

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L85110TG1998PLC02991
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, 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 2024-25
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	101.55 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	Name: Ms. Shreya Mitra Designation: 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
15. Type of assurance obtained	Not Applicable

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	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: 5	1	25
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 operates across five states within India. It does not engage in export activities and hence exports do not contribute to the turnover of the Company. However, the Company provides healthcare services to both Indian and foreign nationals, with international patients visiting its hospitals in India for medical treatment.

c. A brief on types of customers.

Rainbow Children's Hospital provides medical assistance and healthcare services to patients with a specific focus on comprehensive pediatric, perinatal and women care.

IV. Employees**20. Details as of the end of the 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)	3,972	1,706	43%	2,266	57%
2.	Other than Permanent (E)	1,551	390	25%	1,161	75%
3.	Total employees (D+E)	5,523	2,096	38%	3,427	62%
WORKERS						
4.	Permanent(F)					
5.	Other than Permanent (G)			Not applicable		
6.	Total workers (F+G)					

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	0
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 Managerial Personnel*	2	1	50.00%

*The KMP's of the Company are Chairman & Managing Director, Whole-Time Director, Chief Financial Officer and Company Secretary & Compliance Officer. Since Chairman & Managing Director and Whole-time Director, Chief Financial Officer are already included under the heading Board of Directors, the same has not been included again under the heading KMP.

22. Turnover rate for permanent employees and workers:

(Disclose trends for the past 3 years)

	FY 2025			FY 2024			FY 2023		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	33%	35%	35%	27%	37%	33%	33%	40%	37%
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 the Companies Act, 2013: (Yes/No): Yes**

(ii) Turnover (in ₹) - 14,545.07 Million (Standalone)

(iii) Net worth (in ₹) - 14,885.44 Million (Standalone)

VII. Transparency and Disclosure 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 the complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2025			FY 2024		
		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
Investors (other than shareholders)	Yes https://www.rainbowhospitals.in/investors-relations/investor-contact	Nil	Nil	-	Nil	Nil	-
Shareholders	Yes https://www.rainbowhospitals.in/investors-relations/investor-contact	12	Nil	-	11	Nil	-
Customers	Yes https://www.rainbowhospitals.in/investors-relations/investor-contact	21*	7	-	2629	9	-
Value Chain Partners	Yes https://www.rainbowhospitals.in/investors-relations/investor-contact	Nil	Nil	-	Nil	Nil	-
Employees & Workers	Yes https://www.rainbowhospitals.in/investors-relations/investor-contact	Nil	Nil	-	2	Nil	-
Communities	Yes https://www.rainbowhospitals.in/investors-relations/investor-contact	Nil	Nil	-	Nil	Nil	-

*In the current reporting year, the cases which were converted into a form of legal notices are considered.

26. Overview of the entity's material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, and approach to adapt or mitigate the risk along with its financial implications, as per the following format:

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	Energy efficiency & Reduction of Carbon Emissions / GHG Emissions as response to Climate Change	O	Improving energy efficiency and implementing effective energy management are essential strategies for reducing carbon dioxide (CO ₂) and other greenhouse gas (GHG) emissions, which are key contributors to climate change. By using less energy to achieve the same outcomes, organizations can significantly cut fossil fuel use—the primary source of emissions. Strategic energy management, including monitoring usage, optimizing processes, upgrading to efficient technologies, and adopting renewable energy sources like solar and wind, not only reduces environmental impact but also lowers operational costs. These actions are vital for climate change mitigation, fostering sustainable development, and accelerating the transition to a low-carbon future.		Positive
2	Water and Waste Management (Hazardous and Non-Hazardous)	R	Ineffective waste and water management can pose significant environmental, health, legal, and operational risks. Improper waste disposal may lead to contamination, public health hazards, and non-compliance with hazardous and biomedical waste regulations, which may result into legal penalties and potential loss of licenses etc. Likewise, poor water management can disrupt operations, elevate costs, and compromise hygiene standards, increasing the risk of waterborne infections and endangering patient safety.	Domestic wastewater undergoes treatment and is reused for non-contact applications, including toilet flushing, gardening, and washing hospital vehicles. Rainwater harvesting practices are also in place at major facilities to support sustainable water management. Our waste management approach is guided by the 3R principle—Reduce, Reuse, Recycle—which helps lower environmental pollution, conserve valuable resources, and improve cost-efficiency. We ensure that all biomedical waste	Negative

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)
				generated in our facilities is properly segregated, labeled, and managed in accordance with the guidelines of the State Pollution Control Boards.	
3	Occupational Health and Safety	R	Healthcare professionals faces heightened exposure risks to infectious diseases and occupational hazards. We recognize that fostering a strong safety culture is essential to minimize errors and prevent adverse events in our child & mother -focused healthcare environment.	We have put in place strong safety measures to protect both our staff and patients. These include a dedicated Infection Prevention and Control Program tailored for child and mother healthcare, regular safety training sessions, and an Automated Incident Reporting System (AIRS) that allows staff to report concerns anonymously. We assess all incidents to ensure timely and appropriate responses, and we conduct Root Cause Analyses to prevent future issues. Extra precautions are also taken in neonatal and pediatric intensive care units to ensure the highest level of protection.	Negative
4	Privacy and Cybersecurity / Data Security	R	Disclosure of sensitive patient information can incur substantial fines, legal liabilities, and erode stakeholder trust. Such breaches often disrupt operations—causing downtime and expensive recovery efforts—and inflict reputational damage that may deter prospective patients and partners, ultimately undermining revenue and growth.	We are dedicated to safeguarding sensitive information through a comprehensive privacy and security architecture. Our robust Information and Cyber Security programme is supported by detailed policies and standards, all aligned with industry best practices.	Negative

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)
5	Service Quality and Patient Safety	O	By delivering exceptional, high-quality services, we ensure patients receive effective, timely, and compassionate care that exceeds expectations. Our unwavering commitment to patient safety not only minimizes risk but also builds lasting trust and confidence. By placing patient satisfaction at the core of our approach, we create meaningful, positive experiences that drive loyalty, enhance our reputation, and position us as a trusted leader in healthcare excellence.		Positive
6	Investments in technology and digital marketing	O	By leveraging digital marketing and technology, the Company is strategically positioned to enhance patient services and expand its market reach. This digital-first approach strengthens brand presence and improves accessibility for a broader audience. Through a commitment to technological advancement, the Company drives innovation, consistently delivering products and services that exceed customer expectations.		Positive
7	Risk Management	R	A lack of robust controls within a risk management system can expose businesses to adverse effects across various operational areas. However, when integrated into the overall strategy, risk management presents significant opportunities. It not only protects against potential disruptions but also enhances adaptability in a dynamic business environment. This strategic approach fosters resilience and supports long-term success, even in the face of challenges.	The Company actively collaborates with key stakeholders throughout the risk management process, ensuring their awareness and engagement in mitigating potential risks. This inclusive approach fosters a culture of risk awareness and accountability, leading to more effective and sustainable risk management outcomes.	Negative

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)
8	Diversity, Equity & Inclusion	O	A diverse and inclusive workforce is a powerful driver of innovation, creativity, and smarter solutions. By championing equity, we unlock the full potential of every individual, boosting engagement, performance, and impact. Our inclusive culture fosters belonging and empowers our people to thrive. This commitment is clearly reflected in the significant growth of female representation across our organization—showcasing progress and reinforcing our promise to build a more dynamic, forward-thinking workplace.		Positive

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.	1. Environment Guidelines as per ISO 14001 2. Environment and Social Guidelines issued by IFC 3. National Accreditation Board for Hospitals and Healthcare Providers (NABH) 4. NVG Guidelines issued by the Ministry of Corporate Affairs, GOI 5. Section 135 of the Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements) 2015								
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 institutionalize preventive steps to strengthen its performance on the said parameter.								

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).

At Rainbow Children's Hospital, sustainability is a core commitment, not a compliance checkbox. We recognize that ESG issues are deeply interconnected and vital to the health of our organization, community, and environment. We continue to enhance our ESG practices by strengthening data management, standardizing environmental data collection, and leveraging technology to improve transparency and accountability.

Efforts to reduce our environmental impact include optimizing energy use, exploring renewable sources, and adopting eco-friendly innovations. Waste management, resource conservation, and digital solutions further support our sustainability goals. At the same time, we uphold the highest standards of patient care and safety, reinforcing trust across all touchpoints.

As we grow, we remain focused on operational excellence, continuous improvement, and long-term environmental stewardship building a resilient and responsible future for all stakeholders.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Dr. Ramesh Kancharla
DIN:00212270
Chairman & Managing Director

9. Does the entity have a specified Committee of the Board/ Director responsible for decision-making on sustainability-related issues? (Yes / No). If yes, provide details.

The CSR & ESG Committee is responsible for overseeing and guiding the company's sustainability efforts, ensuring informed decision-making on key environmental, social, and governance matters.

10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other-please specify								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Committee of the Board									Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes, the Committee of the Board ensures that the Company complies with all applicable laws and statutory requirements of the land it operates in.									Quarterly								

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
No								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
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)									

Not Applicable

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE**PRINCIPLE 1:**

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

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year.

Segment	Total 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	5	Familiarization programs covering business strategy, operations, risks, regulatory matters, ESG topics and ESG awareness session. Regular updates on SEBI regulations, company developments, and compliance matters.	100%
Employees other than BoD and KMPs	123	Code of Conduct, whistle Blower, Conflict Management, POSH, Equal Opportunity Policy, prevention of fraud policy	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	1	Directorate of Medical & Rural Health Services, Chennai, Tamil Nadu.	50,000	The Department has imposed a penalty of ₹ 50,000/- along with temporary suspension of the TN Clinical Establishment Certificate of the hospital unit situated at Sholinganallur, Chennai, for a period of 10 days. Further effective from 24.10.2024, all new treatments except those related to continuing pregnant women has to be suspended at the said unit for the next 10 days and all in-patients are required to be relocated to other facilities within 7 days.	Yes
Settlement	-	-	-	-	-
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				None	
Punishment					

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 is committed to transparent and ethical business practices, adhering strictly to laws and regulations against bribery and corruption. Its Whistleblower and Code of Conduct Policies apply across the Rainbow Group, including joint ventures and associated 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 2025	FY 2024
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

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

	FY 2025		FY 2024	
	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 reported.

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

	FY 2025	FY 2024
Number of days of accounts payables	185	183

9. Open-ness of business

Provide details of the 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 2025	FY 2024
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.	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		
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.	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		

Parameter	Metrics	FY 2025	FY 2024
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	2.07%	0.29%
	b. Sales (Sales to related parties/ Total Sales)	0.32%	0.20%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.97%	0.97%
	d. Investments (Investments in related parties/ Total Investments made)	6.71%	8.98%

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
1	Digital Personal Data Protection Act, 2023 (DPDP Act)	25%

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 established a dedicated Code of Conduct for Senior Management and Board Members, clearly outlining conflict-of-interest scenarios and providing guidance to avoid them. This Code reflects the Company's core values of integrity and ethical behavior, serving as a foundation for responsible leadership. By adhering to these standards, the Company aims to prevent misconduct and foster a strong culture of ethics across 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 2025	FY 2024	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	0.89%	2.63%	Solar Rooftops, VFD & LED Installation

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?**
1. Laboratory procurement- 14% approx.
 2. Power procurement- 45% approx.
3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for**
Rainbow ensures the safe collection, treatment, and disposal of all waste and end-of-life materials in full compliance with local and state regulatory norms.
- (a) **Plastics (including packaging):** The Company follows responsible waste management practices by regularly selling its plastic waste to authorised plastic recyclers. Given the nature of its operations in the healthcare services sector, plastic waste generation remains minimal. To further minimise plastic use, all units are equipped with water dispensers and disposable paper cups, thereby eliminating the need for plastic PET bottles. Additionally, the Company has discontinued the use of plastic bags for general hospital operations, including carry bags, medicine packaging, and food distribution, promoting eco-friendly alternatives across all units.
- (b) **E-waste:** E-waste is collected and stored in designated bins at each unit and is disposed of in accordance with the Company's ESG guidelines and E-Waste Management Policy. Rainbow has partnered with third party for the collection and responsible disposal of segregated e-waste. Disposal is carried out periodically, once sufficient volume has accumulated.
- (c) **Hazardous waste:** As a healthcare service provider, the Company ensures the safe and compliant disposal of biomedical waste (BMW) through authorised hazardous waste handlers, strictly adhering to the Biomedical Waste Management Rules, 2016.
- (d) **Other waste:** The Company ensures responsible disposal of various waste streams in line with regulatory requirements. General waste is managed through authorised municipal partners, while waste oil is disposed of exclusively via certified vendors to prevent unauthorised handling. General scrap is sold on demand to local authorised recyclers, with detailed records maintained for traceability. Wastewater and other contaminated liquids are treated through in-house Sewage and Effluent Treatment Plants (STP and ETP) before being safely discharged into municipal sewage systems, as per hospital policy.
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?

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 as the Company is in healthcare services					

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	
	FY 2025	FY 2024
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:

	FY 2025			FY 2024		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA			NA*		
E-waste						
Hazardous waste						
Other waste General Waste (Dry & Wet)						

*FY 2024 data has been restated, as the previously reported figures reflected general waste data, which is not applicable to this specific disclosure.

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	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities		
		(A)	Number	%	Number	%	Number	%	Number	%	Number	%
			(B)	(B/A)	(C)	(C/A)	(D)	(D/A)	(E)	(E/A)	(F)	(F/A)
Permanent employees												
Male	1,706	1,706	100%	1,706	100%	NA	NA	1,706	100%	1,706	100%	
Female	2,266	2,266	100%	2,266	100%	2,266	100%	NA	NA	2,266	100%	
Total	3,972	3,972	100%	3,972	100%	2,266	57%	1,706	43%	3,972	100%	
Other than Permanent employees												
Male	390	211	54%	194	50%	NA	NA	NA	NA	NA	NA	
Female	1,161	748	64%	654	56%	NA	NA	NA	NA	NA	NA	
Total	1,551	959	62%	848	55%	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	%	Number	%	Number	%	Number	%	Number	%
		(B)	(B/A)	(C)	(C/A)	(D)	(D/A)	(E)	(E/A)	(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 2025	FY 2024
Cost incurred on well-being measures as a % of total revenue of the company	0.20%	1.07%

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

Benefits	FY 2025			FY 2024		
	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	14%	NA	Yes	24%	NA	Yes
Others – please specify	NA	NA	NA	-	-	-

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

All Rainbow Group hospitals in India comply with the Rights of Persons with Disabilities Act 2016, ensuring accessible and inclusive facilities. Features like wheelchair ramps and on-site assistance reflect the Company's commitment to providing barrier-free healthcare access for individuals with disabilities

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

Yes, the Company is firmly committed to a policy of non-discrimination and maintains a strong stance against any conduct that violates its ethical standards or Code of Conduct. These principles are clearly outlined in the Business Responsibility Policy, reflecting the Company's dedication to fostering a culture of fairness, respect, and accountability across the organization.

The same can be accessed at https://d31scedd5hpupb.cloudfront.net/investor_files/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%	82%		
Female	99%	72%	Not applicable	
Total	99%	77%		

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 provides a robust reporting system for employees to raise concerns through multiple channels, including the HRMS portal, unit-level contacts, a whistleblower hotline, an anti-sexual harassment helpline, and a corporate grievance and well-being channel. These operate under key policies such as the Whistleblower Policy, Anti-Sexual Harassment Policy, Anti-Discrimination Policy, and Code of Conduct, ensuring a safe, inclusive, and ethical workplace.
Other than Permanent Employees	

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

Category	FY 2025			FY 2024		
	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	3,972	0	0	3,940	0	0
Male	1,706	0	0	1,663	0	0
Female	2,266	0	0	2,277	0	0
Total Permanent Workers						
Male						
Female						

Not applicable

8. Details of training given to employees and workers:

Category	FY 2025					FY 2024				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	2,267	1,630	72%	1,914	84%	2,085	1,973	95%	1,762	84%
Female	3,087	2,525	82%	2,730	88%	3,390	2,702	80%	2,576	76%
Total	5,354	4,155	78%	4,644	87%	5,475	4,675	85%	4,338	79%
Workers										
Male										
Female	Not applicable									
Total										

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

Category	FY 2025			FY 2024		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	1,706	1,538	90%	1,663	1,149	69%
Female	2,266	2,032	90%	2,277	1,459	64%
Total	3,972	3,570	90%	3,940	2,608	66%
Workers						
Male						
Female						Not applicable
Total						

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 occupational health and safety management system is in place which starts with analyzing the risks that are associated with the workplace. With the use of existing control measures, how can they be reduced and further with additional control measures how can they be minimized. The coverage of the system is hospital wide and covers all employees and healthcare workers.

- 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 is dedicated to cultivating a culture of safety excellence, supported by a comprehensive occupational health and safety management system. This system establishes rigorous protocols for identifying hazards, implementing risk mitigation measures, and ensuring ongoing compliance. Regular internal audits reinforce adherence to industry-leading safety practices. Additionally, the company enhances its safety framework through a Process Safety Management system, demonstrating its steadfast commitment to protecting the well-being of 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)

The company has a standard protocol for reporting work-related hazards, ensuring a transparent and structured approach to workplace safety. A blame-free environment is actively promoted, allowing staff to report concerns without fear of humiliation or repercussions. Additionally, an annual safety culture survey, conducted using the AHRQ tool, provides valuable insights into employees' attitudes and behaviors regarding event reporting, helping to continuously enhance the organization's safety culture.

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

The organization has a staff well being policy that takes care of group medical insurance and other related programs.

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

Safety Incident/Number	Category	FY 2025	FY 2024
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

*Including in the contract workforce

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

The Company prioritizes employee well-being by maintaining a safe and healthy workplace through regular training programs and the provision of safety kits, including PPE and essential protective equipment. To prevent contamination and ensure compliance, the Company adheres to all local safety regulations, with most hospitals being NABH-approved. This commitment to safety and quality reinforces high operational standards, fostering a secure environment for both staff and patients.

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

	FY 2025			FY 2024		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
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%
Working Conditions	

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/ concerns arising from assessments of health & safety practices and working conditions.

Not Applicable

Leadership Indicators**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers(Y/N).**

Yes, the Company offers a comprehensive benefits package that includes Accidental Death Insurance and Workers' Compensation coverage. These provisions ensure financial support for employees and their families in the event of a work-related fatality.

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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025	FY 2024	FY 2025	FY 2024
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 any 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.

Not Applicable

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 identifies key stakeholders as individuals, groups, or entities both internal and external that have a significant impact on its operations, add value, or are part of its business value chain. Stakeholders are evaluated based on their interest, influence, and involvement in the Company's activities. The Company is committed to addressing their needs and expectations by maintaining open communication through various channels, platforms, and tools. Key stakeholders include employees, investors, suppliers, partners, customers, government bodies, healthcare professionals, patients, and the broader community. Understanding their roles and concerns helps the Company define how often and how deeply it engages with each stakeholder group.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as a 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
Investors	No	- 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	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
Government	No	Emails / Community meetings/ In person meeting	Need-based	Representations / Perspective on change in regulations/ upcoming laws
Society	Yes	Social media - CSR - Community building sessions - Awareness campaigns - Health surveys - Discussions on medical issues - Press conferences - Health talks and camps	Need-based	Analysis of the health needs of the society - Identifying the gap between demand and supply - Prevention of illnesses
Healthcare Professionals	No	- Trainings, - One-to-One Physician and HOD interactions, Employee Experience Surveys	Continuous	To develop State of the art infrastructure To provide best in class medical facilities trainings specific to their domain
Employees	No	- Emails - Periodic townhalls meetings to enable bottom-to-top communication - Website - Cultural events - Structured employee surveys - HRMS Portal - Notice board	Continuous	- Training and development - Regular company updates - Psychological safety

Stakeholder Group	Whether identified as a 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
Supplier / Partners	No	Digital meetings / In person meetings. Supplier forums, partner events, calls, e-mail	Need Based	- Performance feedback - Recognition/Feedback for performance - To finalize rate contracts and request for Quotation rate negotiation/ strategic meetings
Patients/ Customers	Yes	- 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	- 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)

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

During Board meetings, Management regularly briefs Board members on stakeholder feedback related to Environmental, Social, and Governance (ESG) matters, ensuring they remain well-informed and equipped to make informed decisions. The responsibility for stakeholder consultation and engagement on ESG topics is assigned to relevant departments, enabling continuous dialogue and collaboration. This structured and inclusive approach enhances transparency, encourages participation in ESG initiatives, and strengthens the Company's commitment to addressing stakeholder concerns while advancing its sustainability agenda.

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 the policies and activities of the entity.

Yes, stakeholder feedback is regularly reviewed with management and used to implement necessary actions. This helps align stakeholder needs with business goals. The Company uses tools like surveys, reports, grievance mechanisms, and ongoing communication to understand and respond to stakeholder concerns. These efforts support continuous improvement, better decision-making, and stronger stakeholder relationships.

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

The company is committed to addressing the needs of vulnerable and marginalized groups through inclusive and targeted community initiatives. Efforts focus on improving access to essential services, ensuring equitable opportunities, and engaging these groups through culturally sensitive outreach and grievance mechanisms. Inclusivity remains central to all initiatives, aiming to create meaningful impact for underserved communities.

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 2025			FY 2024		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	3,972	3,237	81%	3,940	1,518	39%
Other than permanent	1,551	1,105	71%	1,535	916	60%
Total Employees	5,523	4,342	79%	5,475	2,434	44%
Workers						
Permanent						
Other than permanent						Not applicable
Total Workers						

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

Details of minimum wages paid to employees and workers, in the following format:										
Category	FY 2025					FY 2024				
	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	3,972	339	9%	3,633	91%	3,193	223	7%	2,970	93%
Male	1,706	160	9%	1,546	91%	1,226	78	6%	1,148	94%
Female	2,266	179	8%	2,087	92%	1,967	145	7%	1,822	93%
Other than Permanent	1,551	-	-	-	-	1,544	-	-	-	-
Male	390	-	-	-	-	424	-	-	-	-
Female	1,161	-	-	-	-	1,120	-	-	-	-
Workers										
Permanent										
Male										
Female										
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	19,75,000	1	17,50,000
Key Managerial Personnel*	1**	2,55,70,000**	1	6,80,000***
Employees other than BoD and KMP	1,705	3,72,762	2265	3,42,324
Workers	N.A.	N.A.	N.A.	N.A.

*Since the Chairman & Managing Director and the Whole-Time Director are already included under the heading Board of Directors, they have not been included under the heading KMP.

**The median remuneration for male KMPs has been calculated taking the actual amount paid to all the KMPs including the ones who resigned during the year and the number of KMPs is mentioned as on March 31, 2025.

***One female KMP was considered who joined during the year while calculating the median remuneration and the amount considered in the calculation is the actual amount paid from the month of her joining.

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

	FY 2025	FY 2024
Gross wages paid to females as % of total wages	50.1%	47.7%

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)

The Company is committed to honesty, fairness, and transparency, and strives to uphold the highest standards of ethical behaviour and practice. It actively promotes professionalism and ethical conduct among its employees and has implemented strong measures to foster and sustain this culture. To ensure a safe and ethical working environment for all, the management promptly investigates and addresses concerns in accordance with the Company's policies. The Internal Complaints Committee (ICC) at each unit is responsible for Overseeing these matters.

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

Rainbow Hospitals is steadfastly dedicated to upholding internationally recognized human rights principles and standards. To ensure this commitment is effectively implemented, the company has established robust procedures and processes across its operations to safeguard against any human rights violations. For concerns or grievances, individuals may contact: Grievance@rainbowhospitals.in.

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

	FY 2025			FY 2024		
	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:

	FY 2025	FY 2024
Total Complaints reported under Sexual Harassment 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 is committed to a safe, ethical, and inclusive workplace through its Code of Conduct, gender-neutral anti-harassment policy, and strong Business Risk and Responsibility (BRR) policies. These frameworks empower employees to report human rights concerns without fear. Management ensures all issues are thoroughly investigated and addressed in line with company policies. Anti-retaliation measures further reinforce a respectful and supportive work environment for all.

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 labor	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others- labour laws compliance inspection	100%

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

Not Applicable

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

No changes to existing processes were required, as strong human rights compliance and proactive measures have resulted in no grievances.

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

The company fosters a culture of compliance by providing continuous education on the Code of Conduct through a range of targeted training programs. This approach ensures that all employees are well-informed, act ethically, and adhere to company policies.

Scope: All employees

Coverage: Code of Conduct and Whistleblower trainings during induction, ESAT surveys to gauge employee sentiment and practices, regular weekly meetings with unit HRs to address cluster-level concerns, daily morning meetings with HODs and unit HRs to identify employee-related challenges, and a dedicated grievance committee to resolve employee issues.

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 dedicated to fostering an inclusive and accessible environment for all employees. In line with the Rights of Persons with Disabilities Act, 2016, all our hospitals in India are designed to accommodate the needs of differently-abled individuals. This includes the provision of wheelchairs, ramps, accessible restrooms, and support staff as required ensuring a barrier-free experience for everyone.

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 labor	-
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 in 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 2025	FY 2024
From renewable sources			
Total electricity consumption (A) - Solar Rooftop (in house)	GJ	2,118.83	1549.00*
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C) - Open access	GJ	28,639.27	10,211.95*
Total energy consumed from renewable sources (A+B+C)	GJ	30,758.10	11,760.95
From non-renewable sources			
Total electricity consumption (D)	GJ	68,018.53	75,099.04
Total fuel consumption (E)	GJ	15,091.50	21,369.56*
Energy consumption through other sources (F)	GJ	-	-
Total energy consumed from non-renewable sources (D+E+F)	GJ	83,110.03	96,468.60*
Total energy consumed (A+B+C+D+E+F)	GJ	1,13,868.13	1,08,229.55*
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	GJ/Million INR	7.82	8.75*
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/ Revenue from operations adjusted for PPP)	GJ/Million INR adjusted to PPP	161.74	196.05*
Energy intensity in terms of physical output	GJ/beds	55.14	52.92*
Energy intensity (optional)- the relevant metric may be selected by the entity	-	-	-

Note: Fuel Consumption for the given year comprises of LPG, PNG, Petrol & Diesel

*Figures of FY 2024 are restated to streamline the approach of fuel and energy bifurcation.

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 2025	FY 2024
Water withdrawal by source (in kilolitres)		
(i) Surface Water	-	-
(ii) Ground Water	1,40,421.00	1,15,394.10
(iii) Third Party Water (Tanker)	32,974.90	24,288
(iv) Seawater / desalinated water	-	-
(v) Others (Municipal Corporation)	78,408.70	70,414.25
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,51,804.60	2,10,096.35
Total volume of water consumption (in kilolitres)	2,51,804.60	2,10,096.35
Water intensity per rupee of turnover (Total Water consumption / Revenue from operations) in kL/Million INR	17.32	16.19
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP) in kL/ Million INR adjusted to PPP	357.67	370.65
Water intensity in terms of physical output (in terms of number of beds)	121.94	102.73
Water 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

4. Provide the following details related to water discharged:

Parameter	FY 2025	FY 2024
Water discharge by destination and level of treatment (in kilolitres)		
i) To surface water		
- No treatment	-	-
- With treatment-please specify level of treatment	99,042.47	1,43,387.50
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)	99,042.47	1,43,387.50

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.

No

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

Parameter	Please specify unit	FY 2025	FY 2024
NOx	MT	2.331	1.067*
Sox	MT	1.037	0.856*
Particulate matter (PM)	MT	0.907	0.579*
Persistent organic compounds (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others-please specify	-	-	-

Note: Calculation approach for FY 2025 is in line with GRI standards and CAFR requirements.

*Numbers for FY 2024 are restated to maintain the uniformity and consistency in reporting.

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 2025	FY 2024
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	2,055.61	1,712.35
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	13,735.96	12,677.14
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	emission intensity per million rupees of turnover	1.09	1.16
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)	emission intensity per million rupee of turnover adjusted for Purchasing Power Parity (PPP)	22.43	26.63
Total Scope 1 and Scope 2 emission intensity in terms of physical output	emission intensity per number of beds	7.65	7.04

Note: The revised approach has been taken considering Annexure I (Carbon Accounting Proxy Methodology) under Industry Standards Note on Business Responsibility and Sustainability Report (BRSR) Core for calculating scope 2 emissions.

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.

Rainbow Hospital has undertaken solar rooftop installations at its Hydernagar and Himayalnagar units as part of its sustainability efforts. These initiatives have led to a combined reduction of 113.16 TCO₂e in carbon emissions, 50.79 TCO₂e at Hydernagar and 62.37 TCO₂e at Himayalnagar. The move reflects the hospital's continued focus on adopting clean energy solutions and lowering its environmental footprint.

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

Parameter	FY 2025	FY 2024
Total Waste generated (in metric tonnes)		
Plastic waste (A)	4.06	5.86
E-waste (B)	1.73	3.03
Biomedical Waste (C)	339.17	325.72
Construction and demolition waste (D)	0	25.42
Battery waste (E)	3.55	0.09
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G) (Waste Oil)	0.35	0.11
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)	935.12	838.04
Total (A+B + C + D + E + F + G + H)	1,283.97	1,198.27
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.089	0.096
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	1.82	2.209
Waste intensity in terms of physical output (in terms of number of beds)	0.62	0.58
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 (Co-processing)	-	-
Total	-	-

Parameter	FY 2025	FY 2024
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 (Sent to third party vendors)	1,283.97	1,135.18
Total	1,283.97	1,135.18

Note: With improved alignment to our internal waste tracking system, we have started disposing the generated waste on daily basis which is resulting into 100% waste disposal from FY 2025

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.

Categories of Waste:

1. Solid Waste

- General Waste: Includes dry waste (wrappers, tissues) and wet waste (organic kitchen waste).
- Biomedical Waste (BMW): Comprises human anatomical waste and contaminated medical materials, handled per the hospital's BMW policy.
- Scrap: Recyclable materials such as iron, plastic, and cardboard, sold to authorised vendors.
- E-Waste: Discarded electrical and electronic equipment, managed as per ESG guidelines in partnership with M/s Tritech Systems.

2. Liquid Waste

- Infected Liquids: Generated from surgical procedures and laboratory processes.
- Waste Oils: Includes used oil from kitchens and diesel generators, disposed of via authorised CPCB-approved vendors.
- Wastewater: Treated through in-house STP and ETP systems before safe discharge into municipal drains.

Waste Disposal Practices

- General Waste: Routed through municipal channels.
- BMW: Disposed of via authorised regulatory partners.
- E-Waste: Collected, stored, and periodically disposed of per ESG policy.
- Scrap and Oils: Managed through approved vendors; disposal data is recorded and tracked.
- Wastewater: Treated in compliance with environmental norms to prevent contamination.

FY25 Key Initiatives

1. Shift to sustainable, low-carbon materials.
2. Promotion of recyclable and eco-friendly bags.
3. Use of eco-friendly toys in pediatric care.
4. Phase-out of plastic bags across operations.
5. Strict segregation and authorized disposal of all waste streams.
6. Reinforcement of the "Reduce, Reuse, Recycle" approach in operations.

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:

Sr. 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:

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). If not, provide details of all such non-compliances, in the following format:

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.

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:

Parameter	FY 2025	FY 2024
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 & its intensity, in the following format:

Parameter	Unit	FY 2025	FY 2024
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	-	-
Total Scope 3 emissions per rupee of turnover	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
	Solar Roof top	Renewable Energy Commissioning (Solar Roof top) at Hydernagar, Himayat Nagar	Green Energy Generated - 127146 KWH Co2 avoided - 113 Metric Tons
	VFD Installation	Energy conservation, it was useful for Energy Conservation, consume less Energy in its Operation.	Power Savings - 271,764.12 KWH Energy Savings - 303490 units of energy

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

We prioritize comprehensive disaster management and business continuity to safeguard lives, protect assets, and ensure uninterrupted delivery of critical healthcare services during both natural and man-made emergencies. Through a National Network of Emergency Services and 24-hour trauma care capabilities, our hospitals are equipped to respond effectively to diverse threats such as earthquakes, floods, fires, chemical spills, cyberattacks, and pandemics. Annual site-specific risk assessments inform regularly updated disaster response plans, which include standardized evacuation protocols, communication strategies, and medical triage procedures. Each facility develops unit-specific evacuation plans based on a centralized SOP and conducts quarterly mock drills alongside safety training programs covering various emergency scenarios. Strategic partnerships with nearby hospitals further strengthen our capacity to manage patient transfers during crises.

Our robust Enterprise Risk Management framework, operating at Corporate, Regional, and Unit levels, systematically identifies and mitigates risks that could impact sustainable growth and operational stability. Critical risks are reviewed by the Audit, Risk & Compliance Committee and the Executive Leadership Team, ensuring policies remain aligned with an evolving risk landscape. The organization-wide Business Continuity and Disaster Management Plan aims to minimize downtime, financial losses, and service disruptions while enabling rapid recovery and coordinated responses. Policies are accessible to all employees to foster preparedness and reinforce a culture of safety, resilience, and trust positioning us to maintain excellence in patient care and organizational performance under any circumstances.

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

8. How many Green Credits have been generated or procured:

a. By the listed entity - Nil

b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners - Nil

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.

10

- 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	State
4	Consortium of Accredited Healthcare Organizations (CAHO)	National
5	Association of Healthcare Providers India (AHPI)	National
6	Confederation of Indian Industry (CII) - Healthcare Council	National
7	Healthcare Federation of India (NATHEALTH)	National
8	Indian Medical Association (IMA)	National
9	National Accreditation Board for Hospitals & Healthcare Providers (NABH)	National
10	Federation of Telangana Chambers of Commerce and Industry (FTCCI)	State

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
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	Amounts paid to PAFs in the FY (In INR)
Not applicable						

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

Rainbow has established a comprehensive grievance redressal mechanism to ensure that concerns raised by local communities are addressed promptly and effectively. The key channels include:

1. **Multi-Channel Communication Access:**

Rainbow provides a dedicated email ID, toll-free number, and official social media handles through which community members can raise concerns. Any query or complaint received via these channels is promptly directed to the respective operational unit for resolution.

2. **On-Ground Public Relations Support:**

Each operational unit is supported by a dedicated Public Relations Officer (PRO). When a concern is raised, the PRO ensures it is communicated to the relevant department or functionary and follows through to facilitate a timely resolution.

3. **Engagement with Local Authorities:**

Community members also have the option to report concerns directly to relevant local government authorities such as the Police Department, Health Department, or Municipal Corporation. Rainbow fully cooperates with these authorities to resolve issues.

In all cases, Rainbow treats community concerns with utmost seriousness and ensures that a clear and timely resolution is communicated back to the concerned community members.

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

	FY 2025	FY 2024
Directly sourced from MSMEs/ small producers	62%	83%
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 2025	FY 2024
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100%	100%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
Not applicable	

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

Sr. No.	State	Aspirational District	Amount spent (In INR)
Not applicable			

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

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
-	NIL	NIL	NIL	NIL

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
N.A	N.A	N.A

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
1	Installation of RO Plant for Clean Drinking Water in Chiramana Village, Nellore Dist, AP	2,000	15%
2	Awareness and Drive for Blood Stem Cell Preservation, Gangadhar Dist, Rajasthan	56	20%
3	Support to Emerging Sports Talent – Sanjana Sirimalla from Telangana, India	1	N.A

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 a multi-channel feedback system for collecting customer input. Outpatient (OP) feedback is gathered via SMS, while inpatient (IP) feedback is collected through the in-house app before discharge. Customers can also share feedback via the website, call center, or email at queries@rainbowhospitals.in. All feedback is shared with relevant teams for action, and the process is being upgraded with new, centralized touchpoints.

2. Turnover of products and/ services as a percentage of turnover from all products/services 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 2025		Remarks	FY 2024		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	21*	7	-	2,629	9	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Others (Products defects reported)	Nil	Nil	-	Nil	Nil	-

*In the current reporting year, the cases which were converted into a form of legal notices are considered.

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

	Number	Reasons for recall
Voluntary recalls	0	-
Forced recalls	0	-

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.

Rainbow Hospitals is committed to protecting personal privacy through a strong cybersecurity framework and data privacy policy. It follows industry standards with continuous monitoring, risk assessments, and staff training. The privacy policy, available at <https://www.rainbowhospitals.in/terms-and-conditions,outlines> how personal information is collected, used, and secured.

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.

None

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 had 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)

Not Applicable

B. If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Rainbow Children's Medicare Limited actively conducts regular surveys to evaluate customer satisfaction across key services and major operational locations. Patient feedback is primarily collected through SMS for Outpatient Department (OPD) and call center services. Additionally, the Company captures Net Promoter Scores (NPS) through both outpatient and inpatient feedback forms and closely monitors its Google My Business (GMB) ratings.