



Global Health L i m i t e d

August 23, 2024

Ref:- GH/2024-25/EXCH/53

The General Manager
Dept. of Corporate Services
BSE Limited,
P J Towers, Dalal Street,
Mumbai - 400 001

The Manager
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex,
Bandra (E), Mumbai - 400 051

Scrip Code: 543654

Symbol: MEDANTA

Sub: Business Responsibility and Sustainability Report for Financial Year 2023-24

Dear Sir(s),

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Company's Business Responsibility and Sustainability Report, for the Financial Year 2023-24.

Kindly take the above on record.

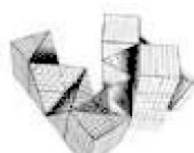
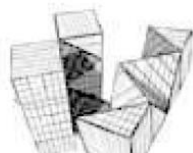
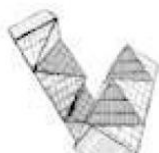
Thanking you,

Yours faithfully

For Global Health Limited

Rahul Ranjan
Company Secretary & Compliance Officer
M. No. A17035

Encl: a/a



Business Responsibility & Sustainability Report



SECTION A: GENERAL DISCLOSURES



SECTION B: MANAGEMENT AND PROCESS DISCLOSURES



SECTION A: PRINCIPLE-WISE PERFORMANCE DISCLOSURES

PRINCIPLE 1:

Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable

PRINCIPLE 2:

Businesses should provide goods and services in a manner that is sustainable and safe

PRINCIPLE 3:

Businesses should respect and promote the well-being of all employees, including those in their value chains

PRINCIPLE 4:

Businesses should respect the interests of and be responsive to all its stakeholders

PRINCIPLE 5:

Businesses should respect and promote human rights

PRINCIPLE 6:

Businesses should respect and make efforts to protect and restore the environment

PRINCIPLE 7:

Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

PRINCIPLE 8:

Businesses should promote inclusive growth and equitable development

PRINCIPLE 9:

Businesses should engage with and provide value to their consumers in a responsible manner

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Company	L85110DL2004PLC128319
2	Name of the Company	GLOBAL HEALTH LIMITED
3	Year of Incorporation	2004
4	Registered office address	MEDANTA-MEDICLINIC, E-18, DEFENCE COLONY, NEW DELHI 110024
5	Corporate office address	"Medanta The Medicity", Sector 38, Gurugram Haryana 122001
6	E-mail id	compliance@medanta.org
7	Telephone	+91 124 483 4060
8	Website	http://www.medanta.org/
9	Financial year for which reporting is being done	FY 2023-24
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited ("NSE") NSE Symbol: MEDANTA BSE Limited ("BSE") BSE Code: 543654
11	Paid-up capital	₹ 53,70,14,764/- divided into 26,85,07,382 Equity Shares of Rs. 2/- each
12	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Rahul Ranjan - Company Secretary & Compliance Officer E-mail id- compliance@medanta.org Tel: +91 124 483 4060
13	Reporting Boundary	Consolidated basis unless otherwise specified
14	Name of Assurance provider	M/s Walker Chandiook & Co. LLP
15	Type of Assurance obtained	Reasonable assurance for BRSR Core

II. Products/services

16. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of main activity	Description of business activity	% of turnover
1.	Hospital and Medical Care	<p>Global Health Limited (the "Company") is one of the largest private multi-specialty tertiary care providers operating in the North and East regions of India, with key specialties cardiac science, neurosciences, oncology, digestive and hepatobiliary sciences, orthopaedics, liver transplant, and kidney and urology, according to the report titled "An assessment of the healthcare delivery market in India, September 2022" by CRISIL Limited.</p> <p>Under the "Medanta" brand, the Company has a network of five hospitals currently in operation (Gurugram, Indore, Ranchi, Lucknow, and Patna). Spanning an area of 4.7 millions sq. ft., its operational hospitals have 2,823 installed beds as on March 31, 2024. It also has one hospital under-construction in Noida. The Company provides healthcare services in over 30 medical specialties and engages over 1,700+ doctors led by highly experienced department heads.</p>	100%

17. Products/services sold by the entity (accounting for 90% of the entity's turnover)

S. No.	Product/Service	NIC Code	% Of total turnover contributed
1.	Hospital and Medical Care	861	100%

III. Operations
18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	Hospitals- 6* Clinics- 6	2	14
International	-	-	-

* One hospital is under construction in Noida

19. Markets served by the entity
a. Number of locations

Location	Number
National (No. of states)	5
International (No. of countries)	0*

* Medanta renders services to international patients who travel to their facilities in India.

b. What is the contribution of exports as a percentage of the total turnover of the entity?

The contribution of deemed export of services was 4.94 % of total turnover in FY 2024 compared to 4.76 % in FY 2023.

c. A brief on types of customers

Medanta caters to a diverse customer base of domestic and international patients seeking healthcare services.

IV. Employees

At Medanta, care is delivered through a doctor-led model where super specialist doctors provide the highest quality of care. Trained at some of the world's renowned institutions, these highly experienced doctors are distinguished experts in their respective specialties. At Medanta, doctors work full time and exclusively at the Company's hospitals. While doctors are given substantial autonomy, they operate within a department construct that fosters a culture of collaboration and integration across multiple specialties. In addition to doctors, the workforce includes nurses, paramedics, and administrative staff, all of whom play critical roles in the healthcare delivery ecosystem.

20. Details as on March 31, 2024
a. Employees and workers (including differently abled)

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1	Permanent (D)	9,052	4,360	48%	4,692	52%
2	Other than Permanent (E)	1,731	1,050	61%	681	39%
3	Total employees (D+E)	10,783	5,410	50%	5,373	50%
WORKERS						
1	Permanent (F)	-	-	-	-	-
2	Other than Permanent (G)	-	-	-	-	-
3	Total workers (F+G)	-	-	-	-	-

Notes:

1. 'Permanent Employees' Permanent Employees' includes all the full-time employees with an indeterminate period.
 2. 'Other than Permanent Employees' includes all the employees with a fixed term employment contract, Retainer Doctors, Residents, DNB Students.
 3. In addition to the total workforce mention above, the company creates job opportunities through contractual workers provided by third-party service contracts.
- b. Differently abled employees and workers

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	-	-	-	-	0%
2	Other than Permanent (E)	1	-	-	1	100%
3	Total differently abled employees (D+E)	1	-	-	1	100%
DIFFERENTLY ABLED WORKERS						
1	Permanent (F)	-	-	-	-	-
2	Other than Permanent (G)	-	-	-	-	-
3	Total differently abled workers (F+G)	-	-	-	-	-

21. Participation/inclusion/representation of women

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	10	1	10%
Key Management Personnel	4	0	0%

22. Turnover rate for permanent employees and workers

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	26%	42%	34%	26%	44%	35%	24%	45%	35%
Permanent Workers	-	-	-	-	-	-	-	-	-

V. Holding, subsidiary and associate companies (including joint ventures)**23. Names of holding / subsidiary / associate companies / joint ventures:**

S. No.	Name of Holding/ Subsidiary/Associate Companies/Joint Venture (A)	Indicate whether Holding/ Subsidiary/ Associate/Joint Venture	% Of shares held by listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of listed entity? (Yes/No)
1	Medanta Holdings Private Limited	Subsidiary	100%	Yes
2	Global Health Patliputra Private Limited	Subsidiary	100%	Yes
3	GHL Pharma & Diagnostic Private Limited	Subsidiary	100%	Yes
4	GHL Hospital Limited	Subsidiary	50%	Yes
5	Global Health Institute of Medical Sciences Foundation	Subsidiary	100%	Yes

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes¹

- Turnover²: ₹ 33,497.75 mn
- Net worth³: ₹ 29,055.93 mn

Notes:

- CSR applicability is on Global Health Limited (Standalone) and its 100% Subsidiary named Medanta Holdings Private Limited
- Turnover represents Total Income including other income on Consolidated basis
- Net worth represents Total Equity on Consolidated basis

VII. Transparency and Disclosures Compliances

25. Complaints/grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC)

Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct							
Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes Beneficiaries can file a complaint by writing an email to feedback@medanta.org	1	0	-	0	0	-
Investors (other than shareholders)	Yes Medanta has created a designated email-id, compliance@medanta.org exclusively for investors to raise their grievances	0	0	0	0	0	-
Shareholders		16	2	The same were resolved in the month of April 2024.	680 ³	0	-
Employees and workers	Yes ¹	60	0	-	22	0	-
Customers	Yes ²	16,229	155	-	8,134	1,982	-
Value Chain Partners	Value chain partners can file a complaint by writing an email to feedback@medanta.org/compliance@medanta.org	0	0	-	0	0	-
Other (please specify)	No	0	0	-	0	0	-

Notes:

¹ Medanta has a well-established grievance redressal mechanism, comprising committed members with defined processes and policies in place. These policies are openly accessible to all employees in digital format. Further, the Company does not have a separate documented grievance redressal policy for "workers". Instead, they have a generic grievance redressal policy that applies to all their employees. Additionally, the Company operates an open-door policy for grievance resolution. This approach is non-hierarchical, allowing any party to approach any level of authority at any time, including, Immediate Supervisor/Reporting Manager, Functional Head & HR.

² Yes <https://www.medanta.org/Patients> can file complaints through an online system with SMS links, or by writing an email to feedback@medanta.org. Medanta is committed to sustaining their excellence through the loyalty of their customers. The Company's customers can reach out to them through several communication channels like email, telephone numbers, feedback forms, surveys

³ The number of complaints from shareholders is relatively higher in FY22-23 as most of the queries were regarding the Company's IPO

26. Overview of the entity's material responsible business conduct issues

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk, as per the following format:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate.	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Customer Health & Safety	Opportunity	Prioritizing customer health and safety enhances patient care quality, ensures regulatory compliance, and builds patient trust and loyalty. Implementing rigorous health and safety protocols can differentiate Medanta as a leader in patient care, attract new patients, and reduce liability risks.	-	Positive
2	Effluent & Waste Management	Risk	Improper disposal of effluent and biomedical waste, both hazardous and non-hazardous, poses significant regulatory and environmental risks, affecting the safety of people and the environment.	Medanta has implemented a waste management policy that complies with guidelines from state Pollution Control Boards and Biomedical Waste Management Rules. Regular training programs for healthcare workers ensure proper waste management and disposal practices. Additionally, the Company's hospitals conduct a weekly Infection Control Audit to consistently assess and optimise their strategies, safeguarding their teams, patients, and the community from potential health risks.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate.	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Governance	Opportunity	<p>Strong governance enhances compliance, ethical practices, and transparency, building stakeholder trust and ensuring long-term strategic alignment. It fosters a culture of accountability and integrity, attracting investors, improving financial stability, and enhancing Medanta's reputation.</p>	-	Positive
4	Energy Management	Opportunity	<p>Inefficient energy management can lead to higher operational costs, exposure to energy price volatility, and increased greenhouse gas emissions, resulting in regulatory penalties and reputational harm. Dependence on non-renewable energy sources can also pose long-term sustainability risks.</p> <p>By implementing measures to reduce energy consumption and transitioning to cleaner energy sources, the Company aims to mitigate our impact on the environment and promote sustainability.</p>	<p>Developing procedure for energy conservation measures, with the primary goal of achieving a cleaner and reduced energy footprint for the organization.</p> <p>Installing solar power plants at Medanta hospitals to reduce reliance on non-renewable energy sources.</p>	Positive
5	Water Management	Opportunity	<p>Poor water management can result in high utility costs, vulnerability to water scarcity, and non-compliance with water use regulations, leading to operational disruptions, regulatory fines, and negative public perception. Water scarcity can directly impact hospital operations and patient care.</p>	<p>The company aims to achieve water neutrality and positivity by efficiently managing water resources, utilizing water treatment plants, and offsetting usage through sustainable initiatives.</p> <p>Medanta hospitals in Gurugram, Lucknow, and Patna adhere to a Zero-Liquid Discharge (ZLD) system, which is highly beneficial as it ensures that no wastewater is discharged into the environment.</p>	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate.	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Training & Education	Opportunity	Investing in comprehensive training and education programs enhances employee skills, ensures regulatory compliance, and improves patient care quality. It boosts employee morale, productivity, and retention, creating a knowledgeable and motivated workforce that enhances Medanta's operational effectiveness.	-	Positive
7	Emission Management	Risk	Failure to manage emissions can result in higher greenhouse gas (GHG) emissions, regulatory penalties, and adverse health effects on the community and staff, leading to reputational damage and increased operational costs. Poor emissions management can also contribute to climate change, affecting long-term sustainability.	The Company monitors its Scope 1 and Scope 2 GHG emissions, ensuring an understanding and management of its direct and indirect emissions. Medanta is committed to increasing its use of renewable energy sources, thereby aiming to significantly reduce its reliance on non-renewable energy.	Negative
8	Occupational Health and Safety	Risk	Inadequate safety measures pose risks such as staff health issues, occupational hazards (biological, chemical, physical, psychosocial), radiation hazards, fire and life safety threats, hazardous waste handling, and medical equipment safety concerns.	The Company has obtained all necessary certifications from relevant regulatory bodies, including Joint Commission International (JCI) and National Accreditation Board for Hospitals and Healthcare Providers (NABH) accreditations for its hospitals. Comprehensive policies and procedures are in place to address and mitigate safety risks.	Negative
9	Cyber Security	Risk	The nature of the healthcare business involves handling sensitive patient health data. Any theft or leakage of this data could result in significant risks to the Company's reputation and operations.	A data security management plan, including an IT policy, has been implemented to protect sensitive patient data from unauthorized access and breaches, ensuring compliance with relevant regulations and maintaining patient trust.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate.	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10	Economic Performance	Opportunity	Medanta implements robust financial planning strategies to anticipate economic fluctuations and uncertainties, ensuring adequate financial reserves. In addition, Medanta is committed to expand its presence in underserved markets of India and build a long-term sustainable model		Positive
11	Employment	Opportunity	India faces persistent employment challenges due to its growing population. By expanding their business, Medanta can create numerous new jobs, both directly and indirectly, contributing to economic growth.	-	Positive
12	Risk Management	Risk	Ineffective risk management can result in unmitigated financial, operational, and reputational risks, including data breaches, legal penalties, and business disruptions. It can also lead to poor crisis response and recovery, impacting long-term sustainability	Conducting thorough risk assessments involving regular evaluations to identify potential threats and vulnerabilities, enabling proactive risk mitigation. Developing contingency plans and crafting robust response protocols to effectively manage and address crises as they occur.	Negative
13	Access to Healthcare	Opportunity	There is a significant lack of access to quality healthcare across India, creating a substantial opportunity to serve underserved markets with high-quality healthcare services.	-	Positive
14	Labour Management	Risk	Poor labour management can lead to high turnover rates, low employee morale, and non-compliance with labour laws and regulations, resulting in legal liabilities and operational disruptions. It can also impact patient care quality and organizational efficiency.	Development of labour management plans, providing salary slips, PF, ESIC and ensuring overtime is duly paid to labour through inspection of the contractors who provide labour.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate.	Financial implications of the risk or opportunity (Indicate positive or negative implications)
15	Diversity & Equal Opportunity	Opportunity	<p>Diverse talents and perspectives enhance creativity, innovation, and problem-solving. Inclusive workplaces promote employee satisfaction, engagement, and better patient care.</p> <p>Diverse teams can serve diverse needs of their patients and customers, resulting in improved patient care and satisfaction.</p>	-	Positive
16	Community Development	Opportunity	<p>Engaging in community development strengthens relationships with local stakeholders, enhances Medanta's reputation, and fosters a supportive environment for growth. It can lead to collaborative opportunities, increased patient loyalty, and positive social impact, aligning the hospital's goals with community needs and expectations.</p>	-	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Question	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
POLICY AND MANAGEMENT PROCESSES									
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	No	Yes	No	Yes	No	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	No	Yes	No	Yes	No	No	Yes	Yes
c. Web link of the policies, if available	The statutory policies which are required to be published are available at : https://www.medanta.org/investor_relations/corporate-governance/governance-codes-policies Other policies and SOPs are available on the Company's intranet (Spandan).								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	No	Yes	No	Yes	No	No	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/ No)	Yes	No	Yes	No	Yes	No	No	No	Yes
4. Name the national and international codes/ certifications/ labels/ standards	Joint Commission International (JCI), National Accreditation Board for Hospitals and Healthcare Providers (NABH), NABH – Blood Bank, NABH Nursing Excellence NABH Ethics Committee National Accreditation Board for Testing and Calibration Laboratories								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	None								
6. Performance of the entity against specific commitments, goals and targets	Not Applicable								

Disclosure Question	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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GOVERNANCE, LEADERSHIP, AND OVERSIGHT

<p>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)</p>	<p>Our unwavering commitment to sustainable growth is intrinsically linked to our prioritization and integration of environmental, social, and governance (ESG) practices across every aspect of our operations. This dedication to environmental stewardship is evident in the state-of-the-art infrastructure and patient-centric design of our greenfield hospitals. Each of these facilities is designed to optimize natural light, which not only reduces electricity consumption but also enhances patient recovery outcomes. Our upcoming hospital in Noida has already received pre-certification as a Green Building under the IGBC Green Healthcare Facilities Rating System by the CII-Indian Green Building Council.</p> <p>In addition, we have made significant investments in water recycling and treatment systems to maximize water efficiency. Our greenfield facilities in Gurugram, Lucknow, and Patna operate as Zero Liquid Discharge units, ensuring minimal water wastage and a substantial reduction in freshwater consumption.</p> <p>At Medanta, we take pride in the fact that 50% of our workforce is female, including over 600 female doctors, underscoring our commitment to fostering a diverse and inclusive workplace. Furthermore, Medanta's commitment to healthcare extends well beyond the confines of our hospitals. We are actively engaged in community welfare through initiatives aimed at raising awareness, promoting health education, and improving access to essential healthcare services. During the year, Medanta, in partnership with the Uttar Pradesh Government, launched the "TB Free Uttar Pradesh" initiative, which aims to eliminate tuberculosis in the state. This initiative complements our ongoing "Medanta's Mission TB-Free" program, launched in collaboration with the Government of Haryana in 2015.</p>
<p>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p>	<p>Dr. Naresh Trehan, Chairman and Managing Director</p>
<p>9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</p>	<p>At Medanta, the Environmental, Social, and Governance (ESG) responsibilities are comprehensively overseen by the Risk Management Committee. This committee ensures that sustainability-related issues are thoroughly integrated into the company's strategic framework and operational practices, providing robust and holistic oversight.</p>

10. Details of Review of the National Guidelines on Responsible Business Conduct (NGRBC) by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency: Annually (A) / Half yearly (H) / Quarterly (Q) / Any other – please specify								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies & follow up action	The Risk Management Committee is responsible for updating the policies. The revised policies should then be submitted to the Committee and Board of Directors for review and approval.									Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Medanta monitors the compliances on a timely basis and non-compliances, if any, are reported to the Board/ Committee(ies).									Quarterly								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

P1	P2	P3	P4	P5	P6	P7	P8	P9
All policies pertaining to the NGRBC principles have been reviewed by an external agency.								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/ No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Not Applicable								
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

PRINCIPLE 1- BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held*	Topics/ principles covered under the training audits impact	% of persons in respective category covered by the awareness programmes*
Board of Directors ¹	9	The trainings for the Board of Directors include regular familiarization programs, updates on regulatory matters, and an awareness session on Environmental, Social Governance (ESG) and scope of Green House Gas Accounting.	100%
Key Managerial Personnel (KMP)	9	<p>Key Managerial Personnel (KMPs) undergo a robust and detailed training regimen that covers a wide array of essential topics. These topics include:</p> <ul style="list-style-type: none"> • A comprehensive instruction on the Company’s Code of Conduct, highlighting the expected ethical standards and behavior from KMPs. • Training on Employee Rights and Responsibilities ensures that KMPs understand and uphold the workplace rights of all employees. • Specialized training in Infection Control and Radiation Safety, which is crucial for maintaining a safe and healthy work environment. • Quality Awareness to enhance the overall performance and service quality. • Disaster Management and Fire Safety training prepare KMPs to effectively handle emergencies and safeguard lives and property. • Modules on the Prevention of Sexual Harassment (POSH) to foster a respectful and safe workplace. • Awareness sessions on ESG frameworks to develop sustainability reporting standards and evaluate environmental, social, and governance risks. 	100%

Segment	Total number of training and awareness programmes held*	Topics/ principles covered under the training audits impact	% of persons in respective category covered by the awareness programmes*
Employees other than BoD and KMPs²	442	<p>For employees other than the Board of Directors and Key Managerial Personnel, the training programs are designed to ensure they are well-versed in critical aspects of their roles and responsibilities. These employees receive thorough training on various topics, including:</p> <ul style="list-style-type: none"> • Medanta's Code of Conduct, promoting ethical behaviour and compliance with their policies. • Infection Control to maintain health and hygiene standards within the workplace. • Disaster Management, preparing them to respond effectively in emergencies. • Fire Safety, equipping them with the knowledge and skills to safeguard lives and property. • Employee Rights and Responsibilities, educating them on their entitlements and duties within the organization. • Radiation Safety, ensuring that employees working in relevant areas understand how to protect themselves from potential hazards. • Quality Awareness, helping to improve service standards and operational efficiency. • Safety Standards to minimize workplace risks and promote a culture of safety. • Occupational Hazard training to further enhance workplace safety. • Prevention of Sexual Harassment (POSH), ensuring all employees understand the importance of maintaining a respectful and harassment-free workplace. 	89%
Workers	–	–	–

Notes:

¹ Data on number of training and awareness programmes is on standalone basis for Board of Directors and KMPs.

² The number of training and awareness programmes for Employees other than Board of Directors and KMPs is on consolidated basis.

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Note: The entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website

Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In J) Brief of the Case Has an appeal	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

Non-Monetary				
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

3. Of the instances disclosed in Question 2 above, details of the appeal/revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Nil	Nil

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Medanta’s Anti-Bribery and Sanctions Compliance Policy mandates that all directors, officers, employees, and service providers adhere to applicable anti-bribery and sanctions laws, as well as corporate ethical standards. Adopted in January 2016 and effective from March 1, 2016, the policy encompasses anti-bribery laws such as the Prevention of Corruption Act, 1988 (PCA) and the US Foreign Corrupt Practices Act of 1977 (FCPA), alongside various US and UN sanctions laws. Implementation is phased, involving comprehensive training and the establishment of a robust record-keeping mechanism.

5. Number of Directors/KMPs/employees against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints about conflict of interest

	FY2023-24		FY2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

7. Provide details of any corrective action taken or underway on issues related to fines/penalties/ action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.

Fine/Penalty/Action taken on Conflicts of Interest and Corruption	Corrective Action Taken
Nil	Nil

8. Number of days of accounts payables [(Accounts payable *365) / Cost of goods/services procured] in the following format:

	FY 2023-24	FY 2022-23
Number of days of accounts payables	40.51	41.53

9. Open-ness of business Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.16%	0.10%
	b. Sales (Sales to related parties / Total Sales)	0.14%	0.98%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	Nil	Nil
	d. Investments (Investments in related parties / Total Investments made)	Nil	Nil

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year.

The Company has established a comprehensive training program for outsourced employees working on the premises. This program is meticulously designed and structured to ensure that outsourced employees receive the necessary training on the ground. The delivery of this training is carried out according to a well-defined calendar, ensuring that all aspects of the program are covered systematically and consistently. Medanta has not initiated any specific training programs for their value chain partners.

2. Does the entity have processes in place to avoid / manage conflicts of interest involving members of the Board? (Yes / No) If Yes, provide details of the same.

Medanta is deeply committed to conducting their business operations in strict adherence to all relevant laws and the highest ethical standards. Central to this commitment is the implementation of the Company's comprehensive "Code of Conduct for Board Members, Key Managerial Personnel, and Senior Management." This code serves as a cornerstone of their corporate governance framework, embodying the principles and practices that guide ethical behavior and responsible business conduct across the organization.

The primary objective of this Code of Conduct is to establish clear guidelines that deter misconduct and promote integrity at every level of the Company. It outlines the expected standards of behavior for board members, key managerial personnel, and senior management, emphasizing transparency, accountability, and fairness in all business dealings. By adhering to these principles, Medanta aims to foster a culture of trust and ethical decision-making, thereby safeguarding the interests of all stakeholders.

For detailed insights into the Company's governance practices and the specific provisions of the Code of Conduct, interested parties can access the document directly through the following link: https://www.medanta.org/investor_relations/corporate-governance/governance-codes-policies

PRINCIPLE 2- BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impact
R&D	-	-	
Capex	0.70%	1.01%	

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

The Company is in the business of providing healthcare services, therefore, all medical equipment, pharmaceuticals, and other related products are sourced from leading companies that comply with all regulatory and safety requirements. Further, the Company is actively working towards developing comprehensive policy to ensure that their sourcing practices align with their sustainability goals.

b. If yes, what percentage of inputs were sourced sustainably?

Presently, the Company has not carried out any assessment of the % of inputs that were sourced sustainably.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste

Medanta adheres strictly to state pollution control board guidelines and the Bio-Medical Waste Management Rules 2016 (as amended) to ensure the safe handling, recycling, and disposal of various types of waste at the end of their life cycle.

a. For plastics, including packaging, the housekeeping team collects plastic waste and sends it to designated junk yards with segregated compartments, following state guidelines to minimize environmental impact.

- b. E-waste is managed by the Information Technology and Maintenance staff who collect it and send it to designated stores, which is subsequently disposed. This process is overseen by authorized vendors approved by state pollution control boards to ensure compliance with regulations.
- c. Hazardous waste is handled according to the Company's Hazardous Material and Waste Management Manual. Medanta employs strict protocols for safe storage, transport, and disposal, implemented by trained personnel and authorized vendors.
- d. Biomedical waste is managed under a dedicated Bio-Medical Waste Management policy. This includes rigorous procedures for identification, segregation, and safe disposal. The Company submits annual reports to regulatory authorities to demonstrate compliance with Bio-Medical Waste Rules, ensuring that their operations meet the highest standards of safety and environmental responsibility.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same

As the Company is involved in providing healthcare services and does not fall into the category of "Producer" in line with Plastic Waste Management Rules 2022 (as amended), the Extended Producer Responsibility is not applicable for the Company.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Medanta is a healthcare service provider, and Life Cycle Assessments (LCA) are typically designed for manufacturing processes. Therefore, LCA is not directly applicable to the Company's operations.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not Applicable, as the Company has not conducted any LCA.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

As a healthcare services provider, the Company does not utilize significant raw materials in a traditional manufacturing sense. Therefore, the concept of recycled or reused input materials is not applicable to their operations.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tons) reused, recycled, and safely disposed, as per the following format:

Medanta's operations do not involve the reclamation of products or packaging at the end of their lifecycle. Therefore, this question is not applicable.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

As the Company is engaged in providing healthcare services, no product packaging is involved. Therefore, this question is not applicable.

PRINCIPLE 3- BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

Essential Indicators

1. a. Details of measures for the well-being of employees:

Category	Total (A)	% Of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
PERMANENT EMPLOYEES											
Male	4,360	4,360	100%	4,360	100%	0	0%	0	0%	4,360	100%
Female	4,692	4,692	100%	4,692	100%	4,692	100%	0	0%	4,692	100%
Total	9,052	9,052	100%	9,052	100%	4,692	52%	0	48%	9,052	100%
OTHER THAN PERMANENT EMPLOYEES											
Male	1,050	798	76%	798	76%	0	0%	47	4%	0	0%
Female	681	605	89%	605	89%	681	100%	0	0%	681	100%
Total	1,731	1,403	81%	1,403	81%	681	39%	47	3%	681	39%

b. Details of measures for the well-being of workers:

Category	Total (A)	% Of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
PERMANENT WORKERS											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
OTHER THAN PERMANENT WORKERS*											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the Company	0.30%	0.29%

2. Details of retirement benefits for the current and previous financial year

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered (as a % of total employee)	No. of workers covered (as a % of total workers)	Deducted & deposited with the authority (Yes/No/N.A)	No. of employees covered (as a % of total employees)	No. of workers covered (as a % of total workers)	Deducted and deposited with the authority (Yes/No/N.A.)
PF	82.58	-	Yes	80.00	NA	Yes
Gratuity	83.99	-	NA	82.00	NA	NA
ESI	23.44	-	Yes	23.00	NA	Yes
Others- Please Specify	0.00	-	NA	NA	NA	NA

3. Accessibility of workplaces

Are the premises/offices accessible to differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes, the hospitals are designed to ensure accessibility for differently abled employees. From ramp access to specialized amenities, every aspect has been carefully crafted to ensure that all members of the community, including employees and visitors with disabilities, can traverse and utilize the spaces with comfort and dignity.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

The Company recognizes the critical importance of providing equal opportunities for all individuals, including those with disabilities, and is dedicated to upholding a workplace culture that respects and values diversity, fairness, and equality. However, at present, the Company does not have a specific policy explicitly detailing their compliance with the Rights of Persons with Disabilities Act, 2016.

The Company is in the process of developing such a policy to ensure that their practices are in full alignment with the legislative requirements. This policy will serve to reinforce Medanta's ongoing efforts to cultivate a workplace that is inclusive and supportive for their employees.

5. Return to work and retention rates of permanent employees that took parental leave.

Gender	Permanent employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100.00%	96.19%	0.00%	0.00%
Female	86.43%	44.80%	0.00%	0.00%
Total	93.21%	70.50%	0.00%	0.00%

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes, Medanta has a well-established grievance redressal mechanism with committee members and clearly defined processes and policies. These policies are readily accessible to all employees in a digital format. Additionally, the Company maintains an open-door policy for grievance resolution. This non-hierarchical approach allows any individual to approach any level of authority at any time, including their Immediate Supervisor/Reporting Manager, Functional Head, and HR.
Other than Permanent Employees	
Permanent Workers	NA
Other than Permanent Workers	

7. Membership of employees in association(s) or unions recognised by the listed entity:

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	9,052	0	0	7,829	0	0
Male	4,360	0	0	3,825	0	0
Female	4,692	0	0	4,004	0	0
Total Permanent Workers	0	0	0	0	0	0
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0

8. Details of training given to employees and workers

Category	FY 2023-24					FY 2022-23				
	Total (A)	On health & safety/wellness measures		On skill upgradation		Total (D)	On health and safety measures/wellness		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
EMPLOYEES										
Male	5,410	4,729	87%	4,500	83%	4,919	4,919	100%	2,970	60%
Female	5,373	4,894	91%	4,582	85%	4,652	4,652	100%	3,329	72%
Total	10,783	9,623	89%	9,082	84%	9,571	9,571	100%	6,299	66%
WORKERS										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

9. Details of performance and career development reviews of employees and workers

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
EMPLOYEES						
Male	5,410	4,542	84%	4,919	3,303	67%
Female	5,373	3,964	74%	4,652	2,846	61%
Total	10,783	8,506	79%	9,571	6,149	64%
WORKERS						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

10.

a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?**

An occupational health and safety management system (OHSMS) includes health and safety policies, systems, standards, and records, and involves incorporating health and safety activities and programs into other business processes.

Medanta hospitals have implemented a comprehensive OHSMS across all locations. This system aims to provide a safe environment by managing risks to patients, families, visitors, and staff by organizing safety plans, programs, upgrading or replacing systems, buildings or components needed for the continued operation of a safe and effective facility. Key elements include:

- Establishment of a hospital safety committee
- Implementation of specific safety policies
- Mandatory health screenings and immunizations
- Regular safety audits
- Proactive risk assessment tools like Hazard Identification and Risk Analysis (HIRA) and Failure Mode Effects Analysis (FMEA).

The Company conducts regular training and awareness programs for employees, ensuring adherence to safety protocols and providing personal protective equipment (PPE) to mitigate occupational hazards.

As a part of health and safety measures, Medanta conducts annual health check-ups, regular counselling of staff, Hepatitis B vaccinations, and ensure the availability of PPEs being standard across all locations. Medanta hospitals also adhere to NABH standards, ensuring a high level of safety and quality in healthcare services. Through continuous monitoring, training, and a robust governance structure, the Company maintain a safe working environment for their employees, thereby promoting overall occupational health and safety.

b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

The Company adopts a systematic approach to conduct hazard identification and risk assessment across their operations. Routine processes entail reviews of departmental risk registers, ensuring that all potential hazards and risks are documented and updated annually. Moreover, proactive risk assessments, including Hazard Vulnerability Analysis (HVA), infection control evaluations, and WHO Hospital Safety Index checks, are conducted regularly to stay ahead of emerging risks.

Non-routine methods are equally comprehensive. Ad-hoc risk identification allows staff to report hazards as they arise, ensuring that even unforeseen risks are promptly addressed. Incident reporting, facilitated through an online system, captures near misses, adverse events, and sentinel events, triggering in-depth root cause analyses to understand underlying factors contributing to incidents.

The prioritization and management of identified risks involve sophisticated tools such as HIRA and FMEA. These tools enable the Company to assess risks organization-wide, facilitating strategic decision-making and resource allocation for risk mitigation efforts. Additionally, periodic facility/safety rounds and HIRA audits ensure ongoing vigilance, contributing to a culture of continuous improvement in safety and operational effectiveness across the organization.

c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)**

Yes, Medanta has established processes aimed at ensuring workers can effectively report work-related hazards and take necessary steps to remove themselves from risks. An Incident Reporting System plays a pivotal role in this framework by actively encouraging staff members to promptly report near misses and adverse events. This system not only fosters transparency but also enhances the Company's ability to identify potential hazards in real-time.

Moreover, an emphasis is placed on the importance of ad-hoc risk identification, empowering all employees to proactively identify and mitigate risks as they perform their routine duties. This proactive approach ensures that potential hazards are addressed promptly, contributing to a safer working environment for everyone.

To further strengthen safety initiatives, the Company promotes anonymous reporting mechanisms. This allows employees to raise concerns and report incidents without fear of reprisal, thereby fostering a culture where safety is prioritized, and issues can be addressed promptly and effectively.

Additionally, Root Cause Analysis (RCA) is employed as a critical tool in Medanta’s safety management strategy. This process helps the Company delve deeper into incidents to uncover underlying causes and systemic issues. By identifying root causes, Medanta can implement targeted corrective actions to prevent recurrence and continuously improve their safety protocols.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)

At Medanta, all employees enjoy access to a diverse array of non-occupational medical services designed to prioritize their health and well-being. This comprehensive support includes regular health check-ups and prompt medical attention whenever necessary. The facilities adhere to stringent protocols addressing work-related accidents, potential exposure to infectious diseases, and incidents involving radiation.

The Company offers free outpatient consultations, discounted diagnostics and medicine to employees. In cases requiring hospitalization, employees typically benefit from coverage under the provided health insurance plan. Moreover, all employees are enrolled in a health insurance program that extends across the organization, with specific benefits tailored to schemes such as ESIC.

11. Details of safety related incidents

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one millions-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	253*	203
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

*The reported data includes needle stick injuries, staff falling, body fluid exposure, accidental injury, consumption of hazardous chemical, and electrical shocks

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

Medanta is dedicated to maintaining a safe and healthy workplace environment across all locations, employing comprehensive policies and protocols coupled with continuous monitoring efforts. These measures encompass:

- **Pre-employment and periodic health screening:** All employees undergo mandatory medical examinations upon joining and regularly thereafter to ensure their ongoing medical fitness.
- **Immunization protocols:** Employees receive specific immunizations such as Hepatitis B, Influenza, Typhoid, Tetanus, Chicken Pox, and COVID-19 vaccination as per defined protocols.
- **Training on safety aspects:** Regular training sessions cover radiation safety, fire safety, infection control, hazardous material safety, personal safety, and occupational hazards.
- **Incident reporting system:** An online incident reporting system allows staff to report near misses, adverse events, and sentinel events, followed by root cause analysis for the latter.
- **Risk identification and mitigation:** Potential risks are identified through departmental risk registers, proactive risk assessments like HIRA and FMEA, and regular risk assessment rounds. Mitigation plans are developed and monitored accordingly.

- **Safety protocols:** Defined protocols govern radiation safety, chemotherapy drug handling, exposure to infectious diseases, needle-stick injuries, and other occupational hazards.
- **Mental health support:** Programs focusing on stress management, ergonomics, counselling, and a "second victim" policy are in place to support staff impacted by adverse events.
- **Monitoring mechanisms:** Oversight by safety committees and quality assurance committees ensures continuous monitoring and improvement of workplace safety.

13. Number of complaints on working conditions and health and safety made by employees and workers.

	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year

	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health and safety practices and working conditions.

Medanta places utmost importance on health, safety, and working conditions. The Company is in the process of addressing all observations identified during assessments to ensure continuous improvement in their safety practices and working conditions. These assessments were conducted through comprehensive internal safety audits at all five hospitals, which involve a detailed examination of safety protocols, equipment, and procedures to identify any potential risks or areas for improvement. Medanta's proactive approach includes swift corrective actions to rectify any identified issues, thereby upholding their commitment to maintaining a safe and healthy environment for all stakeholders involved.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)?

Employees	Yes, the Company offers a subsidized accidental coverage to all employees. In the unfortunate event of an employee's demise, nominees are eligible to claim benefits from the Provident Fund (EDLI), ESIC, and LWF.
Workers	Not Applicable

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Company implements several measures to ensure that all statutory dues are diligently paid by their value chain partners. The company's service contracts explicitly mandate that all value chain partners must clear all statutory dues. This clause is a critical component of their contractual agreements to ensure legal and regulatory compliance. Value chain partners are required to provide supporting documents as evidence of payment of these dues, which are then submitted to the accounts department along with the invoices. The accounts department vets these documents during the invoice processing stage, conducting a thorough review to ensure all statutory payments have been made and properly documented.

3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	-	-	-	-
Workers	-	-	-	-

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

No, at present, Medanta does not offer any transition assistance programs to facilitate continued employability or the management of career endings resulting from retirement or termination of employment.

5. Details on assessment of value chain partners:

	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	Nil
Working Conditions	

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners

Not applicable.

PRINCIPLE 4- BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

The Company employs a comprehensive approach to identify key stakeholders, ensuring all parties involved in or affected by their operations are considered. Primary stakeholders include patients, employees, government and regulatory authorities, shareholders, investors, analysts, suppliers, vendors, and the local community.

Patients are critical as they use Medanta's services and their feedback shapes service improvements. Employees drive operations and embody Medanta's values, making their engagement vital. Government and regulatory authorities ensure compliance with laws and standards, maintaining the company's credibility. Shareholders, as owners, have a vested interest in Medanta's success and financial performance.

Investors provide essential capital for expansion, while analysts offer insights into financial prospects, influencing market perceptions. Suppliers and vendors ensure a reliable supply chain, crucial for operational efficiency. The local community around Medanta's facilities experiences significant social and economic impacts from the company's presence. Engaging with residents and contributing positively to the community builds goodwill.

By recognizing and engaging these diverse stakeholder groups, Medanta ensures inclusive business strategies, fostering strong, sustainable relationships and a collaborative environment for continued success.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Key Stakeholders	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Patients	Yes, due to health issues	Website, Newspapers, SMS, Email, Phone Calls, Newsletters, Pamphlets, Awareness Programs, Camps, Helpline Desk	Daily	Delivering healthcare services, treatment follow-ups, health awareness, proactive disease management, doctor onboarding, technology updates, and gathering feedback.
Employees	No	Emails, SMS, Website, Intranet (Spandan), Meetings	Monthly, Quarterly, Annually, Event-Based	Conducting training sessions, updating policies and benefits, collecting feedback, performance reviews, and maintaining internal communication
Government and Regulatory	No	Notices, Meeting Representations, Discussion Forums	Event-Based	Engaging in discussions about regulations, upcoming laws, and compliance with existing laws.
Shareholders	No	Website, Stock Exchange Announcements, Email	Quarterly, Annually, Event-Based	Reporting financial results, making corporate announcements, and disclosing material information.
Investors and Analysts	No	Website, Stock Exchange Announcements, Email	Quarterly, Event-Based	Sharing financial results, corporate announcements, and material information disclosures.
Suppliers/ Vendors	No	Meetings, Emails, SMS, Phone Calls	Quarterly, Annually, Event-Based	Discussing product updates, regulatory requirements, and contract negotiations.
Local Community	Yes	Community Meetings, Camps	Daily, Event-Based	Running healthcare awareness programs, educational initiatives, and health screenings.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Company engages with stakeholders to enhance economic, environmental, and social strategies. Executives and functional heads lead consultations through meetings, surveys, and forums to understand stakeholder concerns. Feedback is regularly collected, summarized, and presented to the Board of Directors and relevant committees. The Board deliberates on this feedback, evaluates its impact, and makes necessary adjustments to the Company's strategies and policies. This continuous dialogue ensures that Medanta's actions align with stakeholder expectations and support their commitment to sustainable growth and development.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, Medanta actively engages in stakeholder consultation to identify and manage environmental and social topics. They regularly consult patients, employees, partners, and community members through surveys and feedback mechanisms. These consultations inform their comprehensive materiality assessments, which prioritize ESG factors.

Feedback from patient and employee satisfaction surveys helps refine healthcare services and improve experiences. Community engagement has led to initiatives improving local healthcare infrastructure and sustainability. Medanta also stays aligned with industry standards and regulatory requirements by participating in forums and reviewing reports.

Key initiatives based on stakeholder input include reducing Medanta's carbon footprint, enhancing waste management, and adopting energy-efficient technologies. Social responsibility programs, such as health camps and educational outreach, have been expanded in response to community needs. Through stakeholder consultation, Medanta ensures that their policies and activities address critical concerns and support their sustainability goals.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

Medanta aims to promote inclusivity by not distinguishing between stakeholders on the basis of marginalization and vulnerability.

PRINCIPLE 5- BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
EMPLOYEES						
Permanent	9,052	9,052	100%	7,829	7,829	100%
Other than Permanent	1,731	1,731	100%	1,742	1,742	100%
Total employees	10,783	10,783	100%	9,571	9,571	100%
WORKERS						
Permanent	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-
Total workers	-	-	-	-	-	-

2. Details of minimum wages paid to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
EMPLOYEES										
Permanent										
Male	4,360	0	0	4,360	100%	3,825	0	0	3,825	100%
Female	4,692	0	0	4,692	100%	4,004	0	0	4,004	100%
Non-permanent										
Male	1,050	0	0	1,050	100%	1,094	0	0	1,094	100%
Female	681	0	0	681	100%	648	0	0	648	100%
WORKERS										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Non-permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

3. Details of remuneration/salary/wages, in the following format:

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	9	The Independent Directors (IDs) are being paid sitting fees only for attending each of board & committee meetings. In addition, a commission of Rs. 20 Lakhs each was paid to all Independent Directors for the FY 2023-24, after the closure of financial year.	1	The Independent Directors (IDs) are being paid sitting fees only for attending each of board & committee meetings. In addition, a commission of Rs. 20 Lakhs each was paid to all Independent Directors for the FY 2023-24, after the closure of financial year.
KMP (other than BoD)	4	331.4 lakhs per annum	0	-
Employees other than BOD & KMP*	5,406	4.49 lakhs per annum	5,373	3 lakhs per annum
Workers	-	-	-	-

b. Gross wages paid to females as % of total wages paid by the entity:

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	30.13	29.11

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

The Company has established an Employee Grievance Committee that serves as a focal point for addressing any issues or concerns within the workforce. This dedicated committee provides a structured platform where employees can confidently raise grievances, knowing that their voices will be heard, and their concerns given the utmost attention and consideration. By prioritizing a supportive and responsive mechanism, the Company empowers its employees and cultivates a culture of open communication, fostering a harmonious and conducive work environment.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues?

The Company places paramount importance on upholding human rights principles throughout their operations and in collaboration with their business partners. Medanta remains committed to providing equal employment opportunities, ensuring that no discrimination based on disability, gender, caste, religion, race, state, background, or color impedes their workforce's inclusivity.

To effectively address and resolve issues and concerns within the workforce, Medanta has established a dedicated employee grievance committee. This committee serves as an invaluable platform where employees can confidently voice their grievances, secure in the knowledge that their concerns will be carefully listened to and duly addressed. The grievance redressal process begins with the aggrieved employee approaching their HOD (Head of Department) or supervisor with details of their grievance. The HOD/supervisor then investigates the situation and offers redressal based on relevant policies. If the grievance cannot be resolved or the employee is unsatisfied, the matter is escalated to Human Resource (HR) team. HR refers the case to a grievance redressal committee. If the committee cannot resolve the issue or the employee remains unsatisfied, the matter is escalated to the CEO/CMD (Chief Executive Officer/Chairman and Managing Director).

Furthermore, as part of their comprehensive approach to safeguarding human rights, the Company has implemented several policies. These include a Whistleblower Policy, a POSH (Prevention of Sexual Harassment) Policy, and a Code of Conduct Policy. These policies are specifically designed to tackle and resolve grievances arising from human rights issues, underscoring Medanta's unwavering commitment to maintaining a workplace environment that is fair, respectful, and conducive to the well-being of all employees.

6. Number of complaints on the following made by employees and workers:

Category	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	12	1*		10	0	-
Discrimination at workplace	0	0		0	0	-
Child Labour	0	0		0	0	-
Forced /Involuntary Labour	0	0		0	0	-
Wages	0	0		0	0	-
Other issues	0	0		12	0	-

*The pending sexual harassment complaint was reported on March 11, 2024, and was resolved by April 11th, 2024.

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	12	0
Complaints on POSH as a % of female employees / workers	0.22	0
Complaints on POSH upheld	0	0

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

To mitigate adverse consequences for complainants in cases of discrimination and harassment, Medanta has established an Employee Grievance Committee, which promptly addresses and resolves workforce issues. This committee provides a platform for employees to voice grievances, ensuring their concerns are acknowledged and given due consideration. Medanta's grievance redressal policy offers a structured framework for handling sensitive matters.

Under the provisions of Medanta's POSH policy, any individual can file a written complaint within three months of the incident, extendable by another three months if justified. Complaints, including evidence and witness information, can be submitted to any internal committee (IC) member and must be forwarded by managers or HR within 24 hours. The complainant may request conciliation before an inquiry, excluding monetary settlements. If conciliation fails or is breached, the IC conducts an inquiry, which must be completed within 90 days with at least three IC members present. Legal representation is not allowed. All proceedings are documented, the respondent is informed and allowed to defend themselves, and cross-examinations are facilitated. The IC submits a report to the employer within ten days of the inquiry's completion, ensuring fairness throughout.

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes, Medanta has established a Code of Conduct to ensure that its business operates transparently and ethically. It is Medanta's policy to conduct its operations in accordance with all applicable laws and regulations within the jurisdiction, including provisions related to transparency and conflict of interest. Specifically, in compliance with Indian Labor Law and the Minimum Wages Act, Medanta ensures that all employees and workers receive compensation as outlined in contractual agreements, while also upholding humane working conditions.

10. Assessments for the year:

	% of offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/ involuntary labour	During the reporting period, Medanta's hospitals and offices were periodically assessed for issues related to child labour, forced/involuntary labour, sexual harassment, timely payment of wages, and any other issues hampering proper performance of duties by employees.
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

No significant risks were identified by the Company.

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.

Medanta regularly conducts reviews of their business processes to align them with human rights standards and industry best practices. However, there have been no specific modifications or introductions directly resulting from addressing human rights grievances or complaints.

2. Details of the scope and coverage of any Human rights due-diligence conducted.

Not Applicable.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, all of Medanta’s premises are designed and equipped to ensure full accessibility for differently abled visitors, in strict compliance with the Rights of Persons with Disabilities Act, 2016. The Company has undertaken extensive modifications and implemented a range of facilities to support the mobility and convenience of all their visitors.

Initiatives include a ramp-friendly entrance to ensure easy access, along with special assistance lifts for entrance and exit. The elevators at the Company’s hospitals are equipped with audio guidance systems to aid those with visual impairments. Medanta hospitals also have designated parking spots close to building entrances, and all parking lots have adequate space for wheelchair access.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	NIL
Discrimination at workplace	NIL
Child Labour	NIL
Forces Labour/ Involuntary Labour	NIL
Wages	NIL
Others – please specify	NIL

5. Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessment at Question 4 above.

Not Applicable.

PRINCIPLE 6- BUSINESS SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

Essential Indicators

1. Details of total energy consumption (in joules or multiples) and energy intensity, in the following format:

Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)*
From renewable sources (in Gj)		
Total electricity consumption (A)	1,334	1,526
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption from renewable sources (A+B+C)	1,334	1,526
From non-renewable sources (in Gj)		
Total electricity consumption (D)	198,166	184,458
Total fuel consumption (E)	83,342	83,733
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F) (in Gj)	281,509	268,191
Total energy consumed (A+B+C+D+E+F) (in Gj)	282,842	269,717
Energy intensity per rupee of turnover <i>(Total energy consumption/ Revenue in rupees) GJ/Lakh INR</i>	0.86 GJ/Lakh	0.99 GJ/Lakh
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) <i>(Total energy consumed / Revenue from operations adjusted for PPP) GJ/Lakh USD @ exchange rate of 83.38</i>	72 GJ/Lakh USD	82.9 GJ/Lakh USD
Energy intensity in terms of physical output <i>(Total energy consumed/ Total employees) GJ/Employee</i>	26.2 GJ/Employee	28.1 GJ/Employee
Energy intensity (optional) - the relevant metric may be selected by the entity	-	-

* FY2022-23 data has been restated to ensure consistency and comparability with FY2024 numbers.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, M/s Walker Chandiook & Co. LLP

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable, as the healthcare sector does not come within the purview of the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2023-24	FY2 2022-23*
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Ground Water	283,520	217,975
(iii) Third Party Water	273,168	254,196

Parameter	FY 2023-24	FY2 2022-23*
(iv) Seawater/Desalinated Water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	556,689	472,172
Total volume of water consumption (in kilolitres)	556,689	472,172
Water intensity per rupee of turnover (Water consumed / Revenue from operations) kl/Lakh INR	1.7 kl/Lakh INR	1.7 kl/Lakh INR
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) kl/Lakh USD @ exchange rate of 83.38	142 kl/Lakh USD	145 kl/Lakh USD
Water intensity in terms of physical output (Total water consumption/ Total Employees) kl/ Employee	51.62 kl/ Employee	49.33 kl/ Employee
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

*FY2022-23 data has been restated to ensure consistency and comparability with FY2024 numbers

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, M/s Walker Chandiok & Co. LLP

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
i. To Surface water		
No treatment	-	-
With treatment – please specify level of treatment	-	-
ii. To Groundwater		
No treatment	-	-
With treatment – please specify level of treatment	23,179	
ii. To Seawater		
No treatment	-	-
With treatment – please specify level of treatment	-	-
iv. Sent to third-parties		
No treatment	-	-
With treatment – please specify level of treatment	8,882	84
v. Others		
No treatment	-	-
With treatment – please specify level of treatment	1,385	1,340
*Total water discharged (in kilolitres)	33,446	1,424

*Water discharge details are only for Medanta Indore and Medanta Ranchi as all other locations follow zero-liquid discharge.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, M/s Walker Chandiok & Co. LLP

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Medanta facilities in Gurugram, Lucknow, and Patna have maintained a strict Zero Liquid Discharge (ZLD) policy. The three hospitals continue to treat wastewater on-site through their sewage treatment plants, ensuring that the treated water is effectively recycled. This recycled water is then utilized for various non-contact purposes such as gardening and flushing systems, promoting sustainability and efficient resource management within hospital operations.

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	mg/nm ³	173.86	162.11
SOx	mg/nm ³	26.19	9.57
Particulate matter (PM)	mg/nm ³	32.44	42.27
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others- please specify	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, M/s Walker Chandiook & Co. LLP

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	TCO ₂ e	6,748*	6,031
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	TCO ₂ e	39,413	36,686
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations) TCO ₂ e/Lakh INR	TCO ₂ e/INR	0.14	0.15
Total Scope 1 and Scope 2 emissions per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) TCO ₂ e/Lakh USD @ exchange rate of 83.38	TCO ₂ e/Lakh USD	11.7	13.1
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO ₂ e/ Employees	4.2	4.4
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

*In FY23-24, Scope 1 emissions increased by 717 TCO₂e due to the refilling of chillers at the Gurugram hospital with 520kg of R-134a refrigerant gas, resulting in an additional 795.6 TCO₂e. This operational requirement should not be seen as a general upward trend in emissions. The Company remains committed to sustainability and continues to explore ways to minimize its environmental footprint.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, M/s Walker Chandiook & Co. LLP

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

The Company has undertaken various initiatives to reduce greenhouse gas emissions and utilize renewable energy sources across its network hospitals in the last two years. These initiatives include adopting dual fuel kit DG sets that consume PNG and HSD at a 60:40 ratio, converting an HSD-fired boiler to a PNG-fired boiler, and installing 500 KWH solar energy equipment at Medanta, Gurugram. Additionally, the Company has installed LED lights to replace old CFLs across its hospital networks and replaced IT server UPS units with modular type energy-efficient UPS systems. The Company continues to strive for the adoption of alternative energy sources wherever possible, considering energy needs, viability, and regulatory permissions.

9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2023-24	FY 2022-23*
Total waste generated (in metric tonnes)		
Plastic waste (A)	8.53	2.24
E-Waste (B)	2.51	3.29
Bio-Medical Waste (C)	1,257.71	1,123.55
Construction and demolition waste (D)	-	-
Battery For (E)	1.78	3.72
Radioactive waste (F)	1.99	1.03
Other Hazardous waste. Please specify, if any. (G)	18.98	13.54
Other Non-hazardous waste generated (H). Please specify, if any.	386.92	442.56
Total (A+B+C+D+E+F+G+H)	1,678.4	1,586.2
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) MT/Lakh INR	0.005 MT/Lakh INR	0.005 MT/Lakh INR
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) MT/Lakh USD @ exchange rate of 83.38	0.42 MT/Lakh USD	0.48 MT/Lakh USD
Waste intensity in terms of physical output (Total waste generated/ Total employees) MT/ Employee	0.15 MT/ Employee	0.16 MT/ Employee
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
Recycled	-	-
Re-used	-	-
Other recovery operations (safely disposed)	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
Incineration	354.7	352.5
Landfilling	-	-
Other disposal operations	1,323.7	1,233.7
Total	1,678.4	1,586.2

FY2022-23 data has been restated to ensure consistency and comparability with FY2024 numbers

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, M/s Walker Chandiook & Co. LLP

10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Medanta is committed to maintaining the highest standards of waste management. All Medanta hospitals are NABH (National Accreditation Board for Hospitals & Healthcare Providers) accredited and Medanta Gurugram is JCI (Joint Commission International) accredited. These accreditations reflect Company adherence to stringent quality standards and protocols for managing Bio-Medical waste.

The Company's waste management strategy is comprehensive and multifaceted, encompassing several key areas:

- **Rigorous Compliance and Reporting:**

- Medanta strictly adheres to the Bio-Medical Waste Management Rules 2016, ensuring that all waste is properly segregated, collected, stored, transported, and disposed of in accordance with these regulations.
- Medanta submits detailed annual reports on their Bio-Medical waste management practices to the Pollution Control Board, demonstrating their commitment to transparency and regulatory compliance.

- **Staff Training and Development:**

- Medanta's dedicated staff undergo regular, extensive training sessions to stay updated on the latest waste management protocols and best practices.
- These training programs are designed to enhance their understanding of safe handling, segregation, and disposal of bio-medical waste, ensuring compliance with all relevant guidelines and standards.

- **Segregation and Safe Disposal:**

- Medanta has implemented robust procedures for the segregation of waste at the source, categorizing it into different streams.
- Properly color-coded bins and containers are used throughout their facilities to ensure easy and effective segregation.
- Waste is then collected, stored in secure areas, and transported by authorized personnel to certified disposal facilities, minimizing any risk of contamination or environmental harm.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details.

The Company does not operate in any ecologically sensitive areas. Their operations are located outside of these designated zones, ensuring compliance with environmental regulations, and minimizing their ecological footprint.

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in FY 2023-24.

During the reporting period of FY 2024, Medanta did not undertake any environmental impact assessments.

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances.

Yes, Medanta is compliant with all applicable laws/regulations/guidelines for hospitals in India.

S No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken if any
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Leadership Indicators

1. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area: Gurugram, Lucknow, Indore, Ranchi, & Patna
- (ii) Nature of operations: Healthcare Services
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24	FY 2022-23*
Water withdrawal by source (in kilolitres)		
Surface water	-	-
Groundwater	283,520	217,975
Third party water	273,168	254,196
Seawater/ desalinated water	-	-
Others	-	-
Total volume of water withdrawal (in kilolitres)	556,689	472,172
Total volume of water consumption (in kilolitres)	556,689	472,172
Water intensity per rupee of turnover (Water consumed/Revenue from operations) GJ/Lakh INR	1.7 GJ/Lakh INR	1.7 kl/Lakh INR
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
i. Into Surface water		
No treatment	-	-
With treatment – please specify level of treatment	-	-
ii. Into Groundwater		
No treatment	-	-
With treatment – please specify level of treatment	23,179	-
iii. Into Seawater		
No treatment	-	-
With treatment – please specify level of treatment	-	-
iv. Sent to third-parties		
No treatment	-	-
With treatment – please specify level of treatment	8,882	84
v. Others		
No treatment	-	-
With treatment – please specify level of treatment	1,385	1,340
**Total water discharged (in Kilolitres)	33,446	1,424

FY2022-23 data has been restated to ensure consistency and comparability with FY2024 numbers.

**Water discharge details are only for Medanta Indore and Medanta Ranchi as all other location follow zero-liquid discharge.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, M/s Walker Chandiok & Co. LLP

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	TCO ₂ e	-	-
Total Scope 3 emissions per rupee of turnover	TCO ₂ e/INR	-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, as Medanta has not calculated their Scope 3 emissions.

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Medanta does not operate in any ecologically sensitive areas. Their operations are located outside of these designated zones, ensuring compliance with environmental regulations, and minimizing their ecological footprint.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

During the reporting period, Medanta has focused on maintaining and optimizing their systems for resource efficiency and environmental impact reduction. The Company continues to ensure that their current processes meet high standards of sustainability. They regularly monitor and evaluate their practices to identify future opportunities for improvement and innovation in reducing emissions, managing effluent discharge, and minimizing waste generation.

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Medanta's hospitals have established comprehensive policies and procedures to ensure an effective disaster response in the event of disruptions to normal Emergency Department (ED) and hospital operations. The disaster preparedness program is designed to mobilize personnel and equipment swiftly, enabling rapid triage, assessment, stabilization, and definitive care for victims. The primary goal is to provide prompt and effective medical care to minimize morbidity and mortality during mass casualty incidents.

The program's objectives include developing guidelines for responding to both external and internal disaster situations impacting the hospital, patients, and the community. Key objectives are creating a hospital-wide emergency management plan, assessing potential hazards and their impacts, defining the hospital's role in such events, establishing communication strategies, managing resources and clinical activities during events, including alternative care sites, and assigning specific roles and responsibilities to staff during emergencies.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

As a healthcare Company, Medanta does not have any significant adverse impacts to disclose from their value chain in relation to the environment, but they remain committed to adhering to environmental regulations and implementing sustainability initiatives.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

At present Medanta does not assess the percentage of value chain partners for environmental impacts.

PRINCIPLE 7- BUSINESS, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations: 0
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/National)
1	None	-

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.

Medanta has not been subject to any adverse orders or findings related to anti-competitive behavior. Therefore, no corrective actions have been necessary or underway in this regard. The Company remains committed to upholding ethical business practices and compliance with regulatory requirements across all aspects of their operations.

Leadership Indicators

1. Details of public policy positions advocated by the entity:

None for the reporting period FY 2023-24

PRINCIPLE 8- BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Medanta has not undertaken any Social Impact Assessments of projects during FY 2023-24.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

Not Applicable.

3. Describe the mechanisms to receive and redress grievances of the community.

Medanta has developed a comprehensive system specifically designed to ensure open, transparent, and effective communication with patients, aiming to address their grievances efficiently and empathetically. Patients are actively encouraged to provide feedback, express their concerns, and offer valuable suggestions through a variety of accessible channels. These communication channels include an online feedback portal that can be accessed via an SMS link, WhatsApp, or by sending an email to feedback@medanta.org. Additionally, patients can reach out through popular social media platforms such as Facebook and Twitter, ensuring a broad range of options for communication.

Moreover, patients have the option to directly contact designated hospital authorities through a dedicated complaint cell number or by speaking with administrators present in patient care areas. This multi-faceted and multi-channel approach ensures that patients have numerous ways to convey their feedback, whether they are currently receiving services or have already been discharged from the hospital.

Feedback received is subjected to a thorough review process conducted by Medanta’s dedicated Quality department. This department diligently analyzes each submission, ensuring that it is escalated to the appropriate

stakeholders and top management for further action. Medanta places a high priority on providing prompt responses, keeping patients well-informed about the measures being undertaken to address their concerns.

To ensure timely and effective resolution of complaints, Medanta adheres to a structured 3-level escalation matrix, which follows a defined timeline of 24-72 hours for resolving issues. Medanta is firmly rooted in actively engaging with patients, empathetically understanding their concerns, and implementing actionable steps to bring about effective resolutions. Ultimately, Medanta's goal is to foster transparent communication and uphold the highest standards of patient satisfaction and care, ensuring that every patient feels heard, valued, and respected.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers.

Parameter	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	54%	59%
Sourced directly from India	92%	94%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.

Location ¹	FY 2023-24	FY 2022-23
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100% ²	100%

Remarks:

1. Medanta has presences in Metropolitan cities of Delhi-NCR, Lucknow, Patna, Ranchi, and Indore.
2. Only the permanent employee count has been considered by Medanta for this indicator.

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential indicators above)

Not applicable.

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies.

S. No.	State	Aspirational district	Amount spent (in Rs.)
Nil			

3. a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

Medanta does not have a preferential procurement policy established. The Company is engaged in providing healthcare services to patients; therefore, all the medicines, consumables, devices, and equipment's are sourced from regulated vendors to ensure patient safety.

(b) From which marginalized /vulnerable groups do you procure?

Not Applicable.

(c) What percentage of total procurement (by value) does it constitute?

Not Applicable.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
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Nil

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the Case	Corrective action taken
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Nil

6. Details of beneficiaries of CSR projects

S. No.	CSR Projects (in FY 2023-24)	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
1	Savera (Early screening & detection of Breast Cancer)	215	Medanta ensures equal access to benefits and promotes inclusivity by not distinguishing between beneficiaries.
2	OPD Center (Rural Health Reach Program)	867	
3	Health Camps (Rural Health Reach Program)	1,428	
4	TB Free Haryana (X-Ray Done)	38,114	
5	TB Free Uttar Pradesh (X-Ray Done)	2,823	

PRINCIPLE 9- BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The Company has established a system to receive, address, and resolve consumer complaints and feedback, prioritizing patient satisfaction and ongoing service improvement. Patients have multiple avenues to share their feedback, ensuring accessibility and convenience through:

- Online Systems: Patients can file complaints through an online system with SMS links, or by writing an email to feedback@medanta.org.
- Direct Communication: Patients can directly contact hospital authorities via phone calls, providing a personal touch and immediate access to assistance.
- In-Person Interactions: Feedback can be given during in-person interactions across various hospital areas, including inpatient wards, outpatient departments, and day care facilities.

The feedback gathered through these channels undergoes a detailed analysis by dedicated departments within the organization. Each piece of feedback is carefully reviewed, and if necessary, escalated to higher authorities for prompt resolution. Medanta has formalized procedures for handling complaints, which involve dedicated complaint cells and clearly defined avenues for escalation to ensure thorough and effective resolution.

The Company's system includes continuous monitoring and detailed analysis of the feedback, which helps in identifying areas that require improvement. This ongoing process underscores their commitment to enhancing the patient experience across all their locations. Through these mechanisms, Medanta ensures that patient voices are heard, addressed promptly, and used as a valuable resource for service enhancement and quality improvement.

2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	

3. Number of consumer complaints:

Category	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other*	16,229	155	-	8,134	1,982	-

*It includes all patient queries, service-related information, received through phone, emails, chats, social media, or the Company's website. All complaints are processed as per the internal policies and procedures.

4. Details of instances of product recalls on accounts of safety issues

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Not Applicable

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Yes, Medanta has implemented a comprehensive data privacy policy aimed at safeguarding the confidentiality and security of patient information. This policy is designed to ensure strict adherence to all pertinent data protection regulations and ethical guidelines. It encompasses robust measures to mitigate cyber security risks and uphold data privacy standards across all operations. For further insights into the Company's approach and detailed policy provisions, the document can be accessed through the following web link: [Medanta | Policies & Forms](#)

6. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Nil.

7. Provide details of any Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events

Nil.

Leadership Indicators

1. Channels / platforms where information on products and services of the Company can be accessed.

They maintain an active presence across several social media platforms, ensuring that information is easily accessible and up to date. Medanta can be followed on the following platforms:

Their services can be accessed on their website at www.medanta.org

Facebook <https://www.facebook.com/medanta>

YouTube <https://youtube.com/@MedantaHealthcare>

LinkedIn <https://www.linkedin.com/company/medanta/>

X (formerly known as "Twitter") [@Medanta](https://twitter.com/Medanta) / X

Instagram <https://www.instagram.com/medantaglobal/?hl=en>

2. Steps taken to inform and educate consumers, especially vulnerable and marginalised consumers, about safe and responsible usage of products and services.

The Company prioritizes patient education and the clear communication of patient rights and responsibilities. To achieve this, these rights and responsibilities are displayed prominently within the hospitals. Upon admission, hospital staff provide patients with essential information and literature about their care.

Throughout their time at Medanta's hospitals, patients have access to a variety of educational resources designed to help them make informed decisions. These resources include pamphlets, brochures, signage, audio-visual aids, online films, FAQs, and personal counselling. To cater to diverse patient needs, the Company also offers multilingual material and access to interpreters.

Informed consent is a vital part of the patient education process. Clinicians thoroughly explain treatment options to enable patients to make knowledgeable decisions. Additionally, the multidisciplinary care team discusses the patient's condition and treatment plan with both the patient and their family, ensuring everyone involved is well-informed.

Medication education is another crucial aspect. Doctors, nurses, and dieticians educate patients about the safe use of medications, including potential drug interactions and the dangers associated with high-alert drugs before administration.

Patient education also covers safety practices such as fall prevention, infection control, and hygiene. Understanding that care continues beyond the hospital stay, Medanta provides patients with detailed discharge instructions. These instructions cover lifestyle changes, wound care, physiotherapy, implant usage, parenting practices, immunizations, and other relevant topics to support their ongoing health and recovery.