

## **I. Environment**

### ➤ **Environmental Management System**

#### ✧ **Does the hospital have a formal environmental management system (EMS) in place?**

- ✓ An EMS provides a structured framework for managing environmental impacts. This question checks if the hospital has a documented system (like ISO 14001) to manage its environmental performance.
- ✓ **Evidence:** *EMS documentation, ISO 14001 certificate.*

#### ✧ **Does the EMS cover all relevant environmental aspects?** (Energy efficiency, Water conservation, Waste management, Emissions reduction, Sustainable procurement)

- ✓ A comprehensive EMS should address all key areas of environmental impact. This question assesses if the hospital's EMS covers energy use, water use, waste management, air emissions, and sustainable purchasing practices.
- ✓ **Evidence:** *EMS documentation with clear details on how each aspect is managed.*

#### ✧ **Are environmental objectives and targets established, and are they regularly reviewed and updated?**

- ✓ Setting clear goals and targets is crucial for improvement. This question checks if the hospital has set specific, measurable environmental objectives (e.g., reduce energy consumption by 10% in 2 years), and if these are regularly reviewed and updated.
- ✓ **Evidence:** *Documentation of objectives, targets, and the review process.*

#### ✧ **Are responsibilities for environmental management clearly defined and assigned?**

- ✓ Clear roles and responsibilities ensure accountability. This question assesses if specific individuals or departments are responsible for managing different aspects of the hospital's environmental performance.
- ✓ **Evidence:** *Organizational chart, roles and responsibilities document.*

#### ✧ **Are employees provided with training and awareness programs on environmental issues relevant to their roles?**

- ✓ Educating staff about environmental issues is key to successful implementation. This question checks if the hospital provides training to its employees on relevant environmental topics and practices.

✓ *Evidence: Details of training programs, frequency, and participation rates.*

➤ **Energy Consumption & Carbon Footprint Reduction**

✧ **Has the hospital conducted energy audits to identify areas for improvement in energy efficiency?**

✓ Energy audits help identify areas where energy is being wasted. This question checks if the hospital has performed professional energy audits to assess its energy use and identify opportunities for improvement.

✓ *Evidence: Energy audit reports.*

✧ **Does the hospital have a strategy to reduce energy consumption?** (Use of energy-efficient equipment and appliances, Implementation of building management systems, Optimization of HVAC systems, Employee engagement in energy conservation)

✓ This question assesses if the hospital has a plan to reduce energy consumption, including the use of efficient technologies, building management systems to optimize energy use, and engaging employees in energy-saving practices.

✓ *Evidence: Documentation of the hospital's energy reduction strategy and implementation plans.*

✧ **Has the hospital put a methodology for inventorying greenhouse gas emissions?** (Scope 1, Scope 2, and Scope 3)

✓ This question checks if the hospital has a system for measuring its greenhouse gas emissions, including direct emissions (Scope 1), indirect emissions from purchased energy (Scope 2), and other indirect emissions (Scope 3) across its value chain.

✓ *Evidence: Documentation of the methodology used to measure and track emissions.*

✧ **Has the hospital set targets for reducing its carbon footprint and greenhouse gas emissions?**

✓ This question assesses if the hospital has set specific, measurable targets for reducing its carbon emissions and if it has a timeline for achieving these targets.

✓ *Evidence: Documentation of carbon footprint reduction targets and timelines.*

✧ **Does the hospital utilize renewable energy sources?** (e.g., solar power, wind power)

✓ This question checks if the hospital uses any renewable energy sources to power its operations.

- ✓ ***Evidence:** Details of renewable energy installations, capacity, and the percentage of energy needs met by renewables.*
- ✧ **Does the hospital track and monitor its energy performance and greenhouse gas emissions?**
- ✓ This question assesses if the hospital has a system for tracking its energy consumption and greenhouse gas emissions over time, and if it regularly reports on its progress.
- ✓ ***Evidence:** Details of the monitoring system, data collected, and reporting frequency.*
- **Waste Management**
- ✧ **Does the hospital have a comprehensive waste management plan that covers all waste streams generated?**
- ✓ A comprehensive waste management plan ensures proper handling of all types of waste. This question checks if the hospital has a plan that addresses all waste streams, including general waste, recyclable materials, hazardous waste, and biohazardous medical waste.
- ✓ ***Evidence:** A copy of the hospital's waste management plan.*
- ✧ **Are waste reduction and segregation practices implemented at the source of generation?**
- ✓ This question assesses if the hospital has implemented practices to reduce the amount of waste generated and if waste is properly segregated at its source (e.g., separating different types of waste into designated bins)
- ✓ ***Evidence:** Details of the waste segregation system and training provided to staff.*
- ✧ **Does the hospital have procedures for the safe handling, treatment, and disposal of hazardous and biomedical waste in compliance with regulations?**
- ✓ This question checks if the hospital follows appropriate safety procedures and regulations when handling, treating, and disposing of hazardous and biohazardous medical waste.
- ✓ ***Evidence:** Details of the procedures and relevant licenses for handling and disposal of hazardous waste.*
- ✧ **Is the hospital actively engaged in waste recycling and reuse initiatives?**
- ✓ This question assesses if the hospital actively tries to recycle and reuse materials to minimize waste sent to landfills.
- ✓ ***Evidence:** Details of the initiatives, types of waste recycled, and recycling rates.*

➤ **Water Conservation**

✧ **Are low-flow faucets, showerheads, and toilets installed throughout the hospital?**

- ✓ This question checks if the hospital has installed water-efficient fixtures to reduce water consumption.
- ✓ **Evidence:** *Details of the types of fixtures and installation rate.*

✧ **Are water-efficient appliances (e.g., dishwashers, washing machines) used in the hospital?**

- ✓ This question assesses if the hospital uses appliances that are designed to use water efficiently.
- ✓ **Evidence:** *Details of the types of appliances and their water efficiency ratings.*

✧ **Does the hospital have a rainwater harvesting system?**

- ✓ This question checks if the hospital collects and uses rainwater for purposes like irrigation or toilet flushing.
- ✓ **Evidence:** *Details of the rainwater harvesting system, collection capacity, and usage.*

✧ **Does the hospital recycle greywater (e.g., from sinks, showers)?**

- ✓ This question assesses if the hospital treats and reuses greywater for non-potable purposes like irrigation.
- ✓ **Evidence:** *Details of the greywater recycling system, treatment methods, and usage.*

✧ **Does the hospital track and monitor its water consumption?**

- ✓ This question checks if the hospital monitors its water use to identify areas for improvement and to track progress in water conservation efforts.
- ✓ **Evidence:** *Details of the monitoring system, data collected, targets for reducing water usage, and progress towards targets.*

➤ **Single Use Plastic Management**

✧ **Does the hospital have a documented policy or roadmap to phase out single-use plastics in non-clinical areas?**

- ✓ A specific policy is necessary to drive the reduction of plastic waste. This question checks if the hospital has a formal commitment and timeline to eliminate items like plastic cups, cutlery, bags, and bottles in cafeterias, waiting areas, and administration offices.
- ✓ **Evidence:** *A copy of the Single-Use Plastic reduction policy or roadmap with target dates.*

✧ **Has the hospital implemented sustainable alternatives to single-use plastic items in patient catering and staff dining?**

- ✓ Replacing disposable plastics with reusable or biodegradable options significantly reduces the hospital's environmental footprint. This question assesses if the hospital has switched to alternatives such as steel, glass, ceramic, or compostable materials for food and beverage service.
- ✓ **Evidence:** *Photos of sustainable alternatives in use and purchase records of non-plastic consumables.*

✧ **Does the hospital segregate and recycle non-infectious plastic waste (e.g., cleaned IV bottles, packaging) through authorized recyclers?**

- ✓ Not all medical plastic is biohazardous. This question checks if the hospital actively segregates recyclable plastics (like saline bottles or equipment packaging) from general or infectious waste to ensure they are recycled rather than incinerated or landfilled.
- ✓ **Evidence:** *Data on plastic waste segregation and certificates/contracts from authorized plastic recyclers.*

✧ **Is the hospital engaging with suppliers to reduce plastic packaging waste in the procurement of supplies?**

- ✓ Reducing waste at the source is crucial. This question assesses if the hospital collaborates with vendors to minimize unnecessary plastic wrapping and packaging for medical and non-medical deliveries.
- ✓ **Evidence:** *Documentation of communication with suppliers regarding packaging reduction or procurement policies favoring bulk/minimal packaging.*

✧ **Are there awareness campaigns or incentives to encourage staff and visitors to use reusable items?**

- ✓ Behavioral change is key to sustainability. This question checks if the hospital promotes the use of reusable water bottles, bags, and containers among staff and visitors through education or "plastic-free" zones.
- ✓ **Evidence:** *Photos of signage, details of awareness campaigns, or internal communications promoting reusables.*

## **II. Social**

### **Patient Care and Safety**

- ✧ **Does the hospital have a patient safety program in place to minimize medical errors and adverse events?**

- ✓ This question assesses if the hospital has a dedicated program to enhance patient safety by minimizing medical errors and preventing adverse events.
- ✓ **Evidence:** *Patient safety program details, key initiatives, and performance metrics.*
  
- ✧ **Are there measures to prevent healthcare-associated infections (HAIs)?**
- ✓ This question checks if the hospital has implemented procedures and protocols to prevent and control healthcare-associated infections.
- ✓ **Evidence:** *Infection control protocols, hand hygiene practices, and HAI rates.*
  
- ✧ **Does the hospital actively promote patient engagement and satisfaction through feedback mechanisms, patient education, and communication initiatives?**
- ✓ This question assesses if the hospital actively involves patients in their care, provides them with necessary information and education, and uses feedback mechanisms to improve patient satisfaction.
- ✓ **Evidence:** *Patient engagement strategies and patient satisfaction scores.*
  
- ✧ **Are there initiatives to improve medication safety and reduce medication errors?**
- ✓ This question checks if the hospital has systems and practices in place to ensure medication safety and minimize medication errors.
- ✓ **Evidence:** *Medication management systems, staff training records, and error reporting mechanisms.*
  
- ✧ **Does the hospital prioritize patient-centered care and consider environmental factors that may impact patient health (e.g., air quality, noise levels)?**
- ✓ This question assesses if the hospital prioritizes patient-centered care by considering patients' individual needs and preferences, and if it addresses environmental factors that can affect patient health.
- ✓ **Evidence:** *Examples of patient-centered care implementation and how environmental factors are addressed.*
  
- **Employee Well-being and Development**
- ✧ **Does the hospital have programs to promote employee health and well-being?** (This could include: Health screenings and check-ups, Wellness programs (e.g., stress management, healthy eating), Employee assistance programs (EAPs), Safety training and initiatives)
- ✓ This question assesses if the hospital has programs in place to support the physical and mental well-being of its employees.
- ✓ **Evidence:** *Details of health screenings, wellness programs, and employee assistance programs.*

✧ **Are there initiatives to support work-life balance and employee mental health?**

- ✓ This question checks if the hospital has initiatives to promote work-life balance and support the mental health of its employees.
- ✓ **Evidence:** *Details of flexible work arrangements, stress reduction programs, and mental health support.*

✧ **Does the hospital provide opportunities for employee training and development to enhance skills and career growth?**

- ✓ This question assesses if the hospital invests in the professional development of its employees by providing training and development opportunities.
- ✓ **Evidence:** *Details of training programs offered, professional development opportunities, and tuition assistance.*

✧ **Does the hospital promote diversity and inclusion in its workforce?**

- ✓ This question checks if the hospital has policies and practices in place to promote diversity and inclusion among its employees.
- ✓ **Evidence:** *Diversity and inclusion policies, recruitment practices, and details of employee resource groups.*

➤ **Community Health and Engagement**

✧ **Does the hospital engage in community outreach programs to address local health needs?**

- ✓ This question assesses if the hospital actively participates in community outreach programs to address the health needs of the local community.
- ✓ **Evidence:** *Details of community health programs, target populations, and health outcomes.*

✧ **Does the hospital offer health education and awareness programs to the community on topics such as disease prevention, healthy lifestyles, and health literacy?**

- ✓ This question checks if the hospital provides health education and awareness programs to the community to promote healthy lifestyles and prevent diseases.
- ✓ **Evidence:** *Details of health education programs, delivery methods, and community participation data.*

✧ **Does the hospital partner with community organizations to improve health outcomes and address social determinants of health?**

- ✓ This question assesses if the hospital collaborates with community organizations to address social determinants of health and improve health outcomes in the community.
- ✓ **Evidence:** *Details of partnerships, collaborative initiatives, and their impact on the community.*

- ✧ **Does the hospital address health disparities and promote health equity in the community by providing targeted services and addressing barriers to care for vulnerable populations?**
- ✓ This question checks if the hospital takes steps to address health disparities and promote health equity by providing targeted services and addressing barriers to care for vulnerable populations.
- ✓ **Evidence:** *Details of initiatives to improve health equity and outcomes for underserved groups.*
- **Accessibility and Equity**
- ✧ **Does the hospital have a clear policy prohibiting discrimination in access to healthcare services based on race, ethnicity, religion, gender, sexual orientation, age, disability, or socioeconomic status?**
- ✓ This question checks if the hospital has a non-discrimination policy in place to ensure equitable access to healthcare services for all.
- ✓ **Evidence:** *The hospital's non-discrimination policy document.*
- ✧ **Does the hospital offer financial assistance programs or discounted care for low-income patients?**
- ✓ This question assesses if the hospital offers financial assistance or discounted care to make healthcare services more accessible to low-income patients.
- ✓ **Evidence:** *Details of financial assistance programs and eligibility criteria.*
- ✧ **Does the hospital provide language assistance services for patients with limited English proficiency?**
- ✓ This question checks if the hospital provides language assistance services to patients who have limited English proficiency.
- ✓ **Evidence:** *Details of language support services, such as interpreters or translated materials.*
- ✧ **Is the hospital facility accessible to people with disabilities (e.g., ramps, elevators, accessible restrooms, assistive technology)?**
- ✓ This question assesses if the hospital facility is accessible to people with disabilities.
- ✓ **Evidence:** *Details of accessibility features and compliance with accessibility standards.*
- ✧ **Does the hospital have programs or initiatives specifically designed to reach and serve underserved communities (e.g., mobile clinics, community health workers, outreach to rural areas)?**
- ✓ This question checks if the hospital has programs or initiatives specifically designed to reach and serve underserved communities.

- ✓ **Evidence:** *Details of programs for underserved communities, including target populations and services offered.*

### III. Governance

#### ➤ Leadership and Commitment

- ✧ **Does the hospital's leadership actively champion sustainability initiatives and communicate the importance of sustainability to staff and stakeholders?**

- ✓ Strong leadership is essential for driving sustainability efforts. This question assesses if the hospital's leaders visibly support and communicate the importance of sustainability to everyone involved.

- ✓ **Evidence:** *Public statements from leadership endorsing sustainability, internal memos or emails emphasizing sustainability goals, leadership participation in sustainability events or committees, inclusion of sustainability in leadership presentations or reports.*

- ✧ **Is there a clear sustainability vision and strategy with defined goals, targets, and timelines?**

- ✓ A well-defined vision and strategy provides direction for sustainability efforts. This question checks if the hospital has a documented plan with specific, measurable goals, targets, and timelines for achieving its sustainability objectives.

- ✓ **Evidence:** A formal sustainability vision and strategy document, annual sustainability reports outlining progress, internal documents setting sustainability targets (e.g., emissions reduction targets, waste reduction targets).

- ✧ **Are sustainability considerations integrated into the hospital's decision-making processes, such as procurement, facility design, and operations?**

- ✓ Sustainability should be embedded in all aspects of the hospital's operations. This question assesses if sustainability is a factor in decisions about purchasing, building design, and day-to-day operations.

- ✓ **Evidence:** *Sustainable procurement policies (e.g., preference for eco-friendly products), design specifications for new buildings that incorporate green building standards (LEED certification), operational procedures that minimize environmental impact (e.g., waste management protocols, energy-saving practices).*

- ✧ **Is progress on sustainability goals regularly monitored, measured, and reported to leadership and stakeholders?**

- ✓ Tracking progress is crucial to ensure accountability and identify areas for improvement. This question checks if the hospital has a system for monitoring its sustainability performance and reporting the results.

- ✓ **Evidence:** *Regular sustainability reports (quarterly or annual), internal dashboards or scorecards tracking key performance indicators (KPIs),*

*presentations to leadership and stakeholders on sustainability progress, third-party audits or certifications of sustainability performance.*

- ✧ **Is there a dedicated budget and resources allocated for sustainability initiatives?**
  - ✓ Financial commitment is necessary to support sustainability programs. This question assesses if the hospital allocates specific funds and resources to implement its sustainability initiatives.
  - ✓ **Evidence:** *Line items in the hospital's budget dedicated to sustainability, allocation of staff time to sustainability projects, funding for sustainability-related training and equipment.*
- **Ethical Practices and Compliance**
- ✧ **Does the hospital have a code of conduct and ethical guidelines that address sustainability and responsible behavior?**
  - ✓ A code of conduct sets clear expectations for ethical behavior, including in relation to sustainability. This question checks if the hospital has a code that addresses environmental and social responsibility.
  - ✓ **Evidence:** *The hospital's code of conduct document with specific sections on sustainability, ethical sourcing, environmental compliance, and social responsibility.*
- ✧ **Are there mechanisms for reporting and addressing ethical concerns and violations related to sustainability?**
  - ✓ A system for reporting ethical concerns is essential for accountability and continuous improvement. This question assesses if the hospital has a process for reporting and addressing sustainability-related ethical violations.
  - ✓ **Evidence:** *A confidential reporting system (e.g., hotline, online form), a designated ethics committee or officer responsible for investigating ethical concerns, documented procedures for handling ethical violations, publicly available reports on ethical concerns and their resolution.*
- ✧ **Does the hospital comply with all relevant laws and regulations related to healthcare, environmental protection, and labor standards?**
  - ✓ Compliance with all applicable laws and regulations is a fundamental requirement. This question checks if the hospital meets legal requirements related to healthcare practices, environmental protection, and labor standards.
  - ✓ **Evidence:** *Documentation of compliance audits and assessments, permits and licenses for environmental management, demonstration of adherence to labor laws and regulations, accreditation from relevant regulatory bodies*
- ✧ **Does the hospital have a system for managing risks related to sustainability, such as environmental risks, social risks, and governance risks?**

- ✓ Sustainability-related risks can have significant impacts on the hospital. This question assesses if the hospital has a system for identifying, assessing, and managing these risks.
- ✓ **Evidence:** *A risk management plan that includes sustainability-related risks, procedures for identifying and assessing environmental, social, and governance risks, strategies for mitigating those risks, regular reporting on risk management activities.*
- **Transparency and Accountability**
- ✧ **Does the hospital publicly disclose its sustainability performance through reports, website information, or other communication channels?**
- ✓ Transparency is key to building trust with stakeholders. This question checks if the hospital makes its sustainability performance information publicly available.
- ✓ **Evidence:** *Annual sustainability reports published on the hospital's website, a dedicated sustainability section on the website with information on initiatives and performance, participation in public sustainability reporting frameworks (e.g., Global Reporting Initiative (GRI)), press releases or media coverage of sustainability achievements.*
- ✧ **Does the hospital engage with stakeholders on sustainability issues through meetings, surveys, or other communication channels?**
- ✓ Engaging with stakeholders helps the hospital understand their concerns and expectations regarding sustainability. This question assesses if the hospital actively seeks input from its stakeholders.
- ✓ **Evidence:** *Regular stakeholder meetings or forums on sustainability topics, surveys or questionnaires to gather feedback on sustainability performance, online platforms or social media channels for stakeholder engagement, participation in community events related to sustainability.*
- ✧ **Does the hospital have a mechanism for stakeholders (e.g., patients, community members) to provide feedback or suggestions on its sustainability initiatives?**
- ✓ This question assesses if the hospital actively seeks feedback from a wider range of stakeholders to improve its sustainability efforts.
- ✓ **Evidence:** *Feedback forms available online or at the hospital, dedicated email address or online platform for sustainability-related feedback, community forums or meetings to discuss sustainability initiatives, evidence of incorporating stakeholder feedback into sustainability planning.*
- ✧ **Does the hospital seek external certifications or participate in sustainability rankings and awards programs?**

- ✓ External certifications and awards can provide independent validation of the hospital's sustainability efforts. This question checks if the hospital seeks recognition for its sustainability performance.
- ✓ **Evidence:** *Certifications from recognized sustainability standards (e.g., LEED, ISO 14001), participation in sustainability rankings (e.g., Dow Jones Sustainability Index), awards or recognition for sustainability achievements.*
- **Information Security and Data Privacy**
- ✧ **Does the hospital have a comprehensive Information Security and Data Privacy policy in place?**
  - ✓ Protecting patient and organizational data is a critical aspect of ethical governance. This question assesses if the hospital has a documented policy that defines how sensitive information is collected, stored, used, and protected against unauthorized access.
  - ✓ **Evidence:** The Information Security and Data Privacy policy document.
- ✧ **Does the hospital conduct regular IT security audits or vulnerability assessments to identify and mitigate risks?**
  - ✓ Proactive identification of vulnerabilities is essential for preventing cyberattacks. This question checks if the hospital regularly tests its IT infrastructure and systems to ensure they are secure against potential threats and breaches.
  - ✓ **Evidence:** Executive summaries of recent IT security audits, vulnerability assessment reports, or ISO 27001 certification.
- ✧ **Is there a documented incident response plan for addressing data breaches and cyber security threats?**
  - ✓ Preparedness is key to minimizing the impact of a security failure. This question assesses if the hospital has a clear procedure for responding to, containing, and reporting data breaches to minimize harm to patients and the organization. ✓ **Evidence:** The data breach incident response plan or protocol.
  - ✓ **Are employees provided with regular training on data privacy regulations and information security best practices?** Human error is often the biggest risk to data security. This question checks if the hospital provides mandatory training to staff regarding password hygiene, phishing awareness, and compliance with data protection laws (e.g., DPDP Act).
  - ✓ **Evidence:** Details of cybersecurity training programs, frequency, and staff attendance records.
- ✧ **Does the hospital ensure that third-party vendors and partners adhere to data privacy and security standards?** Data governance extends beyond the hospital walls. This question assesses if the hospital evaluates the security practices of its software vendors and partners who have access to sensitive data.

- ✓ **Evidence:** Vendor risk assessment reports or data processing agreements containing security clauses.

#### **IV. Supply Chain Management**

- ✓ Does the hospital have a sustainable procurement policy that prioritizes environmentally and socially responsible products and services? (Yes/No - If yes, please provide a copy of the policy)
- ✓ Does the hospital assess the environmental and social performance of its suppliers through questionnaires, audits, or other methods? (Yes/No - If yes, please provide details of the assessment process and criteria used)
- ✓ Does the hospital engage with suppliers to improve their sustainability practices and promote ethical sourcing throughout the supply chain? (Yes/No - If yes, please provide examples of supplier engagement initiatives and collaborative efforts)
- ✓ Does the hospital prioritize local and ethical sourcing when possible to support the local economy and reduce the environmental impact of transportation? (Yes/No - If yes, please provide examples of local sourcing practices and ethical sourcing criteria)
- ✓ **Supporting Documents:** Upload the hospital's sustainable procurement policy, supplier codes of conduct, and any assessments of supplier sustainability performance.