

## **INTRODUCTION**

Artemis Medicare Services Limited (“the Company”) was established with the mission of providing a world class integrated healthcare system with 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 a responsible corporate citizen. 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 has 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.

- Principle -1: Ethics Transparency and Accountability
  - This culture of ethical practices, accountability and transparency is built into the company’s dna through its strong focus on corporate governance with oversight from a very competent Board of Directors with half the board comprising of independent directors. The company endeavors transparent communication at all levels and assures access to information relating to decisions that impact the stakeholders. It actively discourages practices that are abusive, corrupt, or anti-competition both by itself and its employees as well as all associated stakeholders.
- Principle-2: Product Life-Cycle Sustainability
  - The company adheres to the highest norms to ensure good Environmental, Social and Governance (ESG) practices across the entire value chain. Internally, it incorporates sustainability across its activities such as conducting paperless meetings as much as possible and follows the highest standards of waste disposal and recycling. Also, it strives to continuously monitor and improve energy scores across hospitals through energy saving measures such as switching to LED light fixtures, installing VFDs, BMS, low flow plumbing & sanitary fixtures, etc. Externally, through a Sustainable sourcing and Purchase policy we ensure that our suppliers and business partners adhere to environmentally sustainable business conduct.
- Principle-3: Well-being of All Employees
  - Employees are the biggest assets of Artemis. The company endeavors to provide a healthy work life balance to its employees through a focus on a collaborative and balanced work environment. Through initiatives such as campaigns to promote healthy eating, curated balanced diets in the company cafeterias, regular

physical fitness and mental wellness workshops we lay emphasis on not just physical well-being but also holistic health of our employees.

- Principle-4: Respect for all Stakeholders
  - 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 decision making in a spirit of partnership.
  
- Principle-5: Human Rights
  - The company is committed to following the highest international standards of human rights in all its facets and forms in our interactions with our various stakeholders. The commitment to human rights is embedded in the 'Artemis Code of Conduct', adopted by the Company. All employees are sensitized to human rights as part of their orientation program. We have various checks and balances within our HR processes to ensure the well-being of our employees especially our female work-force. Moreover, by providing world class healthcare to our patients in India we are ensuring the right to health which is universally accepted as an important part of an individual's human rights.
  
- Principle-6: Environment
  - Artemis is an environmentally conscious organization and we believe in running our operations in an eco-friendly way by reducing our carbon footprint through optimization/reduction of our energy usage and proper discharge of the waste and recycling wherever possible. We are moving towards greater adoption of clean and renewable sources of energy. We have also undertaken community programs with local municipal bodies such as adoption of the stretch in an around the hospital and provide for its maintenance and green cover under the Haryana Green Belt program. The Company encourages parties associated with its value chain like vendors, suppliers, contractors, etc. to follow the principles envisaged in the policy.
  
- Principle-7: Influencing public and regulatory policy responsibly
  - The company is a strong proponent of increased focus on healthcare by the central and state governments and communities we live in. We are a member of several industry associations and advocacy groups such as CII, FICCI, Healthcare Federation of India, etc. where we put forth our views regarding the industry and emphasis on sustainable healthcare for all.
  
- Principle-8: Inclusive Growth and Equitable Development
  - 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 as an important aspect of its operations. It has aligned its thrust areas in line with the requirements of Schedule VII to the Companies Act, 2013. To oversee implementation of various initiatives, Company has formed a Board Level Committee called Corporate Social Responsibility (CSR) Committee. The details of various CSR initiatives of the Company are given in the Directors' Report. The projects are undertaken by both the internal teams as well as through/ in-coordination with external agencies. We regularly organize various community outreach programs such as OPD clinics and camps, etc. in the districts, health awareness programs and campaigns for the wider population and also treat Below Poverty Line (BPL) patients at heavily subsidized rates.

- Principle-9: Value to Customers and Consumers in a Responsible Way
  - Our customers i.e. our patients are at the core of everything we do and every decision that we take. We strive to not just meet but constantly exceed our patients' expectations. The company conducts Patient Satisfaction Surveys covering up to 112 qualitative and 1044 quantitative indicators. We are regularly rated as among the best hospitals in the National Capital Region (NCR) and have won numerous awards and recognitions for the same.

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.