

POLICY ON INCLUSION AND DIVERSITY

1. Purpose

- a. Kauvery Hospitals Group aspires to maintain an exemplary workforce diversity and inclusion, in a consistent manner through consciously practicing acceptable procedures for recruitment and training the process implementers on acceptable methods to improve the diversity and inclusion factor in the workforce.
- b. The purpose of this policy is to promote and adopt best practices to achieve and maintain diversity and inclusion in the current and upcoming ecosystems.

2. Definition

- a. Diversity, equality and inclusion together form a positive approach to recognize that everyone is different and can make and bring their own unique contribution, experience, knowledge and skills to the organization.

3. Scope

- a. This policy is applicable to all the employees directly on rolls and indirectly associated with Kauvery Hospitals Group unless specifically stated otherwise.
- b. It is a concept of employment which every employee will understand, respect and act in accordance to bring in a coherent atmosphere respecting the uniqueness in everyone

4. Roles & Responsibilities

- a. **All staff** are responsible in familiarising themselves and act in accordance with this policy. Employees are responsible to inform and highlight to their Managers on any form of discrimination that might prevail.
- b. **Department Managers** will ensure that this policy is communicated to all staff and will provide adequate advice, guidance and support. Managers are required to exercise leadership in this field by encouraging inclusion, discouraging prejudice and modelling appropriate behavior. They must also take speedy and appropriate action to deal with any breaches of the policy. Any identified breaches of the policy should be dealt with using appropriate disciplinary and grievance redressal guidelines prescribed by the organization.

- c. **Department Managers** are responsible for applying employment practices, policies and procedures fairly and consistently, and for highlighting and addressing any practices which could lead to discrimination.

5. Process Owner

- a. The Human Resources team will ensure that this policy is implemented and operated in a reasonable and fair manner, provide advice and guidance to individual employees & line managers and oversee provision of any letters and documents required.

6. Policy Guidelines

- a. Kauvery has zero tolerance approach to any form of discrimination specific or general.
- b. Human Resources at any point of time will maintain records and monitor the mix of the following attributes for all employees;
 - i. Gender
 - ii. Nativity (Place)
 - iii. Age
 - iv. Physical Disability
 - v. Religion
 - vi. Marital Status
- c. Kauvery Hospitals Group is committed to achieve an inclusive and diverse workforce and to provide equal opportunity and access for all. Through this policy, the organization seeks to create a working environment free of bullying, harassment, victimisation and unlawful discrimination, promoting dignity and respect for all, and where individual uniqueness and the contributions of all kinds of employees are recognised and valued.
- d. The organisation's employment practices, policies and procedures seek to ensure that no employee or potential employee receives adverse treatment on the grounds of gender, race, colour, ethnic or national origin, sexual orientation, marital status, religion or belief, age, trade union membership, disability, family background, domestic circumstances, social and employment status, health condition, gender reassignment, political affiliation or any other personal characteristic.
- e. Kauvery Hospitals Group seeks to actively promote best practice in diversity and inclusion across the organisation in areas such as pay and benefits, terms and conditions of employment, dealing with grievances and disciplinary issues, dismissal, redundancy, leaves, requests for flexible working and selection for employment, promotion, training or other developmental opportunities.

- f. Every employee of Kauvery must conduct themselves in a manner which is in accordance with existing values;
 - i. Continual Improvement
 - ii. Heartfelt Personal Touch
 - iii. Ethics
 - iv. Empathetic Care
 - v. Real Accountability
 - vi. Service Excellence
 - vii. Respect
 - viii. Trust
 - ix. Great Healthcare
 - x. Affordability

7. Related Policies & Procedures

- a. The following policies and procedures will have to be consulted in conjunction with this policy as applicable;
 - i. Recruitment & Selection Policy (Ref No: HR / CORP / SOP / 02)
 - ii. Equal Opportunity Policy (Ref No: HR / CORP / SOP / 38)
 - iii. Prohibition of Child and Adolescence Policy (Ref No: HR / CORP / SOP / 39)
 - iv. Policy on Prevention of Sexual Harassment of Women at Workplace (Ref No: HR / CORP / SOP / 30)

8. Recruitment & Selection Policy

- a. The hiring of candidates is purely based on the Manpower Planning with the inputs of Clinical and Non Clinical Heads.
- b. The hiring should be unbiased and purely based on the Occupancy, Size, AOP, Job Description, Job Specification, Vacancy and other professional attributes for requirement.
- c. Equal opportunities are given for existing employee through Internal Job Postings, thereby providing existing employees the benefit of career growth. On circumstances where internal candidates do not fill the criteria and the requirement, only then external candidates would be sourced.
- d. In addition to Internal Job Postings, every Unit HR department maintains a data bank and takes Employee Referrals. External ads on newspapers are also published to welcome varied profiles for further selection.

- e. Several rounds of written and oral tests are conducted with various panels to comprehend the selection procedure extensively. The selection will only be based on meritorious grounds and subject knowledge.

9. Equal Opportunity Policy

- a. The organization will provide equal employment opportunities to all including differently abled persons considered for employment in positions where they could be employed. The company would also provide them with necessary facilities and amenities to enable them to effectively discharge their duties for which they are employed.
- b. The jobs for which differently abled person could be considered would be identified by the respective Unit HR's in consultation with the concerned FD / ED.
- c. A transparent selection process based on merit without any bias to the disability of the prospective candidate is undertaken. The organization is equally responsible to provide infrastructure, amenities, transport, technological support and physical environment.
- d. This shall be in accordance with the Rights of Persons with Disabilities Act of 2016. The Unit HR lead will be the Liaison Officer. The candidate will be asked to submit relevant 'Certificate of Disability' as prescribed by the Act.

10. Prohibition of Child and Adolescence Policy

- a. Kauvery Hospitals Group neither employs child labor nor it supports the use of Child labor.
- b. Minimum age of recruitment is set on completion of 18 years & above. (including contractual employee)
- c. It is the responsibility of Unit HR Lead to communicate, deploy, monitor and maintain the process and procedures aimed towards ensuring that the organization does not employ (or) use child labour. Relevant proofs are collected as records for proof of age, e.g. birth certificates / School records etc.

11. Policy on Prevention of Sexual Harassment of Women at Workplace

- a. Kauvery Hospitals Group, has zero tolerance for sexual harassment or any act purporting to be sexual harassment. Integrity, Honesty, Transparency and Respect for employees and people form our core values.
- b. When sexual harassment results in violation of fundamental rights of women to equality and dignity, we have in system a fair mechanism for dealing with such conduct. Utmost care in treating the entire process with dignity, sensitivity and respect for the employee who has been the victim / harassed.

- c. All employees of Kauvery are responsible to create an environment for everyone to work together without the fear of harassment.

12. Policy for inclusion and Diversity at Workplace (Trans – Inclusive) (LGBTQIA+)

- a. In today's workplace, ensuring diversity, equity and inclusion efforts include equality and inclusiveness to individuals who are transgender and diversified in sexual orientation.
- b. We are currently one of the very few healthcare organizations, who set the positive impact demonstrating our commitment towards inclusion and diversity in our workforce
- c. The organization understands that inclusion of relevant procedures, amenities and most importantly training and setting the mindset of existing employees for better inclusion that will in turn set the platform for better accommodation of diversity.
- d. The organization would strive to work constantly for bettering the existing policies (including this Inclusion and Diversity Policy), procedures, processes to ensure that our LGBT community is fully protected and accepted.

13. Training & Development

- a. Training, Awareness sessions will be made available and will be developed to meet specific training needs in relation to diversity and inclusion, and appropriate training events will be provided for all employees involved in selection for recruitment or delivering training.
- b. The responsibilities of the employer and employee for diversity, inclusion and equality will be positively incorporated into employee training at all levels from induction courses to Senior Management workshops.

14. Review

- a. Corporate Human Resources Team will review this policy periodically. The policy will also be reviewed at any time as required by the management and incorporate changes or clarifications as needed.
- b. Where review is necessary due to legislative change the same will happen without delay.
- c. The policy will additionally be updated according to changes in internal structures and role responsibilities as and when needed.

15. Conflict Resolution

- a. Under the respective policy there are already established committees for redressal of grievances.

- b. The organization will ensure that individual employees who believe they have received treatment contrary to the principles of this policy can have their grievances dealt with quickly and confidentially in accordance with the Grievance Redressal Policy. (Ref No: HR / CORP / SOP / 37)
- c. The organization will ensure that any service user, contractor, volunteer, trainee, interns etc. making a complaint due to any incident, which occurs contrary to this policy, will have such complaints dealt with quickly and confidentially in accordance with the Grievance Redressal Policy. (Ref No: HR / CORP / SOP / 37)
- d. The Group Head of HR will be the apex authority who will resolve the conflict pertaining to any of the above-mentioned policy in deliberation with respective Unit Head / Managing Director / Chairman.

This policy is subject to change at the discretion of the Management, by giving 15 days' notice. For all interpretations of the policy, the Management decision is final and binding.