

Policy:	Equal Employment Opportunity Policy
Effective from:	April 1, 2018
Version:	Baseline Version
Next Revision Date:	Till further amendment

Equal Employment Opportunity Policy

1. Objective

At Max Super Speciality Hospital, Vaishali (A unit of Crosslay Remedies Ltd.) (“Max Healthcare”), we recognize that to excel as a business we must continue to hire the best talent and secure the full participation and commitment of all employees. In keeping with this conviction, it is our policy and intent to hire and provide all staff with the equal opportunity to grow, develop and contribute fully to our collective success without regard to race, colour, religion, creed, sexual orientation, gender identity, national origin, age, any disability, veteran, marital, or domestic partner status, citizenship or any other status or characteristic covered by federal, state or local law. Max Healthcare is fully committed to the maximum utilization of employees’ abilities and to the principles of equal employment opportunity. The opportunities afforded throughout Max Healthcare are available equally to all. Applicants and employees are evaluated on the basis of job qualifications—not race, colour, religion, creed, sex, sexual orientation, gender identity, national origin, age, disability, veteran, marital, or domestic partner status, citizenship or any other status or characteristic covered by federal, state or local law. Further, Max Healthcare provides reasonable accommodations to the known limitations of otherwise qualified individuals with disabilities unless doing so would result in an undue hardship.

2. Policy Implementation

- Equal employment opportunity takes place in all employment practices: hiring, promotion, demotion, transfer, recruitment, termination, rates of pay or other forms of compensation, and selection for training.
- Max Healthcare endeavours to provide every employee with a working environment free from harassment. Individually and collectively, we share the responsibility for understanding the great importance of a respectful work environment, and for assuring that every employee is welcomed, accepted and rewarded according to his or her contribution to the attainment of our goals and objectives.
- In addition, unlawful harassment, intimidation, threats, coercion, discrimination or retaliation in any other form against anyone is strictly prohibited for:-
 - Making a good faith internal complaint of any conduct, act or practice violating Max Healthcare’s code of conduct policy;
 - Filing a complaint allowed by any equal employment opportunity law or regulation;
 - Participating in an investigation or any other activity undertaken by Max Healthcare or any governmental agency related to compliance with our Equal Employment Opportunity policy or any law related to equal employment opportunity including Rights of Persons with Disabilities Act, 2016 and rules thereunder (“EEO Law”);
 - Exercising any right under any EEO Law.

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- We know that positive, results-oriented action to advance equal employment opportunity serves the best interests of Max Healthcare, its employees, and the communities in which it operates. Towards this end, the **Chief People Officer/HR Head** serves as Max Healthcare's Equal Employment Opportunity Compliance Officer with overall responsibility for monitoring program effectiveness and assuring compliance with this policy.
- Managers at all levels are responsible for assuring full compliance with this policy in their respective areas. Each employee is responsible for supporting equal opportunity, assisting Max Healthcare in meeting its objectives in this area, and assuring that their own conduct conforms to Max Healthcare's commitment to equal employment opportunity.
- Individuals with disabilities who apply or employees who believe themselves to be covered by the Rights of Persons with Disabilities Act, 2016 and rules thereunder, should contact the Human Resources Team at Max Healthcare. Any information obtained is voluntary, will be kept confidential, and will be used in accordance with applicable laws. Refusal to provide information will not subject an employee or applicant to any adverse treatment. Employees and applicants will be protected from coercion, intimidation, interference, discrimination or retaliation for filing a complaint or assisting in an investigation under the Act.
- If an employee has any questions about Max Healthcare's policy on equal employment opportunity, Max Healthcare encourages the employee to talk to his or her Supervisor, Department Head; local unit spoke Human Resources Representative, the Corporate Human Resources Department.
- Any conduct or action inconsistent with Max Healthcare's commitment to equal employment opportunity should be reported by following the escalation process at Max Healthcare. Any supervisor or manager who receives such a complaint (whether formal or informal) must report the complaint to Unit HR team.
- Given that we are engaged in providing healthcare, we may not be able to employ in some of the jobs that may risk patient safety / patient well-being and where quick response time is a known constraint. The indicative list of work areas identified for persons with disabilities is specified in Annexure 1, which may be revised or modified or substituted, from time to time, at the discretion of Max Healthcare.

3. Affirmative Action Policy

Max Healthcare is committed to the principles of affirmative action. Each year, Max Healthcare develops and implements affirmative action programs which are designed to ensure equal opportunity and to promote employment and advancement of persons with disabilities or with special ability.

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4. Facilities and Amenities for persons with disabilities

Max Healthcare will take all actions to ensure that a conducive environment is provided to persons with disabilities to perform their role and excel in the same. Max Healthcare will build systems and processes in respect thereof and to ensure requisite compliances under EEO Law including the following:-

- Providing specified standards of accessibility relating to physical environment, transport, information and communication technology;
- Providing appropriate facilities and amenities along with barrier-free accessibility to the employees with disability to enable them to effectively perform their duties in the establishment;
- Provision of an accessible environment and of availability of assistive devices as required.
- Provision of elevator/ramps in the buildings for the benefit of wheel chair users and minimum width of walkways. For existing buildings, the requisite infrastructure obligations to adhere to the standards prescribed under the law will be ensured within the stipulated period permitted in the Rules.;
- The documents on the website to be in optical character reader (OCR) PDF based format, etc.
- Designating a liaison officer in each Unit to look after the recruitment of persons with disabilities and provisions of facilities. The name of Liaison Officer identified for the Unit shall be notified on the display board in the premises and reviewed periodically.
- Necessary records / documentation will be maintained for such employees under guidance of liaison officer including records containing details around the number of persons with disabilities employed, their date of joining, names, genders and addresses, nature of their disabilities, nature of work performed by them and the facilities provided to them.

5. Deviations & Exceptions

- Any deviation to the policy guidelines shall require the prior approval of Chief People Officer.
- Max Healthcare reserves the right to modify, amend, replace or substitute this policy without any prior notice.

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6. Miscellaneous

- The terminologies which are not defined herein shall have the meanings assigned to such term in EEO Law.
- In case of any contradiction between the terms stated in this Policy and the EEO Law, the provisions of EEO Law shall prevail.

Version

Version	Changes	Date	Reviewed By	Approved By
1	Baseline Version	1 Apr 2018	Vikas Guhnani and Lalit Khanna	Swati Rustagi

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Annexure 1

Indicative list of work areas identified for persons with disabilities

	Designations	Blind	Deaf	Handicap	Mute
Front Office	Trainee	N	N	Y	N
	PCC / PCE / Sr. PCE	N	N	Y	N
	Call Centre Executive	Y	N	Y	N
	Coordinator	N	N	Y	N
	Asst. / Dep Duty Manager	N			
	Asst. / Dep Manager				
	Manager				
Nursing	Computer Operator / Coordinator / Counsellor	N	N	Y	N
	Staff Nurse / Sr. Staff Nurse / Speciality Nurse	N			
	Team Leader / Incharge				
	Nursing Supervisor				
	ANS / DNS / NS / CNO				
Paramedics	Jr. Pharmacist / Pharmacist / Sr. Pharmacist	N	N	Y	N
	Specialist Pharmacist	N	N	N	N
	Cashier	N	N	Y	N
	Asst. / Officer - Medical Records	N	N	Y	N
	Technician / Sr. Technician / Technologist - OT, CSSD, Dialysis, Gas Manifold, Emergency Medicine	N	N	N	N
	Jr. Scientific / Scientific / Sr. Scientific Officer	N	N	Y	N
	Coordinator / Sr. Coordinator	N	N	Y	N
	Clinical Nutritionists	N	N	Y	N
	Biomedical Engineer	N	N	N	N
	Medical Transcriptionist / Typist	N	N	Y	N
	Physiotherapist / Sr. Physiotherapist	N	N	Y	N
	Psychologist	N	N	Y	N
Support	Assistant / Officer / Executive / Asst. Manager / Dep. Manager / Manager (All Depts)	N	N	Y	N
	Librarian	N	N	Y	N
	Engineering	N	N	N	N
	AMS / DMS / MS	N	N	N	N
	Biostatistics Consultant	N	N	Y	N
	Clinical Research	N	N	Y	N
	Computer Operator / Executive / Coordinator / Departmental Secretary	N	N	Y	N
	Pilots	N	N	N	N