



APPROVE
 Representative on Integrated
 Management System Guidance
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 2012

JSC "Astana Medical University" undertakes obligations on constant efficiency improvement in the social responsibility area.

The aims in the social responsibility area are agreed with Policy in the JSC "Astana Medical University's" social responsibility area and they keep integrity of Integrated Management System. .

No.	Aims in the quality area	Indicator (quantitative and qualitative indicator)
1	Introduction of Management System of Corporate Social Responsibility and its integration into management system of JSC AMU	Making changes to promote Corporate Social Responsibility in regulatory documents a position description, statute on structural subdivision into Corporate Culture and Ethics Code. Cover with the Code acquaintance 100% execution
2	Knowledge increase of staff and learners of JSC AMU about the University's influence degree on a stable development of Northern region of RK and RK in the whole.	Knowledge cover with 90% Learning cover with 30 employees Acquaintance degree with regulatory documents (Policy and aims of Corporate Social Responsibility) for 100%
3	Offences prevention of legislative requirements in the human rights, labour relationship and corruption area	Offences number for a period, Grounded complaints and claims number Reaction degree
4	Maintenance of JSC AMU's requirements in business etiquettes and necessary confidentiality in all internal interrelations and partner relations.	Presence/ Absence of etiquettes and confidentiality offences
5	Expansion of voluntary participation in professional communities.	1) Active participation in self management 30% from general number of learners 2) Active participation of staff not less than 80% from general number
6	To facilitate an access to education and studying during the whole life.	1) Continuous studying (state order performance for 100%) 2) Cover with official and foreign languages learning – 50 employees 3) Cover with advanced qualification learning not less than 20% employees
7	Staff and learners involvement in practical steps to improve life quality.	1) Active participation in cultural events for 100% 2) Number of political, cultural and social events of the city, region, RK with participation of JSC AMU (100% from a plan) 3) Active volunteer movement: Directions of volunteer actions; Number of volunteer actions according to indicated actions; Increase of information awareness. 4) Active participation of staff and students in anti-corruption activity.
8	Partners and society informing about opportunities and contribution of JSC AMU in life quality improvement and stable development in the whole.	Support of interlinks - with students - with employees - with partners - with administrative bodies - with representatives of the University's administration (workers of dean's office, tutors) and with parents -with mass media Not less than 60% satisfaction of respondents
9	Satisfaction increase of interested parties with the	1) volume of performed medical aid to not less than 100



Aims in the social responsibility area for 2012 year

	University's activity directed on life quality improvement.	thousand patients Satisfaction with performed medical aid for 90 % 2) Organizations, population groups cover (A propaganda of healthy lifestyle) (not less than 95% from planned events) 3) Employers satisfaction with graduates' preparation quality not less than 70 % 4) Indicators of social support of students for 90% Students satisfaction degree 75 % Parents satisfaction degree for 75% 5) Indicators of social support of staff is 95 % (from a plan of invested means) 6) Social support cover of veterans - 8 persons 7) Losses prevention (registration, control, preventing measures on rational resources use) 8) Prevention of electric energy losses 9) Wastes management for 90%
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Representative of Corporate
Social Responsibility Guidance

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