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Our Human Rights Policy

At Apollo Hospital Private Limited, we are committed to upholding and promoting human rights as fundamental values in all aspects of our business operations. We recognize that human rights are universal and inalienable, and we are dedicated to ensuring that our activities have a positive impact on individuals and communities. We strive to be an organization that treats all people with integrity, respect, and fairness, and accordingly, recognizes and supports fundamental human rights. While we understand that national governments bear the primary responsibility for ensuring human rights, we believe that the private sector has a role to play in championing these rights. We are committed to upholding this approach with stakeholders, including business partners, employees, clients, and suppliers.

Objectives and Rationale

This statement aims to achieve a consistent and comprehensive approach to respecting human rights across Apollo Hospitals. The organization is, therefore, committed to -

- I. Respecting the human rights of its employees and communities.
- II. Upholding human rights in our healthcare services.
- III. Offering development opportunities and giving positive feedback to employees thereby encouraging employees to utilize their potential to the fullest.
- IV. Providing fair compensation and good conditions of employment.
- V. Providing a healthy, safe, and secure workplace for all employees.
- VI. Exercising high standards of integrity in dealing with its employees.
- VII. Ensuring legal compliance with applicable constitutional and regulatory human rights requirements.

Human Rights Principles & Responsibilities

Respect for human rights is a fundamental value of Apollo Hospitals. We have built a reputation on trust and respect, and we are committed to earning that trust with a set of values that represent the highest standards of integrity and excellence. We strive to respect and promote human rights following the ***UN Guiding Principles on Business and Human Rights***.

We aim to help increase the enjoyment of human rights within the communities in which we operate. Our Human Rights Policy is a cornerstone in these endeavors



Apollo Hospital's Human Rights Approach

Within the wider ambit of universal human rights, our healthcare service sector is focused on the Right to Life, Health, and safety at its core. We have defined our Human rights policy ***principle, inspired by the World Health Organisation's rights-based approach*** in three buckets of stakeholder-based human rights:

1. ***Employee-centric Human Rights*** which defines our responsibilities as an employer in protecting our employee's rights
2. ***Patient-centric Human Rights*** which defines our duty towards our patients
3. ***Community-centric Human Rights*** define our responsibilities towards local and vulnerable communities



Our responsibilities as an employer

Employee's Rights

At Apollo Hospitals, we are committed to treating our employees with dignity, fairness, and respect. We believe that as employers we should carefully uphold the rights of employees working in all our facilities by providing:

- **Equal Opportunity and Non-Discrimination:** Employees have the right to equal opportunity in all aspects of employment, regardless of their race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, or other protected characteristics.
- **Freedom from Harassment:** Employees have the right to a workplace free from any form of harassment, including sexual harassment, bullying, or any behavior that creates a hostile or offensive environment.
- **Fair Compensation:** Employees have the right to fair and competitive compensation for their work. We ensure and comply with all applicable laws relating to the payment of wages, working hours, and overtime compensation as mandated by law.

Human Rights Policy

Our commitment towards touching lives



- **Safe and Healthy Working Conditions:** Employees have the right to a safe and healthy work environment. This includes protection from hazards, access to necessary safety equipment, and training on workplace safety.
- **Privacy and Data Protection:** Employees have the right to privacy and the protection of their data in accordance with relevant data protection laws and company policies.
- **Freedom of Association and Collective Bargaining:** Employees have the right to join trade unions, employee associations, or engage in collective bargaining activities without fear of retaliation.
- **Whistleblower Protection:** Employees have the right to report unethical or illegal activities within the organization without facing retaliation.
- **Gender Equality:** We believe that women are an integral part of our business. Therefore we seek to nurture a socially responsible business where women participate on an equal basis, are given equality in opportunity and pay. Additionally, we believe that women's rights and economic inclusion are priorities to have long-term sustainability.
- **Fair and Transparent Hiring and Promotion:** Employees have the right to fair and transparent processes for hiring, promotion, and advancement within the company. Any consideration of wage or remuneration is merit-driven and agnostic to gender, caste, age, ethnicity, or religion.
- **Training and Awareness:** Employees have the right to receive training and awareness programs related to human rights and ethical conduct in the workplace. Every employee inducted into the organization has to undergo a sensitization program that is oriented on the human rights policy of the organization.
- **Forced or Child Labour:** We have a zero-tolerance policy on forced labor or child labor and strictly prohibit it in any of its operations. At our facilities, we ensure adherence to minimum working age requirements prescribed by local regulations. We don't engage in compulsory, indentured, forced, or bonded labor.

We are committed to continuously increasing the capacity of our management to effectively identify and respond to the concerns of the other stakeholders. We also promote the provision of effective grievance mechanisms.

We expect our employees to be respectful, professional, and fair in their dealings with colleagues and third parties, including external stakeholders.

Safe & Healthy Working Conditions

We believe that the protection of the health and safety of our workers contributes to improving productivity, job satisfaction, and retention. It also facilitates the regulatory compliance of health facilities with national laws and regulations on occupational health and safety, bearing in mind



the specific working conditions and occupational hazards in the sector. Unsafe working conditions resulting in occupational illness, injuries, and absenteeism represent a significant financial cost for the health sector.

Our workers have the right to remove themselves from a work situation that they have reasonable justification to believe presents an imminent and serious danger to their lives or health. When a staff member exercises this right, he or she shall be protected from any undue consequences. As employers, it is our responsibility to provide them with safe working conditions and always ensure occupational safety.

Our responsibilities as a healthcare provider

Rights of Patients: Accessibility, Affordability, Safety, & Privacy

All our facilities have adopted patient-centered practices which are ethical, responsible, and principled. We aim to uniformly provide patients with high health protection, safety, and environmental protection and quality standards at all our facilities and sites. The Universal Declaration of Human Rights (1948) emphasizes the fundamental dignity and equality of all human beings. Based on this concept, we have adopted the **Charter of Patients Rights, as directed by the Ministry of Health & Family Welfare¹**, Government of India. This Charter reads as follows:

Rights of Patients	Description of rights
Right to information	Every patient has a right to adequate relevant information about the nature, cause of illness, provisional / confirmed diagnosis, proposed investigations and management, and possible complications. To be explained at their level of understanding in a language known to them.
Right to records and report	Every patient or his caregiver has the right to access originals/copies of case papers, indoor patient records, investigation reports.
Right to Emergency Medical Care	We are duty bound to provide basic Emergency Medical Care, and injured persons have a right to get Emergency Medical Care. Such care must be initiated without demanding payment/advance and basic care should be provided to the patient irrespective of paying capacity.

¹ <https://main.mohfw.gov.in/sites/default/files/PatientCharterforcomments.pdf>



<p>Right to informed consent</p>	<p>Every patient has a right that informed consent must be sought before any potentially hazardous test/treatment (e.g. invasive investigation/surgery/chemotherapy) that carries certain risks.</p>
<p>Right to confidentiality, human dignity, and privacy</p>	<p>All patients have a right to privacy, and doctors have to hold information about their health condition and treatment plan in strict confidentiality unless it is essential in specific circumstances to communicate such information in the interest of protecting other or due to public health considerations.</p>
<p>Right to non-discrimination</p>	<p>Every patient has the right to receive treatment without any discrimination based on his or her illnesses or conditions, including HIV status or other health conditions, religion, caste, ethnicity, gender, age, sexual orientation, linguistic or geographical /social origins.</p>
<p>Right to second opinion</p>	<p>Every patient has the right to seek a second opinion from an appropriate clinician of the patient' / caregivers' choice. The hospital management has to respect the patient's right to a second opinion. It should provide the patient's caregivers with all necessary records and information required for seeking such an opinion without any extra cost or delay.</p>
<p>Right to transparency in rates, and care according to prescribed rates wherever relevant</p>	<p>Every patient and their caregivers have a right to information on the rates to be charged by the hospital for each type of service provided and facilities available on a prominent display board and a brochure</p>
<p>Right to safety and quality care according to standards</p>	<p>Patients have a right to safety and security in the hospital premises. They have a right to be provided with care in an environment having requisite cleanliness, infection control measures, safe drinking water as per BIS/FSSAI Standards, and sanitation facilities. The hospital management must ensure the safety of all patients on its premises including clean premises and provision for infection control</p>
<p>Right to choose source for obtaining medicines or tests</p>	<p>When any medicine is prescribed by a doctor or a hospital, the patients and their caregivers have the right to choose any registered pharmacy of their choice to purchase them</p>
<p>Right to proper referral and transfer, which is free from perverse commercial influences</p>	<p>A patient has the right to continuity of care, and the right to be duly registered at the first healthcare facility where treatment has been sought, as well as at any subsequent facilities where care is sought. When being transferred from one healthcare facility to another, the patient/caregiver must receive a complete explanation of the justification for the transfer and the alternative options for a transfer and it must be confirmed that the transfer is acceptable to</p>



	the receiving facility.
Right to protection of participants involved in biomedical and health research:	Every patient taking part in biomedical research shall be referred to as a research participant, and every research participant has a right to due protection in this context. Any research involving such participants should follow the National Ethical Guidelines for Biomedical and Health Research Involving Participants, 2017 laid down by the Indian Council for Medical Research and should be carried out with prior approval of the Ethics Committee.

By adopting this charter for patients, we are committed to respecting and supporting the right to health. We have taken measures to manage our services, and impacts, and track the effectiveness of our actions. Our ambition is to provide access to the services, medication, and healthcare available to the greatest number of people. We are committed to making life-saving services as widely available as possible while sustainably running our business. This contributes to improving health by providing access to healthcare services at affordable prices and investing in stronger healthcare systems.

Our responsibilities to communities

Human Rights at the Community Level

We recognize and respect the human rights of all relevant stakeholders and groups within and beyond the workplace, including those of communities, consumers, and vulnerable and marginalized groups. We recognize that we are part of the communities in which we operate. We engage with communities on human rights matters that are important to them such as availability of healthcare, accessibility to water, and medical care. We also engage with people in those communities, including indigenous peoples as well as other vulnerable and disadvantaged groups. We aim to ensure through dialogue that we are listening to, learning from, and considering their views as we conduct our business. We believe that local issues are most appropriately addressed at the local level. Where appropriate, we engage with various civil society and stakeholders on human rights issues related to our business. This includes issues in our Company, across our value chain, and with our various sponsorships, through which we seek to promote respect for human rights

We are committed to engaging with stakeholders in our communities to ensure that we are listening to, learning from, and considering their views as we conduct our business. Where appropriate, we are committed to engaging in dialogue with stakeholders on human rights issues related to our business.



Human Rights in Business Relationships

We rely on an extensive supply chain, which includes raw material suppliers, manufacturers, logistics providers, contract research organizations, and other business partners. All members of our supply chain are expected to operate their businesses responsibly and ethically, respecting human rights, as outlined in ***Apollo Hospitals' Supplier Code of Conduct***. We are also finding new ways of tackling systemic issues in our shared supply chains, by consultation and collaborative efforts.

Our Commitment: Zero-Tolerance

As an organization, we want to emphasize the significance of our zero-tolerance policy. This policy is a testament to our unwavering commitment to maintaining a safe, respectful, and inclusive workplace for all our employees, patients, and local community. It means that any behavior or action deemed unacceptable, such as harassment, discrimination, or misconduct, will be met with immediate and consistent consequences. Our zero-tolerance policy not only sets clear expectations for conduct but also underscores our dedication to upholding high ethical standards within our organization. By adhering to this approach, we ensure that our workplace remains a space of integrity and accountability where everyone can thrive and feel respected.

Communication

Our commitment to upholding human rights is the cornerstone of our ethical foundation. We have meticulously crafted a clear and concise Human Rights policy statement, which serves as our guiding light in this endeavor. This policy is readily accessible on our company website and is disseminated throughout our organization via employee handbooks and interactive training sessions. Our Board and senior leadership team, wholeheartedly endorse this policy, reaffirming our unwavering dedication. We are resolute in educating and engaging our employees, providing comprehensive training programs, and establishing transparent reporting mechanisms for potential violations. Externally, we extend our commitment to our valued stakeholders, including patients, suppliers, investors, and local communities. Through annual reporting, feedback channels, and active collaboration with NGOs and industry initiatives, we persistently seek to enhance our approach to human rights, fostering a culture of respect and accountability within Apollo Hospital.



Governance

We take our commitment to human rights seriously. Ensuring that our human rights principles are upheld and implemented effectively throughout our organization requires a robust governance mechanism. Our commitment to human rights begins at the highest level of leadership. First, our CEO, personally champions the cause of human rights, underscoring its importance to our organization's values and long-term sustainability. He has set the tone for ethical conduct and human rights compliance. Second, our senior leaders in our organization, play a pivotal role in overseeing human rights implementation. They provide strategic direction and are consulted on human rights issues when the potential impact is high, critical business decisions need to be made, or significant financial investment is required to address an impact.