
BUSINESS RESPONSIBILITY AND
SUSTAINABILITY POLICY

ARTEMIS MEDICARE SERVICES LIMITED

Plot-14, Sector-20, Dwarka, South-West Delhi-110075

POLICY

Artemis Medicare Services Limited (“the Company/ Artemis”) was established with the mission to provide world class integrated healthcare and the founding values of service, compassion and integrity. The Company believes in living its mission through its actions, not just within the Company premises but beyond its hospital walls as well, by being responsible corporate citizens. As an organization, we endeavour to meaningfully contribute towards our social, environmental, governance and economic responsibilities for which the Company has already adopted various practices and formulated various policies including a code of conduct to discharge our responsibilities and deal with all stakeholders in an ethical, transparent and fair manner.

This policy is framed in accordance with the requirements of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“SEBI Listing Regulations”), in view of SEBI circular No: SEBI/HO/CFD/CMD-2/P/CIR/2021/562 and re-affirms the Company’s commitment to following the principles laid down in the National Guidelines on Responsible Business Conduct (2019) (“NGRBC”) brought out by the Ministry of Corporate Affairs, in the conduct of its business.

This Business Responsibility and Sustainability Policy (“the Policy”) is based on the nine (9) NGRBC principles. Our philosophy and vision under each principle are enumerated below:

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

The Company’s Philosophy:

Ethical practices, accountability and transparency are built into the Company’s philosophy. This is ensured through a strong focus on corporate governance with oversight from a highly competent Board of Directors half of whom are independent directors. The Company encourages transparent communication at all levels and ensures access to information on decisions that impact the stakeholders. It actively discourages abusive, corrupt and anti-competitive practices both by itself and its stakeholders.

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

The Company’s Philosophy:

The Company adheres to the best practices to ensure good environmental, social and governance (ESG) practices across the value chain. It incorporates sustainable practices within the organisation like encouraging paperless meetings and following the highest standards of waste disposal. The Company continuously monitors and improves energy scores through energy saving measures like use of LED light fixtures, installing VFDs, BDMS, low flow plumbing and sanitary fixtures, etc. Additionally, through a Sustainable Sourcing and Purchase Policy we ensure that our suppliers and business partners adhere to environmentally sustainable business conduct.

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

The Company's Philosophy:

Employees are the Company's biggest assets. Artemis strives to provide employees a healthy work environment through a focus on a collaborative approach towards work. Additionally, initiatives such as campaigns promoting healthy eating, curated balanced diets in Company cafeterias, regular physical fitness and mental wellness workshops ensure a holistic approach to the overall well-being of the employees.

Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders

The Company's Philosophy:

Artemis constantly engages with all its stakeholders including patients and their families, healthcare professionals, employees, investors, suppliers and vendors, governments, local communities and the people at large in its activities and decisions in the spirit of partnership. This facilitates sustainable decision-making as it provides insights into their expectations and needs, and helps to manage risks and identify opportunities.

Principle 5: Businesses should respect and promote human rights

The Company's Philosophy:

The Company is committed to following the best practices in human rights, in all its facets and forms in our interactions with various stakeholders. Our commitment to human rights is embedded in the 'Artemis Code of Conduct.' All employees are sensitized to human rights as part of their orientation program. Various checks and balances within our HR processes ensure the well-being of our employees especially our female work-force. Moreover, by providing world class services to our patients we provide access to affordable healthcare which is an important aspect of human rights.

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

The Company's Philosophy:

Artemis is an environmentally conscious organization. We believe in operating in an eco-friendly manner by reducing our carbon footprint through optimization/reduction of energy usage and proper discharge of waste. We are moving towards adopting more clean and renewable sources of energy. We have also undertaken community programmes with local municipal bodies. Under the Haryana state Government's Green Belt programme we have adopted the stretch in and around the hospital and provide for its maintenance and add to the green cover. The Company also encourages its value chain partners such as vendors, suppliers, contractors, etc. to follow the principles envisaged in the policy.

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

The Company's Philosophy:

The Company is a strong proponent of increased focus on healthcare by the central and state governments. We are members of leading industry chambers/ associations and advocacy groups such as ASSOCHAM, PHDCCI, Federation of Indian Industry Haryana, etc. where we put forth our views regarding the industry and emphasise on sustainable healthcare for all.

Principle 8: Businesses should promote inclusive growth and equitable development

The Company's Philosophy:

Artemis is a for-profit organization. However, we believe in the mantra of “profit without profiteering” i.e. profitability for the sake of sustainability of the organization and its various stakeholders such as employees, investors, suppliers, etc. but with empathy for the communities we live in and the people we cater to.

The Company considers Corporate Social Responsibility (CSR) as an important aspect of its operations. The thrust areas of its CSR projects are in line with the programmes prescribed in Schedule VII to the Companies Act, 2013, The Corporate Social Responsibility Committee - a committee of the Board has been constituted to oversee implementation of its CSR initiatives. The details of various CSR initiatives of the Company are also included in the Directors' Report. The projects are undertaken by dedicated internal teams as well as through/ in-coordination with external agencies. We regularly organize community outreach programs such as OPD clinics and camps, etc, health awareness programs and campaigns for the wider population and also treat Below Poverty Line (BPL) patients at subsidized rates.

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

The Company's Philosophy:

Our customers i.e. our patients are at the core of everything we do and every decision that we take and constantly strive to exceed their expectations. The Company takes feedback from patients covering various qualitative and quantitative indicators. We have been regularly rated among the best hospitals in the National Capital Region (NCR) and have won numerous awards and recognitions in this regard.

APPLICABILITY

This Policy is applicable to the Company, all its Directors and employees.

IMPLEMENTATION

The Policy shall be appropriately and regularly communicated within the Company across all departments and verticals and is also available on the Company website.

The Business Responsibility and Sustainability (BRS) Committee – a committee of the Board, headed by the Managing Director, will oversee implementation of the Policy.

The Business Responsibility Management Committee (BRMC) - a sub-committee within the organisation will assist the BRS Committee in implementing the Policy and monitoring activities, processes and decisions related to responsible business and sustainability matters and also evaluate performance against any targets.

The members of the BRMC are Chief Financial Officer, Chief People Officer, Head-Strategy, Head-Quality and Head-Engineering.

The BRMC will report to the BRS Committee.

Grievances or complaints with respect to the Policy may be reported to the Business Responsibility Head of the Company at info@artemishospitals.com.

REVIEW & AMENDMENTS

The BRS Committee shall review implementation of this Policy periodically and in case of any changes in the provisions of SEBI Listing Regulations, NGRBC Guidelines or any other regulation which are inconsistent with the Policy, such amended provisions would prevail over the Policy.
