

STAKEHOLDER ENGAGEMENT POLICY

Particulars	Details
Policy Name	Stakeholder Engagement Policy
Company Name	Jeena Sikho Lifecare Limited
Version Number	1.0
Effective Date	01st April, 2023
Prepared By	Secretarial Department
Approved By	Board of Directors
Last Revised Date	N.A.

JEENA SIKHO LIFECARE LIMITED

120+ AYURVEDA CLINICS & HOSPITALS | FREEDOM FROM 2D DISEASES & DRUGS

Registered Office Address:

SCO-11, Kalgidhar Enclave, Baltana, Zirakpur,
Punjab-140604, 01762-513185
CIN NO.: L52601PB2017PLC046545

Corporate Office Address:

B-26, Opp. Metro Pillar No. 223, Rohtak Road,
New Multan Nagar, Delhi - 110056
Email ID.: cs@jeenasikho.com | www.jeenasikho.com

1. Introduction

Jeena Sikho Lifecare Limited ("JSLL" or "the Company") believes that sustainable business growth is achieved through meaningful relationships with its stakeholders. As a healthcare and wellness organisation, the Company recognises that its success is closely connected with the trust, confidence and support of its patients, employees, healthcare professionals, shareholders, business partners, regulators, communities and other stakeholders.

The Company is committed to maintaining transparent, ethical and continuous engagement with stakeholders to understand their expectations, address their concerns and incorporate their valuable feedback into business decisions.

This Stakeholder Engagement Policy ("Policy") establishes a structured framework for identifying stakeholders, understanding their interests, maintaining effective communication channels and building long-term relationships based on mutual respect and shared value creation.

The Policy reflects the Company's commitment towards responsible business conduct, sustainable development and stakeholder-centric governance practices.

2. Purpose

The purpose of this Policy is to:

- Ascertain the nature of impacts on stakeholders, their legitimate concerns, interests and expectations, as well as their potential influence on the Company, by analysing the implications of these factors on business operations.
- Embed the principles of inclusiveness, transparency, materiality, completeness and cultural appropriateness in all engagement activities.
- Ensure the disclosure of information about the Company's activities in a timely and culturally appropriate manner for informed and meaningful engagement.
- Design appropriate engagement methods and plans that meet international standards, are tailored to stakeholders' needs, and have well-defined objectives and outcomes that can be documented and monitored.
- Promote awareness of the principles and procedures for stakeholder engagement among employees at various levels of the Company's operations through training or communication.
- Support responsible healthcare delivery and sustainable growth.

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3. Scope and Applicability

This Policy outlines the Company's approach to engaging with stakeholders across all operational boundaries of Jeena Sikho Lifecare Limited and its business divisions, hospitals and healthcare centres, Ayurveda and wellness centres, pharmacies and diagnostic facilities, subsidiaries and controlled entities, wherever applicable. Each entity is responsible for adhering to this Policy and nurturing stakeholder relationships, while the process of engagement may be decentralised depending on the nature of the engagement.

4. Regulatory and Framework Alignment

This Policy has been developed considering applicable principles and guidelines, including:

- Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015;
- SEBI Business Responsibility and Sustainability Reporting (BRSR) Framework;
- National Guidelines on Responsible Business Conduct (NGRBC);
- Companies Act, 2013 and applicable rules;
- Global Reporting Initiative (GRI) Standards;
- AA1000 Stakeholder Engagement Standard; and
- ISO 26000 Guidance on Social Responsibility.

5. Definitions

5.1 Stakeholder

A stakeholder refers to any individual, group, organisation or institution that:

- is directly or indirectly dependent on the Company's activities, products or services and associated performance, or on whom the Company is dependent to operate; or
- to whom the Company has, or in the future may have, legal, commercial, operational, or ethical/moral responsibilities; or
- can influence or have an impact on the Company's strategic or operational decision-making.

In line with the AA1000 Stakeholder Engagement Standard, the Company performs a comprehensive analysis of its business processes to identify all relevant stakeholders. This involves mapping all interactions and touchpoints to identify relevant stakeholders, and then prioritising them by assessing their influence on, and dependence on, the Company's operations.

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The Company's key stakeholders include, but are not limited to:

- Patients and customers;
- Employees;
- Doctors and healthcare professionals;
- Shareholders and investors;
- Suppliers and vendors;
- Business partners and franchise partners;
- Government bodies and regulatory authorities;
- Banks and financial institutions;
- NGOs and social organisations;
- Industry associations; and
- Media.

5.2 Stakeholder Engagement

Stakeholder engagement refers to the process of communication, consultation and collaboration undertaken by the Company to understand stakeholder expectations, address concerns, seek feedback and develop mutually beneficial relationships.

5.3 Material Stakeholder

A material stakeholder refers to a stakeholder group whose interests, expectations, concerns or influence may significantly impact the Company's operations, reputation, sustainability performance or strategic objectives.

5.4 Vulnerable and Marginalised Stakeholders

Vulnerable and marginalised stakeholders refer to individuals or groups who, due to economic, social, geographic, physical or other constraints, face greater difficulty in accessing the Company's services, exercising their rights, or making their concerns heard, and who accordingly warrant proactive and differentiated engagement.

6. Guiding Principles

The Company's stakeholder engagement approach shall be based on the following principles:

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6.1 Transparency

The Company shall provide accurate, timely and relevant information to stakeholders through appropriate communication channels.

6.2 Inclusiveness

The Company shall encourage participation from diverse stakeholder groups and ensure that relevant perspectives are considered.

6.3 Responsiveness

The Company shall actively listen to stakeholder concerns and take appropriate action wherever required.

6.4 Respect and Fairness

The Company shall maintain respectful and ethical relationships with all stakeholders without discrimination.

6.5 Accountability

The Company shall establish ownership and responsibility for stakeholder engagement activities and grievance resolution.

6.6 Continuous Improvement

The Company shall regularly review engagement practices and enhance processes based on feedback and changing expectations.

7. Engagement Process

7.1 Engagement Planning

Define the purpose, scope, and methods of engagement for each stakeholder group. Develop customised engagement strategies that align with the specific needs and expectations of each group, including clear objectives, timelines, and responsibilities for engagement activities.

7.2 Communication

Ensure clear, accessible, and timely communication with stakeholders through various channels such as face-to-face meetings, surveys, newsletters, digital platforms, and social media.

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7.3 Feedback and Response

Gather and evaluate stakeholder feedback to address risks and concerns, integrate their impact into decision-making, and maintain a continuous feedback loop to keep stakeholders informed.

7.4 Monitoring and Reporting

Monitor engagement activities and outcomes through regular reviews and assessments. Use key performance indicators (KPIs) to measure the effectiveness of engagement efforts. Report on engagement results to stakeholders through annual reports, newsletters, and dedicated engagement reports.

8. Key Stakeholder Groups, Engagement Channels and Frequency

The Company's key stakeholder groups, the primary channels and frequency of engagement, the function responsible for the relationship, and the key engagement objective for each, are set out below:

Stakeholder Group	Engagement Objective
Patients and Customers	Improve healthcare experience, service quality and patient satisfaction
Employees	Promote engagement, development, wellbeing and workplace satisfaction
Doctors and Healthcare Professionals	Ensure quality healthcare delivery and professional collaboration
Shareholders and Investors	Maintain transparency, trust and investor confidence
Suppliers and Vendors	Promote responsible sourcing and sustainable partnerships
Business Partners and Franchise Partners	Enable collaboration and business growth
Government and Regulatory Authorities	Ensure compliance and constructive regulatory engagement
Banks and Financial Institutions	Maintain transparent financial relationships
Local Communities	Support inclusive growth and social development
NGOs and Social Organisations	Collaborate on community initiatives
Industry Associations	Promote knowledge sharing and industry development
Media	Ensure transparent communication of Company initiatives

9. Engagement with Vulnerable and Marginalised Stakeholder Groups

The Company recognises that certain stakeholders — including economically disadvantaged patients, patients from rural and semi-urban areas with limited access to healthcare infrastructure, elderly and differently-abled patients, and women and children accessing the Company's wellness and healthcare services — may face greater barriers in accessing healthcare or in voicing concerns. Accordingly, the Company shall:

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- proactively identify vulnerable and marginalised stakeholder groups relevant to its operations;
- extend outreach through CSR and community health programmes designed for underserved populations;
- endeavour to keep its healthcare and wellness facilities accessible, taking into account language, literacy and affordability considerations; and
- provide simplified and multiple-format channels (including helpline, in-person and local-language support) through which such groups may raise concerns.

The Company shall report its engagement with stakeholder groups, including vulnerable and marginalised communities where applicable, and the actions undertaken to support their needs and priorities as part of its BRSR and other applicable disclosures.

10. Oversight — Stakeholders Relationship Committee

The Company's Stakeholders Relationship Committee, constituted by the Board in accordance with the Companies Act, 2013 and the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, shall have overall oversight of the implementation of this Policy. The Committee shall, in particular, review grievances of security holders, monitor the effectiveness of stakeholder engagement across the Company, and report periodically to the Board.

11. Stakeholders' Concerns and Grievance Redressal

Jeena Sikho Lifecare Limited is committed to maintaining transparent, accessible and responsive communication channels with all its stakeholders. The Company encourages stakeholders to share their queries, concerns, suggestions, feedback or requests for clarification relating to the Company's operations, services, policies or practices.

Stakeholders may raise concerns or seek clarification through the following designated channels:

- General stakeholder queries and feedback: care@jeenasikho.com
- Investor and shareholder grievances: to be addressed to the Company Secretary and Compliance Officer, with escalation to the Stakeholders Relationship Committee where unresolved.
- Patient safety concerns and clinical grievances: through the designated patient care helpline / facility-level patient relations desk, addressed on priority given their clinical and reputational sensitivity.

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- Employee concerns: through the Company's internal HR grievance channels and, where applicable, the Whistle Blower Policy / Vigil Mechanism.

The Company shall ensure that stakeholder feedback is considered for the continuous improvement of its policies, operations and engagement practices.

12. Data Privacy and Confidentiality

Any personal or health-related information shared by a stakeholder in the course of engagement, feedback or grievance redressal shall be collected, processed, stored and shared strictly in accordance with the Company's Privacy Policy and applicable law, including the Digital Personal Data Protection Act, 2023. Such information shall be used solely for the purpose for which it was provided and shall not be disclosed to any third party except as permitted under applicable law, pursuant to a legitimate business purpose, or with the stakeholder's consent.

13. Related Policies

This Policy should be read together with the Company's Code of Conduct, Whistle Blower Policy / Vigil Mechanism, Corporate Social Responsibility Policy, Public Advocacy Policy, Privacy Policy, and such other policies of the Company as may be applicable. In the event of any inconsistency between this Policy and a more specific Company policy governing a particular stakeholder matter, the more specific policy shall apply, subject always to compliance with applicable law.

14. Policy Review

This Policy shall be reviewed periodically, and whenever required due to changes in applicable laws, regulatory requirements, business operations, stakeholder expectations or sustainability practices.

Any amendments or revisions to this Policy shall be approved by the Board of Directors or such authorised committee as may be approved by the Board.

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