



To provide resources and skills to improve the health and well-being of vulnerable sections of the community.

We are aware of our corporate social responsibility to the larger community and the vulnerable sections of society. However, we believe that corporate social responsibility begins at home, and that is the IHH community.

Good hospital governance and protecting the interests and rights of our doctors, nurses and employees is our absolute priority. IHH's code of ethics and conduct, fair grievance procedures and transparency in communicating the processes and rationale adopted by management and internal controls reflect our commitment to fairness, integrity and

transparency to the IHH community. Setting a strong culture for social responsibility within IHH sets the tone for our CSR efforts to the wider community of people in the countries we operate in.

COMMUNITY DEVELOPMENT

Focusing on community engagement has become important for global public health as countries face complex health challenges that stretch and test the capacity and resilience of health systems and the populations they serve.

Our community engagement and outreach programmes in Malaysia,

Singapore, Turkey and India are carried out with the aim of improving access to healthcare facilities, increasing public healthcare awareness, nurturing the next generation of healthcare professionals, funding community projects and providing disaster relief. We target the vulnerable sections of society in order to build their resilience and improve health awareness. We recognise that people are at the centre of any effort to create better health and that resilient people are the foundation of resilient health systems and communities.

IMU: CASE STUDY

IMU's ongoing community service programme, IMU Cares, which is undertaken by its staff and students, serves the community by delivering healthcare services. These include promoting health and wellness, providing holistic care, including

medication counselling and nutritional assessment to prevent diseases, and educating and training caregivers. The IMU Cares office has a system in place for project leaders to identify and research the needs of the underprivileged community, focusing

on four key areas, namely healthcare, education, the environment and humanitarian aid. In 2018, IMU spent a total of RM 31,077 for the activities and programmes that were carried out under the IMU Cares Project.

Project Name	Beneficiary	Activity
Health Screening for the physically challenged and those in need of support	Beautiful Gate Foundation for the Disabled	Blood glucose and blood pressure monitoring, dental check-up and over-the-counter medication education.
Jewellery Making Workshop	Caring and Community Centre – underprivileged urban families in Kapar, Klang	Taught adolescent girls living and social skills, in particular, jewellery making.
Recycling of Hotel Toiletries		Recycling.
Discover the Joy of Learning 3.0	Residents of Rumah Charis (Home for the Children)	Basic English skills for the children.
Diabetes and Health Education for Elderly Residents	Residents of Rumah Charis (Home for the Aged)	Diabetes and medication education.
Health Talks		Health talks on the importance and advantages of exercise.
Health Education and Screening	Residents of Kampung Tekir	Personal hygiene education, medical screening, dental screening, home visits, follow-up consultations and treatment.
	Residents of Kampung Sebir	Health talks on family planning, air pollution, respiratory health, personal hygiene, skin care, health screening follow-up and home visits.
Kampung Sebir Education Project	Students of Kampung Sebir	Taught students English and Mathematics according to their level of proficiency. Younger children were taught the alphabet, encouraged to draw and colour, and engaged in one-to-one reading exercises.
Health, Safety and English Workshops	ROH Community School Seremban	Taught students English conversational skills, fire safety training, and conducted medical screening.
Chemistry and Biology Practical Sessions	Dignity for Children Foundation	Gave students hands-on experience in biology, with the observation of animal and plant cells, DNA and digestion, and chemical practical sessions.
Chinese Medicine Service for the Community	Balai Masyarakat Seri Kembangan (general public)	Chinese medicine health screening and treatment.

IMU: CASE STUDY

Project Name	Beneficiary	Activity
Diabetes Education and Personal Hygiene for Elderly Residents	Residents of Rumah Victory Elderly Home	Healthcare education on diabetes and personal hygiene.
Train the Trainers Caring for the Elderly		Conducted Activities of Daily Living (ADL) lessons for caregivers, focusing on wound dressing, hand washing and spirometer handling.
Dengue Prevention – Gotong Royong	IMU	Anti-littering campaign where staff and students cleaned up areas surrounding Bukit Komanwel, IMU, Vista Komanwel A, B, C, Covillea and Savannah.
Dental Health	Pangsapuri Balakong Jaya	Dental screening and oral health education.
Health Education for Elderly Residents	Ti-Ratana Welfare Society	Diabetes education, medical screening of heart and lungs and blood pressure screening.
Health Screening for the Elderly	Rumah Orang Tua Kampung Baru Sikamat Rumah Sejahtera Jimah Lukut	Health screening conducted by the students under the supervision of faculty members.
Diabetes Education for Elderly Residents	Rumah Sejahtera Seri Setia	Diabetes education and the monitoring of elderly residents with diabetes.
Eat Well, Live Well with Umami		Medical and nutritional screening and counselling.
Train the Trainers Caring for the Elderly	Residents of Tong Sim Senior Citizen Care Centre	Skills evaluation of caregiver for hand washing and female perineal care, new teaching sessions on male perineal care, and wound dressing.
Health Education and Gardening Workshops		Mental health education, and gardening with the elderly.
Health Education	Pusat Penjagaan Kanak-Kanak Cacat Taman Megah	Personal hygiene education.
Immunisation for Refugee Children	ACR Learning Centre	Hepatitis B and Pentavalent vaccines administration.
	Lautu Education Centre	
	ROH Community School Seremban	
	United Learning Centre	
	Dignity for Children Foundation	
	Little Flower Learning Centre	
Promoting Adolescent Health	SMK Dato' Abdul Samad	Health education on reproductive health, mental health, anti-smoking and substance abuse.

IMU: CASE STUDY

In IMU, the Mata Pelajaran Umum (MPU) is a pre-university qualification for private universities in Malaysia. It focuses on developing practical community-minded skills. MPU4

encourages all IMU students to undertake projects that are socially responsible and to engage with the surrounding communities of whom they will serve as future health professionals. The table

below describes the activities and the beneficiaries of the different MPU4 projects in 2018. A total of RM 3,158 was spent.

Project Name	Beneficiary	Objective
Art for Refuge	The National Autism Society of Malaysia	<ol style="list-style-type: none"> To engage the autistic children through social interaction. To expose them to activities that could aid their learning process. To stimulate their motor and sensory skills.
	Bloomers Training House Bhd	<ol style="list-style-type: none"> To show the young adults, caretakers and family members how art can have a positive effect on life. To brush up the young adults' psychomotor skills, such as hand-eye coordination, through specially designed handicrafts. To compile a manual for making specially-designed crafts. To sell products and donate the profits to the foundation.
	Alliance of Chin Refugees	<ol style="list-style-type: none"> To teach artistic techniques to the children in order for them to create a craft through their imagination. To help the children develop spatial skills along with the form of art that is taught to them. To develop teaching skills among IMU students.
Chemistry Day at Rumah Charis	Rumah Charis — Home for Children	<ol style="list-style-type: none"> To create awareness about their ingredients in commercial products and its sugar content. To create an awareness about the value of money in the children. To ignite interest in the children towards chemistry.
Nutrition Education for Children		<ol style="list-style-type: none"> To develop creativity amongst the children. To encourage nutritional awareness. To nurture teamwork through games and activities.

Sustainability
OUR COMMUNITY

Project Name	Beneficiary	Objective
Buddy Programme: Living your Life in Malaysia	IMU	<ol style="list-style-type: none"> 1. To encourage international students to converse in Malay. 2. To allow international students to understand what is considered halal food in Malaysia and what to expect when interacting with Malaysians. 3. To ensure that international students do not face difficulties when buying desired foods in the market, hawker stall or elsewhere and to help them integrate into local culture in Malaysia.
Health and Cultural Workshops		<ol style="list-style-type: none"> 1. To promote a sense of respect and appreciation for cultural diversity, and acquire knowledge to function with the various cultures by being sensitive to and by being accepting of the differences. 2. To promote the understanding of the unique local culture, language and ethnic heritage. 3. To develop team spirit, leadership skills and communication skills among students.
Microsoft Words and Microsoft Excel Basic Skills Workshop	United Learning Centre (ULC)	<ol style="list-style-type: none"> 1. To provide a platform for the students to learn and practice basic computer skills, in particular, Microsoft Word and Excel. 2. To provide a platform for IMU students to interact with underprivileged children, and serve the community.
Blood Donation Campaign in Asia Pacific University	Asia Pacific University	<ol style="list-style-type: none"> 1. To raise awareness on the importance of being kind in the world today. 2. To raise awareness on blood related diseases and HIV. 3. To enlighten the target crowd, with a focus on the youth, on various aspects of the society that may be stigmatised or ridiculed. 4. To raise enough blood to supplement Hospital Tengku Ampuan Rahimah Klang (HTAR).
Love and Care Tasputra (Health Promotion)	Tasputra Perkim	<ol style="list-style-type: none"> 1. To improve and raise awareness on the importance of health screening among the caregivers of cerebral palsy children 2. To monitor the health status of the caregivers of cerebral palsy children as a follow-up from the previous year (e.g. blood pressure and fasting blood sugar). 3. To provide knowledge for mental health and to deal with issues associated with stress and anxiety. 4. To educate staff on common health problems associated with Diabetes Mellitus and its preventive measures. 5. To discuss the importance of healthy diet, and how it affects overall well-being.

Project Name	Beneficiary	Objective
Nutrition and Hygiene	Taman Megah Handicapped and Disabled Children's Home	<ol style="list-style-type: none"> 1. To raise awareness of proper nutrition and personal hygiene through education and interactive games. 2. To teach the children how to prepare a nutritionally balanced meal. 3. To provide a platform for IMU students to apply what they have learned in class by serving the children.
Healthcare to IQ70+	Malaysian Association for the Welfare of Mentally Challenged Children IQ70+	<ol style="list-style-type: none"> 1. To provide health education to the children. 2. To raise awareness of the importance of hand and oral hygiene, as well as a healthy lifestyle, via education and interactive games. 3. To provide a platform for IMU students to apply what they have learned in class by serving the children.
English Workshop	SK Methodist Petaling Jaya	<ol style="list-style-type: none"> 1. To improve speaking skills and introduce basic vocabulary and communication skills to Year 6 students who are weak in English. 2. To encourage the students to speak English confidently among peers. 3. To provide a platform for IMU students to serve the community.
Cultivation of scientific experimental knowledge, English communication and cultural insight among children	Lautu Refugee Learning Centre	<ol style="list-style-type: none"> 1. To cultivate the children's interest in the field of Science by conducting scientific experiments. 2. To enhance the children's English language communication skills through drama. 3. To give a brief overview of the cultural aspects of Malaysia. 4. To improve the children's soft skills, such as teamwork and co-operation, through various interactive games.
Educational Activities in Lautu Education Centre		<ol style="list-style-type: none"> 1. To teach basic postural health. 2. To educate and strengthen the children's basic grasp of Bahasa Malaysia.
Growing Healthy Kids		<ol style="list-style-type: none"> 1. To ensure that the children know the meaning and benefits of a healthy lifestyle through fun and interactive activities related to proper nutrition, hand hygiene and physical exercise. 2. To provide a platform for IMU students to apply what they have learned in class and through experiential learning by serving the children.

Sustainability

OUR COMMUNITY

Project Name	Beneficiary	Objective
Interactive Activities for Revision of Body Systems	Rumah Victory Children and Youth Home	<ol style="list-style-type: none"> 1. To help the children understand the structure of the human body and the importance of social interaction.
Importance of Vaccination	Alliance of Chin Refugees	<ol style="list-style-type: none"> 1. To shed light upon the importance of vaccines, elaborating upon their protective qualities, as well as dispelling rumours regarding the false information on vaccines.
Hygiene Awareness at Alliance of Chin Refugees		<ol style="list-style-type: none"> 1. To raise awareness of proper food handling, communal hygiene as well as oral and hand hygiene through educational talks and interactive games. 2. To provide IMU students an opportunity to educate the underprivileged and to give back to the community.
Day Trip with the children at Ti-Ratana	Ti-Ratana Social Welfare Society	<ol style="list-style-type: none"> 1. To explore each career and understand the roles and responsibilities expected of different occupations.
How to Maintain Proper Sitting Posture	IMU Bukit Jalil Campus	<ol style="list-style-type: none"> 1. To demonstrate good sitting postures and stress their importance. 2. To demonstrate a few exercises that can help to keep the body in a good form.
Ovitrap Surveillance and Dengue Awareness Survey	IMU Bukit Jalil Campus	<ol style="list-style-type: none"> 1. To reduce the risk of dengue in the Bukit Jalil campus. 2. To gauge the dengue awareness among MBBS students at Bukit Jalil campus. 3. To raise awareness of dengue prevention and control through posters and educational campaigns.
"Let's Speak English!"	United Learning Centre – Kuala Lumpur	<ol style="list-style-type: none"> 1. To improve the standard of English among the children currently attending United Learning Centre. 2. To serve and give back to society by teaching and instruction. 3. To provide a platform for IMU students to apply what they have learned in class by serving the children.
Health is Wealth	Rumah Victory Elderly Home	<ol style="list-style-type: none"> 1. To create awareness of the benefits and aspects of good health. 2. To teach the elderly about BMI. 3. To advise the elderly on their nutrition intake and the benefits of exercise. 4. To engage the elderly in a simple exercise routine.

Project Name	Beneficiary	Objective
Stand Straight to Feel Tall	Rumah Victory Children and Youth Home	<ol style="list-style-type: none"> 1. To raise awareness of the importance of maintaining a proper posture, which affects spinal health. 2. To enhance the children's understanding of stretching exercises and warming up and cooling down before and after exercise. 3. To provide a platform for IMU students to apply what they have learned in class by serving the children.
Me and My Body: Muscular System	Rumah Victory Children and Youth Home	<ol style="list-style-type: none"> 1. To teach the children how the body works, specifically the musculoskeletal system. 2. To increase the awareness of proper exercise techniques to prevent injuries.