

Code of Conduct for Vendors

Objective

The objective of this Code of Conduct is to ensure the minimum performance standards for to be adhered by the Vendor of Jupiter Life Line Hospitals Limited and its associates including subsidiary companies ("PROVIDER"). PROVIDER aims to advance human dignity, reduce waste, improve efficiency, and safe and healthy workplace and encourage these best practices among Vendor. PROVIDER expect Vendor to have natural respect for our ethical standards in context of their own particular culture. PROVIDER expects its Vendor to extend the same principal of fair and honest dealing to all others with whom they do business, including employees, sub-contractors and other third parties. This Code of Conduct shall apply to all the Vendors who deals in with PROVIDER irrespective of whether it is for a particular activity or for a series of assignments. Employees means and includes all employees and contractors associated with PROVIDER.

PROVIDER supports Vendor adoption of their own codes or statements of best practices that include the following principles and core elements: Ethical Business Practices, Labour Standards, Health & Safety and Management Systems.

Vendor must comply with all applicable laws, regulations, and standards in the location in which they operate. PROVIDER recognize that the standards set forth in this document may differ from local laws and customs, and PROVIDER expect Vend to respect these standards within the context of the laws and cultural norms of their particular geography. This Statement of Vendor is designed to complement their similar internal standards that they may have implemented already or may be working towards.

• ETHICAL BUSINESS PRACTICE

PROVIDER aspires to the highest standards of ethical conduct and expect our Vendor to aspire to same standards in their business practices and to develop training and implementation programs to assure that all employees and agents understand and adhere to these standards.

Business Integrity

The highest standards of integrity should be upheld in all business interactions. Any and all forms of corruption, extortion and embezzlement are unacceptable.

No Improper Advantage

Bribes or other means of obtaining undue or improper advantage are not to be offered or accepted. No festival gifts to be offered to PROVIDER employee. If evidence is found against any of the Vendor; all the Contracts/Purchase orders of the Vendor shall be terminated with immediate effect and the Vendor will be blacklisted for future business.

Disclosure of Information

Information regarding business activities, structure, financial situation, and performance is to be disclosed in accordance with applicable regulations and prevailing industry practices. Vendor shall ensure at all times the integrity of data or information furnished by PROVIDER. Vendor shall entirely be responsible in ensuring that the confidentiality of data is retained and in no circumstances transferred to an outsider, in the course of normal operations, without written approval of PROVIDER.

Intellectual Property

Intellectual property rights are to be respected; transfer of technology and know-how is to be done in a manner that protects intellectual property rights.

Intellectual property, including, but not limited to, patents, trademarks, and copyrights, developed or otherwise acquired by Vendor, using PROVIDER resources, during their engagement with PROVIDER and which is related to PROVIDER's business, is the property of PROVIDER. Vendor having access to PROVIDER intellectual property must not improperly disclose or use the intellectual property either during or after association with PROVIDER unless proper authorization is received. Vendor must cooperate with PROVIDER in all efforts to secure its interest in intellectual property deemed to be the property of PROVIDER. Vendor may not use intellectual property obtained in the course of their engagement with another company without first obtaining permission from the other company. Vendor are not permitted to use or copy software or documentation, except as agreed upon in writing. Vendor who are approached with any offer of confidential information that may have been obtained improperly, must immediately discuss this matter with the Legal & Compliance Team of PROVIDER.

Transparency

Information regarding business activities and performance should be informative and disclosed in accordance with applicable regulations and prevailing industry practices.

Antitrust and Fair Competition

Vendor shall provide superior products and services not through improper or anticompetitive practices but by maintaining healthy and prudent competitive practices. Vendor shall not violate the provisions of anti-corruption laws including Prevention of Corruption Act to obtain or retain business and shall not indulge into any practices prohibited under anti-corruption laws.

Trading in Securities

No Vendor and immediate family shall derive any benefit or assist others to derive any benefit from the access to and possession of information of PROVIDER which is not in the public domain. No Vendor shall use or proliferate information which is not available to the investing public, and which therefore constitutes insider information for making or giving advice on investment decisions on the securities of PROVIDER on which such insider information has been obtained.

Such insider information shall include but not limited to: (a) acquisition and divestiture of businesses or business units (b) financial information such as profits, earnings, and dividends (c) announcement of new product introductions or developments (d) asset revaluations (e) investment decisions/plans (f) restructuring plans (g) raising finances.

• LABOUR STANDARDS

Vendor are committed to uphold the human rights for employees, treat them with dignity, and respect as understood by international community.

Forced Labour

Employees should not be forced, bonded, indentured, or subjected to involuntary prison labour.

Child Labour Avoidance

Vendor and their sub-contractors will not hire any person under the age for completing compulsory education, or under the minimum age for employment in the state, whichever is greatest.

Working Hours

Working time of the employee of the Vendor shall be as per Shop & Establishment Act or other relevant Act prevailing in the said geography.

Respect in the Workplace

Vendor and their sub-contractors will treat with respect and dignity and ensure employees are not subjected to any form of physical, sexual, psychological, or verbal harassment or abuse.

Wages and Benefits

Compensation should comply with all applicable wage laws, including those relating to minimum wages, timely wages, overtime hours and legally mandated benefits.

- **HEALTH AND SAFETY**

Vendor should provide adequate and safe working conditions and comply with applicable health and safety policies and laws. Vendor shall recognize that ongoing employee input and education is a key to identifying and solving health and safety issues in the workplace. PROVIDER encourage Vendor to join in similar sustainability efforts.

Occupational Safety

Employees exposure to potential safety hazards are to be controlled through proper design, engineering and administrative controls, preventative maintenance, and safe work procedures. Where hazards cannot be adequately controlled by these means, employees are to be provided with appropriate personal protective equipment. Employees shall be disciplined for raising safety concerns.

Emergency Preparedness

Emergency situations and events are to be identified and assessed, and their impact minimized by implementing emergency plans and response procedures, including emergency reporting, employee notification and evacuation procedures, employees training and drills, appropriate fire detection and suppression equipment, adequate exit facilities and recovery plans.

Occupational Injury and Illness

Procedures and systems are to be in place to manage, track and report occupational injury and illness, including provisions to a) encourage employee reporting; b) classify and record injury and illness cases; c) provide necessary medical treatment; and d) investigate cases and implement corrective actions to eliminate their causes.

- **MANAGEMENT SYSTEM**

Vendor shall adopt or establish a management system whose scope is related to the content of this Code. The management system shall be designed to ensure compliance with applicable

laws, regulations and customer requirements related to their operations and products/services; conformance with this Code; and identification and mitigation of operational risks related to this Code.

The Management systems shall recognize and ensure Corporate Social responsibility, Legal & customer requirements, proper Risk Assessment & Risk Management, imparting periodical Training, employee feedback and participation, Audit and Assessments, corrective action process, retention of Documentation and records.

Vendor shall operate in full compliance with the laws of their respective jurisdiction and with all other applicable laws, rules, and regulation.

All Vendors can raise their concerns in confidence about any inappropriate/ questionable business conduct or violation of code of conduct or any other laws, rules and regulations, that arise during the course of their doing business with PROVIDER, by writing an email at info@jupiterhospital.com/ cs@jupiterhospital.com. PROVIDER is committed to provide requisite safeguards for the protection of the persons who raise such concerns from reprisals or victimization, for whistle blowing in good faith.

Other Compliances

The Provider / Vendor shall not give any gifts or cash or cash equivalents, including gift certificates, cheques, travellers cheques or money orders, investment securities or appropriate entertainment or payment of any kind to any of Company's employees or associates.

The Provider / Vendor and its employees shall neither receive nor offer or make, directly or indirectly, any illegal payments, remuneration, gifts, donations, or comparable benefits that are intended or perceived to obtain uncompetitive favors for the conduct of its business. Both parties shall cooperate with government authorities in efforts to eliminate all forms of bribery, fraud, and corruption.

The Provider / Vendor shall ensure that the employees are treated with dignity and to maintaining a work environment, free of all forms of harassment, whether physical, verbal, or psychological.

The Provider shall treat the employees of the Company with respect that we do not discriminate on the basis of race, colour, caste, religion, ancestry, gender, origin, age, nationality, disability, military service, marital status, or sexual orientation. All business decisions shall be considered on merits without regard to any characteristic protected by applicable law.

These responsibilities generally include reporting suspicious or unusual activity inconsistent with applicable laws. The Provider /Vendor are required to abide by anti-money laundering requirement.

Conclusion

Vendor agrees to inform PROVIDER of any circumstances which may constitute a breach of code of conduct as soon as it becomes aware of such circumstances at any time during the term of services.

Vendor agrees to supply of products/services must submit the counter signed accepted code of conduct to the PROVIDER legal department.