



June 7, 2023

National Stock Exchange of India Limited  
Exchange Plaza, Plot No. C/1, G Block,  
Bandra Kurla Complex, Bandra (E),  
Mumbai – 400 051.  
Symbol: RAINBOW

BSE Limited  
Corporate Relationship Department,  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Mumbai – 400001.  
Scrip Code: 543524

**Sub: Business Responsibility and Sustainability Report for the Financial Year 2022-23**

**Ref: Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015 ("Listing Regulations")**

Dear Sir/ Madam,

Pursuant to the provisions of Regulation 34(2)(f) of the Listing Regulations, please find attached copy of Business Responsibility and Sustainability Report of the Company for the Financial Year 2022-23, which also forms part of the Integrated Annual Report for the Financial Year 2022-23, submitted to the Stock Exchanges vide letter dated June 7, 2023.

We request you to kindly take the same on record.

Thanking You,

Yours faithfully,

For **Rainbow Children's Medicare Limited**

**Ashish Kapil**  
**Company Secretary and Compliance Officer**

**Encl.:** As above

## Rainbow Children's Medicare Limited

**Registered Office:** 8-2-120/103/1, Survey No. 403, Road No. 2, Banjara Hills, Hyderabad, Telangana - 500034

**Corporate Office:** 8-2-19/1/a, Daulet Arcade, Karvy lane, Road No.11, Banjara Hills, Hyderabad, Telangana - 500034

**Hyderabad:** Banjara Hills - 040 22334455 | Secunderabad - 040 42462200 | Kondapur IP - 040 42462400 |  
Kondapur OP - 040 42462100 | Hyderabad Nagar - 040 42462300 | L B Nagar - 040 71111333

**Vijayawada:** Currency Nagar - 0866 6669666 | Governorpet - 0866 6650250 | **Chennai:** Guindy - 044 40122444

**Bengaluru:** Marathahalli - 080 71112345 | Bannerghatta Road - 080 25512345 | Hebbal - 080 35061555

**Delhi:** Malviya Nagar - 011 66888866 | **Visakhapatnam:** Health City, Chinagadili - 0891 3501601 | Siripuram - 0891 3501555

# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Company	L85110TG1998PLC029914
2.	Name of the Company	Rainbow Children's Medicare Limited ("the Company/we/our / Rainbow")
3.	Year of incorporation	1998
4.	Registered office address	8-2-120/103/1, Survey No. 403, Road No. 2, Banjara Hills, Hyderabad – 500034, Telangana.
5.	Corporate address	8-2-19/1/A, Daulet Arcade, Karvy Lane, Road No.11, Banjara Hills, Hyderabad - 500034, Telangana.
6.	E-mail id	<a href="mailto:companysecretary@rainbowhospitals.in">companysecretary@rainbowhospitals.in</a>
7.	Telephone	+91 40 49692244
8.	Website	<a href="http://www.rainbowhospitals.in">www.rainbowhospitals.in</a>
9.	Financial year for which reporting is done	FY23 (2022-23)
10.	Name of the Stock Exchanges where shares are listed	1. National Stock Exchange of India Limited 2. BSE Limited
11.	Paid-up Capital	INR. 101.50 Crores
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Ashish Kapil, Company Secretary & Compliance Officer Tel No: +91 40 49692244 Email ID: <a href="mailto:companysecretary@rainbowhospitals.in">companysecretary@rainbowhospitals.in</a>
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)?	Consolidated basis unless otherwise specified.

### II. Products/services

#### 14. Details of business activities (accounting for 90% of the turnover)

Sl. No.	Description of Main Activity	Description of Business Activity	% of turnover of the Company
1.	Human Health Activities	Revenue from Hospital and other Medical services	100

#### 15. Products/Services sold by the Company (accounting for 90% of the Company's turnover)

Sl. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Human Health Activities	86100	100

### III. Operations

#### 16. Number of locations where plants and/or operations/offices of the Company are situated:

Location	Number of Hospitals/Clinics	Number of offices	Total
National	No. of hospitals: 16, No. of clinics: 3	1	20
International		None	

#### 17. Markets served by the Company

##### a. Number of locations

Location	Number
National (No. of States)	5
International (No. of Countries)	None

##### b. What is the contribution of exports as a percentage of the total turnover of the Company? Nil

##### c. A brief on types of customers

Patients requiring medical assistance and healthcare services.

### IV. Employees

#### 18. Details as at the end of Financial Year, i.e. March 31, 2023:

##### a. Employees and workers (including differently abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	3,581	1,502	42%	2,079	58%
2.	*Other than Permanent (E)	1,279	381	30%	898	70%
3.	<b>Total employees (D+E)</b>	<b>4,860</b>	<b>1,883</b>	<b>39%</b>	<b>2,977</b>	<b>61%</b>
<b>WORKERS</b>						
4.	Permanent (F)		Not Applicable			
5.	Other than Permanent (G)		Not Applicable			
6.	<b>Total workers (F+G)</b>		Not Applicable			

\*Other than Permanent (E) includes:

- Trainees
- Interns
- Full time Doctors
- Full time DNBs
- Full time Registrars

##### b. Differently abled employees and workers:

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	4	1	25%	3	75%
2.	Other than Permanent (E)	0	0	0	0	0
3.	<b>Total differently abled employees (D+E)</b>	<b>4</b>	<b>1</b>	<b>25%</b>	<b>3</b>	<b>75%</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)		Not Applicable			
5.	Other than Permanent (G)		Not Applicable			
6.	<b>Total differently abled workers (F+G)</b>		Not Applicable			

**19. Participation/Inclusion/Representation of women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	6	1	16.67%
Key Management Personnel	4	0	0%

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

	FY 2023 (Turnover rate in Current Year)			FY2022 (Turnover rate in Previous Year)			FY2021 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	33%	40%	37%	35%	57%	47%	36%	55%	47%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

\* Doctors, Trainees, Interns/ DNB's/ Registrars and so on.

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****21. (a) Name of holding/subsidiary/associate companies/joint ventures**

Sl. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether Holding/Subsidiary/Associate/Joint Venture	% of shares held by the Company	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company (Yes/No)
1.	Rainbow Children's Hospital Private Limited	Subsidiary	100%	No
2.	Rainbow Speciality Hospitals Private Limited	Subsidiary	78.81%	No
3.	Rainbow Women & Children's Hospital Private Limited	Subsidiary	100%	No
4.	Rosewalk Healthcare Private Limited	Subsidiary	100%	No
5.	Rainbow Fertility Private Limited	Subsidiary	100%	No
6.	Rainbow C R O Private Limited	Subsidiary	100%	No

**VI. CSR Details**

- 22.** (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover (in INR): 11,139.90 Million (Standalone)
- (iii) Net worth (in INR): 10,883.88 Million (Standalone)

## VII. Transparency and Disclosure Compliances

## 23. Complaints/Grievances on any of the principles (Principle 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) (If yes, then provide weblink for grievance redressal policy)	FY2023 Current Financial Year			FY2022 Previous Financial Year		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes <a href="https://www.rainbowhospitals.in/investor-relations/reports/policy/Whistle%20Blower%20Policy.pdf">https://www.rainbowhospitals.in/investor-relations/reports/policy/Whistle%20Blower%20Policy.pdf</a>	NIL	NIL	NIL	NIL	NIL	NIL
Investors (other than shareholders)	Yes <a href="https://www.rainbowhospitals.in/investors-relations/investor-contact">https://www.rainbowhospitals.in/investors-relations/investor-contact</a>	NIL	NIL	NIL	NIL	NIL	NIL
Shareholders	Yes <a href="https://www.rainbowhospitals.in/investors-relations/investor-contact">https://www.rainbowhospitals.in/investors-relations/investor-contact</a>	1040	NIL	NIL	NIL	NIL	NIL
Employees and workers	Yes <a href="https://www.rainbowhospitals.in/investor-relations/reports/policy/Whistle%20Blower%20Policy.pdf">https://www.rainbowhospitals.in/investor-relations/reports/policy/Whistle%20Blower%20Policy.pdf</a>	NIL	NIL	NIL	NIL	NIL	NIL
Customers	Yes <a href="https://www.rainbowhospitals.in/contact-us">https://www.rainbowhospitals.in/contact-us</a>	1065	15	NIL	6969	91	NIL
Value Chain Partners	Yes <a href="https://www.rainbowhospitals.in/investor-relations/reports/policy/Whistle%20Blower%20Policy.pdf">https://www.rainbowhospitals.in/investor-relations/reports/policy/Whistle%20Blower%20Policy.pdf</a>	2	NIL	NIL	NIL	NIL	NIL

24. Overview of the Company's material responsible business conduct and sustainability issues, pertaining to environment and social matters that present a risk or an opportunity to the business of the Company, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format:

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Investments in technology and digital marketing	Opportunity	Investing in digital marketing and technology allows a Company to develop a diverse and dynamic product portfolio and patient services that aligns with its vision. This strategy not only strengthens the Company's market presence but also improves the accessibility of its products and services to a broader audience. By prioritizing digital and technological advancements, the Company can explore new possibilities and create products and provide services that surpass customers' expectations.	-	<b>Positive</b> The Company's investment in innovation and technology leads to the development of a stronger product portfolio and patient services, while also meeting their needs by improving product accessibility and timely services. This investment reflects the Company's commitment to product innovation, showcasing its dedication to staying ahead of the Curve.
2.	Occupational hazard affecting health of employees (Doctors, Nurses & Paramedical staff)	Risk	Healthcare professionals face a potential risk of contracting infections while treating sick patients	The Company has taken initiatives to ensure the well-being of its staff members. Periodic vaccination is conducted according to the guidelines. Medical and term insurance are provided to mitigate health and financial risks for staff members. The company offers financial support to the relatives of staff who have lost their lives while treating patients. nutritious food is made available to nurses residing in hostels, promoting their overall health and well-being.	<b>Negative</b> The company may face the challenge of revenue loss, as well as difficulties in filling positions due to a shortage of available manpower, which can negatively impact the quality of clinical care provided to patients and increase recruitment costs.

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Risk Management	Risk/ Opportunity	<p><b>Risk:</b> Businesses face the risk of experiencing adverse effects across multiple operational areas if they lack robust controls within their risk management system.</p> <p><b>Opportunity:</b> Integrating risk management into a Company's overall strategy offers several opportunities for businesses. It helps protect against potential disruptions and ensures that the Company is better positioned to respond and adapt to a rapidly changing business landscape. This approach offers businesses the opportunity to enhance their resilience, ensuring continued success in the face of challenges.</p>	The Company engages with key stakeholders in the risk management process to ensure that all relevant parties are aware of potential risks and invested in developing strategies to mitigate them. By involving stakeholders in this process, the Company fosters a culture of risk awareness and accountability, ultimately leading to more successful outcomes in risk management.	<p><b>Positive</b></p> <p>The Company can establish a more resilient and sustainable approach to growth by proactively linking material topics with risk mitigation strategies. This approach is grounded in a deep understanding of the risks and opportunities associated with the Company's operations, allowing them to effectively manage risks and capitalise on opportunities. By adopting this approach, the Company can improve their overall performance and position themselves for long-term success.</p>

## 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	P	P	P	P	P	P	P	P	P	
	1	2	3	4	5	6	7	8	9	
<b>Policy and management processes</b>										
1. a. Whether the Company's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Weblink of the policies, if available	<a href="https://www.rainbowhospitals.in/investor-relations/reports/policy/Business%20Responsibility%20Policy.pdf">https://www.rainbowhospitals.in/investor-relations/reports/policy/Business%20Responsibility%20Policy.pdf</a>									
2. Whether the Company has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to the Company's value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Disclosure Questions	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9
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 the Company and mapped to each principle.	The Company has put in place a comprehensive set of norms and standards to guarantee compliance with best practices in environmental, social, and corporate governance. These include the ISO 14001 and Ministry of Environment and Forest guidelines, which set out clear criteria for reducing environmental impact and promoting sustainability. The Company has implemented quality healthcare guidelines issued by NABH, which promote patient safety and quality of care. The Company has also adopted environment and social standards issued by the International Finance Corporation (IFC), which provide a framework for managing environmental and social risks associated with business operations. The NVG guidelines issued by the Ministry of Corporate Affairs, GOI, ensure that the Company adheres to good corporate governance practices and promotes transparency and accountability. It also follows Section 135 of the Companies Act, 2013. The Company adheres to the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, which require listed companies to disclose information on various aspects of their business, including corporate governance and sustainability practices. The Company’s commitment to these guidelines and standards demonstrates its dedication to responsible and sustainable business practices.								
5. Specific commitments, goals and targets set by the Company with defined timelines, if any.	The Company is committed to follow the impact guidelines for each of the 9 principles								
6. Performance of the Company against the specific commitments, goals and targets along with reasons, in case the same are not met.	The Company continuously monitors its performance against the said indicators periodically, take corrective action as needed and institutionalise preventive steps to strengthen its performance on the said parameter.								

**Governance, leadership and oversight**

7	<p>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)</p> <p>The Company is steadfast in its commitment to incorporating sustainable business practises into its operations. It understands the significance of tackling environmental, social, and governance (ESG) issues in order to secure a better tomorrow for both the company and society as a whole.</p> <p>To fulfil this commitment, the Company has taken proactive steps to reduce its carbon footprint and promote energy efficiency by implementing environment-friendly practices, such as optimising energy consumption and exploring renewable energy sources, the Company aims to minimise its impact on the environment while striving for operational excellence.</p> <p>In addition to environmental initiatives, the Company places great emphasis on ensuring the safety and well-being of its patients. Stringent measures are in place to uphold the highest standards of patient care, ensuring their safety throughout their interactions with the Company.</p> <p>Moreover, the Company is actively involved in waste reduction and recycling efforts. By implementing effective waste management strategies, promoting the use of recycled materials, and adopting paperless solutions, the Company aims to minimise waste generation and conserve valuable resources.</p> <p>Looking ahead, the Company remains committed to continuous improvement and innovation in sustainability practices. It recognises that ongoing efforts are crucial in creating a greener and healthier world for future generations.</p> <p>Beyond compliance, the Company is committed to sustainable business practises. It is motivated by a genuine desire to improve the environment, society, and the well-being of its stakeholders. The Company’s collaborative efforts aim to build a more sustainable and responsible future.</p>
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Disclosure Questions	P	P	P	P	P	P	P	P	P	
	1	2	3	4	5	6	7	8	9	
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).		Corporate Social Responsibility Committee of the Company is responsible for implementation and oversight of the Business Responsibility Policies. The Constitution of the CSR Committee is as follows: 1. Dr. Ramesh Kancharla DIN:00212270 Chairman & Managing Director 2. Dr. Dinesh Kumar Chirla DIN:01395841 Whole-time Director 3. Dr. Anil Dhawan DIN: 08191702 Independent Director 4. Ms. Sundari R. Pisupati DIN: 01908852 Independent Director 5. Mr. Santanu Mukherjee DIN: 07716452 Independent Director							
9	Does the Company have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.		Yes, Corporate Social Responsibility Committee is responsible for taking decisions on sustainability related issues.							

10 Details of review of NGRBCs by the Company:

Subject for review	Indicate whether review was under taken by Director/Committee of the Board/any other Committee									Frequency (Annually/Half yearly/ Quarterly/Any other – please specify)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	Committee of the Board									Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes, the Committee of the Board ensures that company complies with all applicable laws and statutory requirement of the land it operates in.									Quarterly								

11	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9
Has the entity carried out independent assessment /evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	No								

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

Not Applicable

Questions	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9
The entity does not consider the Principle 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****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 programmes on any of the principles during 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 Key Managerial Personnel	3	Updates on: 1. Amendments in corporate laws. 2. IT including Data Privacy and Cyber Security 3. Roles and Liabilities of Independent Director. 4. Prohibition of Insider Trading	100%
Employees other than Board of Directors and KMPs	15	Updates on: 1. Code of Conduct (talks about anti-bribery) 2. Whistle Blower Policy 3. Prohibition of Insider Trading	62%
Workers	Not Applicable		

**2. Details of fines /penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by Directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year:**

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website)

	Monetary				Has an appeal been preferred? (Yes/No)
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	
Penalty/ Fine	None				
Settlement					
Compounding fee					

	Non-Monetary				Has an appeal been preferred? (Yes/No)
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case		
Imprisonment	None				
Punishment					

**3. Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed.**

Case details	Name of the regulatory/enforcement agencies/judicial institutions
Not applicable	

**4. Does the Company have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

The Company places a strong emphasis on conducting business in a transparent and ethical manner. To ensure compliance with ethical standards, the Company strictly follows all relevant laws, treaties, and regulations that prohibit bribery and other corrupt activities. The Whistle blower and Code of Conduct Policies, which address ethics, bribery, and corruption, apply to all Rainbow Group, joint ventures, and entities. The same can be accessed at <https://www.rainbowhospitals.in/investors-relations/policies-&-programs>

**5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:**

	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

**6. Details of complaints with regard to conflict of interest**

	FY 2023 (Current Financial Year)		FY 2022 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	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 conflict of interest:

Not applicable

## Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
-	-	-

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes, the Company has a comprehensive Code of Conduct for Senior Management and Board Members, which explains the possible scenarios that could amount to conflict and ways to avoid the same.

## Principle 2

Business 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 products and processes to total R&D and capex investments made by the entity, respectively.

Segment	FY2023 (Current Financial Year)	FY2022 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	Nil	Nil	No expenditure was incurred on Research and Development by the Company during the period under review. As energy conservation and environmental safeguarding have become part of the project implementation.
Capex	1.64%	2.05%	Operational cost reduction, resource optimisation, improvement of Energy efficiencies, Energy sources sustainability, Carbon emission reductions and improving the life span of Assets and so on.

2. a. Does the entity have procedures in place for sustainable sourcing?:

Yes

- b. If yes, what percentage of inputs were sourced sustainably?

Rainbow Hospitals prioritises sustainable procurement, emphasising ethical and ecologically aware practises to reduce sourcing risks and create better supplier relationships based on trust and integrity. Rainbow Group employs a centralised procurement strategy, providing "one Point of Sourcing," which allows for a uniform level of sustainability throughout its purchasing practises.

To minimise risks associated with transportation and reduce carbon footprint, 86% of products are procured through local distribution channels from trusted suppliers. This localised approach not only enhances supply chain resilience but also aligns with Rainbow Hospitals' commitment to sustainability.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

(a) **Plastics (including packaging):** The Company ensures responsible waste management practices

by selling its plastic waste to authorized plastic recyclers on a regular basis. As the Company operates in the healthcare services industry, the plastic waste generation is minimal.

**(b) E-waste:** The Company ensures responsible waste management practices with its E-waste being disposed of to authorised recyclers on weight basis.

**(c) Hazardous waste:** The Company, as a healthcare service provider, ensures responsible disposal of its biomedical waste (BMW) to authorised hazardous waste disposers in compliance with the BMW rules of 2016.

**(d) Other waste:** The Company responsibly manages its general waste, including dry and wet waste, by disposing of it through municipality-hired vendors who carry out decomposition and recycling of materials/waste based on their respective categories.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, 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:**

Not applicable

**Leadership Indicators -**

**1. Has the entity conducted Life Cycle Perspective / 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?:**

Not applicable as the Company is in Healthcare Services.

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
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Not applicable

**2. 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:**

Not applicable

Name of Product / Service	Description of the risk / concern	Action Taken
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Not applicable

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

Indicate input material	Recycled or re-used input material to total material	
	FY2023 (Current Financial Year)	FY2022 (Previous Financial Year)

Not Applicable

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

	FY2023 (Current Financial Year)			FY2022 (Previous Financial Year)		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	1.3	-	-	1.2
E-waste	-	-	1.1	-	-	1
Hazardous waste	-	-	283.5	-	-	238.91
Other waste- General waste ( Dry and wet)	-	-	636.657	-	-	578.416

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not applicable

### Principle 3

Business should respect and promote the well-being 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)
<b>Permanent employees</b>											
Male	1,502	284	19%	1,502	100%	NA	NA	1,502	100%	NA	NA
Female	2,079	209	10%	2,079	100%	2,079	100%	NA	NA	2,079	100%
<b>Total</b>	<b>3,581</b>	<b>493</b>	<b>14%</b>	<b>3,581</b>	<b>100%</b>	<b>2,079</b>	<b>58%</b>	<b>1,502</b>	<b>42%</b>	<b>2,079</b>	<b>58%</b>
<b>Other than Permanent employees</b>											
Male	381	232	61%	232	61%	NA	NA	NA	NA	NA	NA
Female	898	634	71%	634	71%	NA	NA	NA	NA	898	100%
<b>Total</b>	<b>1,279</b>	<b>866</b>	<b>68%</b>	<b>866</b>	<b>68%</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>898</b>	<b>70%</b>

**Note:** Other permanent employees are not covered under the Maternity Benefit Act hence they are not eligible for maternity, paternity and day care facilities. However, our Hospitals have child care room, play areas, support staff which can be used by all female staff who may need to use it.

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

Category	% of workers 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)
<b>Permanent Workers</b>											
Male	Not Applicable										
Female	Not Applicable										
<b>Total</b>	Not Applicable										
<b>Other than Permanent Workers.</b>											
Male	Not Applicable										
Female	Not Applicable										
<b>Total</b>	Not Applicable										

## 2. Details of retirement benefits, for Current and Previous Financial Year.

Benefits	FY2023 (Current Financial Year)			FY2022 (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 (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	NA	100%	NA	NA
ESI	41%	NA	Y	39%	NA	Y
Others- please specify	NA	NA	NA	NA	NA	NA

## 3. Accessibility of workplaces

**Are the premises / offices of the Company 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 Company in this regard.**

Yes, the Company ensures that all its hospitals in India are in compliance with the Rights of Persons with Disabilities Act 2016, to ensure that they are accessible to differently-abled employees. The Company has implemented various measures to achieve this, including the provision of wheelchair access and ramps. Further, helpers are also provided as per the need.

## 4. Does the Company have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the Company is committed to maintaining a policy of non-discrimination and enforcing a strong stance against any behaviours that contravene its ethics and Code of Conduct. These standards are clearly outlined in the Business Responsibility Policy, demonstrating the Company's dedication to promoting a culture of fairness, respect and accountability. The same can be accessed at <https://www.rainbowhospitals.in/investor-relations/reports/policy/Business%20Responsibility%20Policy.pdf>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	100%	Not Applicable	
Female	100%	100%		
<b>Total</b>	<b>100%</b>	<b>100%</b>		

**Note:** Employees taken maternity leaves and paternal leaves in FY 2022-23, active in April 2023

## 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.

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent workers	Not applicable
Other than permanent workers	
Permanent employees	Yes, the Company has multiple channels for employees to raise concerns. These range from unit level grievance committees, whistle blower channel, anti-sexual harassment channel and corporate employee well-being and grievances channel. These are governed by the whistle blower policy, anti-sexual harassment policy, anti-discrimination policy and the Code of Conduct of the Company.
Other than permanent employees	

## 7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY2023 (Current Financial Year)			FY2022 (Previous Financial Year)		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>	3,581	0	0%	2875	0	0%
- Male	1,502	0	0%	1236	0	0%
- Female	2,079	0	0%	1639	0	0%
<b>Total Permanent Workers</b>	Not Applicable					
- Male						
- Female						

## 8. Details of training given to employees and workers:

Category	FY2023 (Current Financial Year)					FY2022 (Previous Financial Year)				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	1,502	1,193	79%	1,138	76%	1,236	1,236	100%	1,236	100%
Female	2,079	1,830	88%	1,764	85%	1,639	1,639	100%	1,639	100%
<b>Total</b>	<b>3,581</b>	<b>3,023</b>	<b>84%</b>	<b>2,902</b>	<b>81%</b>	<b>2,875</b>	<b>2,875</b>	<b>100%</b>	<b>2,875</b>	<b>100%</b>
<b>Workers</b>										
Male	Not Applicable									
Female										
<b>Total</b>										

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

Category	FY2023 (Current Financial Year)			FY2022 (Previous Financial Year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	1,502	1,298	86%	1,236	1,012	82%
Female	2,079	1,726	83%	1,639	1,230	75%
<b>Total</b>	<b>3,581</b>	<b>3,024</b>	<b>84%</b>	<b>2,875</b>	<b>2,242</b>	<b>78%</b>
<b>Workers</b>						
Male	Not Applicable					
Female						
<b>Total</b>						

## 10. Health and safety management system:

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

Yes. the safety management system has guidelines that are applicable to all the Hospitals.

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

The Company has developed extensive rules for dealing with various sorts of dangers and conducting

rigorous risk assessments. These policies and procedures help the Company to identify possible hazards and devise effective risk-mitigation solutions. Additionally, internal audits are performed on a regular basis to guarantee compliance with occupational health and safety regulations. These audits are used to evaluate and confirm the Company's compliance with its occupational health and safety management system.

To further enhance safety practices, the Company has implemented a robust Process Safety Management system. This system enables the Company to adopt industry-leading safety practices across all operational processes.



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

Yes, the Company possesses established Standard Operating Procedures (SOP) for its employees to recognise and report work-related hazards. The SOP includes steps to reduce or eliminate these risks.

Moreover, the Company provides occupational health and safety training to employees. The

training sessions incorporate various techniques to identify potential hazards at work, assess the associated risks, and take necessary measures to address them.

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

Yes, all the employees are covered under the group insurance policies and have access to medical services.

**11. Details of safety related incidents, in the following format:**

Safety Incident /Number	Category	FY2023 (Current Financial Year)	FY2022 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
No. of fatalities	Employees	-	1
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

The Company is dedicated to its employees' well-being and regularly runs training programmes for its employees in order to maintain a safe and healthy workplace. The Company supplies safety kits, including PPE kits and other required equipment, to protect the staff and employees from contamination. The majority of hospitals are NABH approved. In addition, the Company guarantees that all local requirements are followed.

**13. Number of complaints on the following made by employees and workers:**

	FY2023 (Current Financial Year)			FY2022 (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
Working Conditions	NIL	NIL	-	NIL	NIL	-
Health & Safety	NIL	NIL	-	NIL	NIL	-

**14. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%, Periodic internal audits are conducted by the Quality team. The audits are conducted by internal experts to ensure the compliance of safety regulations and identification of major improvement areas.
Working Conditions	

**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 and safety practices and working conditions.**

The Hospital Unit safety manual serves as a guiding document for all safety related issues and in case of any safety incident, specific corrective protocols are defined which are being followed. Also, risk management guidelines has been identified for all the units.

### Leadership Indicators

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

Yes, the Company provides compensation to the employees and has made policies on Accidental Death insurance and Workman Compensation to cover Accidental death.

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

Regular audits are conducted to ensure the timely deposit of all statutory dues. These audits provide a comprehensive assessment of the Company's compliance with labour laws and regulations. Additionally, the Company engages a Labour Law Consultant to assess the HR compliances of outsourced manpower vendors. By thoroughly reviewing these compliances, the Company aims to uphold its commitment to adherence to labour laws and regulations. Through these efforts, the Company strives to maintain transparency, accountability and legal compliance in its operations.

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

	Total No. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY2023 (Current Financial Year)	FY2022 (Previous Financial Year)	FY2023 (Current Financial Year)	FY2022 (Previous Financial Year)
Employees	-	-	-	-
Workers	-	-	-	-

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

As of now, the Company does not provide the transition assistance.

**5. Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	-
Working conditions	-

**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:**

As of now, the Company does not have any policy to oversee health and safety practices and working conditions of value chain partners

**Principle | 4**
**Business should respect the interests of and be responsive to all its stakeholders**
**1. Describe the processes for identifying key stakeholder groups of the Company.**

The Company values its relationships with stakeholders and maintains proactive and continuous engagement through various channels such as performance reviews, meetings, surveys, feedback systems, media, events, and other means. This approach allows the Company to foster strong partnerships and build trust with its stakeholders, leading to mutually beneficial outcomes.

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

Stakeholder Group	Whether identified as vulnerable and marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly /others-please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
<b>Patients/Customers</b>	No	<ul style="list-style-type: none"> <li>Customer relationship management</li> <li>Website and social media</li> <li>Customer support desk</li> <li>Patient feedback system</li> <li>Patient satisfaction survey</li> <li>SMS and helpline desk</li> </ul>	Continuous	<ul style="list-style-type: none"> <li>Timely availability of services</li> <li>Quality/efficiency of service</li> <li>Cost effectiveness</li> <li>Innovation in services/products</li> <li>Hygiene in environment</li> </ul>
<b>Employees</b>	No	<ul style="list-style-type: none"> <li>Emails</li> <li>Community meetings</li> <li>Website</li> <li>Notice board</li> </ul>	Need based	<ul style="list-style-type: none"> <li>Training and development</li> <li>Regular Company updates</li> <li>Employee concerns</li> </ul>
<b>Investors</b>	No	<ul style="list-style-type: none"> <li>Company's Investor Relations section of website</li> <li>Annual general meeting</li> <li>Quarterly and annual presentations and earning calls</li> <li>Announcements to stock exchanges</li> <li>Investor meets</li> </ul>	Quarterly	<ul style="list-style-type: none"> <li>Financial performance</li> <li>Operational performance</li> <li>Corporate governance</li> <li>Management strategies and outcomes</li> </ul>
<b>Suppliers</b>	No	Digital meetings / In person meetings	Need based	Regular business updates, Performance feedback, Updation about change in regulation pertaining to supplies/services
<b>Government</b>	No	Emails / Community meetings/ In person meetings	Need based	Representations / Perspective on change in regulations / upcoming laws
<b>Society</b>	Yes	<ul style="list-style-type: none"> <li>Social media</li> <li>CSR</li> <li>Community building sessions</li> <li>Awareness campaigns</li> <li>Health surveys</li> <li>Discussions on medical issues</li> <li>Press conferences</li> <li>Health talks and camps</li> </ul>	Need based	<ul style="list-style-type: none"> <li>Analysis of health needs of the society</li> <li>Identifying the gap between demand and supply</li> <li>Prevention of illnesses</li> </ul>

## 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 Management consistently keeps the Board members informed during Board meetings about the feedback received from a wide range of stakeholders concerning Environmental, Social and Governance (ESG) matters. These updates play a vital role in ensuring that the Board members are well-informed about the perspectives and opinions expressed by stakeholders regarding ESG-related issues. By staying updated, the Board members can make informed decisions and effectively address the concerns raised by stakeholders.

Moreover, the responsibility of consulting and engaging with stakeholders on ESG topics is assigned to specific departments within the Company. This ensures

continuous communication and collaboration with stakeholders, fostering a transparent and inclusive approach. By involving relevant departments, the Company promotes effective stakeholder engagement and encourages active participation in ESG initiatives.

2. 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.

Yes, the feedback received from the stakeholders concerned, as explained above, gets periodically discussed with the Management and necessary actions are initiated.

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

The Company does not, currently, have a vulnerable and marginalised group amongst its stakeholders.

## Principle 5

### Business should respect and promote human rights

#### Essential Indicators

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

Category	FY2023 (Current Financial Year)			FY2022 (Previous Financial Year)		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	3,581	1,504	42%	2,875	1,070	37%
Other than Permanent	1,279	460	36%	1,011	303	30%
<b>Total Employees</b>	<b>4,860</b>	<b>1,964</b>	<b>40%</b>	<b>3,886</b>	<b>1,373</b>	<b>35%</b>
<b>Workers</b>						
Permanent	Not Applicable					
Other than Permanent						
<b>Total Workers</b>						

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY2023 (Current Financial Year)					FY2022 (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)
<b>Employees</b>										
<b>Permanent</b>	<b>3,581</b>	<b>360</b>	<b>10%</b>	<b>3,221</b>	<b>90%</b>	<b>2,875</b>	<b>319</b>	<b>11%</b>	<b>2,572</b>	<b>89%</b>
Male	1,502	196	13%	1,306	87%	1,236	183	14%	1,062	86%
Female	2,079	164	8%	1,915	92%	1,639	136	8%	1,510	92%
<b>Other than Permanent</b>	The Company engages trainees and consultants who are governed by their respective contracts									
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Workers</b>										
<b>Permanent</b>	Not Applicable									
Male										
Female										
<b>Other than Permanent</b>										
Male										
Female										

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

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD) – Executive Director	2	5,42,85,783	0	0
BOD- Independent Director	3	21,00,000	1	19,00,000
Key Managerial Personnel (KMP)	2	65,37,785	0	0
Employees other than BoD and KMP	1,500	3,24,000	2079	2,80,200
Workers	Not Applicable			

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, the Company is committed to honesty, fairness, and transparency, and it strives to maintain the highest standards of ethical behaviour and practise. It actively encourages professionalism and ethical behaviour among its employees and has put in place strong measures to foster and support this culture.

To guarantee a safe and ethical working environment for all, the Company's management takes quick action to investigate and address the issue in accordance with its policy.

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

The Company is firmly committed to internationally accepted human rights principles and standards. To ensure compliance with this commitment, the Company has established rigorous procedures and processes to prevent any human rights violations across all its operations. Additionally, the Company has implemented a whistle-blower policy to encourage and facilitate the reporting grievances or complaints by its employees. The Company ensures that all received grievances are thoroughly investigated and appropriate measures are taken to address the issue or complaint.

## 6. Number of complaints on the following made by employees and workers:

	FY2023 (Current Financial Year)			FY2022 (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	Nil	Nil	-	1	Nil	-
Discrimination at Workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other Human Rights related issues	Nil	Nil	-	Nil	Nil	-

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

The Company has implemented a Code of Conduct, gender-neutral prevention of sexual harassment, and BRR policies to encourage and facilitate the reporting of any grievances or complaints by its employees. In case of any human right issue the Company's management will take strict action to investigate and address the issue in accordance with its policy, to ensure a safe and ethical working environment for all.

All our policies ensure that employees who raise concerns/violations are protected from any form of retaliation or threat to employment. The Company is committed to protect employees upholding the principles by notifying violations from any form of retaliation or adverse action due to their disclosure.

## 8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes

## 9. Assessment for the year:

	% of the Company's plants and offices that were assessed (by the Company or statutory authorities or third parties)
Child Labour	100
Forced Labour/Involuntary Labour	100
Sexual Harassment	100
Discrimination at Workplace	100
Wages	100
Other- please specify	-

**Note:** The Internal and external Auditors conduct assessments as per the Audit schedule. Assessments are also carried out by respective Government authorities and the Company has not received any non-compliance certification.

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

There are no significant risks/concerns that have been identified.

## Leadership Indicators

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

The Company believes that it has maintained the fundamental principles of human rights in all of its activities. The Company has addressed human rights related issues in its business responsibility policy. The policy can be accessed on Company's website. Moreover, the Company also has whistle-blower policy in place for any grievances or complaints related to human rights.

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

The Company consistently educates its employees on the Code of Conduct by means of diverse training programmes, demonstrating its commitment to promoting a culture of compliance.

## 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, the Company ensures that all its hospitals in India are in compliance with the Rights of Persons with Disabilities Act 2016, to ensure that they are accessible to differently-abled employees. The Company has implemented various measures to achieve this, including the provision of wheelchair access, ramps, and accessible restrooms. Helpers are also provided as per the need.

## 4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	During this year we have not been able to conduct assessment of value chain partners, but we do intend to do this in the coming years.
Discrimination at Workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

Not applicable.

## Principle 6

Business should respect and make efforts to protect and restore the environment.

### Essential Indicators

#### 1. Details of total energy consumption (in Mega Joules (MJ) or multiples) and energy intensity, in the following format:

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
Total electricity consumption (A)	67643024 MJ	61557989 MJ
Total fuel consumption (B)	630209 MJ	525665 MJ
Energy consumption through other sources (C)	1249207 MJ	1233623 MJ
<b>Total energy consumption (A+B+C)</b>	<b>69522440 MJ</b>	<b>63317277 MJ</b>
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.00592	0.00650
Energy intensity (optional) – the relevant metric may be selected by the Company	-	-

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: No

#### 2. Does the Company 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:

No.

## 3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	109165	101167
(iii) Third party water	26758	24803
(iv) Seawater / desalinated water	-	-
(v) Others	37495	34755
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>173418</b>	<b>160725</b>
<b>Total volume of water consumption (in kilolitres)</b>	173418	160725
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	0.0000147769	0.000016505
<b>Water intensity</b> (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: No

## 4. Has the Company implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes, in our newly established Greenfield units, Rainbow Hospitals has implemented sustainable water management practices. As part of these efforts, the Company is actively recycling water and reusing treated water, effectively utilising it for various operational purposes

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

Parameter	Unit	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
NOx	Metric Tonnes	0.035	0.029
SOx	Metric Tonnes	3.6	3.04
Particulate matter (PM)	-	-	-
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: No

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

Parameter	Unit	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	501	446
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	17477	14561
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	Metric tonnes	0.0000015319	0.0000015411
<b>Total Scope 1 and Scope 2 emission intensity</b> (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.: No



**7. Does the Company have any project related to reducing Green House Gas emission? If yes, then provide details.**

Yes, the Company has proactively implemented a range of measures to effectively reduce greenhouse gas emissions, showcasing its dedication to addressing environmental concerns and minimising its carbon footprint. Through the successful implementation of several projects, the Company has achieved a significant reduction of 314 metric tonnes of CO2 emissions.

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

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	1.3	1.2
E-waste (B)	1.1	1
Bio-medical waste (C)	282.98	238.46
Construction and demolition waste (D)	150	0
Battery waste (E)	0.225	0.260
Radioactive waste (F)	0	0
Other Hazardous Waste. Please specify, if any. (G) (DG Waste Oil)	0.52	0.45
Other Non-hazardous waste generated (H). Please specify, if any. General waste (Dry and wet)-(Break-up by composition i.e. by materials relevant to the sector)	636.657	578.416
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>1,072.782</b>	<b>819.786</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>		
<b>For each category of waste generated, total waste disposed of through disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	1,072.782	819.786
<b>Total</b>	<b>1,072.782</b>	<b>819.786</b>

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: No

**9. Briefly describe the waste management practices adopted in your establishment. 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.**

The Company follows the CPCB BMW rules of 2016 policy for the disposal of Biomedical waste (BMW). PCB authorised collectors are employed for segregation and disposal. Under the provisions and guidelines issued by MoEF, the Company has adopted an e-waste policy that covers all electronic and electrical goods. The e-waste and waste oil are disposed of through authorised vendors. General waste, which includes papers, cardboard boxes, day-to-day plastic waste, tins, and general scrap, is disposed of on a need basis.

The Company treats wastewater through STP as per hospital policy. The treated wastewater is recycled and reused for flush tanks, gardening, and cleaning of cellars where there is little human contact.

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 etc.) where environmental approvals / clearances are required, please specify details in the following format:

Sl. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
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Not Applicable

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

The Company has not undertaken any EIA of project during the year.

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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Not Applicable

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). Yes

If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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Not Applicable

## Leadership Indicators

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

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	1249207 MJ	1233623 MJ
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>1249207 MJ</b>	<b>1233623 MJ</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	67643024 MJ	61557989 MJ
Total fuel consumption (E)	630209 MJ	525665 MJ
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>68273233 MJ</b>	<b>62083654 MJ</b>

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: No

## 2. Provide the following details related to water discharged:

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	127362.51 KL, after chlorination, STP and UV filtration.	116682.1 KL - after chlorination, STP and UV filtration.
(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	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>127362.51</b>	<b>116682.1</b>

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. No

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

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

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	-	-
<b>Total volume of water consumption (in kilolitres)</b>	-	-
<b>Water intensity</b> per rupee of turnover (Water consumed / turnover)	-	-
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	<b>-</b>	<b>-</b>

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: No

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

Parameter	Unit	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	-	-	-
<b>Total Scope 3 emissions per rupee of turnover</b>	-	-	-
<b>Total Scope 3 emission intensity</b> (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: No

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

There has been no significant direct or indirect impact on biodiversity.

**6. If the company had 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, as per the following format:**

Sl. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Solar Roof top	<a href="https://www.rainbowhospitals.in/esg">https://www.rainbowhospitals.in/esg</a>	347002 units of electricity generated.
2.	Solar Water heaters		675000 units of energy saved with solar water heaters and to ensure energy efficiency and reduction of the emissions.

**7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.**

As per the requirements of the ISO 27001:2013 standard, Rainbow Hospitals has an active business continuity policy including disaster recovery and its implementation. The objective of the same is to minimize the impact to the Company in cases of prolonged downtime of application or network and also to recover the loss of information assets immediately once the system is up again.

**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?**

During the reporting period, the Company has not done any impact analysis of Value chain partners regarding impact on the environment, either directly or indirectly.

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.: 4 (Four).
- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the Company is a member of/affiliated to.

Sl. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/ National)
1.	Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2.	Directorate of Medical Education	National
3.	Telangana Super Speciality Hospitals Association (TSSHA)	National
4.	IMA Forum and Great Place to Work	National

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

During the year under review, no adverse orders have been passed by any regulatory body relating to the anti-competitive conduct by the Company.

Name of the authority	Brief of the case	Corrective action taken
Not Applicable		

#### Leadership Indicators

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

S. No.	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/ No)	Frequency of Review by Board (Annually/ Half yearly/Quarterly/Others-please specify)	Web Link, if available
-	-	-	-	-	-

## Principle

### 8

Businesses should promote inclusive growth and equitable development.

#### Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by the Company, in the following format:

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (In INR)
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Not Applicable

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

The Company strives to create and maintain an inclusive environment where all stakeholders feel heard and respected. The Company has a whistle blower channel to receive and redress grievances of the community.

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

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
Directly sourced from MSMEs/small producers	22%	14%
Sourced directly from within the district and neighbouring districts	86%	66%

### 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):

Not applicable

Details of negative social impact identified	Corrective action taken
-	-

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

For this reporting year, the Company did not undertake any CSR projects in designated aspirational districts.

Sl. No.	State	Aspirational District	Amount spent (In INR)
-			

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No): No

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

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

The quality of the materials is of prime importance to the sector the Company operates in. Though the Company does not have a preferential procurement policy, it does not discriminate on the basis on caste, creed or religion while selecting the supplier.

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:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
-	-	-	-	-

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.

Name of authority	Brief of the Case	Corrective action taken
-	-	-

6. Details of beneficiaries of CSR projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
Please refer CSR Report of the Annual Report at page no 108			

## 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.

The Company has established a comprehensive feedback collection system that enables customers to provide their input through multiple channels. Customers may utilise the in-house application to offer feedback on both outpatient (OP) and in patient (IP) services, with IP feedback collected at the hospital before discharge, and OP feedback obtained via an SMS link sent to the registered phone number. In addition, customers can share their feedback by visiting the Company website, contacting the call centre, or emailing queries@rainbowhospitals.in. The feedback collected is then shared with the relevant stakeholders for appropriate action based on the nature of the feedback received.

The Company is working on centralising the feedback collection process and modernising it by addition of new channels for feedback collection as well as adding more touchpoints.

2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not applicable
Safe and responsible usage	
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY2023 (Current Financial Year)		Remarks	FY2022 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	NIL	NIL	-	NIL	NIL	-
Advertising	NIL	NIL	-	NIL	NIL	-
Cyber- security	NIL	NIL	-	NIL	NIL	-
Delivery of essential services	Please refer to Question 23 of section A-					
Restrictive Trade Practices	NIL	NIL	-	NIL	NIL	-
Unfair Trade Practices	NIL	NIL	-	NIL	NIL	-
Other (product related)	NIL	NIL	-	NIL	NIL	-

#### 4. Details of instances of product recalls on account of safety issues: Not applicable

	Number	Reasons for recall
Voluntary recalls	-	-
Forced recalls	-	-

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

Yes, the Company is committed to respecting the privacy of every person who shares information or data with the Company. The weblink for the privacy policy can be accessed on Company's website <https://www.rainbowhospitals.in/terms-and-conditions>.

#### 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.

The Company is committed to ensuring the highest level of network security by implementing state-of-the-art Palo Alto firewall systems. These systems provide comprehensive monitoring, auditing, and alerting the IT team to detect and mitigate potential risks promptly. With such advanced security measures in place, the Company can confidently conduct its operations, knowing that its network is protected to the fullest extent possible.

### Leadership Indicators

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

The website contains information on the Company's healthcare services. The link for the website is <https://www.rainbowhospitals.in/>

**Linkedin:** <https://in.linkedin.com/company/rainbow-hospital>

**Instagram:** <https://www.instagram.com/rainbowchildrenshospitals/?hl=en>

**Twitter:** [https://twitter.com/rch\\_india?lang=en](https://twitter.com/rch_india?lang=en)

**Facebook:** <https://www.facebook.com/rainbowchildrenshospitals/>

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

Not applicable. The Company is into healthcare services.

#### 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

The Company engaged one of the leading consulting firms to conduct a Risk Assessment study aimed at identifying potential vulnerabilities. Once identified, the Company took necessary measures to address the issues. Moreover, to ensure the availability of its website, the Company opted for AWS as the host, which provides default Business Continuity Planning (BCP) strategies.

#### 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. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as whole? (Yes/ No)

No, the Company collects a NPS rating in their OP and IP feedback forms. Additionally, the Company also monitors the GMB rating online.

#### 5. Provide the following information relating to data breaches:

##### a. Number of instances of data breaches, along with impact:

Nil

##### b. Percentage of data breaches involving personally identifiable information of customers:

Nil