



Jupiter Life Line Hospitals Limited

July 15, 2024

To,
National Stock Exchange of India Ltd.
Exchange Plaza,
Bandra-Kurla Complex,
Bandra (East), Mumbai-400 051
Symbol: JLHL

To,
BSE Limited
P.J. Towers,
25th Floor, Dalal Street, Fort
Mumbai 400 001
Code: 543980

Subject: Business Responsibility and Sustainability Report for the Financial Year 2023-24.

Dear Sir/ Madam,

Pursuant to the provision of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('**SEBI Listing Regulations**'), please find enclosed the Business Responsibility and Sustainability Report ('**BRSR**') of the Company for the Financial Year 2023-24, which also forms part of the Annual Report for the Financial Year 2023-24.

You are requested to kindly take the afore-mentioned on record and oblige.

Thanking you,

Yours faithfully

For JUPITER LIFE LINE HOSPITALS LIMITED

Suma Upparatti
Company Secretary & Compliance Officer

Encl.: As above

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the listed entity:	U85100MH2002PLC137908							
2.	Name of the listed entity:	JUPITER LIFE LINE HOSPITALS LIMITED							
3.	Year of incorporation:	18 th November, 2002							
4.	Registered office address:	1004, 360 Degree Business Park, 10 th Floor, Maharana Pratap Chowk, LBS Marg Mulund (West) Mumbai - 400 080, Maharashtra, India							
5.	Corporate address:	Jupiter Hospital, Eastern Express Highway, Thane (West), Mumbai - 400 601, Maharashtra, India							
6.	E-mail:	cs@jupiterhospital.com							
7.	Telephone:	+91 2262975623							
8.	Website:	www.jupiterhospital.com							
9.	Financial year for which reporting is being done:	FY 2023-24							
10.	Name of the Stock Exchange(s) where shares are listed:	<table border="1"> <thead> <tr> <th>Name of Exchange</th> <th>Stock Code</th> </tr> </thead> <tbody> <tr> <td>BSE Ltd.</td> <td>543980</td> </tr> <tr> <td>National Stock Exchange of India Ltd.</td> <td>JLHL</td> </tr> </tbody> </table>	Name of Exchange	Stock Code	BSE Ltd.	543980	National Stock Exchange of India Ltd.	JLHL	
Name of Exchange	Stock Code								
BSE Ltd.	543980								
National Stock Exchange of India Ltd.	JLHL								
11.	Paid-up capital:	₹ 6,55,66,022							
12.	Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report:	Mrs. Suma Upparatti Company Secretary & Compliance Officer Telephone: +91 2262975623 E-mail: cs@jupiterhospital.com							
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):	The disclosures under this report are presented on a standalone basis for Jupiter Life Line Hospitals Limited.							
14.	Name of assurance provider:	NA							
15.	Type of assurance obtained:	NA							

II Products/services

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

Description of main activity	Description of business activity	% of turnover of the entity
Hospital and Medical Healthcare (healthcare services)	Hospital activities	98.94%

17. Products/services sold by the entity (accounting for 90% of the entity's turnover)

Product/service	% of total turnover contributed
Hospital and medical care	98.94%
NIC code	
8610	

III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated

National		International	
Number of plants*	Number of offices	Number of plants*	Number of offices
3 [#]	1	-	-
Total 4		Total -	

*The number refers to the number of hospitals.

[#]This includes one hospital currently under construction in Dombivli.

19. Markets served by the entity:

a. Number of locations

1 [*]	-
National (No. of states)	International (No. of countries)

* This does not include the subsidiary located in Indore, Madhya Pradesh

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

Being a part of the healthcare industry with hospitals only in India, contribution of exports in the total turnover of the entity is not applicable.

c. A brief on types of customers

Given the Company's operations in the healthcare industry, serving hospital and diagnostics, the primary consumers are patients in need of healthcare services.

IV. Employees

20. Details as at the end of financial year

a. Employees and workers (including differently abled)

Sr. no.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	2,767	1,040	38	1,727	62
2.	Other than permanent (E)	1,463	963	66	500	34
3.	Total employees (D + E)	4,230	2,003	47	2,227	53
Workers						
4.	Permanent (F)	Nil	NA	NA	NA	NA
5.	Other than permanent (G)	Nil	NA	NA	NA	NA
6.	Total workers (F+G)	Nil	NA	NA	NA	NA

b. Differently abled employees and workers

Sr. no.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1.	Permanent (D)	0	0	0	0	0
2.	Other than permanent (E)	0	0	0	0	0
3.	Total differently abled workers (D+ E)	0	0	0	0	0
Differently abled workers						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	NA	NA	NA	NA	NA
6.	Total differently abled workers (F + G)	NA	NA	NA	NA	NA

21. Participation/inclusion/representation of women

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	8	2	25%
Key Management Personnel	4	1	25%

22. 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	14.0	19.8	19.5	13.7	20.8	19.8	18.1	25.4	21.8
Permanent workers	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

V. Holding, subsidiary and associate companies (including joint ventures)

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

Sr. no.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/subsidiary/associate/joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the business responsibility initiatives of the listed entity? (Yes/No)
1.	Jupiter Hospital Projects Private Limited	Material Subsidiary	96.56%	Yes, JLHL along with all its subsidiaries, adheres to the Company's Code of Conduct, which outlines principles for conducting business ethically, responsibly, and accountably. The Company encourages its subsidiaries to undertake business responsibility initiatives that are significant relative to their business activities and geographical areas of operation.
2.	Medulla Healthcare Private Limited	Wholly Owned Subsidiary	100%	

VI. CSR details

24. i. Whether CSR is applicable as per Section 135 of Companies Act, 2013:



VII. Transparency and disclosures compliances

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

Stakeholder group from whom complaint was received	Grievance redressal mechanism in Place (Yes/No) (If yes, then provide a weblink to the grievance redress policy)	FY 2023-24 (Current financial year)			FY 2022-23 (Previous financial year)		
		Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks
Communities	No	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes. ¹	0	0	NA	0	0	NA
Shareholders		8	0	NA	0	0	NA
Employees and workers	Yes ^{2, 3, 4}	1	0	NA	1	0	NA
Customers (regular compliants in the hospitals)	Yes ^{2,3,4}	789	0	NA	817	0	NA

Stakeholder group from whom complaint was received	Grievance redressal mechanism in Place (Yes/No) (If yes, then provide a weblink to the grievance redress policy)	FY 2023-24 (Current financial year)			FY 2022-23 (Previous financial year)		
		Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks
Customers (litigation filled by the patients)	Yes ^{2,3,4}	1	1	NA	3	3	NA
Value chain partners	Yes ^{2,3,4}	0	0	NA	0	0	NA
Other (please specify)	No	0	0	NA	0	0	NA

¹ <https://scores.gov.in/scores/Welcome.html>

² <https://www.jupiterhospital.com/wp-content/uploads/2023/12/Prevention-of-Sexual-Harassment-Policy-v2.pdf>

³ <https://www.jupiterhospital.com/wp-content/uploads/2023/12/Whistle-Blower-Policy-1.pdf>

⁴ <https://www.jupiterhospital.com/wp-content/uploads/2023/12/Vigil-Mechanism-Policy-v2.pdf>

26. 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, and approach to adapt or mitigate the risk along with its financial implications, as per the following format

Sr. 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.	Health & safety	Risk	The nature of JLHL's operations necessitates comprehensive safety measures to safeguard stakeholders. Neglecting safety could result in significant consequences, including regulatory penalties, harm to patients, and injuries to staff.	<ul style="list-style-type: none"> Obtaining relevant certifications to validate commitment to quality care and safety Developing comprehensive policies and codes of conduct for employees, patients, and other stakeholders Ensuring adherence to best practices to promote a culture of accountability 	Negative: Please refer to the notes appended to the financial statements for any potential financial consequences arising from legal disputes.

Sr. 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)
2.	Access to healthcare	Opportunity	Improved access not only fuels public health outcomes and drives innovation in medical technology but also stimulates economic growth by reducing healthcare costs and absenteeism. Moreover, delivering world-class, high-quality treatment with stringent cost optimisation for the underprivileged population further strengthens its significance.	-	Positive: Increase in the healthcare by expanding the reach of JLHL's operations.
3.	Process safety & quality	Risk	Ensuring mitigation of regulatory penalties, reputational damage, and customer harm. Neglecting these standards can lead to legal liabilities, loss of trust, and financial repercussions, underscoring the critical need for robust adherence to best practices.	<ul style="list-style-type: none"> Establishing a Jupiter Hospital Governance Framework that promotes accreditation by NABH (National Accreditation Board for Hospitals & Healthcare Providers) Enhancing healthcare quality and safety across all locations 	Negative: Negative perceptions regarding safety and service quality at JLHL can lead to reduced revenue, potential market share loss, lower patient volume, and increased marketing expenses to rebuild trust, ultimately straining the Company's finances.
4.	Corporate governance	Risk	Recognising strong corporate governance fosters trust among stakeholders, ensures regulatory compliance, and upholds ethical standards. This proactive approach safeguards the hospital's reputation, enhances operational efficiency, and fortifies its financial resilience amid evolving market dynamics.	<ul style="list-style-type: none"> Implementing comprehensive corporate governance frameworks Establishing transparent policies and procedures Conducting regular audits to ensure compliance Fostering a culture of integrity and accountability Guaranteeing diversity in board to oversee governance practices 	Negative: Inadequate corporate governance may lead to regulatory fines, legal liabilities, damaged reputation, decreased investor confidence, and ultimately financial losses due to reduced patient trust, diminished revenues, and increased operational costs to rectify governance deficiencies.

Sr. 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)
5.	Business conduct & compliance	Risk	Acknowledging the importance of ethical behaviour and regulatory compliance is important for avoiding negative legal outcomes, and losing stakeholder trust.	<ul style="list-style-type: none"> Developing and enforcing a robust code of conduct outlining expected behaviours Providing regular training on compliance with relevant laws and regulations Implementing internal controls to monitor adherence to compliance standards Establishing reporting mechanisms for employees to raise concerns about unethical behaviour 	Negative: Non-compliance with laws and regulations may result in hefty fines and legal expenses.
6.	Business continuity	Risk	Healthcare services are essential in nature, and disruptions can impact patient care, staff safety, and operational efficiency. Given the unpredictable nature of disasters, whether natural, technological, or human-induced, hospitals must be prepared to maintain critical operations to ensure the well-being of patients and the community.	<ul style="list-style-type: none"> Leveraging the comprehensive Utility Management and Disaster Management Plan outlining procedures for maintaining essential services during emergencies Conducting regular risk assessments to identify potential threats and vulnerabilities 	Negative: Inadequate business continuity planning for JLHL can lead to substantial financial losses from downtime, decreased patient volume, and operational inefficiencies.
7.	Data security & privacy	Risk	Given the sensitivity of patients' data, healthcare services are particularly vulnerable to potential data theft and security breaches. These threats not only compromise patient confidentiality but also undermine trust in the healthcare system, highlighting the need for robust measures to safeguard patient information.	<ul style="list-style-type: none"> Establishing a comprehensive group-wide policy to address security threats Incorporating board oversight and committees dedicated to monitoring and tracking threats Conducting periodic assessments to identify potential vulnerabilities 	Negative: The loss of sensitive data concerning patients, company information, and operational procedures can lead to regulatory fines, legal fees, and costs associated with data recovery and remediation.

Sr. 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)
8.	Energy efficiency	Opportunity	Implementing energy efficient measures, JLHL not only reduces its environmental footprint but also achieves tangible benefits through lower energy consumption and costs. These initiatives are aligned with the overarching objectives of sustainability and operational efficiency.	-	Positive: Investing in energy projects reduces energy costs, thereby positively impacting profits. Lower expenses resulting from efficiency initiatives enhance financial performance, demonstrating responsible resource management.
9.	Water stress	Risk	Addressing this risk is imperative to ensure sustainable water management and the uninterrupted operation of the hospital.	<ul style="list-style-type: none"> Investing in water recycling and reuse systems to reduce reliance on freshwater sources Educating staff on water-saving practices and encouraging responsible water usage throughout the hospital. Additionally, domestic waste water is treated and reused for non-contact purposes like flushing, gardening, and hospital internal road cleaning 	Negative: Scarcity or disruptions in the water supply can lead to increased costs associated with sourcing alternative water sources and implementing emergency measures. Additionally, there may be potential fines for non-compliance with water regulations.

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.

Sr. no.	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. Weblink of the policies, if available	https://www.jupiterhospital.com/thane/investor-relations/corporate-governance/codes-and-policies/								
2.	Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y

Sr. no.	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	JLHL holds the following accreditations and recognitions: <ol style="list-style-type: none"> Accreditation for Thane Hospital by the National Accreditation Board for Hospital & Healthcare Providers. Accreditation for Pune Hospital, Maharashtra by the National Accreditation Board for Hospital & Healthcare Providers. ISO 15189:2012 accreditation for the department of laboratory medicine of Pune Hospital by the National Accreditation Board for Testing and Calibration Laboratories. ISO 15189:2012 accreditation for the department of laboratory medicine of Thane Hospital by the National Accreditation Board for Testing and Calibration Laboratories. ISO 22000:2018 accreditation for food safety and management system for the Fortune Park Lake City hotel at Thane by the Standards Council of Canada. 								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	N	N	N	N	N	N	N	N	N
6.	Performance of the entity against the specific commitments, goals and targets alongwith reasons in case the same are not met.	N	N	N	N	N	N	N	N	N

Governance, leadership and oversight

7.	Statement by the 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>In the pursuit of its business responsibility, JLHL acknowledges the imperative to address Environmental, Social, and Governance (ESG) challenges while striving for sustainable growth. The Hospital's commitment to environmental stewardship is evident in initiatives like the adoption of renewable energy sources, exemplified by its investment in wind turbines for Thane and Pune hospitals. Moreover, the Hospital's participation in the Indo-Swiss Building Energy Efficiency Project underscores its dedication to energy-efficient infrastructure, recognised with the NEERMAN Award 2022.</p> <p>Water resource management, waste reduction, and sustainable sourcing are integral facets of JLHL's sustainability journey. Its Zero Liquid Discharge systems and responsible waste management practices exemplify the Company's dedication to minimising environmental impact. Additionally, its stringent supplier approval process ensures adherence to ethical and environmental standards.</p> <p>To ensure social responsibility, JLHL prioritises stakeholder welfare, exemplified through continuous learning initiatives for employees and inclusive healthcare provisions for economically challenged communities. The Company's commitment to transparency and effective governance, as demonstrated by its robust corporate policies and distinct board oversight committees, further underscores its dedication to responsible business practices.</p>								
8.	Details of the highest authority responsible for implementing and overseeing the Business Responsibility policy(ies).	Dr. Ajay Thakker Chairman & Managing Director								
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.	JLHL does not have a specific committee dedicated to sustainability matters. However, the Risk Management Committee is tasked with overseeing various aspects of the Company's Environmental, Social & Governance responsibilities.								

10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether the 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 the above policies and follow-up action	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	JLHL is currently in the process of formalising a review procedure.	To be implemented gradually in the upcoming years.
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	The Company ensures timely compliance monitoring, and any instances of non-compliance are reported to the Board/Committee (ies).	The Board/Committee has conducted the review in accordance with the Policy and Laws requirements.

11. Has the entity carried out an independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	N	N	N	N	N	N	N	N	N

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	NA								
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 categorised as 'Essential' and 'Leadership'. While the essential indicators are expected to be disclosed by every entity mandated to file this report, the leadership indicators may be voluntarily disclosed by entities that aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

PRINCIPLE 1

Business should conduct and govern itself with ethics, transparency and accountability.

PRINCIPLE 2

Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

PRINCIPLE 3

Business should respect promote the well-being of all employees.

PRINCIPLE 4

Business should respect the interests of, and be responsive towards, all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.

PRINCIPLE 5

Business should respect and promote human rights.

PRINCIPLE 6

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

PRINCIPLE 7

Business, when engaged in influencing public and regulatory policy/policies, should do so in a responsible and transparent manner.

PRINCIPLE 8

Business should promote inclusive growth and equitable development.

PRINCIPLE 9

Business should engage with and provide value to their customers and consumers in a responsible manner.

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 no of training and awareness programmes held	Topics/principles covered under the training and impact	% age of persons in respective category covered by the awareness programme
Board of Directors Key Managerial Personnel	1	<ul style="list-style-type: none"> Code of Conduct & Ethics Insider Trading Regulations Conflict of Interests 	100
Employees other than BOD & KMPs	174	<ul style="list-style-type: none"> Disaster Management Code of Conduct Hospital Infection Control Radiation Safety BLS Fire & Safety Evacuation Emergency Codes Scope of Services, Service Excellence & Medico Legal Aspects 	72
Worker	NA	NA	NA

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

Monetary					
	NGRBC principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (in ₹)	Brief of the case	Has an appeal been preferred (Yes/No)
Penalty/fine					
Settlement			Nil		
Compounding fee					

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

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 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, the Code of Conduct at JLHL strictly prohibits its stakeholders from accepting bribes or engaging in corruption. The policy can be accessed at: <https://www.jupiterhospital.com/wp-content/uploads/2024/05/code-of-conduct.pdf>

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 2023-24 (Current financial year)	FY 2022-23 (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 2023-24 (Current financial year)		FY 2022-23 (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 conflicts of interest.

Not applicable

8. Number of days of accounts payables ((Accounts payable *365)/Cost of goods/services procured) in the following format:

	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Number of days of accounts payables	44	65

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Concentration of purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers/distributors to whom sales are made		
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors		
Shares of RPT in	a. Purchases (purchases with related parties/total purchases)	0.28%	NIL
	b. Sales (sales to related parties/total Sales)	0.02%	NIL
	c. Loans & advances (loans & advances given to related parties/total loans & advances)	99.71%	99.36%
	d. Investments (investments in related parties/total investments made)	84.70%	98.43%

Leadership Indicators

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

PRINCIPLE 2

Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators

- 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 entity, respectively.

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	Nil	Nil	NA
Capex	2.83%	1.28%	<ul style="list-style-type: none"> 3 electric powered heat pump with 47.1 KW heating capacity installed Water mixing tank, secondary pump and operating panel purchased 375 TR cooling tower purchased to replace cooling tower number 2 7.5 KW VFD installed for new MRI department Air Handling Unit Commissioned a 1.250 MW windmill for adding to renewable energy quotient

- Does the entity have procedures in place for sustainable sourcing (Yes/No) – No
 - If yes, what percentage of inputs were sourced sustainably? – Not applicable
- 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.**
Not applicable
- 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.**
EPR is not applicable to JLHL.

Leadership Indicators

- 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?
NA
- 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.
NA
- Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).
NA
- 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:
NA
- Reclaimed products and their packaging materials (as percentage of products sold) for each product category.
NA

PRINCIPLE 3

Businesses 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)
Permanent employees											
Male	1,040	988	95.00	961	92.40	0.00	0.00	Nil	NA	Nil	NA
Female	1,727	1,713	99.19	1,685	97.57	1,727	100.00	Nil	NA	Nil	NA
Total	2,767	2,701	97.61	2,646	95.63%	1,727	62.41	Nil	NA	Nil	NA
Other than permanent employees											
Male	963	234	24.30	38	3.95	0.00	0.00	Nil	NA	Nil	NA
Female	500	200	40.00	32	6.40	500	100.00	Nil	NA	Nil	NA
Total	1,463	434	29.67	70	4.78	500	34.18	Nil	NA	Nil	NA

* JLHL offers workmen's compensation to permanent employees along with accident insurance.

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)
Permanent workers											
Male	Not applicable										
Female											
Total											
Other than permanent workers											
Male	Not applicable										
Female											
Total											

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format

	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Cost incurred on well-being measures as a % of total revenue of the company	1.61	1.47

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

Benefits	FY 2023-24 (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 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 authority (Y/N/N.A.)
PF	90.00	NA	Y	89.11	NA	Y
Gratuity	90.00	NA	Y	90.00	NA	Y
ESI	39.00	NA	Y	45.00	NA	Y
Others – please specify	NA	NA	NA	NA	NA	NA

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, JLHL has the following facilities for differently abled employees and workers:

- Facilitating a wheelchair-friendly infrastructure with ramps, elevators, and spacious corridors
- Providing medical insurance and vaccinations for the staff with disabilities
- Promoting well-being through health awareness initiatives and programmes
- Offering a staff restroom prioritising and featuring enhanced accessibility for individuals with disabilities

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

<https://www.jupiterhospital.com/wp-content/uploads/2024/05/equal-opportunity-policy.pdf>

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

Gender	Permanent employees		Gender	Permanent workers	
	Return to work rate (in %)	Retention rate (in %)		Return to work rate (in %)	Retention rate (in %)
Male	0	0	Male	NA	
Female	65	67	Female		
Total	65	67	Total		

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	NA
Other than permanent workers	NA
Permanent employees	Yes
Other than permanent employees	Yes

As per the Sexual Harassment of Women at Workplace (Prevention, prohibition and Redressal) Act, 2013, an Internal Complaints Committee (ICC) has been constituted by the hospital. Any grievances related to sexual harassment can be directly reported to any one of the ICC members. Details can also shared via mail on icc@jupiterhospital.com or by calling at 62975533, 62975533 or 09322222188.

Weblink to the policy: [Prevention of Sexual Harassment Policy](#)

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

Category	FY 2023-24 (Current financial year)			FY 2022-23 (Previous financial year)		
	Total employees/workers in the respective category (A)	No. of employees/workers in the respective category who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in the respective category (C)	No. of employees/workers in the respective category who are part of association(s) or Union (D)	% (D/C)
Total permanent employees	Nil	Nil	Nil	Nil	Nil	Nil
Male	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil
Total permanent workers	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2023-24 (Current financial year)					FY 2022-23 (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)
Employees										
Male	2,003	1,137	57	1,457	73	1,947	1,187	61	1,248	64
Female	2,227	1,908	86	1,812	81	2,050	1,863	91	1,529	75
Total	4,230	3,045	72	3,269	77	3,997	3,050	76	2,777	69.48
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	FY 2023-24 (Current financial year)			FY 2022-23 (Previous financial year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	2,003	1,020	50.92	1,947	1,004	51.57
Female	2,227	1,628	73.10	2,050	1,358	66.24
Total	4,230	2,648	62.60%	3,997	2,362	59.09
Workers						
Male	Nil	Nil	NA	Nil	Nil	NA
Female	Nil	Nil	NA	Nil	Nil	NA
Total	Nil	Nil	NA	Nil	Nil	NA

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, a comprehensive Health & Safety Committee is established to oversee all clinical and facility-related activities within the hospital, ensuring strict adherence to the rigorous standards set by the National Accreditation Board for Hospitals & Healthcare Providers (NABH). Regular training sessions covering Fire & Safety, Occupational Health Hazards, and Emergency Codes are conducted to equip staff with the necessary skills and knowledge. Facility audits, conducted by the Health & Safety Committee, guarantee ongoing compliance and readiness. Additionally, staff undergo pre-employment and annual health check-ups to safeguard their well-being. Strict adherence to Infection Control guidelines is maintained in the workplace, including the use of protective gear like masks and gloves, aimed at safeguarding healthcare workers from potential exposure to contaminated blood or body fluids.

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

Protecting the health and safety of employees is a core aspect of JLHL's management approach. The Company has established a Safety Committee entrusted with assessing and implementing health and safety measures effectively. Under the guidance of the hospital's Infection Control team, healthcare workers meticulously adhere to universal standard precautions in patient care. Through detailed analysis of incident reports, near-misses, and accidents, the organisation identifies potential hazards and evaluates associated risks for ongoing improvement. Infection control initiatives are focussed on departments with elevated infection risk, including operating theatres, central sterile services department, casualty wards, and intensive care units (ICUs).

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

Yes, any work-related hazards can be reported to the JLHL's Safety Committee. Root Cause Analysis (RCA) is conducted for all incidents, and the insights gained are used to enhance processes.

- d) Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)
Yes, JLHL's employees are entitled to a range of benefits, including health insurance, annual health checks and vaccinations. Additionally, they receive free consultations and maternity benefits, with a 50% discount extended to the Company's staff and their dependents.

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

Safety incident/number	Category	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Lost Time Injury Frequency Rate (LTIFR) (per one million person-hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High-consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

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

To maintain a safe and healthy working environment, the following measure are taken by JLHL:

- Implements safety codes to identify and develop safety practices against potential hazards at the workplace
- Provides provisions for induction and refresher trainings for all employees, covering topics like usage of equipment and protection against hazardous materials
- Offers TLD badges to staff working in radiation-prone areas, monitored on a quarterly basis
- Conducts sessions like Sound Therapy, Athlete's Heart: A Marathon Masterclass, and Ergonomics to promote mental and physical well-being

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

	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
Working conditions	Nil	NA	NA	Nil	NA	NA
Health & safety	Nil	NA	NA	Nil	NA	NA

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
Working conditions	

Note: NABH and NABL Audits have been conducted, encompassing assessments on health and safety practices as well as 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 & 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 the death of (A) Employees (Y/N) (B) Workers (Y/N).

(A) Employees – Yes, in the unfortunate event of an employee's passing, JLHL ensures that the dependents of the employees receive a PF death claim and Gratuity death claim.

(B) Workers – Not applicable

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

A comprehensive checklist, including all parameters, has been designed. Monthly checks are conducted as per the compliance checklist to verify that statutory dues have been deducted and deposited by the value chain partners.

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:

	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	
	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Employees	Nil	Nil	Nil	Nil
Workers	NA	NA	NA	NA

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)

No

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	100
Working conditions	

Note: NABH and NABL Audits have been conducted, including assessments of health and safety practices as well as 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.

Not applicable

PRINCIPLE 4

Businesses should respect the interests of and be responsive to all their stakeholders.

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

At JLHL, every entity, individual, or organisation contributing to the daily operations of the medical facility is considered a stakeholder. The stakeholders of the Company encompass a wide range, including patients, clinicians, nurses, paramedics, hospital administrators, clinical assistants, outsourced vendors, suppliers, shareholders, government agencies, regulatory bodies, non-governmental organisations, and employees.

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 (E-mail, 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
Investors	No	E-mail, direct communication, AGM, newspapers, website, and analyst meetings	Quarterly and need-based	Briefing the investors on the performance and developments of the hospital
Regulators	No	E-mail, and website	Need-based	<ul style="list-style-type: none"> Ensuring transparency in books of accounts Filing regular filings as per laws Abiding by the tax laws
Community	Yes	Camps, visits, SMS, and newspapers	Regularly	<ul style="list-style-type: none"> Providing healthcare incentives to economically weaker sections Serving the community
Patients	No	E-mails website, calls, and one-to-one meetings	Regularly	Gaining feedback on service improvements
Suppliers and vendors	No	E-mails, website, and industry	Need-based	Discussing the sourcing of quality supplies
Employees	No	E-mail, direct communication, and meetings	Regularly and need-based	<ul style="list-style-type: none"> Conducting trainings and workshops Addressing grievances

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.

Not applicable

2. Whether stakeholder consultation is used to support identifying and managing 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.

Not applicable

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

Not applicable

PRINCIPLE 5

Businesses should provide goods and services in a manner that is sustainable and safe.

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	FY 2023-24 (Current financial year)			FY 2022-23 (Previous financial year)		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	2,767	2,570	93	2,583	2,300	89
Other than permanent	1,463	524	36	1,414	478	34
Total employees	4,230	3,094	73	3,997	2,778	70
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total workers	NA	NA	NA	NA	NA	NA

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

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	1,040	0	0	1,040	100	992	0	0	992	100
Female	1,727	0	0	1,727	100	1,591	0	0	1,591	100
Other than permanent										
Male	963	0	0	963	100	955	0	0.00	955	100
Female	500	0	0	500	100	459	0	0.00	459	100
Workers										
Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/salary/wages of the respective category	Number	Median remuneration/salary/wages of the respective category
Board of Directors (BoD)	2	3,00,00,000	0	NA
Key Managerial Personnel	1	75,00,000	1	33,24,000
Employees other than BoD and KMP	1,274	8,71,372	1,936	4,38,967
Workers	Nil	NA	Nil	NA

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Gross wages paid to females as % of total wages	63*	63*

* The number does not include wages paid to visiting consultants.

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 HRD is the focal point for addressing human rights impacts or issues caused or contributed to by the business.

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

An Internal Complaints Committee (ICC) has been constituted by JLHL to address grievances of the employees related to human rights issues. Any complaints can be directly reported to any one of the ICC members or details can also be shared via mail on icc@jupiterhospital.com or by calling at 6297553 or 09322222188.

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

	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	1	0	Action taken as per the provision.	1	0	Action taken as per the provision.
Discrimination at workplace	Nil	NA	Nil	Nil	NA	Nil
Child labour	Nil	NA	Nil	Nil	NA	Nil
Forced labour/involuntary labour	Nil	NA	Nil	Nil	NA	Nil
Wages	Nil	NA	Nil	Nil	NA	Nil
Other human rights-related issues	Nil	NA	Nil	Nil	NA	Nil

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	1
Complaints on POSH as a % of female employees/workers	0.0004	0.0005
Complaints on POSH upheld	0	0

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

Whistle Blower Policy

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

Yes

10. Assessments for the year:

	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others – please specify	NA

Note: The assessments are conducted during NABH Audit and by the IMC Award Committee.

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

Not applicable

Leadership Indicators

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

NA

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

NA

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, JLHL has the following facilities for differently abled visitors:

- Facilitating a wheelchair-friendly infrastructure with ramps, elevators, and spacious corridors
- Offering a staff restroom prioritising and featuring enhanced accessibility for individuals with disabilities

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	100
Discrimination at workplace	100
Child labour	100
Forced labour/involuntary labour	100
Wages	100
Others – Please specify	NA

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

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

Essential Indicators

1. Details of total energy consumption (in joules or multiples) and energy intensity in the following format:

Parameter	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
From renewable sources (in GJ)		
Total electricity consumption (A)	19,544.53	15,974.38
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	19,544.53	15,974.38
From non-renewable sources		
Total electricity consumption (D)	26,162.20	26,787.77
Total fuel consumption (E)	1,577.16	1,775.48
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	27,739.36	28,563.26
Total energy consumed (A+B+C+D+E+F)	47,283.89	44,537.64
Energy intensity per rupee of turnover (Total energy consumption/revenue from operations in ₹)	51.92*10 ⁻⁷	56.57*10 ⁻⁷
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/revenue from operations adjusted for PPP)	14.05*10 ⁻⁷	15.61*10 ⁻⁷
Energy intensity in terms of physical output (Total energy consumed/total area of all premises in sq. ft.)	5.7*10 ⁻²	5.54*10 ⁻²
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, the name of the external agency: No

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.

No, the PAT scheme does not apply to JLHL.

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

Parameter	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third-party water TMC+PMC+MIDC Tanker	1,28,045.587 24,168.00	88,927.14 38,356.09
(iv) Seawater/desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,52,212.59	1,27,283.23
Total volume of water consumption (in kilolitres)	1,51,070.00	1,27,212.93
Water intensity per rupee of turnover (Total water consumed/turnover in ₹)	16.6*10 ⁻⁶	16.2*10 ⁻⁶
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/revenue from operations adjusted for PPP)	4.5*10 ⁻⁶	4.5*10 ⁻⁶
Water intensity in terms of physical output (Total water consumed/total area of all premises in sq. ft.)	18.22*10 ⁻²	15.83*10 ⁻²
Water intensity (optional) – the entity may select the relevant metric	-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency: No

4. Provide the following details related to water discharged:

Parameter	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To surface water		
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		
No treatment		
With treatment – please specify level of treatment	32,415	30,412
Total water discharged (in kilolitres)	32,415	30,412

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

Yes.

Jupiter Hospital in Pune has implemented a Zero Liquid Discharge system. The treated water from the Sewage Treatment Plant (STP) is utilised for both flushing and gardening purposes. Please find attached comprehensive details regarding the usage of treated water and the layout of the STP.

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

Parameter	Please specify unit	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
NOx	Tonnes/year	5.12	5.64
SOx	Tonnes/year	2.14	3.69
Particulate matter (PM)	Tonnes/year	1.34	1.34
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, the name of the external agency: No

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & their intensity in the following format:

Parameter	Unit	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
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	116.42	131.06
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	5,203.37	5,327.79
Total Scope 1 and Scope 2 emissions	Metric tonnes of CO ₂ equivalent	5,319.80	5,458.85
Total Scope 1 and Scope 2 emissions (in MT CO ₂ e/rupee of turnover in ₹)		1.58*10 ⁻⁷	6.93*10 ⁻⁷
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/revenue from operations adjusted for PPP)		0.64*10 ⁻²	1.91*10 ⁻⁷
Total Scope 1 and Scope 2 emission intensity in terms of physical output (Total emissions caused / Total area of all premises in sq. ft.)		0.64*10 ⁻²	0.68*10 ⁻²
Total Scope 1 and Scope 2 emission intensity (optional) – the entity may select the relevant metric		-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency: No

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

Yes

JLHL in Pune has been recognised for its commitment to energy efficient building design and construction. It received the Building Energy Efficiency Project (BEEP) certification in 2014. Additionally, the hospital was honoured with the National Energy Efficiency Roadmap for Movement towards Affordable and Natural Habitat (NEERMAN) Award in 2022 for its outstanding contributions.

Some key measures that the Company has undertaken related to reducing the Company's GHG emissions include:

- Replacement of diesel fired boilers with electric heat pumps.
- Replacement of existing cooling tower with an energy efficient model.
- Installation of VFDs for pumps at chiller plants and all air handling units.
- Installation of insulated roofs and double-glazed windows at JLHL's Pune Hospital to reduce the energy consumption for cooling needs.
- Use of condenser for reheating in air AHUs.
- All common washrooms and changing rooms are equipped with Automatic Lighting Control.
- Installation of windmills to reduce JLHL's dependence on the grid for electricity has reduced our GHG emissions by 5385.95 MT CO₂e in the current year and 4813.10 MT CO₂e in the previous year.
- During operational hours, the temperature for medical equipment and operation theatres is maintained between 18-21°C based on user and Company guidelines, and during non-operational hours, it is maintained at 23°C with humidity less than 60% Rh to reduce electrical consumption.

The Company plans to carry out further upgradation and replacement of old equipment such as cooling towers, chillers and pumps with newer energy efficient technologies. Additionally, to ensure less water consumption, the Hospital has also installed sensor-based taps and low-flow fixtures with aerators in all washrooms. Furthermore, a rainwater harvesting and a zero liquid discharge system have also been implemented at the Hospitals.

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

Parameter	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Total waste generated (in metric tonnes)		
Plastic waste (A)	10.85	11.10
E-waste (B)	2,715.90	3,527.70
Bio-medical waste (C)	323.48	276.36
Construction and demolition waste (D)	-	-
Battery waste (E)	2,108.00	1,080.00
Radioactive waste (F)	-	-
Other hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	548.25	782.00
• DG & air compressor discarded oil		
Total (A+B + C + D + E + F + G + H)	5,706.48	5,677.16
Waste intensity per rupee of turnover (Total waste generated/revenue from operations in ₹)	6.3*10 ⁻⁷	7.2*10 ⁻⁷
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/revenue from operations adjusted for PPP)	1.7*10 ⁻⁷	2.0*10 ⁻⁷
Waste intensity in terms of physical output (Total waste generated/total area of all premises in sq. ft.)	0.69 * 10 ⁻²	0.71 * 10 ⁻²

Parameter	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	4,792.90	4,546.10
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	4,792.90	4,546.10
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	579.25	843.60
Total	579.25	843.60

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency: No

10. 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.

The Company regularly disposes its E-waste and used oil through authorised recyclers. It has procedures in place to segregate its biomedical waste and dispose them off as per regulatory guidelines. Plastic waste generated is sold to scrap dealers. The details of all types of waste generated at source and their disposal is maintained diligently. The Company oversees the meticulous storage of all site-generated waste, ensuring it undergoes proper treatment and disposal procedures.

11. 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:

S. 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.
			NA

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

Name and brief details of project	EIA notification no.	Date	Whether conducted by an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No)	Relevant weblink
					NA

13. 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. JLHL complies with all the rules set by the Maharashtra Pollution Control Board (MPCB).

S. no.	Specify the law/regulation/guidelines which were 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
				NA

Leadership Indicators

1. 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 - NA
- (ii) Nature of operations - NA
- (iii) Water withdrawal, consumption and discharge in the following format - NA

Note: Indicate if any independent assessment/evaluation/assurance carried out by an external agency? (Y/N) If yes, the name of the external agency. - No

2. Please provide details of total Scope 3 emissions & their intensity in the following format:

NA

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency. - No

3. 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.

NA

4. 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, as per the following format:

Sr. no	Initiative undertaken	Details of the initiative (weblink, if any, may be provided alongwith summary)	Outcome of the initiative
1	Enhancing energy efficiency in hot water systems	<ul style="list-style-type: none"> • Replacing traditional diesel-fired boilers with energy-efficient electric heat pumps • Conducting energy efficiency evaluations and lifecycle cost assessments for technology upgrades or replacements • Implementation of an energy monitoring system for efficient energy management 	JLHL's diesel consumption for hot water boilers has become Zero in FY 2023-24 due to their replacement with Electric Heat Pumps, which has lead to reduction in CO ₂ emissions from 1,85,296 kg in FY 2021-22 to 50,797 kg in FY 2023-24.
2	Enhancing energy efficiency in lights	<ul style="list-style-type: none"> • Replacing CFL lights with new and efficient LED lights at various units 	<ul style="list-style-type: none"> • Annual savings of 2,55,500 kWh units • Annual reduction of 1,82,938 kg of CO₂ emissions
3	Enhancing energy efficiency HVAC	<ul style="list-style-type: none"> • Optimising HVAC systems by adjusting the room temperature 	<ul style="list-style-type: none"> • Maintaining the room temperature of operation theatres during non-use hours at 23°C, resulting in reduced electrical consumption

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/weblink.

Yes. JLHL has implemented a comprehensive Utility Management and Disaster Management Plan to ensure preparedness for emergencies.

The plan prioritises critical systems and equipment, ensuring robust provisions for electricity sourced from both MSEDCL and backup diesel generators. It guarantees uninterrupted power supply through UPS units, and centralised medical gas systems, supported by backup cylinders. Furthermore, the facility boasts centralised medical air and vacuum systems, elevators with essential features and swift response times, multiple water sources with tanker backups, and advanced fire safety measures like alarm systems, sprinklers, hydrants, and fire extinguishers.

Surveillance is upheld by a centralised CCTV system with spare cameras, ensuring comprehensive coverage, while communication services are backed up for improved reliability. Additionally, the availability of spare nurse call bells, backup air conditioning systems, and standby equipment for sewage treatment further strengthens the facility's preparedness to manage emergencies effectively, prioritising the safety and well-being of all occupants.

6. 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.

NA

7. Percentage of Value Chain Partners (by value of business done with such partners) that were assessed for environmental impacts.

NA

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 - 2
- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body the entity is a member of/affiliated to.

S. no.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	Confederation of Indian Industry	National
2.	Consortium of Accredited Healthcare Organisation	National

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

Name of authority	Brief of the case	Corrective action taken
Nil	Nil	Nil

Leadership Indicators

1. Details of public policy positions advocated by the entity

NA

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.

Name and brief details of the project	SIA notification no.	Date of notification	Whether conducted by an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No)	Relevant weblink
Not applicable					

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

S. no.	Name of the project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (in ₹)
Not applicable						

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

The Hospital website provides relevant contact information for the community to reach out to JLHL to report grievances.

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

Parameter	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Directly sourced from MSMEs/small producers	52%	48%
Directly from within India	100%	100%

Note: This excludes the medical equipment.

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost

Location	FY 2023-24 (Current financial year)	FY 2022-23 (Previous financial year)
Rural	NA	NA
Semi-urban	NA	NA
Urban	NA	NA
Metropolitan	99.00%	98.67%

* The number does not include wages paid to visiting consultants.

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)

Details of negative social impact identified	Corrective action taken
Not applicable	

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

S. no.	State	Aspirational district	Amount spent (in ₹)
-	-	-	-

JLHL does not conduct any CSR projects in aspirational districts.

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No) - No
 (b) From which marginalised/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.

S. no.	Intellectual Property based on traditional knowledge	Owned/acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
	JLHL does not utilise any traditional knowledge intellectual property in its operations. However, the Company has trademarks for its business operations.			

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

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

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
1	JCI Healthcare Project	2017	100

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.

JLHL has established proper channels within its hospital divisions to receive and address patient or clinical grievances. These grievances are managed by operational heads and the CEO. Additionally, the Company has implemented a Whistle-Blower Policy and provided an e-mail address for lodging grievances on its website.

At JLHL, patients are viewed as partners, integral to the Hospital's success. This ethos permeates the organisational culture, fostering a commitment to excellence and customer centricity. Recognising the diverse needs of patients, the Hospital employs tailored feedback mechanisms, soliciting input across various touchpoints, including post-service and post-discharge stages. A dedicated team conducts daily inpatient visits to gather feedback and swiftly address any concerns. Patient education is prioritised, with contact details disseminated through digital screens and informational materials. Patients and their families can approach any staff member to share feedback, receiving personalised attention and immediate resolution. Leveraging online listening software, the Hospital monitors and responds to feedback across digital and social media platforms, ensuring a proactive approach to managing brand reputation and enhancing customer experience.

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

	As a percentage of total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

3. Number of consumer complaints in respect of the following

	FY 2023-24 (Current financial year)			FY 2022-23 (Previous financial year)		
	Received 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
Data privacy	Nil	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cybersecurity	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive trade practices	Nil	Nil	NA	Nil	Nil	NA
Unfair trade practices	Nil	Nil	NA	Nil	Nil	NA
Other customers (regular complaints in the hospitals)	789	0	NA	817	Nil	NA

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

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a weblink to the policy.

Yes, JLHL's IT Policy demonstrates the Company's commitment to data privacy by adhering to Indian laws and implementing practices for transparent data collection, storage, and processing. It emphasises obtaining user consent and offers control mechanisms for personal information.

The policy can be accessed at: <https://www.jupiterhospital.com/IT-Policy.pdf>

- 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 the safety of products/services.**

Not applicable

- 7. Provide the following information relating to data breaches:**

- a. Number of instances of data breaches - Nil
- b. Percentage of data breaches involving personally identifiable information of customers - Nil
- c. Impact, if any, of the data breaches - Nil

Leadership Indicators

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

<https://www.jupiterhospital.com>

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

The Hospital prioritises transparent disclosure of patient rights and responsibilities, prominently displaying this information throughout the facility to empower patients with clear understanding.

- Informed consent is emphasised, with clinicians educating patients to facilitate informed decision-making regarding their healthcare.
- Multidisciplinary care teams conduct counseling sessions with patients and families, discussing the patient's condition and care plan.
- Patient empowerment is seen as crucial in preventing adverse events, with opportunities provided for patient involvement throughout the care process.
- Patient engagement is promoted through various measures, including comprehensive education at different touchpoints and ensuring bilingual informed consent.
- Patients and families are encouraged to ask questions, fostering a culture of engagement and collaboration.
- Barriers to care are minimised through easily accessible consultants, counselors, and educators.
- Staff education programs emphasise patient engagement to improve outcomes and enhance patient-provider relationships.

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

JLHL proactively notifies patients of potential disruptions to essential services before their hospital visit, including those from natural disasters, technical failures, cyber attacks, or government notifications. Patients receive detailed information on the cause, expected duration, and necessary actions. Robust contingency plans, covering backup power, communication, emergency supplies, and evacuation protocols, mitigate impacts on patient care. Prioritising continuity of care and safety, these measures ensure prompt communication and preparedness for any disruptions, safeguarding both patients and staff.

- 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 a whole? (Yes/No)**

Not applicable. However, JLHL collects feedback from its patients and closely monitors metrics such as Net Promoter Score (NPS) and Google Scores as key indicators to enhance the patient experience. The current Google rating stands at 4.6/5, and the NPS is 89%, respectively. This achievement underscores the Company's commitment to delivering exceptional service and continually improving the quality of care provided.