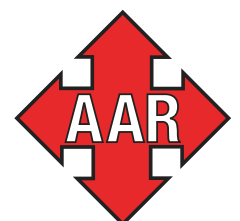


2024/2025

SUSTAINABILITY REPORT



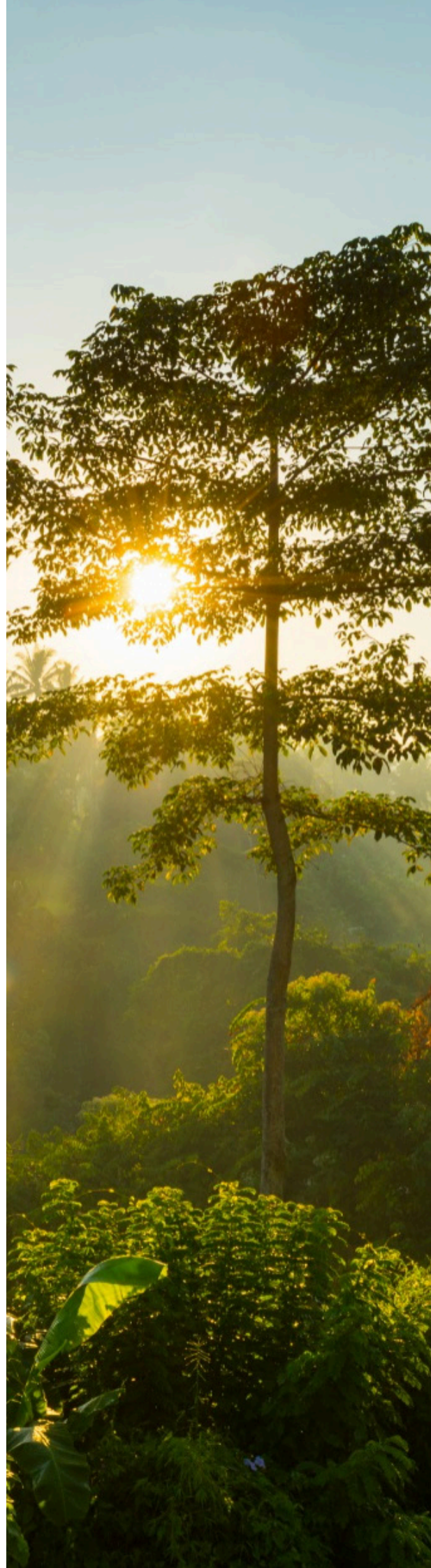
Our Commitment to People, Planet,
and Responsible Care



Healthcare
As human as you

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INTRODUCTION

Vision: To be the provider of choice for innovative and quality healthcare solutions in Africa.

Mission: We provide healthcare solutions that make a difference to life.

Values: Nurturing, Excellence, Integrity and Heritage.

01

1.1 About this Report

This Sustainability Report highlights AAR Healthcare (K) Ltd's progress in advancing its commitment to the well-being of society, the environment, and the economy for the year ending 31 December 2024. It outlines our approach to managing Environmental, Social, and Governance (ESG) priorities, including addressing climate-related risks, and the subsequent impact on healthcare delivery and business operations.

Guided by our tag line "as human as you" and our commitment to responsible and sustainable healthcare, this report showcases how ESG principles have been integrated into our core operations.

1.2 Who We Are

AAR Healthcare is a leading provider of outpatient healthcare services in East Africa, operating 29 Outpatient centres across Kenya and serving over 400,000 clients annually. Our focus is on delivering accessible, high-quality, and affordable healthcare through a combination of skilled professionals, internationally recognized protocols, and cutting-edge systems.

What distinguishes AAR Healthcare is our emphasis on both treatment and prevention, which is supported by robust clinical risk management and innovative wellness programs.

Reflections from the General Manager, AAR Healthcare (K) Ltd



Elizabeth Wasunna

At AAR Healthcare, we believe that sustainable healthcare goes beyond treatment—it is about creating lasting value for our patients, employees, partners, and the communities we serve. Our commitment to Environmental, Social, and Governance (ESG) principles is rooted in our purpose: delivering quality, accessible, and responsible healthcare.

The year 2024 was a pivotal one for us. We made progress in integrating sustainability into our operations by reducing our environmental footprint, expanding access to healthcare, and strengthening our governance and quality standards. From planting nearly 20,000 trees under our Trees for Health program, to introducing bottleless water systems that reduce single-use plastics, to expanding our telemedicine services, we demonstrated that

innovation and responsibility can go hand in hand.

Our people remain at the heart of this journey. Their passion, professionalism, and resilience continue to define the quality of care we provide. I am especially proud of the strides we have made in diversity, equity, and inclusion, and in empowering the next generation through mentorship and community outreach.

Looking ahead, our focus is clear: to build a resilient, future-ready healthcare system that balances growth with responsibility. We will deepen our ESG integration, set measurable sustainability targets, and strengthen partnerships that drive positive health and environmental outcomes.

Together, we are proving that sustainable healthcare is not just possible—it is essential.

Statement from the Head of Brand, Experience & Corporate Impact



Maryanne Wahito

Sustainability is at the heart of how we build trust with our patients, communities, and stakeholders. In 2024, we deepened our commitment by aligning our brand and community initiatives with AAR Healthcare's ESG priorities. From expanding our Trees for Health program to strengthening school health interventions and menstrual health support, our efforts reflected the belief that healthcare must care for both people and the planet.

As custodians of our brand and social impact, we remain dedicated to fostering meaningful experiences, reducing our environmental footprint, and empowering communities. Going forward, we will continue to integrate sustainability into everything we do—ensuring that every interaction with AAR Healthcare delivers not only care but also positive, lasting impact.

OUR MATERIALITY



02

While we have not conducted a formal Materiality Assessment, we identified key ESG priorities through a structured desktop review and internal analysis. Our approach combined the outside-in view which includes the sector-wide healthcare priorities and the inside-out view which includes our internal processes. Below are the three methods we applied to determine material issues:

1. Regulatory mandates which are non-negotiable in the industry. These include, compliance requirements that make certain issues automatically material including the below.
 - o Healthcare waste management (NEMA regulations)
 - o Patient safety & data privacy (Ministry of Health, Data Protection Act)
 - o Clinical governance & licensure (staff qualifications, facility standards)
2. Industry benchmarking which include standard practices. these are key issues across leading healthcare providers include patient safety, data security, employee wellbeing, and medical waste.
3. Enterprise risk management these include the biggest threats in the market. Things like major risks to business continuity and reputation include patient safety & hygiene, staff turnover and burnout, and data privacy & security.

By aligning compliance requirements, industry benchmarks, and risk insights, we developed a clear and defensible set of ESG priorities to guide our sustainability agenda.

03 OUR ENVIRONMENTAL RESPONSIBILITY



3.1 Energy efficiency and carbon footprint management.

In 2024, our total electricity consumption was 852,548.49 kWh, resulting in an estimated 596.78 metric tons of CO₂ emissions. To mitigate this impact, we implemented a range of energy efficiency measures, including LED lighting retrofits, the use of energy-efficient medical equipment, and staff training on energy conservation. Additionally, through our CSI initiatives under Trees for Health, we partnered with the Kenya Forest Service (KFS) and local schools to plant approximately 19,700 trees across the country. Given that one mature tree

absorbs around 22 kg of CO₂ annually, this initiative is aimed at potentially offsetting our total carbon emissions over time, while also enhancing biodiversity and supporting community engagement.

3.2 Responsible water stewardship

In 2024, our total water consumption was 3,154,023 cubic liters. As a healthcare provider, water is an essential resource for infection prevention and control (IPC) and hygiene, underscoring our commitment to patient and staff safety. We are proactively managing this vital resource through



In 2024, our total water consumption was 3,154,023 cubic liters.

ongoing investments in water-efficient infrastructure, such as low-flow fixtures and comprehensive water audits. These initiatives ensure our water use scales responsibly with our operational growth, aligning financial stewardship with environmental sustainability. We monitor our Outpatient Centres (OPC) monthly water consumption and conduct awareness on the importance of water conservation



3.2.1 Eliminating Single-Use Plastic Bottles with Bottleless Water Systems

To address the environmental and logistical challenges of bottled water, we have implemented advanced bottleless water purification systems across our facilities. These systems connect directly to building water lines, providing a continuous supply of high-purity water through a 9-stage filtration process. This initiative

eliminates the need for single-use plastic jugs, reducing our associated carbon footprint by up to 72%. The shift supports our sustainability goals by cutting plastic waste and emissions, while also offering a more economical and convenient solution for our staff.

3.2.2 Water Effluent Management

AAR Healthcare remains fully committed to environmental sustainability and responsible waste management, particularly in the area of water effluent from its Outpatient Centres. In 2024, the organization maintained full compliance with both the National Environment Management Authority (NEMA) and International Finance Corporation (IFC) standards on healthcare effluent discharge. Healthcare effluent typically contains a complex mix of pharmaceuticals, disinfectants, pathogens, and other contaminants that, if improperly managed, pose a serious risk to both environmental and public health. AAR Healthcare continues to recognize these risks and has proactively implemented and maintained

best practices to ensure all wastewater generated within its facilities is safely and appropriately handled to avoid contamination of water bodies, soil, and other natural resources.

Following the 2024 water effluent audit, specific recommendations were made to further improve effluent quality, particularly in relation to Biochemical Oxygen Demand (BOD), Chemical Oxygen Demand (COD), and the presence of coliforms. As a result, all laboratories have been

This initiative eliminates the need for single-use plastic jugs, reducing our associated carbon footprint by up to 72%.



In 2024, we diverted a total of 57,046 kgs of waste from landfills through an innovative circular economy partnership with ECCL.

directed to increase the volume of clean water used to flush sinks immediately after decontaminated liquids are disposed of, thereby helping to dilute and reduce BOD and COD levels. Additionally, to mitigate the risk of microbial contamination, especially coliforms, all liquid waste must undergo prior decontamination using 5% sodium hypochlorite before being poured down the sink, as outlined in the Laboratory Safety Manual. These actions reflect AAR Healthcare's ongoing dedication to aligning operations with global environmental standards and reinforcing its role as a responsible corporate citizen.

3.3 The Importance of Recycling and Reducing Landfills in healthcare waste management

AAR Healthcare (K) Ltd remains steadfast in its commitment to responsible medical and pharmaceutical waste management as part

of our broader sustainability and environmental stewardship agenda. In 2024, we ensured 100% regulatory compliance with all National Environment Management Authority (NEMA) and county public health regulations, maintaining a fully traceable chain of custody for all waste streams through certified partners. Our rigorous protocols such as proper segregation of hazardous materials, use of color-coded bins, and continuous staff training including Infection Prevention and Control (IPC) programs, we have enhanced workplace safety and minimized exposure to infectious waste and needle stick injuries for both staff and patients. These measures directly contribute to a safer, more resilient healthcare environment. Our SOP's and the Quality department have also been very keen on waste management.

3.3.1 Transforming Waste into Resources: A Circular Model in Action

In 2024, we diverted a total of 57,046 kgs of waste from landfill through an innovative circular economy partnership with ECCL. All 44,588 kgs of medical and 12,458 kgs of non-medical waste were safely processed via regulated thermal treatment. The resulting inert ash was repurposed into construction materials, such as paving blocks. This initiative not only eliminates landfill use and prevents environmental contamination but also transforms waste into valuable resources, reinforcing our commitment to a sustainable, circular ecosystem. We hope to achieve 100% Zero waste to landfill by 2026.

04 OUR SOCIAL RESPONSIBILITY



4.1 Our People

At AAR Healthcare, our people are the foundation of our success and long-term sustainability. We are proud to employ a diverse team of over 300 trained healthcare professionals, supported by more than 600 locum staff, who deliver compassionate, efficient, and high-quality care across our 31 outpatient centres in Kenya.

Our workforce brings together a wealth of knowledge, technical expertise, and lived experiences that enable us to consistently meet our service standards and uphold our commitment to accessible, quality healthcare. Their collective efforts enhance patient outcomes, improve operational efficiency, drive innovation, and contribute to our broader social responsibility objectives.

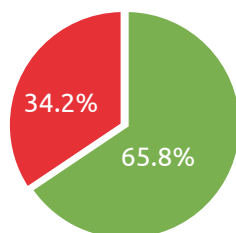
We are committed to cultivating a values-driven culture anchored in

Nurturing, Excellence, Integrity, and Heritage - principles that guide every interaction with our clients, partners, and each other.

Human resource data as of 31st December 2024

Gender	Number of staff
Female	256
Male	133
Total	389

Number of staff

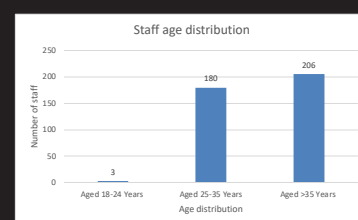


Male Female



4.2 Diversity, Equity, and Inclusion

Diversity and inclusion are not only part of our organizational ethos—they are strategic imperatives that directly impact our ability to deliver sustainable value. We believe that an inclusive work environment fosters creativity, resilience, and shared success. Below is our staff age distribution that symbolizes diversity among our staff.



We strive to create a workplace where every employee feels respected, supported, and empowered to perform at their best. This commitment is reflected in our strategic focus on employee engagement, professional development, and well-being—critical levers for sustaining long-term business performance and stakeholder trust.

a) **Employee wellbeing and retention**

Our employee wellbeing agenda remains a top priority, as reflected in the significant reduction of staff turnover to 10%, down from over 15% in the previous year. This improvement demonstrates the impact of our retention efforts such as competitive remuneration aligned to market data, structured orientation for new employees to build a strong foundation in business, operational and patient processes, ongoing formal and departmental training, half-yearly performance feedback, and a culture of fairness anchored in our HR Manual and labor law.

Wellbeing programs included access to counselling services through accredited



providers such as Chiromo Mental Health which are complemented by internal counselling support. We also offer wellness and support programs, including a comprehensive wellness package for preventive medical check ups.

b) **Staff engagement**

Our idea of employee engagement transcends conducting formal surveys; it is about transforming



feedback into meaningful action. The 2024 staff engagement survey, which recorded a 77% satisfaction index, became the springboard for culture-strengthening initiatives that actively involved staff at all levels. Through this process, we defined our culture and brought it to life through the creation of our Culture Handbook, a blueprint that captures who we are and how we work as a team.

We also embrace diverse informal ways of engaging employees through regular forums that foster connection and collaboration. These range from weekly departmental meetings and monthly business review sessions to bi-monthly corporate town halls and our annual themed teambuilding events. Each touchpoint provides an opportunity for feedback, alignment and teamwork thus helping us nurture a workplace culture where every employee feels valued and empowered.

c) **Workforce**

We engage a diverse workforce comprising permanent staff, contract staff and Full-Time Equivalents (FTEs) as part of our variable staffing model ensuring a sustainable approach to healthcare service delivery.

d) **Capacity building**

To build capacity and

enhance skills, we apply the 70:20:10 learning model, blending formal and informal training across departments. Our programs cover a wide spectrum, ranging from compliance-focused training on safety, ISO standards, SafeCare, and fire and occupational safety, to monthly Continuous Medical Education (CMEs) for clinical employees, with a minimum of 10 CMEs conducted annually to ensure they remain aligned with evolving healthcare dynamics.

In 2024, we introduced a structured career pathing framework and held sessions to guide staff awareness of growth trajectories across different cadres. This approach integrates formal training, on-the-job learning, departmental CMEs, and specialized programs tailored to various healthcare roles. We also provide pre-retirement training to prepare employees for a smooth transition into retirement. Collectively, these initiatives continue to strengthen our workforce with technical expertise, resilience, and growth opportunities essential for delivering quality healthcare.

e) **Women in leadership**

We remain committed to diversity and inclusion with 55% of leadership positions held by women at the Senior Management Level. This is a reflection progress in gender balance and empowerment at decision making levels.



4.3 The growth of our network

In 2024, we made significant progress across all dimensions of our Environmental, Social, and Governance (ESG) strategy. We enhanced patient access and expanded our service reach by successfully launching three new outpatient centres—Kamakia, Thika, and Nakuru 58—that were initially planned for the previous year. These additions have further strengthened our clinical network and improved accessibility for communities across Kenya.

These additions have enhanced healthcare access for thousands of clients and brought our total number of outpatient centres to 31. Each new facility is equipped with modern medical technology and designed to deliver comprehensive outpatient services including:

- General and specialist consultations
- Laboratory and diagnostic services
- Pharmacy and vaccination services
- Chronic disease management
- Wellness and occupational health programs

We also introduced new service offerings tailored to emerging health needs, such as:

- Expanded mental health support programs
- Executive wellness packages for corporate clients
- Remote consultations and digital health tools including telemedicine—Dial a doc, Dial a pharmacy and dial a lab improving convenience and access. This growth not only improves patient reach but also contributes to employment, knowledge transfer, and stronger local health systems.



4.4 Awards and recognition

4.4.1 Advancing Sustainable Healthcare

In 2024, AAR Healthcare (K) Ltd was honored with the Award of Excellence in Advancing Environmental Sustainability in Healthcare at the Quality Healthcare Awards.



Dental Provider, in recognition of our commitment to delivering affordable, accessible, and sustainable dental care. This prestigious award reflects the dedication of our clinical teams, the trust of our patients, and the strength of our partnership with Britam, with whom we share a common vision of advancing quality healthcare for all. The accolade reinforces our efforts to integrate sustainability into everyday clinical practice, ensuring that essential health services, like dental care are both high-quality and inclusive.

4.5 Engaging with Our Stakeholders

At AAR Healthcare (K) Ltd, we recognize that our long-term success is deeply interconnected with the trust, well-being, and satisfaction of our stakeholders. Our sustainability strategy is designed around inclusive engagement, ensuring that the voices of patients, employees, regulators, partners, and the broader community are not only heard but actively shape our decisions.

We believe that responsive and ethical stakeholder engagement is central to building a healthcare system that is both resilient and responsible.

4.5.1 Complaints resolution system update

In a bid to ensure that all complaints received are resolved and reported on, in July, we introduced an automated complaints resolution section on the feedback portal. This update gives live visibility to the resolution of complaint and has automated their analysis. This update grew the complaints resolution rate to 74% in the last half of the year.

The Quality Healthcare Awards initiative is designed to strengthen health systems by improving service delivery standards across the healthcare sector. It achieves this by recognizing outstanding performance, fostering a culture of continuous quality improvement, encouraging partnerships between providers and users, promoting innovation and the use of digital technologies, facilitating knowledge-sharing, and uniting public and private healthcare actors toward a shared vision of improved health outcomes.

Complementing this initiative is the Quality Healthcare Forum, a high-level convening platform that brings together sector leaders and key stakeholders. The forum advocates for equitable access to quality healthcare, emphasizing the importance of accountable, responsive, and innovative health systems.

It underscores the critical role of resilient primary healthcare in achieving Universal Health Coverage (UHC) and sustainable development goals.

Our award-winning initiative, "Trees for Health", is a flagship CSR program that has seen the planting of over 200,000 tree seedlings across the country. This environmental sustainability project has significantly contributed to reducing our carbon footprint, promoting biodiversity, and conserving natural ecosystems. The initiative exemplifies our commitment to integrating environmental responsibility into healthcare delivery and aligns with global goals

4.4.2 Recognition for Excellence in Sustainable Dental Care

In 2024, AAR Healthcare was honoured with the Britam Medical Provider Award for Best

05

OUR CSR-TREES FOR HEALTH

Integrating Environmental and Community Well-being

The Trees for Health (T4H) initiative is AAR Healthcare's flagship CSI program, demonstrating our commitment to creating lasting health outcomes through environmental action and community empowerment. In 2024, T4H delivered significant, measurable impact across three core pillars:



5.1 Greening Kenya, One Tree at a Time

In response to Kenya's current forest cover, estimated at only 7%, which falls short of the constitutional target of 10%, AAR Healthcare has had an ambitious tree-planting initiative to combat environmental degradation and promote ecological awareness. Through our "One Tree for Every Ten Patients" campaign, we have committed to planting indigenous trees in proportion to the number of patients served across our

network. This bold initiative reflects our dedication to environmental sustainability and community-based climate action.

In the reporting period, we successfully planted 19,960 indigenous trees in schools and public spaces, prioritizing high survival rates through careful site selection, thorough preparation, and strong partnerships with local communities.

A highlight of the campaign was our Annual Environment Day, which mobilized over 300 participants to plant 5,000 seedlings in Meru Forest. This event not only contributed directly to climate mitigation and biodiversity conservation but also served as a platform for environmental education and community engagement.

Additionally, our tree planting programs have a strong youth education component, aiming to instill a lifelong culture of environmental stewardship in school-going children. By engaging youth in tree planting, we are nurturing a generation that values and actively protects Kenya's natural ecosystems.² Building Healthier Foundations for Learning

5.2 Promoting Preventive Healthcare Through Deworming

At AAR Healthcare, we believe that access to basic healthcare is essential for children to reach their full potential. Through our CSR arm T4H, we proudly deliver preventive health services to thousands of school-aged children across the country. One of our flagship initiatives, the Mass School Deworming Program, plays a critical role in supporting childhood health and development.



Deworming helps eliminate intestinal parasites that impair nutrient absorption, weaken immunity, and contribute to malnutrition, stunted growth, and frequent illness. By addressing this often-overlooked health challenge, we empower children to grow, learn, and thrive in healthier environments. In the reporting period, AAR Healthcare dewormed 107,128 children in over 100 schools nationwide. This large-scale initiative not only improves the immediate health of children but also tackles a root cause of school absenteeism, enabling better attendance, concentration, and academic performance. The program also includes health education components such as handwashing campaigns, which reinforce hygiene practices that prevent reinfection and promote long-term wellness. By integrating clinical care with community outreach and education, we are helping to build a stronger, healthier generation, one child at a time.

AAR Healthcare
dewormed
107,128
children in over
100 schools
nationwide

5.3 Empowering the Next Generation of Leaders

As part of our commitment to our core value of Nurturing, AAR Healthcare continues to invest in empowering the next generation through our T4H (Training for Health) initiative. We recognize that mentorship plays a vital role in shaping a well-prepared, inspired, and skilled future workforce for the healthcare sector.

Through T4H, we offer three structured mentorship platforms that provide students with early exposure to healthcare professions, hands-on learning opportunities, and personal development support. These programs not only support academic and career growth but also foster values, confidence, and professional responsibility in young people. Our Three Key Mentorship Platforms:



5.4 Career Talks for Primary School Pupils

These interactive sessions introduce young learners to the wide range of careers in the healthcare sector. By engaging with professionals in a relatable setting, pupils gain awareness and inspiration to consider healthcare as a future career path.

5.4.1 Work Experience Program for Secondary School Students

This one-week experiential learning program invites students to our Outpatient Centers, where they rotate through various departments. The experience provides a practical understanding of daily operations in a healthcare setting and encourages leadership, curiosity, and teamwork.

5.4.2 Internship Program for College Students

Our structured internship program equips students with practical skills, self-confidence, and industry insights. Beyond technical exposure, interns receive mentorship that shapes their professional values, work ethics, and understanding of the healthcare landscape.

Together, these programs contribute to building a future-ready workforce, while promoting inclusive, equitable access to quality education and career development opportunities.



5.4.3 Empowering Girls Through Menstrual Health Support

As part of our commitment to sustainable waste management and social impact, AAR Healthcare has embraced the 3Rs, Reduce, Reuse, Recycle, by transforming office waste paper from our branches and Outpatient Centres (OPC's) into a CSI income-generating project. Through this initiative, we have recycled waste paper to fund the purchase of nearly 25,000 sanitary towel packets, which have been distributed to underserved schools across Kenya.

In response to alarming statistics showing over 1 million schoolgirls miss up to 39 days of class annually due to lack of menstrual hygiene products. By addressing both environmental sustainability and menstrual health, this initiative reduces school absenteeism, boosts academic performance, and fosters dignity and confidence among adolescent girls. Long-term, the project aims to enhance school retention, literacy, and gender equity while strengthening AAR Healthcare's ESG agenda and contributing to SDG 3 and SDG 12. Monitoring and evaluation mechanisms are in place to ensure impact tracking and continuous improvement through school-based reporting.



06

OUR GOVERNANCE- QUALITY AND PATIENT SAFETY



6.1 Safe care accreditation

At AAR Healthcare, our unwavering commitment to quality and patient safety is embedded in our operations and governance structures. Over the past eight years, we have systematically pursued international accreditation and certification to enhance service delivery, patient outcomes, and operational efficiency. Today, we proudly hold Level 5 SafeCare Certification—the highest attainable rating—across 12 of our Outpatient Centres (OPCs), and ISO 15189:2022 accreditation for our laboratories, awarded by the Kenya National Accreditation Service (KENAS). These milestones affirm our technical competence, robust quality systems, and leadership in delivering safe, dignified, and globally benchmarked care.

6.2 ISO Laboratory Accreditation

Our accredited laboratories, including Williamson (Main Referral Lab), Sarit, Karen, and City Centre, have demonstrated excellence in infrastructure, staff proficiency, and result accuracy. The annual SafeCare certification process involves rigorous internal audits, stakeholder engagement, and external evaluations that drive continuous improvement in clinical governance, staff performance, and patient-centred care. Our certified OPCs have recorded tangible outcomes, including reduced clinical risks, streamlined operations, and higher patient satisfaction.

Looking ahead to 2025, our quality agenda includes the certification of Buruburu, Kisumu Al-Imran, and United Mall OPCs,

Today, we
proudly
hold Level
5 SafeCare
Certification
- the highest
attainable
rating



alongside re-certifications for existing centres. These efforts reinforce AAR Healthcare's alignment with Kenya's Universal Health Coverage (UHC) goals, while building trust with regulators, partners, and the communities we serve.

Beyond compliance, these certifications position AAR Healthcare as a forward-thinking organisation committed to innovation and future-readiness. As we expand digital health and telemedicine platforms, our quality systems ensure safe, accessible, and equitable care delivery. The recognition by international bodies such as ILAC and IAF further underscores our global competence and supports cross-border health collaboration.

Our investment in accreditation is not symbolic—it is transformational. It reflects our promise to deliver exceptional care with integrity, transparency, and excellence. We invite all stakeholders to partner with us

in sustaining these standards and collectively raising the bar for healthcare across the region.

6.3 Effectively Managing ESG Risk

Our enterprise risk management (ERM) framework is designed to proactively identify, assess, and mitigate risks related to environmental, social, and governance (ESG) factors. These include clinical safety incidents, data security breaches, environmental compliance issues, and staff wellbeing challenges such as burnout.

A dedicated Risk Committee, chaired by the General Manager, oversees the ongoing review and update of our risk register. The committee is also responsible for addressing emerging risk issues, ensuring regulatory compliance,

and promoting a culture of accountability and transparency throughout the organization. Each department and OPC maintains a risk assessment register, which is reviewed and updated regularly. This process supports the proactive identification and mitigation of risks across all areas of the organization.



07 INNOVATION IN HEALTHCARE DELIVERY

WemaAkili
by AAR Healthcare

7.2 Wema akili – Healing minds empowering lives

AAR Health Care (Kenya) Limited is committed to enhancing mental health services as part of our mission to provide impactful healthcare solutions. Our comprehensive mental health program focuses on early screening, diagnosis, and management of mental illnesses. Through an online screening platform equipped with internationally recognized assessment tools, clients can easily evaluate their mental health, receive automated risk categorization, and access prompt referrals to qualified mental health professionals. This initiative ensures privacy, improves accessibility to care, and promotes overall well-being.

You call, we come to your doorstep.

Introducing Pharmacy delivery and Laboratory sampling service on the go.

0780 800 004

Email: clientserviceke@aar-healthcare.com for more details

Dial-a-Lab | Dial-a-Dawa

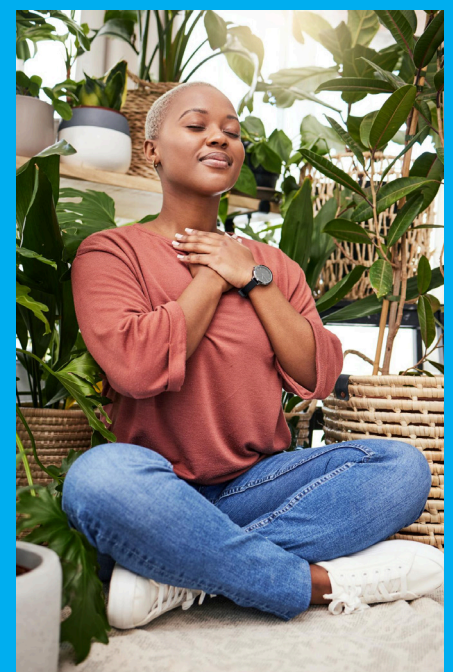
AAR Healthcare
As human as you

7.1 Expanding Access and Sustainability Through Telemedicine

In alignment with our commitment to accessible and sustainable healthcare, AAR Healthcare launched the **“Dial-a-Doc”** telemedicine service, enabling patients to consult remotely with general practitioners, nutritionists, psychologists, and nurses for chronic care. For just KES 400 per consultation, this service enhances healthcare access, particularly for those in remote or underserved areas, while reducing the need for travel and lowering the carbon footprint associated with in-person visits. The platform complements our broader remote care ecosystem, including **“Dial-a-Lab”** and **“Dial-a-Dawa”**, which facilitate home-based sample collection and medication delivery at no

extra cost. Leveraging Kenya’s expanding mobile and digital infrastructure, this initiative offers a convenient, cost-effective, and environmentally conscious approach to care—contributing to reduced emissions, improved continuity of care, and early intervention in chronic disease management.

From an ESG perspective, the initiative demonstrates strong alignment with SDG 3 (Good Health and Well-being), SDG 9 (Industry, Innovation & Infrastructure), and SDG 13 (Climate Action). It supports social inclusion by reducing barriers to healthcare access and promoting mental health awareness, yet also presents challenges such as the digital divide, data security, and regulatory compliance.





7.3 Infection Prevention & Control (IPC) and SOP Adherence

AAR Healthcare remains committed to ensuring the highest standards of Infection Prevention & Control (IPC) across all its Outpatient Centres (OPCs), as part of its broader commitment to patient safety and operational sustainability. In 2024, significant progress was made in strengthening IPC practices, guided by rigorous training, regular audits, and continuous monitoring of compliance indicators. Staff training and refresher sessions on IPC were conducted throughout the year, with most facilities achieving over 90% training coverage, demonstrating a strong

emphasis on capacity building and knowledge retention.

Hand hygiene compliance remained consistently high across all OPCs, with most centres reporting adherence rates above 95%, reflecting a strong culture of hygiene and infection control. IPC audit scores, where conducted, generally exceeded 90%, indicating effective implementation of IPC protocols. Furthermore, personal protective equipment (PPE) availability and usage compliance remained robust, averaging above 95%, with several centres achieving full compliance. Isolation protocols for infectious diseases were implemented in nearly all OPCs, despite spatial limitations in some locations. Notably, potential outbreaks such as Monkeypox and Typhoid were swiftly identified and contained, with collaboration from public health authorities. Adherence to

Standard Operating Procedures (SOPs), including hand hygiene audits, also remained high, reinforcing AAR Healthcare's ongoing commitment to safe, clean, and resilient healthcare environments.

Hand hygiene compliance remained consistently high across all OPCs



2025 AND BEYOND

08

We invite patients, partners, and stakeholders to join us in this journey of quality and safety.

Looking ahead, AAR Healthcare is focused on building a resilient, innovative, and sustainable healthcare system that meets the evolving needs of our clients and communities. Our strategic priorities for 2025 and beyond include:

1. Expanding Reach and Access

- Open new outpatient centres in underserved counties
- Strengthen mobile and digital health services to increase accessibility

2. Deepening ESG Integration

- Develop science-based environmental targets (e.g., energy, waste)
- Launch a gender equity framework and expand inclusivity programs
- Strengthen ESG data collection and impact reporting aligned with GRI and SDG frameworks

3. Innovating Care Delivery

- Invest in telemedicine, AI-based diagnostics, and digital patient engagement tools
- Expand mental health and chronic disease management programs

4. Building Partnerships

- Collaborate with government, schools, and NGOs to deliver preventive care and health education

- Scale community-driven programs such as Trees for Health (T4H)

5. Enhancing Operational Resilience

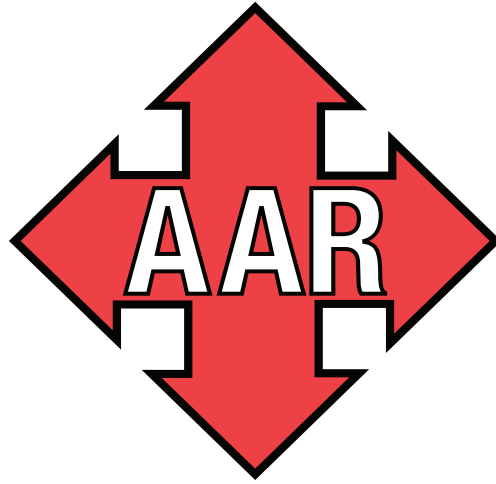
- Strengthen cyber and physical infrastructure
- Advance risk governance and data-driven decision-making

Our focus remains on delivering long-term shared value for our stakeholders while maintaining the trust, ethics, and care at the heart of our mission.

8.1 Our Call to Action

Our accreditation milestones are not just certificates, nor are they mere badges, they are a commitment. They reflect our promise to uphold the highest standards of care, to listen, learn, and continuously improve, and to deliver healthcare services that patients can trust, reaffirming that AAR Healthcare stands for uncompromising quality and excellence in healthcare delivery - every single time.

We invite patients, partners, and stakeholders to join us in this journey of quality and safety. Together, we can continue to raise the bar for healthcare excellence across the region.



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