



HEART
INSTITUTES



BUSINESS RESPONSIBILITY REPORT
2018-2019



CANCER
INSTITUTES



INSTITUTE OF
NEUROSCIENCES



INSTITUTE OF
ORTHOPAEDICS



INSTITUTE OF
TRANSPLANTS

120,000,000
LIVES TOUCHED.



EMERGENCY &
CRITICAL CARE



PHARMACY



RETAIL HEALTH



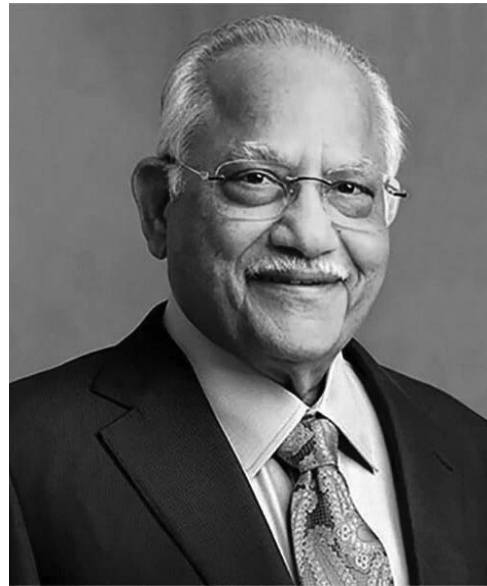
HEALTH
INSURANCE

THE
DIFFERENCE
BETWEEN
GOOD &
Great.



Business Responsibility Report
2018-2019

From the Chairman



Dear Shareholders,

At the outset, allow me to mark the 35-year milestone of Apollo Hospitals – a journey that began for me as a mission to bring top quality equitable healthcare of international standards to Indians. Our commitment to that mission led by consistent and uncompromising standards in clinical practices, quality measures, and patient centric care, has not only heralded the birth of an industry in the country, but has also enabled us to set benchmarks in healthcare delivery as a whole. I am proud that Indian private healthcare is able to serve two-thirds of the Indian population today as well as people from more than 120 countries seeking better healthcare options.

Apollo Hospitals Group is the only global institution with presence in every facet of the healthcare eco-system, encompassing curative health, pharmacies, retail health, diagnostics, telehealth, home health, as well as preventive health and wellness, medical education and skill development, not to mention health insurance and over 3,400 pharmacies. We have touched over 120 million people through our eco-system led by our hallmark clinical excellence tendered with care, compassion and cost benefit – an achievement which no other private institution can claim. Dr. HJ Morowitz, Professor at the Yale University, analyzed various parts of the body and its functions and pegged the value of its creation at six trillion dollars. Such a priceless body needs strong guidance to protect its health and well-being.

I feel extremely privileged that in February this year, the Hon'ble Governor of Tamil Nadu, Shri Banwarilal Purohit, launched a Postal Stamp to mark our pioneering efforts in the area of Preventive Healthcare in India. The Master Health Check which we pioneered is a great tool to help people in the pursuit of wellness. It can pick up abnormal health parameters and help in early diagnosis of potential health problems. I am happy to tell you that we have completed over 20 million health checks till date. Over the years, the Postal Department of India has honoured us with four stamps to mark our achievements-something that no other hospital group in the world can claim.

Non Communicable Diseases or NCDs which include diabetes, cardiac, strokes, infections, and cancer, are soon going to become a major challenge to the physical health and economic security of many lower and middle income people. I would like to add two recently recognized conditions to this list—Obesity and Sleeplessness. The World Economic Forum has predicted that 75% of deaths by the end of this decade will be from NCDs, creating a global cost burden of 30 trillion dollars. India's share in this will be a staggering 4.8 trillion dollars; more than 50% of the GDP. I call this a Tsunami. In our experience, we have realized that early detection is important and NCDs can be prevented or reversed. But we need to take good care of our precious bodies. At Apollo, we have made it our Mission to carry the message of prevention and early detection countrywide and overseas also.

In this regard we have launched ProHealth, a three-year health and wellness programme for our 60,000 plus members of the Apollo family and their dependents, a total of 200,000 people. The programme facilitates early detection and healthy living through health guides, online tools and call doctors. On completion of the program, I plan to send each one a cake to celebrate their health and happiness. I urge captains of industries to extend this beneficial programme to all their employees so that the community as a whole can celebrate health and happiness. I firmly believe when India takes the lead, the world will follow.

We have since inception, underpinned our clinical excellence with superior technology in every discipline, comparable to any hospital in the world. Our most recent addition of the multi-room Proton Centre in Chennai will serve patients not just in India, but also from other countries that do not have this facility. The credibility of the Apollo brand and the cost of treatment which is less than one-third of international prices, attract many medical value travelers to our hospitals and our highly skilled team of medical, surgical, and radiation oncologists and physicists. Our facilities are equipped with the latest technology to enable them in their diagnoses and treatments. This spirit pervades our 70 hospitals.

Our Cardiac Institutes have consistently produced outcomes on par with the best hospitals in the world. The Institutes have completed over 170,000 coronary bypass surgeries and are the single largest establishment for minimally invasive cardiac surgeries. We have completed over 50,000 CABGs just in Chennai.

We continue to focus on growing our Centers of Excellence, with a view to strengthening our leadership position in key specialties in all our geographies. Neurosciences, Orthopaedics, Emergency and Critical Care are identified as COEs, in addition to Cardiac, Oncology and Transplants. Our COE focus spans the entire spectrum of care, starting with the best talent, latest technology, cutting-edge protocols, differentiated product and service portfolio, and benchmarked clinical outcomes.

We opened our 3400th pharmacy store this fiscal. The pharmacy business now contributes 39% to our topline. Our retail business has a robust network of birthing centres, primary clinics, dental clinics, sugar clinics, dialysis centres and diagnostic labs; we remain the leading retail healthcare provider in the country.

The Indian government made a landmark move to launch 'Ayushman Bharat' – the Universal Health Insurance scheme. This resonates with my own personal sentiment that "health is a global right and a global duty". Our PPPs in this regard stand testimony to our commitment to bring affordable healthcare of superior standards to every fellow Indian. We have partnered with several state governments and leveraged technology to improve access to healthcare for the under-served in remote rural areas of our country.

Through initiatives like TeleHealth and TeleMedicine, we are able to run diagnostics and provide specialized consultations for appropriate treatments, creating innovative service delivery models for primary, secondary, and tertiary care.

We piloted our efforts in population health and well-being in Aragonda village, my birth place in Chittoor district (AP) in 2013 to fight the onset of Non Communicable Diseases. The initiative, Total Health, provides "Holistic Health Care" for the community, starting from birth, into childhood, adolescence, adulthood and in the later years of life. Today the program covers the whole of Thavanampalle Mandal with 170 hamlets and 60,000 people and the results are extraordinary. I am proud to announce that Apollo Hospitals in Aragonda has performed 150 Knee Replacement surgeries – the first hospital in India to do so in a remote village.

On the 24th of February, Shri Ram Nath Kovind, the Hon'ble President of India, inaugurated our Multi Speciality Hospital in Lucknow – ApolloMedics. This marks our 70th Hospital with a capacity of 330 beds.

Our FY 19 results show YOY growth of 17% in Revenue with Healthcare Services contributing 55% and Standalone Pharmacies, 39%. Overall, the EBITDA stood at ₹ 10,637 mio, a YOY growth of 34%. I am pleased to announce a dividend of ₹ 6 per share.

I am delighted to tell you that this year, we have received 44 awards and accolades in India and abroad, in recognition of our commitment towards patient centricity, clinical excellence and innovation. We were also awarded the No 1 rank among Indian hospitals, for the 16th year in a row by The Week magazine, a true testimony to our consistency in delivering superior quality healthcare to our patients.

The future of healthcare is dawning on us. A future in which the global health care systems will focus on keeping people well-not just curing them when they are ill; where technology-enabled care will be available when and where people need it; where drugs and devices are personalized and based on an individual's needs; and where people understand the cost, value, and impact of their options for care. The use of Artificial Intelligence in diagnostics, for example, genomic sequencing, is fast gaining ground. The opportunity for us to shape this future is promising and rich. We have partnered with prominent global enterprises to create viable avenues to make healthcare delivery more efficient and sophisticated, and to cater to the evolving needs of our patients.

The success of Apollo Hospitals has always been about teamwork. We want to place on record my sincere appreciation and gratitude for all the hard work my Apollo family has put in to bring us to where we are today. We earnestly ask you to continue in that stride for I am confident that together we can deliver value to all our stakeholders – patients, investors and the community we serve.

I personally place on record my appreciation for our Board Members and investors for the trust they have placed on us. I look forward to that in the coming years as we move forward to achieve our goals.

Our steadfast goal is to bring down the huge burden of NCDs through our comprehensive preventive health programme. Always remember that your body is priceless and it is your duty to maintain and preserve it, towards your Health and Happiness.

Stay Healthy and my warm personal regards to all of you,

Dr. Prathap C. Reddy
Executive Chairman, Apollo Hospitals Group

About Apollo

Apollo Hospitals Enterprise Limited (AHEL), the pioneer of corporate healthcare services in India, was founded by Dr. Prathap C. Reddy in 1979. The first corporate healthcare unit in India embarked on its journey to become a comprehensive healthcare service provider by launching its 150-bed hospital at Chennai, in 1983. From that humble beginning decades ago, the Group has emerged as the pre-eminent private sector healthcare provider in India.

AHEL's diversified operations include around 10,167 beds across 70 hospitals, 3,428 pharmacies, around 765 retail healthcare centers including clinics, cradles, etc. and over 115 telemedicine units across 9 countries, health insurance services, global consultancy projects, 15 academic institutions and a research foundation focusing on global clinical trials, epidemiological studies, stem cell and genetic research. The Group has set up landmark hospitals in major urban centers such as Chennai, Hyderabad, Mumbai, Delhi, Bangalore, Kolkata, Ahmedabad, Navi Mumbai and Pune and so on.

Our healthcare framework encompasses a mix of primary, secondary and tertiary care facilities. Our tertiary care hospitals are designed to provide advanced levels of care in over 55 specialties, including cardiac sciences, oncology, critical care, neurosciences, orthopedics, radiology, gastroenterology and transplants. To enhance our service to our customers and complement our business, we also provide a basket of other services such as project consultancy services, health insurance services, education and training program and research services. Apollo believes in leveraging technology to facilitate seamless healthcare delivery. The organization has been at the forefront in introducing several cutting-edge healthcare solutions in India.

We are also enhancing our retail healthcare footprint by including primary care clinics, day surgery, birth centers and dental clinics. These facilities are housed under Apollo Health & Lifestyle Ltd, which is the retail healthcare arm of Apollo Hospitals.

For more than 35 years, the Apollo Hospitals Group has continuously excelled and maintained leadership in medical innovation, world-class clinical services and cutting-edge technology. Our hospitals are consistently ranked amongst the best hospitals globally for advanced medical services and research.

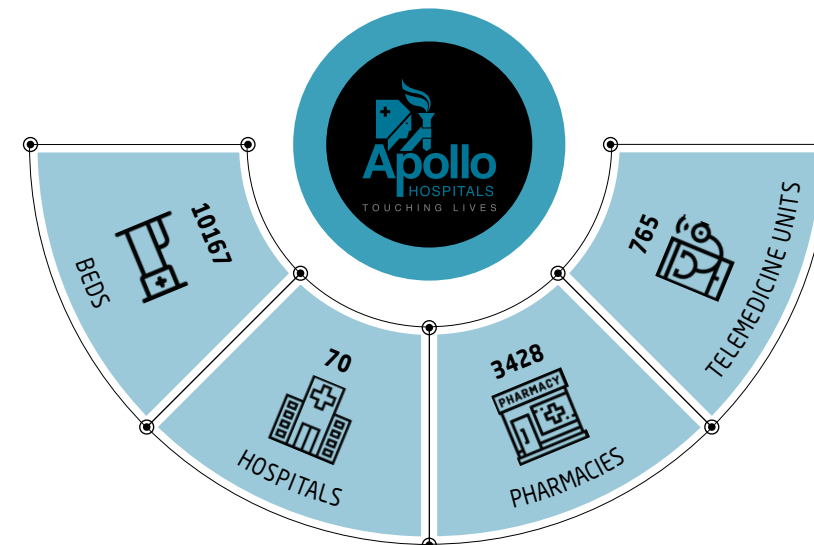
Clinical Excellence forms the cornerstone around which our healthcare operations are structured. We strive consistently to deliver the highest standards of clinical outcomes across various specialties.

We benchmark our performances against institutions with the best clinical performance in the world in their respective specialties. We have set internal standards for ourselves, with the intention to match or surpass the performance of the best global institutions thereby elevating the standards of healthcare services delivered across the network.

In order to ensure sustainable clinical outcomes, the Group follows an internal quality management process known as the "Apollo Clinical Excellence" program which is referred to as "ACE @ 25". This has been implemented across our entire network of hospitals. ACE @ 25 assesses performance based on 25 clinical parameters which are critical to delivering the very best clinical outcomes. To enhance our standards even further, we have also introduced the 'Rocket ACE' program which covers an additional 25 parameters leading to an advanced clinical performance assessment model for key focus areas.

These initiatives are further supplemented by the adoption of the International Consortium for Health Outcomes Measurement (ICHOM). ICHOM measures help us to provide evidence-based quality care and provide a safe environment to our patients. In addition, ICHOM standards help us to further strengthen the overall functional efficiency of our hospitals.

The relentless effort of the Apollo Hospitals Group on Clinical Excellence has facilitated us to continuously deliver premium quality of care to our patients. It is a key contributor to the rich track record of the Group and has helped us achieve high success rates even in surgeries of great complexity such as transplants, cardiac care and oncology.



Responsible Business Conduct

Responsible Business Conduct is a globally recognized concept founded on the idea that businesses can perform better when engaged in re-vitalizing the society from which they extract resources for their day to day functioning. Sustainability, is the outcome achieved by balancing the social, environmental and economic impacts of business, which ensures that business goals are pursued without compromising any of these three elements. Healthcare services companies have a great potential to benefit society as a whole, but still need to carefully manage key sustainability risks such as patient safety, quality standards, as well as business ethics. At Apollo Hospitals we aspire to create long term sustainable value for our stakeholders while conducting our business in a responsible fashion. We identify Environmental, Social and Governance risks in our risk assessment framework and take responsible steps towards mitigating them.

Notable trends in healthcare include changing lifestyle habits due to new technology, demographic trends such as an increase in global life expectancy, as well as public health challenges such as antimicrobial resistance. However, new opportunities also arise in this changing context: for instance, technologies such as artificial intelligence can help decrease healthcare costs, among other things, through improved efficiencies across the whole value chain. Such gains, when meaningful for the broader healthcare system, are highly valuable from a sustainable investment standpoint, in addition to other key sustainability drivers such as improved access to medicine for low income populations and rural populations in a developing country like India. At our Hospitals we invest in technology to bring cutting edge treatment options to our consumers. We also purposefully innovate ways to increase our reach and to empower to take care of their health and wellness.

Major sustainability challenges for the healthcare sector, the major risks and opportunities include:

Major Risks

- 1 Safety standards
- 2 Ethical research practices
- 3 Human resources
- 4 Business ethics
- 5 Governance

Opportunities

1. Responsible management of hazardous and medical waste
2. Energy efficient practices
3. Robust plans to confront water scarcity
4. Widening access to healthcare
5. Impactful innovation in healthcare delivery
6. Uptake of new technologies that have a demonstrated potential to deliver positive impact, either by addressing unmet medical needs and thus improving quality of care, or streamlining costs and reducing inefficiencies within the broader sector
7. Effective quality management systems that encompass regular audits of facilities and services
8. Selection and training of personnel and adoption of a code of conduct including integrity and quality of care
9. Security measures to protect patient data and defense mechanisms against cyber threats
10. Ensuring work-life balance for employees through dedicated efforts
11. Putting in place whistleblowing mechanisms, reporting channels and mentoring

The NGRBC guidelines, articulated as a set of nine principles and their attendant core elements enunciate the thrust of the United Nation Guiding Principles (UNGPs) on Business and Human Rights and Sustainable Development Goals. They comprehensively capture the key steps a responsible business should take regarding major ESG risks.

Principles

Governance Structure - should show that it will develop, put in place and support structures, policies and procedures that promote this Principle **J1**

Businesses should provide services in a manner that is safe and sustainable **J2**

Human Resources - Businesses should respect and promote the well-being of all its employees **J3**

Stakeholders - Businesses should respect the interests of and be responsive to all its stakeholders **J4**

Businesses should respect and promote Human Rights **J5**

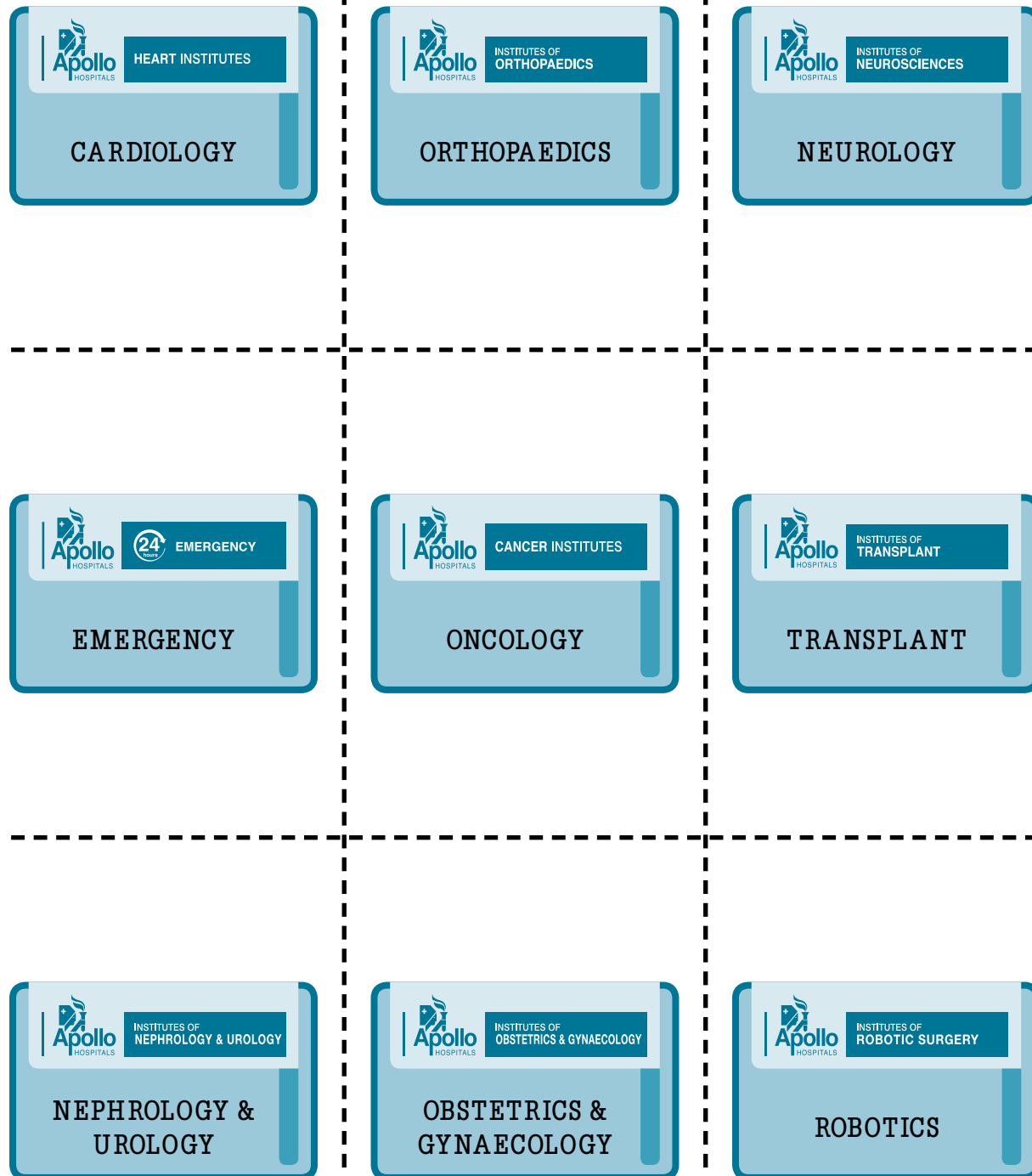
Businesses should respect and make efforts to protect and restore the environment **J6**

Businesses should influence public and regulatory policy in a responsible and transparent manner **J7**

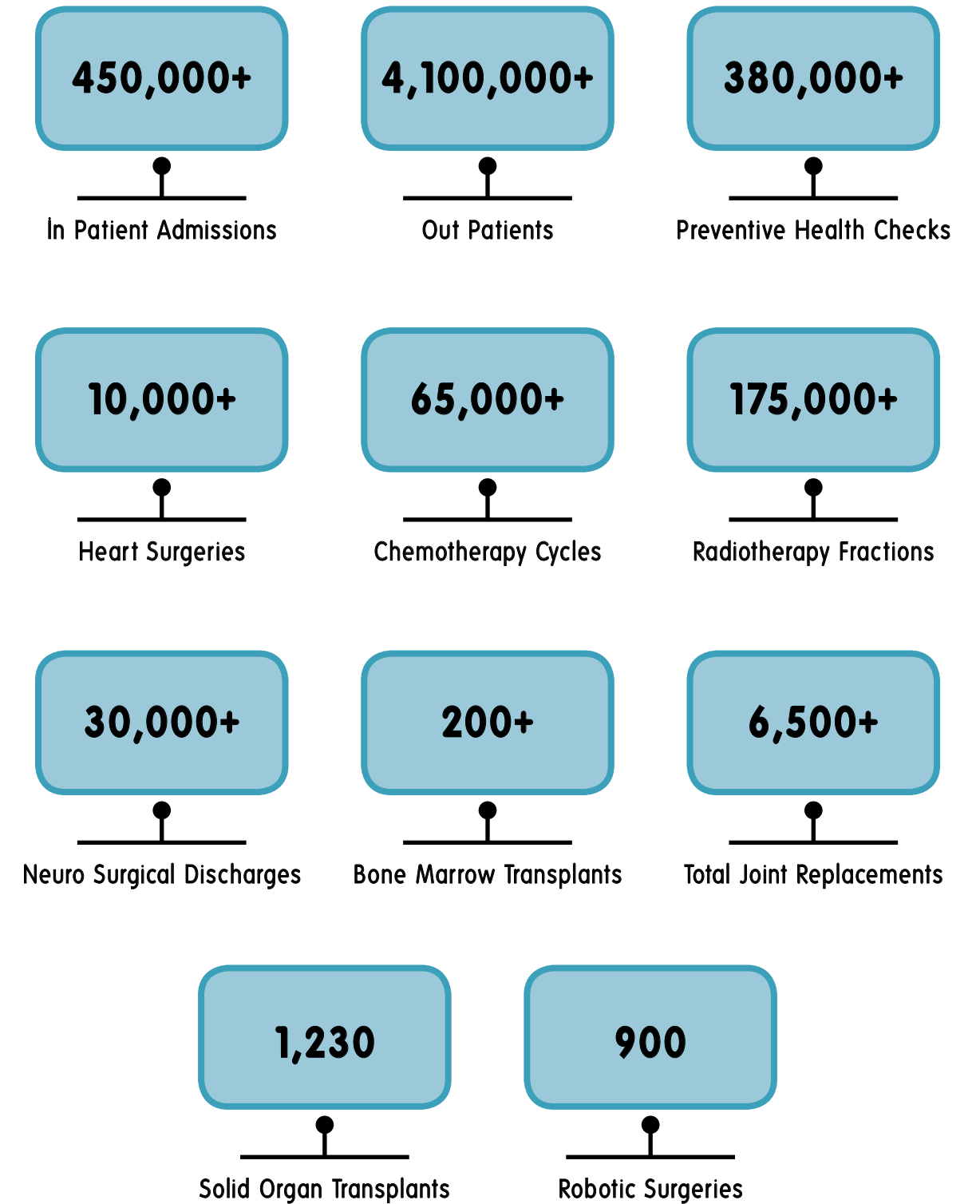
Businesses should promote inclusive growth and equitable development **J8**

Businesses should engage with and provide value to their consumers in a responsible manner **J9**

Our Centres of Excellence



FY19 at Apollo Hospitals




Awards and Recognitions

MANAGEMENT

Outstanding Institution Builder Award (2019)

 **Dr. Prathap C Reddy, Chairman**, Apollo Hospitals Group was conferred with Outstanding Institution Builder award by the All India Management Association.

Effective Succession Planning Award (2019)

 **Dr. Prathap C Reddy, Chairman**, Apollo Hospitals Group was conferred with the 'Effective Succession Planning' award at the Economic Times Family Business Awards

ABLF Business Courage Award (2018)


 **Dr. Preetha Reddy, Vice Chairperson** was honoured with ABLF Business Courage Award by the Asian Business Leadership Forum (ABLF), Dubai. The recipient of this award is a formidable business leader who defines the essence of true captaincy: one who leads effortlessly during times of prosperity and crisis, ensuring the safety of corporate, community, and human capital.

Lions Humanitarian Award (2018)

 **Dr. Prathap C Reddy, Chairman**, Apollo Hospitals Group is the fifth Indian and the second medical doctor to be conferred with the prestigious Lions Humanitarian Award by Lions Club International Foundation for making international standards of healthcare accessible and affordable to millions across India and around the world.


DOCTORS

Apollo Distinguished Clinician Award (2018)


 **Dr. P. C. Rath, Senior Consultant—Cardiology**, Apollo Health City, Hyderabad has been awarded the Apollo Distinguished Clinician Award 2018.

GROUP AWARDS


India's Most Admirable Brand Award (2019)

 Apollo Hospitals, Group has been awarded as India's Most Admirable Brand 2019 by The Brand Story.


5S Sustenance Award (2019)

 Apollo Cancer Centre, Teynampet, Chennai has been awarded the 5S Sustenance Award 2019 in "The Large Scale Service Category" from the Confederation of Indian Industry - Southern Region.


Best CRM Programme (2019)

 Apollo Health City, Hyderabad has been awarded Best CRM Programme at 6th Customer Loyalty Awards.


AHPI—Patient Friendly (2019)

 Apollo Health City, Hyderabad has been awarded by AHPI as Patient Friendly Hospital.

Golden Peacock—HR Excellence Award (2019)

 Apollo Health City, Hyderabad has been declared as winner for Golden Peacock - HR Excellence Award.


FICCI—Medical Value Travel Awards (2018)

 Medical Value Travel Specialist Hospital, Cardiology - Cardiac Surgery—Apollo Health City, Hyderabad

 Medical Value Travel Specialist Hospital, Oncology—Apollo Cancer Centre, Chennai

 Medical Value Travel Specialist Hospital, Oncology—Apollo Hospitals, Ahmedabad


 Medical Value Travel Specialist Hospital, Liver Transplant—Indraprastha Apollo Hospitals, Delhi

 Medical Value Travel Specialist Hospital, Kidney Transplant—Indraprastha Apollo Hospitals, Delhi


GROUP AWARDS

Express Healthcare Excellence Awards (2018)

 Best Cost Effective Solution—Apollo Health City, Hyderabad

 Best Patient Safety Practices—Apollo Health City, Hyderabad

Times Health Icons Ahmedabad (2018)


 Apollo Hospitals, Ahmedabad was recognised as a Hub for Medical Tourism in Ahmedabad and Surat by Times Health Icons Ahmedabad - 2018. The other categories in which Apollo Hospitals, Ahmedabad bagged the number one position for its clinical excellence were:

- ✦ Diabetology
- ✦ Dermatology
- ✦ Plastic and Cosmetic Surgery

Times All India Lifestyle Hospital and Clinic Ranking Survey (2018)

 Apollo Hospitals, Chennai and Indraprastha Apollo Hospitals, Delhi bagged top 5 positions across the categories in the All India Lifestyle Hospital and Clinic Ranking Survey 2018 conducted by Times Health Survey

Best Medical Tourism India Award (2018)

 Apollo Health City, Hyderabad won the Best Medical Tourism Facility award, presented by Shri. K. J. Alphons, Minister of State (IC) for Tourism, Government of India at the Vigyan Bhawan, New Delhi


Times All India Multispecialty Hospitals Ranking Survey 2018

 Apollo Hospitals, Chennai and Indraprastha Apollo Hospitals, New Delhi ranked at the top 2 positions in the All India Multi-Specialty Hospital Survey 2018 conducted by Times Health Survey.


GROUP AWARDS


HMA Awards (2018)

 Community Involvement Project (GOLD AWARD WINNER): Indraprastha Apollo Hospitals, Delhi—*Compassion Courage Hope-Rebuilding Livelihood*

 Cost Reduction Project: Apollo Hospitals Group (India)—*Project War On Waste (WOW)*


 Customer Service Project (EXCELLENCE AWARD): Apollo Hospitals Dhaka (Bangladesh)—*A Warm Goodbye-Reducing Discharge Delays*

 Facility Management and Financial Improvement Projects (EXCELLENCE AWARD): Apollo Hospitals, Jubilee Hills, Hyderabad—*To bring cost efficiency by "Savings on Utilities"*


 Facility Management and Financial Improvement Projects (EXCELLENCE AWARD): Indraprastha Apollo Hospitals, Delhi—*P2P - From Panic to Peace-Clinical Alarm Safety Campaign*


 Innovations in Hospital Management Project (EXCELLENCE AWARD): Apollo Hospitals Group (India)—*Hardwiring Safety-The Apollo Quality Program*

 Mobile and Online Services Project (GOLD AWARD WINNER): Indraprastha Apollo Hospitals, Delhi—*Uberization of Patient Transportation*

 Patient Safety Project (EXCELLENCE AWARD): Apollo Gleneagles Hospitals, Kolkata—*Ventilator Associated Pneumonia-Decision Making*

 Talent Development Project (GOLD AWARD WINNER): Apollo MedSkills Limited (India)—*Empowering Rural India through Skills Development*

 Hospital CEO of the Year (EXCELLENCE AWARD): Apollo Hospitals Group (India)—*Etching the Path to Excellence through Clinical Governance*

 Hospital CEO of the Year (EXCELLENCE AWARD): Indraprastha Apollo Hospitals, Delhi—*Apollo Ring of Care*

Section A: General Information about the Company

CIN	L85110TN1979PLC008035
Name of the Company	Apollo Hospitals Enterprise Limited [AHEL]
Registered Address	No. 19, Bishop Gardens, Raja Annamalaipuram, Chennai - 600 028
Website	www.apollohospitals.com
E-mail ID	investor.relations@apollohospitals.com
Financial Year Reported	2018-19
Sector(s) that the Company is engaged in (industrial activity code-wise)	Healthcare Sector
List three key products/services that the Company manufactures/provides (as in the Balance Sheet)	Healthcare services Drugs & Medicines
Total Number of locations where the business activity is undertaken by the Company	AHEL's business operations are spread across various locations in India. AHEL's business activities includes operating hospitals and pharmacies and it has a presence in Chennai, Hyderabad, Bengaluru, Mumbai, Aragonda, Bhubaneshwar, Bilaspur, Karur, Karaikudi, Madurai, Mysore, Nashik, Nellore, Trichy and Visakhapatnam. Apollo has an international hospital located in Dhaka.
Major markets served by the Company	India, Africa, Arabia, Bangladesh and Burma

Section B: Financial Details of the Company

Paid up Capital (INR)	₹ 695.63 million
Total Turnover (INR)	₹ 83,489 million
Total Profit After Tax (INR)	₹ 3,028 million
Total Spending on Corporate Social Responsibility (CSR) as a percentage of Profit After Tax (%)	2.76%
List of Activities in which CSR expenditure has been incurred	1. Rural Development 2. Education 3. Healthcare and 4. Research in Healthcare

Section C: Other Details

Does the Company have any Subsidiary Company/ Companies?	Yes. The details of subsidiary companies are available in the Annual Report FY 2018-19 (please refer pages 60-63).
Do the Subsidiary Company/Companies participate in the BR Initiatives of the Parent Company? If yes, then indicate the number of such Subsidiary Companies:	Subsidiaries maintain policies relevant to their business operations. However, AHEL always encourages its subsidiary companies to run their businesses in a socially and environmentally responsible manner.
Do any other entity/entities (e.g., suppliers, distributors, etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity /entities? [Less than 30%, 30-60%, More than 60%]	No. However, AHEL intends to extend its applicable environment, social and governance policies to cover major stakeholders.

Section D: Business Review Information
1. Details of Director/Directors responsible for BR

DIN Number	00001873
Name	Smt. Suneeta Reddy
Designation	Managing Director
Telephone number	+91-44-28290956
E-mail ID	suneetareddy@apollohospitals.com

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

S. No	Questions	Business Ethics P1	Product Responsibility P2	Well Being of Employee P3	Stakeholder Engagement P4	Human Rights P5	Environment P6	Public Policy P7	CSR P8	Customer Relations P9	
1	Do you have a policy/policies for?	Y	Y	Y	Y	Y	Y	Y	Y	Y	
2	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y	
3	Does the policy conform to any national/international standards? If yes, specify? (50 words)	AHEL conforms to the following national and international standards: 1) NVG Guidelines issued by the Ministry of Corporate Affairs, GOI 2) Environment and Social Guidelines issued by IFC. 3) Quality of healthcare guidelines issued by JCI and NABH. 4) Environment Guidelines as per ISO 14001 and Ministry of Environment and Forest.									
4	Has the policy been approved by the Board? If yes, has it been signed by MD/ Owner/CEO/ appropriate Board Director?	Yes, all the policies have been approved by the Board.									
5	Does the Company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Yes, the Board has nominated a Director to oversee the implementation of the policy.									
6	Indicate the link for the policy to be viewed online?	https://www.apollohospitals.com/apollo_pdf/code-of-conduct-directors.pdf https://www.apollohospitals.com/apollo_pdf/code-of-conduct-sm.pdf https://www.apollohospitals.com/apollo_pdf/whistle-blower-policy.pdf https://www.apollohospitals.com/apollo_pdf/csr-policy.pdf https://www.apollohospitals.com/apollo_pdf/board-familiariation-policy.pdf									

S. No	Questions	Business Ethics P1	Product Responsibility P2	Well Being of Employee P3	Stakeholder Engagement P4	Human Rights P5	Environment P6	Public Policy P7	CSR P8	Customer Relations P9
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	The policies have been formally communicated to internal and external stakeholders. It has been communicated to the external stakeholders through www.apollohospitals.com								
8	Does the Company have an in-house structure to implement the policy/ policies?	Yes, we have a well defined governance structure with clear roles and responsibilities within the organization.								
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	All the policies have been formulated in consultation with various stakeholders, however the Company plans to carry out an internal/external assessment in due course of time.								
2a. If answer to Section 2 against any principle, is 'No', please explain why: (Tick up to 2 options) – Not Applicable										
3. Governance related to Business Responsibility (BR)										
1	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year	The Board of Directors assess the BR performance of the Company annually.								
2	Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently is it published?	Annually. https://www.apollohospitals.com/apollo_pdf/brr-2019.pdf								

PRINCIPLE 1

Ethics, Transparency and Accountability

OUR SOUND GOVERNANCE PRACTICES ARE UNDERScoreD BY STRONG ACCOUNTABILITY AND PERCOLATE TO EVERY LEVEL OF THE ORGANIZATION RIGHT FROM THE VERY TOP STARTING WITH OUR BOARD OF DIRECTORS

Organizational / Governance Structure

We lay a strong emphasis on ethical corporate citizenship and the establishment of good corporate culture. We have always believed in adhering to the best governance practices to ensure protection of interests of all stakeholders of the Company in tandem with its healthy growth. We do not support and actively discourage practices that are abusive, corrupt, or anti-competitive.

Our corporate governance is a reflection of our value system encompassing our culture, policies, and relationships with our stakeholders. We believe there's a direct correlation between good corporate governance practices and long-term shareholder value.

Some of the key benefits are:

- high performance Board of Directors
- accountable management and strong internal controls
- increased shareholder engagement
- better managed risk
- effectively monitored and measured performance

Our Board of Directors is at the core of our corporate governance practice. The processes, practices and structures through which we manage our business, helps us meet our financial, operational and strategic objectives and achieve long-term sustainability in our operations.

Our Board comprises directors who are knowledgeable, qualified and competent, and have strong ethics and integrity, possess diverse backgrounds and skill sets, and are committed to their duties. We have delegated certain responsibilities to a sub-group of directors. These committees include: audit, nominating, compensation and corporate governance committees.

The primary role of the Board is that of trusteeship to protect and enhance shareholder value through strategic direction to the Company. As trustees, the Board has fiduciary responsibility to ensure that the Company has clear goals aligned to shareholder value and its growth. The Board exercises its duties with care, skill and diligence, and exercises independent judgment. It also directs and exercises appropriate control to ensure that the Company is managed in a manner that fulfills stakeholders' aspirations and societal expectations.

Our Broad Approach

IN TODAY'S DYNAMIC AND COMPLEX ENVIRONMENT, DIVERSITY IN SKILL-SETS OF THE BOARD OF DIRECTORS IS CRITICAL TO ENABLE THE BOARD TO EFFECTIVELY PROVIDE GUIDANCE AND DIRECTION TO THE COMPANY. A BALANCED WHOLESOME BOARD, WITH COMPLEMENTARY SKILL-SETS AMONGST THE DIRECTORS, IS BETTER SUITED TO COLLECTIVELY MAKE INFORMED BUSINESS JUDGEMENTS.

Development of matrix of core skills / expertise of the BOD

With its constant endeavor to maintain high levels of corporate governance, Apollo Hospitals Enterprise Limited ('AHEL') wishes to effectively address all regulatory requirements, by determining and developing a matrix of:

- List of core skills / expertise identified by the Board;
- Those actually available within the Board; and
- Names of directors who have such skills / expertise

- Review public domain information and hold discussions with management to broadly understand the businesses, structure and operations of AHEL.
- Hold discussions with management to broadly understand the areas and topics covered by the Board and its committees for review and decision making.
- Analyze the profile of AHEL's Directors, with respect to educational qualifications, professional experience, skills / competencies, sectoral knowledge, corporate exposure, management / leadership experience, diversity, etc.
- Hold discussions with management to understand expected core skills and expertise in the Board.
- Benchmark the profile of the Board of comparable listed companies, within the same & different sectors.

- Based on above, identify and define a list of core skills and expertise in various areas such as business strategy, operations, sector, technology, finance, public sector, etc., that AHEL's Board needs to operate effectively.
- Develop a draft matrix of identified core skills, expertise and competencies of the Board and map those actually currently available in the Board (including names of current directors possessing them).
- Hold discussions with management and finalize the draft matrix of identified core skills, expertise and competencies of the Board.

- Present the matrix of core skills / expertise / competencies (along with mapping of those currently available), to the NRC for evaluation and adoption. This can also be factored by the NRC for appointment, evaluation and upskilling of Directors.

Core Skills

Corporate Leadership / Strategy

Experience of playing leadership roles in large businesses, with strong competencies around strategy development & implementation, business administration / operations and organization & people management

Healthcare Experience

Strong knowledge and experience in healthcare practice & research and / or in managing business operations of a sizeable healthcare organization, in delivering curative, preventive and rehabilitative care

Financial Acumen

Practical knowledge and experience in corporate finance, financial accounting & reporting and internal financial controls, including strong ability to assess financial impact of business decision making and ensure profitable & sustainable growth

Diversity

Balanced wholesome Board with diverse representation of gender, culture, educational background, professional experience and other perspectives, to enable informed collective business judgements

Governance

Board-level experience in reputed organizations, with strong understanding of and experience in directing the management in the best interests of the company & its stakeholders and in upholding high standards of governance

Technology

Ability to understand and adapt to technological trends in healthcare and business operations and experience in directing successful development / implementation of technological innovations and improvements (including IT infrastructure and applications)

Risk Management

Strong understanding and experience in risk management, to effectively direct the company's efforts to actively identify, evaluate, prioritize and mitigate risks in its dynamic business environment

Understand and Analyze

Develop

Present

Our Code of Conduct

Our Code of Conduct clarifies our organization's mission, values and principles, linking them with standards of professional conduct. The code articulates the values we wish to foster in leaders and employees and, in doing so, defines desired behaviour. In addition, it serves as a central guide and reference for employees to support day-to-day decision making. A code encourages discussions of ethics and compliance, empowering employees to handle ethical dilemmas they encounter in everyday work.

The Code, which has been approved by the Board, covers a range of subjects from the use of funds to conflict of interest. It also covers systems and processes for proper operation of internal controls for the organization, general moral imperatives, specific professional responsibilities, and additional duties / imperatives for Board Members and Senior Management Personnel. The Code is founded on our core principle of maintaining the highest standards of ethics in conducting our business; it takes into account our business performance and the impact we make on the larger society.

The Company Secretary has been appointed as the Compliance Officer and is responsible for ensuring adherence to the Code by all concerned individuals. All members have affirmed compliance to the Code during the reporting period. Besides being available on our website, copies of the Code are circulated to all individuals concerned.

The Code of Conduct can be referred to at

- 1) https://www.apollohospitals.com/apollo_pdf/code-of-conduct-directors.pdf
- 2) https://www.apollohospitals.com/apollo_pdf/code-of-conduct-sm.pdf

Conflict of Interest

Conflict of interest is a situation in which a person is in a position to derive personal benefit from actions or decisions made in their official capacity.

At AHEL, the Code of Conduct has specific clauses, adherence to which ensures nil cases of conflict of interest. Steps taken to avoid and manage conflict of interests at the Board level includes the following:

- Directors give the disclosure of their concern or interest in any Company or companies or bodies corporate, firms, or other association of individuals by giving a notice in writing and the same is put up to the Board. In case a Director is directly or indirectly interested in a particular agenda/ matter, he abstains himself from participation in the discussion of such agenda item.

Risk Management

Risk Management is the identification, assessment, and prioritization of risks. At Apollo, we focus on achieving growth and profitability within appropriate risk control boundaries.

The Risk Management Committee of the Board, provides thought leadership through the development of frameworks and guidance on enterprise risk management, internal controls, corporate governance and fraud deterrence, among others. Our Group's Risk Management Team probes and analyzes potential risks and creates strategies to mitigate them. They ensure that risks are understood, managed, and, when appropriate, communicated.

Risks that deserve particular attention, are those that will potentially have large negative impacts on investors, stakeholders, and the environment. To ensure effective implementation of risk management we adopt an enterprise-wide approach rather than treating each business unit individually.

Effective risk management is not about eliminating risk taking, which is indeed a fundamental driving force in business and entrepreneurship. At the same time, risk management practices, whether financial or non-financial, have to be strengthened. Our Risk Management strategy seeks to identify, assess and prioritize risks (the effect of uncertainty on our business objectives), followed by effective steps to minimize, monitor, and control the probability and impact of negative events, and to maximize the realization of opportunities.

While it may be impossible to eliminate all risks, we take utmost care to mitigate and reduce our risk exposure as best as possible. As part of our risk management approach and also in pursuance to the requirement of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has constituted a Risk Management Committee and our robust Business Risk Management framework serves to identify and evaluate business risks & opportunities. It creates transparency, minimizes adverse impact on our business objectives and enhances the Company's competitive advantage.

Internal Control Systems and their Adequacy

Internal control policies and procedures help to prevent errors and fraud, safeguard assets, ensure financial statement reliability, promote operational efficiency, and encourage compliance with management's directives. An effective internal control system provides reasonable assurance that policies, processes, tasks, behaviours and other aspects of an organisation, taken together, facilitate its effective and efficient operation. The Internal Audit function carries out risk based financial, commercial and technical auditing as per the annual audit plan approved by the Audit Committee.

Our internal controls protect our organization from financial, strategic, and reputational risks by providing reliable financial reporting required by regulators and industry standards that track investment, capital, and credit risks.

Ethics and Integrity

Integrity is one of the fundamental values that employers seek in the employees that they hire. It is the hallmark of a person who demonstrates sound moral and ethical principles at work. Integrity means following moral or ethical convictions and doing the right thing under any circumstance without demeaning or dishonoring the Company's Code of Ethics or its values.

We therefore adhere to all applicable statutes in letter and spirit and endeavour to adopt best practices that go beyond adherence of statutory frameworks to bring transparency and accountability in all facets of our operations. We have thus developed and implemented internal controls at all levels of the organization.

In terms of the SEBI (Prohibition of Insider Trading) Regulations, 2015, the Board has formulated internal procedures for Prevention of Insider Trading in dealing with the securities of the Company and also ensures that all applicable rules, regulations, laws and bye-laws, are adhered to.

Anti Corruption and Bribery

Besides strengthening the risk management framework and building strong internal controls, AHEL also has a robust vigilance mechanism with which to curb corrupt practices that may arise in the course of its business for which we have zero tolerance. In addition to the Code of Conduct, the Company also has a Whistle Blower policy (https://www.apollohospitals.com/apollo_pdf/whistle-blower-policy.pdf) in line with the requirements of Section 177 of the Companies Act, 2013. The policy enables all employees to report to the Company management, concerns of unethical

behaviour, actual or suspected, fraud, or violation of the Company's Code of Conduct without fear of reprisal or victimization. Our intent behind the whistle blower policy is to identify potentially serious concerns which could have a long-term impact on the operations and performance of AHEL.

Grievance Redressal

While the term "Grievance Redressal" primarily covers the receipt and processing of complaints from consumers, a wider definition includes actions taken on any issue raised by internal and external stakeholders to avail services more effectively. A grievance is any dissatisfaction or feeling of injustice which is brought to the attention of management. Speaking broadly, a grievance is any dissatisfaction that adversely affects organizational productivity.

Founded on our core organizational values, AHEL is committed to transparency in all its operations and in the services it provides in accordance with the highest standards of corporate governance and business ethics. However, if due to any unprecedented reason, stakeholders find that there is / are reason(s) to improve, they are encouraged to report the same.

The 'Stakeholders Relationship Committee' formulated by the Company, specifically looks into issues such as redressal of shareholders' and investors' complaints; transfer of shares; non-receipt of shares; non- receipt of declared dividends; expeditious share transfers; and the redressal of the grievances of deposit holders, debenture holders and other security holders. The status on complaints and share transfers is reported to the Committee periodically.

AHEL endeavours to provide a supportive and enabling work environment for its employees to keep them motivated and engaged. The Company has in place an Employee Grievance Redressal System (EGRS) to primarily address all concerns and grievances from employees. This helps to quickly identify, address, and resolve employee grievances and to support a robust organizational framework which can successfully anticipate, identify and set right flaws in the operational procedures and services of AHEL. The investigating committee and the core committee play a vital role in ensuring the effectiveness of the EGRS system.

In the financial year 2018-19 we have provided services to over 4.5 million patients. The feedback of our internal and external stakeholders is important for us to strengthen the relationship

with our stakeholders. During the year 100% of the consumers'/ stakeholders' concerns/complaints (33,198) were resolved. We also received 134 concerns/complaints from our shareholders and all of these concerns have been resolved. This is testimony to the fact that we look at and take up all complaints conscientiously and meticulously work on resolving them on a priority basis.

Our commitment to the best practices of corporate governance, our dedication to the areas of sustainability, ethics and fiscal transparency, and our relationship with our shareholders is the hallmark of the Apollo Way and has helped us earn the trust of the community.



PRINCIPLE
2
Product Life-Cycle Sustainability

A life cycle approach helps us make choices as everyone in the whole chain of the product's life cycle, from cradle to grave, has a responsibility and a role to play, taking into account all the relevant impacts on the economy, the environment and the society. The life cycle approach to health is a concept that emphasizes on prevention and early intervention at every stage of life - intrauterine period, early childhood, adolescence, youth, middle age and old age. Outcome at one point in the life cycle might be a determinant for health elsewhere further in the cycle. It is also a holistic concept with an integrated methodology.

We also have a Sustainable Sourcing and Purchase Policy to ensure good Environmental, Social and Governance (ESG) practices in our entire value chain. The focus is on conducting business in an ethical manner and abiding by all legal and regulatory requirements and other applicable best practices. All our purchases and contracts are executed in compliance with our procurement policy. We endeavour to develop the capacity of local suppliers while ensuring there is no compromise on quality so as to promote local sourcing and reduce our carbon footprint.

The 'Guiding Principles' of our Sustainable Sourcing/Purchase Policy include the following:

Enable high patient care standards

To procure quality goods and services which enable the highest standards of patient care.

Encouraging Competitive Process

To support and encourage meaningful participation of suppliers in a competitive process prior to the establishment of a business relationship or the awarding of contracts.

Process for awarding contracts

Founded on the highest standards of professionalism and ethical conduct, to invite tenders or proposals to help a choice for award of a purchase order or contract. The process of competitive bidding, negotiation and the awarding of contracts will be made without bias and the most appropriate vendor for the related requirement will be chosen. The process will be auditable

Risk Management

Transparent risk management policies which can reduce or mitigate business risks and potential internal and external conflicts of interest.

Dealing with Suppliers

- To treat suppliers with courtesy, fairness, respect, honesty and professionalism and to ensure that no supplier has an unfair advantage over his competitors.
- To respect and not disclose suppliers' confidential information.

Our Strategy (Sourcing - Disposal)

The procurement cycle in our company follows specific steps for identifying a requirement or need of the company through the final step of the award of the product or contract. Responsible management of public and corporate funds is vital when handling this necessary process, whether in strong or weak economic markets. Following a proven step-by-step technique will help management successfully achieve its goals.

Our Purchase / Sustainable Sourcing policy clearly defines the environmental and social risks to be considered during the procurement of any products/materials. Before purchase, each product is given an environmental significance rating (ESR) based on environment and safety parameters.

We ensure safety and optimal use of our resources over the life-cycle of our equipments and services in all our day-to-day operations. We also ensure that all our suppliers, employees, recyclers, and others, are aware of their responsibilities.

We encourage our suppliers to adopt processes and technologies that are resource efficient and sustainable. We regularly review and support new technology development so as to deliver the best quality treatment to our patients but we stay committed to social, ethical and environmental considerations in pursuit of this goal.

AHEL follows a strict scrap disposal policy whereby we ensure that all medical and non-medical scrap which is generated inside the hospitals are collected, stored responsibly and disposed at regular intervals in compliance with all necessary rules and regulations.

AHEL has a strong buy back policy with its suppliers when it comes to purchasing medical equipments.



As a healthcare provider which believes in providing patients value-based care, we place a high priority on continuously monitoring and improving clinical processes and ensuring high-quality patient experience—an outcome highly dependent on the commitment, dedication, and engagement of our employees. We are therefore proud to support a healthy communication culture with all our employees. People at all levels are committed, engaged, and focused. We embrace a culture where employees have opportunities to continually learn and work independently and are committed to adding value through the delivery of improved and superior care to our patients, leading to enhanced outcomes.

We consider our employees to be extended family and our biggest asset. We are committed to their success and prosperity and thank them for their support in all aspects of our business. As key contributors to our success, we believe we have to engage them meaningfully and empower them to provide the ideal gateway to welcome our consumer into our hospitals. We believe, that superior customer experience starts with them as they are the first touch-point in our care delivery value chain. Our Apollo family is therefore uniquely positioned to understand customer needs and expectations. We value their input which helps us at an organizational level to provide high quality services that are relevant and meet customers' needs and expectations.

Recruitment Strategy

Strategic HR planning helps in predicting the future HR management needs of the organization after analyzing the organization's current human resources, the external market and the future HR environment that the organization will be operating in.

The most important guarantee for the long term success of the organization is a "Strong Culture". It is one of the vital aspects of a successful organization.

A strong positive culture will help our organization to provide a great environment which will motivate our employees to contribute positively towards the growth of the organization and in turn, will strengthen relationships with our customers. Culture needs to be monitored and nurtured to ensure that it reflects our organization.

Training programs will help us to drive culture in our organization. This will help us in the following ways:

- Understanding the current culture
- Setting the required expectation
- Aligning with business

- Focussing on driving culture
- Managing Culture
- Constant Communication

We are a leading healthcare provider having a huge responsibility in energising the nation and in playing a vital role in providing excellent healthcare services.

We have an opportunity to make a real difference. Each and every day, we contribute to the organization and in turn the organization contributes to the society in a meaningful way.

We are proud to possess a very strong ownership culture which helps us in creating an environment of business success. The role of HR has become very crucial as people driven processes are the critical success factors for the organization to succeed.

Employee Health & Safety

As part of the employee welfare program, around 99% of our employees went through an Annual Health Check.

Our Chairman, Dr. Prathap C Reddy has expressed serious concern over the spread of Non-Communicable Diseases (NCDs) which poses a great challenge to India's socio-economic development as it is estimated that NCDs will cost India USD 6 trillion by 2030.

He said, "The new challenge that we will face in terms of NCDs – Diabetics, Heart Disease and Cancer are severe and we at Apollo Hospitals will take several steps in the coming years to address it."

Post Investigative Interventions

- One-on-one with Doctors
 - ◆ HR function will arrange one-on-one sessions with the required Specialists and Consultants for the employees falling into the Red band & Yellow band
 - ◆ Employees to be made aware of their existing health status, and counselled on necessary medications, possible invasive interventions preventive measures for further deterioration and improvement in health

Retention of prognosis by HR function for future reference:

- The HR function will retain a copy of the prognosis (prescription) and maintain an individual Health dossier for every Apollo Family member
- The individual dossier to be checked every six months to evaluate the respective family member's health status

Our Holistic Strategy

Strategic HR planning is an important component of HR management. It links HR management directly to the strategic plan of the organization. The strategic plan helps in guiding decisions about the future and showing the path about the direction in which we are moving.

- Ensuring that we have the right people with the right skills at the right time at the right place
- To keep up with technological trends that impact on human resources in our organization
- To remain flexible so that the organization can manage change seamlessly.

Number of male employees	26,694
Number of female employees	14,910
Number of male employees with disabilities	84
Number of female employees with disabilities	14
Total number of employees on roll	41,072
Total number of contract employees	9,372

New Hires in FY 2018-19

Total No. of New Hires (2018-19)	14,432
Total No. of New Hires - Male	8,329
Total No. of New Hires - Female	6,103

Employee Turnover

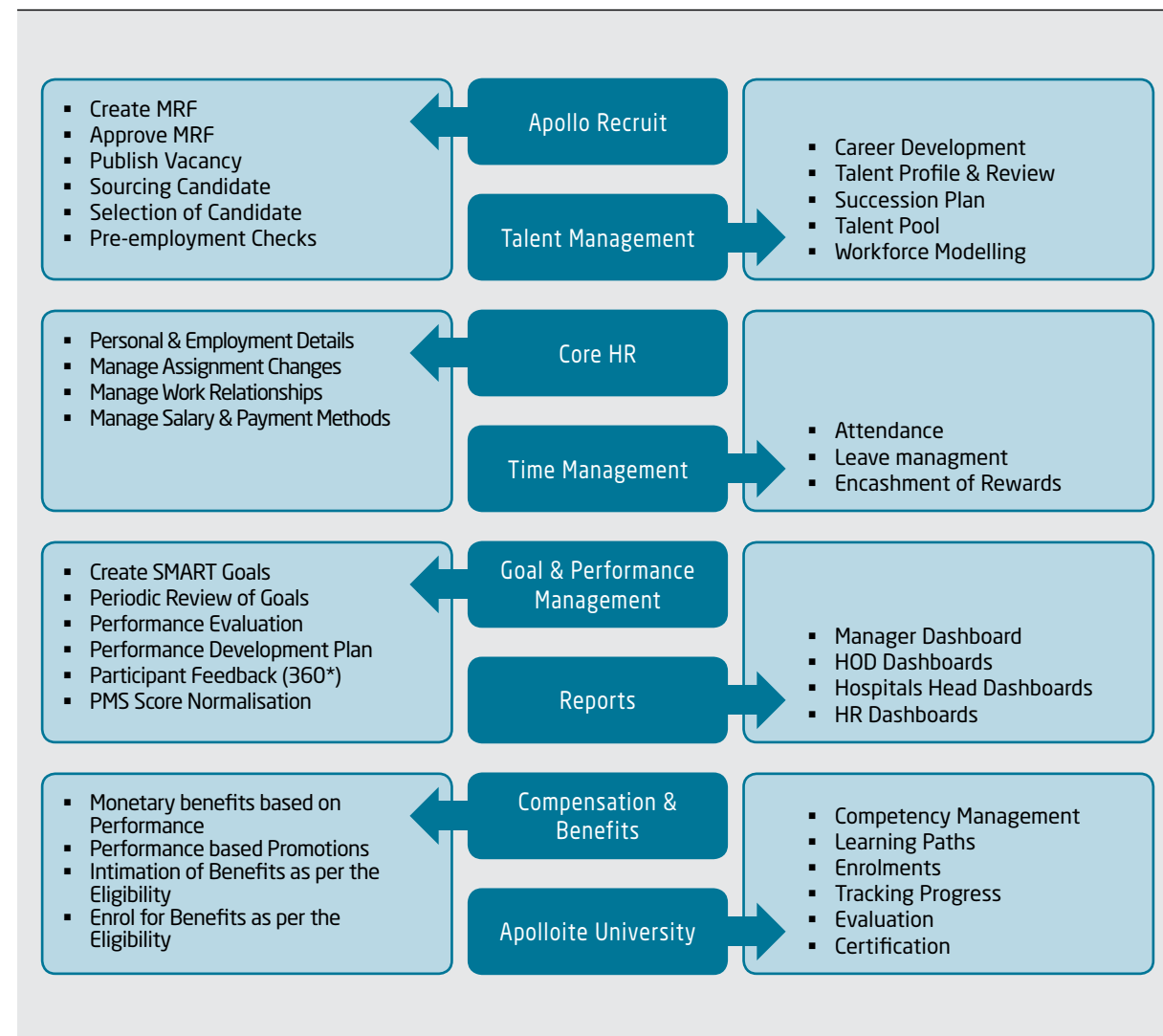
Total No. of Separated Employees (2018-19)	10,302
Total No. of Separations - Male	6,593
Total No. of Separations - Female	3,709

Performance Appraisal

Promotion system in AHEL is systematic. The KRAs based on the Unit / Organizational Goals are drawn and submitted in the beginning of the financial year. The employees undergo a half-yearly and annual appraisal system based on the KRAs. We believe in keeping the appraisal system very transparent and reward & recognize the deserving employees.

Every unit makes an Annual Operating Plan for the year, based on which, the KRAs of the employees are derived. The KRAs are discussed and agreed with the Reporting Manager/ HOD at the beginning of the year. A half-yearly and Annual review is done as per the PMS plan.

Rating for the employees is totally based on the individual's performance. Based on the Unit Performance and normalization of the ratings, increments are rolled out.



Learning & Organizational Effectiveness:

We believe that continuous knowledge, competency and skill development is vital for all employees.

We hone the talents of our employees by exposing them to diverse competency enhancement platforms. We keep a monthly & yearly tracker of all internal and external training programs. All our employees (permanent, casual, temporary & contract) undergo safety and skill up-gradation trainings on a regular basis based on their role, domain and individual needs. All new incumbents undergo comprehensive orientation programs for familiarization with organizational work culture. Our talent management team collaborates with various functional heads to identify need based and focused training programs for every employee. Senior experienced personnel from established hospitals are located in newer hospitals to ensure effective implementation of corporate standards across different hospitals. On the job training is conducted to ensure that employees perform their job safely and efficiently in their respective work environments.

Clinical Training & Quality of Education

Superior Quality of Apollo Nursing care:

We differentiate ourselves on the quality of our nursing and the tender loving care our nurses provide, which is possible because of the in-depth training we provide them. Our nurses focus on patient safety and the prevention of any harm to patients.

This is evident by the metrics in the ACE and RACE surveys where parameters like Infection Rates and Medication Errors, Falls and VOC are captured and benchmarked with the best hospitals globally. This is a standardized practice across all our hospitals & is critical to clinical outcomes. In-service Education is a pillar of our nursing department which allows our fresh recruits to acclimatize and adapt to a complex clinical set up. The training is standardized across the group. The various JCI accreditations and NABH certifications bear testimony to the quality of our service delivery and process rigour. Superior nurses training combined with employee welfare schemes have drawn many an aspiring nurse to the Apollo Hospitals fold.

Providing Learning Environment for our Staff

It is imperative for every employee to go through relevant development interventions to broaden their skills and competencies and to help them further in their career development. Our innovative and flexible trainings and development approaches have continued to ensure that we have highly competent staff consistently delivering high quality care.

Apollo's motto of Tender Loving Care (TLC) translates into clinical and operational excellence – processes that deliver value to

stakeholders. These processes are documented through manuals and training is imparted to staff to help them deliver service standards that meet and enhance patient requirements.

Shadowing and handover processes help ensure that knowledge is transferred from departing employees. Employees in critical positions and those with critical skills and competencies, regularly conduct training sessions mitigating the possible loss of skills and knowledge.

Protecting Human Rights

We are committed to Human Rights and the prevention of issues like Child Labour and Forced Compulsory Labour in our network. Our HR department ensures the process of document verification, medical fitness, address and age verification, together with compliance to other statutory requirements. The Company is further committed to being proactive in eradicating child labour by actively contributing to the social upliftment of children. We also encourage our suppliers to adopt a 'No Child Labour' policy.

Protection of Human Rights is central to good corporate citizenship and to a healthy bottom line. Our induction program introduces our employees to the relevant policies including the Code of Conduct and the Whistle Blower policy, and trains them to deepen their understanding of these aspects.

We are committed to the safety and protection of our women employees across the organization, and to ensure them top security, we have a well-defined Sexual Harassment Policy in place. The policy has a mechanism for resolution of complaints and conducting mandatory training programs for all employees to create awareness on the subject.

Our company has a Sexual Harassment redressal committee with four members and a presiding officer who is a woman. Complaints are resolved within 15 days of receipt of the complaint following a thorough enquiry together with the Unit Head. In-case of dissatisfaction with the solution proposed by the Apollo Sexual Harassment Redressal committee, the complainant is free to approach the corporate committee for redressal. In FY 2018-19, we received six cases of sexual harassment. The case was presented to the unit sexual harassment redressal committee and satisfactorily resolved.

The Employee Association and Unions are also given due importance; employees are encouraged to communicate their grievances and needs under the code of discipline.

PRINCIPLE 4 Stakeholder Engagement

At AHEL, we remain committed to our stakeholders with the aim to grow in a transparent and accountable manner. Engaging with our key stakeholders and materiality process helps us in deciding on issues to focus on in order to mainstream sustainability into our decision making.

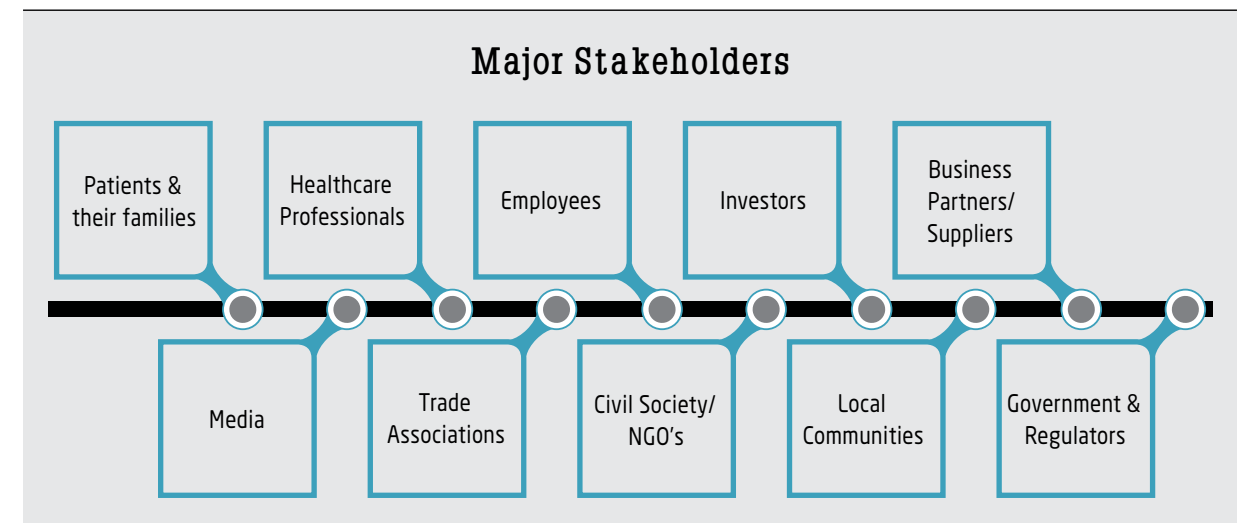
Engaging with stakeholders is crucial to the success of any organisation. To succeed, an organisation must have a clear vision derived from a robust strategic planning process, and an effective strategic plan or marketing plan can only come from stakeholder engagement.

We believe that effective engagement will help translate stakeholder needs into organisational goals, providing us the basis of effective strategy development leading to meaningful outcomes.

Engagement is an umbrella term that covers the full range of an organization's efforts to understand and involve stakeholders in its activities and decisions. Engagement can help organizations meet tactical and strategic needs ranging from gathering information and spotting trends that may impact their activities, to improving transparency and building the trust of the individuals or groups whose support is critical to an organization's long-term success, to sparking the innovation and organizational change needed to meet new challenges and opportunities.

AHEL aims to measure its performance based on the value that it brings to its stakeholders. For us, Stakeholder engagement is about managing relationships with our stakeholders in an efficient and an effective manner. This not only helps us in identifying opportunities but also in assessing emerging risks which may increase in magnitude at a later stage in future.

These stakeholders include individuals, groups and organizations that affect or are affected by our business. We have defined specific roles and responsibilities of the key departments in AHEL to address these concerns, monitor, and ensure that they are addressed in a timely and efficient manner.





We believe it is our corporate responsibility to not only to protect the environment, but to uplift the lives of the marginalized sections of the communities we operate in. We are engaged in many initiatives in this regard.

Our work in rural development is carried out through Total Health, a non-profit organization incorporated under Section 8 of the Companies Act, 2013 by AHEL. Total Health provides holistic healthcare for the entire community in Thavanampalle Mandal in the Chittoor district of Andhra Pradesh. The activities carried out include the provision of safe drinking water, establishment of sanitation facilities, the setting up of nutrition centers, vocational training centers and mobile clinics.

In the field of education, the Aragonda Apollo Medical Educational Research Foundation (AAMERF) has been running a primary school under the name of "Apollo Isha Vidhya Niketan" at Aragonda village, Chittoor District, Andhra Pradesh, in association with the Isha Foundation since June 2012. The school is recognized as one of the best schools in Chittoor district and provides quality education to the rural community.

We have healthcare initiatives in place to provide free medical treatment to the needy and poor in the community. Apart from this, we have undertaken certain special initiatives such as Save a Child Heart Initiative (SACHi) (for pediatric cardiac care and child heart surgery), and SAHI for the hearing challenged children.

A detailed description of our community development initiatives appears under Principle 8.

At AHEL, we also provide equal employment opportunities to all without any discrimination, thereby ensuring inclusion of vulnerable and marginalized citizens. We have employed 98 differently abled people in our hospitals.

Advocating for Human Rights

Human Rights in the Work Place

"HEALTH CARE MUST BE RECOGNIZED AS A RIGHT, NOT A PRIVILEGE ... HEALTH IS NOT A CONSUMER GOOD, BUT RATHER A UNIVERSAL RIGHT, AND THEREFORE ACCESS TO HEALTH CARE SERVICES CANNOT BE A PRIVILEGE."

Human rights principles that apply to patient care include both the right to the highest attainable standard of health, which covers both positive and negative guarantees in respect of health, as well as civil and political rights ranging from the patient's right to be free from inhumane treatment.

Understanding health as a human right creates a legal obligation on state to ensure access to timely, acceptable, and affordable health care of appropriate quality as well as to provide for the underlying determinants of health, such as safe and potable water, sanitation, food, housing, health-related information and education, and gender equality.

The right to health is one of a set of internationally agreed human rights standards, and is inseparable or 'indivisible' from these other rights. This means achieving the right to health is both central to, and dependent upon, the realisation of other human rights, to food, housing, work, education, information, and participation. Entitlements include the right to a system of health protection that gives everyone an equal opportunity to enjoy the highest attainable level of health.

Good health is also clearly determined by other basic human rights including access to safe drinking water and sanitation, nutritious foods, adequate housing, education and safe working conditions. Discrimination in health care is unacceptable and is a major barrier to a country's development. Everyone has the right to a standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services.

Apollo respects and is committed to supporting human rights, and the dignity of India's diverse populace, as detailed in the Company's Human Rights Policy.

In particular, we believe our most significant opportunities to uphold human rights and therefore our greatest areas of responsibility-are in the areas of Human Rights in the Workplace and access to Health Care.

Our employees are the backbone of our commitment to human rights practices and performance. We respect the dignity and human rights of our employees as well as those working in our external supply chain. In addition to the UNGC principles on Human Rights, we also follow the principles in the International Labor Organization's Declaration on Fundamental Principles and Rights at Work, including non-discrimination, freedom of association and

collective bargaining, and freedom from forced and child labour. Our commitments are detailed in our Code of Business Conduct and our Human Resource manual. Our workplace practices and policies on providing fair compensation, equal opportunity, a safe and healthy workplace and other commitments to human rights, reflect our belief that the success of our Company is directly linked with employee satisfaction and well-being. We foster compliance with these policies on a continuing basis through our internal training and audit programs.

As a Healthcare Company, we have a long-standing commitment to improve and sustain the health of our workforce.

In accordance with laws and regulations, we have formal mechanisms for employees to raise grievances and to file complaints and violations without fear of reprisal.

Access to Healthcare

We believe that effective, compassionate health care systems are critical for a nation's well-being and for achieving better health for people around the world. Such systems are centered on the needs of individuals, and offer equitable access to quality healthcare for all.

Our Chairman first set up Apollo Hospitals with the firm conviction that every person has an undisputed fundamental right to quality healthcare regardless of geographic location or economic status - a principle that is stated in the Universal Declaration of Human Rights. Providing health care services is only part of that commitment. We are constantly working with all our partners and stakeholders to improve the availability, accessibility, affordability and quality of care nationwide and also globally to help as many people as possible live their lives to the full.

We ensure commitment to human rights in all our operating units through strong governance policies. Oversight of the Human Rights policy and practices is managed by the relevant corporate and business group functions. Our Board has always been diligent in implementing laws and guidelines to ensure the safety of resources and stakeholders.

We encourage our business partners to commit to respecting human rights as outlined in our policies, and also motivate them to develop similar standards of their own. We follow a tender process to provide quality goods and support services at cost-effective prices. Suppliers are screened for compliance with relevant legislations including environmental and human rights

legislations. Multi-disciplinary consultative forums and various doctor interactions form the framework for decision making. The process is finalized with approvals from senior management and procurement executives. The Procurement Policy and processes are reviewed regularly and endorsed by the procurement executives.

In FY 2018-19, there were no complaints of Human Rights violation reported relating to child labour /forced labour / involuntary labour and discriminatory employment in our Company

PRINCIPLE
Care for Environment
6

Healthcare environment is always a major concern in the field of medical services. To maintain a healthy environment, health care providers aspire to make patients feel healthier and well—safe and empowered. The environment that surrounds us—the air, soil, water and ecosystems—is important for our health and the health and well-being of others. Environmental protection means conserving natural resources and the existing natural environment and, where possible, repairing damage and reversing trends.

Apollo is committed and pro-active when it comes to managing the environmental impact caused by its operations. Responsible disposal of different categories of waste including bio-medical waste generated from our premises, is a key focus area of our environmental strategy and provides impetus for a number of action plans as well as industrial and scientific partnerships. Necessary arrangements have also been made with authorised vendors for the disposal of e-waste, solid waste and hazardous waste. Training is provided to employees on compliance to these.

We support and sustain a culture of awareness and sensitivity towards conserving and preserving the environment. Protection and preservation of the environment is not only restricted to legal compliance but is a matter of priority for the Company.

To achieve this, we are involved in a range of initiatives such as:

- analyzing waste water effluents at our hospitals and assessing their impact on the environment
- using state-of-the-art technologies to treat waste water discharge from our hospitals
- limiting the environmental impacts of our business operations
- carrying out environmental risk assessments
- encouraging and supporting the proper use of medicines
- contributing to 'take-back' programs for the collection and safe disposal of unused medicines

Environmental Risk Assessment

Our commitment to preventing environmental risks is central to our Quality Health Safety and Environment policy (QHSE). Guided by our inhouse experts, we have established a sound governance system for assessing the potential impact of our services on the environment.

Waste Management System

The commitment towards waste management is reflected in our waste disposal policy that lays emphasis on improving waste management practices with a focus on bio-medical waste management across all our operations. We adhere to all statutory

compliances and environmental clearance parameters as stipulated by the relevant authorities. We also have well established environment management systems which are dedicated to function beyond laid down compliance levels.

Our 'Hazardous Materials and Waste Management Plan' applies to all staff in the hospitals and defines the responsibility of all healthcare personnel for identification, storage, handling, disposal and transportation of hazardous materials in accordance with regulatory requirements. All chemicals used for our operations are properly labelled and hazard ratings are identified. The Operations Head along with the Safety and Hazmat Committee has the responsibility for handling hazardous materials and administering the waste management policy. For e-wastes and old medical equipments, we follow a stringent "Buy Back policy" with vendors.

The Human Resources department and Hazmat team members in co-ordination with the radiation safety officer are responsible for the orientation and training of staff handling hazardous material and waste.

Appropriate type and adequate number of personal protective equipment have also been made available for personnel who are handling waste and disposal.

The Hazmat team carries out internal inspections and evaluations to review the effectiveness of the waste management plan and disposal practices followed at our facilities across India.

During the last financial year, there were no major chemical spills reported at any of our hospitals.

Water Harvesting

Water for all the hospitals is sourced from local municipal sources. The water quality is tested to ensure that it is potable. Few of the key initiatives taken by us to conserve and re-use water, include the following:

- Rain water harvesting - Increasing the ground water level by channeling the excess rain/storm water into harvesting pits across the premises; and effective utilization with proper filtration.
- Conservation of water by reuse of dialysis RO rejected water and drinking RO rejected water.
- Water conservation in western toilets by removing single push button.
- Reuse of water generated from sanitary and house-keeping for gardening purpose.

Energy Efficiency

Energy conservation has been adopted as an integral part of our Operations and Maintenance philosophy. Adherence to efficient operations and quality maintenance practices in O&M has resulted in optimizing energy consumption. Our O&M department further endeavors to continuously improve its performance in this area.

AHEL sources electricity for hospitals from the grid. However, diesel generators are provided as back-up in case of power cuts/emergency

The important factors contributing to reduction in energy consumption and internal consumption apart from reduction in carbon footprint are:

- Phasing out of CFL lamps to LED lights.
- Procurement of electricity from alternative source.
- Bio Gas from food waste implemented in Apollo Hospitals Madurai, Trichy, Karaikudi and Karur.
- Wind Power Generators implemented in Apollo Hospitals Madurai, Trichy, Karaikudi, Karur and Navi Mumbai.
- Optimization of fuel consumption in boiler operations.
- Introduction of timer based operation of Air handling Units to reduce power, consumption.
- Introduction of micro processing energy savers for AHU Motors.
- Energy optimization practices implemented in Transformer operation.
- VFD installation for AHU motor in a phased manner.
- Operation of all Lifts and OT AHUs with VFD panels.
- Introduction of timer control for AHU motors to reduce running hours.
- Phase out of split air conditioner units with chilled water FCU to reduce the power consumption and capital cost.
- Usage of pre-heated water for boilers as primary feed from solar energy.
- PPA for buying power which has been produced through solar energy.
- Installation of occupational sensors in OPD consultants' rooms.
- Introduction of motion sensors for lighting automation.
- Introduction of heat pie in AHUs thus saving in energy.

Management Systems

We have developed and demonstrated our expertise in managing hospitals over the years and have been recognized for best practices in hospital management on par with international standards. We have implemented international certifications such as ISO 9001 at Chennai and Joint Commission International (JCI),

for 8 hospitals including the hospitals at Delhi, Chennai, Mumbai, Hyderabad, Bangalore, Kolkata, Ahmedabad and Dhaka.

Apollo Hospitals, Chennai, has been accredited in accordance with the Standard ISO 15189:2003 "Medical Laboratories - particular requirements for Quality & Competence" for its facilities in the field of Medical Testing. The Chennai Hospital was also the first to be awarded the ISO 9001:2008 certification. The ISO22000 - HACCP certification by the British Standards Institution has recognized Apollo's high standards of quality and food safety measures. In addition, many hospitals have been accredited by the National Accreditation Board for Hospitals (NABH) and the laboratories by the National Accreditation Board for Laboratories (NABL). Even in those hospitals, which are not yet certified for an accreditation, we ensure that the requirements for these systems are integrated into the design and operations. Corporate level policies, guidelines, checklists and MIS have been developed and implemented for this purpose.

AHEL has not received any show cause / legal notice from the CPCB / SPCBs. This is a testimony to the fact that we approach the aspect of environmental safety with utmost seriousness and commitment.

PRINCIPLE
7
Public
Advocacy

As a healthcare provider with many physicians, we play a crucial role in promoting human rights. Such rights, as enunciated in the Universal Declaration of Human Rights, include fundamental civil and political rights-the right to free speech and the right not to be tortured-as well as social and economic rights, including a right to health and health care. Our knowledge, expertise, and contact with patients-especially those from vulnerable populations-position us to be involved in advocacy efforts for policies that promote human rights at the local, national, and international levels.

Health and human rights are interrelated. When human rights are promoted, health is promoted. When human rights are violated, there are devastating health consequences for both the individual and the community. Implicit in the concept of human rights is the principle of the dignity and worth of every human being. Health is a critical element in sustaining human dignity. Historically, in medicine and in medical education, we have all too often focused solely on a disease-oriented model of health and illness. By considering the interrelationship between health and human rights, we are challenged to examine health within a broader context, such as that reflected in the World Health Organization's definition of health as a "state of complete physical, mental, and social well-being".

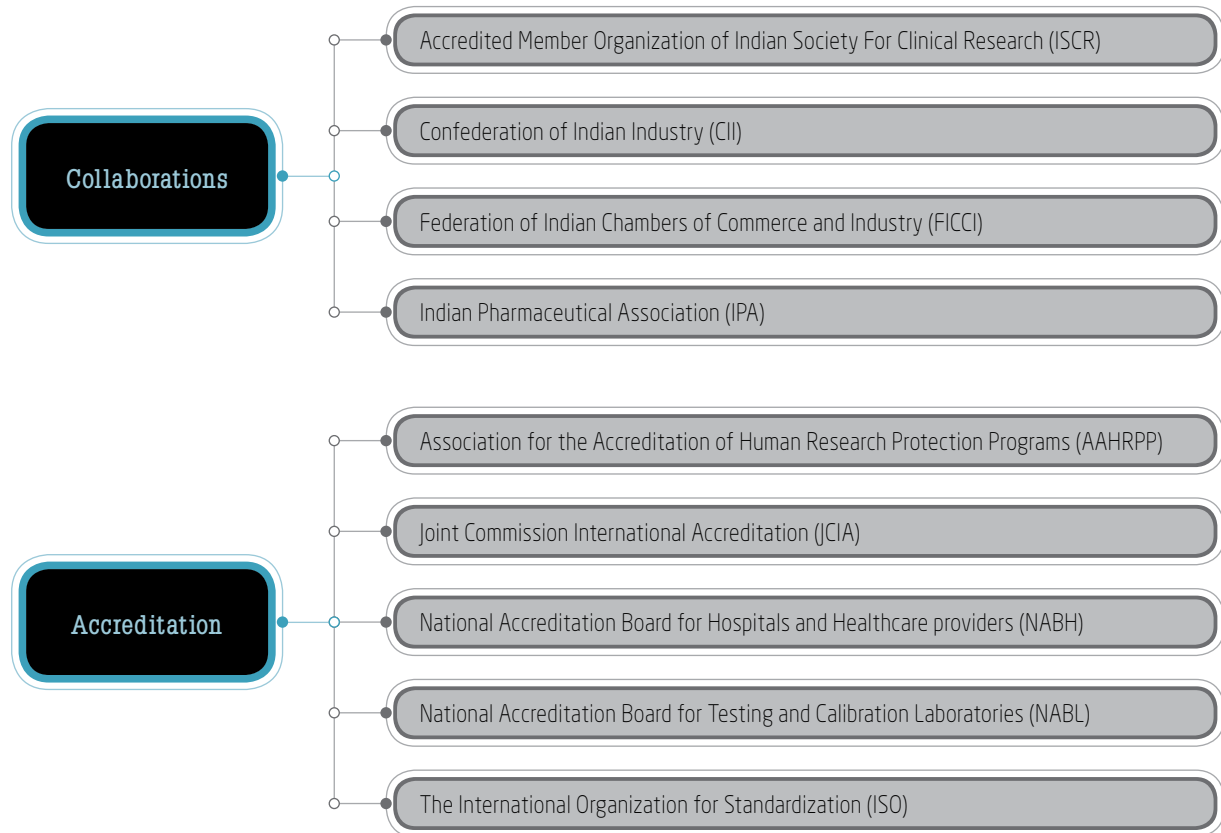
Under a value-based system, physicians rely on a results-oriented approach that incentivizes positive patient outcomes instead of the number of procedures performed. Customer satisfaction is also a key part of the outcomes formula.

A focus on disadvantage also reveals evidence of those who are exposed to greater rates of ill-health and face significant obstacles to accessing quality and affordable healthcare, including indigenous populations.

We believe that actions brought about through strategic alliances and public advocacy must be done so in a responsible manner. We participate in several industry associations—national and international advocacy organizations—to influence positive sustainability actions. To the extent possible, we utilize the trade and industry chambers and associations and other such collective platforms to undertake such policy advocacy.

AHEL being a benchmark name in the hospital industry has a say while pursuing public advocacy in the healthcare sector. We ensure that our policy positions are consistent with the Principles and Core elements contained in these guidelines.

In-depth insights and strategic inputs forms the core of our approach towards policy formulations. We collaborate with numerous trade and industry associations and organizations, as a member.



Apollo Hospitals Educational and Research Foundation (AHERF)

The Apollo Hospitals Education and Research Foundation (AHERF) is a not for profit organisation recognised by the Department of Scientific and Industrial Research (DSIR), and is focused on basic, translational and epidemiological research. AHERF comprises of the Cell and Molecular Biology Research Center (CMBRC) and centers at Chennai, Hyderabad and Delhi to carry out research activities. The CMBRC enables basic and translational research projects in cutting edge areas such as liquid biopsy, molecular diagnostics, pharmacogenetics and exosomes. Further AHERF also spearheads a faculty development programme to spawn research pilots for basic research projects.

Clinical Studies

The clinical studies are of various therapeutic disciplines to evaluate the safety and effectiveness of new molecules for specific indications as per protocol specifications.

The benefit would be to get access to the latest Investigational Products for patients who are not cured and/or do not show improvement with the current medication and/or treatment. When

the patient signs a voluntary informed consent, the Principal Investigator ensures that the diagnostics/therapy/adverse reaction management and any other procedure as per the protocol is covered by the sponsor, which will benefit the patient through a better/new treatment which will improve the quality of life and allow better living. On the scientific front, Apollo is in the forefront in taking part in the latest research which can help man kind.

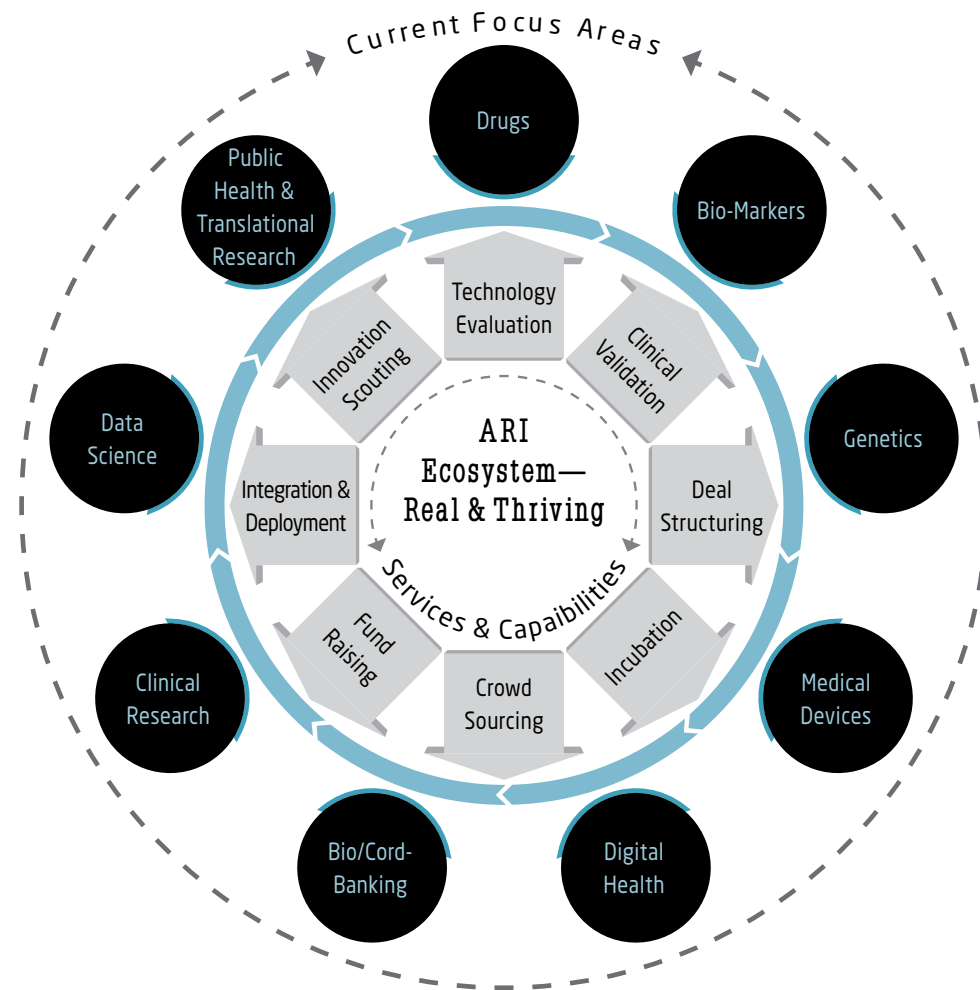
Collaborations/MOUs for Clinical Studies		Sponsors	Therapeutic Disciplines
<i>Sponsors</i>	<i>Therapeutic Disciplines</i>	Glenmark, India	Orthopedics, Hypertension, Dermatology
Amgen, USA	Endocrinology	Novaled, India	Diabetology
Sanofi, India	Orthopedics	IQVIA, USA	Vascular Medicine, Phlebitis
CIPLA, India	Infectious Disease	Triokia, India	Vascular Medicine, Phlebitis
Datar, India	Genomic Diagnostics	Bioquest, India	Cardiology
Paraxel, USA	Oncology, Infectious Disease	Abbot, USA	Cardiology
Astrazeneca European Union	Oncology, Nephrology	Nestle, India	Nutrition
Medtronic, USA	Cardiology	DRL, India	Oncology
George Clinical Research, India	Diabetology	Eli Lilly, USA	Breast Cancer
JSS Medical Research, India	Diabetology, Cardiology	Novartis, Europe	Oncology
iProcess, USA	Cardiology	Gilead, USA	Ulcerative Colitis

Apollo Research and Innovations (ARI)

ARI'S VISION STATEMENT

ENABLE A RESEARCH & INNOVATIONS LED APOLLO HOSPITALS, WHICH CONSISTENTLY RIDES THE CUTTING EDGE IN TECHNOLOGY, THERAPY & DELIVERY FOR IMPROVED PATIENT OUTCOMES, AFFORDABILITY AND REACH

Apollo Research and Innovations (ARI) is a division of Apollo Hospitals. ARI focuses on scouting, evaluating, deploying and integrating innovations across Apollo Hospitals, with an objective of improving outcomes, affordability and accessibility for patients. Innovations span across drugs, devices, healthcare software or consumer goods of clinical relevance. ARI provides an end to end platform for converging clinical insights, technology and business to spawn innovation & research within the Apollo Hospitals ecosystem. ARI currently has a comprehensive ecosystem to undertake clinical studies for sponsored drug trials, devices, software as well as consumer goods. Apollo currently is also India's single largest clinical site solutions organization having undertaken over 950 clinical studies, operated by a dedicated team of 85 professionals, located across 14 Apollo Hospitals, in over 10 therapeutic areas. This competence has been further evolved to extend co-development capabilities and augment the same with some very creative business models.

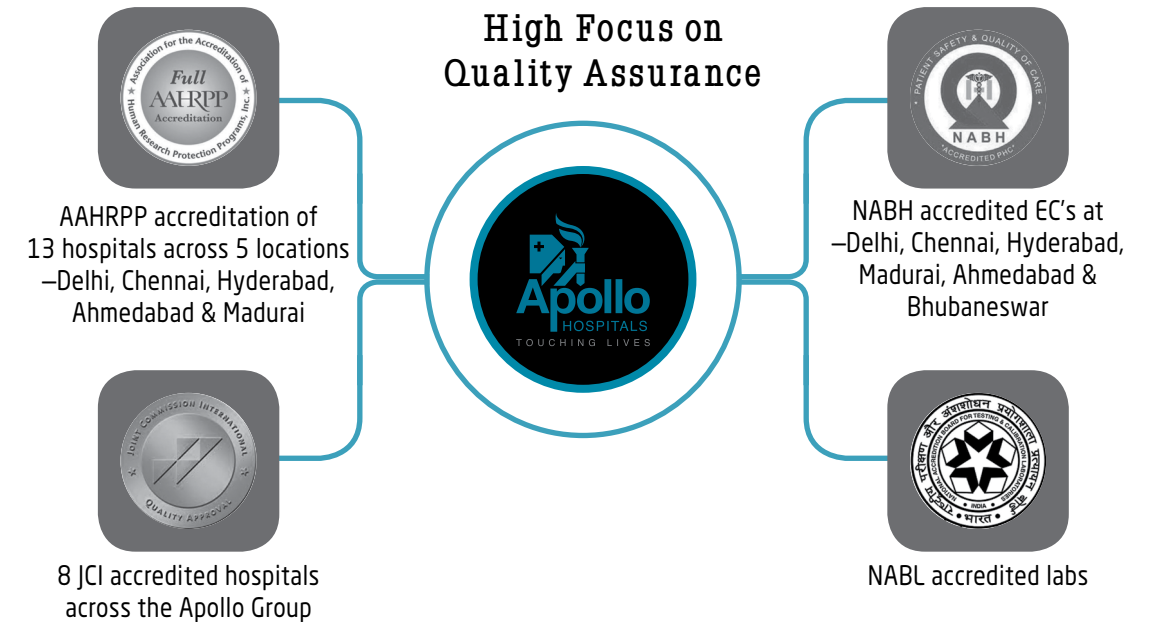


Experience & Capabilities

Experience of 900+ clinical studies; 80% multi centric	150 trials on ground at any point	17 operational sites	19+ years of site management experience
200+ GCP certified active clinicians	60+ GCP certified CRCs	80+ professionals- Clinical, Science, Research, Business	Trials across 6 leading therapeutic areas
NABH accredited, DCGI registered Ethics Committees	Full AAHRPP accreditation—gold standard	Uniform SOP's across sites	SPOC for research JVs/ Collaboration

Founded in 2000 by the Apollo Hospitals Group, ARI is India's first & single largest Site Management Service Provider & is mandated to lead Clinical Research & Innovations for Apollo Hospitals

High Focus on Quality Assurance



Equitable Development

Apollo Hospitals Group

The commitment of Apollo Hospitals towards social responsibility through inclusive healthcare inspired the establishment of Apollo Foundation. The focus is on bringing quality healthcare within the reach of all people regardless of their geographic location or economic status.

With an aim to upgrade the standards of healthcare across various regions, several impactful programmes have been initiated. These programmes cover areas such as Rural Development, Rural Health care, Skill Development and Vocational Training, Research in Healthcare, Pediatric Cardiology, Cancer Care, Cardiovascular Risk Awareness, Medical Camps, and Disaster Relief Programmes.

Through the following CSR initiatives run by different Apollo Hospitals' units across India, Apollo Hospitals aspires to make timely and quality healthcare available to all:

- Billion Hearts Beating Foundation
- SACHi: Saving A Child's Heart Initiative
- Total Health Programmes
- Apollo Aushad
- Indraprastha Apollo Hospitals, Delhi, CSR
- Apollo Hospitals, Hyderabad, CSR
- Apollo Hospitals, Bangalore, CSR
- Apollo Hospitals, Chennai, CSR
- Other CSR Initiatives

Billion Hearts Beating Foundation

The Billion Hearts Beating Foundation (BHB) is a not-for-profit organization that works with the objective of prevention of heart disease and its contributing risk factors in India. To combat the core issues pertaining to heart disease through a sustained program of action and awareness, BHB has identified 5 simple solutions: Eat Healthy, Get Active, Quit Smoking, Beat Stress and Get a Regular Heart Check. BHB provides basic healthcare and reaches out to the elderly and the under privileged children

Old Age Home

through its Old Age Home Program for the elderly and School of Heart Program for children.

Started in 2014, the Old Age Home Program has identified old age homes in the Delhi region, where the elderly are provided health care through health checks and medications, free of cost. The program has organised 19 health camps across the Delhi region in 2018, through which around 366 residents benefitted. Medicines prescribed by doctors have been provided free every month to over 500 residents.

School of Heart Programme

The School of Heart Programme aims to spread awareness and develop healthy living for children from economically weaker sections of the society. During the year around 1,500 basic life support demos were conducted, benefitting 1,530 members. The program also organized general health checkup; first-aid workshops; anti-tobacco awareness programs; ENT checkup; diet & nutrition awareness programs; and communicable diseases awareness programs. Around 1,710 children benefitted from these programmes.

Save A Child's Heart Initiative

SACHi works for the detection and treatment of congenital heart diseases for children from the disadvantaged sections of the society. The condition is detected through free monthly clinics, health camps, heart screenings. Children with heart diseases are provided free or subsidized treatment.

VoICE: Volunteer In Case of Emergency

VoICE is India's 1st Voluntary First Response Network at one touch.

Alert VoICE—Volunteers In Case of Emergency—is the solution to bridge the demand for emergency help and supply of voluntary first response in the form of an eco-system driven by a mobile based application.

Alert VoICE was officially launched by Dr. Prathap C. Reddy, on September 7, 2018 to facilitate more first responders by choice, and not by chance.

Alert VoICE is a 2-day intensive training program followed by a 2-hour assessment session at APOLLO hospitals and a final graduation ceremony after which the first responder gets inducted into the alert VoICE network.

Total Health

Dr Prathap C Reddy, the visionary Founder & Chairman of Apollo Hospitals, is widely credited as being the architect of the modern Indian healthcare system. Dr Reddy had pledged access to health of international standards for each and every citizen of India. Today the 70 Apollo Hospitals, spread across the length and breadth of India aspire to achieve this goal.

But there is a wide gap between the different regions of the country and the different economic strata in terms of healthcare affordability and reach. To close this gap and cater to the onset of new lifestyle diseases or Non Communicable Diseases (NCDs), Dr Prathap C. Reddy launched Total Health in 2013.

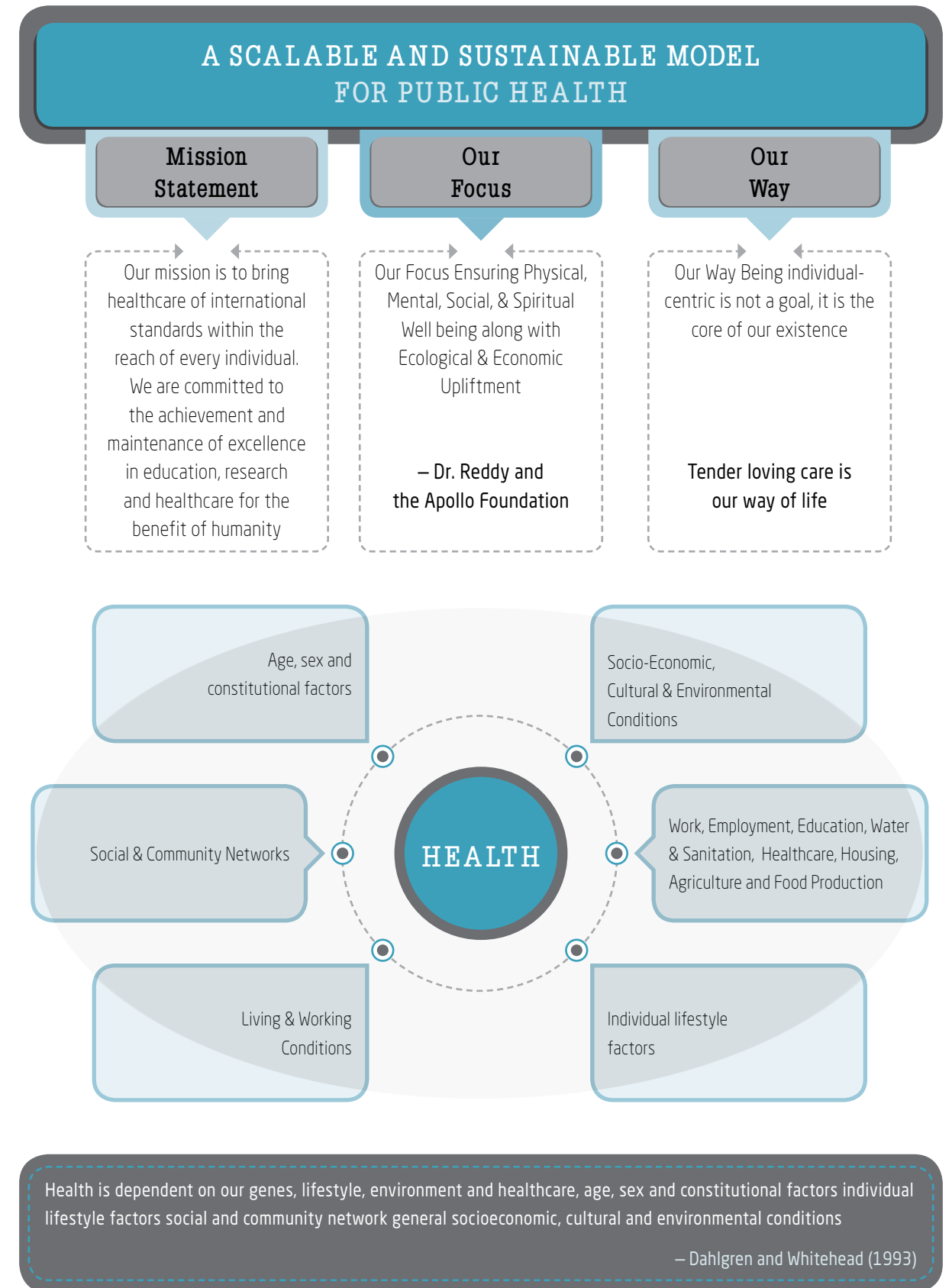
Concept of "TOTAL HEALTH"

Total Health aims to provide "Holistic Health Care" for the entire community, starting from birth, through their journey into childhood, adolescence, adulthood and in the later years of their life.

The program has been piloted in the Thavanampalle Mandal of Chittoor District, Andhra Pradesh, the birth mandal of Dr Prathap C Reddy. The program will cover more than 60 thousand people of all age groups and will support healthy and happy living through the promotion and protection of health, prevention of diseases, provision of hygienic, nutritious supplementaries, sanitation, potable water, education, livelihoods, kitchen gardens, protection of ecological balance and need based community infrastructure development. This program will also pave the way for identifying diseases at the early stage through screening. It will facilitate timely treatment to save lives.

The program also envisages providing health related infrastructure development in terms of "Potable water of high standards" (reverse osmosis has been replaced by rapid sand water filters), Individual Sanitation Latrines (ISLs) (catering to the needs of pregnant and lactating mothers), enriching the diets of children and the geriatric population with nutritious food supplements and periodical medical check-ups and health education at the "Nutrition Centres". "Kitchen Gardens" to promote low cost, unadulterated nutritious food are being cultivated. School health, sanitation and hygiene are being monitored for the holistic development of children between 0 and 16 years of age. "Value added livelihood creation" through skill based vocational training centres is another initiative. Total Health also provides "Sports, Yoga, Meditation and Gymnasium" facilities for the community at the Total Health Premises, Government schools and in the villages.

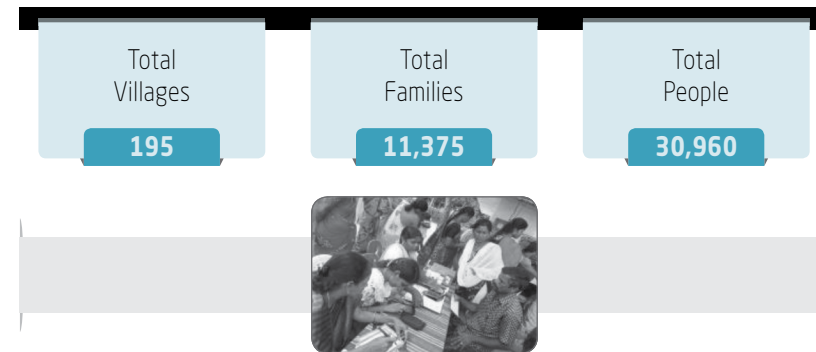
A few initiatives have been elucidated here for reference.



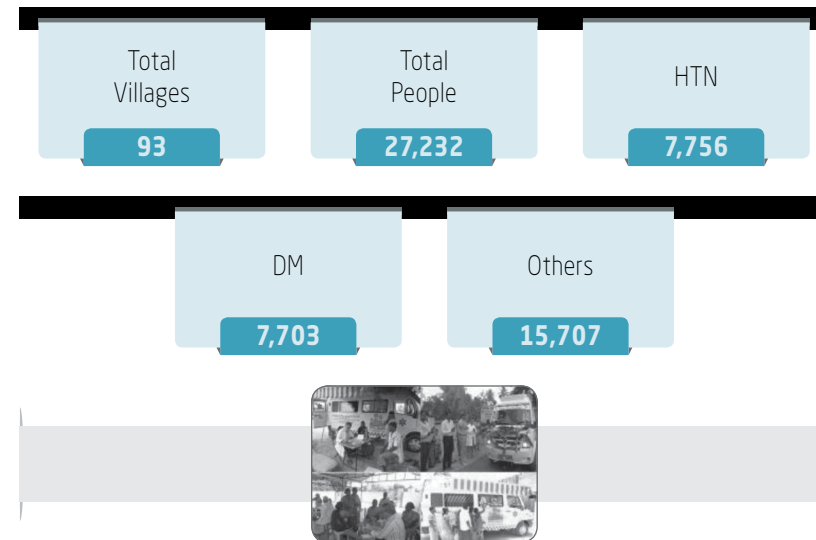
A few initiatives of the Total Health program have been elucidated in the following pages.

Health

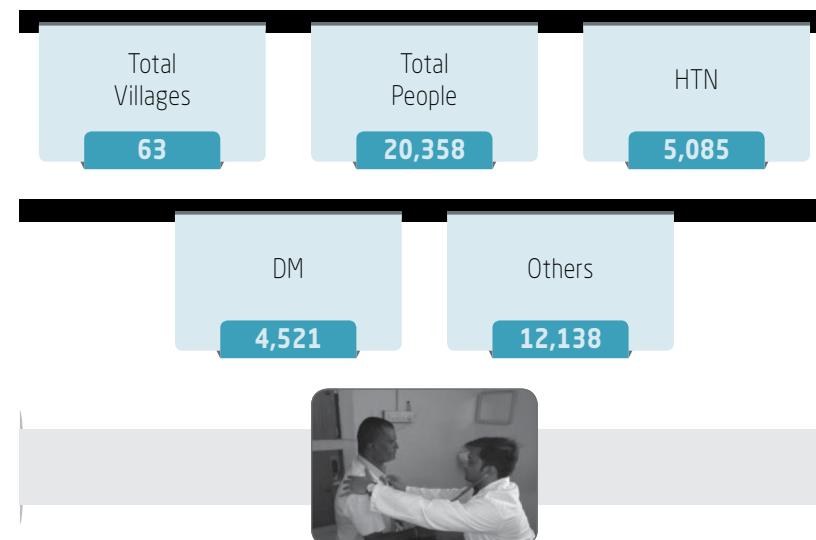
Household Survey



Mobile Clinics



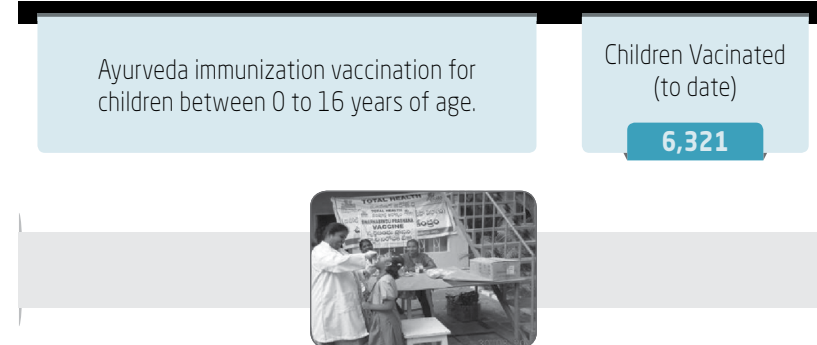
Satellite Clinics



Ayush Wing



Swarna Bindu Prashana



Cancer Screening



General Health Screening



School Health Camp

CVS screening for **5,906** students in all government schools and anganawadi centres in Thavanampalle mandal.

Identified **7** students with VSD & ASD closure done at Apollo Hospitals, Chennai and Nellore free of cost.



Diabetic Special Camp (NCDs)

Conducting regular Diabetic Special Camps

Patients Benefited
200



Eye Screening Camp

Individuals Screened
1,355

IOL surgery done
59

Patients got corrected spectacles
512



Awareness on Health Education

Awareness on all health education and social issues to the communities



Nutrition

Pregnant & Lactating Mothers and Children Nutrition Centre

Supplementary nutritious food along with health care services & institutional deliveries.

Nutrition Centres
6

Beneficiaries
392

Total No. of Deliveries (100% institutional deliveries)
151

Maternal Deaths (to date)
NIL



Geriatric Nutrition Centre

Mid-day meal along with health care services. One center converted into a Geriatric club.

Geriatric Nutrition Centres
3

Beneficiaries
148



Geriatric Day Care Centre

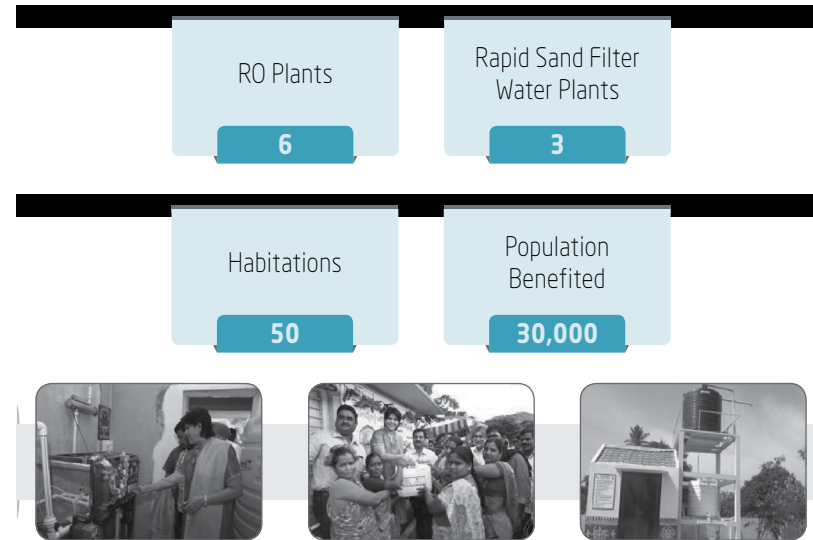
Inaugurated Elderly day care Centre at Aragonda with facilities of Indoor Games, TV and Newspaper reading room.

Members
10



Water and Sanitation

Potable Water Plants



Environment

Kitchen Garden



Agriculture

The first crop was English cucumber and now bell pepper is planted. Local farmers are motivated for alternate farming practices with multi crop focus. Couple of meetings were organized with them along with the bank officials in this regard.



Solar Street Lamps

There exists an issue with regard to the supply of electricity and lighting of roads/public places. To mitigate this, Total Health has sponsored and is maintaining **35 solar street lamps** in and around Aragonda GP in conjunction with Phillips.



Women Empowerment, Skill Building & Livelihood Support

Jute

350 have been trained in **tailoring**. Of which **100** women have been employed in Total Health for manufacturing of **jute bags** and earning additional income between ₹5,000/- to ₹8,000/- per month.



Apparel

60 Women have been employed in Total Health for manufacturing of Hospital Linen / Apparel and earn about ₹7,000/- per month.



Hand Made Paper Bags Training and Sanitary Napkin Making unit



Refrigeration & Air Conditioning

Refrigeration and Air conditioning Skill Training Centre established in collaboration with Blue Star India Ltd. **3 batches** have been completed with **42 trainees** and **4th batch** with **14 students** are under training.



Lifestyle Modifications

Yoga

As a part of Life Style Modification, Yoga is being introduced in the rural community of Thavanampalle Mandal since 2015. **57 batches** (6 to date) have obtained YIC from Vyasa, Bengaluru; **11** employed with Total Health; **4** practicing in community; **204** practicing Yoga in Community regularly; Also introduced in Government schools/Nursing college.



Rural Sports & Cultural

Encouraging rural sports and re-introducing yoga.



Infrastructure Support

School Infra Support

Supported schools in terms of providing school desks. **250** school desks provided to **13** schools. Supported all Government schools in Aragonda GP and ZPH School at Thavanampalle village.



Play Ground and Walking Plaza

An inhabitant of Village Aragonda has donated **4** acres of land to the foundation for establishing playground facilities to bring about Life Style changes in the community. It is envisaged to build a Walking Plaza, Community Hall, Stadium, and Meditation Centre on this location. Rural sports are being encouraged by way of tournaments among different villages. Another inhabitant has donated about **2000** sq yards, where a Ayush Wellness clinic is being established.



Awards

INDYWOOD Award (2016)

ISV Award (2016)

Modi Award (2017)



ACEF Asian Leadership Award (2018)

INDIA CLEN Award (2018)

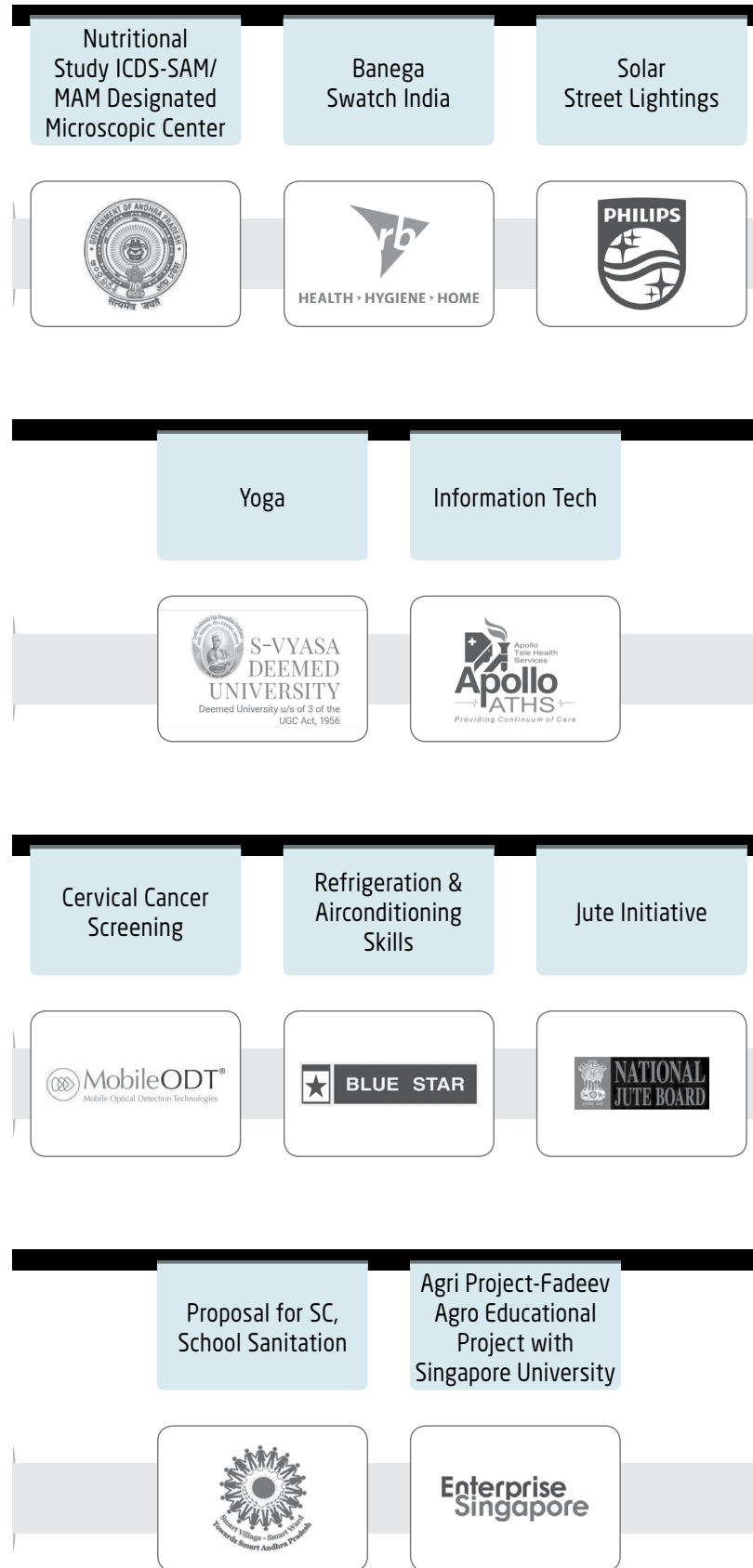


Clinical Excellence Award (2019)

BSNL Dainik Jagaran CSR (2019)



Partners



PRINCIPLE 9

Meeting Customer Expectations

We value our patients the most. They are at the core of our operations, and safeguarding their health is our priority. That is the Apollo Way. Pharmacies form an important part of ensuring patient care. AHEL follows stringent protocols when it comes to the stocking of drugs for its pharmacies. We ensure that all our unused drugs are sent back to suppliers three months before expiry. We follow a unique five pronged customer centric approach as follows:

Guest Relations

1. Apollo has adopted the engagement pathway for Voice of Customer (VOC)
2. Partnered with Gallup to benchmark e-customer feedback with best in class hospitals globally
3. In-house framework captures VOC from interactions and converts them into qualitative and quantitative feedback for quick follow up action

Tender Loving Care

1. Core training module for all nurses
2. Inspires the conversion of daily interactions into memorable experiences for patients, resulting in an enhanced courtesy index for nursing
3. Tender Loving Care (TLC) training for frontline staffs

Human Sigma

1. Apollo Hospitals is the first in India to adopt Human Sigma by mapping customer engagement to the Gallup "S" Methodology

Admissions

1. Minimizes waiting time for planned admissions
2. Dedicated rooming experience that orients patients and attendees to various hospital services

Discharge

1. Post discharge calls to patients for suggestions and feedback 72 hours after discharge
2. Speedy discharge summary for planned discharges

Measuring Customer Expectations

In the financial year 2018-19 we have provided service to over 4.5 million patients. We have an exclusive online customer redressal mechanism, "Voice of Customer" (VoC). A dedicated team "Guest Relations" addresses all concerns/complaints of the customers, through this system. This is evidence that we take complaints seriously and work on resolving them on a priority basis. In our endeavour to digitize the customer-feedback process, we have launched the Apollo Instant Feedback System. Our pharmacies ensure that all medicine packaging has relevant labelling as required under relevant regulations. No case has been filed by any stakeholder against our Group regarding dishonest trade practices and/or anti-competitive behaviour during the last five years.

We have instituted a stringent feedback mechanism for our patients to enable continuous improvements. The feedback is collected post discharge also.

High quality Patient Care is possible in Apollo Hospitals because of an engaged workforce that takes pride in its day-to-day responsibilities. They are able to alleviate feelings of stress and fear in patients while instilling in them a positive approach towards treatment. Through small acts of kindness, they create a superior patient experience.



Apollo Hospitals Enterprise Limited

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