

ASTER GCC HOLDING LIMITED

ESG REPORT

FY 2023-2024

Aster
We'll Treat You Well



CREATING A SUSTAINABLE HEALTHCARE ECOSYSTEM

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

TABLE OF CONTENTS

02	WELCOME TO ESG REPORT FY 2023-24
04	MESSAGE FROM THE CHAIRMAN
06	COMMITMENT TO UNSDGs
10	KEY HIGHLIGHTS
12	MESSAGE FROM MANAGING DIRECTOR
14	MESSAGE FROM EXECUTIVE DIRECTOR
18	ABOUT ASTER GCC

GOVERNANCE

78	RESPONSIBLE GOVERNANCE
90	SUSTAINABILITY STRATEGY
92	STAKEHOLDER ENGAGEMENT
96	ECONOMIC PERFORMANCE

SOCIAL

100	OUR PEOPLE
110	LEARNING & DEVELOPMENT (L&D)
124	WORKPLACE SAFETY
130	ASTER VOLUNTEERS: OUR COMMUNITY CONNECT

ENVIRONMENT

208	OUR ENVIRONMENT IMPACT
222	WATER STEWARDSHIP
228	CIRCULAR ECONOMY
234	ADVANCING THROUGH INNOVATION
246	COLLABORATIONS AND CSR PARTNERSHIPS - MIDDLE EAST AND AFRICA
250	AWARDS & RECOGNITIONS
250	ASSURANCE STATEMENT
250	GRI CONTENT INDEX



Welcome to ESG Report FY 2023-24

Aster GCC Holding Limited further referred to as Aster GCC, is proud to present the 2023-24 edition of our annual ESG Report. We are committed to transparently sharing our progress with all our stakeholders and disclosing our current achievements.

We embrace future challenges as we strive to become a leading global healthcare sustainability advocate. Our alignment with the GRI Standards, United Nations Sustainable Development Goals (UNSDGs), and various national and regional sustainability commitments is actively demonstrated. There have been no restatements of information from previous reports.

By fostering strong partnerships and collaborations with committed stakeholders, we achieve greater collective impact. Aster DM Healthcare has reported with reference to the GRI Standards for the financial year 2023-24. We would like to highlight that our report, performance data, and claims undergo independent limited assurance by KPMG India.

MESSAGE FROM THE CHAIRMAN



Dr. Azad Moopen,
Founder & Chairman, Aster DM Healthcare

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 Medcare Royal New Specialty Hospital in the UAE, a state-of-the-art facility that embodies our dedication to delivering world-class healthcare.

This page is to be reviewed by Aster

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 730 tCO2e reduction in emissions through our renewable energy initiatives. Our commitment to waste management is evident in the 64,871 kilograms of waste recycled at our GCC hospitals. We have also expanded our green initiatives, with 1,000 trees planted at Hatta, Ras Al-Khaimah, 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 over ten mobile medical clinics operational in the GCC, 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.

The success of our digital health initiatives, notably the myAster app, has been extraordinary. Ranked as the ‘#1 Top-free medical’ app, myAster has become our digital transformation’s cornerstone, processing nearly 300,000 AED worth of daily orders in the e-pharmacy segment.

This represents a significant growth compared to FY22 and demonstrates our commitment to leveraging technology to enhance patient care and operational efficiency.

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.

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, supporting healthcare needs of underprivileged, and investing in medical research and innovations.

Quality Education

Aster ensures its outreach programs promote quality education and lifelong learning opportunities for all. The company supports investments in education eco-system and conducts training and support programs to ensure access to quality education and up skilling its workforce.



Gender Equality

Aster targets eliminating gender discrimination and provides equal opportunities to women and girls. The company employed more than 57% women, 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 in wide geography and promote it 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 the areas such as AI, cognitive psychology, blockchain, IoT, and behavioral 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 and clean-up drives. 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 toward its ESG targets and enhance international cooperation for sustainable development.



KEY HIGHLIGHTS



730 tCO₂e
Emission reductions from renewable energy consumption



1,787 MWh
Clean energy generation



1,154 KI
Water consumption reduction at Medcare Women & Children Hospital



710 KI
Water consumption reduction at Aster Al Khair Hospital, Ibri, Oman



64,871 kg
Waste recycled at aster hospitals gcc



Approx 10,000 AED
Worth of goods recycled



Additional 1,000
Trees planted at Hatta, Rak



1,200+ Kg
E-waste recycled



50%
Women representation at the board



5
Initiatives implemented for employee engagement strategies



95%
Middle management received regular performance feedback



88%
Junior management received career development reviews



57%
Women in workforce



76,970
Aster Volunteers globally



5 Million+
beneficiaries from Aster Volunteer Global Activities



12
Mobile Medical Clinics operational In MEA of 40+ global footprint



100%
Health insurance for permanent employees



100%
Accidental insurance for permanent employees



138
Male employees availed parental leave



499
Female employees availed parental leave



4.5 Million AED
Annual revenue



15%
Growth in annual revenue



11
Policies supporting the governance framework



100%
Resolved discrimination at workplace cases reported in 2022-23

MESSAGE FROM MANAGING DIRECTOR AND GROUP CEO OF THE GCC BUSINESS

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 organization. We have successfully navigated numerous challenges and emerged more robust, resilient, and dedicated to our mission of providing accessible and 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 sustainability 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 57% female representation within our workforce. Our commitment to social responsibility remains steadfast as we expand our community outreach programs, providing essential healthcare services to the underserved population.

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.

Alisha Moopen
Managing Director and Group CEO,
GCC Business

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.

This page is to be reviewed by Aster



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

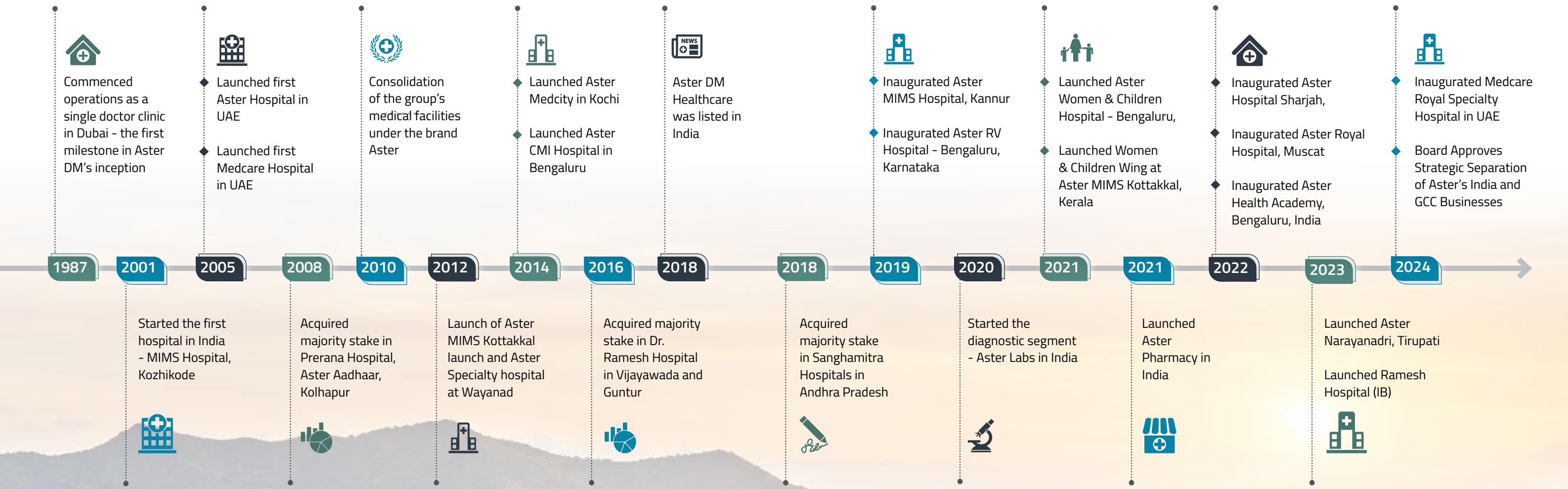
corporate affairs practices to support Aster's long-term sustainability goals. We are committed to continuous improvement, leveraging technology and innovation to drive efficiency, transparency, and accountability across all levels of our organisation.

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 - GCC



Aster DM Healthcare, operating across the GCC, has established itself as a trusted name in the industry, known for its patient-centric approach and commitment to excellence and sustainability.

Our network includes multiple hospitals equipped with cutting-edge medical technology, a range of specialised clinics, and a chain of pharmacies designed to provide comprehensive healthcare solutions. This extensive presence ensures that we can meet the diverse healthcare needs of a growing population.

In addition to providing top-tier medical care, Aster DM Healthcare is deeply committed to sustainability and corporate social responsibility. We recognise the critical role that healthcare providers play in promoting environmental stewardship and social well-being.

Our sustainability initiatives are integrated into every aspect of our operations, from reducing our environmental footprint to supporting community health and wellness programs.

Through innovation, collaboration, and a steadfast focus on sustainable practices, Aster DM Healthcare is leading the way in fostering a healthier, more sustainable future for all. We hope that our commitment to sustainability inspires and garners support from our stakeholders.

15
Hospitals

120
Clinics

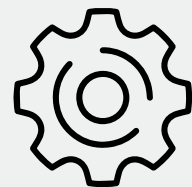
300
Pharmacies

29
Opticals



Aster DM Healthcare is a beacon of hope and care for people from all walks of life in the GCC region.

Through its three brands—Aster, Medcare, and Access—the organisation or group ensures that high-quality healthcare is accessible to everyone, regardless of socioeconomic status.



As of March 2023, Aster has developed a strong reputation and presence in the Gulf, with 15 hospitals, 118 clinics and 276 pharmacies across the UAE, Saudi Arabia, Qatar, Oman, Bahrain and Jordan.

Aster

The “Aster” brand represents the core of Aster DM Healthcare’s mission to offer high-quality, affordable healthcare services. Aimed at the general population, Aster facilities are widespread, providing comprehensive medical services, including general medicine, specialised treatments, and emergency care.

Aster
We'll Treat You Well
Healthcare for All



ACCESS
Affordable Healthcare Services

Access

“Access” is designed to serve the healthcare needs of economically disadvantaged and underserved communities. This brand ensures that even the most vulnerable can access essential healthcare services.

Medcare

“Medcare” is the premium brand under Aster DM Healthcare, offering advanced medical treatments and state-of-the-art facilities. Targeted towards those seeking specialised and high-end healthcare services, Medcare hospitals and clinics are equipped with the latest medical technology and staffed by highly qualified professionals.

**MED
CARE**
Premium Healthcare Services



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.



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.



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-centered care. Our team of highly
skilled healthcare professionals is committed
to providing personalised treatment and
compassionate care to every patient.



Our Values



Excellence

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



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.



Compassion

To move beyond
boundaries with
empathy and care.



Passion

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



Integrity

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



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 the Gulf Cooperation Council (GCC) region, 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 GCC region.



ASTER HOSPITALS IN GCC



Comprehensive
Medical Services



State-of-the-Art
Facilities



Commitment to
Quality and Safety



Innovation and
Research



Skilled healthcare
professionals



Community Engagement
and Outreach

GCC FOOTPRINT

Aster Hospitals, a key component of Aster DM Healthcare, are strategically located across the Gulf Cooperation Council (GCC) region. It provides top-tier medical care to diverse populations. Renowned for it's patient-centred approach, these hospitals are equipped with advanced medical technology and staffed by highly skilled healthcare professionals.

With cutting-edge diagnostic and therapeutic equipment, **15 Aster hospitals** provide accurate diagnoses and effective treatments, creating a comfortable and healing environment for patients.

Quality and patient safety are paramount at Aster Hospitals, so they adhere to international healthcare standards and best practices, ensuring that patients receive safe, effective, and compassionate care.

KSA

Aster Hospital Sanad, Riyadh

QATAR

Aster Hospital, Doha



UAE

Aster Hospital, Mankhool

Aster Hospital, Al Quasis

Aster Hospital, Muhaisnah (Sonapur)

Aster Cedars Hospital, Jebel Ali

Aster Hospital Sharjah

Medcare Speciality Hospital, Al Saffa, Jumeirah

Medcare Orthopedics & Spine Hospital, Jumeirah

Medcare Women & Children Hospital, Jumeirah

Medcare Speciality Hospital, Sharjah

Medcare Royal Speciality Hospital, Al Quasis

OMAN

Aster Al Raffah Hospital, Ghubra, Muscat

Aster Al Raffah Hospital, Sohar

Aster Al Khair Hospital, Ibri



Aster Hospital, Mankhool, Dubai

Aster Hospital Mankhool stands out as one of the best multispecialty hospitals in the UAE.

 **100**
Beds

 **8**
Neonatal ICU (NICU) beds

With spacious interiors, modern facilities, and a team of well-trained healthcare experts, it offers exceptional care across various medical fields.

Notably, the hospital features the most advanced Neonatal Intensive Care Unit (NICU) in the region, ensuring top-tier care for newborns in critical conditions.

Aster Hospital, Al Qusais, Dubai

Aster Hospital, Al Qusais delivers an exceptional standard of medical expertise and comprehensive quality care.

 **150**
Beds

 **9**
NICU beds

As a 150-bed multispecialty hospital with state-of-the-art facilities, it offers a wide range of private healthcare services and serves as a leading tertiary care centre and hub of Aster Hospitals in GCC.



Aster Hospital, Muhaisnah, Dubai

Aster Hospital at Muhaisnah, a facility dedicated to providing critical care to its patients, is located at Algeria Street in Sonapur (Dubai).

 **50**
Beds

 **15**
Outpatient
Departments for
Consultations

Dedicated to critical care, and equipped with modern technology for treating severe health conditions.

The highly trained medical professionals provide holistic and compassionate care, offering practical treatments that address root causes while alleviating symptoms, ensuring comprehensive and effective patient care. Serving as a spoke unit of Aster Hospital, Al Quasis.

Aster Cedars Hospital, Dubai

Aster Cedars Hospital in Jebel Ali, UAE is an emergency community care hospital dedicated to providing accessible and affordable healthcare, an extension of spoke unit of Aster Hospital, Mankhool, Dubai.

 **114**
Beds

 **2**
Intensive Care Units

This facility offers a wide range of specialised treatments and expert care, combining cutting-edge infrastructure, state-of-the-art technology, and exceptionally skilled medical practitioners.

As a patient-centric centre it serves as a comprehensive solution for those requiring outpatient services.



Aster Hospital, Sharjah

Aster Hospital, Sharjah, is one of the leading hospitals in Sharjah Emirate and is dedicated to providing world-class, patient-centric care catering needs of Sharjah and Northern Emirates.

 **100**
Beds

 **7**
NICU Beds

Known for its technological and medical excellence, the hospital is designed with patient comfort and satisfaction in mind, featuring serene surroundings, spacious interiors, and advanced facilities that promote sustainable recovery.

Our multidisciplinary services are delivered by specialised experts and highly trained healthcare staff, ensuring top-quality care and making Aster Hospital Sharjah one of the premier healthcare institutions in the Emirate.

Aster Sanad Hospital, Riyadh

Aster Sanad Hospital in Riyadh is one of the top hospitals in Saudi Arabia, boasting 218 operational beds and offering comprehensive inpatient and outpatient care.

 **218**
Beds

 **7**
Specialised clinics

The hospital provides a wide range of medical specialties and is equipped with advanced facilities for all types of surgical procedures, a complete imaging department, an advanced laboratory, internal and outpatient pharmacies, and a physiotherapy department.

The hospital is accredited by CBAHI, demonstrating its commitment to maintaining excellent healthcare standards.



Aster Hospital, Qatar

Aster Hospital, Qatar, the first Aster Hospital in the region is designed to prioritize patient comfort with its spacious interiors and advanced facilities, fostering a healing environment.

 **50**
Beds

 **15**
specialties

Aligned with Qatar National Health Strategy 2030, the hospital aims to contribute to a vibrant and healthy society by providing high-quality healthcare across 15 specialties.

The hospital also emphasizes preventive healthcare and ongoing professional development, reflecting its commitment to the future of healthcare in Qatar.





Aster Royal Al Raffah Hospital

Aster Royal Al Raffah Hospital, Al Ghubra, Muscat represents a significant advancement in Oman’s healthcare sector, aligning with the goals of Oman Vision 2040.

 **175**
Beds

 **1.5 Tesla**
MRI Facility

As Aster DM Healthcare’s first hospital, in Oman, it marks a new milestone in our 16-year journey of delivering compassionate care.

This state-of-the-art facility, featuring 175 beds, offers cutting-edge treatment and comprehensive healthcare services, enhancing our ability to meet the nation’s healthcare needs with excellence and innovation.

Aster Al Raffah Hospital, Sohar

Aster Al Raffah Hospital in Sohar first hospital in the region, is a JCI-accredited, multispecialty facility in Oman.

 **60**
Beds

 **Advanced**
CATH Lab

It offers Specialised treatments for both acute and chronic disorders, delivering primary healthcare services through a team of highly skilled and experienced specialists.

These experts are adept at diagnosing and treating a wide range of conditions, from simple to complex, ensuring that residents of Oman have access to high-quality, accessible healthcare services.



Aster Al Khair Hospital, IBRI

Aster Hospital in IBRI is a CA-accredited facility and the only private hospital in the Al Dhahirah region.

 **22**
Beds

 **Advanced**
MRI Facility

Located in the city of IBRI, the hospital is dedicated to delivering clinical excellence tailored to the health needs of local residents.

Designed with a patient-centric approach, it features a soothing, spacious, and uncluttered environment that creates a warm and caring ambience.

This thoughtful design helps put patients at ease, contributing to a more efficient recovery process.



Medcare Specialty Hospital, Dubai

Envisioned for those who seek fine medical care in elegant surroundings, Medcare Hospital is Dubai’s first premium specialty private hospital offering luxury medical services.

 **64**
Beds

 **20+**
Specialities Offered

Medcare’s elite standards are recognised by the prestigious Joint Commission International (JCI) accreditation, which is considered the gold standard for hospitals worldwide.

With luxurious hallways, spacious rooms, and suites filled with amenities, Medcare provides state-of-the-art treatment in a comfortable environment, reshaping the experience of hospital care.





Medcare Royal Specialty Hospital, Dubai

Medcare Royal Specialty Hospital redefines premium healthcare through cutting-edge medical technologies and infrastructure, ensuring world-class healthcare delivery.

 **126**
Beds

 **55**
Consultation Rooms

Our distinguished facility stands as a beacon of prestige and excellence, offering uncompromising quality in advanced medical and surgical care to Dubai residents.



Medcare Orthopaedic & Spine Hospital, Dubai

Medcare Orthopaedic & Spine Hospital is the first hospital in the MENA region accredited as a Centre of Excellence for foot and ankle, knee and hip replacement, and spine surgery.

 **27**
Beds

 **14**
Specialities Offered

This facility, recognised by DNV Healthcare USA and accredited by JCI, offers comprehensive care for the prevention, diagnosis, and treatment of a wide range of musculoskeletal conditions.

With cutting-edge technology like the Loop-X mobile imaging robot, Medcare Orthopaedic & Spine Hospital enhances surgical precision, ensuring superior outcomes for patients.

Medcare Women & Children Hospital, Dubai

Medcare Women & Children Hospital in Dubai boasts the best women and child specialist doctors, offering a comprehensive range of services from preventative health checks to advanced gynaecological surgery.

 **88**
Beds

 **15**
Specialities Offered

Staffed almost entirely by women, the hospital specialises in gynaecology, neonatology, fetal medicine, and pediatric care with a holistic approach.

The facility is designed for patient convenience and comfort, featuring elegant and private patient-care spaces that promote healing.





Medcare Specialty Hospital, Sharjah

Medcare Hospital in Sharjah is a premier 24-hour facility, offering comprehensive outpatient, day care, inpatient, and emergency services in Sharjah Emirate.

 **120**
Beds

 **25+**
Specialities Offered

Our multidisciplinary team of expert doctors provides high-quality care supported by skilled nurses, therapists, and technologists to patients of all ages.

Equipped with world-class facilities, including advanced MRI and ultrasound scanners, state-of-the-art operation theaters, and intensive care units, Medcare Hospital ensures effective and precise treatment.

WELLTH

Creating an Integrated Healthcare Brand in UAE

Wellth, launched by Aster DM Healthcare in November 2022, represents a pioneering approach to healthcare in the UAE by integrating mind-body-spirit wellness into its core philosophy.

This holistic and contemporary brand is dedicated to helping individuals achieve happier, healthier, and more peaceful lives through a comprehensive approach to well-being.

A Holistic Approach

Wellth embraces a holistic model of care that combines traditional medical practices with alternative therapies.

Expert Guidance

Wellth UAE benefits from the expertise of renowned global health and wellness experts, including Dr. Deepak Chopra and Dr. Frank Lipman.

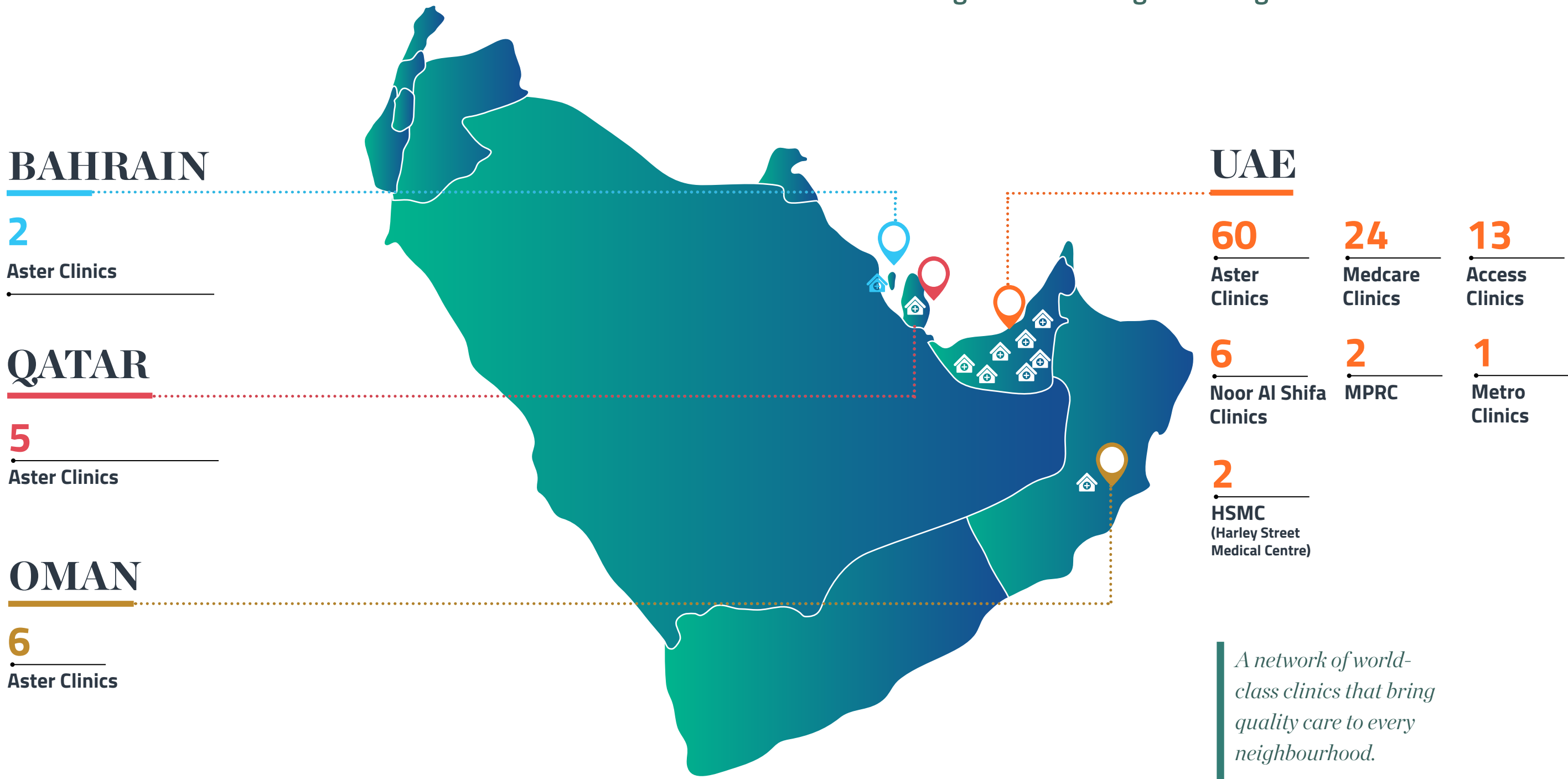


Wellth's commitment to well-being is reflected in its innovative programs and community initiatives. By promoting a holistic lifestyle and providing access to world-class wellness expertise, Wellth aims to empower individuals to take charge of their health and lead more fulfilling lives.

ASTER CLINICS GCC

Aster DM Healthcare operates a comprehensive network of clinics (Aster Clinics, Medcare Clinics and Access Clinics) across the GCC region. With a strong presence in the UAE, Oman, Qatar, and Bahrain. These Clinics delivers 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.



ASTER CLINICS

Aster Clinics, an integral part of Aster DM Healthcare, is strategically located throughout the Gulf Cooperation Council (GCC) region. It offers accessible and high-quality medical care to communities.



60

Aster Clinics



8

Clinics Opened in FY 2023-24

These clinics serve as primary care and specialised outpatient centres, ensuring that a wide range of healthcare services are available to meet the population’s diverse needs.





Convenient Accessibility



Comprehensive Outpatient Services



Patient-Centric Approach



Community Engagement



Preventive Health and Wellness Programs



Advanced Diagnostic and Treatment Facilities



Skilled and Compassionate Healthcare Professionals

MEDCARE MEDICAL CENTRE



24

Medcare Medical Centres in UAE



Live Tele Consultations

Medcare Medical Centres is a premier healthcare institution committed to delivering comprehensive medical services in a compassionate environment.

With a dedicated team of highly skilled healthcare professionals and cutting-edge facilities, Medcare Medical Centres offers an extensive array of medical specialties and diagnostic services, catering to the diverse healthcare needs of premium segments of the community.

At the core of Medcare Medical Centres' ethos is patient-centred care. Whether it involves primary care, specialised consultations, diagnostic tests, or preventive health services, the focus remains on delivering the highest quality healthcare in a comfortable and welcoming atmosphere.

ACCESS CLINICS



13

Access Clinics in GCC



Primary Healthcare Facilities

As part of Aster GCC the largest healthcare chain in the Gulf, Access Clinics has explicitly been conceptualised to meet people’s day-to-day healthcare needs, offering highly affordable and high-quality healthcare solutions.

Strategically located in industrial and residential areas in Dubai and Sharjah,, these clinics primarily cater to the working class, offering essential healthcare services that are easily accessible and affordable.

Access Clinics have been designed as an integral model of care, offering primary healthcare facilities alongside allied services. This comprehensive approach ensures that patients receive holistic care that addresses their immediate and long-term health concerns.

ASTER PHARMACIES AND RETAIL

Aster Pharmacies and Retail, a leading healthcare retailer, operates an extensive network of pharmacies and optical stores across the GCC region. The extensive network ensures convenient access to healthcare essentials, supporting the region’s healthcare goals.

JORDAN

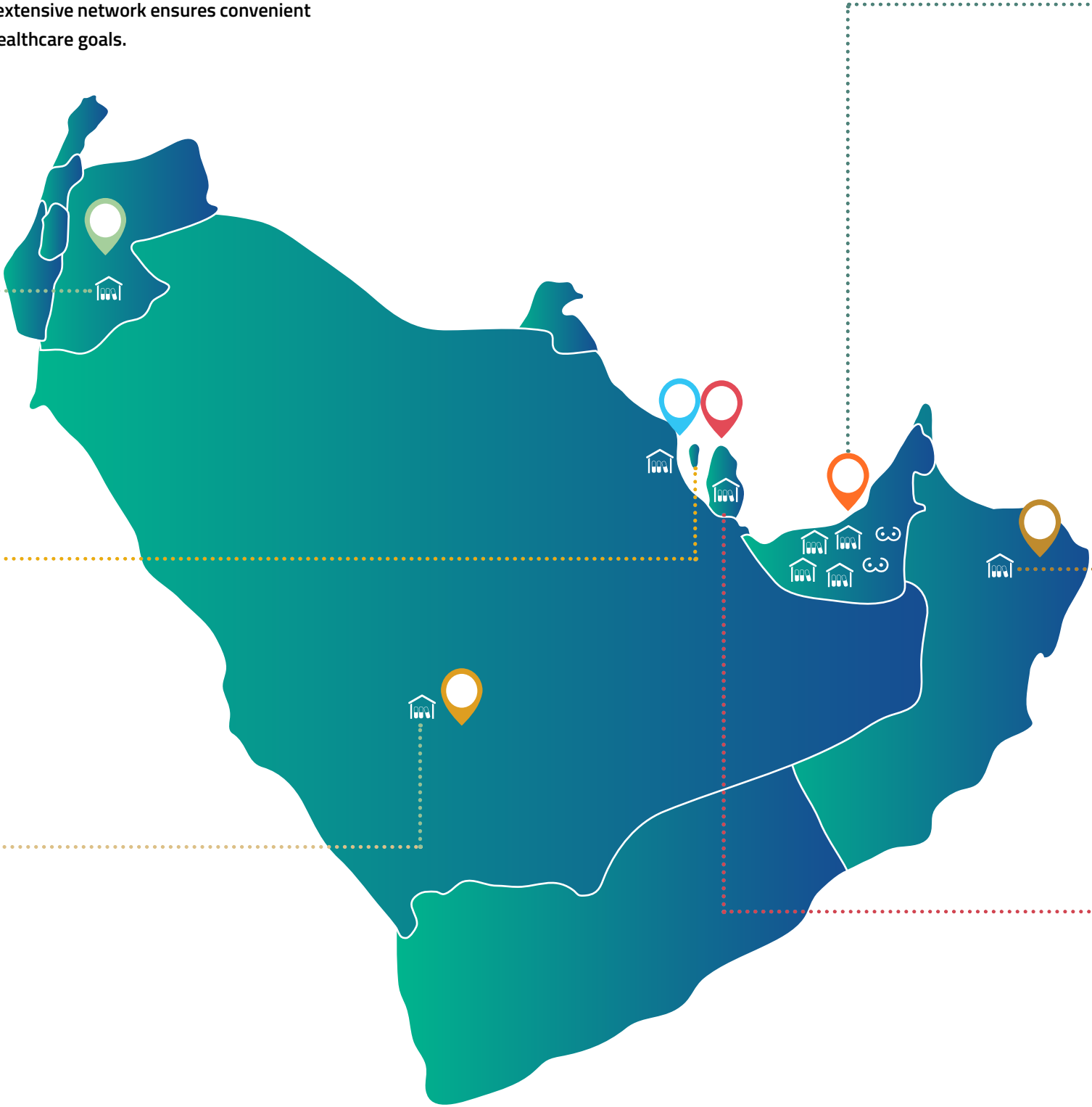
10
Aster Orange
Pharmacies

BAHRAIN

2
Aster Pharmacies

KSA

9
Aster Pharmacies



UAE

234 Aster Pharmacies	17 Aster Optics	12 Aster Grand Optics
3 Noor Al Shifa Pharmacies	1 HSMC Pharmacy	1 Metro Pharmacy

OMAN

6
Aster Pharmacies

QATAR

5
Aster Pharmacies

ASTER PHARMACY

Aster Pharmacy, a distinguished division of Aster DM Healthcare, brings over two decades of experience in pharmaceutical retailing to the GCC region.



“Your
Neighborhood
Pharmacy,
Anytime,
Anywhere”

Today, it is recognised as the region’s leading pharmacy retail chain, known for its steady commitment to “delivering good health & happiness.”

This commitment is realised through its network of friendly neighbourhood pharmacies that are both customer-centric and easily accessible.

Aster Pharmacy places the customer at the heart of its operations. Each pharmacy is strategically located to ensure maximum accessibility, making it easy for communities to access essential medications and health products.

The pharmacies are designed to create a welcoming environment where customers can receive personalised care and expert advice from knowledgeable pharmacists.

With each new advancement, the pharmacy chain strives to bridge the gap between its services and consumer needs.

Whether through online prescription refills, home delivery services, or health and wellness programs, Aster Pharmacy leverages technology and innovation to enhance the customer experience and ensure that their health needs are met conveniently and efficiently.

300
Aster Pharmacies in GCC

25
Opened in FY 2023-2024

ASTER OPTICALS

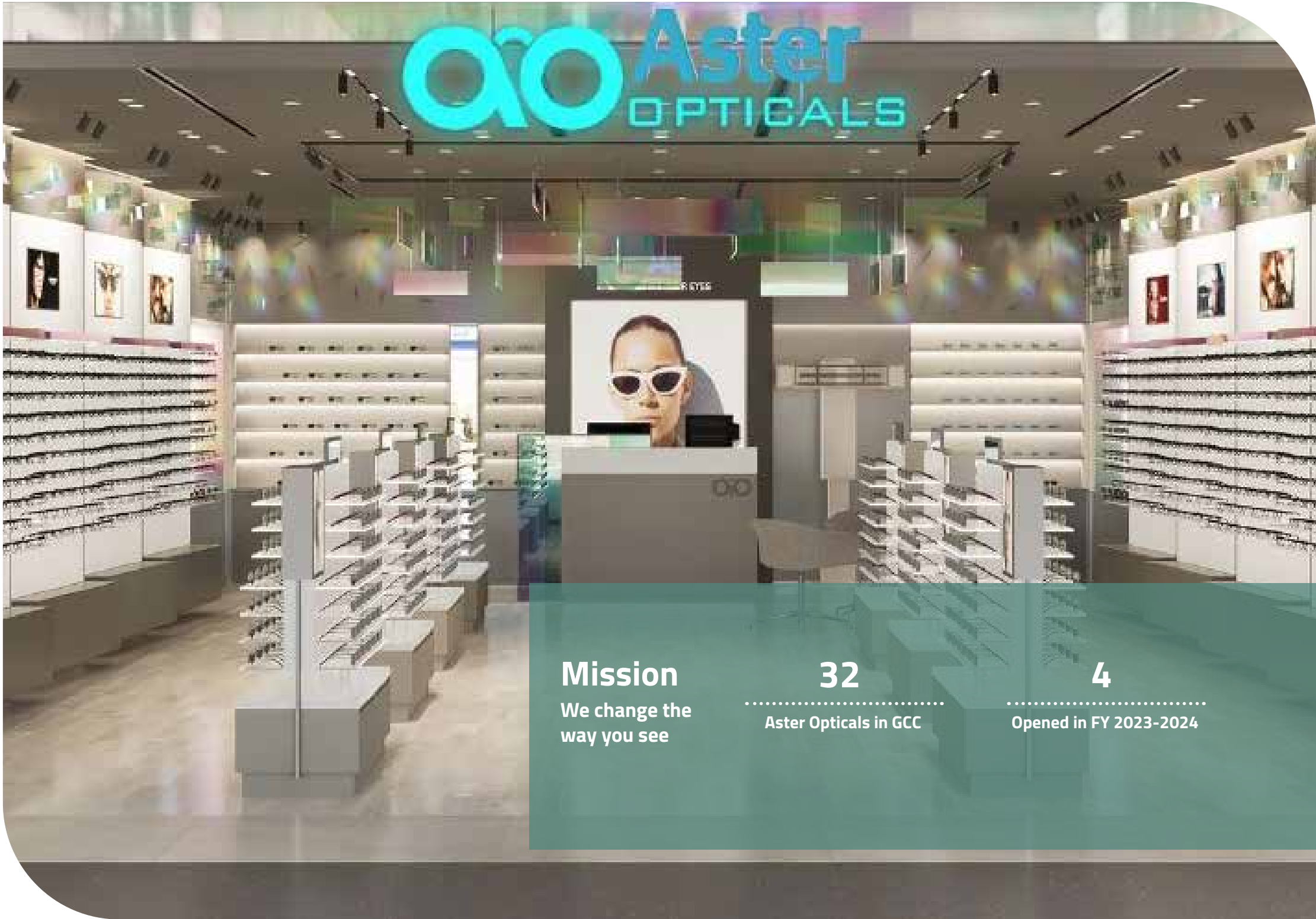
Founded in 2014 as a division of Aster DM Healthcare, Aster Optical has rapidly established itself as the optician of choice in the UAE.

It has positioned itself as a premier provider of complete eye care solutions. From routine eye exams to specialised optical services, Aster Optical caters to all vision needs under one roof, ensuring that customers receive the best care for their eyes.

Equipped with the latest technology, Aster Optical's eye test facilities provide precise and thorough eye examinations. These cutting-edge tools enable accurate diagnoses and personalised treatment plans, ensuring optimal eye health for every customer.

Aster Optical is dedicated to delivering a superior customer experience. The knowledgeable staff and optometrists ensure that each visit is comfortable, informative, and tailored to the individual's needs.

Aster Optical is backed by a strong network of ophthalmologists, ensuring comprehensive care beyond routine optical services.



Mission
We change the way you see

32
Aster Opticals in GCC

4
Opened in FY 2023-2024



GOVERNANCE

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.

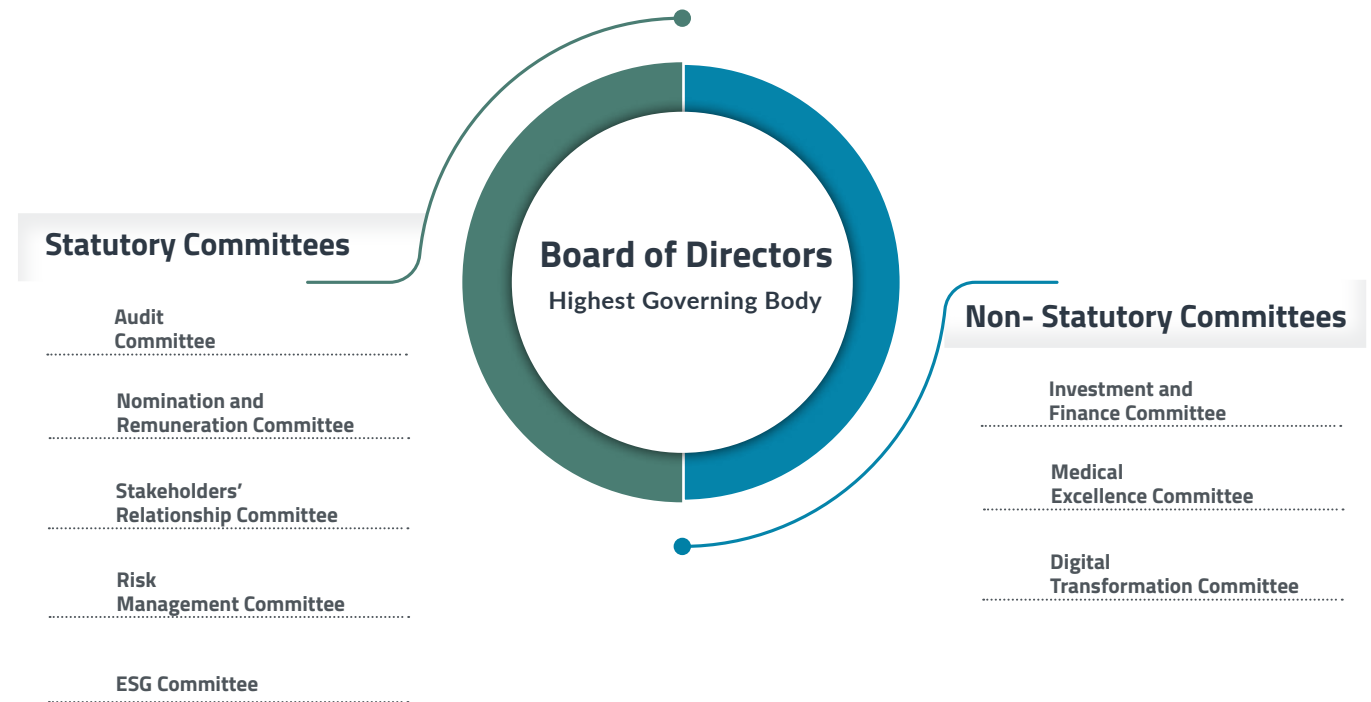
By adhering to regulatory standards and best practices, we ensure that our actions serve the best interests of all stakeholders, including employees, customers, investors, and the community. This approach fosters a culture of integrity, trust, and continuous improvement, which is crucial for long-term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

monitoring management performance and ensuring compliance with regulatory requirements. As of March 31, 2024, the Board consists of 8 members: 6 Non-Executive Directors, 1 Managing Director and 1 Founder Chairman. The names and classifications of the Directors as of this date are listed below.



Dr. Azad Moopen
Founder & Chairman



Ms. Alisha Moopen
Managing Director



Ms. Nazeera Azad
Non-Executive Director



Ms. Ziham Moopen
Non-Executive Director



Ms. Zeba Moopen
Non-Executive Director



Mr. Iqbal Khan
Non-Executive Director



Mr. Atif Mahmood
Non-Executive Director



Mr. Bader Musaед Al Sayer
Non-Executive Director



Marwan Abdulaziz Janahi
Senior Vice President

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). 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 ESG and SRC are instrumental in advancing Aster’s commitment to sustainable growth and positive community impact.

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 one female and 4 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 two members including one female and one male who bring diverse expertise to the assessment and enhancement of medical excellence.



This page should be reviewed from the governance team

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 one female and 2 male bringing a balanced perspective to its responsibilities.

Digital Transformation 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 two members including one female and one male, 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 2 male and 2 female members, providing a balanced approach to managing and mitigating organisational risks.

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,

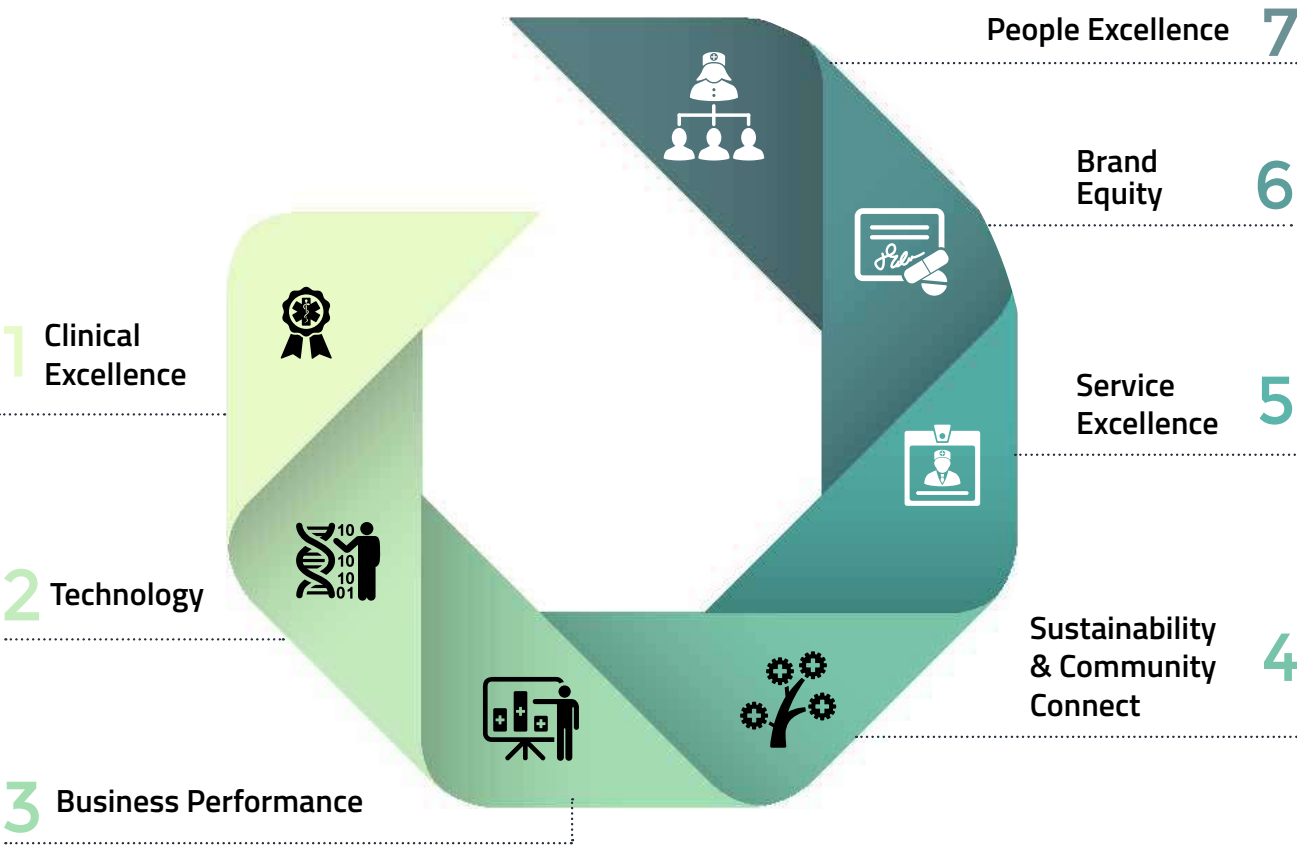
ensuring alignment with our long-term vision and strategic priorities.

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 Areas (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.

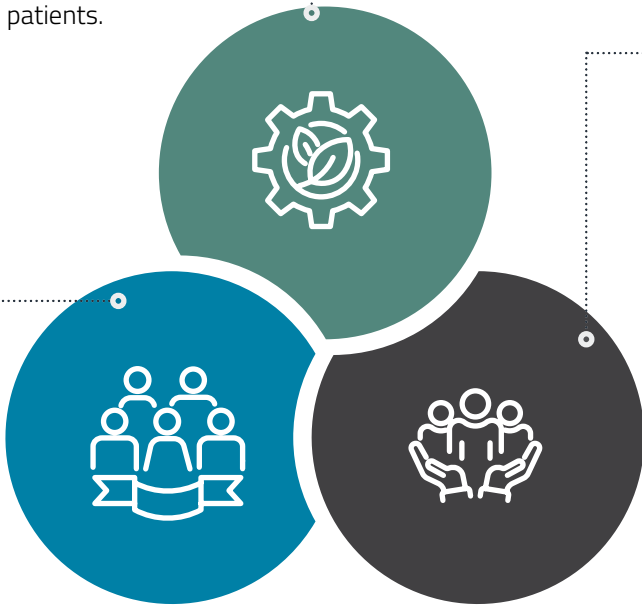
The graphic below offers an overview of the ESG risks we identify and manage across our operations.

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. The 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

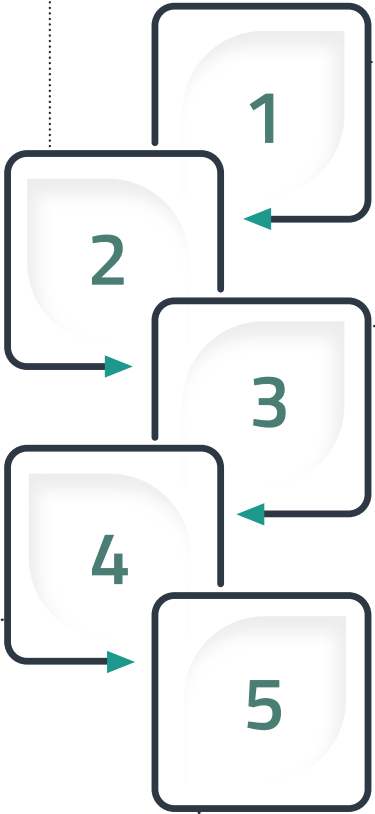
To manage ESG risks effectively, we follow a comprehensive approach:

Identifying ESG Risks and Impacts

Identify potential ESG risks and impacts by evaluating both the contributions the business makes to ESG factors ('inside out') and the effects of external ESG events on the business ('outside in'). This comprehensive approach ensures that both internal practices and external factors are considered 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 that robust risk controls, policies, and practices are established 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 above 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

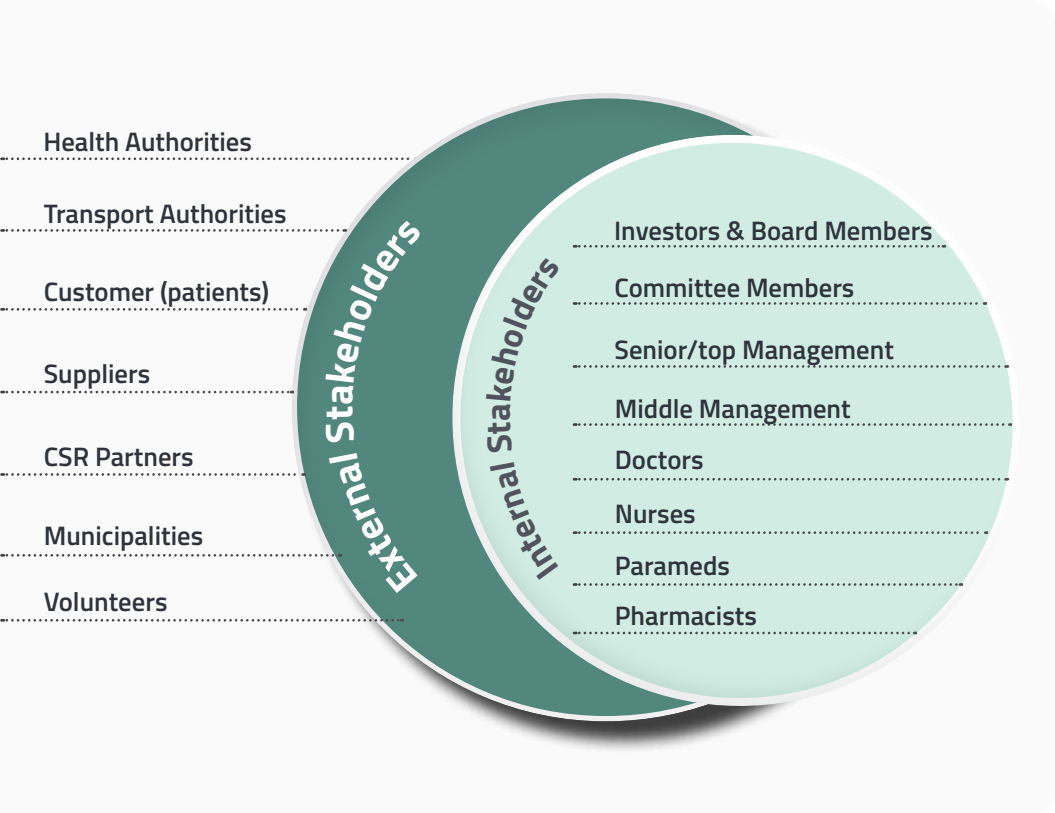
STAKEHOLDER
ENGAGEMENT

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.



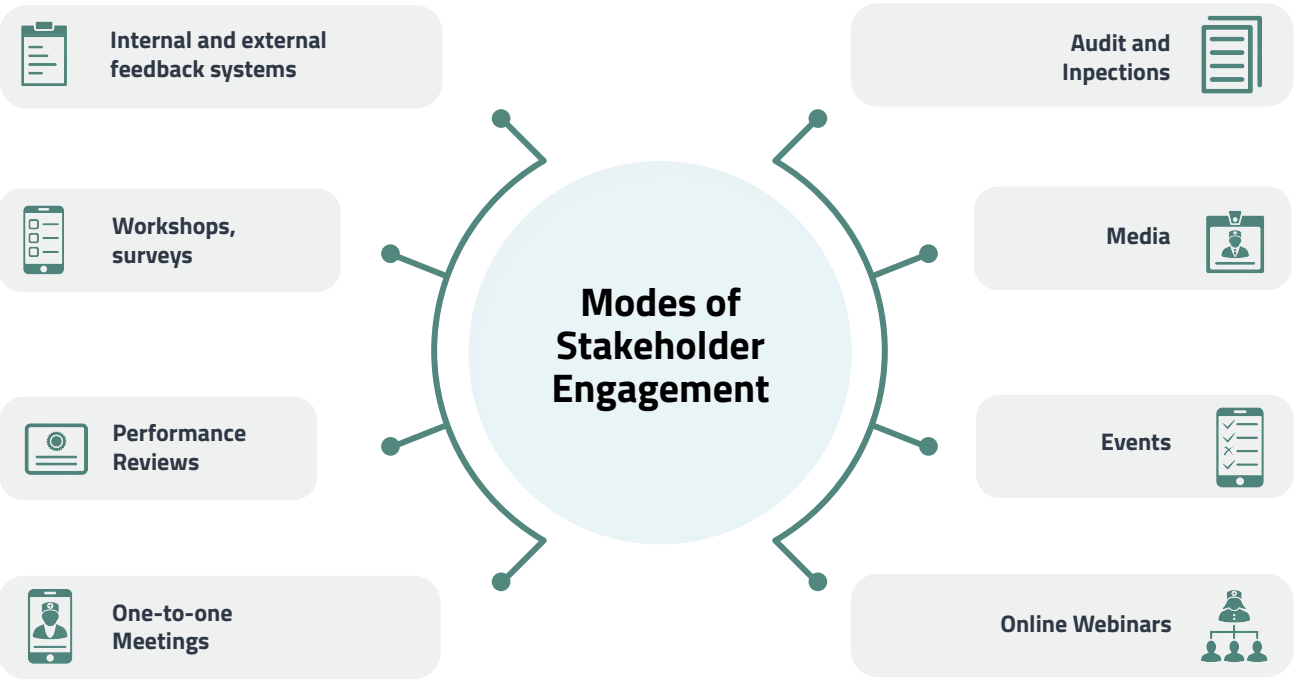
MATERIALITY ASSESSMENT

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.

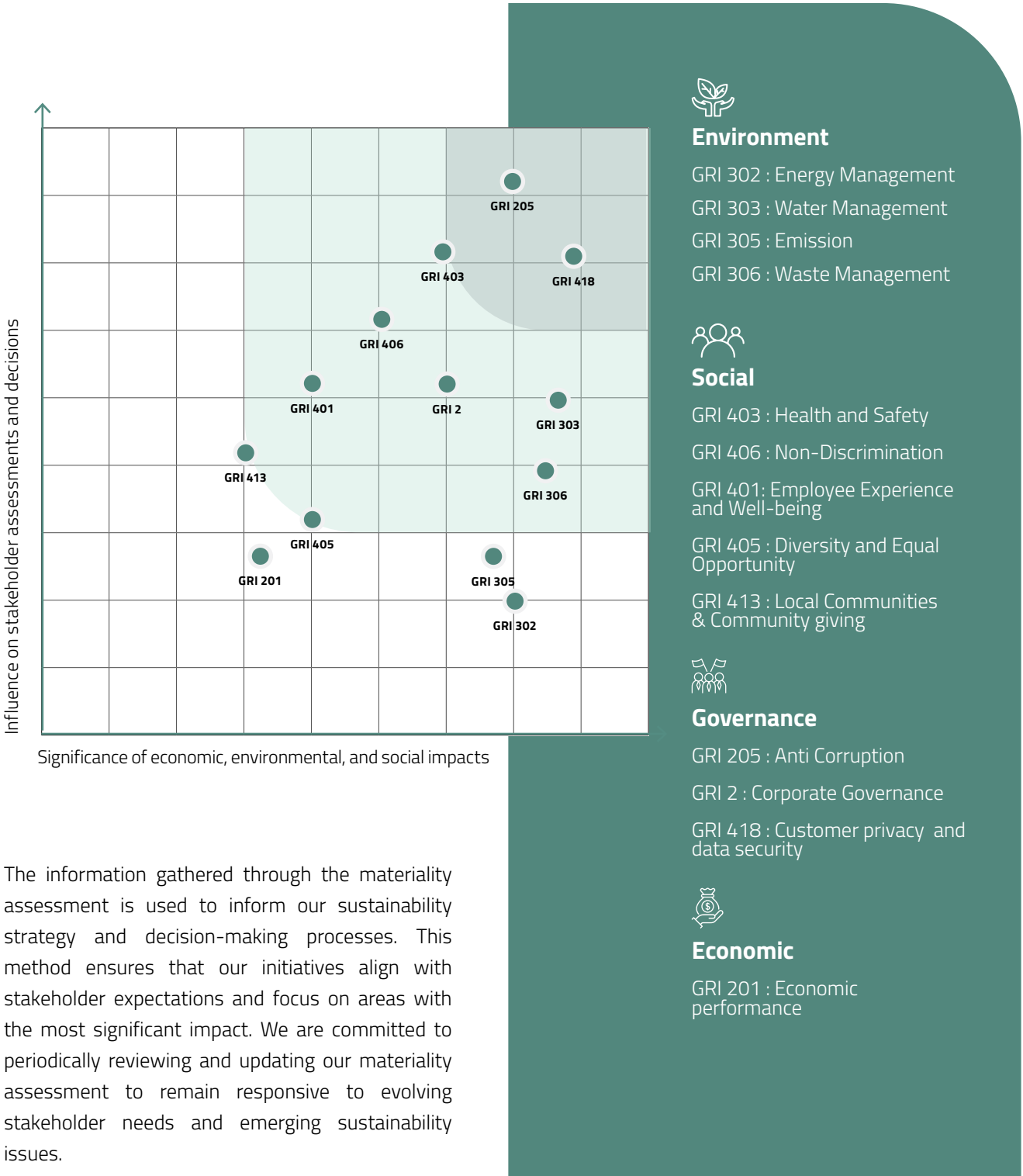


PRIORITISING MATERIAL TOPICS

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.



The information gathered through the materiality assessment is used to inform our sustainability strategy and decision-making processes. This method ensures that our initiatives align with stakeholder expectations and focus on areas with the most significant impact. We are committed to periodically reviewing and updating our materiality assessment to remain responsive to evolving stakeholder needs and emerging sustainability issues.

ECONOMIC PERFORMANCE



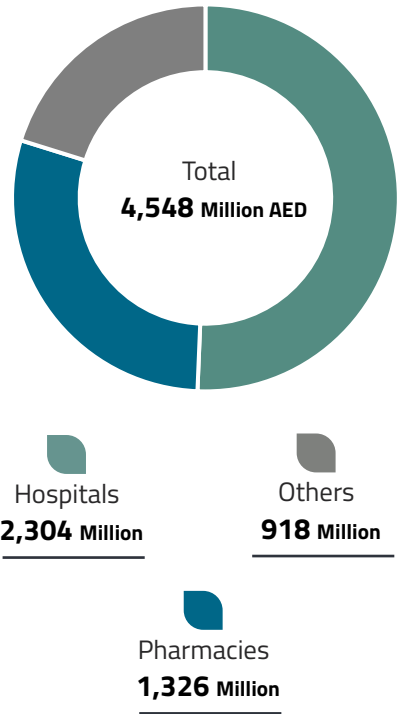
Aster GCC continues to play a pivotal role in the group’s financial performance, reflecting the growing demand for healthcare services across the region’s hospitals, clinics, and retail.

The GCC 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.

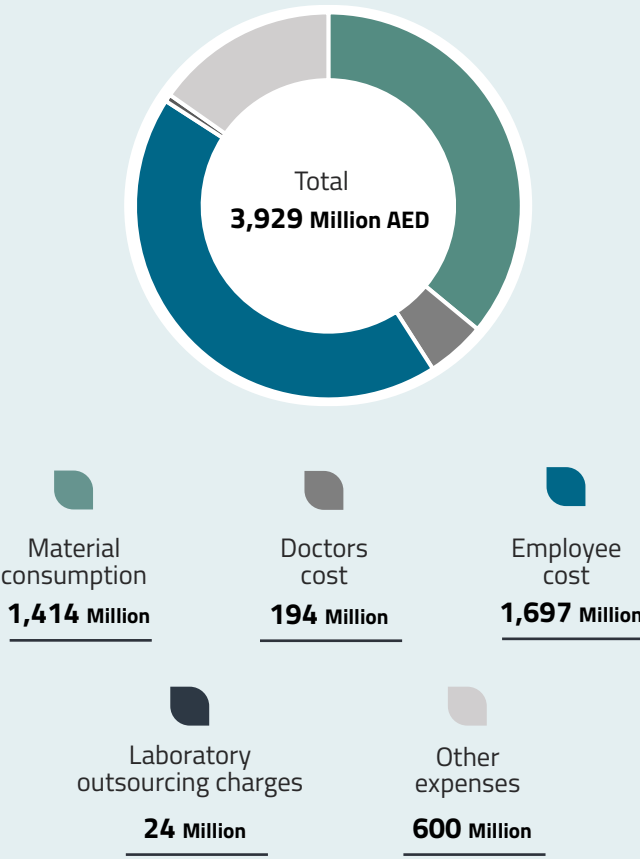
In the fiscal year 2023-24, Aster GCC’s contribution to Aster DM Healthcare’s revenue was substantial, accounting for approximately 74%, which amounts to 4,548 million AED.

Aster GCC’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 retail and clinics, reflecting the company’s comprehensive approach to healthcare delivery in the region. The hospital segment is the most significant contributor to Aster GCC’s revenue, accounting for 51% of the total revenue. Aster’s pharmacies and clinics contributed 29% and 20% of the total revenue, respectively, highlighting their supportive yet vital roles within the company’s overall business model.

Source-wise revenue breakdown for Aster GCC



Operational expenses breakdown for Aster GCC



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

The most significant portion of operational expenses is attributed to employee costs, which represents 43% of the total expenses.

This is followed by material consumption costs, which comprise 36% of the total expenses.





SOCIAL

OUR PEOPLE



In the healthcare sector, people are the most valuable assets. From doctors, nurses, paramedics to support staff, managers, and corporate functions, everyone plays a crucial role. We believe that employees are our greatest asset, and our practices are designed to promote their well-being, development, and engagement.

We believe that fostering a supportive, inclusive, and dynamic work environment is essential to driving excellence and innovation across our operations. With a diverse workforce representing different nationalities, the Aster GCC Group proudly employs a total of 12,351 permanent employees across the region.

This diverse and talented team forms the backbone of our organisation, enabling us to deliver high-quality healthcare services and advance our sustainability initiatives.

As we continue to grow, our focus remains on enhancing employee well-being, promoting professional development, and creating an environment supporting both personal and career growth.

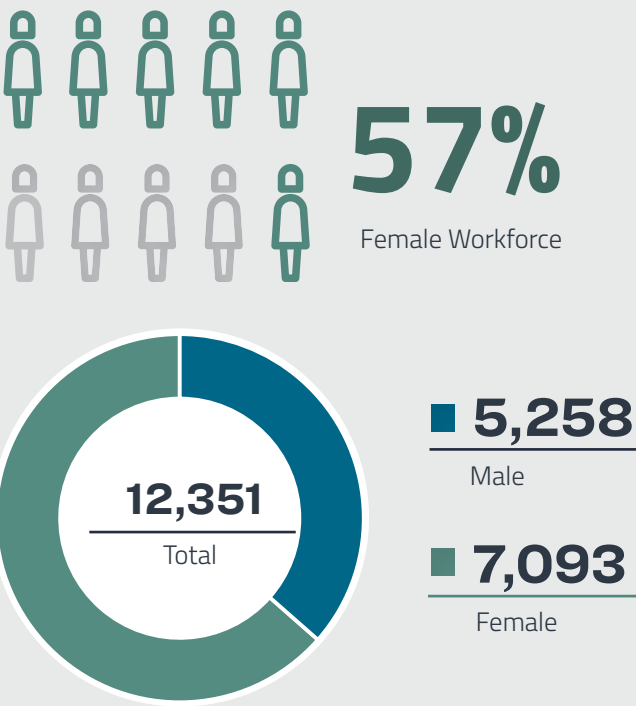


FOSTERING AN INCLUSIVE WORKPLACE

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 extends beyond representation to creating an environment that truly embraces differences in gender, age, ethnicity, culture, and experience.

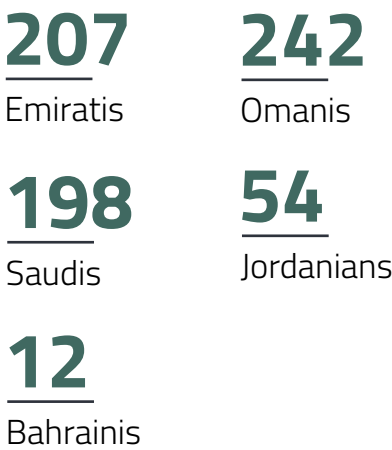
Among our total workforce of 12,351 across the GCC, 7,093 are women, reflecting our strong commitment to gender diversity and inclusion.



NATIONALISATION

At Aster DM Healthcare, we deeply support the nationalisation agenda by fostering local talent and creating pathways for career growth within the regional healthcare sector. By prioritising the recruitment, development, and retention of qualified national professionals, we aim to contribute to the nation’s long-term sustainability goals while delivering world-class healthcare services.

Our focus is empowering local talent through continuous training, leadership programs, and career advancement opportunities, ensuring a diverse and inclusive workforce that reflects our communities.



AGE DISTRIBUTION
OF EMPLOYEES IN GCC



The age distribution of our employees across the GCC region reveals a diverse and experienced workforce, with a notable concentration in the 30-50 years age bracket.

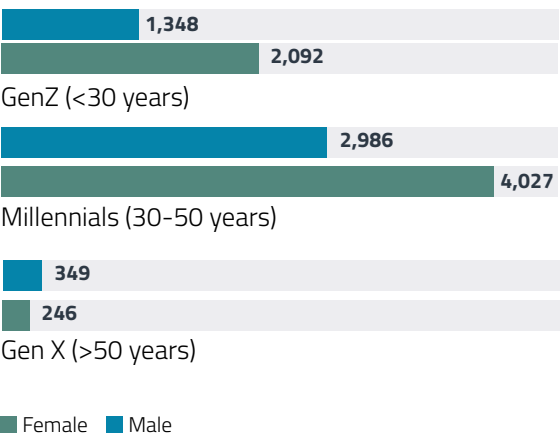
In our GCC operations, approximately 61% of employees fall within the 30-50 years age range. This significant proportion highlights the presence of a mature and experienced demographic within our organisation.

Employee category Permanent Employees (On Payroll - Staff)

Local National Hire

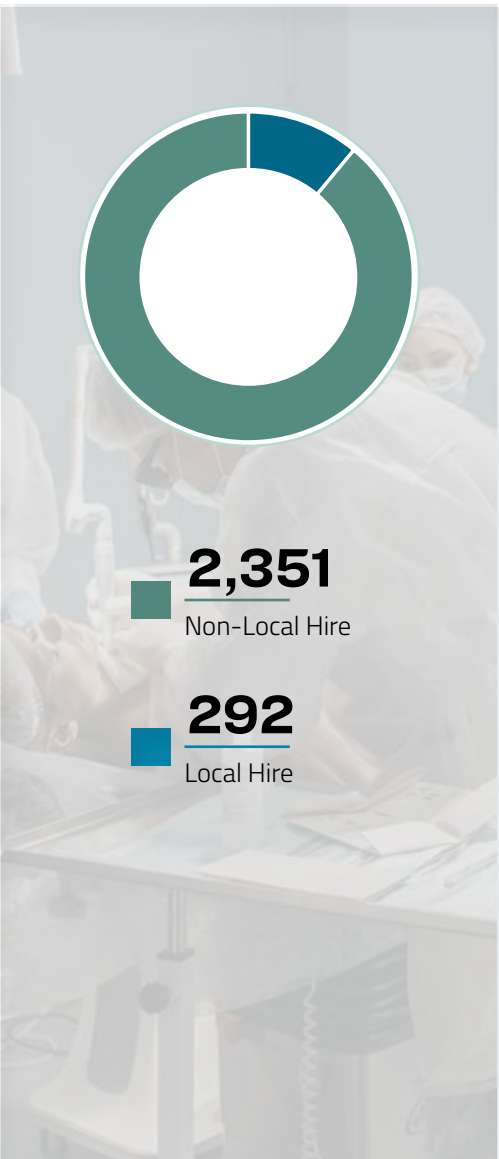


Non-Local National Hire



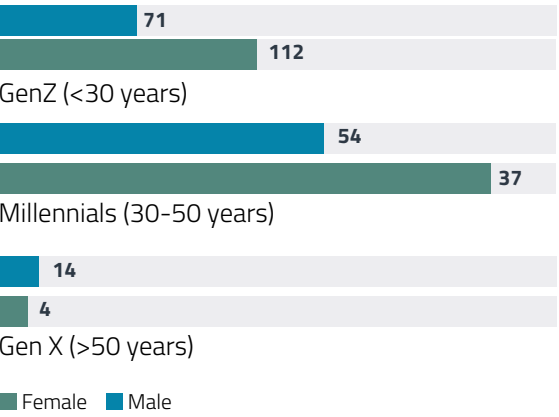
EMPLOYEE TURNOVER

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

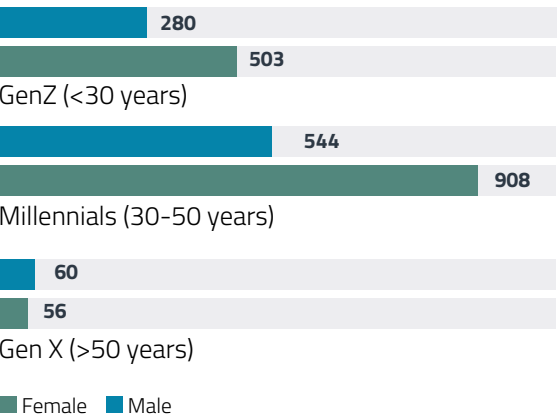


Employee category Permanent Employees (On Payroll - Staff)

Local National Hire



Non-Local National Hire



EMPLOYEE ENGAGEMENT AND RECOGNITION

At Aster DM Healthcare , employee engagement and recognition are integral to our organisational 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. We are dedicated to attracting and retaining top-tier healthcare practitioners through various innovative and supportive initiatives.

- 

Buddy Programmes
A new joiner is paired with an experienced employee who provides guidance and support throughout their first few weeks on the job.
- 

Medical Director meetings
These meetings are designed to enhance healthcare delivery, foster collaboration among medical specialties, and ensure alignment with strategic goals.
- 

Specialty Clubs for Doctors
These platforms focus on specific medical specialties and aim to foster connections among doctors, facilitating the exchange of knowledge and provide opportunities for professional development.
- 

Annual Doctors Meet & Felicitation
This yearly event encourages team bonding, knowledge dissemination, and networking among healthcare practitioners. It also celebrates their contributions, recognising and honouring their dedication and achievements.
- 

Front Line Obsession (FLO) engagement sessions
It is a strategic program designed to strengthen the relationship between the leadership team and frontline employees, who are crucial in providing quality care to our patients. The main objective of this initiative is to create an environment where all employees, especially those directly involved in patient care and services, feel heard, valued, and empowered.

COMPREHENSIVE HEALTHCARE AND PROTECTION

We are committed 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. Accidental insurance provides financial security in case of any unforeseen events.



100%
Permanent Employees covered by Health Insurance



100%
Permanent Employees covered by Accidental Insurance





COMMITMENT TO PARENTAL SUPPORT AND FLEXIBILITY

We support our employees through critical life events such as the arrival of a new child.

Our comprehensive parental leave policies are designed to provide the necessary support and flexibility to both mothers and fathers, ensuring they can balance their professional and personal responsibilities effectively during this critical time.

In 2023, a total of 499 female employees availed of maternal leave while 138 male employees took advantage of paternal leave.

We warmly welcome employees back from parental leave and create an environment that supports their ongoing ability to care for their children. We are committed to ensuring that all employees have access to parental leave benefits, in full compliance with relevant local laws, rules, and regulations.

Sr. No.	Particulars	Permanent Employees	
		Male	Female
1	Employees that were entitled to parental leave	138	499
2	Employees that availed parental leave	138	499
3	Employees that Returned to work after parental leave ended	137	427
4	Number of employees due to return to work after parental leave	1	78
5	Employed with the organisation for 12 months after parental leave	143	349
6	Total number of employees returning from parental leave in the prior reporting period	153	443
7	Returned to work rate	99%	86%
8	Retention rate	93%	79%



LEARNING & DEVELOPMENT (L&D)



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.

It fosters a culture of innovation and excellence, driving both organisational growth and superior healthcare service delivery.

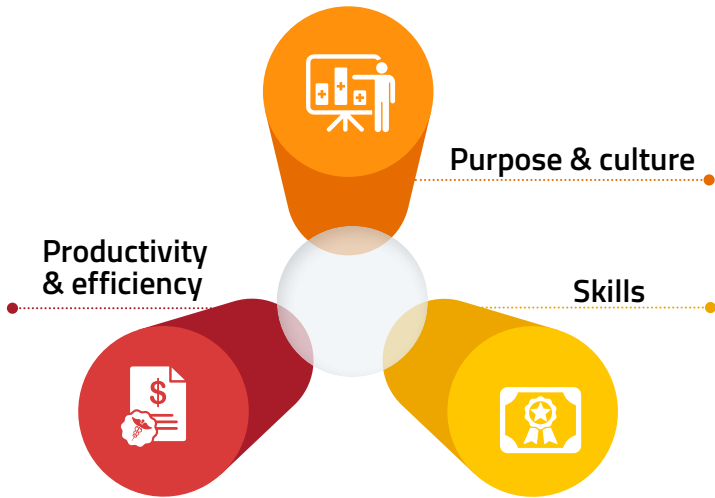
Aster's ability to sustain high standards of care and consistently enhance patient outcomes is contingent upon its ability to learn.



LEARNING CULTURE

The learning culture as Aster DM Healthcare not only enhances patient outcomes but also facilitates organisational growth, compliance, innovation, professional development, response to healthcare trends, and crisis preparedness.

Our approach to learning and development is multifaceted. It is concentrated on the following three pillars:



Productivity & efficiency

- Ensuring the convergence of potential and performance – developing for today and building for tomorrow
- Facilitating career mobility through the provision of a variety of educational opportunities
- The alignment of individual purpose with Aster’s mission is ensured through organisational learning.

Purpose & culture

- Micro-Learning enablement through self-paced, bite-sized digital modules for „anytime-anywhere“ learning
- Customised learning sessions that are specific to the business unit, with an emphasis on the development of operational excellence capabilities among frontline staff.
- Interventions at the group level to foster strategic orientation, sharpen acumen, and develop perspective through exposure to:
 - Customised leadership initiatives that are developed in collaboration with prominent academic think tanks
 - Executive Coaching sessions with renowned international instructors
 - Interactions with prominent practitioners to facilitate the development of middle-management skills

Skills

The L&D initiatives are progressively organised across four distinct areas to facilitate the development of targeted interventions:

- Basic courses that guarantee that the workforce, regardless of their position, is informed about Aster’s policies and systems, thereby facilitating a consistent and high-quality induction experience that reduces time-to-productivity.
- Professional Development courses that are specifically designed for our top 200 managers, with a concentration on the development of skills for the future.
- Organised interventions to promote personal development, including emotional and physical well-being, in order to improve the management of oneself and one’s team.
- Organisational learning is focused on the integration of the appropriate cultural mindset, behaviours, and working methods across all levels of responsibility in order to ensure that they are in alignment with the changing requirements of the business.



LEARNING AND DEVELOPMENT AT MEDCARE

Training and learning are integral to Aster to maintain high-quality care, compliance, and staff competency, contributing to better healthcare delivery.

Aster has completed a total of 24,609 learning hours, with a total participation of learners accounting to 2,426 across seven (7) courses within Medcare, as detailed below:

Course	sessions	Learners Covered	Learning Hours	Total Learning Hours
Call Centre - Train The Trainer	1	5	8	40
Strategic Workshop	1	40	8	320
Finishing School	30	205	168	2,832
Skill Development Workshops	19	155	48	7,440
Service Excellence-Hospitals	93	1,362	102	5,111
Service Excellence-Clinics	36	134	54	466
Induction	18	525	16	8,400
Total	198	2,426	404	24,609

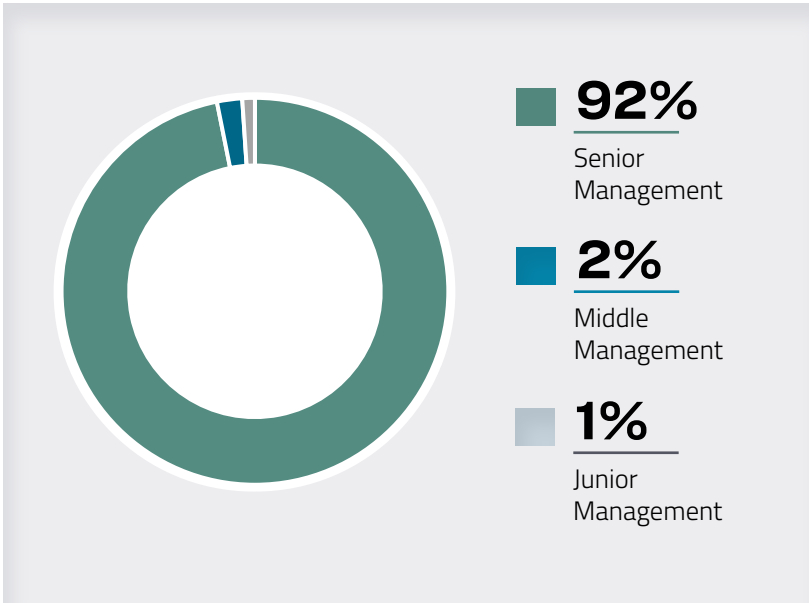
LEARNING AND DEVELOPMENT AT RETAIL

Furthermore, Aster has allocated 33,973 training hours to its retail employees, the total of which is 1,417, including both male and female employees.

The percentage distribution among senior management, intermediate management, and junior management is as follows.

Upon integrating all management levels, the aggregate number of male and female participants is equal.

Improving overall efficacy in a fast-paced healthcare environment necessitates training and learning.



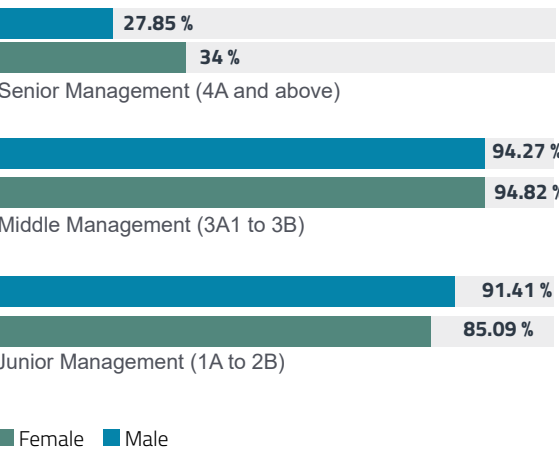


COMMITMENT TO PROFESSIONAL DEVELOPMENT

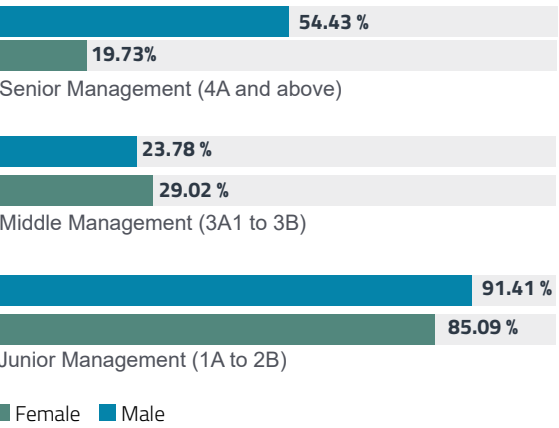
We place a strong emphasis on providing our employees with regular performance feedback and career development reviews to support their professional growth and enhance their contributions to the organisation.

Our approach involves structured performance evaluations conducting at regular intervals, allowing employees to receive constructive feedback on their performance, recognising their achievements, and identifying areas for improvement.

Percentage of employees receiving regular performance feedback



Percentage of Employees receiving career development reviews



These performance reviews are designed not only to assess individual performance but also to align personal goals with organisational objectives.

Through this process, employees gain a clear understanding of their strengths, development needs, and career progression opportunities.



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



ZERO TOLERANCE FOR DISCRIMINATION

We maintain a zero-tolerance policy towards discrimination of any kind and are committed to fostering a respectful and inclusive workplace. During the reporting period, we encountered one incident of discrimination.

In response to this incident, we took immediate and comprehensive corrective actions. Reparatory measures, including detailed reviews and counseling, were provided as necessary and appropriate. This approach ensures that any underlying issues are addressed effectively, and support is offered to all affected parties.

All cases are managed in accordance with our established Turnaround Time (TAT) protocols, ensuring that each incident is resolved promptly and thoroughly.

Remedial actions were implemented to prevent recurrence and to reinforce our commitment to a discrimination-free environment.



100%

Resolved discrimination at workplace cases Reported in 2023-24



WORKPLACE SAFETY



At Aster GCC, safety is paramount and integral to our commitment to providing high-quality healthcare while safeguarding the well-being of our employees, patients, and visitors.

Our safety practices are embedded in our operational framework and are continually refined to meet and exceed industry standards.

We are committed to providing an environment that prioritises safety and health, enabling our staff to deliver the highest level of care with confidence and compassion.



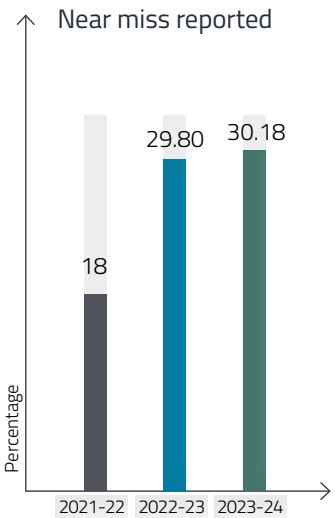
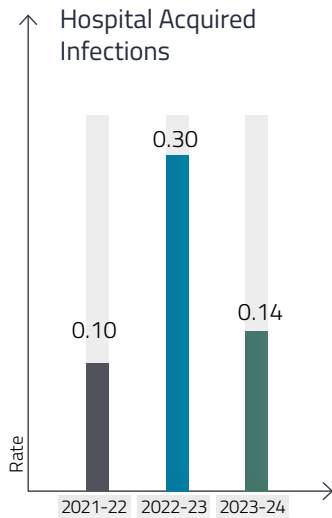
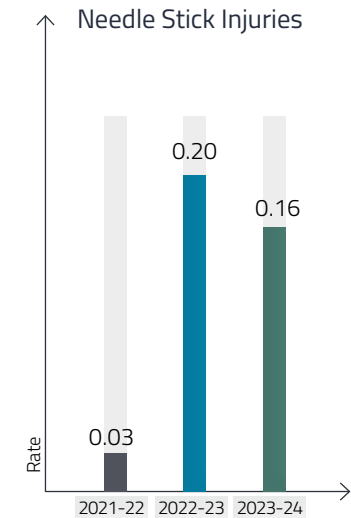
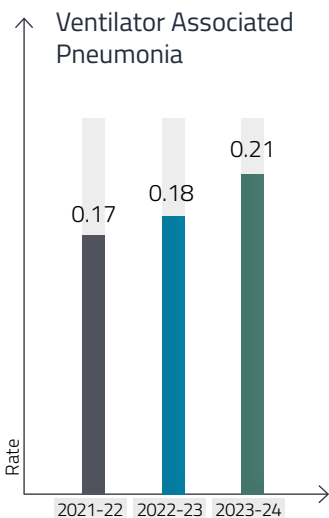
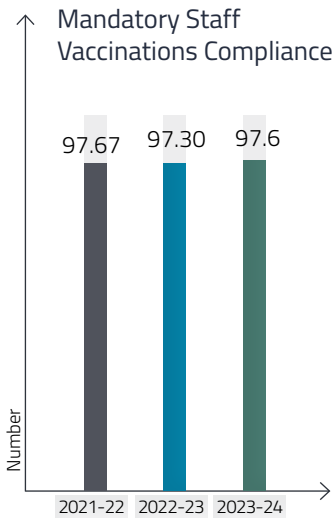
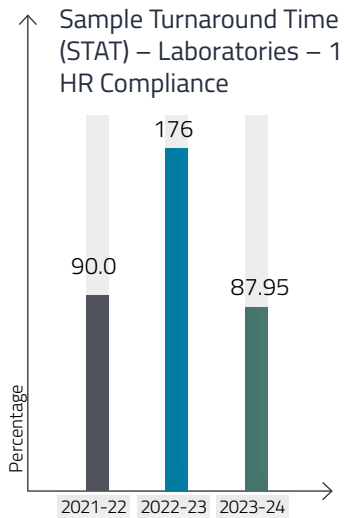
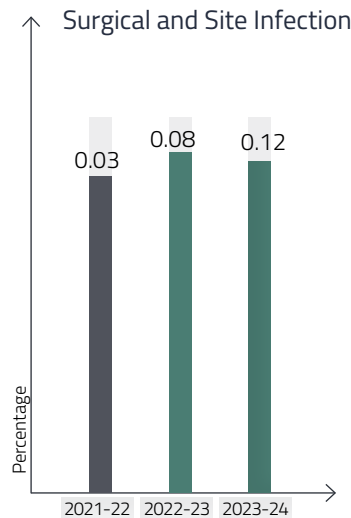
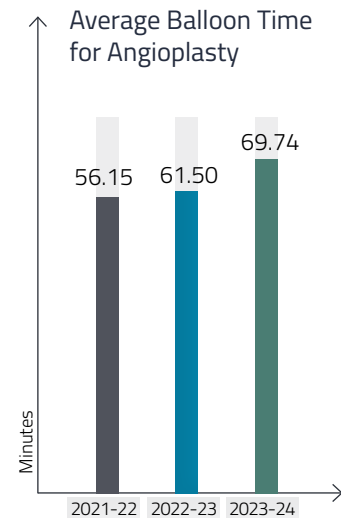
QUALITY AND PATIENT SAFETY KPIS

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

This proactive approach allows us to identify and address potential hazards before they lead to accidents.

For FY 203-24, the reported near-miss incident rate stood at 30.1%. By maintaining an open and transparent reporting system, we ensure that all staff members can contribute to improving our safety culture.

By retaining a surgical site infection rate of just 0.12%, Aster DM Healthcare demonstrates its dedication to delivering safe, high-quality surgical care.



SAFETY POLICY

Our comprehensive occupational health and safety program is designed to protect our workforce and ensure a safe working environment. This program includes Risk Assessment, Hazard Identification and Preventive Measures.

To ensure the safety of our staff, we provide appropriate personal protective equipment (PPE) tailored to their

specific roles and tasks. Regular checks are performed to ensure that PPE is used correctly and is in good condition.

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.



Aster DM Healthcare has a comprehensive Safety Policy in place 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 :



ASTER VOLUNTEERS: Our Community Connect



Aster
volunteers
Powered by humanity

ABOUT
ASTER VOLUNTEERS

Launched with the mission to “Serve the World with a Smile”, Aster Volunteers aims to positively impact the communities it serves by providing medical aid, support, and relief during times of need.

This initiative brings together employees, medical professionals, and the community members to volunteer their time and expertise in various healthcare and social welfare activities. Aster Volunteers has a significant presence in the Middle East & Africa (MEA) region.



From organising medical camps and health awareness programs to disaster relief efforts and community development projects, the Aster Volunteers is dedicated to transforming lives through compassion and care.

TRANSFORMING
LIVES THROUGH
COMPASSION
AND CARE



ABOUT VOLUNTEER REGISTRATION

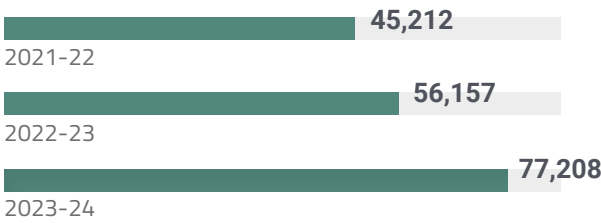
They operate in several countries within the GCC, including the United Arab Emirates, Oman, Saudi Arabia, Qatar, Bahrain, and Kuwait.

The Aster Volunteers engage in various medical and non-medical initiatives in these countries to support local communities. They conduct health camps, free medical check-ups, and awareness programs aimed at improving public health. Additionally, they are involved in non-medical activities such as community clean-ups, blood donation drives, and educational workshops to promote overall well-being and foster a sense of community belonging.

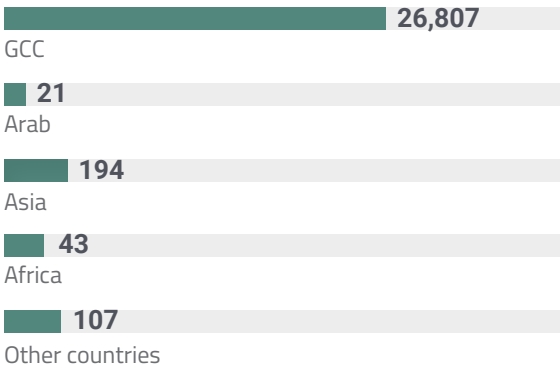
Volunteers are provided with the necessary training and support to effectively contribute to various programs and initiatives.

Through their dedicated efforts in the GCC region, 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)



Global Average Registration of Volunteers in FY 2023-24



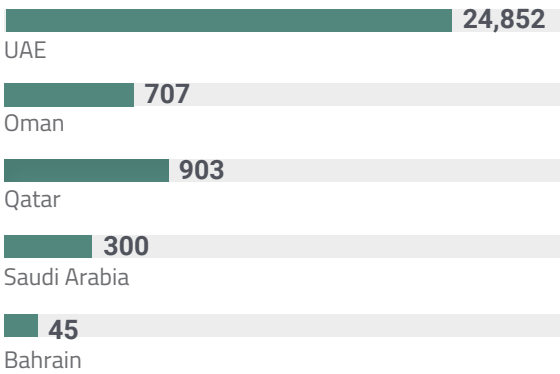
We are excited to report a remarkable 37% increase in Aster Volunteer global registrations compared to the previous year.

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 .



Average Registration of Volunteers in GCC region in FY 2023-24



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



992,017

Medical & Wellness Camps

Individuals treated through 8,554 medical camps



1,415,341

Mobile Medical Services

Care provided by AVMMS to the doorstep of underprivileged people



276,261

BLS Awareness Training

Basic Life Support awareness provided



62,598

Treatment Aid

INR 10 crores+ worth treatment aid provided on yearly basis



499,186

Disaster Aid

Beneficiaries in Somalia, Jordan, Bangladesh, India, Yemen



2,047,214

COVID Support

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



142

Employment to Differently-abled

Care provided by AVMMS to the doorsteps of underprivileged people



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 provision of 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 organising medical camps, offering free health screenings, and providing necessary treatments at reduced costs.

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

COACH EMPOWER

The "Coach" pillar of Aster Volunteer is dedicated to initiatives that help increase opportunities for employment 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
- ACL Awareness Training
- Training For People of Determination (Special Needs)
- Training Skill Development and Livelihood
- Training-Career Development

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 that contribute to community happiness and well-being. This could involve organising cultural events, educational workshops, or environmental initiatives that promote overall community health.

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

DISASTER AID

Disaster response is a crucial area where Aster Volunteers make a significant impact on society and 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.

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



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 conducting 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

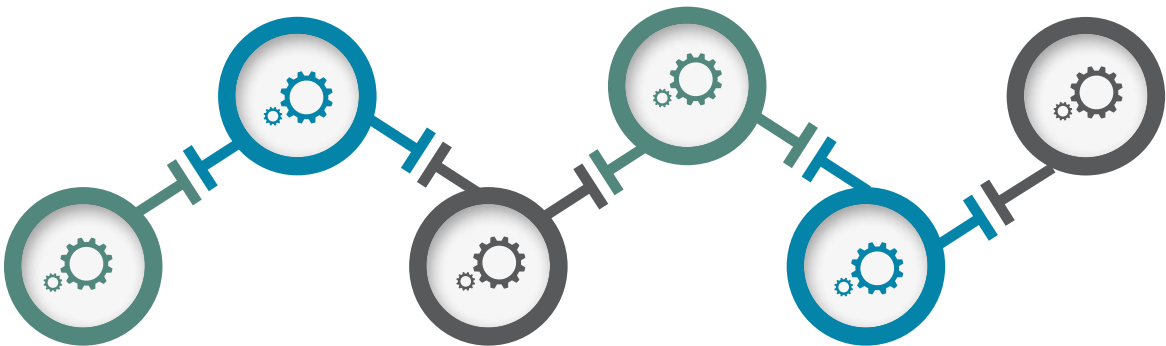
The mobile units travel to various locations, making healthcare accessible to those who live in remote or underserved areas.

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 government and private 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.



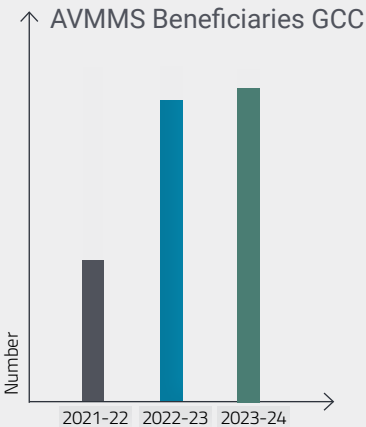
AVMMS Beneficiaries

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.



FY 2021-22
74,977

FY 2022-23
144,844

FY 2023-24
152,465



Aster Volunteer Mobile Medical Services (AVMMS) Middle East & Africa Presence

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 (Southeast Asia)

In Progress

- 11. Bangladesh
- 12. Zanzibar (Unguja Island)
- 13. Tanzania
- 14. Turkey
- 15. Morocco
- 16. UAE Disaster Aid Unit

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



As on 31st March 2024

Aster Volunteer Mobile Medical Services (AVMMS) (Middle East, Africa and South East Asia) Presence

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)

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)

As on 31st March 2024

ASTER VOLUNTEERS MOBILE MEDICAL SERVICES LEBANON LAUNCH

Due to numerous socio-political uncertainties, Lebanon’s healthcare system is currently facing severe challenges, including a shortage of essential drugs and the high cost of medical facilities. These issues have left the underprivileged struggling to afford basic medical amenities.

In response to this urgent need, Aster Volunteers, in partnership with The Big Heart Foundation, has launched Aster Volunteers Mobile Medical Services (AVMMS) in Lebanon. This initiative aims to provide accessible healthcare to those most in need.

The inaugural event was marked by the presence of our Chairman, Dr. Azad Moopen, Ms. Mariam Al Hammadi, Director of The Big Heart Foundation, Mr. Elie Yared, USJ representative in UAE, and other honourable dignitaries. AVMMS Lebanon stands as a beacon of hope, aiming to alleviate the healthcare crisis and improve the quality of life for many Lebanese people.

The newly launched mobile clinic unit is equipped with advanced technology and features a solar installation, ensuring sustainable and efficient healthcare delivery.

This unit will travel across Lebanon, bringing essential medical services to underserved communities and striving to bring healthy smiles to the faces of its citizens.



ASTER ROYAL AL RAFFAH HOSPITAL AND ASTER VOLUNTEERS - PROUD HEALTHCARE PARTNERS OF THE GCC SPECIAL OLYMPICS GAMES

This collaboration emphasised our steadfast commitment to supporting athletes with intellectual disabilities, ensuring their health and well-being were prioritised throughout the event.

The dedication and care provided by Aster Volunteers, Aster Royal and Al Raffah Hospital, Muscat played a crucial role in the success of the games, highlighting the importance of inclusive healthcare in sports.



FREE MEDICAL SCREENING FOR HOLY HAJJ PILGRIMS AT DUBAI INTERNATIONAL AIRPORT

AVMMS UAE, in collaboration with the Dubai Health Authority (DHA) and the Ministry of Health (MOH), provided free medical screening to Holy Hajj pilgrims at Dubai International Airport. This initiative ensured that the pilgrims were in good health before embarking on their sacred journey.

The medical screening included comprehensive health checks, vital sign monitoring, and necessary medical advice. This service highlighted AVMMS's commitment to community well-being and the importance of health support for individuals undertaking significant religious commitments.



AVMMS OMAN - FREE DIABETES SCREENING CAMPAIGN

AVMMS Oman has made a significant difference in the lives of the beneficiaries, providing crucial healthcare support and promoting health awareness within the community.

Two camps were held in cooperation with Al Tasnim Group Co. at their Labour Camp, benefiting 200 individuals. Another camp took place in Dharmath, in association with KMCC Dharmath, serving 100 beneficiaries. Additionally, one more camp was organised at Palm Gardens for their residents, accompanied by a walkathon, benefiting another 100 individuals.

By partnering with local organisations AVMMS Oman ensured that the screening campaign reached a broad audience, emphasizing the importance of regular health check-ups and early detection in managing diabetes effectively.

MEGA HEALTH AWARENESS CAMPAIGN AT JEBEL ALI

AVMMS UAE in association with the Dubai Health Authority (DHA), conducted a three-day mega health awareness campaign at Jebel Ali. This extensive campaign aimed to promote health and wellness among the community, providing essential medical services and health education.

A total of 2,100 individuals received medical assistance and health guidance during the event. Comprehensive health check-ups, diagnostic tests, and consultations were available to all attendees. Health education sessions were also conducted to raise awareness about preventive healthcare and healthy living practices.



AVMMS UAE: MONTH-LONG HEALTH SCREENING AT ABU DHABI BAPS MANDIR

Aster Volunteers Mobile Medical Services (AVMMS) UAE conducted a month-long health screening at the BAPS Mandir in Abu Dhabi, allowing ample time for community members to participate and benefit from the services.

The initiative included a range of medical services such as general health check-ups, blood pressure and blood sugar monitoring, cholesterol tests, and consultations with healthcare professionals. Health education sessions were also conducted to promote preventive healthcare practices. Over 700 individuals received care and emergency assistance throughout the busy inaugural day of the temple.



AVMMS ETHIOPIA: MOTHER’S DAY DIABETIC AND HYPERTENSION SCREENING

In celebration of Mother’s Day, AVMMS Ethiopia, in collaboration with the Tesfa Social and Development Association (TSDA), organised a special health screening event.

This initiative provided free diabetic and hypertension screening to underprivileged mothers, highlighting the importance of maternal health and well-being.

A total of 234 underprivileged mothers received free health screenings, ensuring they had access to essential medical services.



AVMMS OMAN: HBA1C CAMPAIGNS AT LABOUR CAMPS

AVMMS Oman conducted a series of Hba1c campaigns at various labour camps, providing crucial healthcare services to the labour community.

These campaigns focused on the early detection and management of diabetes, significantly benefiting the health and well-being of the labourers. The series of campaigns reached and benefited a total of 400 individuals, providing them with vital health information and necessary medical interventions.



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 individuals in need.

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.

AED **3M**

Aster Volunteers Treatment Aid in Middle East during FY 2022-23

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.



Life-Saving Support for a Dedicated Bangladeshi Worker, Aster Hospital Qusais

A 57-year-old male was admitted to Aster Hospital Qusais with chest pain and was diagnosed with a heart attack. He required emergency angioplasty, with the total cost of treatment amounting to 47,695 AED. Originally from Bangladesh, he has been employed as a pipe fitter in a company for the last two decades, earning a meagre salary of 900 AED per month.

Struggling to make ends meet, he does not have any insurance coverage, and his company has failed to provide any financial assistance for his treatment. As the sole breadwinner of his family, he resides in the Sonapur labour camp, where his company provides free accommodation. His family, consisting of his wife and school-going children, lives in his hometown in Bangladesh.

Recognising his dire situation, we supported the patient through the Aster Allana International Initiative, ensuring he received the necessary medical care despite his financial hardships.





Compassionate Care for an Algerian Language Trainer in Need, Aster Hospital Mankhool

A 36-year-old female from Algeria sought help at Aster Hospital Mankhool for severe abdominal pain caused by a cyst in her uterus. She required an urgent laparoscopic myomectomy and hysteroscopy, with the total cost amounting to 27,980 AED.

Residing in a shared room in interior Deira with her sister, she works as a foreign language trainer at a language training centre that is on the verge of shutting down. Earning a modest income of 3,000 AED, she struggles to cover her daily expenses. With no insurance and without support from her sponsor, she faced immense financial strain. Through the Aster Allana International Initiative, we provided the necessary support for her treatment.



Supporting a Heart Attack Patient's Recovery Journey, Aster Hospital Mankhool

A 58-year-old male from West Bengal, India, underwent emergency angioplasty with a stent at Aster Hospital Mankhool, following a severe heart attack. The total cost for his critical treatment amounted to 48,770 AED. Previously employed as a tailor in Dubai, he faced setbacks due to COVID-19, prompting his return to the UAE in search of work under a visit visa, securing only seasonal jobs in six months.

His family, comprising his wife, daughter, and son (employed as an electrician in KSA), contributed 3,500 AED towards the treatment. Additional financial support came from his roommates, who raised 1,500 AED. Aster Allana International Initiative provided crucial assistance for his recovery during this challenging period.



Urgent Medical Aid for Bangladeshi Worker in Dire Need, Aster Hospital Sonapur

A 27-year-old male from Bangladesh was admitted to Aster Hospital Sonapur with severe abdominal pain and was diagnosed with acute appendicitis. The doctor recommended ICU admission and an emergency procedure, with the total cost amounting to 31,740 AED.

Living with friends in the Sonapur labour camp on a visit visa, he earns a living through daily wage cleaning jobs. His friends managed to raise 5,500 AED for his treatment, but it was not enough. With aged parents and a wife depending on him back home, he is the sole breadwinner for his family. Through the Aster Allana International Initiative, we provided the necessary support for his treatment.



ASTER VOLUNTEERS' MEDICAL SCREENING CAMPS

Aster Volunteers' commitment to community health shines through its impactful organisation of medical screening camps. These camps serve as vital platforms, offering accessible healthcare services to underserved communities.



1,500+
Beneficiaries
Aster Qatar organised 9 health awareness campaigns

800+ students
Beneficiaries
Aster Qatar Provides Dental Screening at Birla Public School

432
Beneficiaries
Aster Oman in collaboration with Ministry of Health (MOH) and the Oman Diabetic Association Offered Free Random Blood Sugar (RBS) Checkups on International Podiatry Day

423
Beneficiaries
Aster Oman organised health awareness camp in association with Ministry of Education, Oman

112
Beneficiaries
Aster Royal Hospital Muscat and IKEA Oman's Free Health Screening Camp

45
Beneficiaries
Medical Screening Camp for Elderly Home in Sharjah

100+
Beneficiaries
Aster Qatar's Health Screening Camp at EMCO



**GUINNESS
WORLD RECORD
BY ASTER DM
HEALTHCARE**

To commemorate World Diabetes Day, Aster DM Healthcare organised a remarkable event at Dubai Investments Park, wherein the largest free diabetes screening and awareness camp for low-income workers was conducted in November, 2022.

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



ASTER VOLUNTEERS BLOOD DONATION DRIVES

Aster Volunteers have consistently demonstrated their commitment to community health and well-being through their impactful blood donation drives. These drives are organised in collaboration with various partners and aim to address the critical need for blood supplies in local healthcare facilities.

Aster Oman, in collaboration with OQ Petroleum, organised a comprehensive health camp and blood donation drive.



Aster Sanad collaborated with the Saudi Arabia Telugu Association to organise a successful blood donation drive for the staff of LULU Mall, attracting participation from 50 individuals.

Aster Hospitals, in collaboration with DHA and Emaar, organised two impactful blood donation drives at Dubai Creek and Aster Hospital Sharjah. Together, these drives collected a total of 124 blood donations.



Aster Al Hudaiba office, in collaboration with the Dubai Health Authority (DHA), conducted highly successful blood donation drive, attracting 50 registrations, with 48 generous individuals donating blood.





On World Heart Day, we started an initiative with our hearts and soul. For a week, we encouraged people to take steps in the right direction so that they could make a big difference in children's lives. For every 10,000 steps they took, we donated 100 INR towards heart surgeries of underprivileged kids.



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 over 6000 enthusiastic individuals from the GCC region actively contributing to this noble cause.

Participants collectively walked, symbolizing their commitment to both personal health and the welfare of underprivileged children. 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.

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.



Aster Sanad Hospital Saudi Arabia:

Organised a walking event where 120 participants completed 10,000 steps each, emphasizing health and fitness.

Aster Oman raised the highest registrations for heart2heart cares this year among the 3 regions (Qatar, Saudi & Oman).



Aster Volunteers UAE:

Hosted a grand event at Zabeel Park, showcasing their commitment to community engagement and health.



Aster Volunteers Qatar:

Held a fun run in collaboration with the Qatar Running Series, attracting 300 participants and promoting active lifestyles.



HEART TO HEART CARES
DISTANCE TRACKING:

Aster volunteer has developed an inhouse dashboard to track the progress of our Heart to Heart Cares initiatives. Some of the highlights from key activities from the FY 2023-24 are presented below, along with a sample certificate that was provided to all our participants.





Aster

volunteers

Powered by humanity

— Presents —

Shukran

CERTIFICATE OF APPRECIATION

[Volunteer Name]

Thank you for being an Aster Volunteer and taking part in

Heart2Heart Cares 2023

/ “various community engagement programs”.

Your selfless efforts have brought everlasting smiles to the lives of many.

You have earned hours of volunteering from to

Let us work together to make the world better.



Dr. Azad Moopen
Founder Chairman and Managing Director,
Aster DM Healthcare

astervolunteers.com

Food Distribution during the holy month of Ramadan

In its fifth consecutive year of success, the Aster Volunteers Iftar food kit distribution initiative, designed to aid those breaking their fast while stuck in traffic, saw further enhancement with the continuous backing of Dubai Police.

Brigadier Juma Khalfan Bin Suhail Almheiri, Deputy Director of Al Raffa Police Station, inaugurated the event and highlighted the significance of the initiative in fostering community support and solidarity during Ramadan.

Iftar food kits
150,000

By the end of Ramadan, Iftar food kits had been successfully distributed, averaging 5,000 kits daily at 13 locations across Dubai, Abu Dhabi, Ras Al Khaimah, and Ajman.

Beyond the UAE, Aster Volunteers from Oman and Qatar also participated in the Iftar kit distribution drive, extending this noble initiative across multiple geographies.



Food Kits **200**

Aster Royal Hospital Muscat supported the initiative by distributing over 200 food kits for five continuous days at Hilal & C ring signals, Doha, Qatar.

Iftar Kits **100**

Aster Sanad Hospital and Aster Volunteers distributed hundreds of Iftar kits to traveling people in different locations of Riyadh



BELONG

Aster Volunteers' Belong pillar is dedicated to fostering a sense of 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 make a positive impact on society.



SMILES 5.0

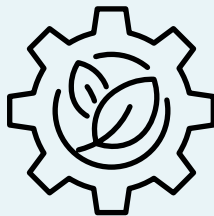
As an early part of Eid celebrations, Aster Volunteers UAE, in partnership with Landmark Group, hosted Smile 5.0 at the MAX outlet in Oasis Mall, Sheikh Zayed Road, Dubai.

Over 140 underprivileged children, facilitated by the Emirates Red Crescent, were treated to a special shopping experience. The children selected new clothes, toys, footwear, and other items of their choice, bringing immense joy and excitement.

The day was filled with fun activities including face painting and games at 'Fun City,' making the event even more special. The smiles on the children's faces as they prepared for Eid were a testament to the event's success.



“Smile 5.0” initiative by Aster Qatar



This heartwarming event was made possible by the dedication and support of our internal and external volunteers, who worked tirelessly to ensure its success. Similar programs under the Smile 5.0 initiative were conducted by Aster Volunteers across various geographies, benefiting a large number of underprivileged children.





GREEN CHOICES CAMPAIGN

Aster’s Green Choices campaign is a proactive initiative aimed at promoting sustainable living practices across communities.

Through this campaign, Aster encourages individuals and organisations to make environmentally conscious decisions that reduce carbon footprints and conserve natural resources.

From initiatives like rooftop organic gardens and tree plantation drives to waste reduction and recycling programs, Aster’s Green Choices campaign fosters a culture of environmental responsibility and stewardship.



ANNUAL E-WASTE COLLECTION DRIVE 2024

Our ongoing E-Waste collection drives actively contribute to reducing the global environmental impact and minimizing our carbon footprint.

This year, E-Waste collection boxes have been strategically placed across various Aster and Medcare Hospitals and Clinics in the UAE and India. We encouraged all Asterians to participate by responsibly discarding their old gadgets and electronic devices in the designated collection boxes within their respective hospital units.

Through this initiative, we aim to significantly impact environmental sustainability and foster a culture of responsible e-waste management within our 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.



1,000 TREE PLANTATION DRIVE AT HATTA, RAK

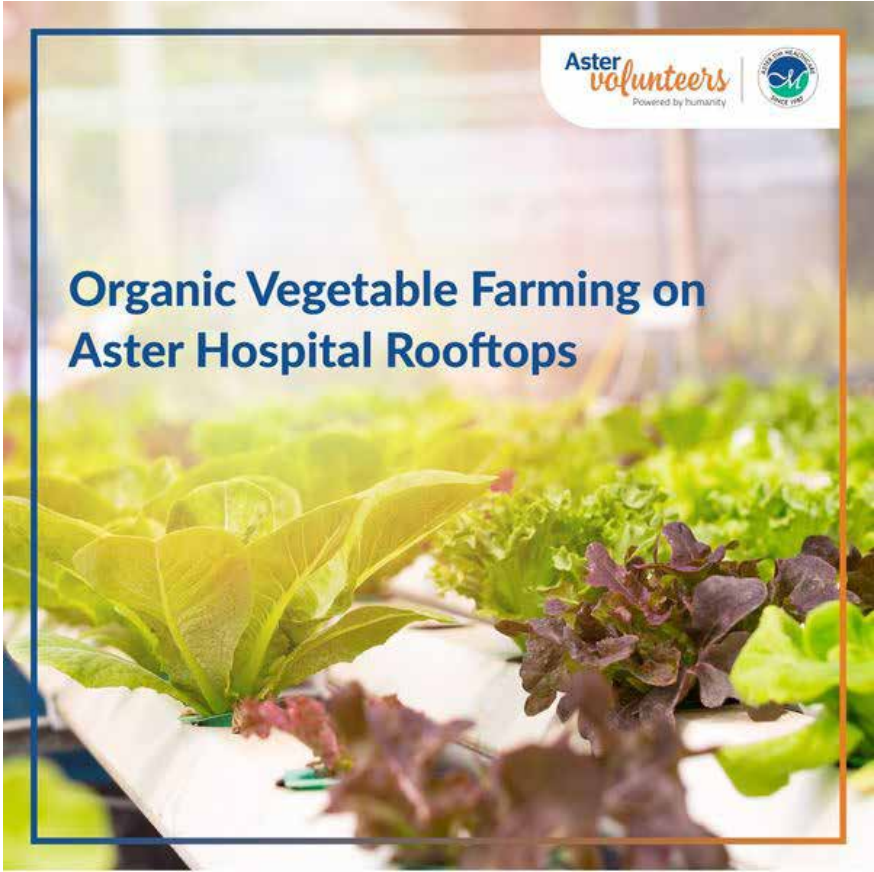
As part of the Aster Green Choices Initiative, a monumental tree plantation drive was carried out in the Hatta region, with the goal of planting 1,000 trees. This initiative aimed to enhance the local environment and promote sustainability and green practices within the community.



**PROMOTING
SUSTAINABILITY THROUGH
ORGANIC VEGETABLE
ROOFTOP GARDENING**

Organic vegetable rooftop gardening has been successfully initiated in seven units, including Aster and Medcare Hospitals in the UAE.

This innovative initiative promotes sustainability and health by cultivating organic vegetables directly on hospital rooftops.



DESERT CLEAN-UP DRIVES

Plastic waste poses a significant and pressing problem in deserts, as it has proven to be hazardous to the entire ecosystem. Due to its non-biodegradable nature, plastic persists in desert environments for extended periods, causing harm to wildlife and disrupting fragile desert ecosystems.

As a part of the Green Choices campaign, Aster Volunteers have embarked on a significant initiative to conduct desert clean-up drives across the GCC region. This proactive effort aims to preserve and protect the natural beauty of desert landscapes while promoting environmental stewardship. Volunteers from Aster engage in clearing litter and debris, thereby contributing to biodiversity conservation and enhancing the desert’s ecological health.



DESERT CLEANUP DRIVE IN AL MADAM, SHARJAH

Aster Volunteers UAE and Abu Dhabi 4x4 joined forces for a Desert Cleanup drive at the picturesque Al Madam in Sharjah. Over 150 dedicated volunteers, including internal and external participants, convened for a productive and engaging morning amidst the desert sands.

The volunteers worked tirelessly, scouring the landscape for plastic waste and other debris threatening the pristine environment. By the end of the cleanup drive, the volunteers had amassed a significant waste collection,, demonstrating their impact on environmental conservation. The gathered rubbish was promptly handed over to BEEAH Tandeef, a leading sustainable waste management company, ensuring proper disposal and recycling.





KINDNESS CAMPAIGNS

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

On the occasion of its 36th Foundation Day, Aster DM Healthcare has unveiled its year-long 'Kindness is a Habit' campaign under its CSR arm - Aster Volunteers. Under this campaign, the group will encourage people across the world to adopt kindness and compassion as an everyday habit and encourage their friends, families, and society to do the same.

As another act of kindness towards our planet and environment, Aster GCC has planted an additional 1,000 trees in the desert of UAE, alongside saplings planted at various hospitals in GCC. In an effort to make its facilities energy efficient, solar energy integration for different hospitals is planned for the coming years.



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.



ASTER VOLUNTEERS SPREAD JOY AT ASTER HOSPITAL MANKHOOL

Aster Volunteers UAE, in collaboration with Emirates Red Crescent and Unilever, orchestrated the heartwarming "Kindness is a Habit" initiative aimed at bringing joy and warmth to patients at Aster Hospital Mankhool. Over the course of three days, the dedicated team distributed delightful gifts and delectable sweets to all the in-patients, creating a truly uplifting experience. Patients departed with radiant smiles, deeply touched by the gesture of kindness extended to them during their time of healing and care. Aster Volunteers expressed profound gratitude for the opportunity to make a positive impact in the lives of those in need, embodying their commitment to spreading kindness and support within the community.



Meanwhile, Aster Oman conducted 64 camps, benefiting 2354 individuals, while also supporting kindness initiatives by providing food to laborers and lunches for co-workers .



COACH

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

Volunteers gain the essential knowledge and skills needed to excel in their roles through a range of coaching programs, workshops, and training sessions. Additionally, the Coach pillar encourages volunteers to become mentors, guiding and supporting others in their volunteering journey.

By promoting a culture of continuous learning and development, 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 safely and effectively respond to medical emergencies in your 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 Volunteers Shine at "Come On Kerala 2023" Expo, Promoting Life-Saving Skills



Aster Volunteers actively participated in the "Come On Kerala 2023" expo, a remarkable platform that united the cultural and social diversity of India and the UAE.

The event was held from May 19th to May 21st at the Expo Centre in Sharjah, where Aster Volunteers showcased life-saving skills.

Our stall welcomed over 800 visitors, and we were able to provide Basic Life Support (BLS) awareness training to more than 620 individuals.

This successful endeavour allowed us to connect with the community and promote essential life-saving skills, reinforcing our commitment to fostering a safer and healthier society.



BLS & CPR Training given to 65 staff of Bait Al Zubair Museum Muscat by Aster Oman



Awareness Campaigns

Cancer Awareness Programs

Aster Hospitals have been actively organising cancer awareness programs across the GCC to highlight the importance of early detection and preventive care. One notable event was hosted by Aster Hospital Qatar on World Cancer Day. This session, held at the Landmark Group, focused on the significance of early cancer detection, particularly for women.

The awareness session benefited 50 women, providing them with crucial information and resources to understand the importance of regular screenings and early diagnosis.

The event was honored by the presence of the Qatar Territory Head and HR Head of Landmark Group, highlighting the collaborative effort in promoting health awareness and supporting the well-being of the community.



‘Geriatric Cancer and Remedial Interventions’ Seminar for Sudanese Doctors

As a part of Cancer Awareness Month, Aster Volunteers UAE conducted a scientific seminar titled “Geriatric Cancer and Remedial Interventions” for Sudanese doctors in the UAE. A panel of specialist practitioners and oncologists from Aster Hospitals led the seminar to enhance medical professionals’ understanding of cancer prevention and early detection, providing valuable insights into the latest curative approaches.

In addition to the seminar, Aster Hospital Sharjah assured to offer free early disease detection and cancer screening programs once a week for two months, specifically targeting the Sudanese community. These initiatives highlight Aster DM Healthcare’s dedication to fostering a healthier society and addressing the evolving healthcare needs of diverse populations.





On the occasion of Emirati Women’s Day, Aster Volunteers, in partnership with Emirates Red Crescent, proudly launched “Noor 2023” — an empowering program dedicated to supporting underprivileged Emirati widows.

This initiative emphasizes Aster Volunteers’ commitment to uplifting and empowering women within the UAE community, particularly those facing socio-economic challenges.

The “Noor 2023” was designed to provide much-needed support and resources to Emirati widows, fostering a sense of hope and empowerment.

The program featured various activities aimed at boosting their well-being and offering practical assistance, thus helping them navigate their daily lives with greater confidence and stability.

Additionally, the initiative engaged Emirati personnel working across all verticals of Aster UAE, creating a platform for them to connect, share experiences, and contribute to the welfare of their community.

By bringing together a diverse group of Emirati professionals and volunteers, the “Noor 2023” emphasised the importance of solidarity and collective effort in driving positive change.





DIVA 4.0

For the fourth consecutive year, Diva 4.0 was an inspiring celebration of womanhood and empowerment. Hosted by Aster Volunteers, this annual event brought together women from diverse backgrounds to unite in a shared journey of inclusion and learning. The themes ranged from self-care to intergenerational wisdom, honoring the resilience of women in every phase of life.

Featuring esteemed women leaders, Diva 4.0 was a powerful testament to the strength of female solidarity across Aster and Medcare hospitals in the UAE.

The event placed a special focus on the empowerment of geriatric women, emphasizing the importance of recognising and celebrating the contributions of women at every stage of life.



Diva 4.0@ Aster Qatar hosted a remarkable event on International Women's Day, reaffirming its commitment to women's health and empowerment.

The celebration featured a wellness workshop that included Zumba sessions, comprehensive medical health check-ups, and an insightful doctor panel discussion. This event not only emphasised the importance of physical health but also provided a platform for women to engage in meaningful conversations about their well-being.



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 medicines, 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.





RELIEF AID FOR GAZA WAR VICTIMS

Aster Volunteers UAE, in association with Aster Pharmacy, collaborated with Absher NGO and Emirates Red Crescent to pack food and distribute relief supplies for war victims in Gaza. In this noble cause, over 200 cartons of essential items were prepared for shipment by our dedicated volunteers, who traveled from Dubai and Sharjah to Abu Dhabi to contribute to this effort.

Under the "Tarahum for Ghaza" Initiative, Aster Volunteers successfully packed 1,000 cartons of essential items aimed at providing immediate relief to those affected by the crisis.



MEDICAL AID TO SUDAN

The situation in Sudan had escalated to a point severely compromised access to medical care. Hospitals were overwhelmed, and there was a dire shortage of essential medicines and medical equipment. Understanding the gravity of the situation, Aster Volunteers mobilised their resources and expertise to assemble a substantial consignment of medical aid.

Aster Volunteers collaborated with Neopharma to gather medical supplies worth AED 1 million in March 2024. The success of this initiative was further facilitated by the invaluable assistance of Consul General of the Republic of Sudan in Dubai and the Northern Emirates.





ASTER VOLUNTEERS SWIFTLY RESPOND TO DEVASTATING EARTHQUAKE IN MARRAKECH

Marrakech, the capital of Morocco, endured a calamity resulting in widespread devastation. The catastrophic earthquake that struck claimed the lives of over 1,300 individuals and left an untold number injured.

In response to this tragedy, Aster Volunteers acted swiftly, answering the urgent call for assistance. Their initial assessment of the aftermath enabled them to effectively coordinate with local authorities and various NGOs.

The volunteer team on the ground played a pivotal role by providing crucial first aid and medical support to the injured, as well as distributing nutritious food and clothing to the survivors. Volunteers set up camps in the affected areas such as Taroudant and Chatbal, reaching out to aid more than 600 survivors.





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

OUR

ENVIRONMENTAL

IMPACT

The healthcare sector plays a pivotal role in global efforts to mitigate Green House Gas (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 recognising their responsibility to adopt sustainable practices.

By reducing energy consumption, optimising waste management, and promoting environmentally friendly policies, healthcare providers not only lower their own emissions but also set an example for other industries.

Recognising the significant environmental impact of healthcare operations, Aster has implemented a comprehensive sustainability strategy aimed at mitigating its carbon footprint.

By integrating sustainable practices across its network of hospitals, Aster not only seeks to lower energy consumption and Optimise resource use but also promotes eco-friendly healthcare delivery. Through initiatives like energy-efficient

infrastructure and waste management programs, Aster strives to lead by example in environmental stewardship.

Furthermore, Aster engages in advocacy for climate-smart policies and collaborates with stakeholders to foster a culture of sustainability across its operations. Additionally, investing in research to comprehensively grasp the correlation between climate change and health equips us with evidence-based insights.

These insights empower us to formulate effective policies and interventions that safeguard public health amidst environmental challenges.



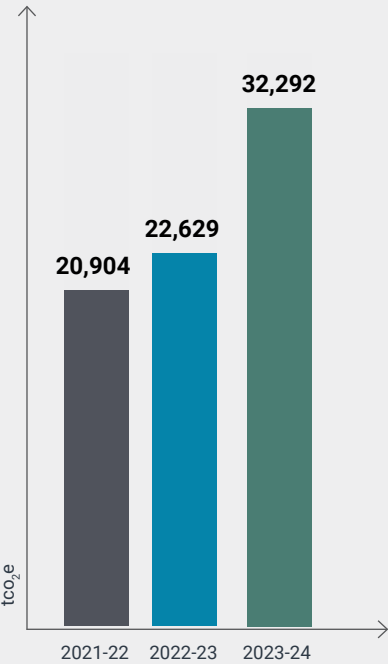
NAVIGATING GHG EMISSIONS

At Aster DM Healthcare, we recognise the significant impact of the healthcare sector on GHG emissions. In GCC, our emissions primarily originate from the operations of our network of hospitals. By adhering to the GHG Protocol Corporate Standard, we estimate our carbon footprint, including emission sources such as fuel, electricity, and water consumption. These emission sources represent all three scopes of the carbon footprint.

Aster DM Healthcare is dedicated to reducing its environmental impact through precise monitoring and reporting of GHG emissions.

For our operations in the GCC region, we have adopted a structured approach to estimate and report GHG emissions, aligning with international standards and best practices.

Year-on-Year Emission Comparison



The notable increase in GHG emissions this year is due to the integration of a new Medcare Royal Hospital into our operations and higher engagement of patients increased the operational capacity utilisation of our hospitals.



The GHG emissions estimation for Aster GCC operations is conducted in accordance with the GHG Protocol Corporate Standard, which provides a robust framework for measuring and managing emissions. Our study covers the following Green House Gases (GHGs) from various hospitals, clinics and pharmacies:

-  **CO₂**
Carbon Dioxide
-  **CH₄**
Methane
-  **N₂O**
Nitrous oxide

The total GHG emissions for the reporting year were estimated to be 32,292 tCO₂e in GCC operation. We have used local emission factors wherever possible such as grid emissions, and where required IPCC based emission factors were used such as for fuel emissions.

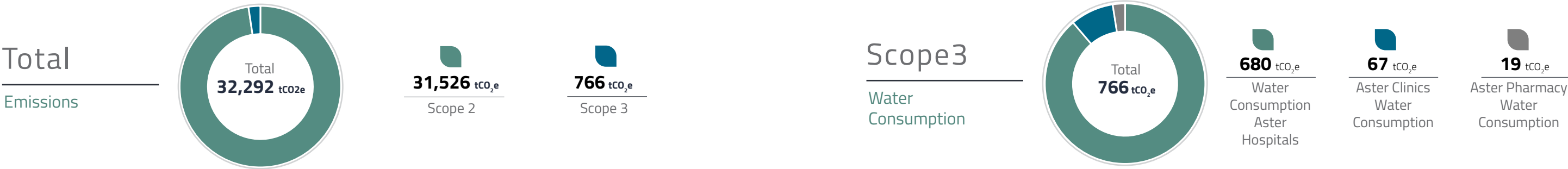


GHG EMISSIONS BREAKDOWN (SCOPE WISE)

The scope-wise breakdown helps us identify key areas for improving our energy efficiency and reducing our carbon footprint, ensuring we move towards a more sustainable future in healthcare.

Our emissions are categorised into Scope 2 and Scope 3, in accordance with the GHG Protocol standards. This year, our total Scope 2 emissions amounted to 31,526 tCO₂e, while Scope 3 emissions totaled 766 tCO₂e.

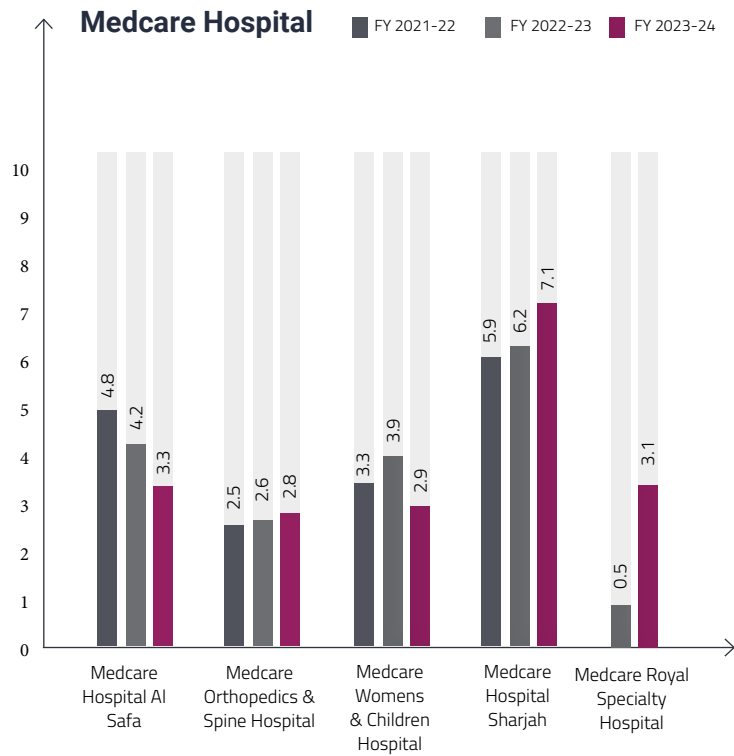
Within our Scope 2 emissions, Aster hospitals accounted for 19,635 tCO₂e, while Medcare hospitals contributed 6,525 tCO₂e.



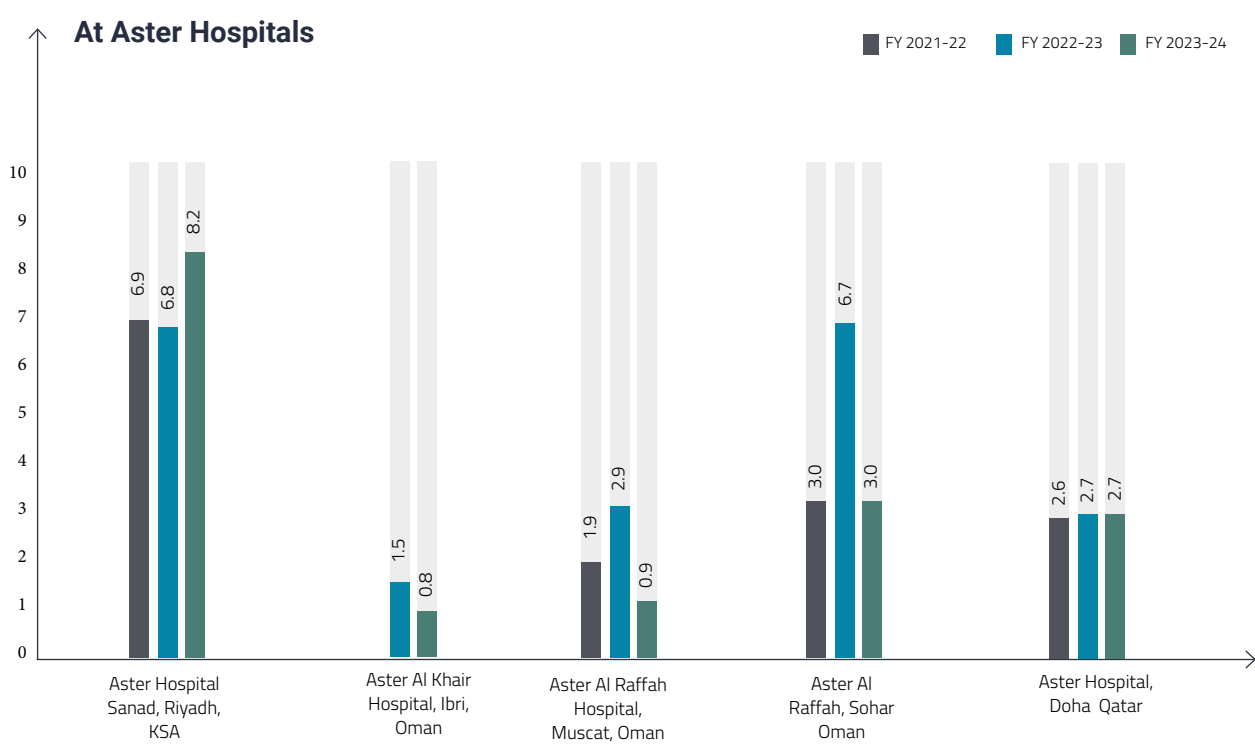
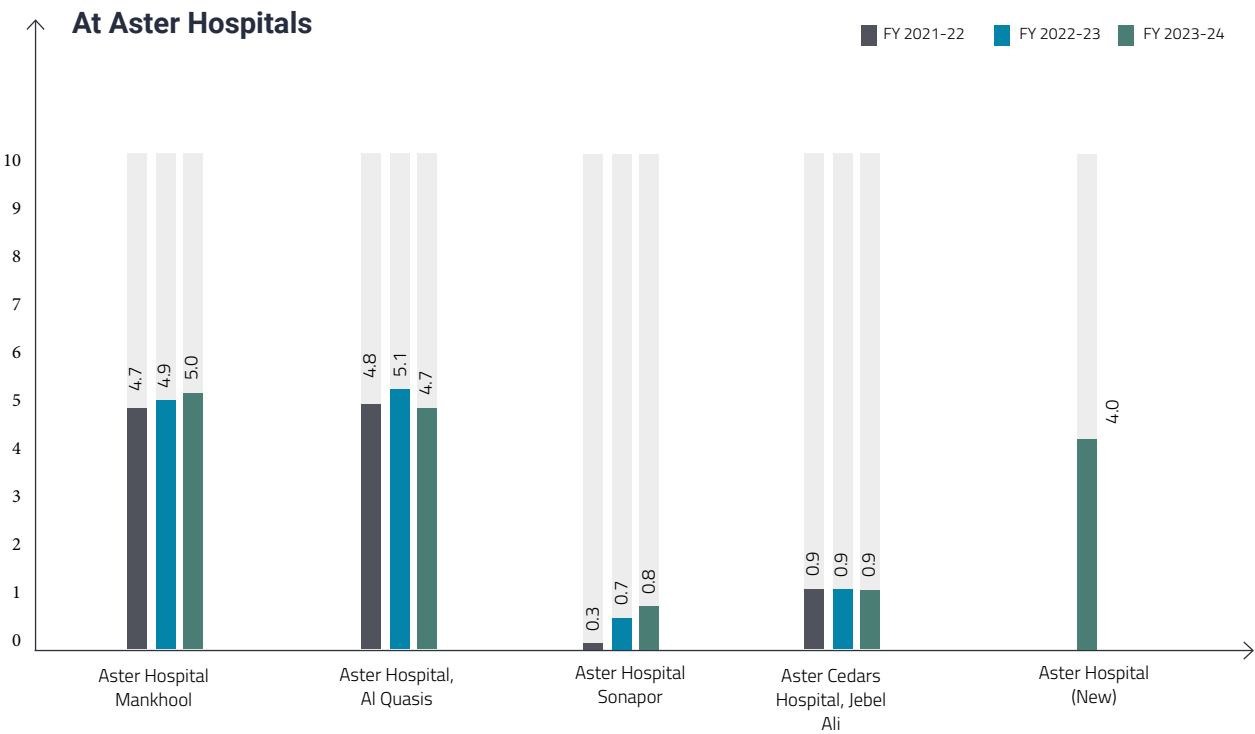
ELECTRICITY CONSUMPTION

The primary energy consumption across our operations predominantly stems from electricity use at our hospitals. In the GCC region, across 10 Aster Hospitals, the total electricity consumption amounted to 31 GWh.

This year, Aster opened a new hospital in Sharjah, expanding our healthcare footprint in the region. The highest electricity consumption was recorded at Aster Hospital, Sanad, KSA, the largest hospital in the GCC, while Aster Al Khair Hospital, Ibri, Oman, reported the lowest consumption. Aster hospitals consumed 67% of the total electricity across GCC.



Electricity Consumption in GWh



RENEWABLE ENERGY INTEGRATION

Integrating renewable energy into hospital operations, such as solar photovoltaic (PV) systems, offers significant benefits. Solar PV installations can generate substantial amounts of clean electricity, reducing reliance on traditional fossil fuels and lowering greenhouse gas emissions. This contributes to a healthier environment and aligns with our sustainability goals. The hospitals using these set-ups in GCC are presented in this section.

The solar PV systems at Aster Hospital Al Qusais (AHQ) has an annual generation capacity of 277 MWh. The integration helps to abate 110 tCO₂e annually. Additionally, this results in net annual savings of AED 100,000+.

730 tCO₂e

Net emission reductions from renewable energy consumption:

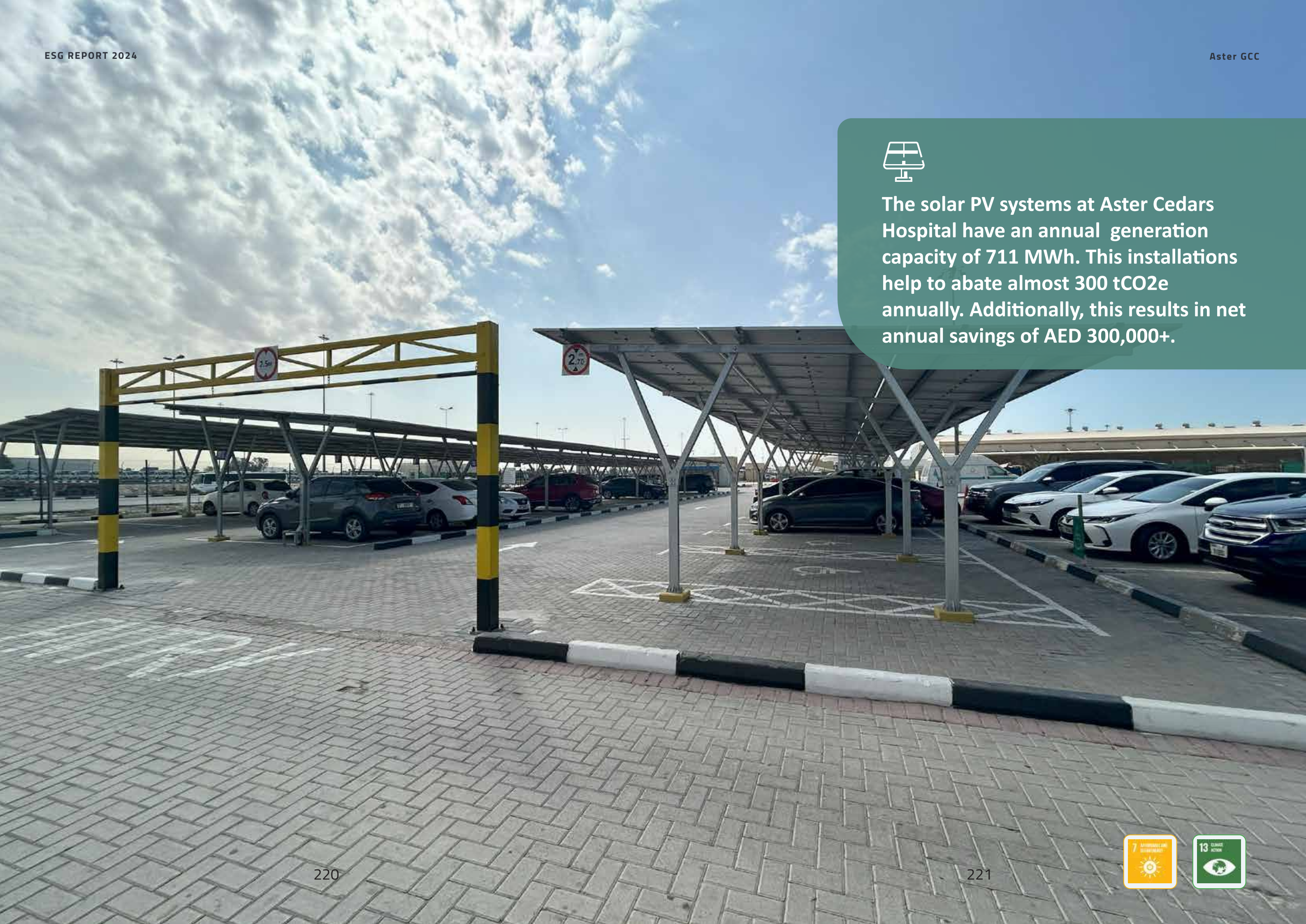
“Integrating renewable energy into hospital operations significantly reduces carbon emissions, enhances energy efficiency, and promotes sustainable healthcare.”





The solar PV systems at Medcare Speciality Hospital Al Safa has an annual generation capacity of 799 MWh. This solar PV instalation helps to abate 320 tCO₂e annually. Additionally, this results in net annual savings of AED 300,000+.





The solar PV systems at Aster Cedars Hospital have an annual generation capacity of 711 MWh. This installations help to abate almost 300 tCO₂e annually. Additionally, this results in net annual savings of AED 300,000+.



SUSTAINABLE WATER MANAGEMENT



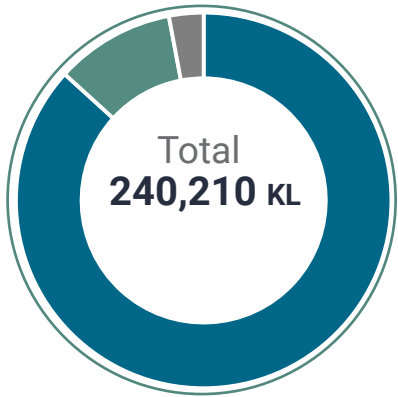
Sustainable water management is a critical aspect of Aster DM Healthcare's operations in the GCC region. Recognising the importance of responsible water usage, especially in a water-scarce area, Aster DM Healthcare is committed to aligning its practices with the United Nations Sustainable Development Goal (SDG) 6: Clean Water and Sanitation. This goal emphasizes ensuring the availability and sustainable management of water and sanitation for all.

WATER MANAGEMENT

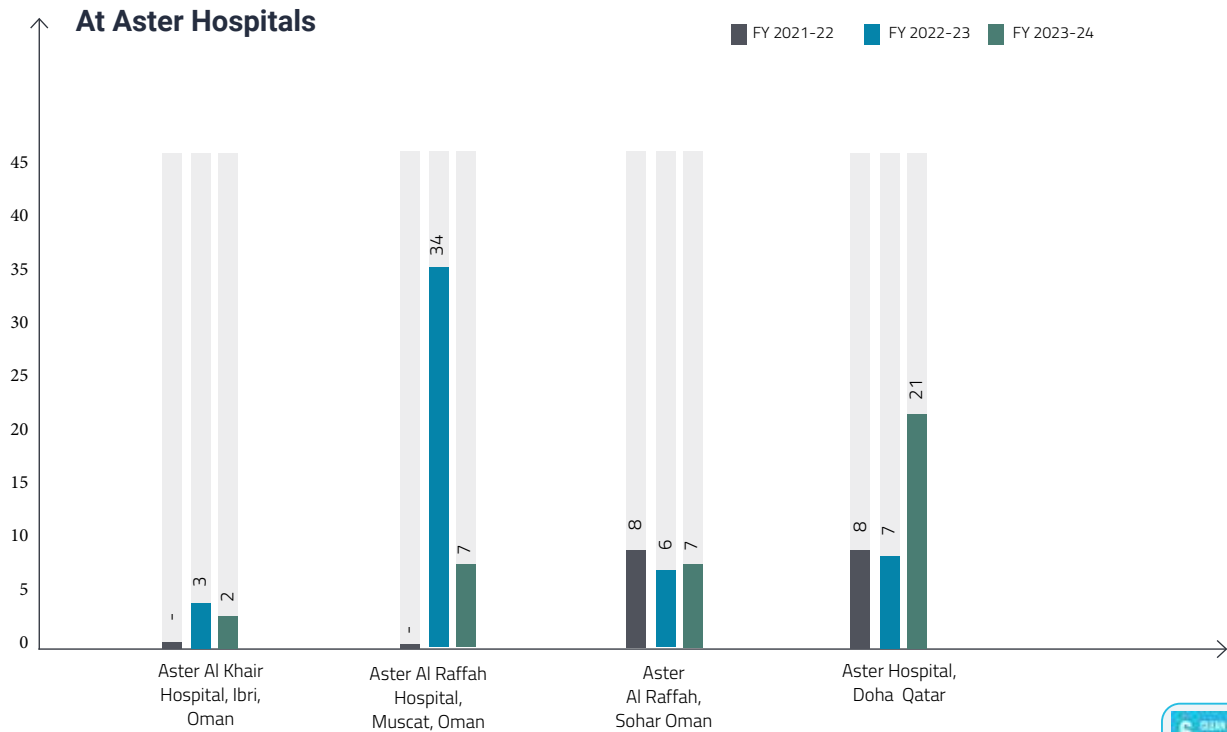
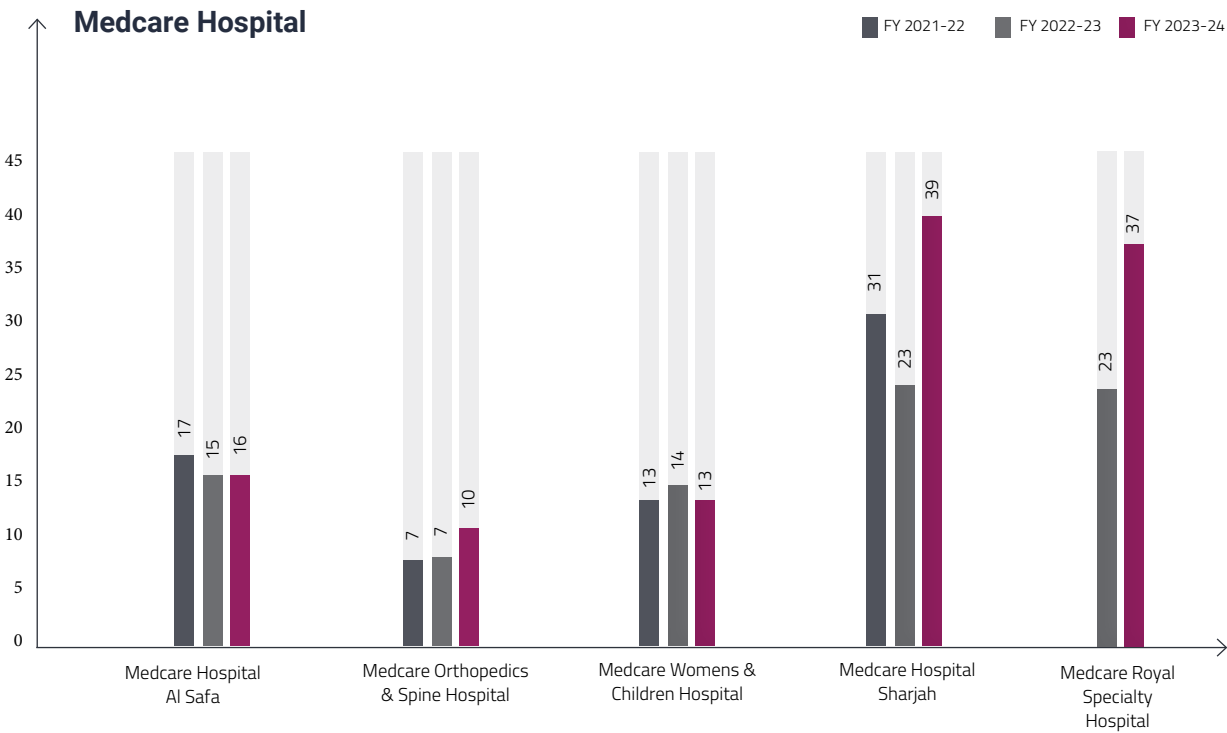
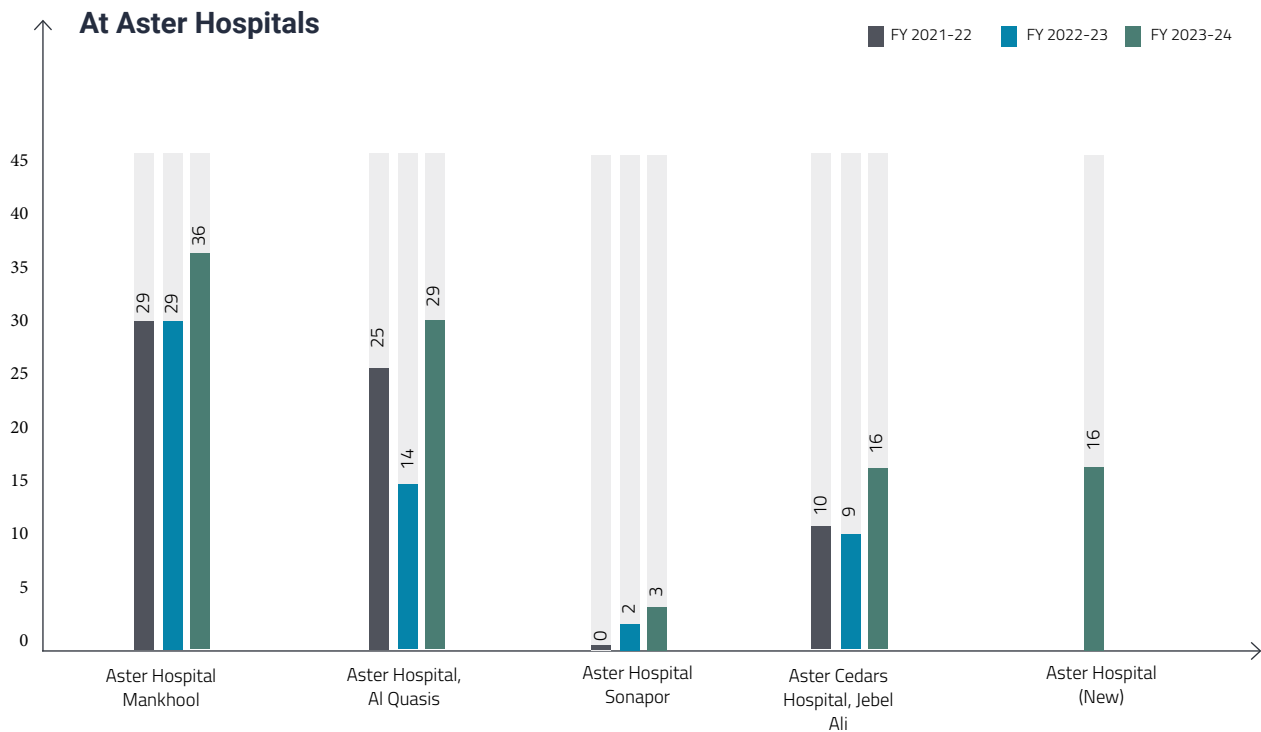
WATER CONSUMPTION BY SOURCE

In the GCC region, the majority of water consumption at Aster DM Healthcare occurs within our hospitals. A smaller quantity of water is used in our clinics, pharmacies, and laboratories.

The primary source of water supply for our facilities was the municipality. Entity level breakdown for the water consumption is presented here.



Water Consumption (Thousand Kiloliters)

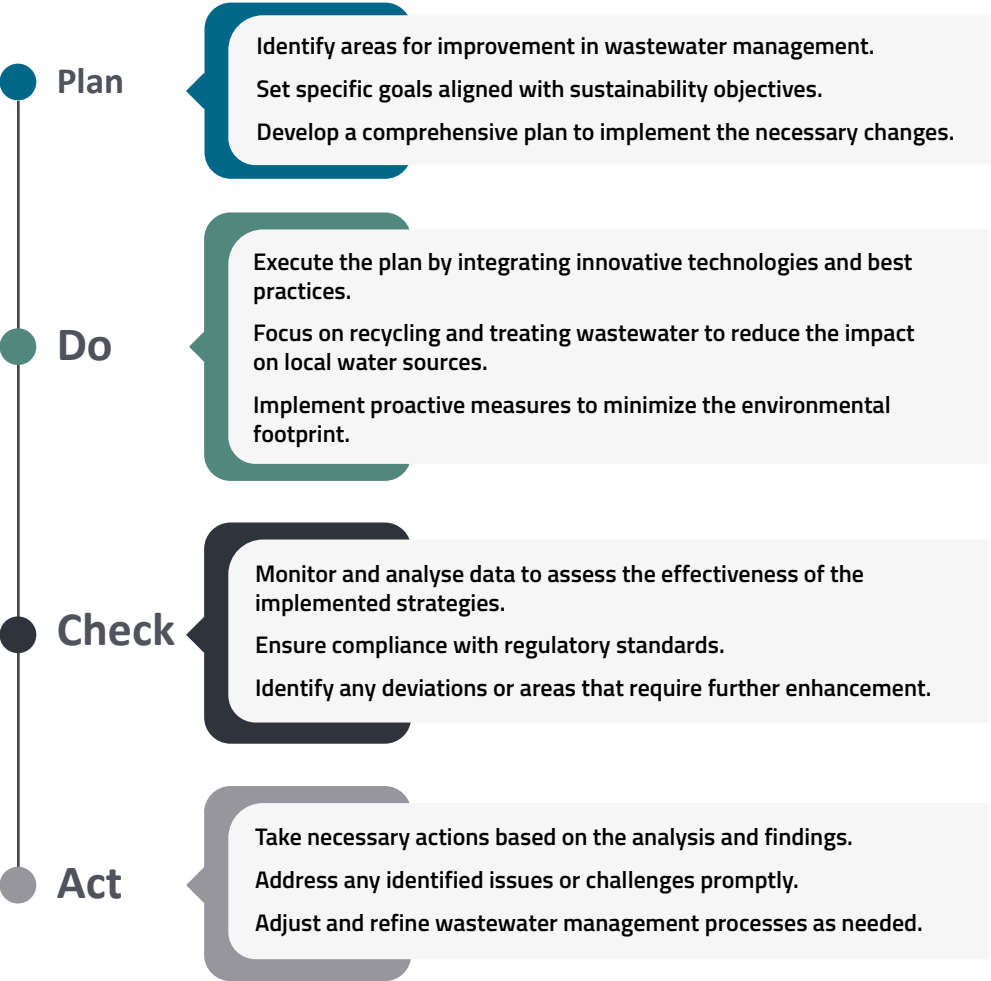




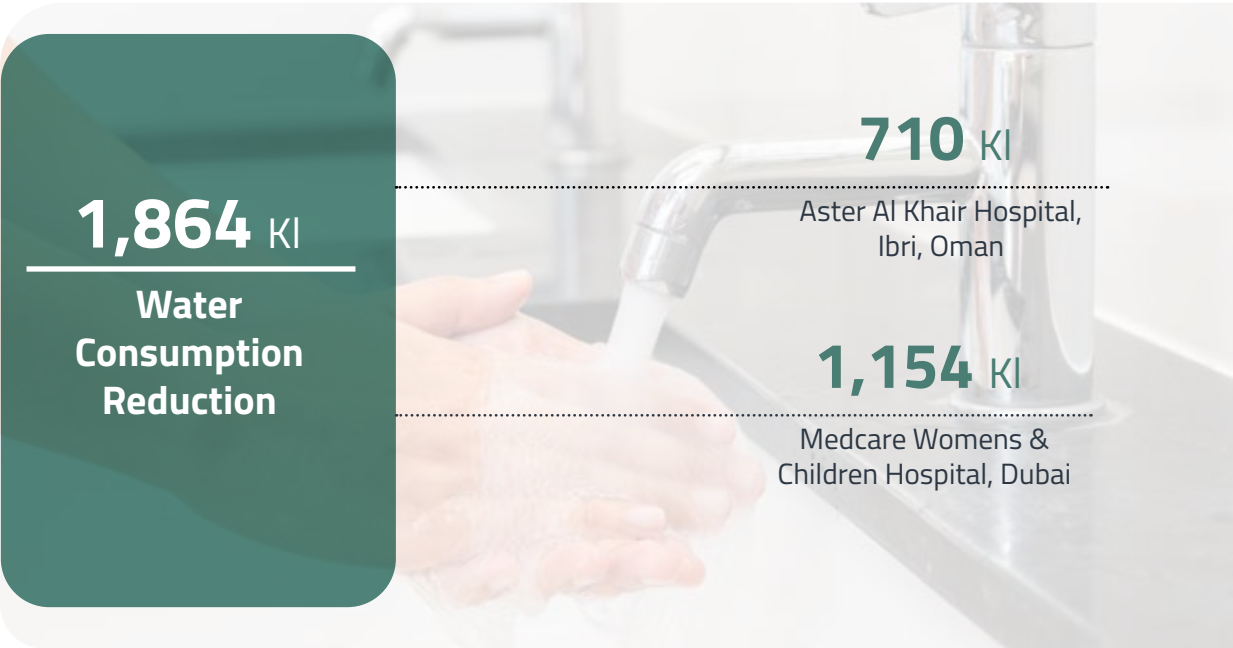
WATER OPTIMISATION PROCESS

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 GCC has successfully optimised its water usage, reducing consumption by 1,864 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.



CIRCULAR ECONOMY

Aster DM Healthcare has embraced the principles of a circular economy to enhance sustainability and minimise environmental impact. We prioritise 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.”

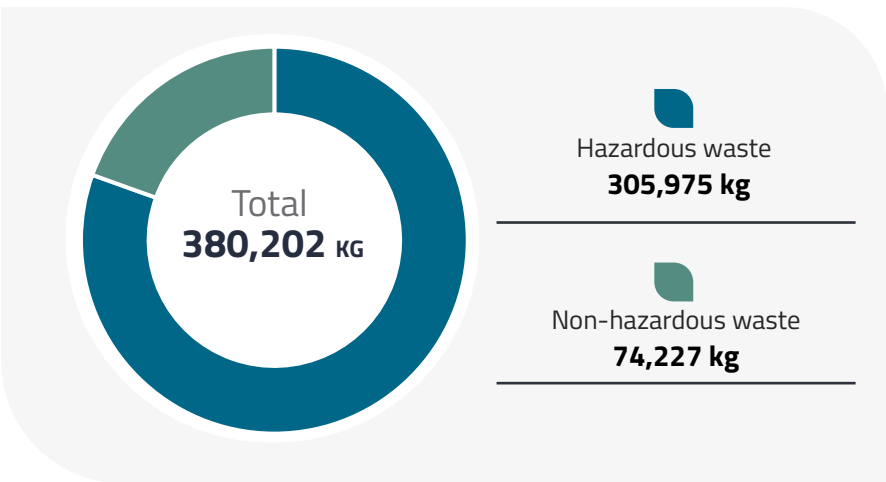


WASTE GENERATION AND MANAGEMENT

At Aster DM Healthcare, we generate a variety of waste types across our operations, categorised into hazardous and non-hazardous waste. We prioritise accurate tracking and management of all waste generated, ensuring that recyclables are segregated at the source. This approach helps in maintaining an organised and efficient waste management system.

The table presents the quantities of various waste types generated across our operations, measured in kilograms (kgs).

This includes Hazardous waste (medical waste) and Non-hazardous waste (waste cardboards, general waste, paper waste, plastic waste and wood waste) generated across various hospitals.



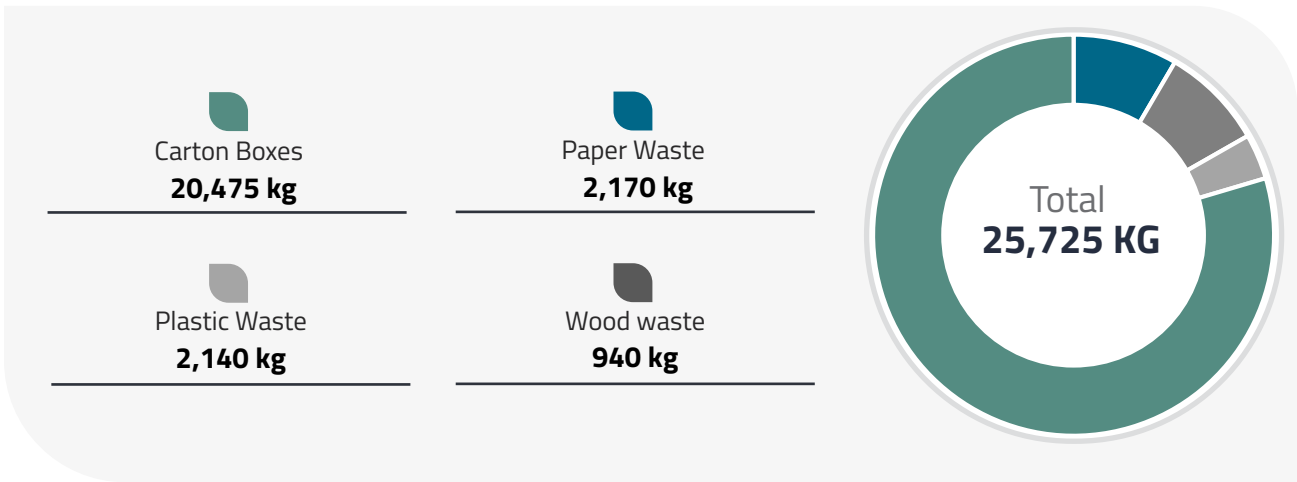
WASTE RECYCLING

Aster DM Healthcare’s commitment to sustainability is exemplified by its impressive achievement in waste management, with a total of 64,871 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.



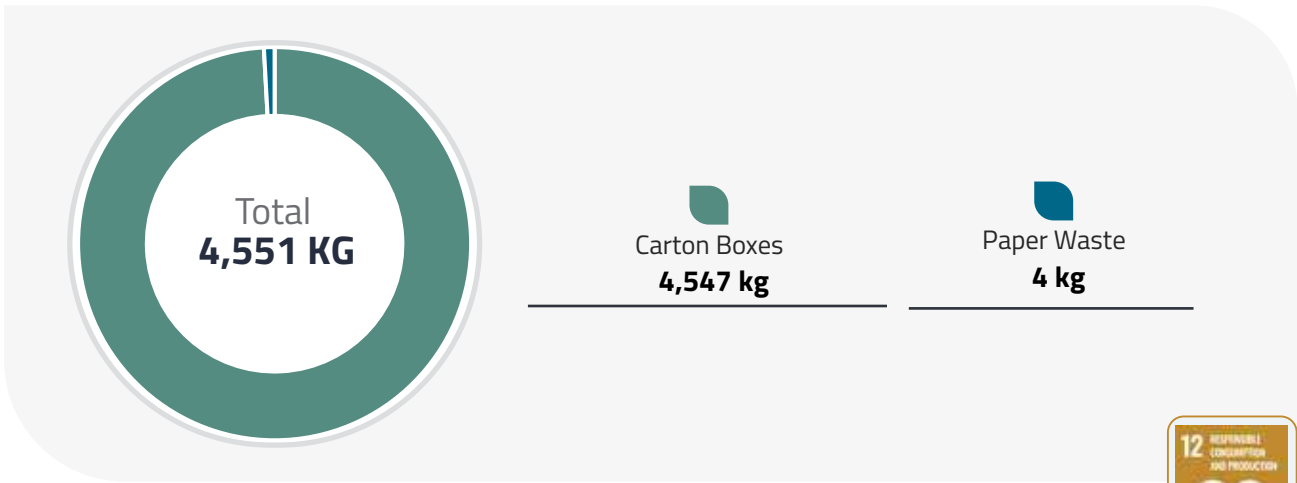
Waste Recycling at Medcare Speciality Hospital AL Safa

Medcare Hospital AL Safa has a well-established recycling procedure that highlights its commitment to sustainability. In the year 2023-2024, the hospital successfully recycled 25,725 kgs of waste. This includes various recyclable materials such as paper, plastic, wood and waste cartons. The hospital collaborates with specialised vendors and follows stringent procedures to ensure the efficient collection and recycling of these materials.



Waste Recycling at Aster Hospital Quasis

Aster Hospital Quasis has a well-established recycling procedure effective waste management strategy. Various vendors and procedures are in place for the collection and recycling of segregated recyclable materials. Through our comprehensive recycling program, Aster Quasis successfully recycled a total of 4,551 kgs of waste. This includes various recyclable materials such as paper and waste cartons. The quantities of the different types of waste recycled are detailed here.





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

ADVANCING THROUGH INNOVATION

MY ASTERAPP

The myAster app is a comprehensive digital platform designed to enhance the healthcare experience by providing seamless access to various medical services and information. It offers a range of features designed to make healthcare more convenient, personalised, and efficient.

The myAster app has achieved remarkable success, earning the title of, #1 Top-free medical‘ app on both the Apple App Store and Google Play Store. It unifies all Aster healthcare verticals into a single platform, making a full range of healthcare services easily accessible to users.

The myAster app allows patients to manage their healthcare needs with unparalleled convenience.They can book appointments, consult doctors online or in-person, access prescriptions, scans, and medical records, and order medicines for home delivery, all with a simple touch, putting healthcare management at their fingertips.

A fully functional help centre supports the app and includes features like automatic insurance integration and approval. It also offers storage options for patients to save and keep records of all healthcare documents for the entire family on the digital platform, ensuring easy access and management of medical information.

In our continuous effort to enhance patient care and accessibility, we have partnered with CISCO to integrate teleconsultation services into the myAster app.



696,609

Total Number of Registered Customers



1,154,339

Total App downloads



634,188

Total Active Monthly User

We implemented a “One View of the Customer” feature to gain a comprehensive understanding of our customers’ needs, enabling us to provide more personalised and effective healthcare solutions.

We enhanced our online pharmacy service by introducing express delivery with live tracking and launched our Net Promoter Score (NPS) initiative to gain deeper insights into customer satisfaction.

The past fiscal year has seen remarkable growth in digital health, with myAster playing a pivotal role. myAster now accounts for 35% of total bookings, demonstrating its increasing popularity among patients for convenient access to healthcare services.



KEY FEATURES OF MYASTER APP



Appointment Booking

Convenience:

Easily book appointments with doctors across various specialties at Aster hospitals and clinics. The app allows users to view available time slots and choose appointments that fit their schedule.

Doctor Profiles:

Access detailed profiles of healthcare professionals, including their qualifications, experience, and patient reviews, to make informed choices about which doctor to consult.



Teleconsultation

Virtual Visits:

Patients can consult with doctors via video calls, ensuring access to medical advice without the need to visit a clinic physically. This feature is especially beneficial for follow-up consultations or minor health concerns.

Secure and Private:

The app ensures that all teleconsultations are conducted securely, maintaining patient confidentiality and data protection.



Health Records Management

Digital Access:

Store and access personal health records digitally. Users can upload documents such as lab reports, prescriptions, and medical history, making it easy to share with healthcare providers when needed.

Integration:

The app integrates with Aster’s hospital systems, automatically updating health records with information from past visits and treatments.



Online Pharmacy

Health and Wellness Shopping:

Users can shop for a variety of health and wellness products, including medications, vitamins, supplements, and personal care items, all available within the app.

Prescription Services:

We upgraded our Rx home delivery service to include pre-ordering options during appointment booking or via scan code at the pharmacy. This ensures that patients receive their medications promptly and efficiently.



Lab Test Booking and Results

Convenient Booking:

Schedule lab tests at Aster facilities with just a few clicks. Users can choose from a wide range of diagnostic tests available.

Lab on App Project:

We launched the „Lab on App” project, enabling patients to review and store their lab reports directly on the myAster app. This feature enhances convenience and ensures easy access to vital health information



Healthcare Packages

From Aster Clinics, we introduced healthcare packages that can be purchased exclusively through myAster, offering patients special deals and added value.



EMBRACING CLOUD TECHNOLOGY FOR A SUSTAINABLE FUTURE

At Aster DM Healthcare, we are committed to leveraging cutting-edge technology to enhance healthcare delivery, improve operational efficiency, and contribute to a sustainable future. One of our most significant strides in digital innovation has been the adoption of cloud-based infrastructure across our healthcare systems, eliminating the need for physical data centres and their associated environmental impact.

Traditionally, healthcare institutions have relied on on-premise data centres to manage their extensive IT operations. However, these setups require significant investments in hardware, energy-intensive cooling systems, and ongoing maintenance. If Aster had continued to rely on on-premise data centres across our office buildings and healthcare facilities, we would have needed an estimated 50,000 square feet—or even more when considering Business Continuity Planning (BCP) and Disaster Recovery (DR) needs—to house the necessary racks and servers.



By moving our core systems to the cloud, Aster has eliminated these challenges and unlocked numerous benefits:



Environmental Sustainability:

Hosting our Clinics Hospital System on the Alibaba Public Cloud and the entire Medcare system on the Intersystem Cloud has allowed us to forgo the need for physical hardware and energy-consuming air conditioning systems typically required for data centres.



Cost Efficiency:

Cloud infrastructure reduces the need for capital expenditure on hardware, power, and cooling systems.



Enhanced Security and Compliance:

Our cloud providers, Alibaba and Intersystem, offer robust security measures and compliance with global healthcare regulations. This ensures that patient data is protected, and our systems remain secure from potential threats.



Business Continuity and Disaster Recovery:

Cloud-based systems offer enhanced disaster recovery capabilities, ensuring that our operations remain uninterrupted in the event of unforeseen circumstances.

By removing the need to manage physical data centres, our IT teams can focus more on innovation and developing new solutions that improve patient care and operational efficiency.

This shift has accelerated our digital transformation and positioned Aster as a sustainable leader in healthcare technology through significant reduction in the emission footprint.

As we continue on this journey, we remain dedicated to exploring new digital innovations that will enhance the patient experience, improve healthcare outcomes, and promote environmental sustainability.

Our cloud-first approach is just one of the many ways we are working to build a smarter, greener, and more resilient healthcare future.


800 tCO₂e
Emissions
Avoided



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.



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



COMPREHENSIVE LAPAROSCOPIC SURGERY FOR GERD AND WEIGHT MANAGEMENT, MEDCARE WOMEN & CHILDREN HOSPITAL

A 48-year-old female patient presented with significant weight gain and persistent gastroesophageal reflux disease (GERD) symptoms. Her medical history and diagnostic assessments revealed the presence of a hiatal hernia and a previous gastric bypass that required reversal.

Given the complexity of her condition, the medical team opted for a multi-faceted surgical approach to address both the GERD symptoms and the issues related to her previous weight management surgeries.

The procedures included: Laparoscopic Gastric Plication, Laparoscopic Roux-en-Y

(R-en-Y) Gastric Bypass, Laparoscopic Cholecystectomy, Hiatal Hernia Repair, and Reversal of Gastric Bypass with Gastro-Gastric Anastomosis.

The combination of these laparoscopic procedures was chosen for its minimal invasiveness, reduced recovery time, and effectiveness in treating both the patient's GERD and weight-related issues.

The surgery was successful, and the patient experienced significant relief from GERD symptoms and improved management of her weight.



ROBOTIC-ASSISTED KNEE REPLACEMENT SURGERIES: ADVANCED CARE FOR OSTEOARTHRITIS, MEDCARE ORTHOPAEDICS & SPINE HOSPITAL

Two robotic-assisted total knee replacement (TKR) surgeries were performed, including a complex bilateral TKR. Among the patients was a 71-year-old individual suffering from severe bilateral knee osteoarthritis.

This advanced surgical technique, utilizing robotic assistance, allowed for unparalleled precision in the procedure.

The patient undergoing the bilateral TKR experienced a remarkably swift recovery. Discharged just three days after surgery, they demonstrated significant

improvement in knee motion within 12 days post-operation. This rapid recovery highlights the effectiveness of robotic-assisted surgery in reducing recovery times and enhancing postoperative outcomes, especially in elderly patients with complex conditions like osteoarthritis.

Robotic-assisted knee replacement represents a significant advancement in orthopedic surgery, offering patients improved accuracy, faster recovery, and better overall outcomes.



SUCCESSFUL TREATMENT OF STAGE 3 RETINOPATHY OF PREMATURITY (ROP) IN A PREMATURE INFANT, ASTER HOSPITAL AL QUSAI

A premature baby, born at just 25 weeks and 6 days with a birth weight of 918 grams, was on the brink of vision loss due to Stage 3 Retinopathy of Prematurity (ROP). At only 4 months of age, the infant was facing severe vision-threatening complications.

Despite the odds, the medical team successfully treated the condition, preserving the baby’s eyesight. This case emphasizes the importance of early detection and timely intervention in managing ROP, a serious condition that can lead to blindness in premature infants.

The successful outcome not only saved the baby’s vision but also highlighted the advanced neonatal care capabilities available for such delicate cases.

SUCCESSFUL LAPAROSCOPIC SURGERY FOR DEEP ENDOMETRIOSIS IN A 26-YEAR-OLD FEMALE AT ASTER AL RAFFAH SOHAR

A 26-year-old married female underwent a complex laparoscopic surgery to address multiple reproductive health issues, including bilateral ovarian endometriomas, a right adnexal cystic lesion, and deep infiltrating endometriosis with pelvic adhesions.

The procedure involved an extensive excision of deep endometriosis, bowel resection with end-to-end anastomosis, and bilateral ovarian cystectomy.

The surgery was performed successfully without any complications, and the patient was discharged in stable condition.

TIMELY INTERVENTION SAVES 52-YEAR-OLD WOMAN AFTER CARDIAC ARREST AND HEART ATTACK, ASTER ROYAL HOSPITAL, MUSCAT

A 52-year-old woman experienced sudden chest pain and difficulty breathing while at an airport, which quickly escalated into a collapse and ventricular fibrillation (VF) arrest.

Emergency responders resuscitated her using three DC shocks, successfully restoring her circulation. Following the return of spontaneous circulation (ROSC), an ECG revealed ST elevation in the inferior leads, indicating a severe heart attack.

She was immediately taken for a primary percutaneous coronary intervention (PPCI), where a total occlusion of the right coronary artery (RCA) was identified and treated.

Thanks to the swift medical intervention, she made an excellent recovery and was discharged just two days later.

SUCCESSFUL MANAGEMENT OF VENTRICULAR TACHYCARDIA IN A 57-YEAR-OLD MALE WITH SEVERE LEFT VENTRICULAR DYSFUNCTION, ASTER SANAD

A 57-year-old male with a history of type 2 diabetes, hypertension, and ischemic heart disease presented with a life-threatening episode of ventricular tachycardia. Immediate medical intervention was initiated, involving two DC shocks and an amiodarone infusion, successfully restoring his heart rhythm to normal sinus.

Further evaluation through echocardiography revealed severe left ventricular dysfunction, with a left ventricular ejection fraction (LVEF) of just 15%. Given the high risk of future arrhythmic events, an Electrophysiology Study (EPS) consultant recommended the insertion of an Implantable Cardioverter Defibrillator (ICD).

The ICD was successfully implanted, providing the patient with ongoing protection against potential life-threatening arrhythmias.



COLLABORATIONS AND CSR PARTNERSHIPS - MIDDLE EAST AND AFRICA

Under the umbrella of Aster DM Healthcare, we have collaborated with multiple organizations locally and globally to enhance our positive impact on people and communities.

We believe that the goals of UNSDGs can only be achieved if strong partnerships are built locally as well as globally to foster sustainable development.

The key partnerships that we built in the year 2020-21 in the Middle East and Africa and other geographies are presented in this section.

Community Partners

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

Program Partners

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

Strategic Partners

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



AWARDS & RECOGNITIONS



Gulf Sustainability Awards

Best Community Development
Bronze

Best CSR Initiative
Gold

Sustainability Team of the Year
Silver

Arabia CSR Award Healthcare Sector



Global ESG Awards

Sustainability/CSR Team of the Year.
Platinum

Supporting People of Determination
Platinum

AWARDS & RECOGNITIONS



Dubai Chamber of Commerce – Advanced CSR Label-22



Arabia CSR Award - Partnerships & Collaborations



Guinness World Record Screening 12,714 people in 24 hrs



Gulf Sustainability Awards – UNSDGs (Gold); COVID (Bronze)



Dubai Chamber of Commerce – Advanced CSR Label-22



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



ASSURANCE STATEMENT



Subject: Independent assurance letter on Environment sustainability and Governance assurance report for Aster GCC Holding Limited for FY2023-2024 reference number - QSZ_ESG_Assurance_FY2023_24 (v01_20.03.2025).

To the management of Aster GCC Holding Limited.

We QSZ Certification being engaged by Aster GCC Holding Limited for assurance of ESG performance disclosures in its Annual Report in alignment with internationally recognized reporting standards (GRI), ensuring both qualitative and quantitative data were accurately represented and compliant with applicable frameworks.

Directors Responsibilities

The Aster GCC, Directors are responsible for preparing an Annual Report which complies with the requirements of the GRI standard and for being satisfied that the Annual 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 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 included detailed data validation and source verification. As an outcome, identified variances and non-compliance has been fixed, confirming 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 GCC Holding**.

Our assurance engagement covers the **ESG Report for the GCC 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 Standard 2021: Environment		
	• GRI 2: General Disclosures 2021: 302-1 Energy consumption within the organization, 302-4 Reduction of energy consumption	214-215,216-219	302-1,302-4,305
	• GRI 303: Water and Effluents 2018: 303-1 Interactions with water as a shared Resource, 303-5 Water consumption	224,222-223	303-1,303-5
	• 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	212-213,216-219	305-1,305-2,305-3
	• 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	230-231	306-1,306-2,306-3,306-4
2	Social		
	• 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.	94-95,106-107	401-1,401-2
	• 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 relationships, 403-8 Workers covered by an occupational health and safety management system, 403-9 Work-related injuries, 403-10 Work-related ill health.	125-129	403-1,403-2,403-5,403-7,403-8,403-9,403-10
	• GRI 405: Diversity and Equal Opportunity 2016: 405-1 Diversity of governance bodies and employees, 405-2 Ratio of basic salary and remuneration of women to men	80-81,102-103	405-1,405-2
	• GRI 413: Local Communities 2016: 413-1 Operations with local community engagement, impact assessments, and development programs	136-205	413-1
3	Governance		
	• GRI 201: Economic Performance 2016 : 201-1 Direct economic value generated and distributed,		201-1
	• GRI 205: Anticorruption 2016	94-95	-
4	Innovation		
	• Aster Application	234	-

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

Ref # **QSZ_ESG_Assurance_FY2023_24 (v01_20.03.2025)**.

Warm regards,

For QSZ Certifications Services.



Managing Director
(Dr. Sameer Kumar)

Date: 28 March 2025

Ref No.: QSZCS/2025/EAL/0328

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 GCC Holding Limited.



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		GRI SECTOR STANDARD REF. NO.
				REASON	EXPLANATION	
General disclosures						
GRI 2: General Disclosures 2021	2-1 Organizational details	16-75	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	20-21				
	2-3 Reporting period, frequency and contact point	2, 254, 260				
	2-4 Restatements of information	2				
	2-5 External assurance	252 - 253				
	2-6 Activities, value chain and other business relationships	18-75				
	2-7 Employees	100-105				
	2-8 Workers who are not employees		Information unavailable/ incomplete			
	2-9 Governance structure and composition	79-83				
	2-10 Nomination and selection of the highest governance body		Confidentiality Constraints			
	2-11 Chair of the highest governance body	80,81				
	2-12 Role of the highest governance body in overseeing the management of impacts	80,81				
	2-13 Delegation of responsibility for managing impacts	82,83				

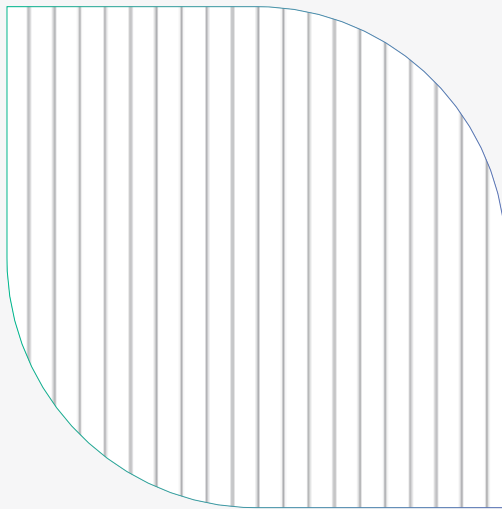
GRI STANDARDS/ OTHER SOURCE	DISCLOSURE	LOCATION	REQUIREMENT(S) OMITTED	OMISSION		GRI SECTOR STANDARD REF. NO.
				REASON	EXPLANATION	
GRI 2: General Disclosures 2021	2-14 Role of the highest governance body in sustainability reporting	80-81				
	2-15 Conflicts of interest	86				
	2-16 Communication of critical concerns			Information unavailable/ incomplete		
	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, 90-91				
	2-23 Policy commitments	86-87				
	2-24 Embedding policy commitments	86,87				
	2-25 Processes to remediate negative impacts			Confidentiality constraints		
	2-26 Mechanisms for seeking advice and raising concerns	82-83				
	2-27 Compliance with laws and regulations	129				
	2-28 Membership associations	Joint Commission International (JCI), NABH				
	2-29 Approach to stakeholder engagement	92,93				
	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	94-95	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	94-95				
Economic performance						
GRI 3: Material Topics 2021	3-3 Management of material topics	94-95				
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	96-97				
	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	94-95				
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	94-95				
GRI 2: General Disclosures 2021	302-1 Energy consumption within the organization	214-215				
	302-2 Energy consumption outside of the organization			Information unavailable/ incomplete		
	302-3 Energy intensity			Information unavailable/ incomplete		
	302-4 Reduction of energy consumption	216-219				
	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	94-95				
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	224				
	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	222-223				
Emissions						
GRI 3: Material Topics 2021	3-3 Management of material topics	94-95				
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	212-213				
	305-2 Energy indirect (Scope 2) GHG emissions	212-213				
	305-3 Other indirect (Scope 3) GHG emissions	212-213				
	305-4 GHG emissions intensity			Information unavailable/ incomplete		
	305-5 Reduction of GHG emissions	216-219				
	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	94-95				
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	230-231				
	306-2 Management of significant waste-related impacts	230-231				
	306-3 Waste generated	230-231				
	306-4 Waste diverted from disposal	230-231				

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	94-95				
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	94-95				
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	106,107				
Occupational health and safety						
GRI 3: Material Topics 2021	3-3 Management of material topics	94- 95				
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	125-129				
	403-2 Hazard identification, risk assessment, and incident investigation	129				
	403-3 Occupational health services	129				
	403-4 Worker participation, consultation, and communication on occupational health and safety			Information unavailable/ incomplete		
	403-5 Worker training on occupational health and safety	114-115				
	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	125-126				
	403-8 Workers covered by an occupational health and safety management system	128-129		Information unavailable/ incomplete		
	403-9 Work-related injuries	126-127				
	403-10 Work-related ill health	126-127				

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	94 - 95				
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	80-81,102-103		Information unavailable/ incomplete		
	405-2 Ratio of basic salary and remuneration of women to men			Information unavailable/ incomplete		
Non-discrimination						
GRI 3: Material Topics 2021	3-3 Management of material topics	94-95				
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	94-95				
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	136-205				
	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	94-95				
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]		



Aster
We'll Treat You Well



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