

INTRODUCTION

Artemis Medicare Services Limited (“the Company”) was established with the philosophy of providing high quality of healthcare with Service, compassion and Integrity, being three core value. The Company through its Hospitals believes that its ability to make a difference extends beyond its hospital walls. Both as an organization and as individuals, we, endeavor to strike proper balance between the Company’s social, environmental and economic responsibilities for which the Company had already adopted various practices and formulated various policies, codes of conduct to discharge its corporate social responsibility and to deal with all its stakeholders in ethical, transparent and fair manner as a responsible corporate citizen.

This policy is framed in line with requirements of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 in view of SEBI circular No: SEBI/LAD-NRO/GN/2019/45 and re-affirms the Company’s commitment to follow the principles laid down in the National Voluntary Guidelines on Social, Environmental and Economic responsibilities of Business brought out by the Ministry of Corporate Affairs in conduct of its business.

APPLICABILITY

This Policy shall be applicable to the Company, its subsidiaries, all its directors and employees.

KEY PRINCIPLE

Principle 1: The Company should conduct and govern themselves with Ethics, Transparency and Accountability

1. The Company will follow its governance structures, practices and procedures that ensures ethical conduct at all levels and promote the adoption of this principles across its value chain. Alongwith the Company will endeavor transparent communication and assure access to information relating to decisions that impact the stakeholders.
2. The Company will not engage in practices that are abusive, corrupt, or anti-competition.
3. The Company will truthfully discharge their responsibility on financial and other mandatory disclosures.
4. The Company will report on the status of their adoption of these Guidelines as suggested in the reporting framework in this document.
5. The Company shall avoid complicity with the actions of any third party that violates any of the principles contained in these Guidelines
6. The Company shall ensure that genuine concerns of misconduct/ unlawful conduct can be reported in a responsible and confidential manner through its Vigil Mechanism.

Principle 2: The Company should provide goods and services that are safe and contribute to sustainability throughout their life cycle

1. The Company shall provide and maintain a clean, healthy and safe working environment for employees, doctors, Patients, Hospital staff, value chain members, partners and the community.
2. The Company shall strive to consistently enhance its value proposition to the patients and adhere to its promised standards of service delivery.
3. The Company shall regularly review and improve upon the process of new technology development, deployment and commercialization, incorporating the applicable social, ethical, and environmental considerations.
4. The Company shall recognize and respect the rights of people who may be owners of traditional knowledge, and other forms of intellectual property, wherever relevant.
5. The Company shall strive to use scarce natural resources efficiently in its facilities
6. The Company shall lay emphasis on sourcing consumables in a manner so as to continuously improve the balance between social, economic and environmental impacts.
7. The Company shall ensure that its services comply with all applicable standards
8. The Company shall strive to reduce and minimize the ecological footprint of the Company's operations and focus on dimensions of energy and water efficiency, sustainable waste management and preserving and enhancing biodiversity at all its works.
9. The Company believes that environmental regulations have a critical role to play as Catalysts for sustainable development and strives to comply in both letter and spirit with all environment and related laws, regulations, codes of practice and directives, as relevant and applicable to us.
10. The Company shall encourage its business partners and third parties with whom it conducts business to abide by this policy.

Principle 3: Businesses should promote the wellbeing of all employees

1. The Company shall respect the right to freedom of association, participation, collective bargaining, and provide access to appropriate grievance Redressal mechanisms.
2. The Company shall provide and maintain equal opportunities at the time of recruitment as well as during the course of employment irrespective of caste, creed, gender, race, religion, disability or sexual orientation.
3. The Company shall not use child labour, forced labour or any form of involuntary labour, paid or unpaid.
4. The Company shall take cognizance of the work-life balance of its employees, especially that of women.
5. The Company shall provide facilities for the wellbeing of its employees including those with special needs. They should ensure timely payment of fair living wages to meet basic needs and economic security of the employees.
6. The Company shall provide a workplace environment that is safe, hygienic humane, and which upholds the dignity of the employees. Also provision for same shall be communicate to the Company employees and train them on a regular basis.

7. The Company shall ensure continuous skill and competence upgrading of all employees by providing access to necessary learning opportunities, on an equal and non-discriminatory basis. Also, the company shall promote employee morale and career development through enlightened human resource interventions.
8. The Company shall create systems and practices to ensure a harassment free workplace where employees feel safe and secure in discharging their responsibilities.

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

1. The Company shall understand the concerns of its stakeholders, define its purpose and scope of engagement, and commit to engaging with them.
2. The Company shall acknowledge, assume responsibility and be transparent about the impact of their policies, decisions, services and associated operations on the stakeholders.
3. The Company shall strive to give special attention to stakeholders in areas that are underdeveloped.
4. The Company shall resolve differences with stakeholders in a just, fair and equitable manner

Principle 5: Businesses should respect and promote human rights

1. The Company will observe that basic human rights of the employees are respected, valued and protected keeping in mind the Constitution of India, Laws, Policies and the International Bill of Human Rights and accordingly, formulate all policies, practices, procedures and rules of the Company.
2. The Company shall integrate respect for human rights in management systems, in particular through assessing and managing human rights impacts of operations, and ensuring all individuals impacted by the business have access to grievance mechanisms.
3. The Company recognize and respect the human rights of all relevant stakeholders and groups within and beyond the workplace, including that of communities, consumers and vulnerable and marginalized groups.
4. The Company shall, within their sphere of influence, promote the awareness and realization of human rights across their value chain.
5. The Company shall encourage its business partners and third parties with whom it conducts business to abide by this policy.

Principle 6: Business should respect, protect, and make efforts to restore the environment

1. The Company shall utilize natural and manmade resources in an optimal and responsible manner and ensure the sustainability of resources by reducing, reusing, recycling and managing waste.
2. The Company shall take measures to check and prevent pollution. They should assess the environmental damage and bear the cost of pollution abatement with due regard to public interest.

3. The Company shall ensure that benefits arising out of access and commercialization of biological and other natural resources and associated traditional knowledge are shared equitably.
4. The Company shall continuously seek to improve their environmental performance by adopting cleaner production methods, promoting use of energy efficient and environment friendly technologies and use of renewable energy.
5. The Company shall develop Environment Management Systems (EMS) and contingency plans and processes that help them in preventing, mitigating and controlling environmental damages and disasters, which may be caused due to their operations or that of a member of its value chain.
6. The Company shall report their environmental performance, including the assessment of potential environmental risks associated with their operations, to the stakeholders in a fair and transparent manner.
7. The Company should proactively persuade and support its value chain to adopt these principles.

Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

1. The Company shall work with industry organisations that are engaged in policy advocacy in a responsible manner.
2. The Company shall ensure that policy advocacy is conducted ethically.

Principle 8: Businesses should support inclusive growth and equitable development

1. The Company shall assess its impact on social and economic development, and respond through appropriate action to minimise the negative impacts.
2. The Company shall innovate and invest in products, technologies and processes that will promote the wellbeing of society.
3. The Company shall make efforts to complement and support the development priorities at local and national levels, and assure appropriate resettlement and rehabilitation of communities who have been displaced owing to their business operations, if any.
4. The Company shall, in regions that are underdeveloped, be especially sensitive to local concerns.

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

1. The Company while serving the needs of their patients and customers, should take into account the overall well-being of those patients and customers and that of society.
2. The Company shall ensure that they do not restrict the freedom of choice and free competition in any manner while designing, promoting and selling their services.
3. The Company shall promote and advertise their services in ways that do not mislead or confuse the consumers or violate any of the principles in these Guidelines.

4. The Company shall exercise due care and caution while providing goods and services that result in over exploitation of natural resources or lead to excessive conspicuous consumption.
5. The Company shall provide adequate grievance handling mechanisms to address customer concerns and feedback.

IMPLEMENTATION:

The policy shall be appropriately communicated within the Company across all Departments and verticals and also displayed on the Company's Website. The Managing Director, through the Functional Heads of the Departments of the Company shall be responsible for ensuring that the policy is implemented throughout the Company. Also, Compliance with the Policy shall be monitored and evaluated by the respective Functional Head of the department of the Company on a regular basis.

Any grievances/ complaints with respect to violation of the policy shall be reported to the Business Responsibility Head of the Company.

REVIEW:

The CSR Committee shall from time to time review implementation of this policy and consider amendments therein in the light of any changes in applicable laws, rules and regulations.