

7th August 2025

The Secretary, Bombay Stock Exchange Ltd (BSE) Phiroze Jheejheebhoy Towers, Dalal Street, Mumbai - 400 001. Scrip Code - 543308 ISIN: INE967H01025	The Secretary, National Stock Exchange, Exchange Plaza, 5th Floor Plot No.C/1, 'G' Block Bandra - Kurla Complex Mumbai - 400 051. Symbol - KIMS ISIN: INE967H01025
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Dear Sirs,

Subject: Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015- Submission of Business Responsibility and Sustainability Report for the FY 2024-25.

Pursuant to the provisions of Regulation 34(2)(f) of the Listing Regulations, please find attached copy of Business Responsibility and Sustainability Report of the Company for the Financial Year 2024-25, which also forms part of the Integrated Annual Report for the Financial Year 2024-25, submitted to the Stock Exchanges vide letter dated August 7, 2025.

The 23rd Annual Report is available on the website of the Company at <https://www.kimshospitals.com/investors/> > **Disclosures under Regulation 46 of SEBI (LODR) Regulations, 2015 > Financial Information > Annual Report.**

Request you to take the above information on record.

Thanking you,

Yours truly,

For Krishna Institute of Medical Sciences Limited

NAGAJAYANTH Digitally signed by
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Dr. Nagajayanthi J. R.

Company Secretary & Compliance Officer

Enc: As Above

Business Responsibility and Sustainability Report FY 2024-25



KIMS Hospitals is committed to advancing sustainable and responsible healthcare practices aligned with its vision of providing compassionate and ethical patient care. The Business Responsibility and Sustainability Report (BRSR) for FY 2024–25 outlines our continued commitment to environmental responsibility, patient-centric innovation, employee well-being, and transparent governance. Through comprehensive stakeholder engagement, compliance with national and global standards, and implementation of ESG-led initiatives, KIMS strives to foster long-term value creation for all stakeholders.

Key Highlights:

- Increased the share of renewable energy usage across select hospital facilities through ongoing investments in clean energy infrastructure.
- Maintained certifications for NABH, ISO 14001, and ISO 45001, demonstrating compliance with quality, environmental, and occupational health & safety standards.
- Maintained zero tolerance on unethical practices and ensured 100% training coverage on ethical conduct across employee levels.
- Adopted employee friendly policies including maternity benefits and grievance redressal mechanisms with 100% coverage.
- Complied with applicable Bio-medical waste management regulations, with proper disposal through authorised vendors and tracking systems.
- Ensured access to both occupational and non-occupational healthcare services for all employees and workers as part of the Company's holistic well-being approach.

Principle-wise Summary

Principle 1: Ethical Governance and Transparency



The Company upholds the highest standards of ethics, accountability, and transparency in its operations. All employees undergo training on the Code of Conduct, and grievance redressal mechanisms such as a whistle-blower policy and internal committees ensure prompt resolution and open dialogue.

Principle 2: Sustainability in Product and Service Delivery



KIMS ensures its healthcare services are aligned with sustainability principles, including responsible consumption of resources, EHR implementation to reduce paper use, and lean operating models to improve service efficiency. All clinical protocols are NABH-compliant.

Principle 3: Employee Well-being



The Company prioritizes the safety, health, and holistic well-being of its workforce. Employee engagement programs, skill development, and access to physical and mental wellness support are institutionalized. KIMS recorded a notable reduction in workplace incidents and improved workforce retention.

Principle 4: Stakeholder Inclusiveness



KIMS maintains strong engagement with stakeholders including patients, employees, investors, and regulators. Patient satisfaction surveys, staff feedback mechanisms, and CSR outreach drive inclusive decision-making and responsiveness to stakeholder needs.

Principle 5: Human Rights



KIMS is committed to respecting and promoting human rights. All operations comply with national labour laws, including no child labour or forced labour policies. Employees are paid above minimum wage, and audits ensure ethical third-party practices.

Principle 6: Environmental Responsibility

The Company has undertaken steps to reduce its environmental footprint by increasing reliance on renewable energy, improving water management practices, and reducing GHG emissions. KIMS hospitals are in compliance with Biomedical Waste Management Rules and have ISO 14001 certification.

Principle 7: Responsible Public Policy Advocacy

KIMS engages with public health bodies and medical associations to promote ethical healthcare reforms and patient safety initiatives. The Company actively supports national health programs through collaboration and policy advocacy in areas such as disease prevention and rural health access.

Principle 8: Inclusive Growth and Community Development

The Company's CSR activities target underserved and rural populations with mobile health vans, health screening camps, and affordable treatment programs. These efforts enhance healthcare equity and align with national development priorities.

Principle 9: Customer and Patient Centricity

KIMS adopts a patient-first approach, ensuring transparent billing, informed consent, data privacy, and clinical excellence. Patient feedback mechanisms, quality audits, and digital service delivery improvements reinforce trust and satisfaction.

SECTION A: GENERAL DISCLOSURES

I. Details of listed entity

1. Corporate Identity Number (CIN) of the Company	L55101TG1973PLC040558
2. Name of the Company	Krishna Institute of Medical Sciences Limited
3. Year of Incorporation	26/07/1973
4. Registered Office Address	D.NO.1-8-31/1, Minister Road, Secunderabad, Telangana, India - 500003
5. Corporate Address	
6. Email Address	cs@kimshospitals.com
7. Telephone	040-44885000
8. Website	http://www.kimshospitals.com/
9. Financial Year Reported	2024-25
10. Name of the Stock Exchanges where shares are listed	Bombay Stock Exchange (BSE) & National Stock Exchange (NSE)
11. Paid-up Capital	80,02,77,870
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Dr. Nagajayanthi J.R Company Secretary & Compliance officer Ph: 040-44885000 Email: cs@kimshospitals.com
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).	The disclosures made under this report are made on a standalone basis for Krishna Institute of Medical Sciences Limited (KIMS).
14. Name of assurance provider	Not Applicable for this financial year
15. Type of assurance obtained	

II. Products/Services

16. Details of business activities (accounting for 90% of the turnover)

Sl. No.	Description of Main Activity	Description of Business Activity	% of turnover of the Company
1	Hospital and Medical Care	Hospital Activities	96.06%

17. Products/Services sold by the Company (accounting for 90% of the turnover)

Sl. No.	Product/Service	NIC Code	% of total turnover contributed
1	KIMS offer a bouquet of comprehensive healthcare services across 40 specialties including cardiac sciences, oncology, neurosciences, gastric sciences, orthopedics, organ transplantation, renal sciences, and mother & child care.	86110	96.06%

III. Operations

18. Number of locations where plants and/or operations/offices of the Company are situated:

Location	Number of plants	Number of offices	Total
National*	4	0	4
International	0	0	0

*Operation of the entity (Hospitals) on standalone basis takes place at Secunderabad, Nellore, Ongole and Rajahmundry.

19. Markets served by the Company**a. Number of locations**

Locations	Number
National (No. of States)	2
International (No. of Countries)	0

b. What is the contribution of exports as a percentage of the total turnover of the Company?

1.87%

c. Types of customers

The Company caters to a diverse domestic clientele, encompassing both insured and uninsured individuals across various regions in India. This includes:

1. Self-paying patients
2. Beneficiaries of government-sponsored health schemes, such as: Central Government Health Scheme (CGHS), Ex-Servicemen Contributory Health Scheme (ECHS) and Other central and state government health initiatives

With a focus on inclusive access to quality healthcare, the Company maintains a professional and equitable approach in delivering services to all customers, irrespective of their payment mode or socio-economic background.

IV. Employees**20. Details as at the end of Financial Year****a. Employees and workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	5,264	2,457	46.7%	2,807	53.3%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	5,264	2,457	46.7%	2,807	53.3%
WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	1,224	552	45.1%	672	54.9%
6.	Total workers (F + G)	1,224	552	45.1%	672	54.9%

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	22	16	72.7%	6	27.3%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	22	16	72.7%	6	27.3%
WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total workers (F + G)	0	0	0	0	0

21. Participation/Inclusion/Representation of Women

Location	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9	2	22.2%
Key Management Personnel	2	1	50%

* The KMP's of the Company are Chairman & Managing Director, Chief Executive Officer, Whole-Time Director, Chief Financial Officer and Company Secretary & Compliance Officer. Since Chairman & Managing Director, Chief Executive Officer and Whole-time Director are already included under the Category 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)

Location	FY'2024-25			FY'2023-24			FY'2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	30.4%	47.0%	38.7%	48.1%	51.9%	50%	36.71%	54.87%	45.79%
Permanent Workers	0	0	0	0	0	0	0	0	0

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. Name of holding/subsidiary/associate companies/joint ventures

Sl. No.	Name of the holding/ subsidiary/associate companies/joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/Joint Venture	% of shares held by the Company	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company (Yes/No)
1	Arunodaya Hospitals Private Limited	Subsidiary	70.67	No
2	KIMS Hospital Enterprises Private Limited	Subsidiary	90.93	No
3	Iconkrishi Institute of Medical Sciences Private Limited	Subsidiary	51.00	No
4	Saveera Institute of Medical Sciences Private Limited	Subsidiary	76.50	No
5	KIMS Hospital Kurnool Private Limited	Subsidiary	55.00	No
6	Sarvejana Healthcare Private Limited	Subsidiary	69.35	No
7	SPANV Medisearch Lifesciences Private Limited	Subsidiary	69.30	No
8	KIMS Hospitals Private Limited	Subsidiary	100.00	No
9	KIMS Swastha Private Limited	Subsidiary	100.00	No
10	KIMS Hospital Bengaluru Private Limited	Subsidiary	100.00	No
11	Chalasani Hospitals Private Limited	Subsidiary	100.00	No
12	Meda Institute of Podiatry Private Limited	Subsidiary	51.00	No
13	KIMS Manavata Hospitals Private Limited	Subsidiary	51.00	No
14	Kondapur Healthcare Limited	Associate	38.50	No

*Rajyalakshmi Healthcare Private Limited (step-down Subsidiary) has merged with its holding Company Sarvejana Healthcare Private Limited, pursuant to the approval of the scheme of amalgamation vide order dated 19th February, 2025.

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover (in Rs.): 13,84,07,03,064
- (iii) Net worth (in Rs.): 21,67,76,88,568

VII. Transparency and Disclosure Compliances

25. Complaints/Grievances on any of the principles (Principle 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes*/No) (If yes, then provide web link for grievance redressal policy)	FY'2024-25			FY'2023-24		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes*						
Investors (other than shareholders)	Yes*			NIL			NIL
Shareholders	Yes*	1	0	-	0	0	-
Employees and workers	Yes*	2	0	All Compliants were addressed and resolved	6	0	-
Customers	Yes* (Feedbacks collected at the time of discharge)	492	0	-	435	0	All Compliants were addressed
Value Chain Partners	Yes*			Nil			
Others	Yes*						

* <https://www.kimshospitals.com/investors/>

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

Sl. 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	Dependency on Healthcare Professionals	Risk	Shortage of skilled professionals or shifts in market demand may necessitate higher compensation to attract and retain talent.	Specialist physicians are remunerated based on services rendered. The Company remains agile in aligning compensation with evolving market dynamics to retain expertise.	Negative
2	Waste Management	Risk	Improper biomedical waste handling can result in regulatory violations, harm to public health, and environmental degradation.	A formal waste management policy is in place, compliant with State Pollution Control Board norms and Biomedical Waste Management Rules. Regular staff training ensures safe disposal.	Negative
3	Regulatory Compliance	Risk	The healthcare sector is highly regulated; non-compliance can lead to legal action and reputational damage.	A centralized digital tool has been deployed to monitor compliance requirements and route them efficiently to concerned departments.	Negative
4	Data Security	Risk	Handling sensitive patient data creates exposure to cybersecurity threats and data privacy risks under evolving laws.	Advanced IT systems, regular monitoring, antivirus software, and data protection protocols are in place to safeguard patient information.	Negative
5	Technological Advancements	Opportunity	Proactive adoption of secure and modern technologies can boost patient trust and loyalty.	Continuous upgrades in IT infrastructure, security systems, and patient interfaces are pursued to enhance service delivery and user satisfaction.	Positive
6	Dependency on Supply Chain	Risk	Delays or disruptions in procuring medical supplies can impact service continuity.	Vendors undergo a stringent onboarding and performance review. Compliance with terms and SLAs is mandatory.	Negative
7	Intense Competition	Risk	The presence of multiple healthcare providers intensifies competition in terms of price, quality, and service delivery.	Strategic focus on physician engagement, competitive pricing, and superior patient care is maintained to differentiate offerings.	Negative
8	Community Outreach	Opportunity	Engagement through CSR fosters trust, strengthens local relations, and contributes to public well-being.	Initiatives are led through structured CSR programs focused on healthcare, education, sanitation, and community infrastructure.	Positive
9	Specialized Departments	Opportunity	Offering niche services attracts a specific segment of patients and enhances the institution's reputation.	Investment in skilled personnel, advanced diagnostics, and tailored care protocols enable targeted service offerings.	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether the Company'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. Weblink of the policies, if available	<p>All the SEBI mandated policies could be found at: https://www.kimshospitals.com/investors/</p> <ol style="list-style-type: none"> 1. Policy for Preservation of Documents – Link P1 2. Whistleblowers Policy for Directors and Employees – Link P1 3. Policy for Determining Material Subsidiaries – Link P1, P4 4. Policy on Code of Conduct – Link P1 5. Policy on Related Party Transaction – Link P1, P4, P7 6. Policy on Prevention of Insider Trading – Link P1, P4, P7 7. Policy of Nomination and Remuneration – Link P3, P4 8. Policy on Diversity – Link P1, P8 9. Policy for Determination of Materiality Threshold – Link P1, P4, P7 10. Policy on Familiarization of I Ds – Link P1 11. Dividend Distribution Policy – Link P3, P4 12. Policy on CSR – Link P4, P8 <p>Additionally, the company maintains a few other policies such as the Grievance Handling Policy, ESG Policy, Welfare Policy, Cyber Security Policy, and POSH Policy, covering P2, P5, P6, and P9, available on the Intranet and accessible to all employees.</p>								
2. Whether the Company has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to the Company's value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
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 the Company and mapped to each principle.	<ul style="list-style-type: none"> • ISO 9001:2015 Certified P1, P2, P4, P9 • Pharmacie De Qualite Certification (PDQ) P2, P9 • IVF Center Accreditation by Board of FEQH & ISAR P2,P8, P9 • CSSD ACE Certification – 2022 P2 • ISO 22000:2005 – Food Safety Management System (FSMS) – 2019 P2, P3 • AACI International Accreditation P3 								
5. Specific commitments, goals and targets set by the Company with defined timelines, if any.	KIMS has initiated its ESG journey and anticipates setting sustainability KPI targets for the short, medium, and long term across the following focus areas:								
6. Performance of the Company against the specific commitments, goals and targets along with reasons, in case the same are not met.	<ul style="list-style-type: none"> • Climate Change Mitigation • Energy Efficiency • Water Conservation • Waste Management • Reduction of Air Emissions and GHGs • Biodiversity Protection 								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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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)

in the realm of healthcare, the commitment to Environmental, Social, and Governance (ESG) initiatives is not just a responsibility, but a way of life. This ethos is deeply ingrained in our culture, shaping every decision and action. Patient safety and well-being remain central to all endeavours, with a relentless focus on creating a clean, safe, and welcoming environment.

Our dedication extends beyond our facilities through outreach programs that raise awareness about health—emphasizing both prevention and treatment. We believe healthcare is not just about healing, but about education and proactive care.

Creating an environment where doctors and staff can thrive is a key priority, as great care stems from empowered caregivers. This nurturing culture forms the foundation of our healthcare system.

Ethics and transparency are core to our operations. We firmly believe there is no business without ethics. Our commitment to ethical practices ensures that all stakeholders' interests are respected and protected.

ESG practices are reviewed regularly to drive continuous improvement and innovation. Our aim is to contribute to a more equitable and sustainable future through unwavering commitment to ESG principles, patient care, community engagement, employee well-being, and ethical governance.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	DIN Number : 01681273 Name: Dr. Abhinay Bollineni Designation: Director & CEO
9. Does the Company have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Telephone No. 040-44885000 Email Id: abhi@kimshospitals.com
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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Adherence to the above mentioned policies and subsequent actions undergo scrutiny by the Board of Directors, Nomination and Remuneration Committee, Risk Management Committee, and Audit Committee, as relevant. These reviews occur two or three years, or whenever alterations in applicable laws necessitate an update																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company monitors and completes the compliances on timely basis via a platform on boarded from a third party vendor.																	

11. Has the entity carried out 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
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12. If answer to question (1) above is 'No' i.e. not all Principles are covered by a Policy, reasons to be stated:

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principle 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

1

Principle

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

Essential Indicator:

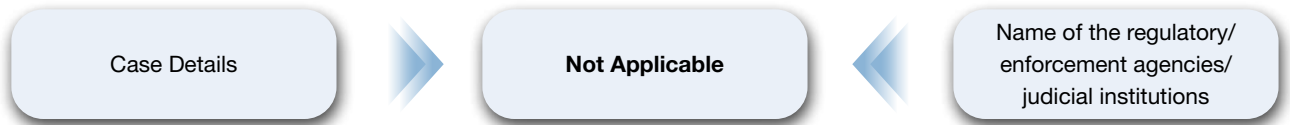
1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

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		Nil	
Key Managerial Personnel		Nil	
Employees other than Board of Directors and KMPs	26	Emergency codes, Fire safety, Incident reporting, Radiation safety, HIC, Handling Vulnerable patients, BLS, Occupational Hazards, HIRA, Disciplinary and Grievance handling, POSH, Adrenaline & LMS, Risk within Hospital environment, Hospital disaster Management Plan, Privileging process(clinical staff),HIMS, NABH & ISO Standards, HR Policies, Cancer awareness, hand hygiene, Vericose veins, storage of medication, Self defense, womens safety, Cyber crime	80%
Workers	26	Emergency codes, Fire safety, Incident reporting, Radiation safety, HIC, Handling Vulnerable patients, BLS, Occupational Hazards, HIRA, Disciplinary and Grievance handling, POSH, Adrenaline & LMS, Risk within Hospital environment, Hospital disaster Management Plan, Privileging process(clinical staff),HIMS, NABH & ISO Standards, HR Policies, Cancer awareness, hand hygiene, Vericose veins, storage of medication, Self defense, womens safety, Cyber crime	85%

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:

	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					
Settlement					
Compounding fee					
			NIL		
	Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment					
Punishment					
			NIL		

3. Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed.



4. Does the Company have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

KIMS is committed to upholding the highest standards of corporate governance and ethical business conduct. While there is no standalone Anti-Bribery Policy, the principles of anti-bribery are embedded within the Company's Code of Conduct.

Key Focus Areas Include:

- **Legal Compliance:** Adhering to all relevant anti-bribery laws and regulations.
- **Reputation Management:** Preserving the organization's image as a responsible and ethical healthcare provider.
- **Risk Mitigation:** Preventing exposure to bribery-related risks.
- **Ethical Culture:** Promoting values of integrity and responsible business behavior across all levels.

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'2024-25	FY'2023-24
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest

	FY'2024-25		FY'2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	No complaints were received in relation to issues of conflict of interest against any of our Directors or KMPs in the reporting year and in the year before that.	NIL	No complaints were received in relation to issues of conflict of interest against any of our Directors or KMPs in the reporting year and in the year before that
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 conflict of interest.

- Not Applicable

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

	FY'2024-25 (Current Financial Year)	FY'2023-24 (Previous Financial Year)
Number of days of accounts payables	125.29	114.24

9. Open-ness of business Provide details of 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		FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	67%	79%
	b. Number of trading houses where purchases are made from	890	1027
	c. Purchases from top 10 trading houses as % of total Purchases from trading houses	24%	28%
Concentration of Sales	a. Sales to dealer / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealer / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties as % of Total Purchases)	0.53%	0.41%
	b. Sales (Sales to related parties as % of Total Sales)	1.40%	0.77%
	c. Loans & advances given to related parties as % of Total loans & advances	85%	76%
	d. Investments in related parties as % of Total Investments made	18%	94%

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
NIL		

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.

Yes, KIMS has a clearly articulated Code of Conduct applicable to both Board members and senior management. The policy:

- Emphasizes the need to avoid actual or perceived conflicts of interest.
- Requires full disclosure of any personal, professional, or financial affiliations that might compromise—or appear to compromise—objectivity in company decisions.
- Reinforces transparency and ethical alignment between personal interests and organizational goals.

2

Principle

Business should provide goods and services in a manner that is sustainable and safe

Essential Indicator:

- 1 **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of products and processes to total R&D and capex investments made by the entity, respectively.**

Segment	FY'2024-25	FY'2023-24	Details of improvements in environmental and social impacts
R & D Capex	Assessment of Capex and R&D spend to be incurred by the Company is always in line with its possible impact in betterment of social & environmental components associated with business activities. These are inseparable cost of project and hence separate identification of such cost is not feasible.		

2. **a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

Yes, the Company has procedures in place for sustainable sourcing.

Procurement Process:

- Involves rigorous evaluation of new vendors prior to onboarding.
- Existing vendors undergo regular assessments to monitor their performance and alignment with company values.
- Sustainability considerations are being actively integrated into the vendor selection process.

- b. If yes, what percentage of inputs were sourced sustainably?**

- 92.52%

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**



**Plastics
(including packaging)**

Minimal plastic waste is generated. All plastic waste is sold to authorized plastic recyclers in accordance with waste management protocols.



E-waste

E-waste is sent to recyclers authorized by the Central Pollution Control Board (CPCB), ensuring responsible electronic waste disposal.



Hazardous waste

Includes residuals from the Sewerage Treatment Plant (STP) and general healthcare operations. These are disposed of through authorized municipal and biomedical channels. Treated water from STP is reused for landscaping and plant watering.



Other waste

Managed as per Bio-Medical Waste Management Rules, 2016. Waste is entrusted to a CPCB-authorized treatment facility for safe disposal.

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.
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Considering the nature of operations and business activities of KIMS, Life Cycle Assessment is not being conducted.

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
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Given the company's operation in the healthcare sector, this is 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'2024-25	FY'2023-24

Given the company's operation in the healthcare sector, this is 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'2024-25			FY'2023-24		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
 Plastics (including packaging)	<p>The Company manages waste responsibly by following specific protocols for different types of waste. Bio-medical waste is directed to an authorized Bio-Medical Waste Treatment Facility, approved by the Central Pollution Control Board (CPCB), in accordance with the Bio-Medical Waste Management Rules of 2016 and subsequent amendments. E-waste is handed over to a vendor authorized by the CPCB. Additionally, other waste is securely stored and regularly cleared according to local municipality rules before collection by municipal authorities.</p>					
 E-waste						
 Hazardous waste						
 Other waste						

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
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Not Applicable





3

Principle

Business should respect and promote the wellbeing of all employees, including those in their value chains

Essential Indicator:

1. A. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities#	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
 Male	2457	2457	100%	0	0%	NA	NA	0	0%	15	0.6%
 Female	2807	2807	100%	0	0%	196	7%	NA	NA	19	0.7%
Total	5264	5264	100%	0	0%	196	7%	0	0%	34	0.6%
Other than Permanent employees											
 Male	0	0	0	0	0	0	0	0	0	0	0
 Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

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 (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0
Other than Permanent Workers											
Male	552	0	0.00%	0	0%	0	0%	0	0%	0	0%
Female	672	0	0.00%	0	0%	0	0%	0	0%	0	0%
Total	1224	0	0.00%	0	0%	0	0%	0	0%	0	0%

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY'2024-25	FY'2023-24
Cost incurred on wellbeing measures as a % of total revenue of the company	0.17%	0.13%

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

Benefits	FY'2024-25			FY'2023-24		
	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	99%	100%	Y	99%	100%	Y
Gratuity	100%	100%	Y	100%	95%	Y
ESI	63%	100%	Y	64%	100%	Y
Others- please specify	0%	0%	NA	0	0%	NA

3. Accessibility of workplaces

Are the premises/offices of the Company 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 Company in this regard.

KIMS recognizes the importance of inclusivity and accessibility for all its stakeholders, including patients, visitors, employees, and workers. In alignment with the Rights of Persons with Disabilities Act, 2016, KIMS ensures that its hospitals and workplaces are accessible to differently-abled individuals.



All KIMS facilities across India are equipped with ramps, accessible restrooms, and other necessary infrastructure to cater to the needs of persons with disabilities. Additionally, KIMS staff are sensitized and trained to support differently-abled individuals with empathy and care.

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

KIMS is committed to fostering a fair and inclusive workplace, free from discrimination based on race, gender, religion, age, disability, or other characteristics. In addition:





- Recruitment and Selection Policy, which ensures hiring is based purely on merit and capability.
- Employee Rights and Responsibilities Policy, which mandates equal treatment and promotes a respectful work environment.

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	0%	0%	0%	0%
 Female	59%	100%	0%	0%
Total	59%	100%	0%	0%

*The Company does not have any permanent workers which is why the number reflected above equals zero.

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	NA
 Other than permanent workers	KIMS has established a multi-channel grievance redressal mechanism for employees to raise concerns:
 Permanent employees	<ul style="list-style-type: none"> • Grievances may be raised orally or in writing. • Complaints are reviewed by a Grievance Redressal Committee, which ensures a fair hearing for all parties involved. • Post-investigation, appropriate action is taken. • If the decision is unsatisfactory, employees can appeal to the Management, which is required to respond within 45 days.
 Other than permanent employees	NA

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

Category	FY'2024-25			FY'2023-24		
	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	5264	0	0%	5013	0	0%
Male	2457	0	0%	2411	0	0%
Female	2807	0	0%	2602	0	0%
Total Permanent Workers	0	0	0	0	0	0
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0

8. Details of training given to employees and workers:

Category	FY'2024-25					FY'2023-24				
	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	2457	1695	69%	1400	57%	2411	1562	65%	1254	52%
👤 Female	2807	1992	71%	1712	61%	2602	1708	66%	1521	58%
Total	5264	3687	70%	3112	59%	5013	3270	65%	2775	55%
Workers										
👤 Male	552	413	74%	442	80%	516	316	61%	352	68%
👤 Female	672	497	73%	512	76%	564	412	73%	403	71%
Total	1224	910	0%	954	78%	1080	728	67%	755	70%

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

Category	FY'2024-25			FY'2023-24		
	Total (A)	No. (B)	%(B/A)	Total (C)	No. (D)	%(D/C)
Employees						
Male	2457	2457	100%	2411	2411	100%
Female	2807	2807	100%	2602	2602	100%
Total	5264	5264	100%	5013	5013	100%
Workers						
Male	552	552	100%	516	516	100%
Female	672	672	100%	564	564	100%
Total	1224	1224	100%	1080	1080	100%

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. KIMS has implemented a comprehensive Occupational Health and Safety Management System (OHSMS) to ensure workplace safety and promote a healthy environment for all employees. The system includes a robust incident reporting mechanism that facilitates timely documentation, investigation, and resolution of safety-related incidents. Updates and reviews are conducted quarterly, ensuring the system remains responsive to emerging risks and aligned with best practices.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

KIMS' Quality Department conducts systematic audits across departments to identify routine and non-routine work-related hazards. These audits support continuous assessment and mitigation of potential occupational risks, thereby strengthening overall safety management.

c. Whether you have processes for workers to report work related hazards and to remove themselves from such risks. (Y/N)

Yes. Standard Operating Procedures (SOPs) are in place across all work units. These SOPs guide employees in reporting hazards and, when necessary, withdrawing from unsafe conditions. Employees are empowered to take action without fear of retribution, promoting a culture of proactive safety.

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

Yes. All employees and workers at KIMS have access to non-occupational medical and healthcare services, ensuring their holistic well-being beyond work-related needs.

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

Safety Incident /Number	Category	FY'2024-25	FY'2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

KIMS is committed to maintaining a safe, healthy, and inclusive workplace. Key measures undertaken include:

- **POSH Compliance:** Full adherence to the Prevention of Sexual Harassment Act, with an Internal Complaints Committee in place.
- **Grievance Redressal:** Active Grievance Committee to resolve employee concerns fairly.
- **Emergency Preparedness:** Regular fire drills, implementation of emergency codes, and awareness sessions.
- **Occupational Health Training:** Regular training on fire safety, hazard identification, and safe operational practices, covering both new and existing employees.
- **Biomedical Waste Management:** SOPs are strictly followed for safe disposal of hazardous biomedical waste in line with Biomedical Waste Management Rules.

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

Category	FY'2024-25			FY'2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

Safety Incident /Number	% of plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	0
Working Conditions	0

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. All employees and workers at KIMS are enrolled under the Employees' State Insurance (ESI) scheme.

2. Provide the measures undertaken by the entity to ensure payment of statutory dues by the value chain partners.

KIMS ensures that value chain partners adhere to statutory compliance requirements, including:

- EPF, ESI, and Professional Tax: Deductions are made from employee wages and deposited before the statutory deadlines.
- Contracts with vendors include explicit clauses requiring partners to comply with labour laws and fulfil obligations concerning statutory dues.

3. Provide the number of employees/workers having suffered grave consequences due to work-related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who are 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'2024-25	FY'2023-24	FY'2024-25	FY'2023-24
Employees				
Workers				

Nil

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)

Yes. KIMS has instituted transition assistance programs aimed at employees nearing retirement or facing employment termination. These include:

- Guidance sessions on post-retirement benefits
- Support for career planning
- Employee welfare programs aimed at enhancing continued employability

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	NA
Working Conditions	NA

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

4

Principle

Business should respect the interests of and be responsive to all its stakeholders

Essential Indicator:

1. Describe the processes for identifying key stakeholder groups of the Company.

KIMS recognizes that its stakeholders play a vital role in shaping and sustaining its business operations. Stakeholders include all individuals, entities, and organizations involved in or affected by the hospital's day-to-day functioning such as patients, employees, shareholders, investors, suppliers/vendors, and the local community. The company places significant importance on nurturing these relationships and engages stakeholders through a variety of channels including performance reviews, meetings, surveys, feedback mechanisms, media interactions, and organized events. This multi-faceted engagement approach strengthens partnerships, fosters transparency, and builds long-term trust.

KIMS views both internal and external stakeholders as integral to achieving its strategic and operational objectives spanning both financial and non-financial dimensions. Regular and meaningful engagement helps the organization understand stakeholder concerns, expectations, and responsibilities, thereby enabling informed and responsible decision-making.

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

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/ No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly / others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Regulatory bodies/ Government/ Industry Associations	No	Website, Newspaper, Email		Ethical business practices, transparency in disclosures
Investors/ Funders/ Shareholders	No	Website, Newspaper, Email, Meetings		Business and financial performance, strategic roadmap for growth, ROCE, dividends
Vendors/ Suppliers/ Contractors/ Sellers	No	Meetings, Email		Quality assurance in the supply chain, mitigating environmental & social risks
Patients	Yes	Website, Newspaper, Email, SMS, Pamphlets	Need basis The Company engages with stakeholders as and when required.	Healthcare service quality, data privacy, patient relationship management, affordable healthcare
Local Communities	Yes	Newspaper, Website, Pamphlets, Advertisements		Affordability, better access to health & nutrition
Employees	No	Email, SMS, Meetings, Notice Board, Website, Intranet, Advertisements		Career progression, diversity & inclusion, employee engagement, well-being, rewards & recognitions
Industry Associates	No	Newspaper, Website, Pamphlets, Advertisements		Research & development partnerships
Healthcare Professionals	No	Email, Website, Newspaper, SMS, Meetings		Infrastructure support, research & development, occupational health & well-being

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.

KIMS ensures regular communication with its key stakeholders through its management team. Various mechanisms, including performance reviews and strategy meetings, are used to identify, analyse, and engage stakeholders. Feedback from these consultations is integrated into the company's strategic planning processes, aligning stakeholder needs with organizational goals.

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 policies and activities of the entity.

Yes, stakeholder consultations are pivotal in identifying and managing environmental and social issues. These consultations help prioritize key issues that impact environmental, social, economic, and governance factors. The identified issues are mapped to relevant risks, and as part of the risk management plan, the company develops mitigation strategies to address them effectively.

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

KIMS' Corporate Social Responsibility (CSR) initiatives focus on supporting vulnerable and marginalized groups, in line with the company's CSR Policy. Major areas of focus include education, gender equality, women's empowerment, and addressing hunger, poverty, nutrition, and health. Through these initiatives, the company takes actionable steps to alleviate the challenges faced by disadvantaged communities.

5

Principle

Business should respect and promote human rights

Essential Indicator:

- Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY'2024-25			FY'2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	5264	3,741	71%	5,013	3270	65.23%
Other than Permanent	0	0	0	0	0	0
Total Employees	5264	0	71%	5013	3270	65.23%
Workers						
Permanent	0	0	0	0	0	0
Other than Permanent	1224	842	69%	1080	728	67.40%
Total Workers	1224	842	69%	1080	728	67.40%

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

Category	FY'2024-25					FY'2023-24				
	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	5,264	453	9%	4811	91%	5,013	100	2.0%	4,913	98.0%
Male	2,457	131	5%	2326	95%	2,411	31	1.3%	2,380	98.7%
Female	2,807	322	11%	2485	89%	2,602	69	2.7%	2,533	97.3%
Other than Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Workers										
Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Other than Permanent	1,224	0	0%	0	0	1,080	0	0%	0	0
Male	552	0	0%	0	0	516	0	0%	0	0
Female	672	0	0%	0	0	564	0	0%	0	0

- Details of remuneration/salary/wages, in the following format:

- The details are provided below:

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	7	22,50,000	2	40,50,000
Key Managerial Personnel**	1	1,39,78,404	1	14,10,097
Employees other than BoD and KMP	2454	2,14,621	2805	1,83,018
Workers	552	1,54,200	672	1,49,088

*Since Chairman & Managing Director, Chief Executive Officer and Whole-time Director are already included under the category Board of Directors, the same has not been included again under the heading KMP.

**The median remuneration for male KMP has been calculated taking the actual amount paid to the KMPs during the year. For Calculating median remuneration for female KMP, as the KMP joined during the year, it is based on 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 2024-25	PY 2023-24
Gross wages paid to females as % of total wages	39.15%	39.41%

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)

Yes, KIMS has designated internal mechanisms to address human rights impacts arising from its business activities. The company has implemented a comprehensive Grievance Policy to ensure a fair, accessible, and timely grievance redressal process for all employees. A formal Code of Conduct outlines standards of behaviour and responsibilities for staff, mandating compliance across all levels. Additionally, various internal committees oversee the enforcement of human rights standards. Notably, KIMS follows a zero-tolerance policy toward workplace sexual harassment, with a dedicated committee established under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 to handle complaints.

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

The company's Grievance Redressal Policy provides a structured and confidential process to address and resolve employee grievances. This mechanism ensures timely action while protecting the anonymity and privacy of complainants, fostering a safe and supportive work environment.

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

The details are provided below:

Category	FY'2024-25			FY'2023-24		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	1	0	NA	0	0	0
Discrimination at workplace	0	0	0	0	0	0
Child Labour	0	0	0	0	0	0
Forced Labour/ Involuntary Labour	0	0	0	0	0	0
Wages	0	0	0	0	0	0
Other Human rights related issues	0	0	0	0	0	0

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2024-25	PY 2023-24
i) Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	0
ii) Complaints on POSH as a % of female employees / workers	0.028%	0
iii) Complaints on POSH upheld	0	0

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

KIMS upholds a strict stance against any form of retaliation, discrimination, or harassment toward individuals who report grievances or participate in investigations. Policies such as the Whistle Blower Policy, Code of Conduct, and Grievance Policy are aligned to protect the identity of complainants and ensure confidentiality throughout the resolution process.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, human rights considerations are embedded in KIMS's business agreements. Specific clauses reflecting the principles of the company's Code of Conduct, which include human rights commitments, are incorporated in all contracts, purchase orders, and agreements with partners.

10. Assessment for the year:

	% of the Company's plants and offices that were assessed (by the Company or statutory authorities or third parties)
Child Labour	NA
Forced Labour/Involuntary Labour	NA
Sexual Harassment	NA
Discrimination at workplace	NA
Wages	NA
Other- please specify	

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

NA

Leadership Indicators

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

KIMS has not received any grievances or complaints related to human rights violations. However, the company remains committed to upholding the highest standards of ethical conduct and human rights. As part of this commitment, KIMS regularly reviews and updates its policies and business processes to remain aligned with evolving regulatory frameworks and internal governance needs. These proactive reviews help ensure that the organization remains responsive and resilient in addressing potential human rights concerns.

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

Currently, KIMS has not undertaken formal human rights due diligence activities. Nevertheless, the company acknowledges the growing importance of such assessments and is open to evaluating their applicability and incorporating them into its operational framework in future financial years.

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?

Yes, KIMS fully committed to creating an inclusive and accessible environment for all individuals. The hospital has implemented infrastructure such as ramps and separate urinals designed specifically to support differently-abled visitors. Moreover, KIMS fosters an empathetic culture, where staff members are trained to understand and respond to the unique needs of specially-abled individuals, ensuring equitable access to healthcare services 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
Sexual Harassment	NA
Discrimination at workplace	NA
Child Labour	NA
Forced Labour/Involuntary Labour	NA
Wages	NA
Others – please specify	NA

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

NA

6

Principle

Business should respect and make efforts to protect and restore the environment.

Essential Indicator:

1. Details of total energy consumption (in Giga Joules) and energy intensity, in the following format:

Parameter	FY'2024-2025	FY'2023-24
From renewable sources		
Total electricity consumption (A)	18867.8592	30017.77
Total fuel consumption (B)*	-	252.1224
Energy consumption through other sources(c)	-	-
Total energy consumed from renewable sources (A+B+C)	18867.8592	30269.8924
From non-renewable sources		
Total electricity consumption (D)	48394.944	33744.244
Total fuel consumption (E)	1680.681917	15219.41
Energy consumption through other sources(F)	-	81.216
Total energy consumed from non-renewable sources (D+E+F)	50075.62592	49044.87
Total energy consumed (A+B+C+D+E+F)	68943.48512	79314.7624
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	4.98	6.49
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	102.91	148.51
Energy intensity in terms of physical output	-	-

*The methodology for calculating renewable energy has been revised, reflecting the Company's strategic focus on solar energy adoption through partnership with a leading energy services provider.

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.

Not Applicable

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY'2024-2025	FY'2023-24
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	246904	175768
(iii) Third party water	5729	3315
(iv) Seawater / desalinated water	0	0
(v) Others	58292	1225
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	310925	180308
Total volume of water consumption (in kilolitres)	310925	180308
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	22.46	14.75
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	464.12	304.74
Water intensity in terms of physical output	-	-
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'2024-2025	FY'2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kiloliters)	0	0

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 Company implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

The Company has implemented a Zero Liquid Discharge system as part of its sustainability initiatives. Sewage from hospitals in Secunderabad, Nellore, and Rajahmundry is treated and reused for toilet flushing and cooling systems. At the Ongole unit, treated wastewater is utilized for landscaping within the premises.

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

Parameter	Unit	FY'2024-25	FY'2023-24
NO _x	µg/m ³	16.74	15.78
SO _x	µg/m ³	19.99	22.15
Particulate matter (PM) (Including PM _{2.5} & PM ₁₀)	µg/m ³	36.40	43.75
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others	-	-	-

The values for the previous year have been revised due to changes in methodology and units of measurement, ensuring consistency and data accuracy across all relevant parameters.

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'2024-25	FY'2023-24
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	1057.44	1768.05
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	9773.09	7714.31
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	MT of CO ₂ e/Rs. in Crore	0.78	0.77

Parameter	Unit	FY'2024-25	FY'2023-24
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)	MT of CO ₂ e/ Crore US Dollar	16.17	17.75
Total Scope 1 and Scope 2 emission intensity in terms of physical output		-	-
Total Scope 1 and Scope 2 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.

8. Does the Company have any project related to reducing Green House Gas emission? If yes, then provide details.

KIMS has undertaken multiple initiatives to reduce its greenhouse gas emissions, with a key focus on energy efficiency. In 2018, KIMS Secunderabad entered into a strategic partnership with Smart Joules Pvt. Ltd. (SJPL), an Energy Services Company (ESCO), under the JoulePAYS model. This performance-based model enables the hospital to implement various Energy Conservation Measures (ECMs) without any upfront capital investment, while securing a guaranteed minimum of 10% annual energy savings over the baseline.

Additionally, the company has adopted clean technologies and energy-efficient practices across all its units, including the complete transition to LED lighting. These measures contribute to lower energy consumption and reduced carbon emissions, reinforcing KIMS's sustainability goals.

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

Parameter	FY'2024-25	FY'2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0	0
E-waste (B)	1.28	1.44
Bio-medical waste (C)	279.133535	192.185
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0.025	0.06
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any (Break-up by composition i.e. by materials relevant to the sector)	0	0
Total (A+B + C + D + E + F + G + H)	280.438	193.685
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.02	0.01
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.42	0.23
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
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	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0

Parameter	FY'2024-25	FY'2023-24
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	280.438	193.685
Total	280.438	193.685

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 establishment. 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.

KIMS follows stringent waste management protocols in compliance with regulatory norms.

- Bio-medical waste is handled in accordance with the Bio-Medical Waste Management Rules, 2016 and its amendments. It is collected, segregated, and transferred to Central Pollution Control Board (CPCB)-authorized Bio-Medical Waste Treatment Facilities.
- E-waste is disposed of through CPCB-authorized vendors to ensure safe and responsible handling.
- Other general waste is stored and managed appropriately.

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:

S. 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. The Company has no operations/offices in/around ecologically sensitive area			

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:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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Yes, the Company ensures strict adherence to all applicable environmental laws, regulations, and guidelines established in India. BBL maintains a proactive approach toward environmental management, diligently monitoring emissions and waste generation across all operational units. All activities are conducted within the prescribed permissible limits, and the company ensures regular internal reviews and audits to assess compliance. Monitoring outcomes are reported to the Central Pollution Control Board (CPCB) and State Pollution Control Boards (SPCBs), as mandated. This ongoing commitment reflects BBL's dedication to environmental responsibility and sustainable operational practices.

Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

Not Applicable KIMS does not withdraw, consume or discharge water in areas of water stress.

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

The company did not measure its Scope 3 emissions during the reporting year. However, ongoing efforts are in place to track and record this data, which will be made available in the upcoming years.

3. With respect to the ecologically sensitive areas reported in Question 10 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.

Not Applicable

4. If the entity provided below taken 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: v

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Nil			

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

KIMS has developed a robust disaster management policy and program aimed at ensuring operational continuity during emergencies. The policy facilitates prompt activation of disaster response protocols, rapid mobilization of resources, and effective triage, stabilization, and care delivery during mass casualty incidents. Regular emergency drills are conducted across facilities to test preparedness, and insights from these drills are used to continuously improve response capabilities. The disaster preparedness program is aligned with the objective of minimizing morbidity and mortality while safeguarding both patients and staff.

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?

NA

7. % of Value chain partners (by value of business done with such partners) that were assessed for Environmental Impacts?

KIMS is actively working to strengthen the sustainability of its value chain. Although a formal environmental assessment of value chain partners has not yet been completed, the company is currently evaluating opportunities to initiate such assessments. Relevant steps are planned for upcoming financial years to promote environmentally responsible practices among its partners.

8. How Many green credits have been generated or produced

a	By the listed entity	NA
b	By the top ten (in terms of value of purchase and sales respectively) value chain partners	NA

7

Principle

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

Essential Indicator:

1. a. Number of affiliations with trade and industry chambers/associations.

2

- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the Company 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	Association of Healthcare Providers (India)	National
2	Consortium of Accredited Health Care Organization	National

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

Name of the authority	Brief of the case	Corrective action taken
There have been no adverse orders against the Company pertaining to anti-competitive conduct from regulatory bodies.		

Leadership Indicators

1. Details of public policy positions advocated by the Company:

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
Nil					

8

Principle

Businesses should promote inclusive growth and equitable development.

Essential Indicator:

1. Details of Social Impact Assessments (SIA) of projects undertaken by the Company, 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
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NA. The company has not undertaken any SIA projects in the reporting year. The requirement of the same shall be assessed in the upcoming year and taken up accordingly.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by the Company, 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)
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NA

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

Although KIMS's operations do not pose any significant adverse impact on the local community, the organization remains committed to fostering strong, transparent, and accountable relationships with surrounding communities. To this end, KIMS follows an open-door policy that encourages community members to voice their concerns or grievances freely. This inclusive approach ensures that local residents have a reliable mechanism to seek redress and engage constructively with the organization.

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

	FY'2024-25	FY'2023-24
Directly sourced from MSMEs/small producers	The company's medical procurements are primarily based on prescriptions and clinician requirements. When products are supplied through MSME (Micro, Small, and Medium Enterprises) vendors, they are on boarded for supplies. However, no specific initiatives have been implemented to encourage MSME vendor on boarding specifically for medical supplies.	
Directly from within India	91.81%	88%

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'2024-25	FY'2023-24
Rural		
% of Job creation in Rural areas	0	0
Semi-urban		
% of Job creation in Semi-urban areas	0	0
Urban		
% of Job creation in Urban areas	28.63%	28.12%
Metropolitan		
% of Job creation in Metropolitan areas	71.37%	71.87%

* Reclassification made as required (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 as no social impact assessment is carried out during FY 2024-25	

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

S. No.	State	Aspirational District	Amount spent (In INR)
Nil			

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups?

No, As a healthcare service provider, the company prioritizes patient safety and clinical efficacy by sourcing medicines, consumables, medical devices, and equipment strictly from regulated and approved vendors. While this rigorous sourcing approach ensures compliance with healthcare standards, it has not yet been supplemented with specific initiatives to encourage participation from marginalized supplier groups.

- (b) From which marginalized/vulnerable groups do you procure?

NA

- (c) What percentage of total procurement (by value) does it constitute?

NA

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by the Company (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				

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
Not Applicable		

6. Details of beneficiaries of CSR Projects*:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	HI Vision Foundation – Student Scholarship Programme	178	100%
2	Skilling & Reskilling	481	100%
3	Skilling & training for Govt exams (Parvasthu Creative Foundation)	300	80%
4	Medical Camps (At various Locations) Healthcare	81612	100%
5	Free Cancer Screening Camps-MBU	2206	100%
6	Grocery Support to Orphanage (Aman Vedika) & Students (Kakatiya Vidya Trust)	634	100%
7	Remedial classes- Jaganmatha Sri Vengamamba Foundation	30	100%
8	Sign care : Telemedicine for the Deaf	287	80%
9	Dristi Smart Glasses for Blind People	102	100%

* at Group Level

9

Principle

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

Essential Indicator:

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

KIMS places high priority on patient experience and maintains a multi-layered system to receive, address, and resolve patient grievances efficiently. The hospital provides the following channels for feedback and complaint resolution:

- Direct Interaction with Relationship Managers: Patients may share concerns during direct visits to the assigned relationship manager.
- Prompt Reporting: Complaints are immediately reported by the relationship manager to the relevant department. The designated Head of Department (HOD) is expected to resolve the issue within one hour.
- Post-Discharge Feedback: Patient feedback is systematically collected post-discharge via a third-party service provider.
- Quality Department Review: The Quality Department regularly analyzes discharge feedback to identify systemic issues and drive service improvements.
- Escalation Channels: Patients may escalate unresolved grievances to the Patient Care Floor Manager or reach the Grievance Manager via phone at 7995222794 or by email at assistance@kimshospitals.com. Additionally, assistance is available through the company website.

2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:

Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

Number of consumer complaints in respect of the following:	FY'2024-25		Remarks	FY'2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy						
Advertising						
Cyber-security						
Delivery of essential services		NIL			NIL	
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls	Not Applicable	

5. Does the Company have a framework/policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, KIMS has instituted a robust cybersecurity and data privacy policy to safeguard sensitive patient data, including medical records and personal information. The policy is hosted on the company's intranet and guides the management of data privacy risks in compliance with relevant healthcare data protection standards.

Link- This policy is present on company's intranet.

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.

Not Applicable

7. Provide the following information relating to data breaches:

	Provide the following information relating to data breaches:
a. Number of instances of data breaches along-with impact	NIL
b. Percentage of data breaches involving personally identifiable information of customer	NIL
c. Impact, if any, of the data breaches	NA

Leadership Indicators

1. Channels/platforms where information on products and services of the Company can be accessed (provide web-link, if available).

Information on KIMS services is available via the following channels:

- Website: www.kimshospitals.com, www.kimscuddles.com
- Facebook: KIMS Hospitals Facebook
- Instagram: @kimshospitals
- Twitter: @kimshospitals
- LinkedIn: KIMS LinkedIn
- YouTube: KIMS YouTube Channel

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

KIMS ensures that detailed information about its medical services and operational policies is readily accessible via its official website and social media platforms. The hospital educates consumers on responsible service usage and ensures transparency through published policies and announcements.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

In cases of anticipated service disruptions—arising from natural disasters, cyber-attacks, technical failures, or regulatory directives KIMS informs patients prior to their scheduled visits. Communications include the cause, expected duration, and interim arrangements. The hospital maintains a comprehensive contingency plan that includes backup power systems, emergency medical supplies, and evacuation protocols to ensure minimal impact on patient care.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) 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 whole? (Yes/No)

The hospital does not display service-related information beyond statutory requirements. However, KIMS conducts regular post-discharge patient satisfaction surveys through a third-party agency. The Quality Department reviews this feedback weekly and forwards specific concerns or suggestions to the respective departments for resolution and quality improvement.