



KOVAI MEDICAL CENTER AND HOSPITAL LIMITED

NABH Accredited Hospital

Excellence in Healthcare

99, Avanashi Road, Coimbatore - 641 014. INDIA | Phone : (0422) 4323800, 4324000, 6803000

Web : www.kmchhospitals.com | CIN No : L85110TZ1985PLC001659



Ref: KMCH/SEC/SE/2024-25/2180

July 16, 2024

To

Corporate Relationship Department
BSE Limited
1st Floor, New Trading Ring
Rotunda Building, P.J.Towers
Dalal Street, Fort
Mumbai - 400 001.

Dear Sir,

Sub: Business Responsibility and Sustainability Report for the year ended 31st March, 2024

Ref: Security ID: KOVAI, Security Code: 523323

Pursuant to Regulation 34(2) (f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, as amended please find enclosed the Business Responsibility and Sustainability Report ("BRSR") of the Company for the year ended 31st March, 2024.

Kindly take the same on record.

Thanking you

Yours truly

For Kovai Medical Center and Hospital Limited

R. Ponmanikandan
Company Secretary



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT FOR THE YEAR 2023-24.
SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity	
1. Corporate Identity Number (CIN) of the Listed Entity	L85110TZ1985PLC001659
2. Name of the Listed Entity	KOVAI MEDICAL CENTER AND HOSPITAL LIMITED
3. Year of incorporation	1985
4. Registered office address	No.99, Avanashi Road, Coimbatore-641014
5. Corporate address	No.99, Avanashi Road, Coimbatore-641014
6. E-mail	secretarialdept@kmchhospitals.com
7. Telephone	0422-432-3639
8. Website	www.kmchhospitals.com
9. Financial year for which reporting is being done	2023-24
10. Name of the Stock Exchange(s) where shares are listed	BSE
11. Paid-up Capital	₹ 10,94,22,620
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	CS.R.Ponmanikandan E- mail: secretarialdept@kmchhospitals.com 0422-432-3703
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone

II. Products/services
14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Healthcare sector	Provide Healthcare Facilities	90.46%
2.	Education sector	Provide Medical Education Facilities	9.54%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Healthcare	8610	72.95%
2.	Diagnostic services	8530	17.51%
3.	Medical education	8530	9.54%

III. Operations
16. Number of locations where plants and/or operations/offices of the entity are situated:

KMCH's business activities includes operating hospitals and Medical Education. It has peripheral centers in Coimbatore (city center), Sulur, Erode and Kovilpalayam.

17. Markets served by the entity:
(a) Number of locations

Locations	Number
National (No. of States)	1
International (No. of Countries)	Nil

(b) What is the contribution of exports as a percentage of the total turnover of the entity?

Not Applicable

(c) A brief on types of customers.

- Out-Patients
- In-Patients
- Common Public

IV. Employees
18. Details as at the end of Financial Year:
a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	4296	939	22%	3357	78%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	4296	939	22%	3357	78%
WORKERS						
4.	Permanent (F)	990	505	51%	485	49%
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	990	505	51%	485	49%

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	NIL	-	-	-	-
2.	Other than Permanent (E)	NIL	-	-	-	-
3.	Total differently abled employees (D + E)	NIL	-	-	-	-
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	NIL	-	-	-	-
5.	Other than permanent (G)	NIL	-	-	-	-
		-	-	-	-	-
6.	Total differently abled workers (F + G)	NIL	-	-	-	-
		-	-	-	-	-

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	14	3	21.43
Key Management Personnel	5	1	20

20. Turnover rate for permanent employees and workers. (Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	2.77%	2.86%	2.81%	3.02%	2.30%	2.45%	3.46%	3.61%	3.58%
Permanent Workers	3.96%	4.95%	4.45%	6.65%	2.68%	4.42%	6.54%	3.76%	4.97%

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

Nil

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013. If yes, indicate the Turnover and Network details: Yes

(ii) Turnover (₹ In lakhs) : 1,21,955.27

(iii) Net worth (₹ In lakhs) : 88,853.85

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities		Nil	Nil	Nil	Nil	Nil	Nil
Investors (other than shareholders)		Nil	Nil	Nil	Nil	Nil	Nil
Shareholders	-	-	-	-	2	-	No Complaints Pending

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	https://km-chhospitals.com/wp-content/uploads/2016/pdf/Whistle_Blower_Policy.pdf	Nil	Nil	Nil	Nil	Nil	Nil
Customers	-	-	-	-	-	-	-
Value Chain Partners	-	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-

24. Overview of the entity’s material responsible business conduct issues:

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S. No	Material issues identified	Indicate whether risk or opportunity	Rationale for identifying risk/opportunity	In case of risk, approach to adapt or mitigate	Implications of the risk or opportunity (indicate positive or negative implications)
1.	Personnel Management	Risk	Risk: Inability to meet with the workforce expectations may impact the Company’s retention rate and affect the Company’s business.	1. Attracting and retaining talent through multiple talent development programs. 2. Formal succession planning programme for all leadership positions.	Positive: A strong workforce with high retention rate highlights the Company’s efforts towards creating a conducive work environment.

S. No	Material issues identified	Indicate whether risk or opportunity	Rationale for identifying risk/opportunity	In case of risk, approach to adapt or mitigate	Implications of the risk or opportunity (indicate positive or negative implications)
2.	Force Majeure	Opportunity	Opportunity: Integration of emergency preparedness to ensure the implementation of required actions during unprecedented situations.		Positive: Immediate response with a strong action plan at the time of emergency helps alleviate the devastating impact on business activities and secures the Company.
3.	Health and safety management at workplace	Opportunity	Opportunity: Strong system integrated with comprehensive hazard identification, mitigation, root cause analysis of the reported incidents and corresponding corrective action plan will highlight the Company's approach towards workforce health and safety.		Positive: Robust Occupational, Health and Safety management approach enables the Company to prevent the occurrence of incidents.
4.	Environmental Change	Opportunity	Opportunity: Comprehensive resource management plans helps in improving environment preservation and its contribution towards climate change mitigation plans.		Positive: The Company's focus on strengthening long-term value creation and enables the company to effectively respond to rising stakeholder demands.
5.	Corporate Social Responsibility	Opportunity	Opportunity: Streamlining CSR initiatives with the needs of society enables the Company to highlight its positive impact on the community.		Positive: Contributions made by the Company towards upliftment of the community elevates the Company's brand value as well as contributes towards positive social performance.
6.	Risk management	Risk	Risk: Lack of robust controls across the risk management system may lead to adverse impacts across business operations.	1. Ensuring business continuity by conducting disaster recovery and business continuity testing for critical applications and alternative development.	Positive: Linking the Company's key material topics with the identified risks and their corresponding mitigation actions strengthens the Company's growth plan and ensures business continuity in the long run.

S. No	Material issues identified	Indicate whether risk or opportunity	Rationale for identifying risk/opportunity	In case of risk, approach to adapt or mitigate	Implications of the risk or opportunity (indicate positive or negative implications)
7.	ESG and Regulatory compliance	Risk	Risk: ESG compliance risk is linked to non-adherence with standards and guidelines of all local and global regulatory agencies, focusing on pharmacovigilance, proprietary, confidentiality and other core governance standards.	1. Focusing on stable and larger markets. 2. Strengthening regulatory capacity hence mitigating risks from external sources.	Positive: Compliance with relevant regulatory requirements pertaining to the ESG domain reflects the Company's commitment towards responsible business practices.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements:

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	https://kmchhospitals.com/policies/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	NABH							Nil	ISO/IEC27001:2013
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	-	-	-	-	-	-	-	-	-
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	-	-	-	-	-	-	-	-	-
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Board of Directors assesses the BR performance of the company annually.								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	N	N	N	N	N	N	N	N	N

10. Details of Review of NGRBCs by the Company:																		
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against Above policies and follow up action	The performance and follow up action against the above policies is assessed by the company.									Periodically/need based basis								
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y									
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1		P2		P3		P4		P5		P6		P7		P8		P9	
	N		N		N		N		N		N		N		N		N	

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable
ESSENTIAL INDICATORS

1. Percentage coverage by training and awareness programs on any or all the principles in the financial year

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	3	Familiarization Programs	100.00%
Key Managerial Personnel	20	NABH Audits, Committee Meetings, FS/ICN/BLS/DM/OH, Department Training	100.00%
Employees other than BoD and KMPs	96	FS/ICN/BLS/DM/OH, Department Training	100.00%
Workers	24	FS/ICN/BLS/DM/OH	100.00%

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings with regulators / law enforcement agencies / judicial institutions, in the financial year:
Nil.
3. Details of the Appeal / Revision preferred in cases where monetary or non-monetary action has been impugned:
Nil.
4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy:
Yes. Our Code of Conduct and Ethics complies with the legal requirements of applicable laws and regulations, including anti-bribery, anti-corruption and ethical handling of conflicts of interest.
5. Number of Directors / KMPs / employees / workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery / corruption:
There have been no cases involving disciplinary action taken by any law enforcement agency for the charges of bribery /Corruption against directors / KMP / employees / workers that have been brought to our attention.
6. Details of complaints with regard to conflict of interest:
Nil.
7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, on cases of corruption and conflicts of interest:
Nil.

LEADERSHIP INDICATORS

1. Programs conducted for value chain partners on any of the principles during the financial year:
KMCH policies are percolated down to vendors at the time of onboarding. Policies are explained and made part of the Supplier Code of Conduct which is acknowledged by the vendor along with other documents during the registration process.
2. Does the entity have processes in place to avoid / manage conflicts of interest involving members of the Board? (Yes / No) If Yes, provide details of the same.
Yes. The Company receives an annual declaration and changes from time to time, from its Board members and KMP on the entities they are interested in and ensures requisite approvals as required under the statute as well as the Company's policies are in place before transacting with such entities / individuals.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

ESSENTIAL INDICATORS

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the company, respectively.
During the year 2022-23 and 2023-24, the total investment in R&D and capital expenditure were to the tune of INR 9,283.39 Lakhs and INR 5,239.02 Lakhs respectively.
- 2a. Does the company have procedures in place for sustainable sourcing? (Yes / No)
Yes
- 2b. If yes, what percentage of inputs were sourced sustainably?
As per the supplier code of conduct, we assess our strategic suppliers on multiple criteria including business ethics, human rights, social impact, safety, and environment. Additionally, we are in the process of developing a measurement mechanism to report our sustainably sourced products.
3. Describe the processes in place to safely collect, reuse, recycle and dispose after sale and at the end of life for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

We have waste management systems in place at all our facilities. Plastic waste is either co-processed or recycled based upon the type of waste generated. E-waste, Hazardous waste and other waste are sold to authorized vendors.

- Whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Yes, we work in compliance with India’s Plastic Waste Management Rules, 2016 (subsequent amendments) and the Extended Producer Responsibility (EPR) guidelines.

LEADERSHIP INDICATORS

- Has the entity conducted Life Cycle Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

We conduct LCA on our operations and we are committed to minimize our environmental impact.

- If there are any significant social or environmental concerns and / or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same

Nil

- Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

The recycled or reused input material to total material used in providing services is 88.9mt in the Previous Financial Year and 108.60 mt in the current financial year.

- Of the products and packaging collected at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Not applicable. We don’t manufacture any products. We are a Hospitality Based services company.

- Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Not applicable. We don’t manufacture any products. We are a Hospitality Based services company.

PRINCIPLE 3: Businesses should respect and promote the wellbeing of all employees, including those in their value chains

ESSENTIAL INDICATORS

1.a Details of measures for the well-being of employees.

Category	% of employees covered by										
	Total(A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number(B)	%(B/A)	Number(C)	%(C/A)	Number(D)	%(D/A)	Number(E)	%(E/A)	Number(F)	%(F/A)
Permanent Employees											
Male	939	667	71%	939	100%	-	-	-	-	939	100%
Female	3357	2879	86%	3357	100%	3357	100%	-	-	3357	100%
Total	4296	3546	78%	4296	100%	3357	100%	-	-	4296	100%
Other Than Permanent Employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

- The health Insurance and accident insurance is extended to the housekeeping and security staff working on our campuses. The health Insurance and accident insurance of other contractors are covered by their respective employers.

1.b Details of measures for the well-being of workers.

Category	% of employees covered by										
	Total(A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number(B)	%(B/A)	Number(C)	%(C/A)	Number(D)	%(D/A)	Number(E)	%(E/A)	Number(F)	%(F/A)
Permanent Workers											
Male	505	446	88%	505	100%	-	-	-	-	505	100%
Female	485	408	84%	485	100%	485	100%	-	-	485	100%
Total	990	854	86%	990	100%	485	100%	-	-	990	100%
Other Than Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

2. Details of retirement benefits, for current and previous financial years.

Benefits	FY2023-24 (Current Financial year)			FY 2022-23 (Previous Financial Year)		
	No. of Employees Covered As a % Of Total Employees.	No. of Workers Covered As a % Of Total Workers.	Deducted and Deposited with the Authority	No. of Employees Covered As a % Of Total Employees.	No. of Workers Covered As a % Of Total Workers.	Deducted and Deposited with the Authority
PF	92.75%	95.26%	Yes	90.89%	99.54%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	68.90%	92.30%	Yes	72%	97%	Yes
Others	-	-	-	-	-	-

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently-abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard:

Yes. The premises / offices of the entity are accessible to differently-abled employees and workers.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?

Yes, The entity has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016.

5. Return to work and retention rates of employees that took parental leave.

Gender	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male				
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Every six months Grievance Redressal Committee will be conducted to encourage its employees and workers to

bring to attention any instance of violation of the code. Further, the Company has complaints box for its employees to address any grievances and queries.

7. Membership of employees and workers in association(s) or unions recognized by the listed entity:

Nil.

8. Details of training of employees and worker (% to total no. of employees / workers in the category):

Continuous learning and reskilling have always been central to our culture. Our training program can be broadly classified as the Foundation Training program, designed to enable Employees and Workers to know about the organization.

All employees in the Company (including Contract Employees) are provided with safety training as part of their induction programme. Aspects such as Safety Management, Patient Care Fundamentals, and Incident Investigations are considered in Training Programme for all employees and contract workers. The Company has institutionalized continuous learning model for skill upgradation and development. The learning modules are also tailor made for management of employees.

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	On skill upgradation		On Health and Safety Measures		Total (D)	On skill upgradation		On Health and Safety Measures	
		No (B)	%(B/A)	No (C)	%(C/A)		No(E)	%(E/D)	No(F)	%(F/D)
EMPLOYEES										
Male	939	939	100%	939	100%	928	928	100%	928	100%
Female	3357	3357	100%	3357	100%	3476	3476	100%	3476	100%
Total	4296	4296	100%	4296	100%	4404	4404	100%	4404	100%
WORKERS										
Male	505	505	100%	505	100%	436	436	100%	436	100%
Female	485	485	100%	485	100%	559	559	100%	559	100%
Total	990	990	100%	990	100%	995	995	100%	995	100%

9. Details of performance and career development reviews of employees and workers

100% of the eligible employees have received performance and career development reviews. Performance appraisal will be done once a year.

10a. Whether an occupational health and safety management system has been implemented by the entity? (Yes / No). If yes, the coverage of such system?

Yes, the occupational health and safety management system has been implemented by the entity where the coverage of such system is 100% (ie. Safety Committee)

10b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Our hospitals conduct an evaluation of these various risks and has put in place workplace policies and practices that provide a safe and healthy workplace for our employees. Periodical (monthly) rounds will be conducted by safety committee members to identify work-related hazards.

10c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y / N)

Yes, The Company trains all its employees and workers with occupational health and safety modules. During the safety and emergency evacuation drills, employees are trained in dealing with emergency equipment such as fire hydrant, firefighting system, leak and spill control procedures, safety alarms among others.

10d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes.

11. Details of safety-related incidents during the current financial year.

NIL.

12. Describe the measures taken by the entity to ensure a safe and healthy work place:

KMCH developed and implemented strong health and safety systems (safety committee). These systems are guided and driven by our established policies and procedures. Periodic assessments are conducted to evaluate the effectiveness of the systems implemented and appropriate measures are taken to further improve our Health and safety performance continually.

13. Number of Complaints on the Working Conditions and Health & Safety made by employees and workers:

Nil

14. Assessment for the financial year:

Particulars	% of your plans and officers that were assessed (by entity)
Health and Safety practices	100%
Working conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Not applicable.

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) employee (Y / N) (B) worker (Y / N)

Yes.

2. Provide the measures undertaken by the Company to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Company expects its value chain partners to uphold business responsibility principles and values of transparency and accountability which are periodically checked and verified by them. It ensures that statutory dues as applicable to the transactions are deducted and deposited in accordance with extant regulations.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment.

Nil.

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

Nil.

5. Details on assessment of value chain partners

Particulars	% of your Value Chain Partners that were assessed (by entity)
Health and Safety practices	100%
Working conditions	100%

As per the Company’s Code of Conduct, the value chain partners are expected to adhere to the principles of Health and safety practices, working conditions as per extant regulations. However, no independent assessment is carried out.

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders
ESSENTIAL INDICATORS
1. Describe the processes for identifying key stakeholder groups of the entity:

KMCH is privileged to share a strong relationship with our stakeholders based on our deep understanding of their expectations and our commitment to fulfil them. This inter alia includes employees, consultants, shareholders and investors, suppliers, customers, channel partners and key partners, regulators, lenders, research analysts, communities, and non-governmental organisations, amongst others.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group. (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/Half yearly/Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employee	No	Direct & other communication mechanisms including mailers, Intranet, employee committees, engagement initiatives, newsletters.	Ongoing	Learning opportunities, building a safety culture, and inculcating safe work practices among employees, and improving diversity and inclusion.
Investor/ Shareholder	No	Press Releases, Social Media, Website, quarterly results, Annual General Meetings, Financial Reports, email advisories, Intimation to stock exchanges, annual/ quarterly financials.	Quarterly/ need-based	Educating them about KMCH business strategy for the long term.
Community	Yes	<ul style="list-style-type: none"> In-person meetings Engagement through Medical Camps. 	Ongoing	<p>Community development programs initiated by the Company's CSR activities enables driving a positive impact on the community members.</p> <p>The key areas of interest for community are:</p> <ul style="list-style-type: none"> Community development programs with a focus on health, education, sanitation and infrastructure development
Regulator	No	<ul style="list-style-type: none"> In-person meetings E-mail 	Need-based	For good governance and compliance. Discussions with regards to various regulations and amendments, inspections, and approvals.
Research Analysts	No	Website, Social media, Email, one-on-one meetings, conceals, videoconference, and forums	Frequent and need based	Keep abreast of developments of the Corporation and its subsidiaries

LEADERSHIP INDICATORS
1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Company has always maintained a constant and proactive engagement with our key stakeholders which enables KMCH to better communicate its strategies and performance. A continuous engagement helps align expectations, thereby enabling KMCH to better serve its stakeholders. Material topics were shortlisted and prioritized based on their impact on our stakeholders and our business.

- Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

We use multiple platforms to engage with a wide variety of stakeholders to understand their unique needs and concerns and chart out suitable strategies to address them. We also conducted a materiality assessment that involved an intensive stakeholder engagement round.

- Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

Patients: We have various patient assistance programs that provides financial assistance to patients who are not in a position to afford high cost treatments

Community: Company’s initiatives in the field of Corporate Social Responsibility are intended to cover wide spectrum of communities including the disadvantaged, vulnerable and marginalized stakeholders. These initiatives include areas like education, rural and infrastructure development, community hygiene and sanitation. Company engages with local community to ascertain their needs for planning, co-ordination and routine monitoring of its CSR programmes.

PRINCIPLE 5: Businesses should respect and promote human rights

ESSENTIAL INDICATORS

- Employees and workers who have been provided training on human rights issues and policy (ies) of the entity, in the following format:

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	On Health and Safety Measures		Total (C)	On Health and Safety Measures	
		No. of employees/ workers covered (B)	%(B/A)		No. of employees/ workers covered (D)	%(D/C)
EMPLOYEES						
Permanent	4296	4296	100%	4404	4404	100%
Other than permanent	-	-	-	-	-	-
Total Employees	4296	4296	100%	4404	4404	100%
WORKERS						
Permanent	990	990	100%	995	995	100%
Other than permanent	-	-	-	-	-	-
Total Workers	990	990	100%	995	995	100%

2. Details of employees and workers in terms of minimum wages paid:

All employees and contractors have been paid more than / equal to minimum wage in accordance with the laws of the land in the countries we operate.

Category	FY 2023-24 Current Financial Year				FY 2022-23 Previous Financial Year			
	Total (A)	Equal to Minimum Wage	More than Minimum Wage		Total (D)	Equal to Minimum Wage	More than Minimum Wage	
		No. % (B) (B/A)	No. (C)	% (C/A)		No. % (E) (E/D)	No. (F)	% (F/D)
Employees								
Permanent								
Male	939	NIL	939	100%	928	NIL	928	100%
Female	3357	NIL	3357	100%	3476	NIL	3476	100%
Other than permanent	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-
Total Employees	4296	NIL	4296	100%	4404	NIL	4404	100%
Workers								
Permanent								
Male	505	NIL	505	100%	436	NIL	436	100%
Female	485	NIL	485	100%	559	NIL	559	100%
Other than permanent	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-
Total Workers	990	NIL	990		995	NIL	995	100%

3. Details of remuneration / salary / wages, in the following format:

Refer Board's Report.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes. We formed a committee called Grievance Redressal Committee for addressing human rights impacts or issues caused or contributed to by the business. The committee will periodically review the grievances received

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

Complaints Committee is constituted and formed by the Company. The Managing Director and Executive Director will periodically review the grievances received, pending and resolved during the quarter/year and the Employees are conveyed about the internal mechanisms in place to address human rights issues at the time of Induction training program.

6. Number of Complaints made by employees and workers on Sexual Harassment, Discrimination at workplace, Child Labour, Forced Labour/Involuntary Labour, Wages and Other human rights related issues.

Particulars	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual harassment discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced labour/ involuntary Labour Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other Human rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

An appropriate complaint mechanism in the form of “sexual harassment Committee” has been created in the Company for time-bound redressal of the complaint made by the victim.

8. Do human rights requirements form part of your business agreements and contracts?

Yes.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity)
Child labor	100%
Forced / involuntary labor	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others	NA

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above:

There were no significant risks / concerns arising from the human rights assessments.

LEADERSHIP INDICATORS

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints.

Nil.

2. Details of the scope and coverage of any Human rights due-diligence conducted.

The Company in the reporting period did not undertake any Human Rights due diligence. The Company’s Human Rights Policy expects all the employees and members of the value chain to abide by its principles.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, we do have the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

4. Details on assessment of value chain partners:

	% of your plants and offices that were assessed (by entity)
Child labor	100%
Forced / involuntary labor	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others	NA

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

There were no significant risks / concerns arising from the assessments.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment
ESSENTIAL INDICATORS
1. Details of total energy consumption and energy intensity, in the following format:

Parameter	Fiscal 2023-24	Fiscal 2022-23
Total electricity consumption (A) (GJ)	14374.11	13747.75
Total fuel consumption (B) (GJ)	595.81	231.36
Energy consumption through other sources (C) (GJ)	50718.04	42095.44
Total energy consumption (A+B+C) (GJ)	65687.96	236.48
Energy intensity per rupee of turnover (Total energy consumption / turnover in Rupees)	0.0015 units	0.0015 units
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency	-	-

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y / N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable

3. Provide details of the following disclosures related to water:

Parameter	Fiscal 2023-24	Fiscal 2022-23
Water withdrawal by source(in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	260	140
(iii) Third-party water	4815	1902
(iv) Seawater / desalinated water	-	-
(v) Others (rainwater)	554344	529686
Total volume of water withdrawal (i + ii + iii + iv + v)	559419	531728
Total volume of water consumption	556976	529321
Water intensity per rupee of turnover (Water consumed in litres / turnover)	0.045	0.051
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency	-	-

4. Has the entity implemented Zero Liquid Discharge policy? If yes, provide details of its coverage and implementation
 Yes, KMCH reuse treated waste water for the purpose like landscaping, HVAC applications & Flushing. This enables the company to implement ZLD policy.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	Fiscal 2023-24	Fiscal 2022-23
NOx	Metric tonnes	0.036 MT	0.043MT
SOx	Metric tonnes	0.0058 MT	0.0011MT
Particulate matter (PM)	Metric tonnes	0.05 MT	0.02MT
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency.	-	-	-

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity, in the following format:

Parameter	Please specify unit	Fiscal 2023-24	Fiscal 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ Equivalent	11.26 MT	6.19MT
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ Equivalent	58.3 MT	40.5MT
Total Scope 1 and Scope 2 emissions per rupee of turnover	Gram of CO ₂ Equivalent	0.0057	0.0046
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

7. Does the entity have any project related to reducing greenhouse gas emission? If yes, provide details.

Nil

8. Provide details related to waste management by the entity, in the following format:

Parameter	Fiscal 2024	Fiscal 2023
Total waste generated (in metric tonnes)		
Plastic waste (A)	2.2 MT	2.0MT
E-waste (B)	2.3 MT	-
Biomedical waste (C)	635.5 MT	538.7MT
Construction and demolition waste (D)	Land filling	Land filling
Battery waste (E)	2.8 MT	3.8MT
Radioactive waste (F)	Radioactive waste after neutralization sent to general waste disposal.	Radioactive waste after neutralization sent to general waste disposal.

Parameter	Fiscal 2024	Fiscal 2023
Other hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil) (G)	-	-
Other non-hazardous waste generated (Metal, wood, paper / cardboard, textile waste, kitchen oil, mixed waste, garden waste, glass waste, thermocol, rubber, STP sludge) (H)	97.7 MT	88.9MT
For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tonnes)		
Category of waste	Fiscal 2024	Fiscal 2023
(i) Recycled	10.9 MT	1.14MT
(ii) Reused	19.8 MT	22.5MT
(iii) Other recovery operations	-	-
Total	30.7 MT	23.64MT

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Waste management system contribute to a circular economy and convert waste to resource. Our waste management approach is based on the philosophy of Reduce, Reuse and Recycle. We seek to uphold our ambition of zero waste to landfills through active minimization combined with technology investment in recycling and streamlining systems and processes.

10. If the entity has operations / offices in / around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones) where environmental approvals are required, please specify details in the following format:

Not Applicable.

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Not applicable. The Company's units are not located in Eco-logically sensitive areas.

12. Is the entity compliant with the applicable environmental law / regulations / guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y / N). If not, provide details of all such non-compliances in the following format:

Yes. We are compliant with the applicable environmental law / regulations / guidelines in India.

LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non- renewable sources, in the following format:

Parameter	Fiscal 2024	Fiscal 2023
From renewable sources		
Total electricity consumption (A) (GJ)	-	-
Total fuel consumption (B) (GJ)	-	-
Energy consumption through other sources (C) (GJ)	50718.04	42095.44
Total energy consumption (A+B+C) (GJ)	50718.04	42095.44

Parameter	Fiscal 2024	Fiscal 2023
From non-renewable sources	-	-
Total electricity consumption (D) (GJ)	14374.11	13747.75
Total fuel consumption (E) (GJ)	595.81	231.36
Energy consumption through other sources (F) (GJ)	-	-
Total energy consumption (D+E+F) (GJ)	14969.92	13979.11
Note: Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency		

2. Provide the following details related to water discharged:

Parameter	Fiscal 2024	Fiscal 2023		
Water discharge by destination and level of treatment (in kiloliters)				
(i) To Surface water	105360 KL	89476 KL		
No treatment				
With treatment – please specify level of treatment				
(ii) To Groundwater				
No treatment				
With treatment – please specify level of treatment				
(iii) To Seawater				
No treatment				
With treatment – please specify level of treatment				
(iv) Sent to third-parties				
No treatment				
With treatment – please specify level of treatment				
(v) Others				
With treatment – please specify level of treatment				
Total water discharged (in kiloliters)				
Note: Indicate if any independent assessment / evaluation /assurance has been carried out by an external agency? (Y / N) If yes, name of the external agency.				

3. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):

For each facility / plant located in areas of water stress, provide the following information:

Not Applicable.

4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

No such requirements

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives?

The Company has taken initiatives like Tree Plantation.

7. Does the entity have a business continuity and disaster management plan?

Yes, we have the business continuity and Disaster management plan.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Nil

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

Nil

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

ESSENTIAL INDICATORS

1. a. Number of affiliations with trade and industry chambers/ associations.

Four

b. List of trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

The following are the list of trade and industry chambers/ associations in which the entity is a member:

S. No	Name of the trade and industry chambers / associations	Reach of trade and industry chambers / associations (State / National)
1	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
2	Southern India Chamber of Commerce and Industry(SICCI)	State
3	Confederation of Indian Industry (CII)	State
4	Competition and Markets Authority (CMA)	State

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities

Not Applicable. The Company has not received any adverse orders from regulatory authorities.

LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity:

The Company performs the function of policy advocacy in a transparent and responsible manner while engaging with all the authorities and takes into account the Company’s as well as the larger national interest. The Company believes that policy advocacy must preserve and expand the public good and thus, it does not advocate any policy change to benefit itself.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

ESSENTIAL INDICATORS

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

In the reporting year, the Company did not undertake any Social Impact Assessment.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

In the reporting year, the Company did not undertake any ongoing Rehabilitation and Resettlement (R&R) project.

3. Describe the mechanisms to receive and redress grievances of the community.

The Company has internal grievance redressal mechanism in place to address the grievance raised by the stakeholders. The Board reviews the status of the grievance raised, pending, disposed during every quarter.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	Fiscal 2023	Fiscal 2022
Directly sourced from MSMEs / small producers	10.19%	7.42%
Sourced directly from within the district and neighboring districts	-	-

LEADERSHIP INDICATORS

1. Provide details of actions taken to mitigate any negative social impacts identified in the social Impact Assessments (Reference: Question 1 of Essential Indicators above):

In FY2023-24, there were no Social Impact Assessments conducted.

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies.

Refer CSR Report.

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups?

No, the Company does not have any preferential procurement policy focusing on suppliers from marginalised/ vulnerable groups.

(b) From which marginalized /vulnerable groups do you procure?

Not Applicable

(c) What percentage of total procurement (by value) does it constitute?

Not Applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Not Applicable

5. Details of corrective actions taken or underway based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable

6. Details of beneficiaries of CSR Projects:

S. No.	CSR project	No. of persons benefitted from CSR projects (1)	% of beneficiaries from vulnerable and marginalized groups (2)
1.	Refer CSR Report		The primary objective of the CSR projects is to reach out to the most vulnerable and marginalized communities from a weak socio-economic background from the rural as well as urban population.

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner

ESSENTIAL INDICATORS

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

To address customer grievances, we have instituted robust mechanisms and processes. We also have our dedicated team to track and address customer grievances and complaints.

2. Turnover of products / services as a percentage of turnover from all products / services that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and / or safe disposal.

Not applicable

3. Number of consumer complaints in respect of data privacy, advertising, cyber security, delivery of essential services, restrictive trade practices, unfair trade practices

We do not have any consumer complaints in respect of data privacy, advertising, cyber security, delivery of essential services, restrictive trade practices, unfair trade practices.

4. Details of instances of product recalls on account of safety issues

Not applicable

5. Does the entity have a framework / policy on cyber security and risks related to data privacy? (Yes / No) If yes, provide web-link of the policy.

Yes. With the increased digitization of healthcare data, privacy and cybersecurity have become issues of global concern. A wide variety of data is captured which relates to personal information of patients, sensitive data on diseases, proprietary enterprise data, and confidential financial information. In order to safeguard the privacy of the data captured, both for the patient and as an enterprise, the KMCH Hospitals has put in place a range of measures. These include enterprise wide protocols, software, monitoring, and surveillance as its mainstay. All data privacy, cybersecurity, and digital initiatives are monitored by the IT team.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers, re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services

Nil.

LEADERSHIP INDICATORS

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

<https://kmchhospitals.com/>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/ or services.

Not applicable.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services. Service complaints are communicated through mail.

Not applicable. We don't manufacture any products. We are in healthcare industry.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.

Not applicable. We don't manufacture any products. We are in healthcare industry.

5. Provide the following information relating to data breaches:

Number of instances of data breaches along-with impact : Nil.

Percentage of data breaches involving personally identifiable information of customers : Nil.