

RAINBOW CHILDREN'S MEDICARE LIMITED

WHISTLE BLOWER POLICY



WHISTLE BLOWER POLICY

1. INTRODUCTION:

Rainbow Children's Medicare Limited (“**RCML**” or “**Company**”) believes in the conduct of the affairs of its constituents in a fair and transparent manner by adoption of highest standards of professionalism, honesty, integrity and ethical behaviour.

Company is committed to conducting its business with integrity and in compliance with the laws of the land, established Audit Principles and the Company’s Code of Conduct (“**Code**”). Any actual or potential violation of the Code of Conduct, howsoever insignificant or perceived as such, would be a matter of serious concern for the Company. The role of directors and employees in pointing out such violations of the Code of Conduct cannot be undermined.

This Vigil Mechanism/ Whistle blower Policy (“**Policy**”) is formulated to provide a framework to promote responsible and secure whistle blowing within the organization. It provides guidance and a procedural framework to (i) Directors, Employees & their representative bodies (ii) Business Associates & Security Holders (hereinafter referred to as “**Stakeholders**”) wishing to raise a concern about irregularities and/ or frauds and any other wrongful conduct within the Company without fear of reprisal, discrimination or adverse employment consequences.

This Policy is also intended to enable the Company to address such disclosures or complaints by taking appropriate action, including but not limited to disciplinary action that could include terminating the employment and/ or services of those responsible and also includes filing of legal case.

2. DEFINITIONS:

- a. “**Code**” means the Company’s Code of Conduct as in force from time to time.
- b. “**Directors**” means the Directors of the Company.
- c. “**Employee**” shall mean all individuals on full-time or part-time employment with the Company, with permanent, probationary, trainee, retainer, temporary or contractual appointment and also includes the Board of Directors of the Company.

WHISTLE BLOWER POLICY

- d. **“Whistle Blower Committee”** means a Committee set up for the purpose of administering the Whistle Blower Policy, constituted for this purpose.
- e. **“Investigator”** means those persons authorized, appointed, consulted or approached by the Whistle Blower Committee to investigate the reported matter.
- f. **“Reportable Matter” or Alleged Misconduct** means unethical behavior, actual or suspected fraud, violation of law, breach of Company’s Code of Conduct, Company Policies and Guidelines.
- g. **“Subject”** means, a person who is, the focus of investigative fact finding either by virtue of Protected Disclosure made or evidence gathered during the course of an investigation.
- h. **“Protected Disclosure”** means any communication made in good faith by the whistle blower that discloses or demonstrates information that may indicate evidence towards unethical or improper activity.
- i. **“Unpublished price sensitive information”** (“UPSI”) means any information, relating to a company or its securities, directly or indirectly, that is not generally available which upon becoming generally available, is likely to materially affect the price of the securities and shall ordinarily including but not restricted to, information relating to financial results, dividends, change in capital structure, mergers, de-mergers, acquisitions, delisting’s, disposals and expansion of business and such other transactions, changes in Key managerial personnel; and materials events in accordance with the listing agreements.
- j. **“Whistle Blower”** means any employee or Stakeholder of the Company making a protected disclosure/ Complaint under this Policy.

WHISTLE BLOWER POLICY

3. Applicability:

This Policy applies to all Employees of the Company.

This Policy is equally applicable to stakeholders wishing to raise a concern about irregularities and/ or frauds and any other wrongful conduct within the Company without fear of reprisal, discrimination or adverse employment consequences.

4. Coverage of policy

A Whistle Blower can complain about the following issues under this policy. The list of issues classified under “Reportable Matter” or “Alleged Misconduct” is indicative and is not all inclusive.

Alleged misconduct may include, but is not limited to the following:

- a) Forgery, falsification or alteration of documents.
- b) Unauthorized alteration or manipulation of computer files /data.
- c) Fraudulent reporting, wilful material misrepresentation.
- d) Pursuit of benefit or advantage in violation of the Company’s policies.
- e) Instances of leak of Unpublished Price Sensitive Information as per SEBI (Prohibition of Insider Trading) Regulations, 2015, as amended and Company’s Code of Conduct.
- f) Misappropriation/misuse of Company's resources viz; funds, supplies, vehicles or other assets.
- g) Authorizing/receiving compensation for goods not received/ services not performed. Authorizing or receiving compensation for hours not worked.
- h) Improper use of authority for personal gains.
- i) Unauthorized Release of Proprietary Information.
- j) Financial irregularities, including fraud, or suspected fraud.
- k) Breach of contract.
- l) Theft of Cash.
- m) Theft of Goods/Services.

WHISTLE BLOWER POLICY

- n) Unauthorized Discounts.
- o) Breach of Company's Code of Conduct.
- p) Criminal Activity.
- q) Giving and / or accepting, bribes, expensive gifts, directly or indirectly from business connections including clients, patients, vendors/Suppliers and Contractors in contravention of Code of Conduct policy.
- r) Deliberate violation of law/regulation.
- s) Any other unethical, biased, favoured, imprudent action.

Concerns not covered under this policy:

- a) Personal grievance.
- b) Dissatisfaction with appraisals and rewards.
- c) Customer grievances / service related queries.
- d) Suggestions for improving operational efficiencies.
- e) Financial decisions by the Company.
- f) Concerns raised by a person who is not a Whistle Blower as per this Policy.
- g) Any other matters, which have already been addressed under harassment, disciplinary or any other Company procedures.

5. Protection for Whistle Blowers:

If a Whistle Blower raises concern under this policy, he/she will not be under any risk of suffering any form of retaliation. The Company is committed to protecting the Whistle Blower from any form of retaliation or adverse action due to disclosure by them. Whistle Blower will not be under risk of losing his/her job or suffer loss in manner like transfer, demotion, refusal of promotion.

The identity of the Whistle Blower shall be kept confidential to the extent possible and permissible under law.

WHISTLE BLOWER POLICY

Any other employee assisting in the said investigation shall also be protected to the same extent as the Whistle Blower.

The protection is given provided that: -

- a) The disclosure is made in the good faith.
- b) Whistle Blower believes that information and allegations contained in it are substantially true.
- c) Whistle Blower is not acting for personal gain.

6. **False Complaints:**

While this policy is intended to bring out misconduct happening in Company and also to protect genuine Whistle Blowers from any unfair treatment, however any employee who made complaints with mala fide intentions and which is finally found to be false will be subject to strict disciplinary / legal action.

7. **Reporting Mechanism:**

Employees or Stakeholders may raise “Reportable Matter” or “Alleged Misconduct” within a reasonable period of time after becoming aware of the same to the Whistle Blower Committee.

- a) The Whistle Blower Committee shall be headed by the Managing Director of the Company and shall comprise of the following other members.
- b) COO
- c) Chief Financial Officer
- d) Company Secretary
- e) HR Head

The “Reportable Matter” or Alleged Misconduct” can be sent in detail to Whistle Blower Committee at whistle.blower@rainbowhospitals.in

In exceptional cases or if complaints relate to KMPs & Directors, employees have a right to make a Protected Disclosure directly to the Chairman of the Audit Committee, by:

WHISTLE BLOWER POLICY

- i. Sending an e-mail to audit.committee@rainbowhospitals.in
- ii. Writing a letter marked as Private and Confidential and addressed to the Chairman of the Audit Committee and sending it at the Corporate Office of the Company in Hyderabad.

Employees are encouraged to provide full information along with his name and contact details, so that Whistle Blower Committee can evaluate the merits of the complaint and initiate appropriate investigation / action on the complaint.

8. Responsibility of the Whistle Blower Committee:

- a. The Whistle Blower Committee shall be responsible to act on the incident in an unbiased manner.
- b. The Whistle Blower Committee shall take necessary actions to maintain confidentiality within the organization on issues reported.
- c. The Whistle Blower Committee shall identify an impartial team of Investigators for conducting investigation. The Committee can also appoint any outside agency for seeking assistance, if needed.

The Whistle Blower Committee shall, subject to the prior concurrence of the Chairman of the Audit Committee, be responsible for recommending disciplinary action against the subject if investigation found to be true as raised by Whistle Blower.

However, if a whistle blower chooses to keep his/her identity anonymous. In such cases, the complaint should be accompanied with strong evidence and data.

9. Process of Inquiry / Investigation:

The Whistle Blower Committee shall meet and discuss every “Reportable Matter” or “Alleged Misconduct” and shall make an assessment or decide on enquiries or investigations to be made at the preliminary stage for validating and assessing the alleged misconduct / reportable matter. Where the Whistle Blower Committee decides that the reported matter falls outside the scope of this Policy, the Committee will dispose that of with directions to the Management to resolve it in the normal course of business. Where initial inquiries indicate that further investigation is necessary, it shall constitute an Investigation Team to do the same.

WHISTLE BLOWER POLICY

- a. All matters reported to Whistle Blower Committee will be assessed on merit.
- b. The Whistle Blower Committee may obtain inputs from other relevant sources and review the evidence wherever necessary. While doing so Committee shall maintain the secrecy on the Whistle Blower and immediate witness, if any, and will also ensure that there will be no retaliation on him/her.
- c. The Investigation Team, formed by the Committee shall comprise of 1 or more Investigators, who may be employee(s) of the Company or otherwise, but are competent enough to handle the matter.
- d. The Investigation Team, constituted by Committee shall also maintain confidentiality during entire investigation process. They are required to play fair role during entire investigation process.
- e. A preliminary investigation shall be carried out to ascertain the genuineness of the disclosure. In case the Investigator team is satisfied with the genuineness of the disclosure, then it will proceed to investigate the same. In case Investigator team is not satisfied with the genuineness of the disclosure, then with the permission of the Chairman of the Audit Committee, the compliant can be disposed off without any further investigation.
- f. The identity of the Subject will be kept confidential given the legitimate needs of law and investigation.
- g. The Subject is expected to co-operate in the investigation process. The Subject will also ensure that evidence is not withheld, destroyed or tapered.
- h. Investigator, Subject and Whistle Blower shall neither intervene nor they influence or threaten the immediate witness, if any.
- i. At any given point of time if Committee is informed that Investigator, Whistle Blower or Subject is influencing the Investigation Process, strict disciplinary action will be taken against them as deemed fit by the Committee.

WHISTLE BLOWER POLICY

- j. Everyone who is working with the Company has a duty co-operate in the investigation process.
- k. Failure to co-operate during the investigation process or intentionally providing the wrong information during the investigation process could result in disciplinary action, including termination of employment as deemed fit by the Committee / Management.
- l. The Investigating Team shall submit their report along with facts and supporting documents to the Whistle Blower Committee.
- m. The Whistle Blower Committee shall within a reasonable period of time which shall not be later than 6 months, except with the approval of Audit Committee, of receipt of “Reportable Matter” or “Alleged Misconduct” forward the Complaint of the Whistle Blower addressed to the Chairperson of the Audit Committee along with its recommendation.

Notwithstanding the above, if in opinion of the Whistle Blower Committee, the “Reportable Matter” or “Alleged Misconduct” relates to (i) Fraud and/or (ii) A matter which may result in Material Loss, leak of unpublished price sensitive information which may result in Material Loss, it shall update the Audit Committee in its meetings held after forming of such opinion, on the progress of its investigation into the matter.

- n. If the “Reportable Matter” or Alleged Misconduct” is sent/emailed directly to the Chairman of the Audit Committee, the Chairman shall forward it to the Members of the Whistle Blower Committee for investigating it as per the Whistle Blower Policy.

10. Decision and Reporting:

- a. The Audit Committee shall, based on the findings in the written report submitted by the Whistle Blower Committee and after conducting any further investigation as it may deem fit, come to a final decision in its next meeting held immediately after the date of receipt of the written report.

WHISTLE BLOWER POLICY

- b. If the complaint is shown to be justified, then the Audit Committee shall invoke disciplinary or other appropriate actions against the concerned as per the Organization's procedures. The following actions may be taken after investigation of the concern;
 - i. Disciplinary action (up to and including dismissal) against the Subject depending on the results of the investigation; or;
 - ii. Disciplinary action (up to and including dismissal) against the Whistle Blower if the claim is found to be malicious or otherwise in bad faith; or
 - iii. No action if the allegation proves to be unfounded.
- c. If the report of the investigation is not to the satisfaction of the complainant, the complainant has the right to report the event to the appropriate legal or investigating agency.

11. Miscellaneous:

- a. An annual report with number of complaints received under the Policy and their outcome shall be placed before the Audit Committee.
- b. All Protected Disclosures in writing or otherwise, the documents pertaining to the disclosures made by a Whistle Blower, along with the results of the investigation relating thereto, evidences submitted and proceedings carried thereon, shall be retained by the Company for a minimum period of five (5) years, or such other period as may be specified by any other law in force, whichever is more.

12. Modification:

The Board of Directors reserves the right to amend or modify this Policy in whole or in part, at any point of time, if required. However, no modifications shall be effective if made in contravention with the Companies Act, SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015 or any other applicable laws.

WHISTLE BLOWER POLICY

13. Confidentiality:

The Company, through this Policy, gives assurance to every Employee that complete confidentiality will be ensured by the Company in respect of the disclosures made by a Whistle - Blower and investigations thereon. For this purpose, the Whistle - Blower is therefore requested to make it clear at the time of making any disclosures that the disclosures are being made under this Policy.

14. Disclosures:

- a. The company shall disclose about such Policy in its Board's Report & shall also display on its website.
- b. Corporate Governance Report of the company shall disclose about such Policy & affirm that no personnel have been denied access to the audit committee.

Approved by	Date of Approval	Release Date
Audit Committee & Board	March 25, 2022	March 25, 2022