Jupiter Life Line Hospitals Limited

June 22, 2026

To,
National Stock Exchange of India Ltd**.**
Exchange Plaza, BKC
Bandra-Kurla Complex,
Bandra (East), Mumbai-400 051
Symbol: JLHL

To,
BSE Limited
P.J. Towers,
25th Floor, Dalal Street, Fort
Mumbai 400 001
Code: 543980

Subject: <u>Business Responsibility and Sustainability Report for the Financial Year 2025-26.</u>

Dear Sir/Madam,

Pursuant to the provisions of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 **(**SEBI Listing Regulations'**),** please find enclosed herewith the Business Responsibility and Sustainability Report "**BRSR**" of the Company for the Financial Year 2025-26, which also forms part of the Annual Report for the Financial Year 2025-26.

You are requested to kindly take the afore-mentioned on record and oblige.

Thanking You,

For JUPITER LIFE LINE HOSPITALS LIMITED

SUMA VINAYAK UPPARATTI
Digitally signed by SUMA VINAYAK UPPARATTI
Date: 2026.06.22 13:15:59 +05'30'

Suma Upparatti
Company Secretary & Compliance Officer

Encl: as stated above

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A General Disclosures

I. DETAILS OF THE LISTED ENTITY

1 **Corporate Identity Number (CIN) of the listed entity**
L85100MH2002PLC137908

2 **Name of the listed entity**
Jupiter Life Line Hospitals Limited
(also referred to as 'JLHL' or 'the Company')

3 **Year of incorporation**
18th November, 2002

4 **Registered office address**
1004, 360 Degree Business Park, 10th Floor, Maharana Pratap Chowk, LBS Marg Mulund (West), Mumbai - 400 080, Maharashtra, India

5 **Corporate address**
Jupiter Hospital, Eastern Express Highway, Thane (West), Mumbai - 400 601, Maharashtra, India

6 **Email**
cs@jupiterhospital.com

7 **Telephone**
+91 22 6297 5623

8 **Website**
www.jupiterhospital.com

9 **Financial year for which reporting is being done**
FY 2025-26

10 **Name of the Stock Exchange(s) where shares are listed**
BSE Limited ; Stock Code: 543980
National Stock Exchange of India Limited (NSE Limited) ; Stock Code: JLHL

11 **Paid-up capital**
₹ 65,56,60,220

12 **Name and contact details (telephone, Email address) of the person who may be contacted in case of any queries on the BRSR report**
Ms. Suma Upparatti
Company Secretary and Compliance Officer
Telephone: +91 22 6297 5623
Email: cs@jupiterhospital.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 under this report are presented on a standalone basis for Jupiter Life Line Hospitals Limited.

14 **Name of assurance provider**
NA

15 **Type of assurance obtained**
NA

II. PRODUCTS/SERVICES

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

Description of main activity	Description of business activity	% of turnover of the entity
Hospital and medical healthcare (healthcare services)	Hospital activities	99.09%

17. Products/services sold by the entity (accounting for 90% of the entity's turnover):

Product/service	NIC code	% of turnover contributed
Hospital and medical care	86100	99.09%

III. OPERATIONS

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

National – 6 Total
Number of plants*: 5[#]
Number of offices: 1

International – NIL Total
Number of plants: -
Number of offices: -

Refers to the number of hospitals

[#]This includes hospitals at Thane, Pune, Dombivli, Dombivli Dialysis Centre and one laundry at Thane

Note: During the reporting year, the reporting boundary was revised to include the laundry facility at Thane and Jupiter Hospital, Dombivli, which became operational from 25th February, 2026.

19. Markets served by the entity:

a. Number of locations

Locations/Number

Locations	Number
National (no. of states)*	01
International (no. of countries)	-

**This does not include the subsidiary located in Indore, Madhya Pradesh*

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

As the entity's operations are limited to hospitals within India, exports do not form part of its total turnover.

c. A brief on types of customers:

The Company operates within the healthcare industry and primarily serves hospitals and diagnostic centres, catering to individuals seeking healthcare services.

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)	3,002	1,201	40.01%	1,801	59.99%
2.	Other than permanent (E)	1,945	1,173	60.31%	772	39.69%
3.	**Total employees (D + E)**	**4,947**	**2,374**	**47.99%**	**2,573**	**52.01%**
	Workers					
4.	Permanent (F)	NA				
5.	Other than permanent (G)					
6.	**Total workers (F + G)**					

Note: Permanent (D) includes all on-roll employees, while 'Other than permanent (E)' includes retainership consultants and students

b. Differently abled employees and workers

S. no.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
	Differently abled employees					
1.	Permanent (D)	1	1	100%	0	0
2.	Other than permanent (E)	0	0	0	0	0
3.	**Total differently abled employees (D + E)**	**1**	**1**	**100%**	**0**	**0**
	Differently abled workers					
4.	Permanent (F)	NA				
5.	Other than permanent (G)					
6.	**Total differently abled workers (F + G)**					

21. Participation/inclusion/representation of women

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	9	2	22.22%
Key Management Personnel	4	1	25.00%

Note: Key Management Personnel includes Managing Director, Chief Executive Officer, Chief Financial Officer and Company Secretary.

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2025-26 (Turnover rate in current financial year)			FY 2024-25 (Turnover rate in previous financial year)			FY 2023-24 (Turnover rate in the year prior to the previous financial year)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	19.3	26.6	24.1	24.90	26.90	26.17	14.0	19.8	19.5
Permanent workers	NIL								

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

23. (a) Names of holding/subsidiary/associate companies/joint ventures:

S. no.	Name of the holding/ subsidiary/associate companies/joint ventures (A)	Indicate whether holding/subsidiary/ associate/joint venture	% of shares held by the listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Jupiter Hospital Projects Private Limited	Material subsidiary	96.56%	JLHL and its subsidiaries follow the Company's Code of Conduct, which outlines standards for ethical, responsible, and accountable business practices. In addition, subsidiaries are encouraged to pursue business responsibility initiatives aligned with their operational activities in the regions where they operate.
2.	Medulla Healthcare Private Limited	Wholly owned subsidiary	100%	
3.	Jupiter Hospital Pharmacy Private Limited	Subsidiary	95%	

VI. CSR DETAILS

24.

i. **Yes**
Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

ii. **₹ 11,976.24**
Turnover (₹ in million)

iii. **₹ 16,075.57**
Net worth (₹ in million)

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

25. Complaints/grievances on any of the principles (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)	FY 2025-26 (Current financial year)			FY 2024-25 (Previous financial year)		
	(If yes, then provide a weblink to the grievance redressal policy)	Number of complaints filed during the year	Number of complaints with pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints with pending resolution at close of the year	Remarks
Communities	No	0	NA	0	0	0	NA
Investors (other than shareholders)	Yes[1]	0	NA	0	0	0	NA
Shareholders	Yes	0	NA	0	0	0	NA
Employees and workers	Yes[2,3,4]	NIL	NIL	NA	0	0	NA
Customers (regular complaints in the hospitals)	Yes[2,3,4]	933	0	NA	998	0	NA
Customers (litigation filed by the patients)	Yes[2,3,4]	1	1	NA	3	3	NA
Value chain partners	Yes[2,3,4]	NIL	NIL	NA	0	0	NA
Others (please specify)	No	0	NA	NA	0	0	NA

[1]https://scores.sebi.gov.in/scores-home/and https://smartodr.in/login
[2]https://www.jupiterhospital.com/wp-content/uploads/2023/12/Prevention-of-Sexual-Harassment-Policy-v2.pdf
[3]https://www.jupiterhospital.com/wp-content/uploads/2023/12/Whistle-Blower-Policy-1.pdf
[4]https://www.jupiterhospital.com/wp-content/uploads/2023/12/Vigil-Mechanism-Policy-v2.pdf

26. Overview of the entity's material responsible business conduct issues

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

S. no.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
1.	**Patient health and wellbeing**	O	We consistently maintain the highest standards of patient care for not only safeguarding our reputation, but also for ensuring regulatory adherence, and supporting our long-term sustainability. We thereby ensure there are no shortcomings in desired patient outcomes and enhancing our credibility amongst the population in the catchment area that we serves.	-	Positive: Strong patient satisfaction leads to enhancement of trust in the Jupiter brand and the medical professionals serving therein. Such patients tend to become our strongest and loudest spokesperson in their local communities. The quality of our offerings spreading through word of mouth, within the local community, thus results in an uptick in the revenue generation for the group.
2.	**Medical quality and safety**	O	Jupiter maintains very strong clinical standards and best-in-class practices to support regulatory compliance, appropriate patient outcomes, and our reputation. To maintain this, we ensure that the accreditation by NABH and NABL is maintained and periodic review and audit of clinical practices are routinely carried out, thereby focusing on quality maintenance and enhancement.	-	Positive: Sustaining a high level of quality standards ensure the maintenance of appropriate accreditations and a consistently high level of patient inflow.

S. no.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
3.	**Energy efficiency**	O	Adopting energy-efficient measures helps reduce operating costs and environmental footprint, advances sustainability objectives, and improves overall profitability.	-	Positive: Lower energy expenses improve cost efficiency and reflect environmental responsibility, reinforcing stakeholder confidence.
4.	**Water management**	R	Effective water management is critical in hospitals due to their high consumption levels. Inefficiencies can disrupt operations, increase costs, and lead to compliance challenges.	• Implementation of Zero Liquid Discharge (ZLD) systems • Adoption of rainwater harvesting and water recycling measures to promote sustainability	Negative: Inefficient water management may lead to operational disruptions and regulatory penalties for non-compliance.
5.	**Waste management**	R	Managing healthcare waste improperly can create significant health, environmental, and legal risks, potentially leading to regulatory action and reputational damage.	• Compliance with biomedical waste management protocols • Partnerships with authorised waste management agencies • Regular audits and ongoing staff training	Negative: Improper waste handling may lead to regulatory fines, legal action, and remediation costs.
6.	**Data security**	R	Protecting patient information is increasingly important as healthcare data moves to digital platforms, helping prevent breaches, preserve trust, and ensure compliance with regulations.	• Strong IT security systems and infrastructure • Regular vulnerability testing and risk assessments • Staff training on data protection protocols	Negative: Data breaches may result in substantial penalties, damage to reputation, and erosion of patient trust.
7.	**Availability of skilled workforce**	R	Maintaining and retaining skilled healthcare professionals is essential for delivering quality care, improving operational efficiency, and ensuring patient satisfaction.	• Employee value proposition • Investment in continuous education and career development • Strong focus on employee engagement	Negative: Shortage of skilled talent may disrupt services, raise operating costs, and adversely impact brand perception.
8.	**Climate change**	R	Addressing climate change involves managing both physical risks (such as extreme weather events) and transition risks (including policy and regulatory changes), which may impact hospital infrastructure, supply chains, and insurance costs.	• Development of infrastructure designed to withstand climate-related risks • Carbon emissions reduction initiatives through renewable energy adoption and resource conservation measures	Negative: Climate-related disruptions may damage infrastructure, raise costs, and hinder operational efficiency.
9.	**Robust and resilient business model**	O	Developing a resilient business model supports long-term sustainability, thereby allowing the Company to navigate market fluctuations, pandemics, and economic downturns effectively.	-	Positive: A resilient business model strengthens financial stability, builds investor confidence, and supports sustained long-term value creation.

SECTION B

Management and Process Disclosures

This section is aimed at helping businesses demonstrate the structures, policies, and processes put in place towards adopting the NGRBC Principles and Core Elements.

S. no.	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1	**a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)**	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Weblink of the policies, if available	https://www.jupiterhospital.com/thane/investor-relations/corporate-governance/codes-andpolicies/								
2	**Whether the entity has translated the policy into procedures. (Yes/No)**	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	**Do the enlisted policies extend to your value chain partners? (Yes/No)**	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4	**Name of the national and international codes/certifications/ labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.**	JLHL holds the following accreditations and recognitions: 1. Accreditation for Thane Hospital by the National Accreditation Board for Hospital & Healthcare Providers. 2. Accreditation for Pune Hospital, Maharashtra by the National Accreditation Board for Hospital & Healthcare Providers. 3. ISO 15189:2012 accreditation for the department of laboratory medicine of Thane Hospital by the National Accreditation Board for Testing and Calibration Laboratories. 4. ISO 22000:2018 accreditation for Food Safety and Management System for the Fortune Park Lake City hotel at Thane by the Standards Council of Canada. 5. Digital NABH accreditation for Thane & Pune units.								
5	**Specific commitments, goals and targets set by the entity with defined timelines, if any.**	The Company intends to expand its healthcare footprint in Western India through additional hospitals over the next few years. As part of its long-term growth strategy, JLHL aims to develop a network of multiple hospitals with an aggregate capacity of approximately 3,000 beds, thereby strengthening access to quality tertiary and quaternary healthcare services across the region.								
6	**Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.**	JLHL has made significant progress towards its growth and expansion targets. During the year, the Company operationalised its Dombivli hospital and acquired land parcels in South Pune and Mira Road, to develop additional healthcare facilities aimed at increasing bed capacity. The Company is also in the process of acquiring land at BKC to further strengthen its healthcare network. These strategic initiatives are expected to substantially enhance the Company's aggregate bed capacity and position it to exceed its previously stated target of establishing a network with approximately 3,000 beds in the coming years.								
Governance, leadership, and oversight										
7	**Statement by the 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 line with its commitment to responsible and sustainable healthcare delivery, JLHL continues to strengthen its Environmental, Social and Governance (ESG) framework by integrating sustainability into its operations and long-term growth strategy. During the year, the reporting boundary was revised to include the laundry facility at Thane and Jupiter Hospital, Dombivli.									

S. no.	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	During the year, the Company advanced its sustainability agenda through renewable energy integration, energy-efficient infrastructure, water conservation, waste management and smart building technologies. Key initiatives included the deployment of advanced Building Management Systems, Zero Liquid Discharge systems, energy-efficient HVAC and cooling solutions, heat pumps, VFD-enabled equipment and indoor environmental quality measures across its hospitals. Renewable energy assets, including wind and solar installations, helped reduce approximately 2,991 metric tonnes of CO_2 equivalent emissions during FY 2025-26. While certain intensity ratios may vary due to boundary expansion and operational changes, the Company continued to optimise resource consumption and emissions through ongoing efficiency measures and operational controls. These initiatives reflect JLHL's focus on sustainable growth, operational excellence, inclusive healthcare, employee development and responsible governance.									
8	**Details of the highest authority responsible for implementing and oversight of the Business Responsibility policy(ies).**	Dr. Ankit Thakker, Managing Director and CEO								
9	**Does the entity have a specified Committee of the Board/Director responsible for decision-making on sustainability related issues? (Yes/No). If yes, provide details.**	Yes. The Risk Management Committee oversees and guides the Company's sustainability initiatives, enabling effective governance and informed decision-making on key ESG matters.								

10 Details of Review of NGRBCs by the Company:

Subject for review	Indicate whether the 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 the above policies and follow-up action	Yes									Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Annually								
	The Committee of the Board monitors compliance regularly with applicable legal and regulatory requirements, if any.									The Committee of the Board reviewed the matter in accordance with the policy and legal requirements.								

11		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
11	**Has the entity carried out an independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.**	No								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	NA								
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)									

SECTION C

Principle Wise Performance Disclosure

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorised as 'Essential' and 'Leadership'. While the essential indicators are expected to be disclosed by every entity mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

1 PRINCIPLE

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

ESSENTIAL INDICATORS

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

Segment	Total no. of training and awareness programmes held	Topics/principles covered under the training and impact	% of persons in respective category covered by the awareness programme
Board of Directors	8	Familiarisation programmes, discussions during meetings, and dedicated sessions for Board Members with the Executive Management Team/KMPs are organised to provide an in-depth perspective and insights regarding business and healthcare industry, innovation, ESG, BRSR awareness, CSR, technology, compliance and governance, insider trading, POSH, and the Code of Conduct and Ethics.	100%
Key Managerial Personnel (KMPs)	10	Code of Conduct and Ethics, Insider Trading, POSH, Safety, Diversity and Inclusion, Conflict of Interest, ESG	100%
Employees other than BOD and KMPs	369	Jupiter Hospital continued to strengthen its NGRBC-aligned training ecosystem by building awareness across patient care, safety, ethics, hygiene, emergency preparedness and responsible reporting. During the year, employees were trained on Hospital Emergency Code, Hospital Policy and Protocol, Biomedical Waste Management, Patient Safety and Staff Responsibility, Hospital and Housekeeping Cleaning Agents, Occupational Safety, Patient Identification, Infection Control Policy, Cleaning and Disposal of Patient Equipment, PPE Process,	100%

Segment	Total no. of training and awareness programmes held	Topics/principles covered under the training and impact	% of persons in respective category covered by the awareness programme
		BBFF (Spill Management), Patients' Rights and Education, Basic Life Support, POSH, Basic Hospitality Etiquettes, Food Safety and Hygiene, Café and IPD Meal Service and Cleaning Standards, Feed Measurements of RTF and NJF, Fire Code and Hospital Emergency Code, Personal Hygiene and Grooming Standards and BRSR Reporting Session. These programmes helped reinforce safe practices, ethical conduct, service quality and compliance awareness across hospital operations.	
Workers	NA	NA	NA

2. **Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

Monetary

	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (in ₹)	Brief of the case	Has an appeal been preferred (Yes/No)
Penalty/fine	NIL			NA	NA
Settlement				NA	NA
Compounding fee				NA	NA

Non-monetary

NGRBC principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the case	Has an appeal been preferred (Yes/No)
Imprisonment	None	NA	NA
Punishment	None	NA	NA

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.**

Case details	Name of the regulatory/enforcement agencies/judicial institutions
NA	

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

   Yes, JLHL's Code of Conduct clearly prohibits stakeholders from accepting bribes or engaging in any form of corruption. The policy is available at https://www.jupiterhospital.com/wp-content/uploads/2024/05/code-of-conduct.pdf

5. **Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:**

	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Directors	NIL	NIL
KMPs		
Employees		
Workers	NA	NA

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

	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPS		

7. **Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.**

   NA

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

	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Number of days of accounts payables	48	61

9. **Openness 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	Metrics	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Concentration of purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of sales	a. Sales to dealers/distributors as % of total sales		
	b. Number of dealers/distributors to whom sales are made		
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors		

Parameter	Metrics		FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Shares of RPT in	a.	Purchases (purchases with related parties/total purchases)	0.31%	0.28%
	b.	Sales (sales to related parties/total sales)	0.01%	0.02%
	c.	Loans & advances (loans & advances given to related parties/total loans & advances)	100%	100%
	d.	Investments (investments in related parties/total investments made)	16.18%	45.10%

LEADERSHIP INDICATORS

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Total no. of awareness campaign held	Topics/principles covered under the training	% of value chain programme partners covered (by value of business done with such partners) under the awareness programmes
1	NGRBC Principles	100%
2	Digital Personal Data Protection Act, 2023 (DPDP Act)	100%

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. The Company has established a Code of Conduct for its Board of Directors, reflecting its commitment to strong corporate governance practices. The Code encourages ethical and transparent conduct while addressing potential conflicts of interest. Board members are required to annually declare their interests and refrain from participating in discussions where a personal interest exists.

2 PRINCIPLE

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

ESSENTIAL INDICATORS

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

	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R&D	NIL	NIL	NA
Capex	2.53%	1.70%	During the year, JLHL continued to prioritise energy efficiency through renewable energy adoption, high-efficiency infrastructure and operational optimisation. Its use of wind energy helped reduce emission intensity to 0.006 MT CO_2e per sq. ft. in FY 2025-26 compared to 0.008 MT CO_2e per sq. ft. in FY 2024-25. Key interventions included electric heat pumps, energy-efficient cooling towers, VFD-enabled HVAC systems, insulated roofing, double-glazed windows, automated lighting controls and optimised temperature settings for critical and non-critical areas. Under technology absorption, JLHL integrated sustainability-led design and smart building systems to improve resource efficiency, indoor environmental quality and patient comfort. Initiatives included low or zero VOC materials, GreenPro-certified materials, IAQ monitoring systems, acoustic design, water-efficient fixtures, rainwater harvesting, ZLD systems, eco-friendly housekeeping chemicals and authorised biomedical waste management. Facility-level improvements across Thane, Pune and Dombivli included high-efficiency chillers, BMS platforms, VFD systems, BLDC-based FCUs, heat recovery and water-to-water heat pumps. These efforts delivered around 30% energy efficiency improvement against IGBC/ASHRAE 90.1 benchmarks, while 20% of built-up area was allocated to healing spaces.

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

No.

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

NA.

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.

NA.

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.

EPR is not applicable to JLHL.

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 an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No) If yes, provide the weblink
NA					

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 the product/service	Description of the risk/concern	Action/taken
NA		

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 reused input material to total material	
	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
	NA	NA

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2025-26 (Current financial year)			FY 2024-25 (Previous financial year)		
	Reused	Recycle	Safely Disposed	Reused	Recycle	Safely Disposed
Plastics (including packaging)	NA			NA		
E-waste						
Others-Bio-medical waste						
Others-Construction and demolition waste						
Others-Battery waste						
Others-Radioactive waste						
Hazardous waste						
Other non-hazardous waste						
Total						

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 the respective category
NA	

3 PRINCIPLE

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

ESSENTIAL INDICATORS

1. a. Details of measures for the well-being of employees

Category	% of employees covered by										
	Total (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	1,201	1,201	100%	1,201	100%	-	-	NIL			
Female	1,801	1,801	100%	1,801	100%	1,801	100%	NIL			
Total	**3,002**	**3,002**	**100%**	**3,002**	**100%**	**1,801**	**59.99%**	**NA**			
Other than permanent employees											
Male	1,173	303	25.83%	39	3.32%	NIL					
Female	772	428	55.44%	35	4.53%	NIL					
Total	**1,945**	**731**	**37.58%**	**74**	**3.80%**	**NIL**					

Note: JLHL provides workmen's compensation to permanent employees in addition to accident insurance; this excludes visiting consultants

b. Details of measures for the wellbeing 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	NA										
Female											
Total											
Other than permanent workers											
Male	NA										
Female											
Total											

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

	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Cost incurred on wellbeing measures as a % of total revenue of the company	3.45%	1.45%

Note: The increase in wellbeing expenditure is attributable to the addition of the Dombivli hospital and past service provisioning of Gratuity Fund.

2. **Details of retirement benefits, for current financial year and previous financial year**

Benefits	FY 2025-26 (Current financial year)			FY 2024-25 (Previous financial year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with authority (Y/N/NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with authority (Y/N/NA)
PF	96.07%	NA	Yes	97.91%	NA	Yes
Gratuity	99.40%	NA	Yes	99.40%	NA	Yes
ESI	0.032%	NA	Yes	0.92%	NA	Yes
Others – please specify	0	NA	NA	NA	NA	NA

3. **Accessibility of workplaces**

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

The Company is committed to building an inclusive and accessible workplace for all employees, including persons with disabilities, in line with the Rights of Persons with Disabilities Act, 2016. Its facilities are designed to remain barrier-free, featuring ramps, lifts, and accessible washrooms.

To support the wellbeing of differently abled employees, the Company offers medical insurance, vaccination programmes, and health awareness initiatives. These measures are reviewed regularly to improve accessibility and encourage wider participation across all levels.

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

The Company has implemented an Equal Opportunity Policy under the Rights of Persons with Disabilities Act, 2016. The policy reflects its commitment to an inclusive, accessible, and equitable workplace for persons with disabilities. It outlines measures to prevent discrimination, provide reasonable accommodation, ensure accessible infrastructure, and support equal participation throughout employment.

The Equal Opportunity Policy is publicly available at:

https://www.jupiterhospital.com/wp-content/uploads/2024/05/equal-opportunity-policy.pdf.

5. **Return to work and retention rates of permanent employees and workers that took parental leave.**

Gender	Permanent employees		Permanent workers	
	Return to work rate (in %)	Retention rate (in %)	Return to work rate (in %)	Retention rate (in %)
Male	NA	NA	NA	NA
Female	90%	81%	NA	NA
Total	**90%**	**81%**	**NA**	**NA**

Note: Employees who did not return following maternity leave primarily cited childcare responsibilities, relocation, health-related considerations, and a preference for extended career breaks after childbirth.

6. **Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? 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	NA
Permanent employees	Yes
Other than permanent employees	Yes

Yes. JLHL has an established grievance redressal mechanism for employees. All grievances received under the policy are formally recorded and investigated by the Vigilance Officer, who submits findings to the Chairperson of the Audit Committee. Confidentiality is maintained by all parties involved throughout the process.

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

Category	FY 2025-26 (Current financial year)			FY 2024-25 (Previous financial year)		
	Total employees/ workers in the respective category (A)	No. of employees/ workers in the respective category who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in the respective category (C)	No. of employees/ workers in the respective category who are part of association(s) or Union (D)	% (D/C)
Total permanent employees	**NIL**			**NIL**		
Male	NIL			NIL		
Female	NIL			NIL		
Total permanent workers	**NA**			**NA**		
Male	NA			NA		
Female	NA			NA		

8. **Details of training given to employees and workers:**

Category	FY 2025-26 (Current financial year)					FY 2024-25 (Previous financial year)				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	2,374	1,553	65.42%	1,365	57.50%	1,858	1,137	61.19%	972	52.31%
Female	2,573	2,168	84.26%	2,187	85.00%	2,314	1,976	85.39%	1,763	76.19%
Total	**4,947**	**3,721**	**75.22%**	**3,552**	**71.80%**	**4,172**	**3,113**	**74.62%**	**2,735**	**65.56%**
Workers										
Male	NA					NA				
Female	NA					NA				
Total	**NA**					**NA**				

Note: The training is extended to on-roll employees and contractual employees except full-time consultants and visiting consultants.

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

Category	FY 2025-26 (Current financial year)			FY 2024-25 (Previous financial year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	2,374	1,017	42.83%	1,858	997	53.66%
Female	2,573	1,654	64.28%	2,314	1,633	70.57%
Total	**4,947**	**2,671**	**53.99%**	**4,172**	**2,630**	**63.04%**
Workers						
Male	NA			NA		
Female	NA			NA		
Total	**NA**			**NA**		

Note: Visiting consultants are excluded from performance and career development reviews.

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 of such system?**

A dedicated Health and Safety Committee oversees clinical and facility operations, ensuring compliance with NABH standards. Regular training programmes on fire safety, occupational health risks, and emergency response codes strengthen staff preparedness. The Committee also conducts periodic facility audits to maintain compliance and operational readiness.

Employees undergo health check-ups during onboarding and annually thereafter to support their wellbeing. Comprehensive infection control measures are implemented across the workplace, including mandatory protective gear such as masks and gloves. These measures safeguard healthcare workers from exposure to bloodborne pathogens and bodily fluids.

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

Safeguarding employee health and safety remains central to JLHL's management approach. A dedicated Safety Committee oversees health and safety planning and implementation. Guided by the Infection Control team, healthcare staff follow standard precautions during all patient care activities.

The team regularly reviews incident reports, near-misses, and accidents to identify hazards and assess risks. These efforts support continuous improvement across operations. Infection control measures remain focused on high-risk areas, including operating theatres, the central sterile services department, casualty wards, and intensive care units (ICUs).

c) **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)**

Yes, work-related hazards can be reported to JLHL's Safety Committee. Each incident undergoes a Root Cause Analysis (RCA), and the insights derived are used to enhance and refine existing processes.

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

Yes, JLHL provides a comprehensive suite of employee benefits, including health insurance, annual health check-ups, and vaccination programmes. Employees also have access to complimentary medical consultations and maternity support. In addition, a 50% concession on healthcare services is offered to employees and their dependents.

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

Safety incident/number	Category	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Lost Time Injury Frequency Rate (LTIFR) (per one million person-hours worked)	Employees	NIL	NIL
	Workers	NA	NA
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NA	NA
No. of fatalities	Employees	NIL	NIL
	Workers	NA	NA
High-consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NA	NA

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

JLHL is committed to maintaining a safe and healthy workplace through proactive safety practices. The organisation has established defined safety codes to identify hazards and implement suitable control measures. Employees undergo induction and periodic refresher training on critical safety aspects, including equipment handling and hazardous material protection. Staff working in radiation-prone areas receive Thermo Luminescent Dosimeter (TLD) badges, reviewed quarterly to ensure compliance with prescribed safety standards.

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

	FY 2025-26 (Current financial year)			FY 2024-25 (Previous financial year)		
	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	NIL	NA	NA	NIL	NA	NA
Health and safety	NIL	NA	NA	NIL	NA	NA

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100
Working conditions	100

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.

NA.

LEADERSHIP INDICATORS

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

(A) Employees: Yes, in the unfortunate event of an employee's death, JLHL ensures that their dependents receive the Provident Fund (PF) death claim and the Gratuity death claim which is calculated till the age of retirement (58 years).

(B) Workers: Not Applicable

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

A comprehensive checklist encompassing all relevant parameters has been established. Monthly inspections are conducted against this checklist to ensure that statutory dues are accurately deducted and duly deposited by value chain partners.

3. Provide the number of employees/workers having suffered high-consequence work-related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Employees	NIL			
Workers	NA			

4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No)

No.

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	100
Working conditions	100

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.**

NA.

4 PRINCIPLE

Businesses should respect the interests of and be responsive to all their stakeholders.

ESSENTIAL INDICATORS

1. **Describe the processes for identifying key stakeholder groups of the entity.**

At JLHL, all individuals and entities supporting daily medical operations are regarded as stakeholders. They contribute to the Company's seamless functioning.

These stakeholders include patients, doctors, nurses, paramedical staff, and hospital administrators. They also include clinical assistants, outsourced vendors, suppliers, shareholders, government authorities, regulatory bodies, non-governmental organisations, and employees.

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

Stakeholder group	Whether identified as vulnerable and marginalised group (Yes/No)	Channels of communication (Email, SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website), other	Frequency of engagement (annually/half-yearly/ quarterly/others - please specify)	Purpose and scope of engagement, including key topics and concerns raised during such engagement
Investors	No	Email, direct communication, AGM, newspapers, website, and analyst meetings	Quarterly and need-based	• Briefing the investors on the performance and developments of the hospital • Addressing investor concerns and queries of the Company
Regulators	No	Email and website	Need-based	• Ensuring transparency in books of accounts • Filing regularly as per laws • Abiding by the tax laws
Community	Yes	Camps, visits, SMS, Email and newspapers	Regularly	• Providing healthcare incentives to economically weaker sections • Serving the community
Patients	No	Email, website, calls, and one-to-one meetings	Regularly	• Gaining feedback on service improvements
Suppliers & vendors	No	Email, website, and industry	Need-based	• Discussing the sourcing of quality supplies
Employees	No	Email, direct communication, and meetings	Regularly and need-based	• Conducting training sessions and workshops • Addressing grievances

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.**

NA.

2. **Whether stakeholder consultation is used to support identifying and managing 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.**

NA.

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

NA.

5 PRINCIPLE

Businesses should respect and promote human rights.

ESSENTIAL INDICATORS

1. **Employees and workers who have been provided training on human rights issues and policy(ies) of the entity in the following format**

Category	FY 2025-26 (Current financial year)			FY 2024-25 (Previous financial year)		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	3,002	3,002	100%	2,828	2,828	100.00%
Other than permanent	1,945	619	31.83%	1,344	503	37.43%
Total employees	**4,947**	**3,621**	**73.20%**	**4,172**	**3,331**	**79.84%**
Workers						
Permanent	NA			NA		
Other than permanent						
Total workers						

Note: The training is extended to on-roll employees and contractual employees except full-time consultants and visiting consultants.

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

Category	FY 2025-26 (Current financial year)					FY 2024-25 (Previous financial year)				
	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										
Male	1,201	0	0	1,201	100%	1,024	68	6.64%	956	93.36%
Female	1,801	0	0	1,801	100%	1,804	30	1.66%	1,774	98.34%
Other than permanent										
Male	1173	0	0	1,173	100%	834	0	0	834	100%
Female	772	0	0	772	100%	510	0	0	510	100%
Workers										
Permanent										
Male	NA					NA				
Female										
Other than permanent										
Male	NA					NA				
Female										

Note: The count includes wages paid to visiting consultants.

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/wages of the respective category	Number	Median remuneration/ salary/wages of the respective category
Board of Directors (BoD)	2	4,04,95,200	NA	NA
Key Managerial Personnel	1	1,31,17,717	1	38,03,796
Employees other than BoD and KMP	1,550	4,28,688	2,306	3,63,660
Workers	NA	NA	NA	NA

Note: The above disclosure excludes the remuneration given to visiting consultants.

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

	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Gross wages paid to females as % of total wages	51.48%	52.26%

Note: The data for FY 2024-25 has been restated due to change in the calculation methodology. The above disclosure excludes remuneration paid to visiting consultants.

4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

The Human Resources (HR) Department serves as the primary authority for addressing any human rights concerns arising from or related to the business.

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

JLHL has established an Internal Complaints Committee (ICC) to address employee grievances related to human rights issues. Complaints may be reported directly to any ICC member or shared via email at icc@jupiterhospital.com, or by dialling 6297 5583 or 093 2222 2188.

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

	FY 2025-26 (Current financial year)			FY 2024-25 (Previous financial year)		
	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	NIL			NIL		
Discrimination at workplace						
Child labour						
Forced labour/involuntary labour						
Wages						
Other human rights-related issues						

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

	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees/workers	NA	NA
Complaints on POSH upheld	NA	NA

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

JLHL has implemented strong measures to protect complainants from any negative consequences related to discrimination and harassment. The Company's Whistle Blower Policy, available at https://www.jupiterhospital.com/wp-content/uploads/2023/12/Whistle-Blower-Policy-1.pdf, allows individuals to report concerns safely, without fear of retaliation.

The policy safeguards the confidentiality of the complainant's identity and strictly prohibits any form of retaliation. Any instances of victimisation are treated as separate protected disclosures and are investigated thoroughly. The Audit Committee oversees the implementation of these measures, ensuring a secure and ethical workplace for all.

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

Yes.

10. Assessments for the year:

	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others – please specify	100 (NABH Audit)

11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.

NA.

LEADERSHIP INDICATORS

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

   NA.

2. **Details of the scope and coverage of any human rights due-diligence conducted.**

   All hospital units are evaluated against NABH standards, which address key aspects of patient safety, working conditions, and human rights. JLHL has also established an ESG due diligence framework for financial transactions and acquisitions, built around ethical accountability, environmental responsibility, and social considerations. This framework is applied during the assessment and screening of new hospital projects.

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, JLHL has put in place multiple facilities to support differently abled visitors. Its premises are designed for easy access, with wheelchair-friendly features such as ramps, elevators, and wide corridors. In addition, restrooms are equipped with accessibility features to meet the specific needs of these individuals.

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	100
Discrimination at workplace	100
Child labour	100
Forced labour/involuntary labour	100
Wages	100
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

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

Note: During the reporting year, the reporting boundary was revised to include the laundry facility at Thane and Jupiter Hospital, Dombivli. This revision increased the overall operational area. Internal operations also expanded across the Company's existing hospitals and facilities.

Jupiter Hospital, Dombivli, became operational in February 2026. Therefore, its revenue contribution during the reporting period remained limited. However, its construction and operational resource requirements were reflected in the disclosures.

The year's environmental disclosures capture impacts from both existing and newly added facilities. As a result, certain intensity ratios may vary due to boundary expansion and operational changes. Nevertheless, the Company continues to optimise resource consumption and emissions through ongoing efficiency measures and operational controls.

ESSENTIAL INDICATORS

1. **Details of total energy consumption (in joules or multiples) and energy intensity in the following format:**

Parameter	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
From renewable sources (In Giga Joules)		
Total electricity consumption **(A)**	15,165.57*	19,264.92
Total fuel consumption **(B)**	-	-
Energy consumption through other sources **(C)**	-	-
Total energy consumed from renewable sources (A + B + C)	15,165.57	19,264.92
From non-renewable sources (In Giga Joules)		
Total electricity consumption **(D)**	41,650.14	33,506.77
Total fuel consumption **(E)**	1,549.16	1,263.34
Energy consumption through other sources **(F)**	-	-
Total energy consumed from non-renewable sources (D + E + F)	43,199.30	34,770.11
Total energy consumed (A + B + C + D + E + F)	58,364.87	54,035.03
Energy intensity per rupee of turnover (total energy consumption/revenue from operations in ₹)	0.0000049	0.0000051
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/revenue from operations adjusted for PPP in USD)	0.0000991	0.0001053
Energy Intensity based on physical output, i.e., area (in sq. ft.)	0.042**	0.065
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

**Renewable energy generation during the reporting year was lower than expected due to the temporary outage of one windmill*

***Due to boundary expansion and operational changes*

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency.

No.

2. **Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

   No, the PAT scheme does not apply to JLHL.

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

Parameter	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third-party water		
• TMC + PMC + MIDC	1,92,537*	1,58,579
• Tanker	12,076	23,811
(iv) Seawater/Desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,04,613	1,82,390
Total volume of water consumption (in kilolitres)	2,03,046	1,81,108

Parameter	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Water intensity per rupee of turnover (Water consumed/revenue from operations in ₹)	0.0000170	0.0000171
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/revenue from operations adjusted for PPP in USD)	0.0003448	0.0003530
Water intensity based on physical output, i.e., area (in sq. ft.)	0.15	0.22
Water intensity (optional) – the entity may select the relevant metric	-	-

**Note: The water consumption has increased due to boundary expansion and operational scale-up during the year.*

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency.

No.

4. Provide the following details related to water discharged:

Parameter	FY 2025-26 (Current financial Year)	FY 2024-25 (Previous financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To surface water	**-**	**-**
No treatment	-	-
With treatment – please specify level of treatment	-	-
(ii) To groundwater	**-**	**-**
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To seawater	**-**	**-**
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	**-**	**-**
No treatment	-	-
With treatment – please specify level of treatment	-	-
(v) Others	**-**	**-**
No treatment	-	-
With treatment – please specify level of treatment	67,031	32,881
Total water discharged (in kilolitres)	**67,031**	**32,881**

Note: The water discharge has increased due to boundary expansion and operational scale-up during the year.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)

If yes, the name of the external agency.

No.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Yes. Jupiter Hospital, Pune and Dombivli, have implemented a Zero Liquid Discharge (ZLD) system. The treated water from the Sewage Treatment Plant (STP) is reused for flushing and horticulture purposes.

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

Parameter	Please specify unit	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
NOx	tonnes/year	9.40	6.82
SOx	tonnes/year	3.14	1.68
Particulate matter (PM)	tonnes/year	2.02	1.50
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency.

No.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and their intensity in the following format:

Parameter	Unit	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	111.69	92.57
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	8,214.33	6,664.12
Total Scope 1 and Scope 2 emissions	Metric tonnes of CO_2 equivalent	8,326.02	6,756.69
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO_2e/revenue from operations in ₹)	0.00000070	0.0000006
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)	tCO_2e/revenue from operations adjusted for PPP in USD	0.0000141	0.0000132
Total Scope 1 and Scope 2 emission intensity in terms of physical output, i.e., area (in sq.ft.)	tCO_2e/sq.ft.	0.006	0.008
Total Scope 1 and Scope 2 emission intensity (optional) – the entity may select the relevant metric	-	-	-

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency.

No.

8. Does the entity have any project related to reducing Greenhouse Gas emission? If yes, then provide details.

Yes, JLHL has implemented multiple initiatives to reduce GHG emissions, primarily at its Pune facility. The facility received BEEP certification in 2014 and the NEERMAN Award in 2022 for energy efficiency and sustainability excellence. Key initiatives include:

Renewable Energy and Carbon Reduction

The Company adopted wind energy and installed windmills to reduce dependence on grid electricity, resulting in a reduction of 2,991 MT CO_2e in FY 2025-26 and 6,747.36 MT CO_2e in FY 2024-25.

Energy Conservation and Operational Efficiency

Energy conservation measures included electric heat pumps, energy-efficient cooling towers, VFD-enabled pumps and AHUs, insulated roofing, double-glazed windows, automatic lighting controls and condenser-water-based reheating for maintaining relative humidity. Operational controls further optimised energy use, with temperatures in medical equipment areas and operation theatres maintained between 18°C and 21°C during operational hours and at 23°C with relative humidity below 60% during non-operational hours.

Facility-Level Energy Initiatives

At Thane, two KEHEMS energy-efficient water-cooled scroll chillers of 45 TR each and VFD-based automated cooling tower controls were installed. At Dombivli, YORK water-cooled screw chillers of 350 TR each, with a COP of 6.3, Armstrong sensor-less pumps with integrated VFDs, Baltimore Aircoil cooling towers, VTS AHUs with ABB VFDs, BLDC motor-based FCUs, KEHEMS KRISTHERM heat pumps, a heat recovery wheel and Schneider BMS were deployed. Jupiter Hospital, Dombivli, became India's first hospital to implement the Chiller Plant Optimizer (CPO) by Johnson Controls (India) Private Limited. The facility achieved 30% annual energy savings against IGBC and ASHRAE 90.1 benchmarks, with 20% of built-up area allocated to healing spaces. At Pune, TRANE water-cooled screw chillers of 280 TR each and VFD-enabled AHUs were installed.

Sustainable Materials and Resource Management

The initiatives were supported by low or zero VOC materials, CRI Green Label Plus carpets, IAQ monitoring, eco-friendly housekeeping chemicals, GreenPro-certified materials, aerators, rainwater harvesting, ZLD systems and terrace insulation using perlite with a U-value of 0.43 W/m²K.

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

Parameter	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Total waste generated (in metric tonnes)		
Plastic waste **(A)**	11.13	10.63
E-waste **(B)**	2.89	4.18
Bio-medical waste **(C)**	354.77	338.70
Construction and demolition waste **(D)**	133.90	106.42
Battery waste **(E)**	2.74	2.21
Radioactive waste **(F)**	-	-
Other hazardous waste. Please specify, if any. **(G)**	0.69	-
Other non-hazardous waste generated **(H)**. Please specify, if any. (break-up by composition, i.e., by materials relevant to the sector)	5.59	0.31
Total (A + B + C + D + E + F + G + H)	**511.71**	**462.45**
Waste intensity per rupee of turnover (total waste generated/revenue from operations in ₹)	0.0000000427	0.0000000436
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/revenue from operations adjusted for PPP in USD)	0.000000869	0.000000901
Waste intensity in terms of physical output, i.e., area (in sq. ft.)	0.00037	0.00056
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	7.73	6.36
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	**7.73**	**6.36**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	484.50	445.90
Total	**484.50**	**445.90**

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency.

No.

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

The Company ensures regular disposal of e-waste and used oil through authorised recyclers. It follows defined protocols for segregating and disposing biomedical waste under regulatory requirements. All waste generated at source is systematically recorded and monitored until final disposal. Plastic waste is routed through approved scrap dealers. The Company also maintains secure waste storage at its facilities and manages treatment and disposal in line with prescribed standards.

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.
NA			

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 an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No)	Relevant weblink
NA					

13. Is the entity compliant with the applicable environmental law/regulations/guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Yes. JLHL adheres to all the rules and regulations promulgated by the Maharashtra Pollution Control Board (MPCB).

S. no.	Specify the law/regulation/ guidelines which were 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
NA				

LEADERSHIP INDICATORS

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

For each facility/plant located in areas of water stress, provide the following information:

(i) Name of the area: NA

(ii) Nature of operations: NA

(iii) Water withdrawal, consumption and discharge in the following format: NA

Parameter	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater		
(iii) Third-party water		
(iv) Seawater/desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed/turnover)		
Water intensity (optional) – the entity may select the relevant metric		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into surface water	NA	NA
No treatment		
With treatment – please specify the level of treatment		
(ii) Into groundwater		
No treatment		
With treatment – please specify the level of treatment		
(iii) Into seawater		
No treatment		
With treatment – please specify the level of treatment		
(iv) Sent to third-parties		
No treatment		
With treatment – please specify the level of treatment		
(v) Others		
No treatment		
With treatment – please specify the level of treatment		
Total water discharged (in kilolitres)		

Note: Indicate if any independent assessment/evaluation/assurance carried out by an external agency? (Y/N) If yes, the name of the external agency.

No

2. Please provide details of total Scope 3 emissions and their intensity in the following format: NA

Parameter	Unit	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Total Scope 3 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	Metric tonnes of CO_2 equivalent	NA	NA
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the entity may select the relevant metric			

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency.

No.

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

NA.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S. No.	Details of the initiative (Weblink, if any, may be provided along with summary)	Details of the initiative	Outcome of the initiative
1	Renewable energy adoption	JLHL increased the use of wind energy and windmill installations to reduce dependence on conventional grid power.	Helped reduce emission intensity to 0.006 MT CO_2e per sq. ft. in FY 2025-26, compared to 0.008 MT CO_2e per sq. ft. in FY 2024-25.
2	Energy-efficient heating and cooling systems	The Company deployed electric heat pumps, energy-efficient cooling towers, high-efficiency chillers, inverter-based compressor systems and water-to-water heat pumps across facilities.	Reduced energy consumption from conventional systems and supported lower greenhouse gas emissions.
3	Hvac optimisation	JLHL optimised HVAC operations through VFD-enabled pumps, VFD-enabled air handling units, BLDC-based fan coil units and heat recovery systems.	Improved system-level energy efficiency and supported better operational control across hospital facilities.
4	Smart building and monitoring solutions	Building Management Systems were implemented to enable real-time monitoring, predictive maintenance and optimisation of HVAC and energy consumption.	Enhanced operational visibility and supported efficient energy management across facilities.
5	Water and effluent management	The Company installed aerators, water-efficient fixtures, rainwater harvesting systems and Zero Liquid Discharge systems. It also reused treated water and condenser water for specific applications.	Improved water conservation, reduced freshwater dependence and minimised impact from effluent discharge.
6	Waste management and safer materials	JLHL used eco-friendly housekeeping chemicals, authorised biomedical waste management systems, low or zero VOC materials, GreenPro-certified materials and CRI Green Label Plus certified materials.	Reduced indoor emissions, improved safe waste handling and supported a healthier built environment.
7	Building design and thermal efficiency	The Company used insulated roofing, double-glazed windows, acoustic design and healing architecture principles, with around 20% of total built-up area allocated to healing spaces.	Reduced thermal load, lowered cooling requirements and supported patient-centric infrastructure.
8	Overall energy efficiency improvement	Facility-level initiatives across Thane, Pune and Dombivli included high-efficiency chillers, BMS platforms, VFD systems, BLDC-based FCUs, heat recovery and water-to-water heat pumps.	Delivered approximately 30% improvement in energy efficiency compared to IGBC/ASHRAE 90.1 benchmarks.

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

Yes. JLHL has developed a comprehensive Utility and Disaster Management Plan to strengthen emergency preparedness. The plan prioritises critical infrastructure through a dependable power supply from Maharashtra State Electricity Distribution Company Limited, supported by backup diesel generators and uninterrupted power supply (UPS) systems. Centralised medical gas systems, along with backup cylinders, medical air and vacuum systems, ensure uninterrupted operations.

Key services such as elevators are equipped with essential safety features and designed for quick response. Multiple water sources, supported by tanker backups, and advanced fire safety systems including alarms, sprinklers, hydrants, and extinguishers, further strengthen safety preparedness.

In addition, a centralised CCTV network with standby cameras ensures comprehensive surveillance, while backup communication systems maintain connectivity during disruptions. The plan also provides for spare nurse call systems, backup air conditioning units, and standby sewage treatment equipment. Collectively, these measures enable the Company to respond effectively to emergencies while safeguarding the safety and wellbeing of all occupants.

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. **Percentage of Value Chain Partners (by value of business done with such partners) that were assessed for environmental impacts.**

   NA.

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

   a) **By the listed entity:**

      Nil

   b) **By the top ten (in terms of value of purchases and sales, respectively) value chain partners:**

      Nil

7 PRINCIPLE

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

ESSENTIAL INDICATORS

1. a. **Number of affiliations with trade and industry chambers/associations.** 6

   b. **List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.**

S. no.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/associations (State/National)
1.	Confederation of Indian Industry (CII)	National
2.	Consortium of Accredited Healthcare Organisation (CAHO)	National
3.	Healthcare Federation of India (NATHEALTH)	National
4.	National Accreditation Board for Hospitals & Healthcare Providers (NABH)	National
5.	Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
6.	Health and Environment Leadership Platform (HELP)	National

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

Name of authority	Brief of the case	Corrective action taken
	NA	

LEADERSHIP INDICATORS

1. **Details of public policy positions advocated by the entity:**

S. no.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of review by board (Annually/half-yearly/quarterly/ others – please specify)	Weblink, if available
			NA		

8 PRINCIPLE

Businesses should promote inclusive growth and equitable development.

ESSENTIAL INDICATORS

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Name and brief details of the project	SIA notification no.	Date of notification	Whether conducted by an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No)	Relevant weblink
			NA		

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format**

S. no.	Name of the 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 ₹)
				NA		

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

   All relevant contact details for the community to report grievances to JLHL are available on the Company's website.

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

	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Directly sourced from MSMEs/small producers	72%	48%
Directly from within India	100%	100%

Note: This excludes the medical equipment.

5. **Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost**

Location	FY 2025-26 (Current financial year)	FY 2024-25 (Previous financial year)
Rural	NA	NA
Semi-urban	NA	NA
Urban	NA	NA
Metropolitan	100.00%	100.00%

(Place to be categorised 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
NA	

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

S. no.	State	Aspirational district	Amount spent (in ₹)
None			

3. **(a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)**

No.

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

NA.

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

NA.

JLHL does not follow a preferential procurement policy, as operating in the healthcare sector requires prioritising the quality of materials used for patient care. However, the Company ensures that no discrimination based on human rights considerations occurs in supplier selection.

4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge**

S. no.	Intellectual property based on traditional knowledge	Owned/acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
JLHL does not use traditional knowledge-based intellectual property in its operations but holds trademarks linked to its business activities.				

5. **Details of corrective actions taken or underway based on any adverse order in intellectual property related disputes wherein traditional knowledge is used.**

Name of authority	Brief of the case	Corrective action taken
NA		

6. **Details of beneficiaries of CSR Projects**

During the year, the Company spent ₹ 4.06 Crore on CSR initiatives supporting community health, education and sports development. Its interventions improved access to affordable healthcare and helped reduce inequalities in underserved communities.

The Company also promoted education through infrastructure support, scholarships and medical college expansion, strengthening healthcare learning and accessibility. Additionally, it supported sports development through infrastructure and training initiatives that nurtured talent, improved fitness and empowered aspiring athletes across the country.

9 PRINCIPLE

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

ESSENTIAL INDICATORS

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

JLHL has established structured mechanisms across its hospital divisions to receive and resolve patient and clinical grievances. These concerns are overseen by operational heads and the CEO. The Company has also implemented a Whistle Blower Policy and provides a dedicated Email channel on its website for grievance reporting.

At JLHL, patients are regarded as key stakeholders who contribute meaningfully to the organisation's success. This philosophy is embedded in its culture, reinforcing a strong focus on service excellence and patient-centric care. Recognising diverse patient needs, the Company uses customised feedback systems to capture inputs across multiple touchpoints, including post-treatment and discharge. A dedicated team conducts daily inpatient visits to gather feedback and address concerns promptly.

Patient awareness is actively promoted through digital displays and informational materials featuring relevant contact details. Patients and their families are encouraged to approach staff members to share feedback, ensuring timely attention and resolution. In addition, JLHL leverages online listening tools to monitor and respond to feedback across digital and social media platforms, supporting reputation management and continuous enhancement of the patient experience.

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

	As a percentage of total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

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

	FY 2025-26 (Current financial year)			FY 2024-25 (Previous financial year)		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	NIL	NIL	NA	NIL	NIL	NA
Advertising						
Cybersecurity						
Delivery of essential services						
Restrictive trade practices						
Unfair trade practices						
Other customers (regular complaints in the hospitals)	933	NIL	NA	998	NIL	NA

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

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

5. **Does the entity have a framework/policy on cybersecurity and risks related to data privacy? (Yes/No) If available, provide a weblink to the policy.**

JLHL's IT Policy reflects its focus on protecting data privacy and complying with applicable Indian regulations. It ensures transparency in how data is collected, stored, and processed, while prioritising user consent. The policy also provides clear mechanisms that enable individuals to manage and control their personal information effectively.

The policy can be accessed at https://www.jupiterhospital.com/wp-content/uploads/2024/05/IT-Policy.pdf.

6. **Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cybersecurity and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on the safety of products/services.**

   NA.

7. **Provide the following information relating to data breaches:**

   a. Number of instances of data breaches: NIL

   b. Percentage of data breaches involving personally identifiable information of customers: NIL

   c. Impact, if any, of the data breaches: NA

LEADERSHIP INDICATORS

1. **Channels/Platforms where information on products and services of the entity can be accessed (provide weblink, if available).**

   Website link - https://www.jupiterhospital.com/

   LinkedIn page link - https://www.linkedin.com/company/jupiter-hospital/

   Instagram page link - https://www.instagram.com/jupiterhospital/

   X (formerly Twitter) link - https://x.com/JupiterLifeline

   Facebook page link - https://www.facebook.com/JupiterHospitalOfficial

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

   JLHL focuses on enabling patients to make informed and responsible use of healthcare services by providing the necessary information and support. Patient rights and responsibilities are clearly communicated across all facilities to ensure consistent awareness. A strong emphasis is placed on informed consent, with clinicians guiding patients to make considered decisions regarding their treatment.

   To strengthen patient understanding, multidisciplinary teams conduct regular counselling sessions for patients and families. These sessions explain medical conditions, treatment options, and care plans in a clear manner. The approach encourages active patient participation throughout the care journey. JLHL also provides bilingual informed consent forms to address diverse language requirements.

   The Company promotes open communication by encouraging patients and families to ask questions and engage with healthcare providers. It also addresses barriers to care by enabling easy access to doctors, counsellors, and educators. Regular staff training further reinforces JLHL's commitment to transparent, safe, and patient-focused care.

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

   JLHL has established a notification system to inform patients in advance about expected disruptions to critical services. These disruptions may result from natural events, technical issues, cyber incidents, or government directives. Patients are informed about the issue, its expected duration, and any necessary actions before visiting the hospital.

   The Company has also implemented contingency measures, including backup power, effective communication channels, emergency resource arrangements, and defined evacuation procedures. These measures are designed to minimise disruptions to patient care.

   By prioritising the safety of patients and staff, JLHL ensures operational continuity and a timely, coordinated response to unforeseen situations.

4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/NA) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

   NA.

   However, JLHL actively gathers patient feedback and rigorously monitors key performance indicators such as the Net Promoter Score (NPS) and Google Ratings to improve patient experience. As of the reporting period, the Company maintains a Google Rating of 4.65 out of 5 and an NPS of 87.04%. These metrics reflect JLHL's commitment to delivering high-quality healthcare services and its continuous efforts towards elevating patient satisfaction and care standards.