

July 8, 2024

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 2023-24

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 2023-24, which also forms part of the Integrated Annual Report for the Financial Year 2023-24, submitted to the Stock Exchanges vide letter dated July 8, 2024.

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 | Hyder 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 Listed Entity	L85110TG1998PLC029914
2. Name of the Listed Entity	Rainbow Children's Medicare Limited ("the Company/Rainbow/Rainbow Hospitals/ Rainbow Children's Hospital/ RCML")
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	companysecretary@rainbowhospitals.in
7. Telephone	+91 40 49692244
8. Website	www.rainbowhospitals.in
9. Financial year for which reporting is being done	FY 24 (2023-24)
10. Name of the Stock Exchange(s) where shares are listed	1. National Stock Exchange of India Limited 2. BSE Limited
11. Paid-up Capital	INR 101.50 Cr
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: companysecretary@rainbowhospitals.in
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
14. Name of assurance provider	Not applicable as the Company does not fall under the purview of External Assurance as per SEBI Requirements
15. Type of assurance obtained	-

II. Product/Services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Human Health Activities	Revenue from Hospital and other Medical services	100

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

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

III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	No. of hospitals: 19 No. of clinics: 4	1	24
International	-	-	-

19. Markets served by the entity

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 entity?

The Company has presence in 5 states. The Company does not export & thus there is no contribution of exports to the turnover of the entity. The patients, however, include Indian citizens as well as citizens of foreign nationalities, who visit our hospitals in India for availing healthcare services.

c. A brief on types of customers

Rainbow Children's Hospital caters to a diverse range of customers, including patients seeking medical assistance and healthcare services. These may encompass individuals in need of specialized medical treatments, routine check-ups, surgical procedures, maternity care, paediatric care, and more.

IV. Employees

20. Details as at the end of financial year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
EMPLOYEES						
1.	Permanent(D)	3,940	1,663	42%	2,277	58%
2.	Other than Permanent (E)#	1,535	422	27%	1,113	73%
3.	Total employees (D+E)	5,475	2,085	38%	3,390	62%
WORKERS*						
4.	Permanent(F)					
5.	Other than Permanent (G)					
6.	Total workers (F+G)					

*Rainbow Hospitals does not employ workers

Other than Permanent (E) includes:

- Trainees
- Interns
- Full time Doctors
- Full time DNBs
- Full Times Registrar

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent(D)	2	0	0	2	100%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D+E)	2	0	0	2	100%
DIFFERENTLY ABLED WORKERS						
4.	Permanent(F)					
5.	Other than Permanent (G)					
6.	Total differently abled workers (F+G)					

21. Participation/Inclusion/Representation of women:

	Total (A)	Number and percentage of Females	
		No.(B)	%(B/A)
Board of Directors	7	1	14.29%
Key Management Personnel	5	0	0%

22. Turnover rate for permanent employees and workers:

(Disclose trends for the past 3 years)

	FY 2024 (Turnover rate in Current Year)			FY 2023 (Turnover rate in Previous Year)			FY 2022 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	27%	37%	33%	33%	40%	37%	35%	57%
Permanent Workers	Not Applicable								

V. Holding, Subsidiary and Associate companies (including joint ventures)**23. a. Names of holding/ subsidiary/ associate companies/ joint ventures**

S. 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	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**24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes****(ii) Turnover (in INR):** 12,365.62 Millions (Standalone)**(iii) Net worth (in INR):** 12,852.51 Millions (Standalone)

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 is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024			FY 2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes https://www.rainbowhospitals.in/investors-relations/investor-contact	11	Nil	-	1040	Nil	-
Employees and workers	Yes https://www.rainbowhospitals.in/investor-relations/reports/policy/Whistle_Blower_Policy.pdf	2	Nil	-	Nil	Nil	-
Customers	Yes https://www.rainbowhospitals.in/contact-us	2629	9	-	1065	15	-
Value Chain Partners	Yes https://www.rainbowhospitals.in/investor-relations/reports/policy/Whistle_Blower_Policy.pdf	Nil	Nil	-	2	Nil	-
Investors (other than shareholders)	Yes https://www.rainbowhospitals.in/investors-relations/investor-contact	Nil	Nil	-	Nil	Nil	-
Communities	Yes https://www.rainbowhospitals.in/investor-relations/reports/policy/Whistle_Blower_Policy.pdf	Nil	Nil	-	Nil	Nil	-

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, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S. 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	By embracing digital marketing and technology, the Company can diversify its product portfolio and enhance patient services, aligning with its vision. This strategy bolsters market presence and widens accessibility to a broader audience. Prioritizing digital advancements empowers the company to innovate and exceed customer expectations, creating products and services that resonate effectively.	-	<p>Positive</p> <p>The Company's commitment to innovation and technology drives the enhancement of its product portfolio and patient services, ensuring timely access and meeting evolving needs. This investment underscores the Company's dedication to product innovation and staying at the forefront of industry advancements.</p>
2	Occupational hazard affecting health of employees (Doctors, Nurses & Paramedical staff)	Risk	Healthcare professionals face the inherent risk of contracting infections while providing care to sick patients.	The Company prioritizes the well-being of its staff members through various initiatives. These include periodic vaccination in accordance with guidelines, provision of medical and term insurance to mitigate health and financial risks, and offering financial support to the relatives of staff who have lost their lives while serving patients. Additionally, nutritious food is provided to nurses residing in hostels, promoting their overall health and well-being.	<p>Negative</p> <p>The company might encounter challenges such as revenue loss and difficulty in filling positions due to a shortage of available manpower. These issues can negatively affect the quality of clinical care provided to patients and lead to increased recruitment costs.</p>

S. 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>Risk Businesses risk facing adverse effects across various operational areas if they lack robust controls within their risk management system.</p> <p>Opportunity Integrating risk management into a company's overall strategy presents numerous opportunities. It shields against potential disruptions, ensuring adaptability in a changing business landscape. This approach fosters resilience, bolstering sustained success despite challenges.</p>	The company collaborates with key stakeholders in the risk management process, ensuring awareness and involvement in mitigating potential risks. This inclusive approach cultivates a culture of risk awareness and accountability, resulting in more effective risk management outcomes.	<p>Positive By proactively aligning material topics with risk mitigation strategies, the company can foster a more resilient and sustainable approach to growth. Grounded in a thorough comprehension of operational risks and opportunities, this approach enables effective risk management and the maximization of opportunities. Embracing this method, the company can enhance its overall performance and position itself 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		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)	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
	c. Web Link of the Policies, if available.	https://www.rainbowhospitals.in/investor-relations/reports/policy/Business%20Responsibility%20Policy.pdf								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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.	The Company prioritizes Environmental, Social, and Governance (ESG) best practices through a comprehensive framework. This framework incorporates internationally recognized standards like ISO 14001 for environmental management and IFC guidelines for social and environmental risk management. Additionally, we adhere to NABH healthcare quality standards, ensuring patient safety and quality of care. On the governance front, the Company follows NVG guidelines and relevant regulations like Section 135 of the Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements) 2015, to promote transparency, accountability, and responsible business conduct. This commitment to ESG principles underscores our dedication to sustainability.								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is committed to follow the impact guidelines for each of the 9 principles.								
6.	Performance of the entity 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.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>At Rainbow Children's Hospital, sustainability isn't just a checkbox it's the foundation for a thriving future. We understand that environmental, social, and governance (ESG) issues are deeply interconnected, and addressing them is essential for the well-being of our company, our community, and the planet.</p> <p>We're taking steps to minimize our environmental impact. We're optimizing energy consumption, actively exploring renewable sources, and implementing innovative eco-friendly practices. These actions not only reduce our carbon footprint but also contribute to operational excellence.</p> <p>Beyond the environment, the safety and well-being of our patients is paramount. We maintain rigorous protocols to ensure the highest standards of care, fostering trust and confidence during every interaction.</p> <p>Waste reduction and resource conservation are also priorities. We've implemented effective waste management strategies, embraced recycled materials, and adopted paperless solutions to minimize waste generation and preserve precious resources.</p> <p>Our commitment extends beyond the present. We're constantly innovating and improving our sustainability practices, driven by a deep desire to create a healthier, greener future for generations to come. We believe in going beyond compliance – it's about genuine responsibility towards the environment, society, and all our stakeholders.</p> <p>Together, through collaboration and continuous improvement, we can build a more sustainable and responsible future.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>CSR & ESG Committee of the Company is responsible for implementation and oversight of the Business Responsibility Policies.</p> <p>The Constitution of the CSR & ESG Committee is as follows:</p> <ol style="list-style-type: none"> 1. Dr. Ramesh Kancharla DIN:00212270 Chairman & Managing Director 2. Dr. Dinesh Kumar Chirla DIN:01395841 Whole-time Director 3. Dr. Adarsh Kancharla DIN: 08302615 Non-Executive Director 4. Dr. Anil Dhawan DIN: 08191702 Independent Director 5. Ms. Sundari R. Pisupati DIN: 01908852 Independent Director 6. Mr. Santanu Mukherjee DIN: 07716452 Independent Director 								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	Yes, the CSR & ESG Committee plays a pivotal role in deliberating and making decisions concerning sustainability-related matters within the company. It serves as the central authority responsible for formulating policies and strategies that drive the company's sustainability initiatives. With a focus on sustainability, the committee evaluates various environmental, social, and governance factors, ensuring alignment with the company's values and objectives. Through its actions and decisions, the committee reinforces the company's commitment to ethical business practices and responsible citizenship, contributing to positive societal and environmental impact.								

10 Details of Review of NGRBCs by the Company

Subject for Review	a. Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
1 Performance against above policies and follow up action	Committee of the Board								
2 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.								

Subject for Review	b. Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
1 Performance against above policies and follow up action	Annually								
2 Compliance with statutory requirements of relevance to the principles, and the rectification of any non-compliances	Quarterly								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No) If yes provide name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
No								

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)	Not Applicable								
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: PRINCIPAL WISE PERFORMANCE DISCLOSURE**PRINCIPLE 1:**

Business 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	8	The Board of Directors and Key Managerial Personnel (KMPs) of the company participate in familiarization and awareness programs as an integral part of the board process. These programs encompass a range of topics related to the business, strategy, Earnings outlook, Operational efficiencies, risks, operations, regulations, code of business conduct and ethics, as well as economic, environmental, social, and governance parameters. Furthermore, regular updates are provided to all board members and KMPs to keep them informed about company developments, key SEBI Regulations, significant regulatory changes, risks, and compliance matters. The Company has also organized an ESG awareness session for the Board Members and KMPs.	100%
Employees other than BoD and KMPs	3194	Rainbow Code of Conduct covering topics like integrity and ethical business practices	100%
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, 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 INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement			None		
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 case where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	NA

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.

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-and-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 2024	FY 2023
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

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

	FY 2024		FY 2023	
	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 as there were zero instances of conflict of interest.

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

	FY 2024	FY 2023
Number of days of accounts payables	183	182

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 2024	FY 2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable owing to the nature of business, Rainbow does not procure from trading houses.	
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		

Parameter	Metrics	FY 2024	FY 2023
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	Not Applicable owing to the nature of business (providing healthcare) Rainbow does not have any sales to dealers/distributors.	
	b. Number of dealers/ distributors to whom sales are made		
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors		
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	0.29%	0.04%
	b. Sales (Sales to related parties/ Total Sales)	0.20%	0.17%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.97%	0%
	d. Investments (Investments in related parties/ Total Investments made)	8.98%	7.98%

*The numbers provided against these KPIs have been reported for RCML Standalone basis

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.

The company has implemented a comprehensive Code of Conduct specifically designed for Senior Management and Board Members, meticulously outlining potential conflict scenarios and offering clear guidelines for their avoidance. This Code serves as a cornerstone, embodying the fundamental business practices and behavioural principles that underscore the Company's commitment to integrity. By upholding and adhering to the standards delineated within the Code, the Company reinforces its dedication to ethical conduct and business excellence. Ultimately, the Code's primary objective is to proactively prevent misconduct and cultivate a culture of unwavering ethical behaviour throughout the organization.

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

	FY 2024	FY 2023	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	2.63%	1.64%	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/No)**
Yes
 - b. **If yes, what percentage of inputs were sourced sustainably?**
The company places utmost importance on ethical sourcing and environmentally sustainable practices to mitigate risks within the value chain. This commitment not only reduces environmental impact but also cultivates trust and strengthens relationships with suppliers, rooted in integrity. Rainbow Group adopts a centralized procurement strategy, providing a "single point of sourcing." The Company procure 96% of the products through local distribution channels and partnering with trusted suppliers which in turn helps the company minimize transportation risks and ultimately aims to reduces carbon footprint. This localized approach not only strengthens the Company's supply chain resilience but also directly aligns with Rainbow Hospitals' unwavering commitment to environmental 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):** 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. Each unit is equipped with water dispensers with disposable paper glass to avoid plastic pet bottles.
 - (b) **E-waste:** The Company ensures responsible waste management practices with its E-waste being disposed of to authorised recyclers and proper certificate with details of E-waste issued to individual units.
 - (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
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.

Name of Product / Service	Description of the risk / concern	Action Taken
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	
	FY2024	FY2023
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:

	FY2024			FY2023		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	5.86	-	-	1.3
E-waste	-	-	3.03	-	-	1.1
Hazardous waste	-	-	0.20	-	-	283.5
Other waste- General Waste (Dry & Wet)	-	-	838.04	-	-	636.66

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)
Permanent employees											
Male	1,663	405	24%	1,663	100%	NA	NA	1,663	100%	1,663	100%
Female	2,277	280	12%	2,277	100%	2277	100%	NA	NA	2,277	100%
Total	3,940	685	17%	3,940	100%	2277	58%	1,663	42%	3,940	100%
Other than Permanent employees											
Male	422	259	61%	200	47%	NA	NA	NA	NA	NA	NA
Female	1,113	819	74%	535	48%	NA	NA	NA	NA	NA	NA
Total	1,535	1,078	70%	735	48%	NA	NA	NA	NA	NA	NA

- 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											
Female											Not Applicable
Total											
Other than Permanent Workers.											
Male											
Female											Not Applicable
Total											

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

	FY 2024	FY 2023
Cost incurred on well-being measures as a % of total revenue of the company	1.07%	1.04%

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

Benefits	FY 2024			FY 2023		
	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	Yes	100%	NA	Yes
Gratuity	100%	NA	NA	100%	NA	NA
ESI	24%	NA	Yes	41%	NA	Yes
Others- please specify	-	-	-	-	-	-

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.

All Rainbow Group hospitals in India adhere to the Rights of Persons with Disabilities Act 2016, ensuring accessibility for all employees. This commitment is evident in the implementation of various accessibility measures, such as wheelchair ramps and providing assistance when needed. These efforts underscore the company's dedication to inclusivity and ensuring that individuals with disabilities can access healthcare facilities and services without hindrance.

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.

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%	77%		
Female	97.3%	55.8%	Not Applicable	
Total	98.7%	66.2%		

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	The company offers employees a comprehensive reporting system for addressing concerns, comprising various channels such as unit-level channels, a dedicated whistle blower hotline, an anti-sexual harassment channel, and a corporate employee well-being and grievance channel. These channels operate in accordance with the company's established policies, including the Whistle blower Policy, Anti-Sexual Harassment Policy, Anti-Discrimination Policy, and Code of Conduct, ensuring that employees have avenues to raise their concerns and grievances while upholding ethical standards and promoting a safe and inclusive work environment.
Other than Permanent Employees	

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

Category	FY 2024			FY 2023		
	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)
Total Permanent Employees	3940	0	0	3581	0	0
Male	1663	0	0	1502	0	0
Female	2277	0	0	2079	0	0
Total Permanent Worker						
Male				Not Applicable		
Female				Not Applicable		

8. Details of training given to employees and workers:

Category	FY 2024					FY 2023				
	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	2085	1973	95%	1762	84%	1502	1193	79%	1138	76%
Female	3390	2702	80%	2576	76%	2079	1830	88%	1764	85%
Total	5475	4675	85%	4338	79%	3581	3023	84%	2902	81%
Workers										
Male										
Female	Not Applicable									
Total										

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

Category	FY 2024			FY 2023		
	Total (A)*	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1663	1149	69%	1502	1298	86%
Female	2277	1459	64%	2079	1726	83%
Total	3940	2608	66%	3581	3024	84%
Workers						
Male						
Female	Not Applicable					
Total						

*Only Permanent employees are eligible for performance and career development

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 apply 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 strives to foster a culture of safety excellence, underpinned by a robust occupational health and safety management system. This system encompasses stringent protocols for identifying hazards, devising risk mitigation strategies, and continuously verifying compliance. Internal audits conducted at regular intervals ensure the steadfast adherence to industry-best safety practices. Moreover, the company bolsters its safety framework by implementing a Process Safety Management system, thus demonstrating its unwavering commitment to prioritizing the well-being and safety of its employees and stakeholders.

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

Yes. The company fosters a proactive safety approach by equipping employees with standardized procedures for hazard identification and reporting (SOPs). These SOPs outline risk mitigation strategies to minimize or eliminate potential workplace threats. Furthermore, comprehensive occupational health and safety training equips employees with the skills to recognize, assess, and effectively address hazards through various risk management techniques.

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

Yes. The company offers comprehensive health benefits to all employees, including group insurance coverage and access to medical services.

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

Safety Incident/Number	Category	FY 2024	FY 2023
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

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

Yes. The Company places utmost importance on the well-being of its employees and ensures a safe and healthy workplace through regular training programs. Safety kits, including PPE kits and other necessary equipment, are provided to protect staff from contamination. With the majority of hospitals being NABH-approved, the Company adheres to all local requirements to ensure compliance and maintain high standards of safety and quality in its operations.

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

	FY 2024			FY 2023		Remarks
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessment for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% of our premises are assessed 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 & safety practices and working conditions.

The Hospital Unit safety manual serves as a robust guide, detailing precise safety procedures and corrective measures for incidents, ensuring swift and uniform responses. Adopting proactive risk management strategies, the hospital systematically identifies and addresses potential hazards across all units. This approach fosters a culture of safety and preparedness, empowering staff to effectively manage emergencies and uphold the highest standards of patient care.

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 offers a comprehensive benefits package to its employees, which includes Accidental Death and insurance and Workers' Compensation coverage. This ensures financial security for employees and their families in the unfortunate event of a work-related accident resulting in death.

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

Rainbow Hospitals maintains a robust internal control framework through regular audits that verify the timely remittance of all statutory dues. These audits ensure the company's adherence to labour laws and regulations. Furthermore, the company leverages the expertise of a dedicated Labour Law Consultant to assess the compliance posture of outsourced manpower vendors. This comprehensive approach allows the company to demonstrate its unwavering commitment to upholding the highest standards of labour law compliance. By prioritizing these initiatives, the company fosters a culture of transparency, accountability, and rigorous adherence to legal requirements across all its operations.

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	
	FY2024	FY2023	FY2024	FY2023
Employees	-	-	-	-
Workers	-	-	-	-

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

Currently, the Company does not offer a formal transition assistance program.

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	Nil
Working Conditions	Nil

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.

Currently, the company's oversight of health and safety practices, as well as working conditions within its value chain, is under evaluation. The company is committed to identifying and implementing best practices to ensure a responsible and sustainable supply chain.

PRINCIPLE 4:**Business should respect the interests of and be responsive to all its stakeholders****Essential Indicators****1. Describe the processes for identifying key stakeholder groups of the entity.**

The Company's approach to identifying key stakeholders involves recognizing individuals, groups, institutions, or entities that significantly influence their business, contribute value, or are integral to their business value chain. These stakeholders encompass both internal and external entities, including those with direct and indirect connections to their operations. Stakeholders are assessed based on their interest, impact, and involvement in the company's activities. Central to their operations is the commitment to meet the needs, interests, and expectations of stakeholders. The Company actively listens to their feedback and maintain various communication channels, advocacy platforms, and engagement tools to facilitate dialogue. Key stakeholders encompass a diverse range, including employees, investors, suppliers, partners, customers, government authorities, healthcare professionals, patients, and the broader community. Recognizing the roles, interests, influence, concerns, and expectations of stakeholders is fundamental to their engagement strategy. Accordingly, they define the frequency and depth of stakeholder interactions within their organization.

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 & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Patients/ Customers	Yes	<ul style="list-style-type: none"> Customer relationship management Website and social media Customer support desk Patient feedback system Patient satisfaction survey SMS and helpline desk Daily/weekly/monthly or continuous monitoring based on feedback system depending on the nature of stakeholder engagement 	Continuous	<ul style="list-style-type: none"> Timely availability of services Quality/efficiency of service Cost-effectiveness Innovation in services/products Hygiene in environment. Patient data privacy (restrict personal data use/shred documents)
Employees	No	<ul style="list-style-type: none"> Emails Periodic townhalls meetings to enable bottom-to-top communication Website Cultural events Structured employee surveys Intranet Portal Notice board 	Continuous	<ul style="list-style-type: none"> Training and development Regular company updates Employee concerns to provide a safe, inclusive, and empowering workplace for its employees that encourages transparent engagement and the freedom to act, innovate.
Investors	No	<ul style="list-style-type: none"> Integrated Annual Report Company's Investor Relations section of website Annual general meeting Quarterly and annual presentations and earning calls Announcements to stock exchanges Investor meets 	Quarterly/ ongoing	<ul style="list-style-type: none"> To ensure transparent and effective communication of business performance To address investor / analyst queries and concerns To ensure sound corporate governance mechanisms To provide insights into Company's strategy and sustainability initiatives

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers/ vendors	No	<ul style="list-style-type: none"> Digital meetings / In person meetings. Supplier forums, partner events, calls, e-mail. 	Need-based	<ul style="list-style-type: none"> Quality Assurance in Supply Chain Local Procurement Performance feedback Update about change in regulation pertaining to supplies/ services. To finalize rate contracts and request for Quotation rate negotiation/ strategic meetings
Government	No	Emails / Community meetings/ In person meetings	Need-based	<ul style="list-style-type: none"> Representations / Perspective on change in regulations/ upcoming laws
Society	Yes	<ul style="list-style-type: none"> Social media CSR Community building sessions Awareness campaigns Health surveys Discussions on medical issues Press conferences Health talks and camps 	Need-based	<ul style="list-style-type: none"> Analysis of the health needs of the society Identifying the gap between demand and supply Prevention of illnesses
Healthcare Professionals	No	<ul style="list-style-type: none"> Trainings, One-to-One Physician and HOD interactions, Employee Experience Surveys 	Continuous	<ul style="list-style-type: none"> To develop State of the art infrastructure To provide best in class medical facilities trainings specific to their domain

Leadership Indicator

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.

During Board meetings, Management consistently updates Board members on stakeholder feedback regarding Environmental, Social, and Governance (ESG) matters. This ensures Board members are well-informed about stakeholder perspectives on ESG-related issues, enabling informed decision-making. Responsibility for consulting and engaging with stakeholders on ESG topics is delegated to specific departments, ensuring ongoing communication and collaboration. This inclusive approach fosters transparency and encourages active participation in ESG initiatives. By involving relevant departments, the Company promotes effective stakeholder engagement, aligning with its commitment to address stakeholder concerns and drive sustainable practices.

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, Stakeholder feedback undergoes regular review and discussion with management, leading to the implementation of necessary measures. Effective engagement aligns stakeholder needs with organizational objectives, fostering shared value. We utilize diverse communication channels to engage stakeholders, comprehending their needs and concerns. Patient and employee surveys, industry reports, grievance mechanisms, and ongoing communication facilitate appropriate responses and policy adjustments. These efforts ensure continuous improvement and strategic development, enhancing relationships and driving positive outcomes for all stakeholders.

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

The company places a strong emphasis on its commitment to social responsibility and the improvement of patient care and community health. By prioritizing the accessibility of quality healthcare, especially for those most in need, the company demonstrates its dedication to addressing the concerns of vulnerable and marginalized groups. This commitment is reflected in various initiatives and actions aimed at enhancing healthcare services and outcomes for these populations.

PRINCIPLE 5:

Businesses 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	FY 2024			FY 2023		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	3,940	1518	39%	3,581	1504	42%
Other than permanent	1,535	916	60%	1,279	460	36%
Total Employees	5,475	2434	44%	4,860	1964	40%
Workers						
Permanent						
Other than permanent						Not Applicable
Total Workers						

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

Category	FY 2024					FY 2023				
	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	3,193	223	7%	2970	93%	3581	360	10%	3221	90%
Male	1,226	78	6%	1148	94%	1502	196	13%	1306	87%
Female	1,967	145	7%	1822	93%	2079	164	8%	1915	92%
Other than Permanent	1544	-	-	-	-	-	-	-	-	-
Male	424	-	-	-	-	-	-	-	-	-
Female	1120	-	-	-	-	-	-	-	-	-
Workers										
Permanent										
Male										
Female										Not Applicable
Other than Permanent										
Male										
Female										

**Total has been taken as per the employees eligible for Minimum Wages as per statutory requirements.

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	6	1,82,90,338	1	21,50,000
Key Managerial Personnel	3	1,27,70,855	0	0
Employees other than BoD and KMP	1,663	3,44,880	2,277	3,24,000
Workers	Not Applicable			

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

	FY 2024	FY 2023
Gross wages paid to females as % of total wages	47.7%	46.4%

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 steadfastly dedicated to upholding internationally recognized human rights principles and standards. Rainbow Hospitals has implemented robust procedures and processes throughout its global operations to safeguard against human rights violations.

Employees, contractors and service providers can report any suspected violations of the human rights policy by the company, its representatives or suppliers and service providers to the relevant executives or senior managers or anonymously through Grievance@rainbowhospitals.in.

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

	FY 2024			FY 2023		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil	-	Nil	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. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Particulars	FY 2024	FY 2023
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees / workers	Nil	Nil
Complaints on POSH upheld	Nil	Nil

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

The company prioritizes a safe and ethical workplace, evident through its multifaceted framework comprising a Code of Conduct, gender-neutral anti-harassment policy, and robust Business Risk and Responsibility (BRR) policies. These mechanisms empower employees to report any human rights concerns confidently. Management pledges to thoroughly investigate all reported issues, ensuring corrective actions align with company policies. Moreover, the company's policies shield employees from retaliation or employment threats, demonstrating a steadfast commitment to fostering a supportive environment where all individuals feel respected and valued.

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

Yes

10. Assessment for the year:

	% of your plants and offices that were assessed (by 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	-

*By entity

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

No significant risks or concerns were found during the assessment.

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

Even though there were no Human Rights related grievances reported during the financial year, the Company continues to monitor, review and update its policies and processes periodically.

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

The company promotes a culture of compliance through ongoing employee education on the Code of Conduct delivered via a variety of training programs. This commitment ensures all employees are equipped with the necessary knowledge to act ethically and follow company regulations.

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?

The Company is committed to accessibility and inclusion for all employees. Following the Rights of Persons with Disabilities Act 2016, all the hospitals in India are designed and equipped to be fully accessible to differently-abled individuals. This commitment is reflected in the implementation of various accessibility measures, including wheelchair ramps, accessible restrooms, and the provision of support personnel when necessary.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	-
Forced/involuntary labour	-
Sexual harassment	-
Discrimination at workplace	-
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:

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	Unit	FY 2024	FY 2023
From renewable sources			
Total electricity consumption (A)	GJ	11760.95	1249.207
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C)	GJ	-	-
Total energy consumed from renewable sources (A+B+C)	GJ	11760.95	1249.20
From non-renewable sources			
Total electricity consumption (D)	GJ	75099.04	67643.02
Total fuel consumption (E)	GJ	3111.73	630.21
Energy consumption through other sources (F)	GJ	-	-
Total energy consumed from non-renewable sources (D+E+F)	GJ	78210.77	68273.23
Total energy consumed (A+B+C+D+E+F)	GJ	89971.72	69522.43
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from Operations)		7.27	6.241
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/ Revenue from operations adjusted for PPP)		166.47	142.8
Energy intensity in terms of physical output (in terms of number of beds)		43.99	38.94

** Note: Total beds include managed beds

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 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

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

Parameter	FY 2024	FY 2023
Water withdrawal by source (in kilolitres)		
(i) Surface Water	-	-
(ii) Ground Water	115394.10	109165
(iii) Third Party Water	24288	26758
(iv) Seawater / desalinated water	-	-
(v) Others	70414.25	37495
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	210096.35	173418
Total volume of water consumption (in kilolitres)	210096.35	173418
Water intensity per rupee of turnover (Total Water consumption / Revenue from operations)	16.19	15.57
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)	370.65	356.18
Water intensity in terms of physical output (in terms of number of beds)	102.73	97.15

** Note: Total beds include managed beds

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. Provide the following details related to water discharged:

Parameter	FY 2024	FY 2023
Water discharge by destination and level of treatment (in kilolitres)		
i) To surface water	143387.5 KL	127362.51 KL
- No treatment	-	-
- With treatment-please specify level of treatment	143387.5 KL	127362.51 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	-	-
Total water discharge (in kilolitres)	143387.5	127362.51

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

Rainbow Hospitals places environmental responsibility at the forefront of its operations, particularly evident in its sustainable water management practices at Greenfield facilities. Through proactive measures such as recycling and reusing treated wastewater for operational needs, the company has substantially reduced its freshwater consumption while increasing the utilization of recycled water. These efforts align with the principles of Reduce, Reuse, and Recycle (3R), showcasing Rainbow Hospitals' commitment to conserving water resources. Additionally, each unit is equipped with Sewage Treatment Plants featuring Ultra High filtration systems and Rainwater Harvesting Pits, further emphasizing the organization's dedication to sustainable practices.

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

Parameter	Please specify unit	FY 2024	FY 2023
NOx	Tonne	0.000001365	0.04
Sox	Tonne	0.000000433	3.6
Particulate matter (PM)	Tonne	0.000000182	
Persistent organic compounds (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others-please specify	-	-	-

Note: Approach for calculating air emissions is different for FY 2024.

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

Parameter	Unit	FY 2024	FY 2023
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	1712.35	501
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	12677.14	17477
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/rupee turnover	1.16	1.61
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)	tCO ₂ e/rupee turnover	26.63	36.93
Total Scope 1 and Scope 2 emission intensity in terms of physical output (in terms of number of beds) ** Note: Total beds include managed beds	tCO ₂ e/total number of beds	7.04	10.07

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

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

The Company has achieved a significant reduction of 2134.6 metric tons of CO₂ emissions through a series of targeted initiatives. This commitment underscores company's dedication to environmental responsibility and sustainable operations. RCH has opted for following below said Initiatives to mitigate Green House Gas Emissions;

- Solar Power Generation at Roof Top
- Solar Hot Water Generations at Roof Top
- Open Access System for Renewable Energy – Wind & Solar
- Internet of Things (IOT) Based Building Management System
- LED lighting system with motion sensor & timer
- Variable frequency drive installations to conserve energy across hospitals
- High efficiency chillers
- EV charger in Hospitals
- Energy Savings at LB Nagar, Rosewalk and Heart institute with Solar roof top & VFDs respectively

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

Parameter	FY 2024	FY 2023
Total Waste generated (in metric tonnes)		
Plastic waste (A)	5.86	13
E-waste (B)	3.03	1.1
Bio-medical waste	325.72	282.98
Construction and demolition waste (D)	25.42	150
Battery waste (E)	0.09	0.225
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0.112	0.52
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) (Dry+wet+carton+iron+paper)	838.04	636.657
Total (A+B + C + D + E + F + G + H)	1198.272	1084.482
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.096	0.096

Parameter	FY 2024	FY 2023
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	2.209	2.203
Waste intensity in terms of physical output (in terms of number of beds) ** Note: Total beds include managed beds	0.58	0.60
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	-	-
ii) Re-used	-	-
iii) Other recovery operations	-	-
Total		
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	1135.18	1072.782
Total	1135.18	1072.782

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

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 adheres to the guidelines outlined in the Central Pollution Control Board (CPCB) Biomedical Waste Management Rules of 2016 for the disposal of biomedical waste (BMW). Authorized collectors sanctioned by the PCB are engaged for the segregation and disposal of BMW. Additionally, in accordance with the directives issued by the Ministry of Environment, Forest, and Climate Change (MoEF), the Company has implemented an e-waste policy covering all electronic and electrical goods, which are disposed of through authorized vendors. General waste, including paper, cardboard, plastics, tins, and scrap, is disposed of as needed. Wastewater is treated using Sewage Treatment Plants (STP) as per hospital policy, with the recycled treated wastewater utilized for flush tanks, gardening, and cellar cleaning with minimal human contact.

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:

The Company does not have any operations in ecologically sensitive areas.

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.
			Not Applicable

12. 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
Not Applicable					

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).

Yes, the Company is in compliance with all the relevant statutory regulations and guidelines. There were no cases of non-compliances recorded during the financial year.

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
Not Applicable				

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**
- ii) **Nature of operations**
- iii) **Water withdrawal, consumption and discharge in the following format:**

Not applicable as none of the company's facilities fall under water stress areas

Parameter	FY 2024	FY 2023
Water withdrawal by source (in kilolitres)		
i) Surface Water	-	-
ii) Ground Water	-	-
iii) Third Party Water	-	-
iv) Seawater / desalinated water	-	-
v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Total Water consumption / Revenue from operations)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
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	-	-
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	-	-
Total water discharged (in kilolitres)	-	-

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

The Company is currently not mapping its Scope 3 emissions however shall undertake the same in the forthcoming periods.

Parameter	Unit	FY 2024	FY 2023
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	-	-	-
Total Scope 3 emissions per rupee of turnover	-	-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

3. With respect to the ecologically sensitive areas reported at Question 11 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.

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

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 (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Solar Roof top		430277 units of electricity generated. Emission Avoided – 365.7 Tons
2	Solar Water heaters	https://www.rainbowhospitals.in/esg	599544 units of energy saved with solar water heaters and to ensure energy efficiency and reduction of the emissions. Emission Avoided - 509.6 Tons
3	Open Access - Renewable Energy	-	Energy Utilized – 2836655 KWH Emission Avoided - 2411 Tons

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

Rainbow Hospitals upholds a stringent business continuity plan, aligned with ISO 27001:2013. It shields against disruptions, emphasizing swift recovery of information assets post-system restoration. The focus is on mitigating operational impact during extended outages. With resilience ingrained, Rainbow ensures uninterrupted patient care, embodying preparedness as a way of life.

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.

The Company has not conducted any impact assessment of value chain partners w.r.t. direct or indirect impacts on the environment.

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

The Company has not undertaken any assessments of its value chain partners.

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.
3 (Three)
- 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	Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2	Directorate of Medical Education	National
3	Telangana Super Specialty Hospitals Association (TSSHA)	State

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 entity

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 entity 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 your entity, 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)
Not Applicable						

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

The Company prioritizes inclusivity, ensuring everyone feels heard and respected. Rainbow believes in creating a welcoming environment where all stakeholders, including employees, customers, and community members, are valued. To uphold this commitment, the Company has established a whistle-blower channel. This channel serves as a platform for anyone to raise concerns or grievances anonymously. Rainbow takes these concerns seriously and is dedicated to addressing them promptly and transparently. Through open communication and accountability, the Company strives to cultivate trust and foster a culture of mutual respect within the organization and with the communities which it serves.

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

Particulars	FY 2024	FY 2023
Directly sourced from MSMEs/ small producers	83%	22%
Directly from within India	100%	100%

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 2024	FY 2023
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100%	100%

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 your entity in designated aspirational districts as identified by government bodies: None

S. 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 group? (Yes/ No)
No.
- b. From which marginalized /vulnerable groups do you procure?
Not Applicable
- c. What percentage of total procurement (by value) does it constitute?
Not Applicable

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 marginalized groups
Please refer CSR Report of the Annual Report at page no 128			

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 implemented a comprehensive feedback collection system, allowing customers to share their input through various channels. Through the Company's in-house application, customers can provide feedback on both outpatient (OP) and inpatient (IP) services, with IP feedback gathered at the hospital before discharge, and OP feedback obtained via an SMS link sent to their registered phone number. Additionally, customers have the option to share feedback by visiting the Company's website, contacting the call center, or emailing queries@rainbowhospitals.in.

Collected feedback is then shared with relevant stakeholders for appropriate action. The organization is currently working on centralizing and modernizing this process by introducing new channels and touchpoints for feedback collection.

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	
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following

	FY 2024		Remarks	FY 2023		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	2629	9	-	1065	15	-
Restrictive Trade Practices	NIL	NIL	-	NIL	NIL	-
Unfair Trade Practices	NIL	NIL	-	NIL	NIL	-
Other	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 entity 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, Rainbow Hospitals demonstrates a steadfast commitment to protecting individuals' privacy and information security through its comprehensive cybersecurity framework and data privacy policy. The organization ensures adherence to industry best practices and regulatory standards, employing continuous monitoring, risk assessments, and employee training to mitigate cyber threats. With a focus on maintaining the trust of patients and stakeholders, Rainbow Hospitals provides transparency and clarity on its privacy practices. The privacy policy, accessible via the weblink on the company's website (<https://www.rainbowhospitals.in/terms-and-conditions>), outlines how personal information is handled and protected, reinforcing Rainbow Hospitals' dedication to privacy and security.

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 dedicated to upholding top-tier network security standards through the deployment of cutting-edge Palo Alto firewall systems. These systems offer thorough monitoring, auditing, and alert capabilities, enabling organisation's IT team to swiftly identify and address potential risks. Having implemented these advanced security protocols, Rainbow operates confidently, assured of the robust protection of its network infrastructure.

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 web link, if available).

The website features details regarding 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

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 owing to the nature of business.

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

The company has hired a prominent consulting firm to conduct a Risk Assessment study to pinpoint potential vulnerabilities. Upon identification, necessary measures were promptly taken to resolve the issues. Furthermore, to safeguard the availability of its website, the Company chose AWS as its hosting platform, benefiting from default Business Continuity Planning (BCP) strategies.

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

Not Applicable

b. 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)

Yes, Rainbow Children's Medicare Limited regularly conducts surveys to gauge consumer satisfaction with our major products/services and significant locations of operation. Specifically, it utilizes SMS feedback mechanisms to capture patient feedback on our Outpatient Department (OPD) services and call center services. The Company also gathers NPS ratings through both OP and IP feedback forms, and also tracks its online GMB rating.