we ensure that our actions serve the best interests of all stakeholders, including employees, customers, investors, and the community. This approach fosters a culture of integrity, trust, and continuous improvement, which is crucial for long-term sustainability and success.

Through vigilant oversight and strategic leadership, responsible governance not only enhances our operational efficiency but also contributes positively to social and environmental outcomes.



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

The following diagram provides a summary of the governance bodies at Aster DM Healthcare, which are supported by five statutory committees and three non-statutory committees.



BOARD OF DIRECTORS

Comprising a well-balanced mix of Executive and Non-Executive Independent Directors, the Board at Aster provides robust oversight and strategic guidance, ensuring the highest standards of corporate governance.

They are responsible for setting the company's vision, mission, and values, while monitoring management performance and ensuring compliance with regulatory requirements.

As of March 31, 2024, the Board consists of 10 members: 3 Non-Executive Directors, 5 Independent Directors, 1 Deputy Managing Director and 1 Founder Chairman & Managing Director.

The names and classifications of the Directors as of this date are listed below.



Dr. Azad Moopen
Founder Chairman and Managing Director



Ms. Alisha Moopen
Deputy Managing Director



T. J. Wilson
Non-Executive Director



Shamsudheen Bin Mohideen Mammu Haji
Non-Executive Director



Daniel Robert Mintz
Non-Executive Director



Wayne Earl Keathley
Independent Director



Purana Housdurgamvijaya Deepti
Independent Director



Chenayappillil John George
Independent Director



Dr. James Mathew
Independent Director



Emmanuel David Gootam
Independent Director

COMMITTEES OF THE BOARD

The Board of Directors at Aster DM Healthcare is supported by eight primary committees, each playing a crucial role in overseeing various aspects of the organisation’s governance and operations.

Among these, the sustainability agenda is predominantly driven by the Corporate Social Responsibility (CSR) and Stakeholder Relationship Committee (SRC).

Audit Committee

This committee is tasked with overseeing Aster’s financial reporting processes, audit procedures, and internal control systems, while ensuring compliance with relevant laws and regulations. It is composed of 3 male and 1 female members, bringing diverse perspectives to its oversight responsibilities.

Investment & Finance Committee

It is responsible for identifying, investigating, analyzing, and prioritizing various investment opportunities. The committee reviews these opportunities and presents recommendations to the Board of Directors. It is comprised of 1 female and 5 male members, ensuring a balanced approach to investment decisions.

Stakeholder Relationship Committee

This committee is responsible for addressing concerns raised by the company’s security holders, including issues related to share complaints, annual reports, declared dividends, and other related matters. It also reviews the Business Responsibility and Sustainability Report (BRSR) and Environmental, Social, and Governance (ESG) reports. The committee comprises 3 male members, focusing on ensuring effective communication and resolution of stakeholder issues.

Medical Excellence Committee

The Medical Excellence Committee was established by the Board of Directors to oversee and evaluate the quality of medical services provided by the organisation. This committee ensures that high standards are maintained in patient care and medical practices. It is composed of three members including 1 female and 2 males who bring diverse expertise to the assessment and enhancement of medical excellence.

This committee focuses on integrating sustainable practices into our operations and ensuring meaningful engagement with stakeholders. By providing strategic direction and monitoring initiatives related to social responsibility and environmental stewardship, the CSR and SRC are instrumental in advancing Aster’s commitment to sustainable growth and positive community impact.

Nomination and Remuneration Committee

This committee plays a critical role in defining the attributes and criteria for remuneration as part of the succession planning for both the Board of Directors and senior management. It ensures that compensation and succession strategies align with organisational goals and standards. It is comprised of 1 female and 2 male members bringing a balanced perspective to its responsibilities.

Technology Steering Committee

It is responsible for monitoring, evaluating, and approving initiatives related to technological advancements within the organisation. This committee ensures that digital strategies align with our broader goals and drive innovation. It is composed of seven members including 1 female and 6 males, providing a diverse perspective on technological development and implementation.

Risk Management Committee

The Risk Management Committee is tasked with reviewing and ensuring the ongoing relevance of the risk management framework and processes. It oversees the effectiveness of risk treatment and mitigation action plans and monitors controls related to critical risks. The committee is composed of 3 male and 2 female members, providing a balanced approach to managing and mitigating organisational risks.

CSR/ESG Committee

The ESG Committee is responsible for developing the board’s policy framework, allocating funds, and monitoring the CSR activities undertaken by Aster. This committee ensures that our social responsibility initiatives align with our values and objectives. It is comprised of 1 female and 2 male members, reflecting a diverse approach to guiding and overseeing our CSR efforts.



ANNUAL OPERATING PLAN (AOP)

The Annual Operating Plan (AOP) at Aster DM Healthcare serves as a strategic roadmap for achieving our annual goals and objectives. It outlines the key initiatives, resource allocations, and performance metrics necessary to drive organisational success and operational excellence.

The AOP is developed through a collaborative process involving various departments and stakeholders,

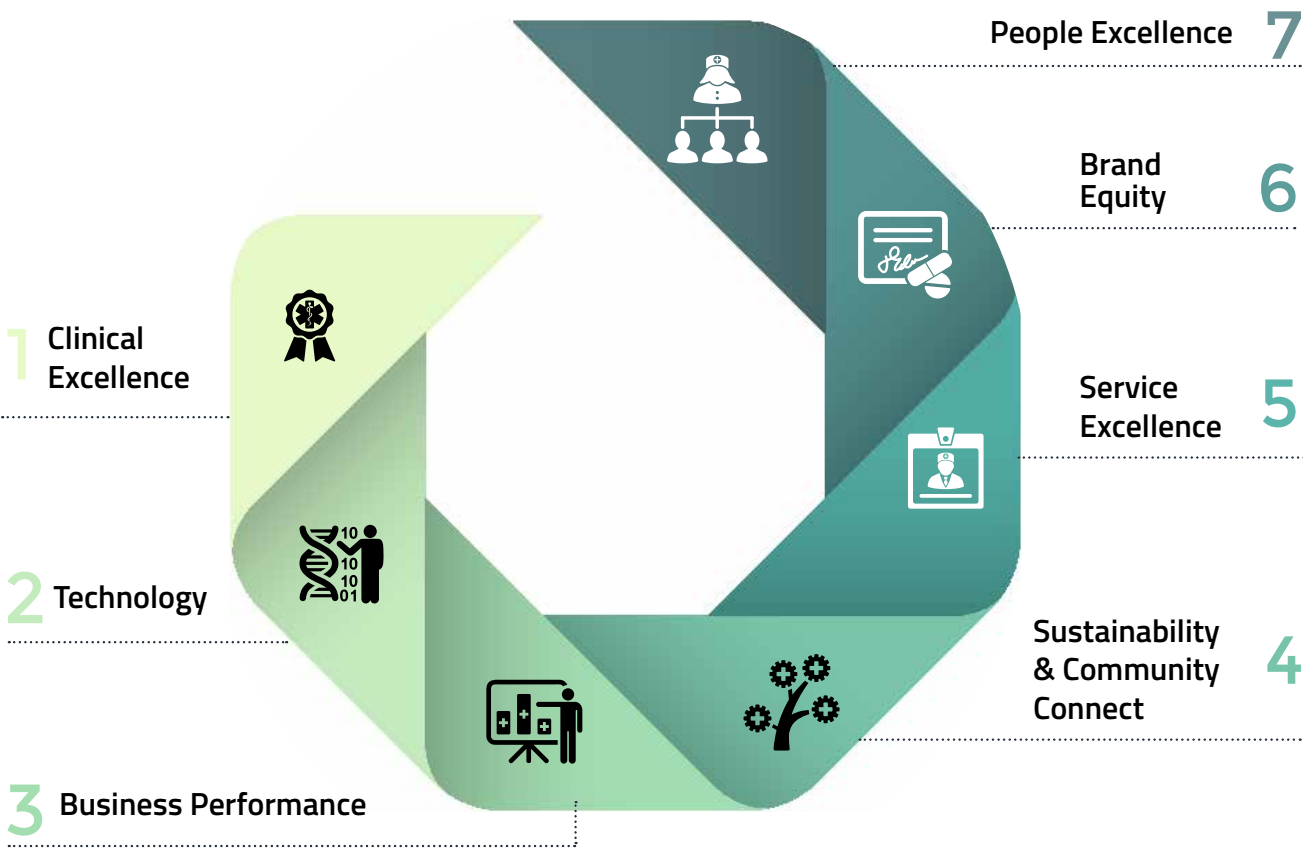
ensuring alignment with our long-term vision and strategic priorities.

It incorporates detailed strategies for essential functional areas, including Sales, Marketing, Operations, Finance, Human Resources, Medical, Information Technology & Innovation, and Sustainability & Community Connect.



The AOP sets out specific targets, performance metrics (such as Key Responsibility Area's (KRAs) and Key Performance Indicators (KPIs), and key initiatives to be achieved throughout the year.

The accompanying graphic illustrates the AOP's focus on enhancing Aster's environmental, social, and governance performance.





CODE OF CONDUCT

Aster’s Code of Conduct provides a comprehensive set of guidelines and principles outlining the expected behaviour and standards for individuals within the organisation. This document serves as a reference for Asterians to understand what constitutes acceptable and unacceptable conduct, values, and ethics.

Its purpose 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. By establishing clear expectations for behaviour, the Code of Conduct aids in addressing disputes, complaints, and violations effectively.

ESG POLICY

Our ESG policy sets forth guidelines for managing Environmental, Social, and Governance practices. It reflects Aster’s commitment to embedding sustainability, social responsibility, and ethical behaviour into our decision-making and operations.

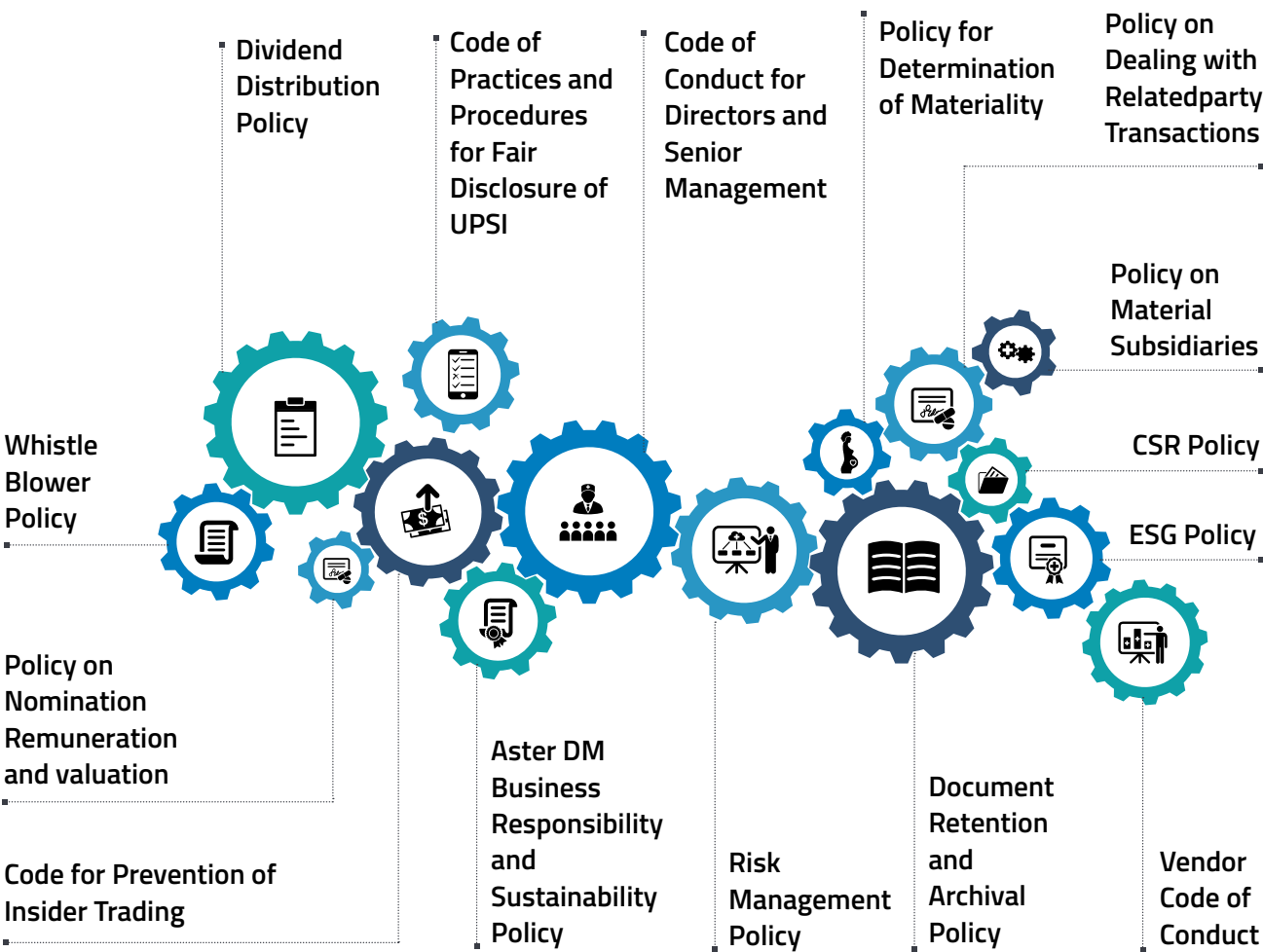
By focusing on environmental impact, social responsibility, and governance, the ESG policy helps Aster align with the UN Sustainable Development Goals, enhance risk management, build stakeholder trust, and attract socially conscious investors. It provides a structured framework for integrating sustainable practices and measuring progress toward our ESG objectives.

POLICIES SUPPORTING THE GOVERNANCE FRAMEWORK

Policies are an integral part to Aster’s governance framework; they provide guidelines and requirements that define acceptable behaviours, actions, and procedures within the organisation.

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

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



ESG RISK MANAGEMENT FRAMEWORK

ESG Risk Management is essential for mitigating potential negative impacts on Aster’s financial performance and reputation arising from Environmental, Social, and Governance practices. Recognising that failing to address ESG risks can result in regulatory scrutiny, legal liabilities,

reputational damage, reduced investor confidence, and lost business opportunities, we have established a comprehensive ESG risk management framework.

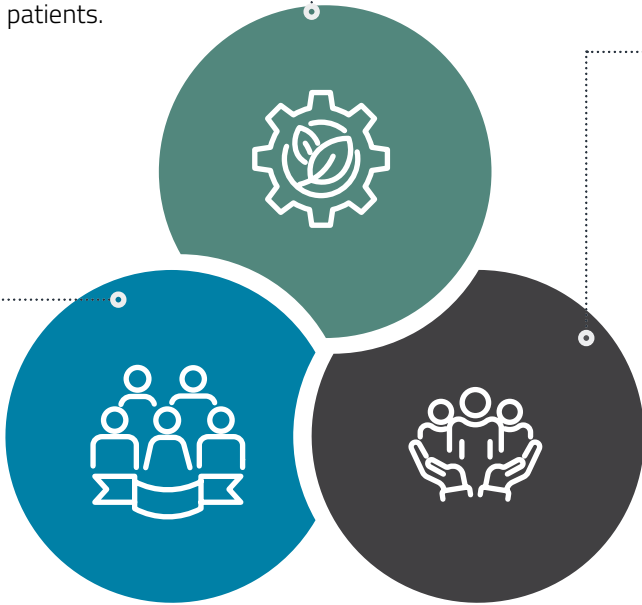
The graphic below offers an overview of the ESG risks we identify and manage across our operations.

Environmental Risk

Environmental Risk is the potential failure to recognise significant environmental or climate impacts that could harm Aster DM Healthcare’s reputation, stakeholder trust, and overall performance, ultimately affecting our ability to deliver value to customers and patients.

Governance Risk

Governance Risk is the potential failure to manage governance operations effectively, impacting Aster DM Healthcare’s reputation and stakeholder trust. This risk could undermine our financial and non-financial performance and hinder our ability to deliver value to customers.



Social Risk

Social Risk is the potential failure to identify significant socially driven impacts, including issues related to diversity and inclusion. These impacts could harm Aster DM Healthcare’s reputation, stakeholder trust, and overall performance, affecting our ability to deliver value to customers and patients.

OUR APPROACH TO ESG RISK MANAGEMENT

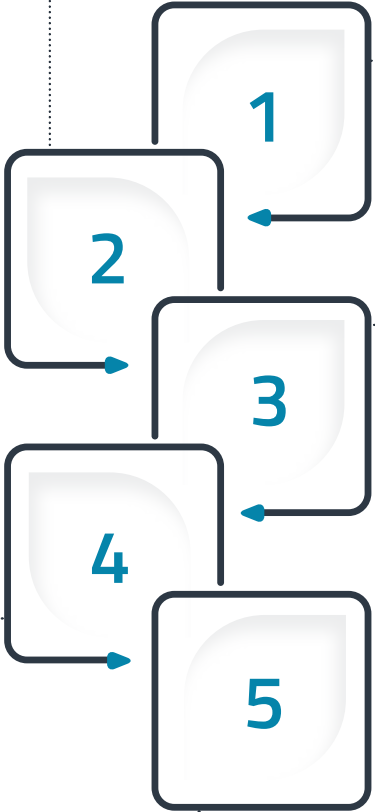
To manage ESG risks effectively, we follow a comprehensive approach:

Identifying ESG Risks and Impacts

Identify potential ESG risks and impacts by evaluating both the business’s contributions makes to ESG factors (‘inside out’) and the effects of external ESG events on the business (‘outside in’). This comprehensive approach ensures ensures the consideration of both internal practices and external factors in assessing overall ESG risk exposure.

Establishing a Decision-Making and Escalation Framework

Develop a robust decision-making and escalation environment for ESG risk issues, demonstrating prudent and effective controls. This framework should support entrepreneurial leadership by ensuring timely and informed responses to ESG risks, enabling effective management and strategic decision-making.



ESG Risk Culture

By fostering engagement, providing training, and encouraging collaboration, we aim to build a culture of awareness and understanding of ESG risk. This culture supports an effective ‘Three Lines of Defence’ model, aligned with our commitments and core principles.

Implementing Effective Risk Controls

Ensure the robustness of risk controls, policies, and practices. Establish the above to mitigate and minimize ESG risks. Provide oversight to monitor progress against key objectives and identify any barriers to success, ensuring continuous improvement and effective management of ESG-related challenges.

Integrating the Reputational Risk Framework

Integrate the Reputational Risk Framework across the organisation, adapting it to various business environments and territories while aligning it with our core values. The framework ensures a consistent approach to managing reputational risks across all areas of the group.


By implementing these steps, Aster integrates ESG considerations into decision-making, addresses stakeholder concerns, and drives sustainable practices that create long-term value. ESG risk is pervasive and can be viewed through financial, strategic, or reputational lenses. To enhance our ESG credentials and embed sustainability in all our operations, we have formally mapped ESG risks to the top risk category of ‘Reputational Risk’.

SUSTAINABILITY STRATEGY

Aster DM Healthcare’s sustainability strategy is designed to ensure long-term prosperity and resilience. Built on four foundational pillars—Environment, Society, Governance, and Economy—this comprehensive strategy aims to uphold and enhance the organisation’s reputation while adapting to economic, social, and environmental changes.

It is designed to safeguard our reputation, strengthen our resilience to economic, social, and environmental changes, optimize the use of resources, and enhance community service. The following is a summary of our sustainability pillars and key initiatives.



**Environmental**

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

**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
- ◆ Whistleblower mechanism
- ◆ Anti- sexual harassment policy
- ◆ Corporate Social Responsibility committee


**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

**Economic**

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

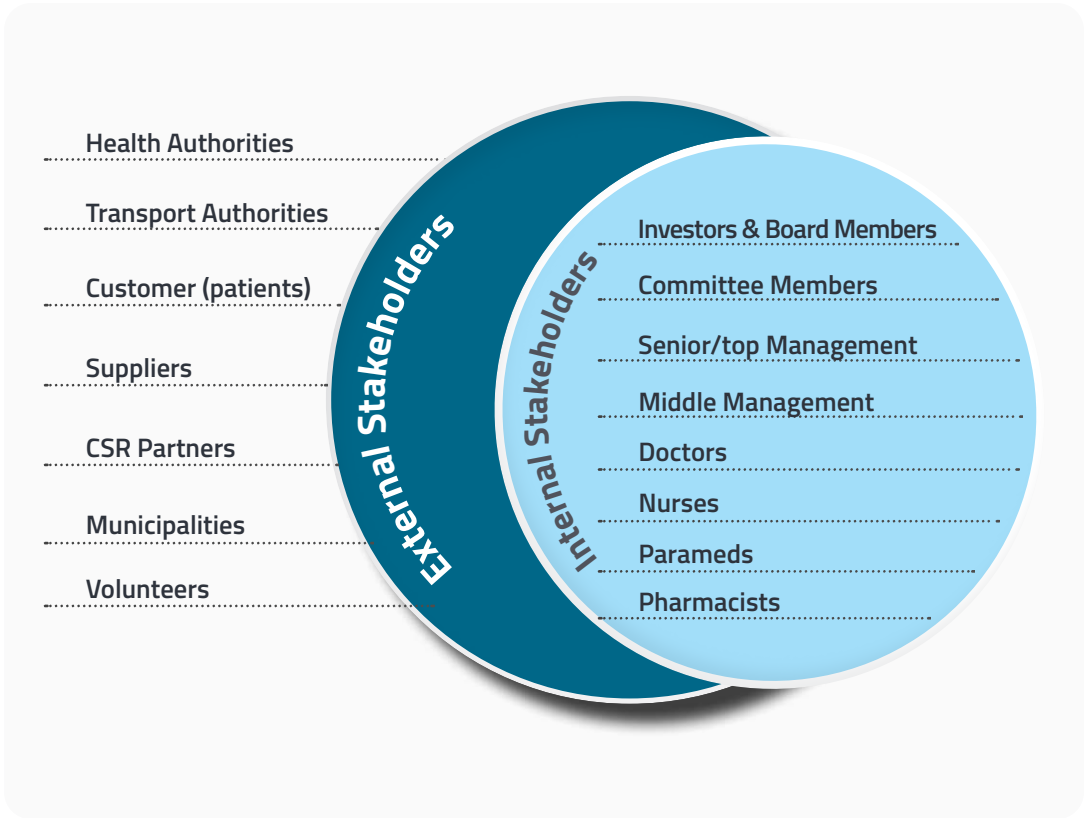
STAKEHOLDER ENGAGEMENT

Aster DM Healthcare values stakeholder engagement as a critical component in identifying material topics that drive our sustainability strategy.

Our engagement process design ensures that we address the concerns and expectations of our diverse stakeholders. We actively engage with our stakeholders through surveys, interviews, focus groups, and meetings to gather insights into their concerns, expectations, and priorities regarding sustainability issues.

This engagement allows us to map the various sustainability concerns against our operations, identifying which issues are most relevant to different stakeholder groups.

By effectively mapping and engaging with our stakeholders, Aster DM Healthcare ensures that our sustainability strategy is comprehensive, inclusive, and aligned with the expectations and needs of those who matter most to our business.



MATERIALITY ASSESSMENT

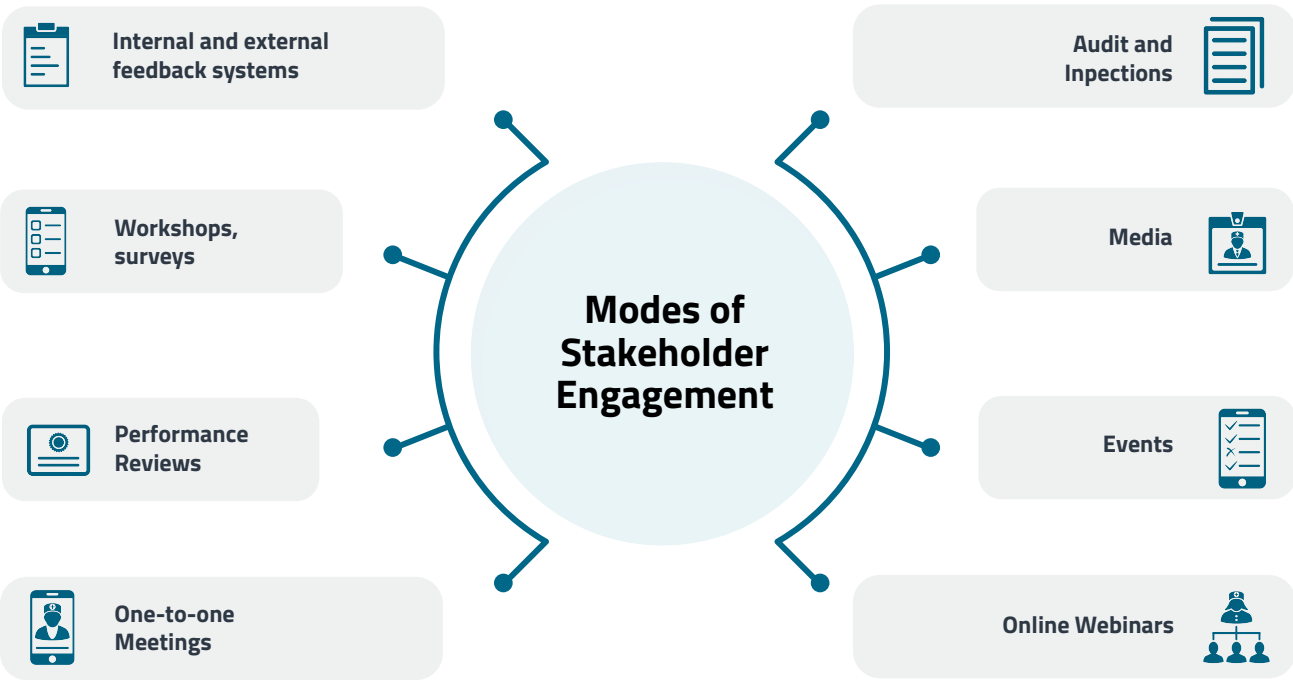
We identify and address the sustainability issues that are most important to our stakeholders. By focusing on these key Environmental, Social, and Governance (ESG) issues, we aim to enhance our sustainability performance significantly.

One of the primary outcomes of our stakeholder engagement process is the creation of the Materiality Assessment Matrix. This matrix plays a crucial role in our decision-making process, highlighting the issues (or material topics) that are most relevant and important to our business and stakeholders. These material topics include a range of concerns, such as health and safety, good governance, and environmental impacts.

The materiality assessment begins with identifying Aster’s key stakeholders, which include customers, partners, investors, suppliers, charitable organisations,

healthcare authorities, regulators, communities and other interested parties

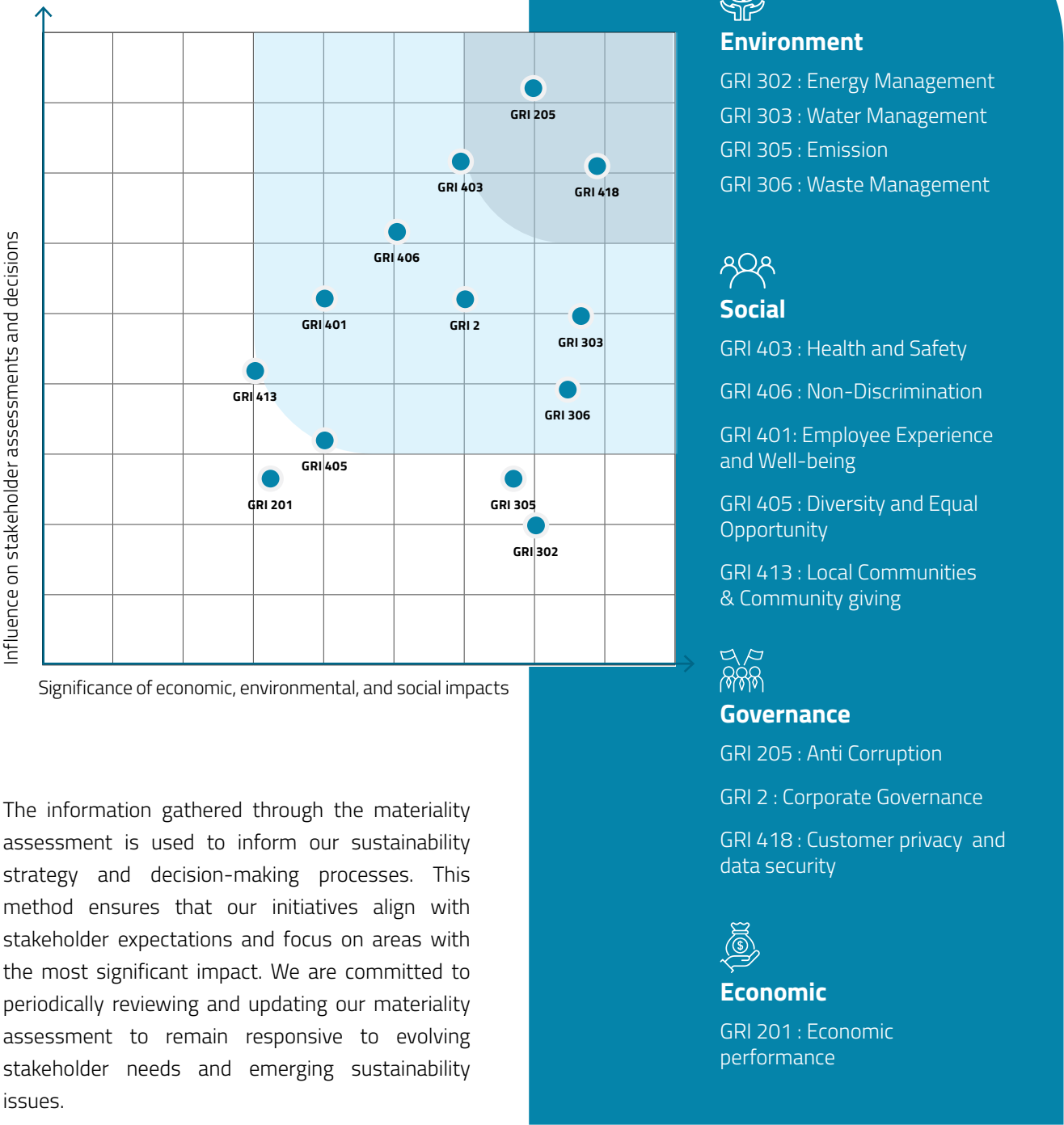
Our teams engage with these stakeholders to gather their insights on the most relevant sustainability issues and their relationship with Aster DM Healthcare. This consultation process involves mapping stakeholders’ sustainability concerns to its impacts, our operations and identifying the key issues that must be addressed.



PRIORITIZING MATERIAL TOPICS

The feedback and responses from stakeholders are thoroughly analysed, and the top issues are prioritised. We consider the potential impact of each material topic on our business and the level of concern among stakeholders.

This rigorous process identified nine critical material topics for Aster DM Healthcare. During the management review and materiality assessment, it was noted that, although stakeholders did not explicitly identify environmental indicators as material topics, they remain priority issues for Aster. Therefore, these environmental concerns were added to our list of material ESG topics to ensure comprehensive coverage of all significant sustainability issues.



ECONOMIC PERFORMANCE



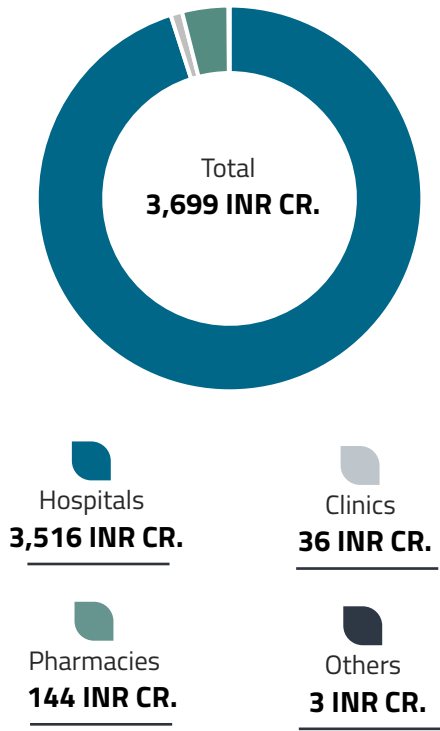
Aster India continues to play a pivotal role in the group’s financial performance, reflecting the growing demand for healthcare services across the country’s hospitals, clinics, and pharmacies.

The Indian operations have been instrumental in driving growth through strategic initiatives, expansion of medical facilities, and enhanced service offerings, aligning with Aster’s commitment to providing quality healthcare.

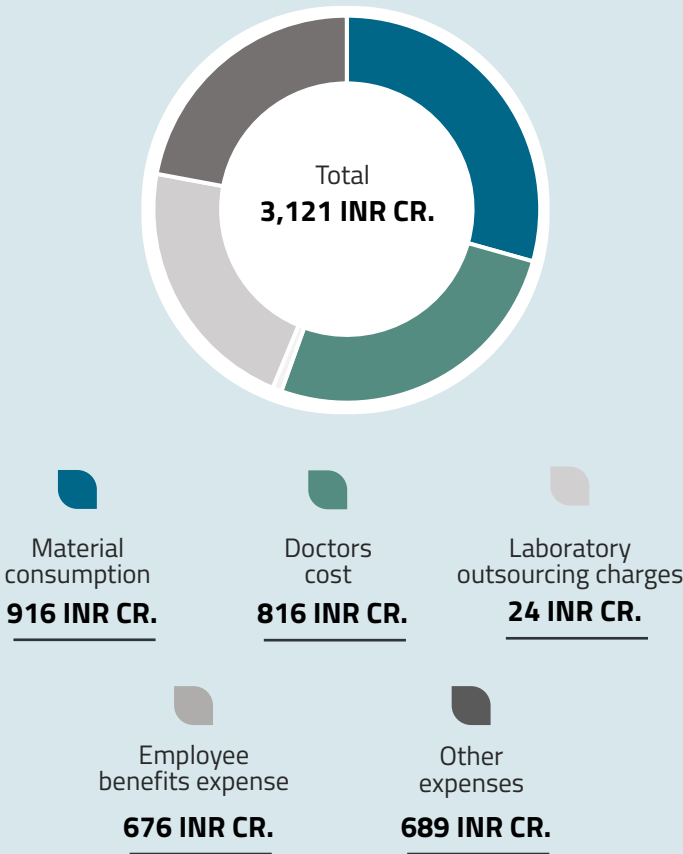
In the fiscal year 2023-24, Aster India’s contribution to Aster DM Healthcare’s revenue was substantial, accounting for approximately 26%, which amounts to 3,699 INR crores.

Aster India’s revenue for the recent period reflects strong performance across its various business segments, highlighting the significant impact of its hospital network, with supplementary contributions from pharmacies and clinics, reflecting the company’s comprehensive approach to healthcare delivery in India. The hospital segment is the most significant contributor to Aster India’s revenue, accounting for 95% of the total revenue. Aster’s pharmacies and clinics contributed 4% and 1% of the total revenue, respectively, highlighting their supportive yet vital roles within the company’s overall business model.

Source-wise revenue breakdown for Aster India



Operational expenses breakdown for Aster India



The operational expenses for Aster India are distributed across several key areas, reflecting the costs associated with delivering high-quality healthcare services.

The total operational expenses for Aster India amount to INR 3,121 crores, indicating Aster’s strategic allocation of resources across critical areas, balancing cost-efficiency with the delivery of high-quality healthcare services.

The most significant portion of operational expenses is attributed to Material Consumption, which represents 29% of the total expenses. This is followed by Doctors’ costs, which comprise 26%, and Employee Benefits Expenses, accounting for 22% of the total expenses.





SOCIAL

OUR PEOPLE



We recognise that our employees are our most valuable asset, and our practices are designed to promote their well-being, development, and engagement.

This section of the sustainability report highlights the initiatives and achievements that reflect our dedication to building a resilient and thriving workforce, emphasizing our role as a responsible and forward-thinking employer in the healthcare industry.

Our team is working to attract, retain and nurture a diverse and talented workforce that aligns with Aster DM Healthcare's core values and mission.

Through innovative recruitment strategies, comprehensive training programs, and inclusive workplace policies, We ensure our employees can deliver exceptional healthcare services while thriving in their professional roles.

The total workforce in India, including both permanent and contractual employees, is 18,075. This diverse group of individuals includes a significant portion of long-term permanent employees and contractual staff, all of whom contribute to the seamless operation and success of Aster DM Healthcare.

By fostering an environment of mutual respect and collaboration, we aim to drive not only organisational growth but also positive social impact within the communities we serve.

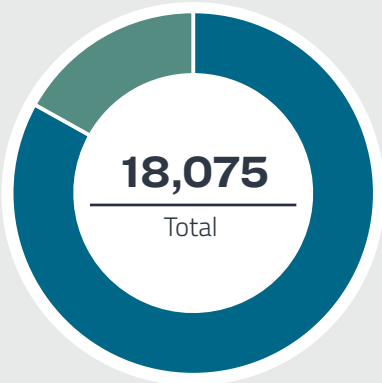
NATURE OF EMPLOYMENT

Our workforce comprises both permanent and contractual employees, each playing a vital role in our mission to deliver outstanding healthcare services. With 83% of our total workforce in India being permanent employees, we emphasize long-term commitment and expertise.

The inclusion of a substantial number of contractual employees allows us to maintain flexibility and adaptability in our workforce, ensuring that we can meet the varying demands of the healthcare sector while providing stable employment opportunities.



With a workforce of 18,075, we are proud to have 11,064 women, demonstrating our strong commitment to gender diversity and inclusion. We value the unique perspectives and contributions of all our employees.



15,020
Permanent

3,055
Contractual

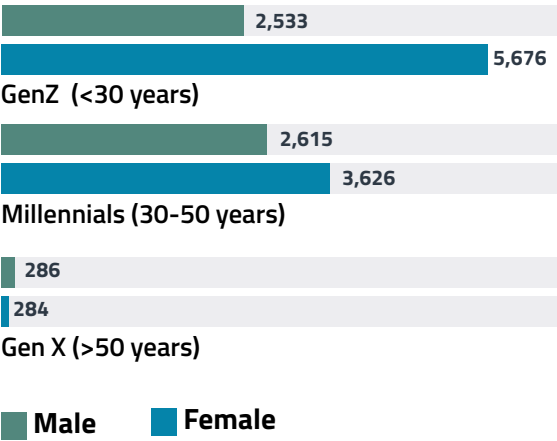


AGE DISTRIBUTION OF
PERMANENT EMPLOYEES IN INDIA

The age distribution of our employees reveals a diverse and experienced workforce, with a notable concentration in the <30 years age bracket. In our India operations, approximately 45% of employees fall within the <30 years age range.

This significant proportion highlights the presence of a young and talented demographic within our organisation.

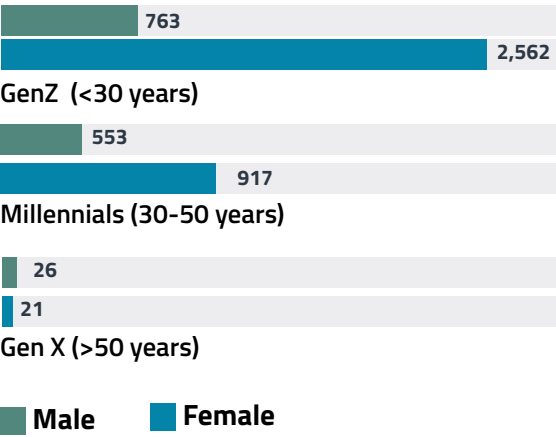
Age Distribution of
Permanent Employees
in India



PERMANENT EMPLOYEE TURNOVER

During the financial year 2023-24, we observed turnover trends across various age groups and genders, providing valuable insights into our workforce composition and the factors influencing employee retention.

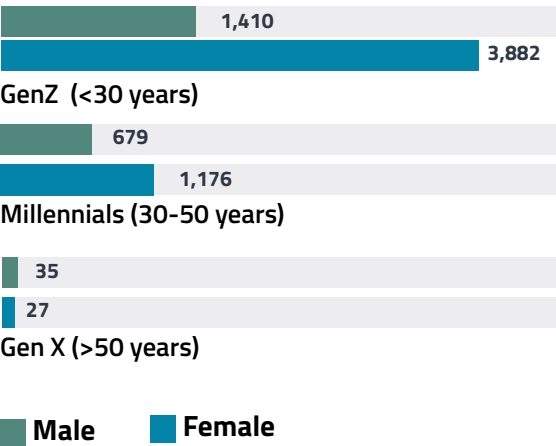
Permanent Employees
(On Payroll - Staff)



PERMANENT EMPLOYEES NEW JOINERS

During the financial year, we welcomed 7,209 new permanent employees, each bringing fresh perspectives, skills, and enthusiasm to our team. The details of the number of employees hired are given here based on age group and gender.

Permanent Employees
(On Payroll - Staff)



DIVERSITY AND INCLUSION

At Aster DM Healthcare, we are deeply committed to fostering a diverse and inclusive workplace where every individual feels valued, respected, and empowered.

Our approach to diversity and inclusion goes beyond mere representation; it is about creating an environment that embraces differences in gender, age, ethnicity, culture, and experience. Among the total workforce, about 61% is female, showcasing our commitment to gender diversity and inclusion.



9,586
Permanent women employees in the workforce

By championing diversity, we harness the unique perspectives and talents of our employees, driving innovation and excellence in healthcare delivery. Inclusion is at the heart of our culture, ensuring that all team members have equal opportunities for growth and contribution.



EMPLOYEE ENGAGEMENT AND RECOGNITION

At Aster DM Healthcare, employee engagement and recognition are integral to our organisations culture and success.

We understand that engaged employees are more productive, innovative, and committed to delivering the highest standards of care. Our comprehensive employee engagement strategies are designed to create a supportive and motivating work environment where every team member feels connected to our mission and values.

INSURANCE COVERAGE

At Aster DM Healthcare, we are dedicated to the well-being and security of our employees, offering comprehensive insurance coverage to all. We provide health insurance, accidental insurance, and maternity benefits to 100% of our employees, ensuring they and their families have access to quality medical care and financial protection.

Our health insurance plan covers a wide range of medical services, from hospitalization to outpatient treatments and preventive care. The accidental insurance provides financial security in case of unforeseen events, while our maternity benefits support employees during this critical life stage.

100%
Permanent Employees covered by Accidental Insurance

100%
Permanent Employees covered by Health Insurance



FOSTERING A BALANCED AND FULFILLING WORK ENVIRONMENT

We prioritise employee health and happiness through a range of initiatives that enhance work-life balance, mental health, and overall job satisfaction.

Financial



ASTER EMPOWERED: NEWS YOU CAN USE

This initiative provides weekly updates and resources on employee rights and responsibilities ensuring that the staff is well-versed in the benefits and support systems available to them.

Webinars,
In-person Expert Talks and Awareness Posters

- Family Health & Accidental Insurance
- Pension Scheme
- Employee Gratuity
- Advance Salary
- ESI Benefits

Mental



TALK THE WALK

It is an engaging and insightful video podcast series featuring Aster employees, designed to focus on key aspects of vitality, physical and mental wellbeing, diversity, equity, and inclusion.

Live Streaming,
Video podcasts and its recordings

- Vitality
- Physical & Mental Wellbeing
- Diversity, Equity & Inclusion

Social



FACE THE MUSIC

It is a virtual singing contest that brings together the entire Aster India network, fostering a sense of community and camaraderie among employees.

- Shortlisting by External judges
- Voting by Aster India employees for Finalists
- Cash prizes for the Top 3 Finalists

Creating a strong sense of belonging and community within the Aster India network



WELL-BEING INITIATIVES

At Aster DM Healthcare, we recognise that the wellbeing of our employees is paramount to delivering exceptional care to our patients.

Our commitment to holistic wellbeing incorporates a comprehensive approach that integrates physical, mental, and social health. Below are the various initiatives mobilised by Aster under each of the Wellbeing pillars:



Physical



WALK TO WIN 2.0

An invigorating fitness challenge that was relaunched in 2024 for Aster employees across the group.

- Team Registration and Competition
- Step Count Tracking
- Spot-Win Prizes
- Physical Wellbeing
- Sense of belonging
- Leading healthier lifestyles

Career



ASTER HORIZONS

It is our comprehensive Internal Talent Mobility Program designed to nurture and advance the careers of our employees across the organisation.

- Structured Talent Review Discussions
- Internal Career Mobility through Immediate Promotions and Lateral Movements
- Customised Leadership Development Programs –
 - a. **Advanced Strategic**
Management in Healthcare
 - b. **LeadEx:**
A Team Leadership Program designed for high-potential People managers
 - c. **Aster EDGE:**
A program catering to first-time managers, equipping them with essential leadership skills
- Internal Talent Mobility
- Career Progression & Succession planning
- Learning & Development



TRAINING AND DEVELOPMENT

Learning and development are vital for Aster DM Healthcare to ensure high-quality patient care, enhance employee skills, and stay ahead in the rapidly evolving healthcare industry. Continuous training empowers healthcare professionals to adopt new medical technologies, comply with regulations, and improve patient outcomes.

Our commitment to continuous learning and development is evident in the numerous opportunities for professional growth we provide, from skill enhancement workshops to leadership training programs.



TRAINERIZE (TRAIN THE TRAINER)

The **TraineRize** program is a thoughtfully designed instructor-led “Train the Trainer” initiative that spans a comprehensive 3-month learning journey. This program specifically aims to enhance the skills and capabilities of trainers within the organisation.

It is intended for individuals who are subject matter experts and hold responsibilities for training. The TraineRize program is mainly for the employees such as Nurse Educators, Learning & Development Single Points of Contact (SPOCs), Department Heads across all Aster hospitals, and Subject Matter Experts (SMEs) who facilitate sessions during the onboarding program.

The program is systematically structured with key components that ensure a holistic and practical training experience:

Step 1:
TraineRize
Classroom
Session

Step 2:
Workshop on
“The Artful
Techniques
of Creating
Impactful
PowerPoint
Presentations”

Step 3:
Creating Training
Modules and
Mock Training

The TraineRize program ensures that trainers are not only proficient in their subject matter but also skilled in delivering effective and engaging training sessions.



CREATING A SAFE WORKPLACE



At Aster DM Healthcare, safety is fundamental to our mission of delivering high-quality healthcare and protecting the well-being of our employees, patients, and visitors.

We have ingrained robust safety practices within our operational framework, constantly refining them to not only meet but exceed industry standards.

Through vigilant oversight and strategic leadership, responsible governance not only enhances our operational efficiency but also contributes providing an environment where safety and health are prioritised, enabling our staff to deliver the highest level of care with confidence and compassion.



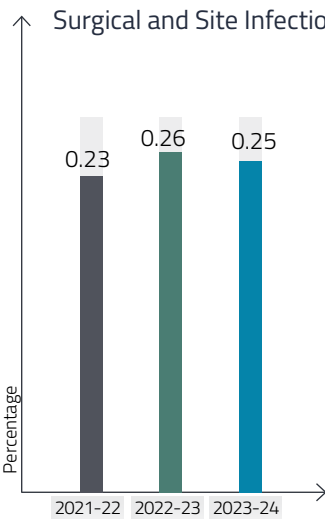
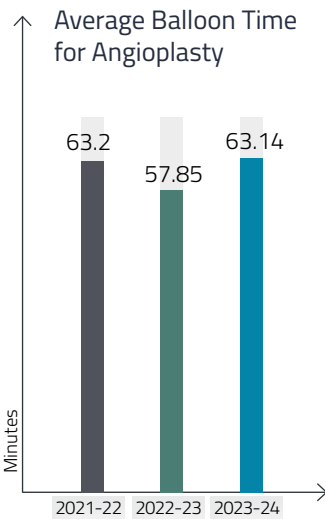
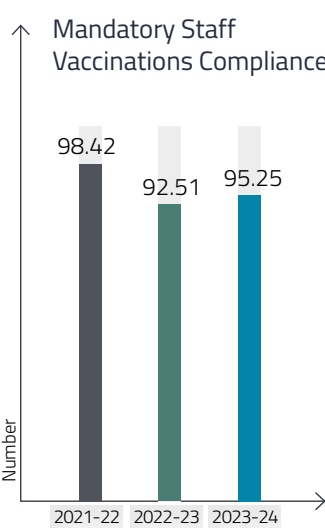
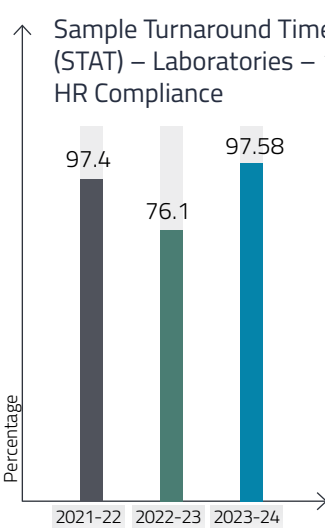
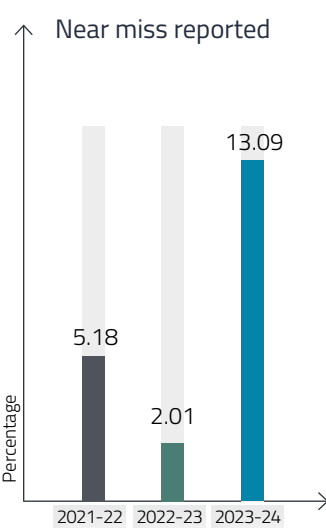
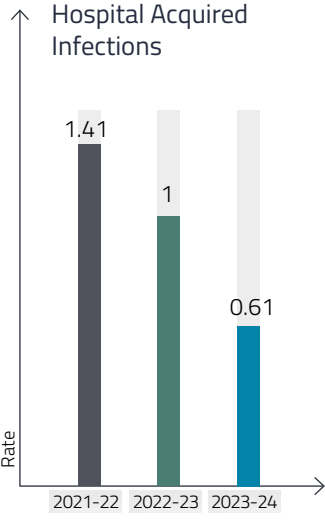
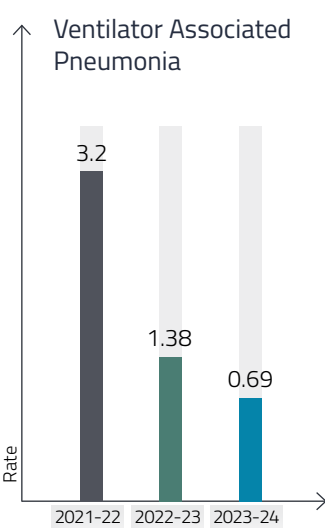
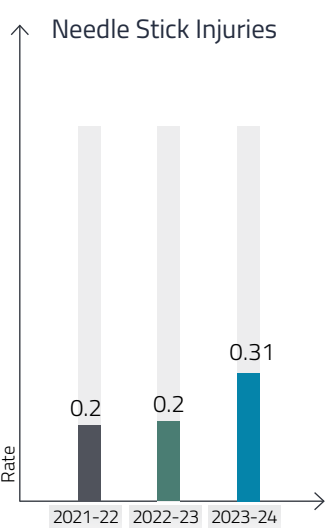
QUALITY AND PATIENT SAFETY KPIs

We actively encourage the reporting of “near misses”—events that had the potential to cause harm but did not result in actual injury.

For FY 2023-24, the reported near-miss incident rate stood at 13%, a testament to our proactive approach to safety. By maintaining an open and transparent reporting system, we ensure that all staff members can contribute to improving our safety culture.

With a surgical site infection rate of just 0.25%, Aster DM Healthcare demonstrates its unwavering dedication to delivering safe, high-quality surgical care. This achievement is a source of pride for all of us and a testament to our collective commitment to excellence.

By partnering with local authorities, non-governmental organisations, and community leaders, we actively engage in public health initiatives, awareness campaigns, and educational programs to raise awareness about safety measures and preventive healthcare practices.



SAFETY POLICY

Aster DM Healthcare has a comprehensive Safety Policy at every hospital to ensure that all employees, partners, and suppliers understand their role in maintaining a safe and healthy workplace. This policy incorporates a wide range of topics crucial for workplace safety :



Infection Control:

Identification and management of significant infections, counseling and follow-up of staff exposed to infectious diseases.

Workplace Violence Prevention:

Identification of potential workplace violence and Implementation of measures to reduce the risk of violence.



Disaster Management:

An Internal Disaster Management policy that identifies potential areas for workplace risk and violence and implements training programs to raise awareness and preparedness for disasters.

Compliance with Standards:

Adherence to Joint Commission International (JCI) standards for GCC hospitals and compliance with regulatory guidelines issued by local health authorities.



The safety policy and procedures apply to all hospitals and clinics, excluding corporate and administrative offices due to their lower workplace risk exposure. By following these guidelines, Aster DM Healthcare ensures a secure environment for its workforce and partners, reinforcing its commitment to excellence in healthcare delivery.



○ ASTER VOLUNTEERS: Our Community Connect



Aster
volunteers
Powered by humanity

ABOUT
ASTER VOLUNTEERS



Aster Volunteers is the global corporate social responsibility initiative of Aster DM Healthcare.

Launched in 2017, with the mission to „Serve the World with a Smile,“ Aster Volunteers aims to support the less fortunate and address various social issues through healthcare, Education and social empowerment, Environmental awareness, Sustainability initiatives, and disaster aid support.

This initiative brings together employees, medical professionals and community members to volunteer their time and expertise in various healthcare and social welfare activities.

It embodies Aster DM Healthcare’s commitment to corporate social responsibility and its mission of “Caring Mission with a Global Vision”.

In India, Aster Volunteers engage in various medical and non-medical initiatives to support local communities by addressing key social issues and improving community wellbeing.

They conduct health camps, blood donation drives, free medical check-ups, Treatment aid initiatives and awareness programs to improve to improve public health. Additionally, they are involved in non-medical

activities such as community clean-ups, tree plantation, Livelihood support, Vocational training programs and educational workshops to promote overall well-being and foster a sense of community belonging.

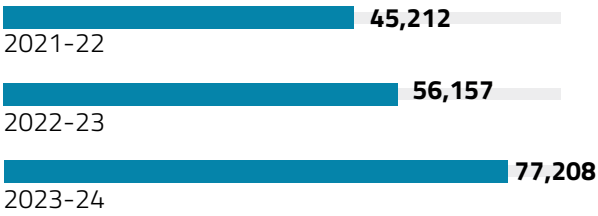
Volunteers are provided the necessary training and support to contribute effectively to various programs and initiatives.



TRANSFORMING LIVES THROUGH COMPASSION AND CARE

Through their dedicated efforts in India, Aster Volunteers continue to make a positive impact on the lives of many, enhancing health outcomes and promoting happiness and well-being.

Total Number of volunteers global



We are excited to report a remarkable 37% increase in Aster Volunteer global registrations compared to the previous year.

The surge in volunteer registrations showcases the success of our outreach and engagement efforts and demonstrates a heightened awareness and willingness among people to contribute to meaningful causes.

This influx of new volunteers will enable us to expand our reach, enhance our programs, and provide even more support to those in need .



KEY HIGHLIGHTS

Aster Volunteers have made a remarkable impact by touching the lives of 5.3 million individuals and still counting. Through their steadfast commitment to community service and humanitarian efforts, they continue to bring hope and support to those in need, creating a significant and lasting difference across various regions.



Vision

Aster Volunteers endeavours 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.



5,293,014

Lives Impacted and Counting



476,851

Disaster Aid

Beneficiaries in Somalia, Jordan, Bangladesh, India, Yemen



1,358,052

Mobile Medical Services

Care provided by AVMMS to the doorstep of underprivileged people



2,047,214

COVID Support

Individuals Impacted through Food Distribution, Webinars, Covid Camp, Vaccination



269,375

BLS Awareness Training

Basic Life Support awareness provided



142

Employment to Differently-abled

Care provided by AVMMS to the doorsteps of underprivileged people



60,833

Treatment Aid

INR 10 crores+ worth treatment aid provided on yearly basis



954,821

Medical & Wellness Camps

Individuals treated through 8,554 medical camps



255

Aster Homes

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



ABCD PILLARS OF ASTER VOLUNTEERS

Aster Volunteers operate under four core pillars known as the ABCD pillars: Aid, Belong, Coach, and Disaster. Each pillar represents a fundamental aspect of our mission to serve and uplift communities. Through these pillars, Aster Volunteers strive to serve communities with compassion, care, and dedication, ensuring that we contribute meaningfully to societal well-being and resilience.

AID HEALTH FOR ALL

Aid embraces all initiatives aimed at bridging the healthcare access gap between those who have resources and those who do not, through the free or subsidised procedures and treatments. This pillar of Aster Volunteers focuses on ensuring that underserved populations have equitable access to essential medical services by organizing medical camps, offering free health screenings, and providing necessary treatments at reduced costs.

- Medical Camps (Screening)
- Mobile Medical Services
- Community Medical Services
- Needy Children care
- Food and Ration Kit distribution
- Sponsorship (Health & Academics)

COACH EMPOWER

The “Coach” pillar of Aster Volunteer is dedicated to initiatives that help increase employment opportunities and income generation. This pillar focuses on empowering individuals through skills development, education, and support systems that enhance their employability and entrepreneurial potential.

- BLS Awareness Training
- Vocational Training
- BLS Awareness and Emergency Preparedness Training
- Training for People of Determination
- Skill Development
- Webinars and CME’s

BELONG BEING HUMAN

The “Belong” pillar of Aster Volunteer focuses on creating initiatives that encourage community participation, empathy, and contribute to improving health and happiness through both medical and non-medical means.

Aster Volunteer promotes active engagement with the community through various initiatives. These may include vaccination drives, chronic disease management programs, and health screenings aimed at early detection and prevention. Beyond medical interventions, it also includes non-medical initiatives contributing to community happiness and well-being. The pillar makes the Volunteers organise cultural events, educational workshops, or environmental initiatives that promote overall community health.

- Environmental Protection
- Green initiatives
- Blood Donation Drives
- Livelihood Support
- Support to People of Determination
- Women Empowerment
- Geriatric Care

DISASTER AID SUPPORT PROGRAM

Disaster response is a crucial area where Aster Volunteers significantly impact society and its development. The presence of trained volunteers during a crisis can greatly influence the extent of damage, particularly in terms of human loss. Volunteers are trained in first aid and emergency medical care, enabling them to provide critical assistance in the immediate aftermath of a disaster.

- Field Medical Camps
- Material Donation
- NGO Support
- Pandemic Care
- Vaccination Drives





AID

The Aid pillar encompasses all efforts to close the healthcare access gap between those with resources and those without by offering free or subsidised procedures and treatments.

This core pillar of Aster Volunteers is dedicated to ensuring equitable access to essential medical services for underserved populations through the organisation of medical camps, free health screenings, and the provision of necessary treatments at reduced costs.



ASTER VOLUNTEERS MOBILE MEDICAL SERVICES

Care Beyond Boundaries

Aster Volunteers Mobile Medical Services (AVMMS) is an initiative by Aster DM Healthcare to provide medical care to underserved communities.

These services are designed to reach remote areas and vulnerable populations who may not have easy access to healthcare facilities. The mobile medical units are equipped with necessary medical equipment and staffed by healthcare professionals, including doctors, nurses, and technicians.

Accessibility

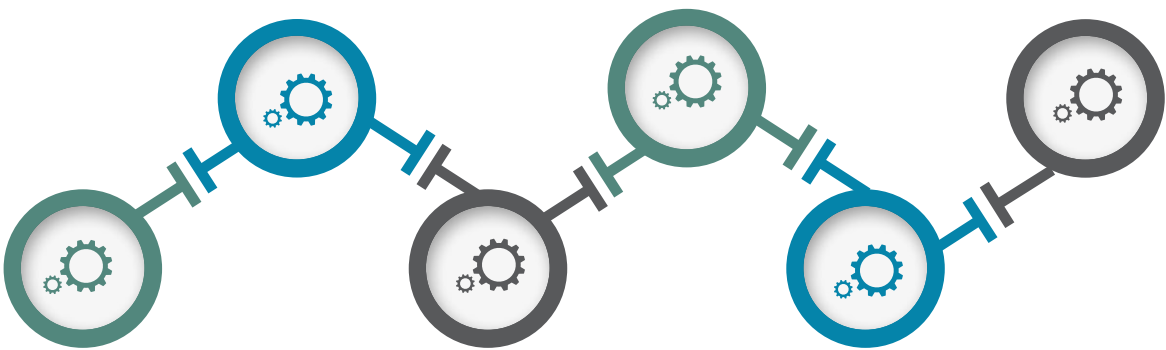
The mobile units travel to various locations, making healthcare accessible to those who live in remote or underserved areas.

Health Camps

Regular health camps are organised in different regions to provide free medical consultations, medications, and health education to the community.

Partnerships

Collaborations with local governments, NGOs, and other organisations help extend the reach and impact of mobile medical services.



Comprehensive Care

These units offer a range of medical services, including general health check-ups, diagnostic tests, treatments for common illnesses, maternal and child health services, and preventive care.

Community Engagement

The initiative involves local communities in promoting health awareness and preventive care practices, fostering a culture of health and well-being.

Emergency Response

In times of disasters or emergencies, the mobile units are deployed to provide immediate medical relief and support to affected populations.



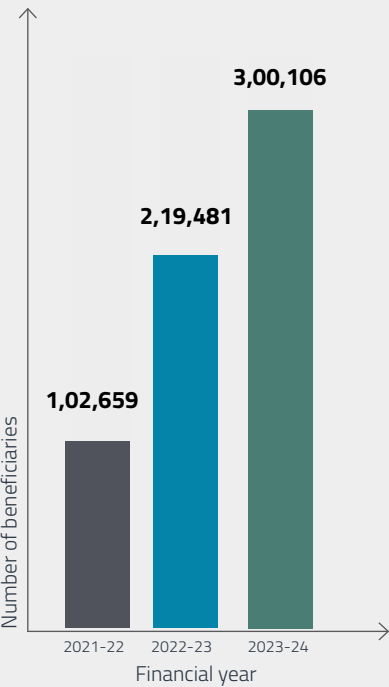
AVMMS has significantly impacted the lives of numerous individuals around the world by providing essential healthcare services to underserved and remote communities.

Over the past year, the number of beneficiaries has seen a notable increase, reflecting the growing reach and effectiveness of the program.

This growth highlights the program's success in identifying and addressing healthcare needs in various underserved areas.

It also depicts our enhanced outreach efforts by strategically deploying the mobile medical units, and the commitment of volunteers and healthcare professionals involved in this initiative.

AVMMS Beneficiaries in India





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

- INDIA**
- Kerala
 - 11. Thamarassery
 - 12. Kochi
 - 13. Kannur & Kasaragod
 - 14. Thrissur
 - 15. Nilambur
 - 16. Wayanad
 - 17. Malabar

- 18. Bengaluru (Karnataka)
- 19. Hyderabad (Telengana)
- 20. Gajapati (Odisha)
- 21. Barmer (Rajasthan)
- 22. Railmagra (Rajasthan)
- 23. Kolhapur (Maharashtra)
- 24. Kaithal (Haryana)
- 25. Jamshedpur (Jharkhand)
- 26. Delhi (NCR)
- 27. Chennai (Tamil Nadu)
- 28. Ramanathapuram (Tamil Nadu)

In Progress

- 29. Bangladesh
- 30. Zanzibar (Unguja Island)
- 31. Tanzania
- 32. Turkey
- 33. Morocco
- 34. UAE Disaster Aid Unit

- INDIA**
- 35. Sitamarhi (Uttar Pradesh)
 - 36. Katihar (Bihar)
 - 37. Narmada (Gujarat)
 - 38. Sabarkantha (Gujarat)
 - 39. Tehri (Uttarakhand)
 - 40. Namakkal (Tamil Nadu)
 - 41. Chhindwara (Madhya Pradesh)
 - 42. Chhatia (Odisha)
 - 43. Kalaburgi (Karnataka)
 - 44. Reasi (Jammu & Kashmir)
 - 45. Indore (Madhya Pradesh)

International Operations



As on 31st March 2024

Upcoming geographies

- 1. Sri Lanka
- 2. Nepal
- 3. Riyadh (KSA)
- 4. UAE (2nd Unit)
- 5. Uganda
- 6. Rwanda
- 7. Zanzibar (Pemba Island)
- 8. Djibouti
- 9. Eritrea
- 10. Chad

- INDIA**
- 11. Nirsa (Jharkhand)
 - 12. Alibaug (Maharashtra)
 - 13. Satara (Maharashtra)
 - 14. Bhimpur (West Bengal)
 - 15. Tirupati (Andhra Pradesh)



Geographies where AVMMS has its footprints - FY 2023

- INDIA
- Kerala
1. Thamarassery

2. Kochi

3. Kannur & Kasaragod

4. Thrissur

5. Nilambur

6. Wayanad

7. Malabar
8. Bengaluru (Karnataka)

9. Hyderabad (Telengana)

10. Gajapati (Odisha)

11. Barmer(Rajasthan)

12. Raimagra (Rajasthan)

13. Kolhapur (Maharashtra)

14. Kaithal (Haryana)

15. Jamshedpur (Jharkhand)

16. Delhi (NCR)

17. Chennai (Tamil Nadu)

18. Ramanathapuram (Tamil Nadu)

In Progress

- INDIA
19. Sitamarhi (Uttar Pradesh)

20. Katihar (Uttar Pradesh)

21. Narmada (Gujarat)

22. Sabarkantha (Gujarat)

23. Tehri (Uttarakhand)

24. Namakkal (Tamil Nadu)

25. Chhindwara (Madhya Pradesh)

26. Chhatia (Odisha)

27. Kalaburgi (Karnataka)

28. Reasi (Jammu & Kashmir)

29. Indore (Madhya Pradesh)

Indian Operations



As on 31st March 2024

Upcoming geographies

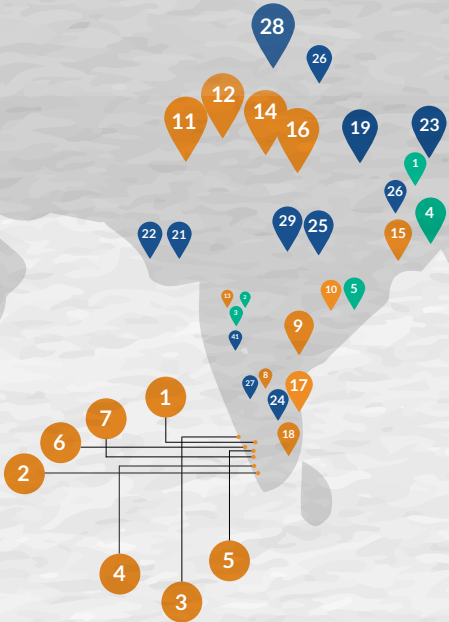
- INDIA
1. Nirsa (Jharkhand)

2. Alibaug (Maharashtra)

3. Satara (Maharashtra)

4. Bhimpur (West Bengal)

5. Tirupati (Andhra Pradesh)



ASTER VOLUNTEERS MOBILE MEDICAL SERVICES (AVMMS) REACH ACROSS INDIA

AVMMS has significantly expanded its presence, enhancing its impact on communities through healthcare initiatives and volunteer efforts.

Currently, AVMMS operates 18 mobile medical units across various locations in India, including Delhi, Odisha, Jharkhand, Calicut & Thamarassery, Malabar, Nilambur, Wayanad, Kannur & Kasargod, Kochi, Bengaluru, Kolhapur, Hyderabad, Rajasthan, and Haryana.

These units are strategically positioned to address the healthcare needs of underserved and remote populations, reflecting AVMMS's commitment to improving healthcare accessibility nationwide.

AVMMS in India has organised 3,724 medical camps, benefiting a total of 3,00,106 individuals.



	States	No. of Camps	No. of Beneficiaries
1	JHARKAND	277	10,656
2	THAMARASERRY	237	39,642
3	ODISHA	58	58
4	NILAMBUR	336	2,057
5	DELHI	350	32,143
6	KOCHI	250	18,567
7	WAYANAD	167	22,385
8	BENGALURU	308	29,263
9	AADHAR	136	13,650
10	MALABAR	288	50,154
11	HYDERABAD	175	16,949
12	KANNUR	251	23,136
13	KAITHAL-HARIYANA	121	9,857
14	RAILMAGRA	221	12,213
15	BARMER	320	5,521
16	RAMANATHAPURAM	24	3,586
17	CHENNAI	-	-
18	THRISSUR	205	10,269
Total		3,724	300,106



AVMMS LAUNCH FOR KERALA AND TAMIL NADU DISTRICTS

Aster Volunteers Mobile Medical Services launched the latest Mobile Medical Service in Kerala and Tamilnadu, serving both urban areas and remote villages in these states.

In Kerala, one mobile medical unit was made accessible to people residing in the interiors of Thrissur district, increasing the total number of units in Kerala to six.

In Tamil Nadu, two mobile units were made available in Chennai and Ramanathapuram district. These mobile medical units are equipped with state-of-the-art facilities and are operational with all the necessary resources to offer basic diagnostic and medical tests, consultations, and first-aid treatment.



They feature an advanced Tele-Health System, leveraging technology to extend the reach of healthcare services beyond physical boundaries.

The mobile clinics have facilities to conduct medical camps in the most remote areas, serving villages, and communities of tribal and fishermen. Identified patients receive medical and surgical interventions either free or at highly subsidized rates.

The medical units are staffed with doctors, nurses, paramedical staff, and pharmacists to provide prompt and specialized care.



REMOTE MEDICAL MISSIONS

Recognising the unique challenges faced by the tribal populations, Aster Volunteers strive to deliver comprehensive medical services, educational support, and sustainable development programs tailored to their specific needs. Through continuous engagement and collaboration with local organisations, Remote medical missions aim to bridge the gap in healthcare disparities, empower tribal individuals, and foster a healthier, self-sustained future for these often-overlooked communities.



SERVING REMOTE COMMUNITIES IN MARAYOOR & KANTHALLOOR, KERALA

Aster Sick Kids (ASK) Foundation, in collaboration with AVMMS Kochi and Peace Valley, successfully organised a 4-day medical camp in various locations of Marayoor and Kanthalloor, the Sandalwood sector of Kerala. The camp served the pediatric and general population of tribal and Tamil communities.

The camps culminated with final-day sessions at VFPC Hall, Kanthalloor, Aided Lower Primary School Kanthalloor, and Keezhanthoor Grama, in partnership with Santhwanam Charitable Trust Idukki.

A total of 213 beneficiaries, including children, received essential services. Dr. Syam Mohan (RMO - AV MMS Kochi) and Dr. Durga (Paediatrics) from Aster Medcity led the medical team. Overall, the mission benefitted 808 individuals, including children, residing in the remote villages of Idukki district.



ASTER VOLUNTEERS’ MEDICAL CAMP AT URIYAMPETTI TRIBAL SETTLEMENT

Aster Volunteers, in collaboration with the District Legal Service Authority, the NSS Unit of Cochin University, and Peace Valley, organised a crucial medical camp for the Uriyampetti Tribal settlement.

The team undertook a challenging journey to reach the campsite, nestled deep within a forest and encircled by

the Periyar river. Persistent rainfall and flooding over the past 96 hours had isolated the area from the mainland, making access difficult. Despite these obstacles, the dedicated team successfully served 30 families, providing vital medical services and medicines to both children and adults. Dr. Syam Mohan, RMO of AV MMS Kochi, led the medical team in this humanitarian endeavour.



ASTER VOLUNTEERS COMMUNITY MEDICAL SERVICES (AVCMS)

Addressing the challenges of healthcare access in remote regions, the Aster DM Foundation is spearheading the Aster Volunteers Community Medical Services (AVCMS) Program. This digital healthcare initiative is revolutionizing healthcare delivery in two Indian states.

In Rajasthan, the AVCMS Program offers free basic medical services through general practitioners. By leveraging telemedicine technology, the program connects patients with cardiologists, gynecologists, pediatricians, and other specialists, overcoming geographical barriers to specialty care.

In Tamil Nadu, in collaboration with Ashok Leyland, UEF Trust, and UNWO, AVCMS will launch India’s first portable telemedicine project. This innovative project delivers essential healthcare services directly to communities, significantly advancing healthcare accessibility.

Video Consultations:
Enables interactions between doctors and patients via video calls.

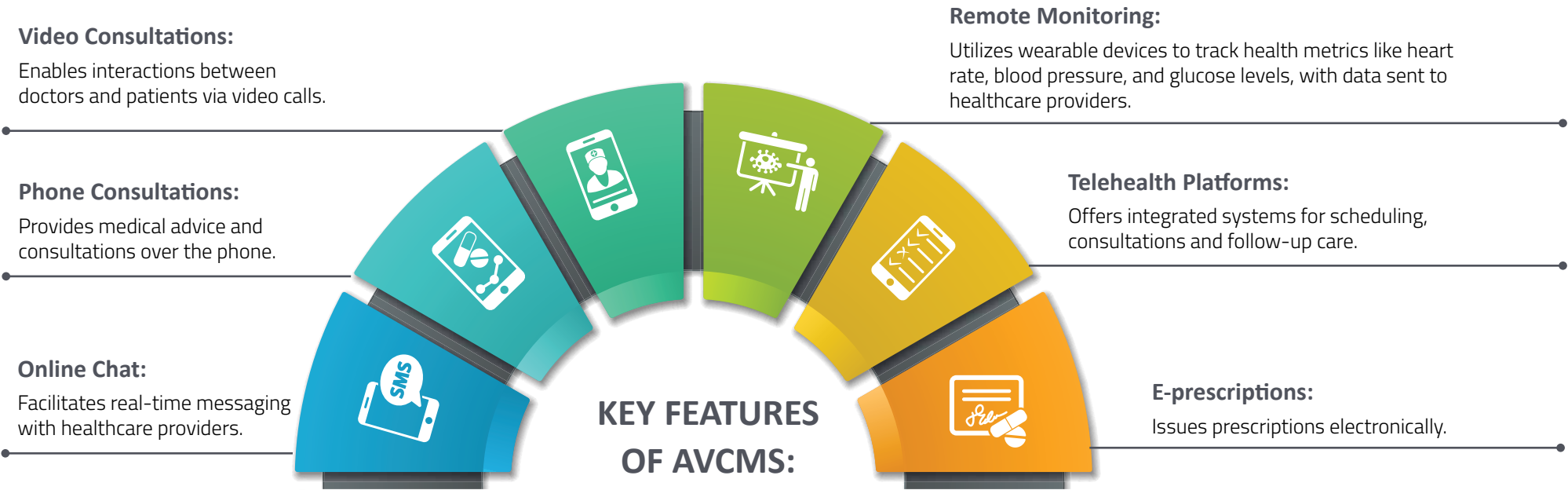
Phone Consultations:
Provides medical advice and consultations over the phone.

Online Chat:
Facilitates real-time messaging with healthcare providers.

Remote Monitoring:
Utilizes wearable devices to track health metrics like heart rate, blood pressure, and glucose levels, with data sent to healthcare providers.

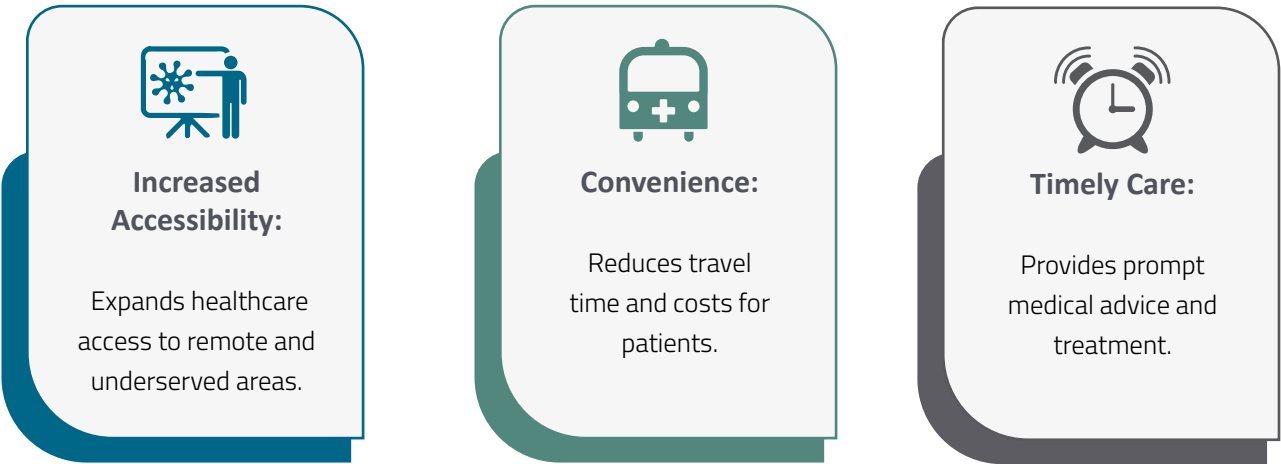
Telehealth Platforms:
Offers integrated systems for scheduling, consultations and follow-up care.

E-prescriptions:
Issues prescriptions electronically.



AVMMS at Gagaria, Rajasthan

BENEFITS OF REMOTE TELEMEDICINE SUPPORT:



ASTER VOLUNTEERS TREATMENT AID

By addressing financial barriers to healthcare and providing comprehensive medical support, Aster Volunteers continue to play a vital role in improving the health and well-being of needy individuals.

We aim to ensure that underserved and vulnerable populations receive the necessary treatments, surgeries, and medications, ultimately improving their quality of life and health outcomes.

Many patients have received timely and effective treatment, leading to better health outcomes and improved quality of life. Financial assistance has alleviated the burden of medical expenses for many families, allowing them to focus on recovery without the added stress of financial strain.

Through medical camps and partnerships, Aster Volunteers has brought healthcare services closer to underserved communities, ensuring that more people have access to essential medical care .

10 Cr+

Worth of
Treatment Aid
provided annually
average from last
6 years



IMPACT STORIES



Baby Alona, a 4-year-old girl from Maayyannur, Kozhikode, comes from a financially weaker family background. She has been suffering from a Large Fossa Ovalis Atrial Septal Defect and underwent surgical closure. She has been suffering from an ailment since birth.

Aster MIMS Charitable Trust financially supported her treatment expenses as part of our Aid initiative.

Master Adheem Al Ahsan T.S, a 5-year-old boy from Keezhmadu, Ernakulam District, was admitted at Aster Medcity for Adenoidectomy and had to undergo surgical management.

Aster DM Foundation extended substantial support to cover the treatment cost through the Aster Allana initiative.





WOMEN AND PALLIATIVE CARE

Aster Volunteers led a session on “Women and Palliative Care.” AVMMS Coordinator Christine George shared valuable insights about AVMMS activities and Aster volunteers’ dedication.

In addition to the educational sessions, Aster MIMS Kottakal and Aster Volunteers organised a blood group determination camp. Around 60 beneficiaries had the opportunity to determine their blood types. This event showcased the power of collaboration and community engagement in spreading health awareness. We extend our gratitude to all participants, organisers, and volunteers who contributed to this successful initiative.

HEALTH CHECKUP (GENERAL AND OPHTHALMIC)

On the 6th of May 2023, AVMMS organised a successful medical camp at Vaibhav Society, Tararani Chowk, Kolhapur. The camp aimed to provide essential health services to the local community, focusing on general health and ophthalmic checkups.

A total of 59 participants attended the camp, demonstrating the community’s commitment to maintaining and improving their health.

The health checkup included comprehensive evaluations such as Temperature, Pulse, Respiration, and Blood Pressure assessments. Additionally, participants received specialised ophthalmic consultations to address any vision-related issues.

The camp was well-received by the attendees, who expressed gratitude for the opportunity to undergo thorough health screenings in their neighbourhood.

The dedicated team of healthcare professionals ensured that each participant received personalised attention, helping to identify any health concerns and providing guidance on further treatment if necessary.

This initiative by AVMMS reflects our ongoing commitment to promoting health and wellness within our communities. We look forward to organising more such camps in the future to reach and support even more individuals in need of healthcare services.





**MULTI-SPECIALTY
HEALTH CAMP IN THE
ENDOSULFAN-AFFECTED
AREAS**

Aster Volunteers Malabar, in partnership with Aster MIMS Kannur and Kozhikode, SaISar Charitable Trust, ACKAF, and Akkara Foundation, initiated a three-day multi-specialty health camp in the Endosulfan-affected areas of Kasargod and South Canara region.

Over 700 individuals benefited from the comprehensive services, including Neuro, Ortho, ENT, General Medicine, Physiotherapy, and Counseling.

This initiative brought a breath of healthy air to the affected communities, addressing various health concerns and providing much-needed medical support.



ASTER RESPECT MEET-UP

The Aster Respect Meet-up session was held at the Aster MIMS Auditorium, bringing together staff, volunteers, and key stakeholders in a spirit of unity and collaboration.

The event was designed to foster respect and mutual appreciation within the Aster community, highlighting the core values that guide Aster’s mission in healthcare.

The meet-up served as a platform to recognize individuals who had gone above and beyond in their service, setting an example for their peers. As the session concluded, it left attendees with a renewed sense of purpose and commitment to Aster’s vision of providing compassionate care, fostering a culture of respect, and continuously improving healthcare outcomes.



HEALTH SCREENING CAMP FOR BSF JAWANS BY ASTER CMI

Aster CMI Hospital organised a health screening camp for the Border Security Force (BSF) jawans and police personnel as part of the “Health For All” campaign, which aims to provide accessible healthcare to all individuals.

At this camp, volunteers conducted various medical tests and check-ups to identify any underlying health issues, ensuring that our protectors receive the necessary medical attention.

The event highlighted the kindness and dedication of Aster CMI’s volunteer team, demonstrating their commitment to supporting the health and well-being of the BSF jawans and police personnel.



SUCCESSFUL BONE-MARROW TRANSPLANTATIONS
AT ASTER MIMS CALICUT

Aster MIMS Hospital in Calicut proudly marks a significant milestone by collaborating with the Aster MIMS Charitable Trust to achieve the successful transplantation of 100 bone marrow cases in a remarkably short span.

This achievement is not only a medical triumph but also a testament to the hospital's firm commitment to improving lives.



On this remarkable occasion, a day was dedicated to celebrating the recovery of patients who underwent bone marrow transplantation and emerged victorious in their fight against adversity.



Adding another layer of compassion to this achievement, Aster Volunteers and Aster MIMS Calicut initiated a heartwarming program.

In partnership with the Aasim Velimanna Foundation, they extended a helping hand to 100 underprivileged children afflicted by cancer.

These children received free treatment, emphasizing Aster MIMS Calicut's dedication to making a difference in the lives of those in need.

SANGAMAM 2023

We celebrated International Day of Persons with Disability, a day of great significance to our community. Aster Volunteers Wayanad stood in solidarity with the global movement for inclusion and equality.

This year's theme, "United in action to rescue and achieve the Sustainable Development Goals for, with, and by persons with disabilities," underscored the power of collective efforts to create a more inclusive world.

At Dr. Moopen's Medical College, Aster Volunteers, in collaboration with the Physical Medicine and Rehabilitation Department, hosted Sangamam 2023, a heartwarming annual gathering of previously rehabilitated patients.

The event was filled with joy and inspiration, featuring health check-ups, cultural performances, and interactive games. Most importantly, it offered a space for individuals with disabilities to share their stories, fostering hope and encouraging others to live fulfilling lives despite their challenges.

Sangamam 2023 wasn't just a celebration; it was a testament to the resilience of the human spirit and a reminder that together, we can build a fairer, more inclusive society for all.



BLOOD DONATION CAMPS

On National Voluntary Blood Donation Day, Aster MIMS Kottakkal took proactive steps to bolster community health by organizing a successful blood donation camp. In collaboration with Aster Volunteers Kottakkal and the BDK Tirurangadi Taluk Committee, the event aimed to fulfill critical blood supply needs of the community. A total of 79 individuals registered for this noble cause, resulting in the collection of 66 vital blood donations.

On Gandhi Jayanti, Aster Volunteers at Aster RV Hospital Bengaluru organised a significant blood donation camp in Kaggalipura, Bengaluru. The donated blood will be crucial in supporting individuals affected by thalassemia, a genetic disorder characterised by a decrease in red blood cells. A total of 70 participants came forward to contribute to this noble cause, highlighting the community’s commitment to helping those in need.



Aster Volunteers from Aster CMI Hospital, Bengaluru, joined hands with Red Cross Bengaluru to organise a comprehensive Health Camp and Blood Donation Drive at BESCOM in Bagepalli, Chikkaballapura District. The event catered to the well-being of employees, engineers, and their families, offering services such as general health checkups, blood pressure screenings, GRBS tests, and consultations with ophthalmologists and general physicians.

The camp was inaugurated by Mr. Subba Reddy, MLA from the Bagepalli Constituency, underscoring the community's importance in healthcare initiatives. A total of 300 beneficiaries were served during the event, with 30 individuals generously donating blood, furthering the cause of health and wellness in the region.

Mega Health Camp and Blood Donation Drive at Allasandra Village

Aster Volunteers Bengaluru, in collaboration with Jakkur Credit Co-operative Society, recently organised a Mega Health Camp and Blood Donation Drive at Allasandra Village, Bengaluru, Rural. The event garnered an overwhelming response, with over 300 beneficiaries in attendance.

Distinguished specialists in Internal Medicine, Orthopedics, Pediatrics, Endocrinology, Pulmonology, Ophthalmology, Obstetrics and Gynecology, and Clinical Pharmacists were part of the event. Additionally, the camp included GRBS and PFT checkups, making it a comprehensive healthcare event.

This initiative provided an excellent opportunity to deliver essential healthcare services to those in need, and the community’s response was truly astounding.



HEART2HEART CARES 2023

Launched on the occasion of World Heart Day, Aster Volunteers successfully concluded the third edition of ‘Heart2Heart Cares 2023,’ a global CSR initiative aimed at promoting heart health while saving the lives of underprivileged children in need of heart surgery.

This year’s campaign witnessed remarkable participation, with more than 10,000 enthusiastic individuals from all over India actively contributing to this noble cause.

Aster Volunteers Kochi:

Hosted a successful 15km cyclathon with 60 participants from the Muziris Cyclists Club.

Aster CMI Hospital Bengaluru

Partnered with Aster College of Nursing to organise a 5km walkathon, drawing 200 participants.

Aster MIMS Kottakkal:

Joined forces with Kottakkal Runners Club for a 6km walkathon, featuring 100 enthusiastic participants.

Dr. Moopen’s Medical College Wayanad

Saw 200 faculty members and students unite for a health-focused event.

Aster Aadhar Kolhapur

Collaborated with Arhata Running Club for a vibrant event where 80 individuals participated in a running activity.

Aster Prime Hospital Hyderabad

organised a walkathon with the Krishnakanth Park Walkers Association and GHMC staff.

Aster India Corporate Office

In collaboration with Aster Health Academy and Aster Pharmacy India Office, encouraged 75 participants in a 5km walk.

Aster RV Hospital Bengaluru

Conducted a 3km walkathon led by film actor Sreedhar, with 60 participants.



Participants collectively walked, symbolizing their commitment to personal health and underprivileged children’s welfare. For every 10,000 steps an individual walks in a day, INR 100 was donated by the Aster DM Foundation, furthering the cause of saving children’s lives.

The ‘Heart2Heart Cares 2023’ campaign extended beyond walking, engaging participants in various fitness programs. These included walking 10,000 steps, cycling 10 km within 90 minutes, and burning 400 calories in 90 minutes during the month-long campaign.

Through these activities, Aster Volunteers not only raised awareness about the importance of cardiac health but also showcased the power of collective action in making a tangible difference.





BELONG

Aster Volunteers' Belong pillar is dedicated to fostering community, empathy, and well-being through various medical and non-medical initiatives. This pillar focuses on creating inclusive environments where individuals feel valued and supported.

Through activities such as health camps, community outreach programs, and support groups, Aster Volunteers aim to bridge gaps and build strong, compassionate communities.

By promoting active participation and empathy, the Belong pillar enhances the overall health and happiness of the communities it serves, reflecting Aster Volunteers' commitment to making a positive impact on society.





MOOPEN INSTITUTE FOR LOCAL EMPOWERMENT (MILES)

The Moopen Institute for Local Empowerment (MILES) is realising a lifelong dream by Padma Shri Dr. Azad Moopen, the founder of Aster DM Healthcare. Dr. Moopen envisioned an initiative that empowers those who are unable to help themselves, enabling them to take charge of their destinies.

Situated in Kalpakanchery, MILES focuses on teaching critical livelihood skills, transforming the lives of its students and their families. This pioneering project serves as a model for rural empowerment, capable of being replicated across India, a nation rich with untapped human potential in its villages.

MILES stands as a beacon of hope and progress, illustrating the profound impact of skill development and local empowerment on communities.



LAPTOPS DISTRIBUTED TO STUDENTS WITH 50% FINANCIAL AID

In a significant step towards digital empowerment, Aster Volunteers Malabar, in association with the Moopen Institute for Local Empowerment (MILES) and the National NGO Confederation, distributed 30 HP laptops to students in Kalpakanchery.

The initiative provided 50 percent financial assistance for the laptops, making advanced technology accessible to deserving students. The inauguration of this program was led by Engineer Ahmed Moopen, Director of Aster MIMS.

The event featured the distribution of HP laptops and backpacks, symbolizing a commitment to fostering educational growth and digital literacy.

This initiative is designed to enhance digital literacy and catalyze the transformation of students, equipping them with the necessary skills to thrive in an increasingly digital world.



ENTREPRENEURSHIP DEVELOPMENT PROGRAM IN FISH PROCESSING FOR COASTAL WOMEN

MILES in Kalpakanchery organised an Entrepreneurship Development Program in Fish Processing for coastal women. The program was conducted in the presence of the Tirur MLA, emphasizing the importance of empowering women in coastal communities.

This initiative aims to equip participants with essential skills and knowledge in fish processing, fostering self-reliance and economic growth.



EMPOWERING WOMEN THROUGH FOOD PROCESSING SKILLS

MILES successfully completed food processing training for 280 underprivileged women, organised for five batches.

This program aimed to equip women with essential skills in food processing, enabling them to achieve economic independence and improve their livelihoods.

By providing practical training and support, MILES plays a pivotal role in empowering women, fostering self-reliance, and contributing to the community's overall development.



ASTER VOLUNTEERS MALABAR HOSTS SPECIAL ONCOLOGY CAMP AT MILES KALPAKANCHERY

Aster Volunteers Malabar organised a special oncology camp at the MILES in Kalpakanchery. This initiative aimed to provide essential oncology services and consultations to the local community, addressing the critical need for cancer awareness, early detection, and treatment support. The camp featured

expert oncologists and medical professionals who offered comprehensive evaluations and guidance, reinforcing the commitment of Aster Volunteers and MILES to enhance healthcare accessibility and improve the well-being of underprivileged populations.



MILES KALPAKANCHERY DISTRIBUTES 60 SEWING MACHINES

In a significant move to empower local women and promote self-reliance, MILES distributed 60 sewing machines. The distribution event was graced by the presence of the Tirur MLA, who emphasised the importance of such initiatives in uplifting underprivileged communities.

This program aims to provide women with the tools and skills needed to start their tailoring businesses, thereby enhancing their economic independence and contributing to the overall development of the community.



SUSTAINABILITY PLEDGE

On its 37th Foundation Day, Aster DM Healthcare took a momentous step forward by pledging a sustainability commitment to protect the environment and combat climate change. This pledge signifies Aster DM Healthcare’s dedication to implementing eco-friendly practices across its operations , aiming to reduce carbon footprint, conserve resources, and promote environmental sustainability.





4,300

Trees Planted
Through Various
Initiatives

GREEN INITIATIVES

Working towards improving the environment is at the core of our endeavours. Climate change, one of the biggest threats to our environment, affects every aspect of our lives—the air we breathe, the food we eat, the water we drink, and much more. On the World Environment Day, Aster Volunteers and Aster MIMS Calicut undertook several initiatives to reverse the damage done to our planet.

To commemorate this significant day, Aster Volunteers, Student Police Cadets (SPC), NSS Volunteers, and PTA members launched the Fruits and Medicinal Plants Garden at Govt. Model Higher Secondary School, Mananchira, Kozhikode.

This initiative aims to promote sustainable practices and enhance the green cover in the area.



Additionally, Environment Day Observance was conducted at Aster MIMS Calicut by planting shade trees on the campus, led by various Department Heads and Managers, emphasizing the hospital's commitment to environmental sustainability

Moreover, Aster Volunteers and NSS Volunteers planted mango saplings at Government Model School, Meenchanda, Kozhikode, contributing to the greening of the school premises and fostering an appreciation for nature among the students.

These efforts reflect our dedication to protecting and nurturing the environment for a healthier, more sustainable future.





BEACH CLEAN-UP IN KERALA

Aster Volunteers, in collaboration with Aster MIMS Kannur, commemorated World Environment Day with a dual initiative aimed at promoting environmental stewardship and community engagement.

The volunteers dedicated their efforts to cleaning up plastic waste along the picturesque shores of Payyambalam Beach, a vital ecosystem in Kannur, Kerala.

In addition to the beach clean-up, Aster MIMS Kannur initiated a transformative project within its hospital premises—a vibrant garden that serves as a green oasis amidst urban development



Aster Volunteers and Aster RV Hospital engaged in cleaning activities surrounding the hospital areas on the World Environment Day.



SHADES OF TOMORROW PROJECT

Aster Volunteers and Aster MIMS Kottakkal joined to initiate the inspiring “Shade for Tomorrow” project at AMUP School, Atteri. This collaborative effort aimed to enhance the school’s environment while promoting sustainable practices and biodiversity conservation in the community.

The project was inaugurated with great enthusiasm by the Headmaster, Kunji Muhammed, who ceremoniously planted over 100 different species of fruit trees across the school premises and surrounding areas.



ANTI-PLASTIC CAMPAIGN IN ARAPATTA

Aster Volunteers, in collaboration with Dr. Moopen’s Medical College, the Community Medicine Department, and Muppainad Grama Panchayat, orchestrated a proactive cleaning campaign to combat plastic pollution in Arapatta.

The initiative saw active participation from medical students, doctors, and employees of Moopen’s Medical College, who enthusiastically engaged in cleaning operations starting from Muppainad Lucky Hill Junction.



Honoring the Environmentalists

Aster Volunteers and Aster Medicity, in collaboration with Aster DM Foundation, came together to celebrate and honor the exemplary contributions of environmentalists Mr. Murukesh and Mr. Manoj. Both individuals have dedicated themselves to significant environmental conservation efforts in Kerala.

Mr. Murukesh, renowned for his efforts, has planted nearly 1 lakh mangrove saplings along the seashores of Vypeen, an area known for its high population density in Asia.



Mr. Manoj, another distinguished environmental activist, focuses on planting and nurturing natural forests.

Recognising his efforts, Aster Volunteers Kochi planted 50 fruit tree saplings on a one-acre plot of land generously provided by Mr. Manoj.



BACK-TO-SCHOOL INITIATIVE

As children across Kerala eagerly returned to school, Aster Volunteers spearheaded a transformative Back to School initiative, impacting over 480 underprivileged students with renewed hope and essential supplies. Collaborating with ASK Foundation, Aster Medcity BD team, and Aster MIMS Kozhikode, the initiative aimed to alleviate educational barriers for vulnerable children across the state.

In one segment of the initiative, Aster Volunteers, in partnership with ASK Foundation and Aster Medcity BD team, distributed high-quality school bags, umbrellas, and water bottles to 50 children, ensuring they start their academic journey equipped and inspired.



Further amplifying their efforts, Aster Volunteers organised the #BagofDreams event in association with Aster MIMS Kozhikode, providing 300 school bags to young learners, fostering excitement and readiness for learning.

In another impactful endeavour, Aster Volunteers Kochi, supported by ASK Foundation and Aster Medcity BD team, extended their outreach to 34 children from one-teacher tribal schools and Government Tribal School Nadupatti.

These children received comprehensive kits containing school bags, umbrellas, and water bottles, enhancing their educational experience and empowering their futures.

Recognising the unique needs of the most vulnerable, Aster Volunteers, in collaboration with Dr. Moopen's Medical College, distributed 101 school kits to orphans and underprivileged children as part of the Back to School Project.

This compassionate gesture aimed to ensure that every child, irrespective of their circumstances, has the tools and support needed to pursue their dreams through education.



KINDNESS CAMPAIGNS

Aster Volunteers have established a distinguished legacy through their impactful kindness campaigns, which exemplify their commitment to serving communities and promoting compassion.

These campaigns include a diverse array of initiatives aimed at uplifting and supporting those in need, ranging from distributing essential food kits to organizing activities that bring joy to hospital patients and underprivileged children.

With a dedicated team of volunteers and strategic partnerships with organisations like Emirates Red Crescent, Aster Volunteers continue to make a profound difference by spreading kindness and fostering a culture of empathy across the regions they serve.



Special Medical Camp at St. Thomas Old Age Home

In a heartfelt tribute to the compassion and love of mothers, Aster Volunteers organised a special medical camp at the St. Thomas Old Age Home in Koorachund, Kozhikode, on the occasion of Mother's Day. This initiative aimed to provide essential medical assistance and celebrate the spirit of caregiving among the resident mothers.

Dedicated volunteers from Aster Volunteers offered comprehensive medical checkups to the mothers residing at the home, ensuring their health and well-being were prioritised on this special day.



Following the medical checkups, the volunteers continued the celebration by sharing a delicious meal and a specially prepared cake with the mothers. This joyful gathering created a warm and memorable experience, filled with gratitude and appreciation for their enduring love and sacrifices.





Livelihood Support Programs

As part of the livelihood support program, Aster Volunteers support's beneficiaries with specific needs to help sustain their livelihood.



Aster DM Foundation provided a lottery kiosk and initial stock as livelihood support to a poor family.



Livelihood support programs by ADMF to Physically disabled individuals – a street vending machine and modern tools for enhancing handicraft manufacturing in the month of Feb 2024.



Aster Volunteers Malabar supported transgender to setup café for livelihood.



Lighting up Spirit of Ramadan

Aster Volunteers Calicut and Sahachari, Medical College, Kozhikode together extended kindness by distributing 350 Iftar food kits to the patients and bystanders at Kozhikode Medical College.



Distribution of Eco-friendly jute bags

Aster DM Healthcare has taken a commendable stride towards promoting environmental sustainability by distributing eco-friendly jute bags to 30,000 employees across seven countries, including top management.



Emblazoned with the message "Kindness is a Habit," these bags serve as a reminder and encouragement for individuals to practice kindness towards the planet. This initiative not only aims to reduce single-use plastic consumption but also promotes a sustainable future by fostering awareness and responsible environmental stewardship among its workforce.





COACH

The Coach pillar of Aster Volunteers is dedicated to empowering individuals through skill development and educational initiatives, enhancing employment and income generation opportunities.

This pillar focuses on providing training and resources to help individuals acquire new skills, improve their existing capabilities, and gain the knowledge necessary to succeed in various fields.

Through a range of coaching programs, workshops, and training sessions, volunteers gain the essential knowledge and skills needed to excel in their roles.

Additionally, the Coach pillar encourages volunteers to become mentors, guiding and supporting others in their volunteering journey. By promoting a continuous learning and development culture, Aster Volunteers enables its members to evolve into effective leaders and create a lasting impact within their communities.



BASIC LIFE SUPPORT AWARENESS SESSION

Aster Volunteers partners with various institutions to conduct instructor-led BLS training to help individuals to to respond safely and effectively to medical emergencies in their community. Led by experienced medical professionals and dedicated volunteers, these sessions aim to build a community of first responders.

The BLS training covers crucial techniques, including cardiopulmonary resuscitation (CPR), choking management, and first aid procedures. Participants learn to assess and respond to critical situations, perform CPR, and provide initial care until professional medical help arrives.

Through interactive demonstrations, practical exercises, and informative discussions, participants gain valuable knowledge and hands-on experience, boosting their confidence and preparedness for emergencies. By providing BLS training, Aster Volunteers enhances community safety and well-being while creating a network of trained individuals ready to make a significant impact during medical emergencies.



ASTER AADHAR KOLHAPUR HOSTS BLS TRAINING AND CARDIAC EMERGENCY AWARENESS SESSION

In response to the rising incidence of cardiac emergencies, Aster Aadhar Kolhapur organised an informative session on Basic Life Support (BLS) at corporate Monti India in Kolhapur. The event saw an impressive turnout with over 70 participants eager to enhance their knowledge and skills in managing cardiac emergencies.

The session featured a lecture by renowned cardiologist Dr. Lokesh Choudhari from Aster Aadhar Kolhapur. Dr. Choudhari delivered an impactful and insightful presentation, providing attendees with vital information on recognising and responding to cardiac emergencies.

The primary aim of the session was to equip individuals with essential skills and knowledge necessary for effective response during cardiac emergencies.



MEGA BLS TRAINING AT COCHIN INTERNATIONAL AIRPORT

Aster Volunteers from Aster Medcity Kochi accomplished a remarkable feat by organizing a comprehensive Mega Basic Life Support (BLS) Training program for the staff of Cochin International Airport (CIAL).

Under the expert guidance of Dr. Sreejith from the Emergency Department of Aster Medcity, the training was highly praised by both the management and the participants. Eight hundred staffs were trained in the event.

The program included thorough theoretical classes and hands-on practical sessions using mannequins, ensuring that the participants gained both knowledge and practical skills.

The training was spread across four sessions, providing an in-depth and interactive learning experience.



LIFE-SAVING BLS TRAINING SESSIONS FOR AMBULANCE PILOTS AND TRUCK DRIVERS

Aster CMI Hospital Bengaluru organised a series of BLS training sessions aimed at equipping ambulance pilots and truck drivers with essential life-saving skills.

In Tumkur, approximately 90 ambulance pilots attended the BLS training session wherein the experts provided a brief overview of safety measures and protocols specifically related to pediatric cases.

Emphasizing the importance of ensuring small children’s safety and well-being during emergencies, the doctors equipped the drivers with the necessary training to handle such situations effectively.



Additionally, Aster CMI Hospital Bengaluru organised a successful BLS training session at the Ashok Leyland Ltd. Heavy Vehicle Driver Training Institute. The primary objective of this session was to impart crucial life-saving skills to both employees and truck drivers.

With an enthusiastic turnout of around 70 participants, the session saw active engagement and demonstrated a strong commitment to learning. The training, facilitated by an ACLS Provider, ensured the highest level of expertise and effective knowledge transfer.



**SPREADING HOPE AND AWARENESS: ASTER VOLUNTEERS
CALICUT’S CANCER AWARENESS CAMPAIGN**

On National Cancer Awareness Day, the atmosphere at Aster MIMS Calicut was amazing with a profound sense of purpose and solidarity. As part of a nationwide effort to raise awareness about cancer, Aster Volunteers Calicut organised a meaningful campaign that brought together staff, patients, and the broader community in a shared commitment to the fight against cancer.

The presence of Dr. KV Gangadharan, the esteemed Head of the Aster International Institute of Oncology marked the event. Dr. Gangadharan delivered heartfelt messages that underscored the importance of early detection, awareness, and the collective support needed in the battle against cancer.

A central and symbolic part of the campaign was the Tree of Hope. The tree, adorned with pink ribbons, became a powerful emblem of solidarity and encouragement for cancer patients and survivors.

Each ribbon tied to the tree represented a pledge of support from Aster Volunteers, a visual assurance that no one faces cancer alone. The pink ribbons, traditionally associated with breast cancer awareness, served as a universal symbol of hope for all those affected by various forms of cancer.

The Tree of Hope stood tall, its branches filled with ribbons of support, reflecting the collective strength and compassion of the Aster community. It was a reminder that, together, we can make a difference in the lives of those battling cancer.



ASTER VOLUNTEERS INSPIRE STUDENTS WITH AWARENESS SESSIONS ON VOLUNTEERING

Mr. TP Seetharam, Mr. Latheef Kasim, and Aster Volunteer actively conducted a series of awareness sessions at different colleges and universities.

These sessions are designed to enlighten students about the importance and impact of volunteering, and encourage them to engage in community service and social initiatives.



In a collaborative effort to promote the spirit of volunteering, Aster Volunteers and Aster Medcity Kochi organised a special lecture and interactive session at Rajagiri College of Social Sciences in Kalamasherry and KMEA College of Arts and Science in Aluva. A total of 135 students, 60 students from Rajagiri

College with 75 students from KMEA College of Arts and Science attended the sessions. The interactive nature of the event allowed students to ask questions and share their perspectives, making the sessions highly engaging and informative.



Another session was held at prominent educational institutions - St. Teresa College, Ernakulam, and Cochin University of Science and Technology (CUSAT), where Mr. Seetharam successfully inspired hundreds of students, highlighting the transformative power of volunteering and its role in societal development.



ASTER VOLUNTEERS GENERAL DUTY ASSISTANT (GDA) COURSE TRAINING

Aster Volunteers conducted an orientation and intervention programme for the 10th Batch of the GDA course at Aster MIMS Kannur. This vocational training programme is aimed at providing essential healthcare skills to underprivileged youth aged 18-35,

empowering them to build a career in the healthcare sector. This orientation session marks the beginning of a transformative journey for these young individuals, fostering their development and contributing to the overall betterment of the community.

Aster Volunteers Malabar successfully trained approximately 300 students across various Aster Hospitals in the Malabar region, marking a significant milestone in their vocational training initiatives. This impressive feat also led to the employment of 200

individuals who successfully completed the 6-month GDA Course. The continued support and cooperation from the leadership have been pivotal in driving this successful journey forward.



FISH PROCESSING
ENTREPRENEURSHIP
DEVELOPMENT PROGRAM
FOR WOMEN IN
PARAPPANANGADI

Aster Volunteers, in collaboration with MILES and support by NABARD, initiated a Fish Processing Entrepreneurship Development Program aimed at empowering women from the fishing community in Parappanangadi Municipality.

The program's objective was to provide training in fish processing to women in coastal areas and offer support to help them start their business enterprises. Currently, 30 women from various coastal wards are undergoing this comprehensive training.



PROMOTING AWARENESS ON SEXUAL
HARASSMENT AND POCSO ACT ON
NATIONAL GIRL CHILD DAY

Aster Volunteers Kottakkal, in collaboration with Aster MIMS Kottakkal, observed National Girl Child Day by organizing an awareness session on „Sexual Harassment and POCSO Act“ for the students of IU Higher Secondary School, Parapur.

The event aimed to educate and empower young girls about their rights and protections under the law. The event saw active participation from the school's principal and other staff, promoting a safe and supportive environment for its students.



For the fourth consecutive year, Diva 4.0 proved to be an inspiring celebration of womanhood and empowerment, hosted by Aster Volunteers. This annual event successfully brought together women from diverse backgrounds, uniting them in a shared journey of inclusion and learning.



DIVA 4.0

DIVA 4.0 features a range of themes designed to empower and uplift women, including self-care and intergenerational wisdom. These themes celebrated the resilience and strength of women in every phase of life, highlighting their contributions to society and their ability to overcome challenges.

In conjunction with International Women’s Day, Aster Volunteers organised women empowerment programs across various units in Kerala, under the banner of Diva 4.0. These programs aimed to inspire, educate, and support women across different communities, emphasizing their importance and impact in shaping a brighter future. Few of the initiatives conducted in FY 2023-24 are further elaborated below:



Aster Volunteers x Nirbhaya Foundation

Aster Volunteers established a garment stitching unit for 30 women inmates of the Nirbhaya Foundation in Kothamangalam, aiming to empower survivors of abuse and discrimination.

The initiative was inaugurated by Mr. C.J. George, Founder and MD of Geojit Financial Services Ltd.



Supporting Underprivileged Women

Aster Volunteers Kochi, in collaboration with the NSS Unit of KMEA College of Arts and Science, provided new clothing to 100 underprivileged women on Kaakkathuruthu Island, Alappuzha.

The event was attended by Dr. Sreelekha Ashok, Vice President of Ezhupunna Grama Panchayath, with sponsorship from a member of the Asterian community in Kochi.



DISASTER AID

The Disaster Aid pillar of Aster Volunteers is dedicated to providing immediate and effective relief in the aftermath of natural and man-made disasters.

This initiative focuses on rapid response and comprehensive support, ensuring affected communities receive the necessary assistance to rebuild their lives. Aster Volunteers collaborate with local authorities, NGOs, and other stakeholders to assess the situation, coordinate relief efforts, and deliver critical aid.

Key activities under the Disaster Aid pillar include providing medical care, distributing food and clothing, setting up temporary shelters, and offering psychological support to survivors.

Volunteers are trained to handle emergencies and have the skills to deliver first aid, manage logistics, and support rehabilitation efforts.



AID TO FLOOD-AFFECTED FAMILIES IN KOLHAPUR

In our ongoing commitment to disaster relief, the Aster Volunteers team made a significant impact by reaching out to over 1400 individuals who were affected by the torrential rains in the catchment area of Kolhapur.

The rains uprooted numerous families, making it challenging for city officials to ensure their safety and well-being.

In response, our volunteers complemented the city's efforts by providing essential aid including food, blankets, medicines, and health assessments.

These efforts were crucial in preventing vector-borne diseases among displaced citizens. Our dedicated team worked tirelessly to offer comfort to those affected during this challenging period.



DISASTER PREPAREDNESS WORKSHOP

The event addressed the aftermath and long-term consequences of disasters and brought together a diverse group of participants, each committed to making a difference in the wake of tragedy.

The workshop was inaugurated by Dr. Sarin IAS, Deputy Collector - Disaster Management, Malappuram, who emphasised the importance of preparedness in mitigating the impact of future disasters. Trauma care volunteers, the Rapid Response Team,

and the Kerala Emergency Team actively participated, contributing to discussions on critical topics such as disaster management protocols, medical response, and community mobilization.

Through this initiative, Aster Volunteers reinforced their commitment to building resilience and ensuring that the lessons learned from past disaster activities would shape a safer future for all.



A TRAGIC EVENING AT TANUR:
THE BOAT ACCIDENT THAT
SHOOK A COMMUNITY

On the evening of May 7th, 2023, the serene shores of Thooval Theeram Beach in Tanur, Malappuram, were transformed into the site of a devastating tragedy. The peaceful boat ride turned into a nightmare, when a vessel carrying at least 50 passengers met with a catastrophic accident.

The incident claimed the lives of 22 people, including many children, and left 10 others injured, sending shockwaves through the community and beyond.

The local fishermen were the first to respond, rushing to the scene in a desperate attempt to save lives. Their swift action, driven by a deep sense of duty and compassion, marked the beginning of a large-scale rescue operation.

Soon after, firefighting units from Kozhikode and Malappuram, along with disaster management personnel, arrived to join the efforts.

The gravity of the situation prompted the deployment of an Indian Navy Chetak helicopter to assist in the search and rescue mission, highlighting the urgency and scale of the disaster. In the midst of this chaos, Aster MIMS Calicut and Kottakkal stepped forward to provide critical support.

Their ambulance services were among the first on the scene, and they offered free treatment to the injured, ensuring that those who survived received the best possible care. Aster Volunteers Mobile Medical Service was also in the disaster-affected area, fully prepared and equipped to respond to the unfolding crisis.



A hand is reaching out from the right side of the frame, with the index finger pointing towards a large, vibrant green fern leaf on the left. The background is a soft-focus view of a forest floor with various plants and trees.

ENVIRONMENTAL STEWARDSHIP



Together, through collective action and informed decision-making, we can pave the way towards a resilient and sustainable future for healthcare and our communities alike.

ENVIRONMENTAL STEWARDSHIP

The healthcare sector plays a pivotal role in global efforts to mitigate GHG emissions and combat climate change. our commitment aligns with the United Nations Sustainable Development Goal (SDG) 12: Responsible Consumption and Production.

As significant contributors to carbon footprints through energy-intensive operations, healthcare facilities are increasingly recognise their responsibility to adopt sustainable practices.

By reducing energy consumption, optimizing waste management, and promoting environmentally responsible operations, Aster is not only reducing its emissions but is also setting an example for others to follow.

Recognising the significant environmental impact of healthcare operations, Aster has implemented a comprehensive sustainability strategy aimed at energy efficiency, water optimization, waste management and mitigating its carbon footprint.

Furthermore, Aster advocates climate-smart policies and collaborates with stakeholders, especially suppliers, to foster a culture of sustainability across its value chain.

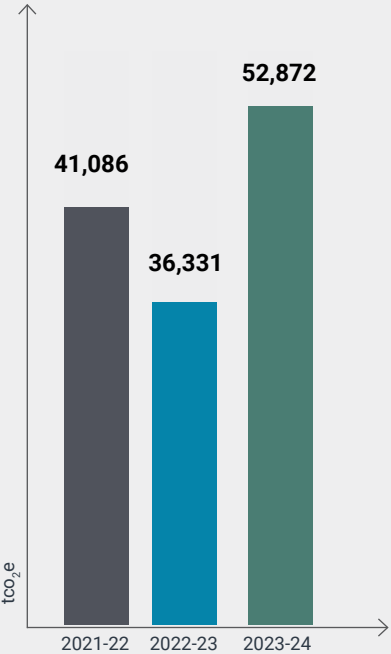
Additionally, investing in research and innovation has helped us improve our services while reducing our environmental footprint.

Together, through collective action and informed decision-making, we can pave the way towards a resilient and sustainable future for healthcare and our communities alike.



NAVIGATING GREENHOUSE GAS (GHG) EMISSIONS

Year-on-Year Emission Comparison



The addition of two new hospitals to our operations contributes to the significant rise in GHG emissions of this year.

We recognise the significant impact of the healthcare sector on GHG emissions. In India, our emissions primarily originate from the operations of our network of hospitals. We follow the GHG Protocol Corporate Standard and estimate our annual carbon footprint. Our inventory covers complete Scope 1 and Scope 2 emissions as well as select emission sources from scope 3 emissions.

The total GHG emissions for the reporting year were estimated to be 52,872 tCO₂e. We have used local emission factors wherever possible such as grid electricity emissions, and where required IPCC based emission factors were used such as for fuel related emissions.

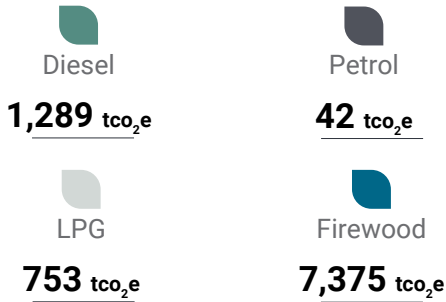
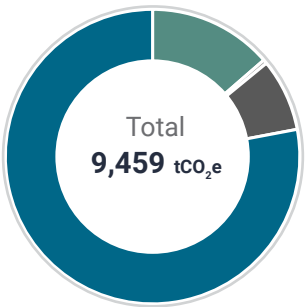
The emission factors used are tonnes of carbon dioxide equivalent, which includes the gases carbon dioxide (CO₂), Methane (CH₄), and Nitrous oxide (N₂O).

GHG EMISSIONS BREAKDOWN (SCOPE WISE)

Our emissions are categorised into Scope 1, Scope 2 and Scope 3 emissions, as per the GHG Protocol standards.

Scope 1

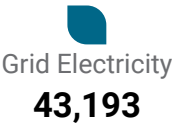
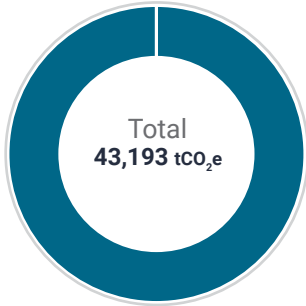
Fuel Consumption



Scope 1 emissions, totaling 9,459 tCO₂e, include emissions from fuel consumption including firewood consumption at Aster Medcity Kochi.

Scope 2

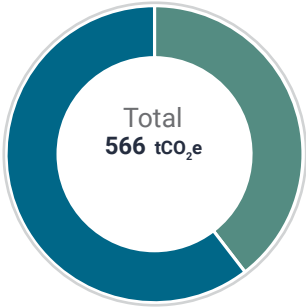
Electricity Consumption



Scope 2 emissions, amounting to 43,193 tCO₂e, are attributed to electricity consumption.

Scope 3

Water Consumption and Waste Management



Scope 3 emissions, amounting to 566 tCO₂e, are attributed to water consumption and waste management at our Hospitals.

Note: Data for PMF Kollam and Ramesh Adiran IB has not been included for FY 23-24 due to data unavailability



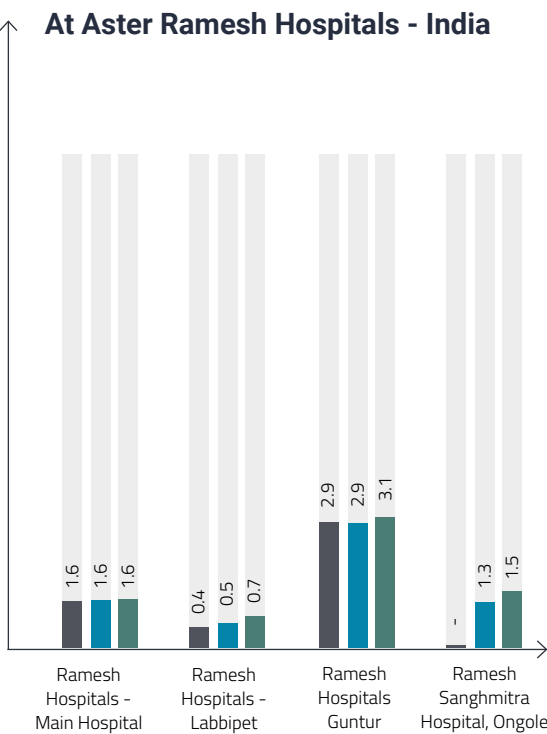
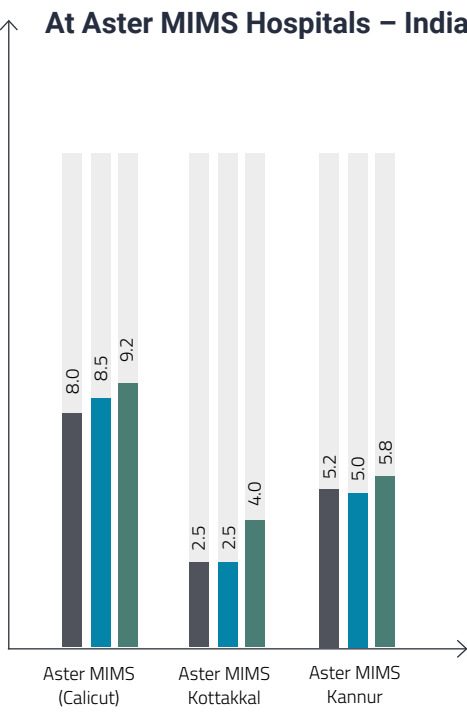
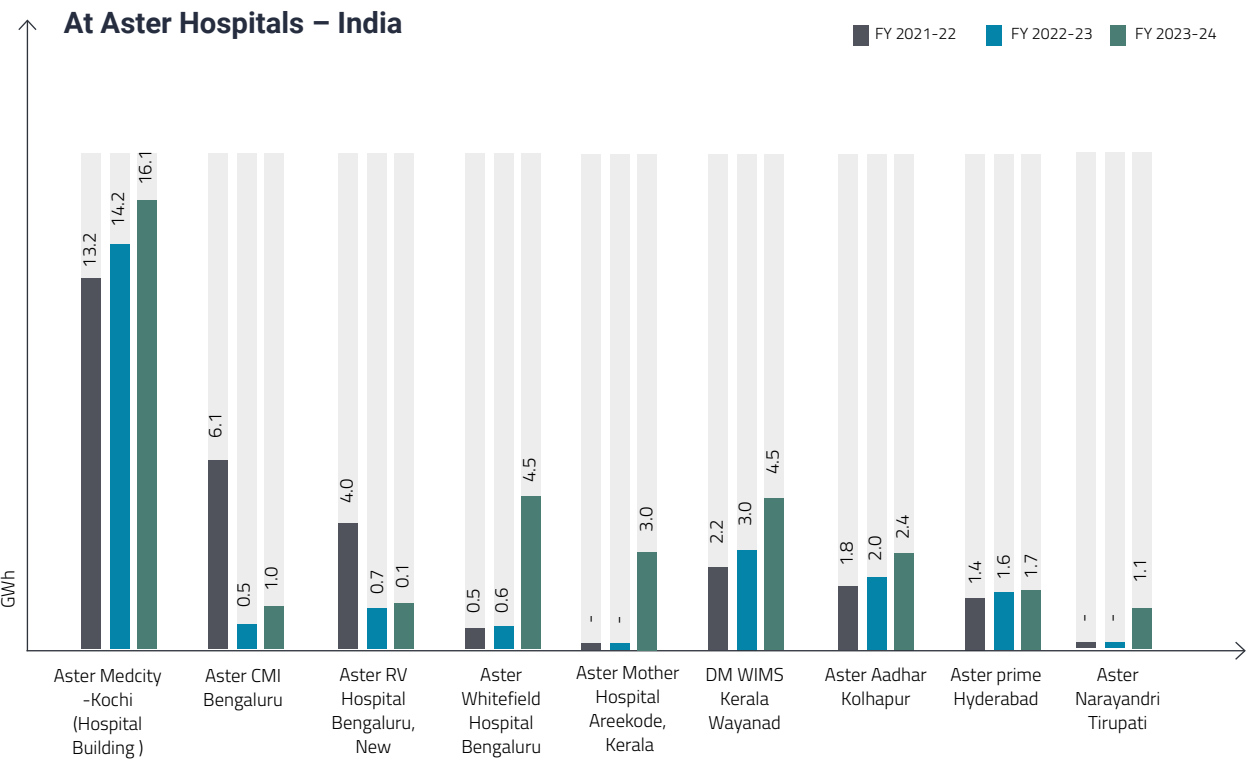
ELECTRICITY CONSUMPTION – INDIA

Aster operates 16 hospitals across India, consuming a total of 60.4 GWh of electricity. The highest consumption was recorded at Aster Medcity, Kochi, while Aster RV Hospital, Bengaluru (new hospital), had the lowest.

Two additional hospitals have been established in the region this year. Aster Hospitals accounted for 88% of the total electricity consumption, with Ramesh Hospitals contributing the remaining 12%. The graphs below illustrate the electricity consumption data for each hospital in India.



Electricity Consumption in GWh



PURCHASING ELECTRICITY
FROM RENEWABLE SOURCES

At Aster Hospital CMI and Aster Hospital RV, we have entered into contracts with renewable energy suppliers to deliver clean energy to our facilities. Aster Hospital CMI now sources solar and wind energy, covering **86%** of its electricity demand from renewable sources. Likewise, Aster Hospital RV meets **99%** of its electricity consumption needs through hydro energy.

4,118 MWh

Energy Generated from
Hydro Energy

7,942 tCO₂e

Net emission reduction
from renewable energy
consumption:

*“Integrating renewable energy into hospital
operations significantly reduces carbon
emissions, enhances energy efficiency, and
promotes sustainable healthcare.”*

5,173 MWh

Energy Consumed
from Solar Energy

1,817 MWh

Energy Consumed
from Wind Energy



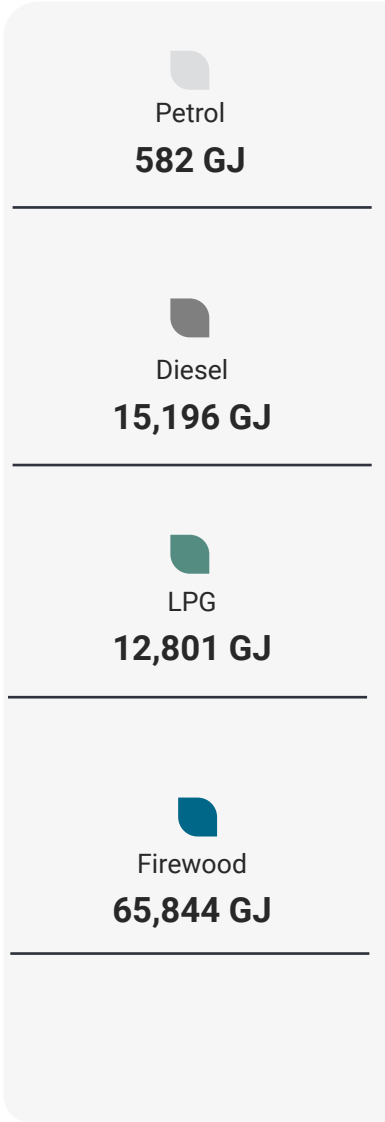


Our decarbonisation initiatives have progressed across multiple hospitals. At Aster Wayanad Specialty Hospital, a 650 kWp solar plant has been commissioned, which reduces approximately 764 tCO₂e annually.

FUEL CONSUMPTION AT ASTER HOSPITALS

Fuel consumption plays a crucial role by providing backup energy supply during power outages and powering our fleet of vehicles, ensuring uninterrupted operations and reliable transportation.

This year, we have disclosed the details of fuel consumption for all our hospitals in India. Aster Medcity Kochi utilizes firewood primarily in their boilers. The specific quantities of each type of fuel used are presented below:



Most Aster hospitals in India predominantly consume petrol and diesel, while data on LPG consumption has been documented for six hospitals.

We are currently establishing robust monitoring and reporting procedures for fuel consumption across our hospital network, with detailed reports expected next year.

Monitoring fuel consumption provides valuable insights, enabling data driven decision to optimise energy usage.



SUSTAINABLE
WATER MANAGEMENT

At Aster India, sustainable water management is a key component of our commitment to environmental stewardship and aligns with the United Nations Sustainable Development Goal (SDG) 6: Clean Water and Sanitation. This goal emphasizes ensuring the availability and sustainable management of water and sanitation for all.

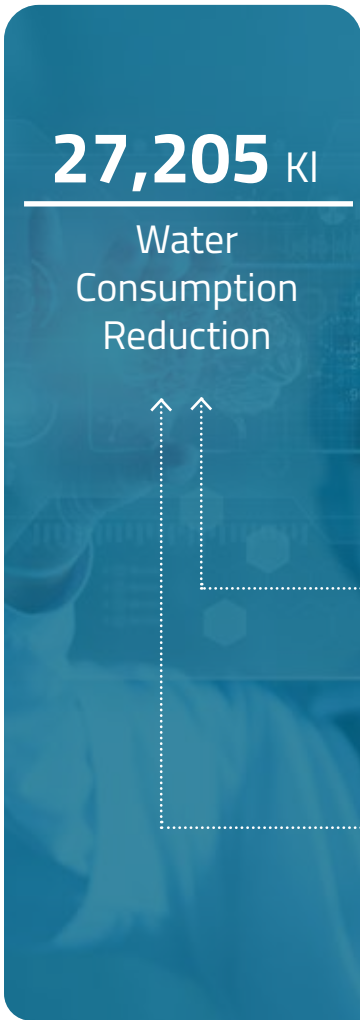




WATER OPTIMISATION PROCESS
AT ASTER DM HEALTHCARE

Aster DM Healthcare’s wastewater management strategy is based on the **PDCA (Plan-Do-Check-Act)** cycle, a systematic approach that promotes continuous improvement and effective wastewater management. The PDCA cycle includes the following four steps:

By adhering to this PDCA cycle, Aster DM Healthcare ensures continuous improvement in wastewater management, supporting our sustainability goals and reducing environmental impact.



Aster DM Healthcare has successfully optimised its water usage, reducing consumption by 27,205 kiloliters.

Through the implementation of innovative technologies, best practices, and continuous monitoring, we have effectively minimised our water usage while maintaining the highest standards of patient care and operational efficiency.

8,155 KI

Aster MIMS (Calicut)

19,050 KI

MIMS Kannur

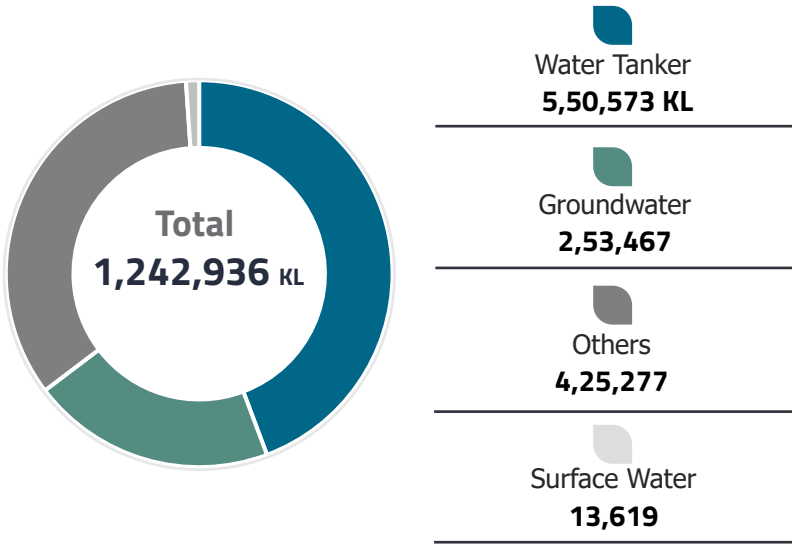


WATER CONSUMPTION BY SOURCE

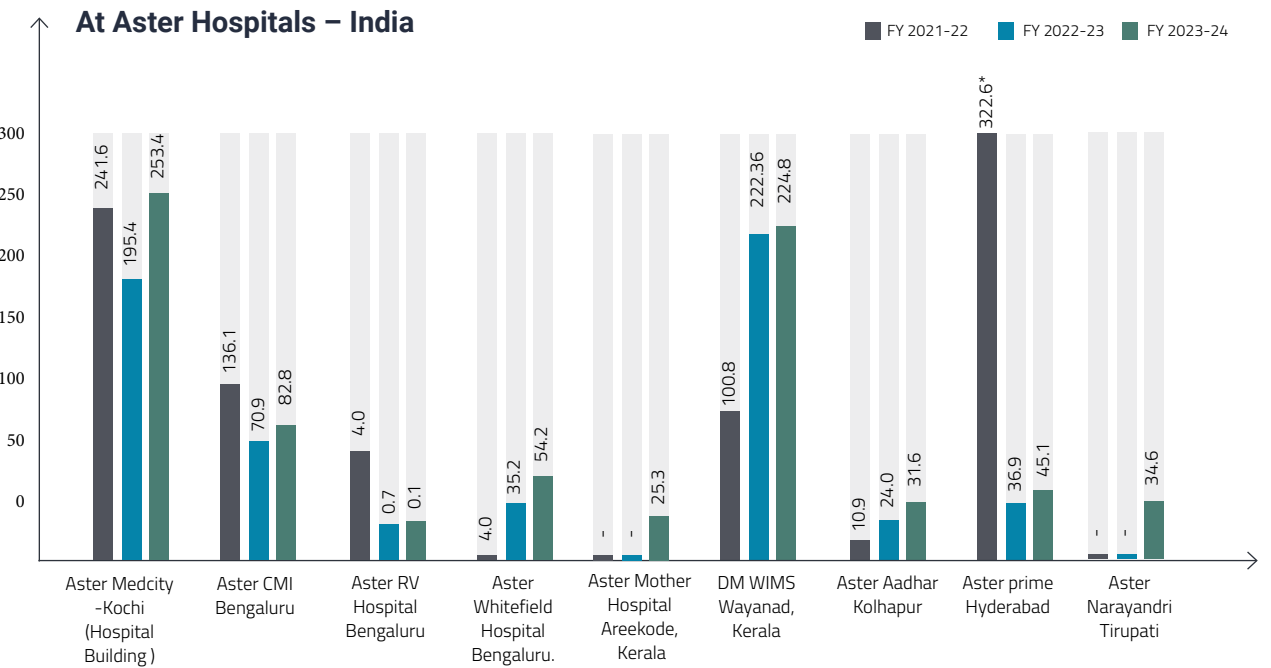
Our hospitals are the major consumers of water within our healthcare system.

These facilities require significant amounts of water for various critical functions, including patient care, sanitation, and operational processes.

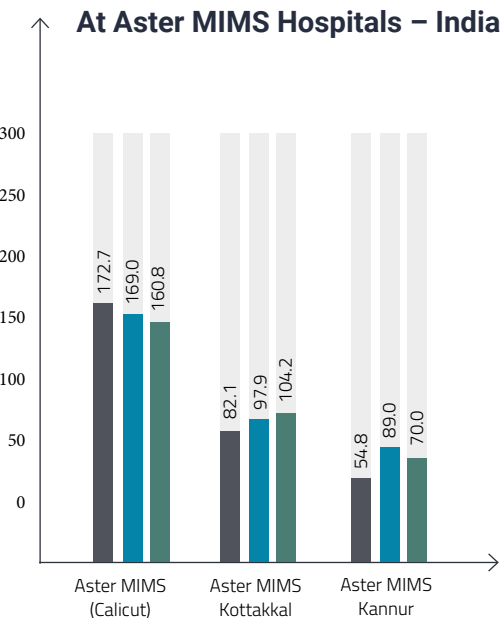
The majority of water consumed in our facilities is sourced from tankers, followed by groundwater.



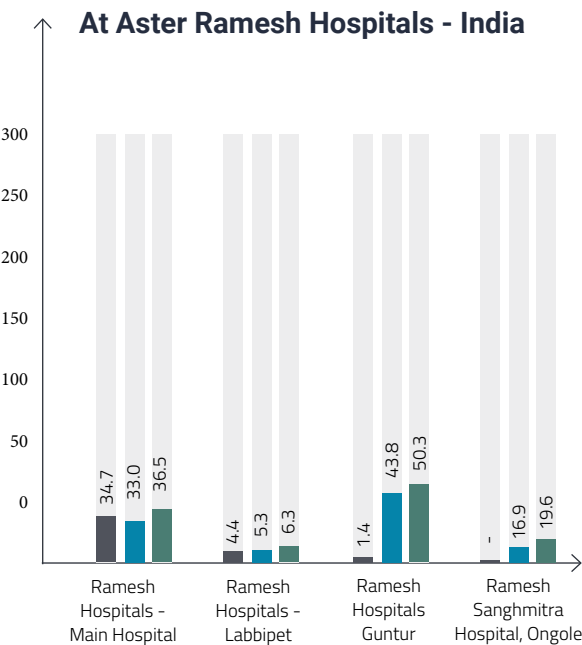
WATER CONSUMPTION IN THOUSAND KILOLITERS



At Aster MIMS Hospitals - India



At Aster Ramesh Hospitals - India



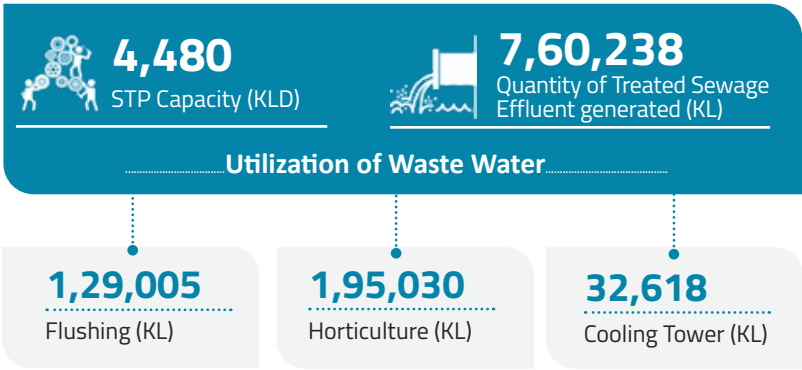
* Note : the data for FY 2021-22 was exceptionally high due to the ongoing construction during the financial year.



WASTEWATER TREATMENT AND REUSE

Aster DM Healthcare’s commitment to waste management and resource optimisation is evident in its wastewater handling across 16 hospitals.

The organisation has built several sewage treatment facilities to treat and reuse wastewater for purposes such as flushing, horticulture, and cooling tower applications. The table below summarizes the treatment plants and the reuse of treated effluent.



Serial Number	Hospital	STP Capac-ity (KLD)	Quantity of Treated Sewage Effluent generated (KL)	Quantity of Sewage Effluent Reused in 2023-24		
				Flushing (KL)	Horticulture (KL)	Cooling Tower (KL)
FY 2023-24						
1	Aster Medcity -Kochi (Hospital Building)	1,000	1,80,201	5,849	1,56,574	17,778
2	Aster CMI Bengaluru	250	60,698	-	60,698	-
3	Aster RV Hospital Bengaluru - NEW	135	33,526	-	33,356	-
4	Aster Whitefield Hospital Bengaluru	195	4,802	3,842	-	-
5	Aster MIMS (Calicut)	800	2,21,598	3,578	-	-
6	Aster MIMS Kottakkal	350	1,06,945	-	9,625	-
7	Aster MIMS Kannur	400	65,700	19,800	27,000	18,000
8	Aster Mother Hospital Areekode, Kerala	300	1,20,000	10,950	5,475	-
9	Aster WIMS Kerala Wayanad	600	1,97,100	65,700	51,100	14,600
10	Aster Aadhar Kolhapur	120	24,767	11,269	6,068	NA
11	Aster prime Hyderabad	70	15,840	-	-	-
12	Ramesh Hospitals - Main Hospital	40	2,462	-	-	-
13	Ramesh Hospitals - Labbipet	10	1,080	-	-	-
14	Ramesh Hospitals Guntur	110	14,400	13,860	540	-
15	Ramesh Sanghmitra Hospital, Ongole	70	40	-	480	-
16	Aster Narayandri Tirupati	30	10,980	-	532	-
Total		4,480	7,60,238	1,29,005	1,95,030	32,618



CIRCULAR ECONOMY

Aster DM Healthcare has embraced the principles of a circular economy to enhance sustainability and minimize environmental impact.

We prioritize waste segregation, recycling, and safe disposal of medical and non-medical waste. By establishing comprehensive waste management protocols, Aster DM Healthcare ensures that waste is treated and disposed of in an environmentally responsible manner.

“Efficient waste management at our hospitals minimises environmental impact through robust recycling and reuse practices, through collaboration with the right vendors.”

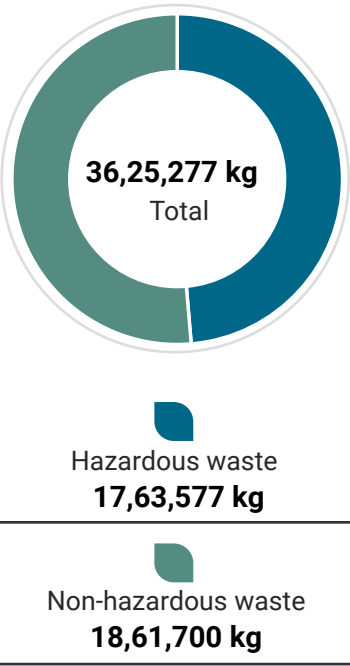


WASTE GENERATION
AND MANAGEMENT

At Aster DM Healthcare, we generate a variety of waste types across our operations, which are categorised as hazardous and non-hazardous waste.

We prioritize accurate tracking and management of all waste generated, ensuring that recyclables are segregated at the source. This approach helps maintain an organised and efficient waste management system.

The table presents the quantities of various waste types generated across our operations, measured in kilograms (kgs). The waste includes Hazardous waste (e-waste, biomedical waste, battery waste, and radioactive) and Non-hazardous waste (waste cardboard, metal scrap, paper waste, food waste, plastic waste and garden waste) generated across various hospitals.



Hazardous Waste (kg)	
E-waste	5,039
Biomedical Waste	17,48,907
Battery Waste	8,664
Radioactive Waste	82
Others	885

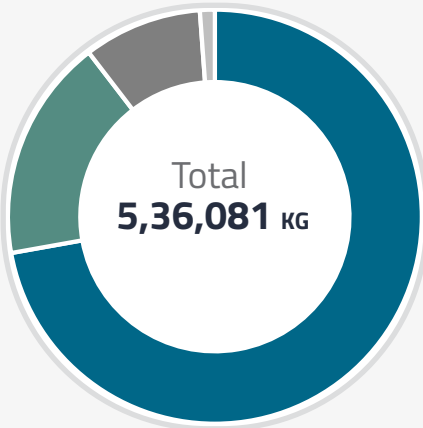
Non-Hazardous Waste (kg)	
Waste Cardboards	1,02,648
Metal Scrap	75,344
Paper Waste	3,12,898
Food Waste	6,82,029
Plastic waste	40,152
Garden Waste	2,969
Others	6,45,660



WASTE RECYCLING

Aster DM Healthcare’s commitment to sustainability is exemplified by its impressive achievement in waste management, with a total of 5,36,081 kg of waste recycled.

This substantial amount reflects the organisation’s proactive approach to not only reduce its carbon footprint but also set a benchmark for environmental responsibility in the healthcare industry.



Waste Cardboards
1,02,648 kg

Paper Waste
3,12,898 kg

Metal Scrap
75,344 kg

Plastic Waste
40,152 kg

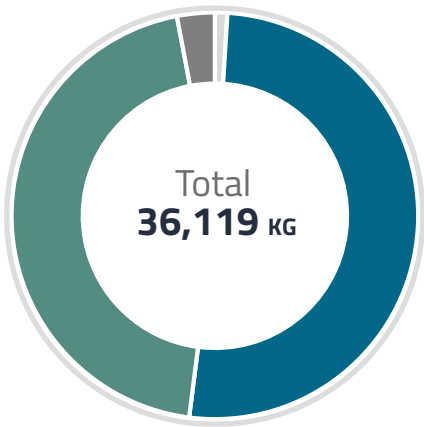
E-waste
5,039 kg

BEST PRACTICES WITH WASTE RECYCLING AT ASTER MEDCITY

Aster Medcity has a well-established recycling procedure that highlights its commitment to sustainability.

In the year 2023-2024, the hospital successfully recycled 36,119 kgs of waste. This includes various recyclable materials such as metals, old newspapers, plastic waste, and waste cartons.

The hospital collaborates with specialised vendors and follows stringent procedures to ensure the efficient collection and recycling of these materials.



Waste Cardboards
18,434 kg

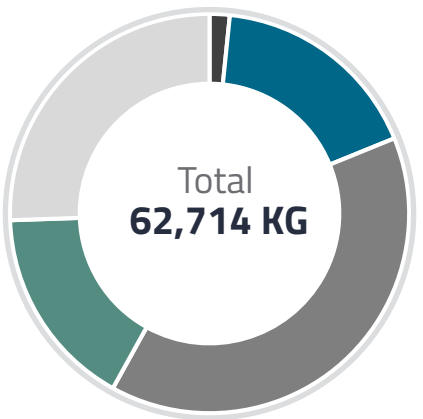
Metal Scrap
16,245 kg

Plastic Waste
1,083 kg

E-waste
357 kg

BEST PRACTICES WITH WASTE RECYCLING AT ASTER MIMS CALICUT

Aster MIMS Calicut has a well-established recycling procedure and effective waste management. Various vendors and procedures are in place for the collection and recycling of segregated recyclable materials. Through our comprehensive recycling program, Aster MIMS successfully recycled a total of 62,714 kg of cardboard, metal scrap, paper, plastic and E waste. The quantities of the different types of waste recycled are detailed here.



Waste Cardboards
10,800 kg

Paper Waste
10,299 kg

Metal Scrap
24,580 kg




E-waste
1,023 kg

Plastic Waste
16,012 kg



ACADEMY, RESEARCH
& DEVELOPMENT

Aster is deeply committed to academic excellence, fostering a culture of continuous learning and development across its healthcare institutions. Through its educational wings, Aster emphasises rigorous training programs, advanced research opportunities, and a curriculum that aligns with the latest developments in healthcare.

-  **3,115**
Students at present
-  **22**
Sets of courses
-  **2,873**
Students have passed out with flying colors

The institutions under Aster are equipped with state-of-the-art facilities and a faculty of experienced professionals dedicated to nurturing the next generation of healthcare leaders.

By upholding high standards of education and fostering an environment that promotes intellectual curiosity and professional growth, Aster ensures that its graduates are not only well-prepared to excel in their careers but also to contribute meaningfully to the advancement of healthcare globally.



ASTER MIMS ACADEMY

Aster MIMS Academy, the educational wing of Aster MIMS Hospital, is dedicated to advancing academic and intellectual discovery in the field of health sciences.

Established in 2003 under the Aster MIMS Academy Trust, the Academy was created to meet the growing educational needs of the healthcare sector and to produce highly skilled professionals who can make a significant impact on society. Since its inception, Aster MIMS Academy has been committed to nurturing the next generation of healthcare professionals through comprehensive educational programs, state-of-the-art facilities, and a focus on practical, hands-on training.



The Academy's mission is to be at the forefront of medical education, fostering a culture of excellence, compassion, and continuous learning. With a future-oriented approach, Aster MIMS Academy is poised to become a leading institution in health science education, contributing to the advancement of medical knowledge and the improvement of healthcare delivery both locally and globally.





Aster MIMS College of Allied Health Sciences, Malappuram, Kerala

TRAINING PROGRAMS

Aster MIMS Academy offers a variety of training programs approved by recognised bodies, promoting research in both basic and applied healthcare areas.

The Academy comprises the following institutions dedicated to providing high-quality education and training in various healthcare disciplines, ensuring that students are well-prepared to meet the demands of the healthcare industry.



ASTER MIMS COLLEGE OF ALLIED HEALTH SCIENCES

It is dedicated to training and developing healthcare professionals who are poised to make a significant impact on the quality of life for individuals facing physical and mental health challenges. The college envisions a future where its graduates are at the forefront of delivering compassionate and effective care, contributing to improved health outcomes and enhanced quality of life for patients.



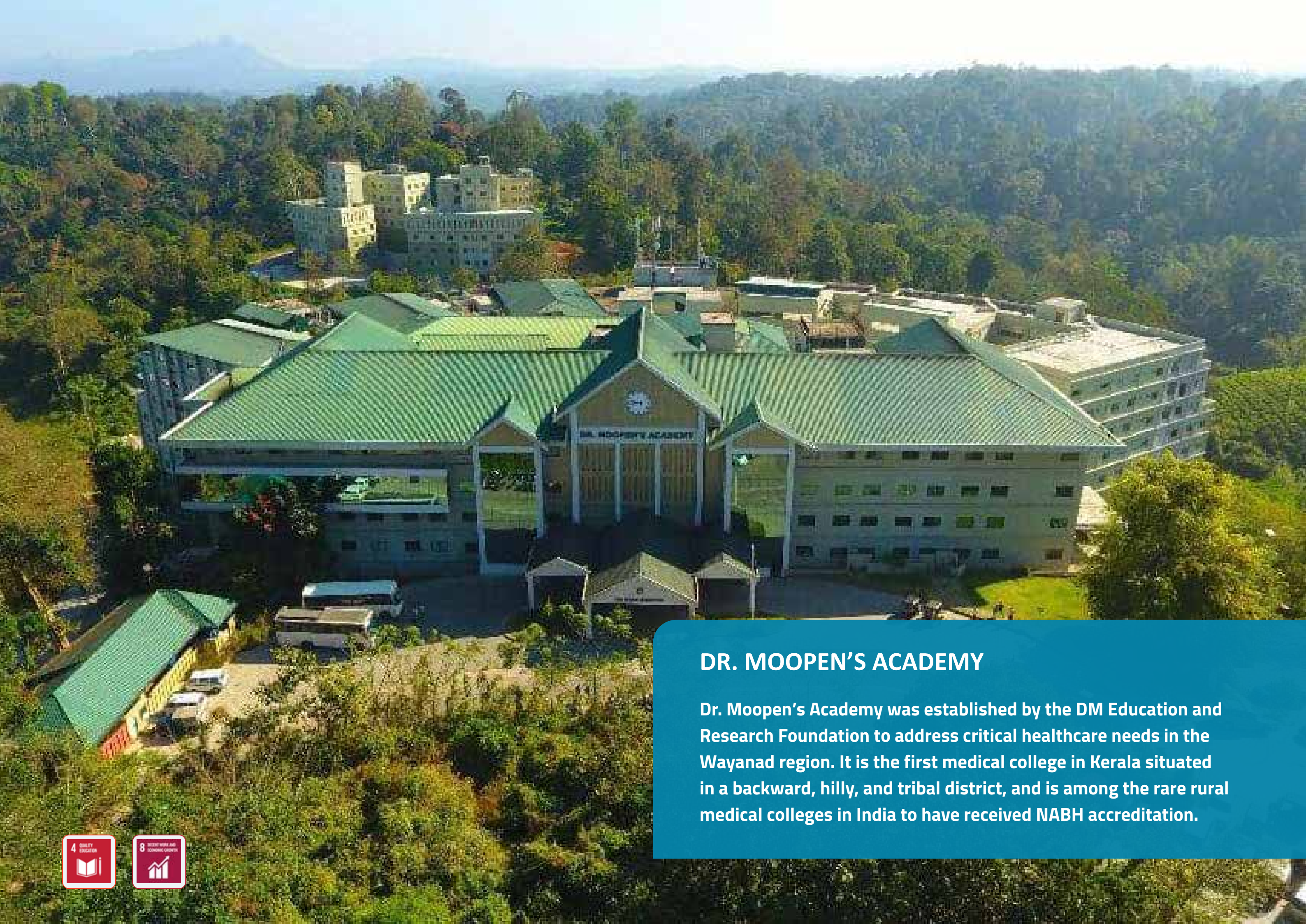
ASTER MIMS COLLEGE OF NURSING (ASTER MIMS CON)

As the first NAAC-accredited health science and nursing college in Kerala, MIMS CON exemplifies excellence in education, service, and research. The college is dedicated to providing high-quality nursing education and healthcare services, including the construction and management of educational and medical facilities, with a focus on supporting minority communities and assisting the underprivileged.

INSTITUTE OF VOCATIONAL STUDIES

Established in 2019, Aster MIMS Institute of Vocational Studies boost graduate employability in the global market. This collaboration focuses on enhancing skills to meet the demands of an evolving job landscape, where technology and specialization are increasingly important. The B.Voc programs offered aim to improve workforce skills, facilitating learning, earning, and professional growth.





DR. MOOPEN'S ACADEMY

Dr. Moopen's Academy was established by the DM Education and Research Foundation to address critical healthcare needs in the Wayanad region. It is the first medical college in Kerala situated in a backward, hilly, and tribal district, and is among the rare rural medical colleges in India to have received NABH accreditation.



Dr. Moopen’s Academy oversees following key institutions dedicated to advancing healthcare education and training:

Dr. Moopen’s College of Pharmacy:

This institution provides comprehensive education and training in pharmaceutical sciences, preparing students to excel in various pharmacy professions. The college offers programs that cover a wide range of pharmaceutical topics, including drug development, clinical pharmacy, and pharmaceutical management.



Dr. Moopen’s Nursing College:

Focused on developing skilled and compassionate nursing professionals, this college offers rigorous training in nursing and healthcare. The curriculum includes a blend of theoretical knowledge and hands-on clinical practice, designed to prepare students for diverse roles in nursing and healthcare settings

Core Medical Training (UK)

In partnership with Core Medical Training, this program provides advanced training and certification for medical professionals, aligning with international standards. The program focuses on enhancing clinical skills, medical knowledge, and practical experience, preparing participants for leadership roles in healthcare.



Under the Research & Innovation wing of Dr. Moopen’s Medical College, following key initiatives and institutions focus on advancing medical research and fostering innovation:

Aster Research Foundation (ARF)

Established in 2014, ARF is a recognised Scientific and Industrial Research Organisation under the Department of Scientific and Industrial Research, Ministry of Science and Technology, Government of India. ARF is equipped with advanced laboratory infrastructure and a skilled team engaged in both fundamental and translational biomedical and biological research.

The primary focus of the foundation’s research activities is to develop healthcare technologies that address “unmet clinical needs.” The foundation supports a wide range of research activities, from basic science to clinical studies, with the goal of translating findings into practical solutions that improve patient outcomes and advance medical knowledge.



Laboratory Facilities

ARF boasts a well-established wet lab facility that includes:

- Cell Culture Facility:** For growing and experimenting with cell lines.
- Biomaterials Lab:** Focused on the synthesis and application of biomaterials.
- Small Animal Facility:** Used for preclinical studies and research.

Research Areas

ARF’s research expertise spans several cutting-edge areas, including:

- 3D Bio Printing of Tissues & Organs:** Developing bio-printed tissues and organs for medical applications.
- Regenerative Medicine & Tissue Engineering:** Utilizing stem cells and biomaterials to repair or replace damaged tissues.
- In Vitro Diagnostics (IVD):** Creating tools for diagnosing diseases outside the body.

Immuno-therapeutics:
Developing treatments that harness the immune system.

Recombinant Therapeutics:
Producing therapeutic proteins through genetic engineering.

Biomedical Devices:
Innovating devices that aid in medical treatment and diagnosis.

Nanomaterials:
Synthesizing and applying materials at the nanoscale for medical use.

Polymer Synthesis / Scaffold Preparation:
Creating frameworks for tissue engineering.


Hydrogels:
Developing water-absorbing polymers for medical applications.

Wound Care Materials:
Innovating materials for faster and more effective wound healing.




iNest: Innovation Hub for Healthcare Excellence

Dr. Moopen's iNest is a dynamic and pioneering initiative that represents the commitment of Aster DM Healthcare to foster innovation and transform the healthcare landscape. As a hub for creativity, collaboration, and technological advancement, iNest is designed to cultivate groundbreaking ideas that can address the evolving challenges of the healthcare industry, ultimately improving patient care and outcomes.



Vision

Creating a space where healthcare professionals, researchers, and innovators can come together to develop solutions that push the boundaries of traditional healthcare practices.



Mission

To empower individuals and teams to think beyond the conventional, embrace cutting-edge technologies, and implement innovative approaches that enhance the delivery of healthcare services.



iNest offers a variety of specialised programs designed to nurture innovation at different stages of development. These programs cater to individuals and teams who are at the forefront of healthcare innovation, providing them with the resources, mentorship, and infrastructure needed to bring their ideas to life. Some of the key programs are:

Pre-Incubation Program

This program is designed for early-stage innovators who have a promising idea or concept but need guidance to develop it further. This program acts as a preparatory phase, helping participants refine their ideas, conduct feasibility studies, and create initial prototypes.

Incubation Program

The Incubation Program at iNest is tailored for startups and projects that have moved beyond the initial concept stage and are ready to develop a market-ready product or service. This program offers comprehensive support to help innovators scale their solutions and bring them to market.

Global Innovators Program

This is an exclusive initiative aimed at attracting top talent and groundbreaking ideas from around the world. This program is open to innovators who are developing transformative solutions with the potential for global impact.

3D Bioprinter Innovation School


It is a cutting-edge program focused on the intersection of biotechnology and 3D printing technology. This program is designed for innovators, researchers, and students interested in exploring the possibilities of 3D bioprinting for healthcare applications.


CLINICAL EXCELLENCE


At Aster, we have significantly improved the quality of countless lives through our network of dedicated professionals, leveraging their medical and operational expertise alongside cutting-edge technology. This section highlights some of our unique treatments that exemplify our leadership in clinical excellence.





Aster DM Healthcare Limited


 First transforaminal endoscopic lumbar discectomy


 First Robotic assisted left total knee arthroplasty


 Large thymus cancer 12 cm removed by Video Assisted Thoracoscopy VATS


 An unusual presentation of Dengue with Severe Myositis treated successfully


 Laparoscopic Sleeve Gastrectomy done on a 26-year-old female weighing 189 kg


 Successful Endoscopic Removal of a Rare 105 gm Juvenile Nasopharyngeal Angiofibroma Endonasal Tumor


 Massive pulmonary embolism was treated successfully by an endovascular thrombectomy

 15 Complex Spine Surgeries such as multi-level fusion surgeries & Spinal tumor removal done in MOSH

 Restored Shoulder Function and Muscle Power in 57-Year-Old Patient Through Successful Repair of Extensive Rotator Cuff Tear

 Gross Pyelonephritis and Intestinal Malrotation were treated successfully with Laparoscopic Nephrectomy, Open Ladd's Procedure, and Resection Anastomosis

 Successful Management of Acute Coronary Syndrome (ACS) - NSTEMI with Acute Diastolic Heart Failure in Octogenarian Patient at Aster Hospital

 3D-Printing Technique with custom-made Implant for Left Knee Replacement done successfully in Over-Obese Patient



Five-month-old Baby Triumphs Over Leukocyte Adhesion Deficiency: A rare condition with an incidence of 1 per million live births

At Aster CMI Hospital, a 5-month-old infant weighing under 5 kg was treated for Leukocyte Adhesion Deficiency (LAD), a rare congenital immune disorder.

The baby, suffering from recurrent severe infections similar to those that led to her elder brother's death, was diagnosed with

LAD at 2 months old. The only curative treatment, a Bone Marrow Transplant (BMT), was successfully performed by a team of experts, including Dr. Stalin Ramprakash, Dr. Raghuram CP, and Dr. Sagar Bhattad, who played a vital role in the early diagnosis and treatment.



Historic Recovery at Aster MIMS, Nipah Patients, including a Paediatric Ventilator Case, Returns Home

In a historic moment for medical science, Aster MIMS in Kozhikode (Calicut) celebrates the recovery of two Nipah patients, including a child who survived against the odds while on a ventilator.

The nine-year-old boy and his 25-year-old uncle, both from Kuttiady Maruthonkara, Kozhikode, who lost a family member to Nipah, have been discharged after a

remarkable two-week recovery, showcasing resilience and medical expertise. The mother, who lost her husband to Nipah, rejoices at the return of her critically ill son and brother.

This recovery is the first known case worldwide of a patient treated on a ventilator after a severe Nipah infection successfully surviving.



Aster Medcity Attains Milestone with First-ever Sacral Nerve Neuromodulation Surgery in Kerala.

Aster Medcity made history in Kerala by successfully performing a collaborative surgery between the neurosurgery and urology departments to treat frequent urination due to an overactive bladder.

The procedure, Sacral Neuromodulation Surgery, brought significant relief to 34-year-old Hariharan from Kakkanad, who had been suffering from an urgent need to urinate every five minutes despite medication.

Dr. Kishore T.A. and Dr. Sandeep Prabhakaran led the treatment, opting for InterStim Implantation Surgery using an electronic device after medications failed to provide relief.



Aster CMI Hospital Conducts South India's First Vertebral Stentoplasty

Aster CMI Hospital performed an advanced Vertebral Body Stenting procedure on a 57-year-old female patient with osteoporotic compression fractures using polymethylmethacrylate (PMMA) bone cement.

The patient, suffering from severe low back pain and limited mobility, was also being treated for Rheumatoid Arthritis. Due to her condition and age-related risks, doctors opted for Vertebral Body Stenting (Stentoplasty), providing relief and improving her mobility.



ASTER CENTER OF EXCELLENCE

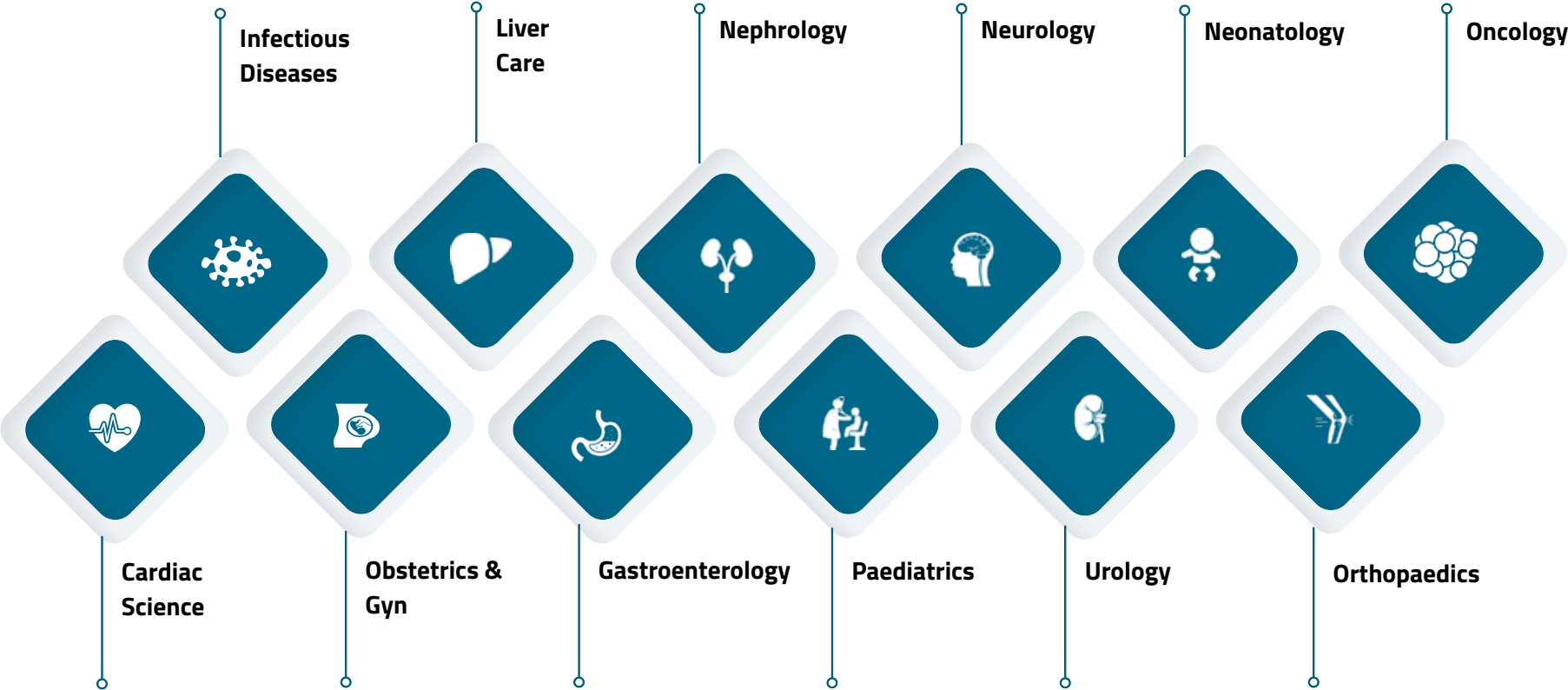
The Aster Centre of Excellence is where medical expertise and world-class technology meet. It banks on the network of capabilities across many geographies.

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.



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.



AWARDS & RECOGNITIONS



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



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



**Aster CMI, Bangalore:
Economic Times “Best
Hospital- Paediatrics”**



**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 RV, Bangalore:
QUANTICTechnology
Excellence Awards 22
“Organizational Response to
the pandemic (Healthcare)”**



**Economic Times
Healthcare
Awards- National
winner in CSR**

ASSURANCE STATEMENT



Subject: Independent assurance letter on Environment Sustainability and Governance assurance report for Aster DM Healthcare Limited (INDIA) for FY2023-2024 reference number - **QSZ_ESG_Assurance_Aster_India_FY2023-24** (v01_16.05.2025).

To the management of Aster DM Healthcare Limited (INDIA).

We, QSZ Certification Services LLC, have been engaged by Aster DM Healthcare Limited (INDIA) to provide independent limited assurance over selected sustainability disclosures in its EGG report FY2023- 2024. This assurance is conducted in alignment with the Global Reporting Initiative (GRI) Standards.

Director's Responsibilities

The Aster DM Healthcare Limited (INDIA), Directors are responsible for preparing an ESG Report which complies with the requirements of the GRI standard and for being satisfied that the ESG Report, taken as a whole, is fair, balanced and understandable. The Directors are responsible for:

- Selecting and establishing the Applicable Criteria.
- Preparing, measuring, presenting and reporting the Selected Information in accordance with the Applicable Criteria.
- Publishing the Applicable Criteria publicly in advance of, or at the same time as, the publication of the Selected Information.
- Designing, implementing, and maintaining internal processes and controls over information relevant to the preparation of the Selected Information to ensure that they are free from material misstatement, including whether due to fraud or error.
- Providing sufficient access and making available all necessary records, correspondence, information and explanations to allow the successful completion of the Services.

Our Responsibilities

We at QSZ Certification services LLC are responsible for:

- Planning and performing procedures to obtain sufficient appropriate evidence in order to express an independent limited assurance conclusion on the Selected Information.
- Communicating matters that may be relevant to the Selected Information to the appropriate party including identified or suspected non-compliance with laws and regulations, fraud or suspected fraud, and bias in the preparation of the Selected Information; and
- Reporting our conclusion in the form of an independent limited Assurance Report to the Board of Directors.

Assurance Conclusion and Key Findings

We conducted an independent assurance engagement in accordance with ISAE 3000 (Revised) to assess the accuracy and reliability of the reported information. Based on the procedures performed and evidence obtained, we conclude that the report has been prepared, in all material respects, in accordance with GRI Standards.

Our assurance procedures encompassed thorough data validation and source verification of Aster DM Healthcare limited (India) ESG report FY 2024. Any discrepancies uncovered were promptly addressed by Aster's team and rectified during the review, ensuring the accuracy and completeness of the reported information.

To maintain compliance, we recommend continuing to strengthen internal validation controls, enhancing data governance frameworks, and sustaining best practices in documentation and reporting processes.



Scope of Our Assurance Engagement

We provide independent **limited assurance** in accordance with the terms of engagement agreed upon with **Aster DM Healthcare Limited (INDIA)**. Our assurance engagement covers the **ESG Report for the India Region** for the period **FY 2023–2024**. The engagement includes an assessment of the **selected ESG metrics**, as outlined in the **GRI Standards** listed in the accompanying table.

Sr.No	Material Topic	Location in Report	Disclosure with a limited Level of confidence
1.	GRI 2: General Disclosures 2021. <ul style="list-style-type: none">• 2-1 Organizational details, 2-2 Entities included in the organization's sustainability reporting, 2-3 Reporting period, frequency and contact point, 2-4 Restatements of information 2-5 External assurance, 2-6 Activities, value chain and other business relationships, 2-7 Employees, 2-9 Governance structure and composition, 2-11 Chair of the highest governance, 2-12 Role of the highest governance body in overseeing the management of impacts, 2-13 Delegation of responsibility for managing impacts, 2-14 Role of the highest governance body in sustainability reporting, 2-15 Conflicts of interest, 2-16 Communication of critical concerns, 2-17 Collective knowledge of the highest governance body, 2-18 Evaluation of the performance of the highest governance body, 2-19 Remuneration policies, 2-20 Process to determine remuneration, 2-22 Statement on sustainable development strategy, 2-23 Policy commitments, 2-24 Embedding policy commitments, 2-27 Compliance with laws and regulations, 2-28 Membership associations, 2-29 Approach to stakeholder engagement.	2-9, 16-69, 78-81, 84-87, 90-91, 98-105, 258-261	2-1, 2-2, 2-3, 2-4, 2-5, 2-6, 2-7, 2-9, 2-11, 2-12, 2-13, 2-14, 2-15, 2-16, 2-17, 2-18, 2-19, 2-20, 2-22, 2-23, 2-24, 2-27, 2-28, 2-29.
2.	GRI Standard 2021: Environment <ul style="list-style-type: none">• GRI 2: General Disclosures 2021: 302-1 Energy consumption within the organization, 302-4 Reduction of energy consumption• GRI 303: Water and Effluents 2018: 303-1 Interactions with water as a shared Resource, 303-5 Water consumption• GRI 305: Emissions: 305-1 Direct (Scope 1) GHG emissions, 305-2 Energy indirect (Scope 2) GHG Emissions, 305-3 Other indirect (Scope 3) GHG Emissions, 305-5 Reduction of GHG emissions• GRI 306: Waste 2020: 306-1 Waste generation and significant waste-related impacts, 306-2 Management of significant waste related impacts, 306-3 Waste generated, 306-4 Waste diverted from disposal	212-216 222, 224-225 211, 214-216 230-233	302-1, 302-4 303-1, 303-5 305-1, 305-2, 305-3, 305-5 306-1, 306-2, 306-3, 306-4
3.	Social <ul style="list-style-type: none">• GRI 401: Employment2016: 401-1 New employee hires and employee Turnover, 401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees.• GRI 403: Occupational Health and Safety 2018: 403-1 Occupational health and safety management system, 403-2 Hazard identification, risk assessment, and incident investigation, 403-3 Occupational health services, 403-5 Worker training on occupational health and safety, 403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationship, 403-8 Workers covered by an occupational health and safety management system, 403-9 Work-related injuries, 403-10 Work-related ill health.• GRI 405: Diversity and Equal Opportunity 2016: 405-1 Diversity of governance bodies and employees.• GRI 413: Local Communities 2016: 413-1 Operations with local community engagement, impact assessments, and development programs	102-103, 105-111 105, 110-116 78-79, 100-101 124-205	401-1, 401-2 403-1, 403-2, 403-5, 403-7, 403-8, 403-9, 403-10 405-1, 405-2 413-1
4.	Governance <ul style="list-style-type: none">• GRI 201: Economic Performance 2016: 201-1 Direct economic value generated and distributed.	94-95	201-1

Details of the assessment are incorporated in the report available with Aster management.

Ref # **QSZ_ESG_Assurance_Aster_India_FY2023-24**

Warm regards,

For QSZ Certification Services LLC.



Managing Director

(Dr. Sameer Kumar)

Date: 19th May 2025

Ref No.: QSZCS/2025/EAL0519

Note: The assessment was focused on evidence cross verification and adequacy of various Data fields with respect to standards and baseline data received from Aster DM Healthcare Limited (INDIA).

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 2023- March 2024				
GRI 1 used		GRI 1: Foundation 2021				
Applicable GRI Sector Standard(s)		NA				
GRI STANDARDS/ OTHER SOURCE	DISCLOSURE	LOCATION	REQUIREMENT(S) OMITTED	OMISSION REASON	EXPLANATION	GRI SECTOR STANDARD REF. NO.
General disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	16-69	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	18,19				
	2-3 Reporting period, frequency and contact point	2,262				
	2-4 Restatements of information	2				
	2-5 External assurance	258-261				
	2-6 Activities, value chain and other business relationships	18-69				
	2-7 Employees	98-105				
	2-8 Workers who are not employees		Information unavailable/ incomplete			
	2-9 Governance structure and composition	78-79				
	2-10 Nomination and selection of the highest governance body		Confidentiality Constraints			
	2-11 Chair of the highest governance body	78,79				
	2-12 Role of the highest governance body in overseeing the management of impacts	78,79				
	2-13 Delegation of responsibility for managing impacts	80,81				

GRI STANDARDS/ OTHER SOURCE	DISCLOSURE	LOCATION	REQUIREMENT(S) OMITTED	OMISSION		GRI SECTOR STANDARD REF. NO.
				REASON	EXPLANATION	
GRI 2: General Disclosures 2021	2-14 Role of the highest governance body in sustainability reporting	78,79				
	2-15 Conflicts of interest	84				
	2-16 Communication of critical concerns	86,87				
	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	6-9				
	2-23 Policy commitments	84,85				
	2-24 Embedding policy commitments	84,85				
	2-25 Processes to remediate negative impacts			Confidentiality constraints		
	2-26 Mechanisms for seeking advice and raising concerns			Information unavailable/ incomplete		
	2-27 Compliance with laws and regulations	80,81				
	2-28 Membership associations	Joint Commission International (JCI), NABH				
	2-29 Approach to stakeholder engagement	90,91				
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	92,93	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	92,93				
Economic performance						
GRI 3: Material Topics 2021	3-3 Management of material topics	92,93				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	94,95				
	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	92,93				
GRI 205: Anti- corruption 2016	205-1 Operations assessed for risks related to corruption			Information unavailable/ incomplete		
	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	92,93				
GRI 2: General Disclosures 2021	302-1 Energy consumption within the organization	212,213				
	302-2 Energy consumption outside of the organization			Information unavailable/ incomplete		
	302-3 Energy intensity			Information unavailable/ incomplete		
	302-4 Reduction of energy consumption	214-216				
	302-5 Reductions in energy requirements of products and services			Information unavailable/ incomplete		

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	92,93				
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	222				
	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	224,225				
Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	92,93				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	211				
	305-2 Energy indirect (Scope 2) GHG emissions	211				
	305-3 Other indirect (Scope 3) GHG emissions	211				
	305-4 GHG emissions intensity			Information unavailable/ incomplete		
	305-5 Reduction of GHG emissions	214-216				
	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	92,93				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	230-233				
	306-2 Management of significant waste-related impacts	230-233				
	306-3 Waste generated	230-233				
	306-4 Waste diverted from disposal	230-233				

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	92,93				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	102,103				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	105-111				
Occupational health and safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	92,93				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	112-116				
	403-2 Hazard identification, risk assessment, and incident investigation	112-116				
	403-3 Occupational health services	116				
	403-4 Worker participation, consultation, and communication on occupational health and safety			Information unavailable/ incomplete		
	403-5 Worker training on occupational health and safety	110-11				
	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	113				
	403-8 Workers covered by an occupational health and safety management system	105		Information unavailable/ incomplete		
	403-9 Work-related injuries	114,115				
	403-10 Work-related ill health	114,115				

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	92,93				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	78-79,100-101				
	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	92,93				
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken			Information unavailable/ incomplete		
Local communities						
GRI 3: Material Topics 2021	3-3 Management of material topics	92,93				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	124-205				
	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	92,93				
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data			Information unavailable/ incomplete		
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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