

June 4, 2024

National Stock Exchange of India Limited
Exchange Plaza,
Plot No. C/1, G Block,
Bandra Kurla Complex, Bandra (E)
Mumbai – 400051

BSE Limited
Corporate Relationship Department
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai- 400001

Symbol: LALPATHLAB

Scrip Code: 539524

**Sub: Submission of Business Responsibility and Sustainability Report for the
Financial Year 2023-24**

Dear Sir/ Madam,

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

We request you to please take the same on record.

Thanking You,
Yours Faithfully,

For **Dr. Lal PathLabs Limited**

Vinay Gujral
Company Secretary & Compliance Officer
Encl.: As above

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity:	L74899DL1995PLC065388
2.	Name of the Listed Entity	Dr. Lal PathLabs Limited
3.	Year of incorporation	1995
4.	Registered office address	Block E, Sector-18, Rohini, New Delhi-110085
5.	Corporate address	12 th Floor, Tower B, SAS Tower, Medicity, Sector-38, Gurugram-122001
6.	E-mail:	cs@lalpathlabs.com
7.	Telephone	0124-3016500
8.	Website	www.lalpathlabs.com
9.	Financial year for which reporting is being done	FY 2023-24
10.	Name of the Stock Exchange(s) where shares are listed	i. National Stock Exchange of India Limited ii. BSE Limited
11.	Paid-up Capital	₹ 83,47,78,520 divided into 8,34,77,852 Equity Shares of ₹ 10/- each (As on March 31, 2024)
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Manoj Kumar Garg, Group Chief Human Resource Officer, Tel: + 91-124-3016-500, Email: manoj.garg@lalpathlabs.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone basis
14.	Name of assurance provide	Not Applicable
15.	Type of assurance obtained	Not Applicable

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 of the entity
1	Other Human Health Activities	Activities of Independent Diagnostics/ Pathological Laboratories	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	Diagnostic and related healthcare tests and services	869	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/ Labs*	Total
National	Not Applicable as the Company provides	278	278
International	Diagnostic Services in the area of Pathology and Radiology	2	2

(* Standalone Number)

19. Markets served by the entity:

a) Number of locations:

Location	Number of Offices/ Labs
National (No. of States)	28 States and 6 Union Territories
International (No. of Countries)	Nepal and Bangladesh. Besides that, the Company also receives samples from International Locations like Kenya, Bhutan, Sri Lanka, Malaysia, Maldives, UAE, Saudi Arabia, Bahrain, Qatar, Kuwait, Ethiopia, Myanmar, Malawi, Ghana, & Mauritius for testing in India.

b) What is the contribution of exports as a percentage of the total turnover of the entity: 1.32%

c) A brief on types of customers:

The Company's customers include individual patients, hospitals, clinics other healthcare providers and corporate customers.

IV. Employees

20. Details as at the end of Financial Year:

a) Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	1,321	1,043	78.96	278	21.04
2.	Other than Permanent (E)	143	68	47.55	75	52.45
3.	Total employees (D + E)	1,464	1,111	75.89	353	24.11
WORKERS*						
4.	Permanent (F)	2,778	2,131	76.71	647	23.29
5.	Other than Permanent (G)	6	3	50	3	50
6.	Total workers (F + G)	2,784	2,134	76.65	650	23.35

* Based on an internal assessment, the company has categorised employees below a certain grade as Workers.

Note: Workers and Employees includes all people who were on the payrolls of the Company as of March 31, 2024.

b) Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	1	1	100	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	1	1	100	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	27	27	100	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total differently abled workers (F + G)	27	27	100	0	0

21. Participation/ Inclusion/ Representation of women:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	3	30
Key Management Personnel (KMP) *	6	1	16.67

(*) Includes Board Members, who are designated as KMP

22. Turnover rate for permanent employees and workers:

Particulars	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	20.84	19.77	20.62	33.37	22.43	30.81	25.17	21.69	24.53
Permanent Workers	10.11	9.93	10.07	10.61	13.49	11.24	12.49	15.56	13.21

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding / subsidiary / associate companies / joint ventures:

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/ No)
1	Paliwal Diagnostics Private Limited	Subsidiary	80.00	No
2	Paliwal Medicare Private Limited	Subsidiary	80.00	No
3	Dr. Lal Ventures Private Limited	Subsidiary	100.00	No
4	PathLabs Unifiers Private Limited	Subsidiary	100.00	No
5	Centrapath Labs Private Limited	Step down Subsidiary	70.00	No
6	APRL PathLabs Private Limited	Step down Subsidiary	80.00	No
7	Chanre Laboratory Private Limited	Step down Subsidiary	70.00	No
8	Dr. Lal PathLabs Nepal Private Limited	Subsidiary	100.00	No
9	Dr. Lal Path Labs Bangladesh Private Limited	Subsidiary	71.83	No
10	Dr. Lal PathLabs Kenya Private Limited	Subsidiary	100.00	No
11	Suburban Diagnostics (India) Private Limited	Subsidiary	100.00	No

VI. CSR Details

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

(ii) Turnover: ₹ 19,667.58 Million*

(iii) Net worth: ₹ 18,482.08 Million*

(*) As On March 31, 2024

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:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No)	FY 2023-24			FY 2022-23		
	(If Yes, then provide web-link for grievance redress policy)	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	No	There weren't any complaints / grievances received from any specific community.					
Investors (other than shareholders)	Yes Investors can contact the officials mentioned in the link below https://www.lalpathlabs.com/investor/investor-contact.aspx	There were no complaints that were received.					
Shareholders	Yes Shareholders, for any of their grievances can reach out to the Company Secretary at https://www.lalpathlabs.com/investor/investor-contact.aspx	93	1	1 (One) Shareholder Complaint was unresolved as on March 31, 2024. However, the same has been resolved as on date	177	3	3 (Three) Shareholder Complaints was unresolved as on March 31, 2023. However, the same has been resolved as on date.
Employees and workers	Yes https://plhr4u.sgcservices.com/Helpdesk/Helpdesk	5,012	5,012	-	5,697	5,697	-
Customers	Yes https://www.lalpathlabs.com/general-enquiryrevmap/generalenquiry.aspx	48,805	-	-	43,722	546	The unresolved complaints as of March 31, 2023 have all been subsequently resolved.
Value Chain Partners	No	There were no complaints/grievances received from the Value Chain Partners except some outstanding dues related clarifications, which were properly addressed and resolved.					
Other (please specify)	-	-	-	-	-	-	-

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 along-with its financial implications, 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	Workplace Safety	Risk	<p>Workplace safety plays an important role. If the safety measures are not adequate, it can lead to workplace accidents which will be detrimental to both the worker and the organization. It can lead to increased absenteeism, and in turn Lost time on account of the workplace injury.</p> <p>The Company has a detailed safety policy that covers all aspects of workplace safety measures. These measures confirm the commitment of the organization environmental stewardship.</p>	<p>The detailed Safety policy of the organization prescribes the safety measures in all areas of work for all laboratories under its purview. The Company also enforces an annual health checkup for all technical roles involved with sample handling.</p> <p>The safety gears like eye wash stations, gloves, lab coats, goggles, fire sprinklers, and fire extinguishers are provided to all the staff working inside the lab. Furthermore, stringent disinfection protocols are in place within the laboratories to maintain a clean and hygienic work environment. Regular fire drills are conducted to familiarize the staff of the evacuation procedures and to clarify their responsibilities during emergencies.</p> <p>Apart from the above, the Biomedical Waste (BMW) management rules as stipulated by the Central Pollution Control Board (CPCB) guidelines are adhered to.</p>	Negative - Workplace accidents or injuries can lead to loss of revenue.
		Opportunity	By following the health and safety guidelines and maintaining a safe work place, it will lead to reduced employee absenteeism and improved productivity.	-	Positive
2	Training and development of employee	Risk	<p>Training is vital to business success. Inadequately trained employees are likely to experience poor job performance and increased levels of work-related stress.</p> <p>If there is inadequate training on the Standard Operating Procedures (SOPs) and process guidelines, the organizations runs the risk of non-accurate testing of patient samples.</p> <p>Clear and well-defined SOPs are crucial for ensuring consistency, accuracy, and efficiency in laboratory operations.</p>	<p>The benefits of training and development of employees is huge e.g. Improved engagement, increased productivity, employee retention, improved employee skills, reduced turnover. The organization's focus is on the development of its employees and has invested in many training & development initiatives. These include a detailed induction training of all new joiners giving them a holistic overview of the organizations policies and practices, functional training, compliance trainings, and online modules.</p> <p>There are customized Management Development Programs (MDPs) as per the employee development needs.</p>	Negative - Insufficient or inadequate training can impact employee performance, leading to disengaged employee leading to decreased productivity, reduced commitment to organization goals. In labs it can also lead to material wastage.

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	Employee	Opportunity	<p>Prioritizing employee welfare brings about a many benefits for both the workforce and the organization as a whole.</p> <p>It creates positive work environment, resulting in greater job satisfaction, improved morale, and heightened motivation to excel.</p> <p>The organization places a strong emphasis on the well-being of its personnel.</p> <p>It offers a comprehensive Mediclaim Policy, along with a discount policy that subsidizes the costs of diagnostic tests. Additionally, recognizing the risks faced by front-line roles, the organization provides accident insurance.</p> <p>Furthermore, the Company maintains a welfare fund to support employees in case of critical injury.</p>	-	Positive - Employee welfare initiatives play a key role in attracting, retaining and nurturing talent. It leads to cost savings and ensures the continuity of operations.
4	Energy Management	Opportunity	Power Generation by Solar system is cost effective, durable and renewable.	-	Positive - Reduce Cost
5	Fire Safety	Risk	Any fire incident has the potential to disrupt laboratory operations.	The Company has exemplified its dedication to safety by implementing a comprehensive Fire Alarm system and providing Fire Extinguishers in all laboratories, ensuring uninterrupted operations. Additionally, the company conducts regular fire safety training sessions for its staff, emphasizing its commitment to a secure working environment.	Negative - Impact on Business / Revenue
6	Community development- CSR	Opportunity	As a conscientious entity, DLPL perceives Corporate Social Responsibility (CSR) not merely as an obligation, but as a valuable avenue to forge meaningful connections with the community.	-	Positive - Allocated ₹ 84.39 million for Corporate Social Responsibility (CSR) activities during FY 2023-24.

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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			
b. Has the policy been approved by the Board? (Yes/No)						YES			
c. Web Link of the Policies, if available	https://uat-cdn.drllab.com/2023-06/Business-Responsibility-Policy.pdf								
2 Whether the entity has translated the policy into procedures. (Yes / No)						YES			
3 Do the enlisted policies extend to your value chain partners? (Yes / No)						NO			
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>CAP: Two (02) Reference Labs are accredited by College of American Pathologists (CAP).</p> <p>NABL: Thirty Six (36) Satellite laboratories are accredited by National Accreditation Board for Testing and Calibration Laboratories (NABL).</p> <p>ISO27001: The ISO27001 is the world’s best-known standard for information security management systems (ISMS). It defines requirements an ISMS must meet. The ISO27001 standard provides companies of any size and from all sectors of activity with guidance for establishing, implementing, maintaining and continually improving an information security management system.</p>								
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is committed to adhering to the nine principles outlined in the National Voluntary Guidelines on Social, Environmental, and Economic Responsibilities of Business, as issued by the Ministry of Corporate Affairs.								
6 Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company remains vigilant in monitoring its adherence to the specified principle(s) and takes appropriate measures whenever necessary								
Governance, leadership and oversight									
7 Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements:	<p>Emphasizing the significance of ESG principles, the Company unwavering commitment to environmental, social, and governance initiatives. As an integral part of its operational ethos, sustainability drives the Company’s endeavours, fostering growth, nurturing human capital, and instilling social responsibility. Notable achievements include advancements in waste management, plastic reduction, water conservation, paperless initiatives, and renewable energy adoption. Upholding ethical standards and transparency in governance, the Company endeavours to positively impact society and stakeholders. Dr. Lal PathLabs remains steadfast in its mission to provide affordable diagnostic tests, ensure accessibility, and uphold global ESG standards.</p>								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	CSR Committee is responsible for implementation and oversight of the Business Responsibility Policies. The constitution of the CSR Committee is as follows:								
	Name of Member	DIN No.	Designation						
	(Hony) Brig. Dr. Arvind Lal	00576638	Executive Chairman						
	Dr. Om Prakash Manchanda	02099404	Managing Director						
	Mr. Sunil Varma *	01020611	Lead Independent Director						
	Mr. Harneet Singh Chandhoke *	02758084	Independent Director						
	Mr. Arun Duggal *	00024262	Lead Independent Director						
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.	Yes, The CSR Committee holds responsibility for making decisions related to sustainability matters.								
10 Details of Review of NGRBCs by the Company:									
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee				Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)				
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	CSR Committee				Annual **				
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	CSR Committee				Annual **				
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
	No								

(*) During the financial year under review, there were changes in the constitution of the Committee as detailed below:

- Mr. Harneet Singh Chandhoke and Mr. Sunil Varma ceased to be Members of the Committee, consequent to completion of their second term as Non- Executive Independent Directors of the Company w.e.f. August 20, 2023 (closing of business hours).
- Mr. Arun Duggal appointed as Member of the Committee w.e.f. August 21, 2023

(**) Annual review by the Committee on May 09, 2024

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 aims to assist entities in showcasing their integration of the Principles and Core Elements into key processes and decisions. The information requested is categorized as 'Essential' and 'Leadership.' While essential indicators are expected from all entities mandated to file this report, leadership indicators may be voluntarily disclosed by entities aspiring to elevate their commitment to social, environmental, and ethical responsibility.

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 and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	Three	Updates on: 1. SEBI Regulations 2. IT Risk Governance including Data Privacy and Cyber Security 3. Corporate Social Responsibility	100% 100% 100%
Key Managerial Personnel	Three	Updates on: 1. SEBI Regulations 2. IT Risk Governance including Data Privacy and Cyber Security 3. Corporate Social Responsibility	100% 100% 100%
Employees other than BOD and KMP's	Four	1. Compliance a. POSH b. COC * c. Info-security * d. Data Privacy * 2. Health & Safety * 3. Skill upgradation * 4. Human Rights *	100% 98% 99% 97% 98% 96% 58%
Workers	Four	1. Compliance a. POSH b. COC * c. Info-security * d. Data Privacy * 2. Health & Safety * 3. Skill upgradation * 4. Human Rights *	100% 95% 95% 95% 98% 92% 79%

(*) These trainings are conducted for new joiners only. The existing employees have completed these trainings earlier.

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):

Type	Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	None	-	-	-	-
Settlement	None	-	-	-	-
Compounding Fee	None	-	-	-	-

Type	Non-Monetary			
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	None	-	-	-
Punishment	None	-	-	-

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
Not Applicable	

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:

The Company has Code of Conduct (COC) in place for its Board Members, Senior Management and also for its Employees. The Code prohibits unethical behavior such as improper gifts, illegal payments or benefits etc.

The Code of Conduct (COC) for Board Members and Senior Management can be accessed at: <https://uat-cdn.drlallab.com/2023-06/Code-of-Conduct-for-Directors-and-Senior-Management.pdf>

The Code of Conduct (COC) for Employees of the Company is internally maintained.

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

Particulars	FY 2023-24	FY 2022-23
Director	None	None
KMP's	None	None
Employees	None	None
Worker	None	None

6. Details of complaints with regard to conflict of interest:

Particulars	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of Interest of the Director	None	-	None	-
Number of complaints received in relation to issues of conflict of Interest of the KMP's	None	-	None	-

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: None
8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

Particulars	FY 2023-24	FY 2022-23
Number of days of accounts payables	43	39

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:

Parameters	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	Purchases from trading houses as % of total purchases	12.82	14.25
	Number of trading houses where purchases are made from	164	171
	Purchases from top 10 trading houses as % of total purchases from trading houses	43.66	48.60
Concentration of Sales	Sales to dealers / distributors as % of total sales	Not Applicable as the Company does not provide its services through dealers/ distributors.	
	Number of dealers / distributors to whom sales are made		
	Sales to top 10 dealers/ distributors as % of total sales to dealers / distributors		
Share of RPTs in	Purchases* (Purchases with related parties / Total Purchases)	1.86	0.26
	Sales (Sales to related parties / Total Sales)	0.66	0.52
	Loans & advances (Loans & advances given to related parties/ Total loans & advances)	-	-
	Investments (Investments in related parties / Total Investments made)	0.10	1.20

(*) Purchase includes Cost of materials consumed and Lab test expenses.

Leadership Indicators

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

Total number of awareness program held	Topics/ Principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
-	-	-

Currently, the company has covered the employees and workers under the various awareness programs w.r.t. the BRSR principles.

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

Yes, The Company maintains a comprehensive Code of Conduct specifically designed for its Board Members and Senior Management. This code explicitly defines Conflict of Interest and outlines the necessary steps to prevent such conflicts. Interested parties can access the Code of Conduct on the Company's official website Link-<http://www.lalpathlabs.com/investors/investors-inside/policies-and-programs>

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:**

Particulars	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R & D	-	-	-
Capex	11%	2%	<ul style="list-style-type: none"> i. Waste water treatment plants and Autoclaves were installed at Company's Laboratories for treatment of Bio Medical Wastes. ii. Developed in house logistics app to optimize the routes thereby reducing the carbon footprint by the fleet. iii. Onboarded electric vehicles (EVs) for sample/ consumable movements in Delhi - NCR iv. Onboarded electric vehicle (EVs) Cab service providers as a partner for staff travel, which resulted in reducing carbon footprints.

2. **a. Does the entity have procedures in place for sustainable sourcing:** Yes
b. If yes, what percentage of inputs were sourced sustainably ? 30%

The Company actively pursues sustainable sourcing practices, ensuring that its social and environmental performance extends throughout its supply chain. By communicating expectations to vendors, the Company promotes localization of business operations by giving preference to local suppliers. Committed to environmentally responsible practices, the Company aims to minimize adverse effects on the community, environment, and natural resources while prioritizing public health and safety. Additionally, the Company has entered into a Power Purchase Agreement (PPA) for solar energy, contributing to the reduction of carbon footprints.

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:**

As a provider of Diagnostic Services, the Company recognizes that reusing and recycling of waste materials are not directly applicable to its industry. However, the Company has agreements with authorized vendors to manage the disposal of bio-medical wastes generated during sample collection and testing.

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:**

Not Applicable as the Company is in Diagnostics Service Sector.

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:**

During the year under review, the Company has not conducted any Life Cycle Perspective / Assessments (LCA) for its services.

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link
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Not Applicable

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:**

Name of Product/ Service	Description of the risk/ concern	Action Taken
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Not Applicable

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):**

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23

Not Applicable

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

Particulars	FY 2023-24			FY 2022-23		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	-	-	-	-
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

5. **Reclaimed products and their packaging materials (as percentage of products sold) for each product category:**
Not Applicable

Indicate Product Category	Reclaimed products and their packaging materials as % of total products sold in respective category
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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	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	1,043	1,043	100	630	60.40	NA	NA	1,043	100	-	-
Female	278	278	100	32	11.51	278	100	NA	NA	-	-
Total	1,321	1,321	100	662	50.11	278	100	1,043	100	-	-
Other than permanent employees											
Male	68	-	-	-	-	NA	NA	68	100	-	-
Female	75	-	-	-	-	75	100	NA	NA	-	-
Total	143	-	-	-	-	75	100	68	100	-	-

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care facilities*	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	2,131	1,894	88.88	217	10.18	NA	NA	2,131	100	-	-
Female	647	563	87.02	13	2.01	647	100	NA	NA	-	-
Total	2,778	2,457	88.44	230	8.28	647	100	2,131	100	-	-
Other than permanent workers											
Male	3	-	-	-	-	NA	NA	3	100	-	-
Female	3	-	-	-	-	3	100	NA	NA	-	-
Total	6	-	-	-	-	3	100	3	100	-	-

(*Maternity and Paternity benefits were provided to Female and Male, respectively and therefore 100% is mentioned)

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

Particulars	FY 2023-24	FY 2022-23
Cost incurred on well- being measures as a % of total revenue of the company	0.37	0.30

2. Details of retirement benefits, for Current FY and Previous Financial Year:

Particulars	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI	-	11.55	Y	0.16	21.49	Y
Other- please specify	-	-	-	-	-	-

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, 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 :

The Company believes that sustainable growth is a function of investing in a diverse talent pool. The Company is in a process of building an inclusive culture. The Organization through its equal Opportunity policy is ensuring that the PWD are also given opportunity to work. The Company is committed to build an accessible inclusive workplace and welcome the skills and talent of differently abled people. Over the year, it has identified appropriate roles to onboard more differently abled team members through their inclusive hiring practices. The Company is working progressively to increase their participation in the organization and making our physical and digital infrastructure accessible by auditing the existing facilities across the country as per the Rights of Persons with Disabilities Act, 2016. The Organization is striving to make its facilities PWD enabled. Certain measures of installing hand grabs in restrooms, fire exit signage's, portable ramps etc. have been taken.

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 is committed to promoting equality and embracing diversity through its internally available Equal Opportunity Policy. This policy reaffirms the Company's dedication to providing equal opportunities to all employees, addressing discrimination and harassment, and ensuring that those whose rights have been violated receive the necessary support and redress.

5. Return to work and Retention rates of permanent employees and workers that took parental leave:

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	82	95.24	92.31
Female	75	56.52	47.54	90.20
Total	92.41	73.97	79.68	91.71

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

Category	Yes/ No (If yes, then give details of mechanism in brief)
Permanent workers	Yes
Other than Permanent workers	
Permanent Employees	
Other than Permanent Employees	

The organization has implemented a comprehensive Grievance Redressal policy that addresses various issues employees may encounter while at work. These grievances encompass a range of concerns including:

- Discrimination based on disability, gender, race, sexual orientation, religion, marital status, and social class.
- Violations of human rights,
- workplace harassment,
- Denial of applicable benefits
- Issues related to working conditions and health and safety. To facilitate ease of reporting, employee/worker can lodge their complaint/grievance at employee login portal.

7. Membership of employees and worker 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) of union (B)	%(B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) of union (D)	%(D/C)
Total Permanent Employees	1,321	4	0.30	1,289	4	0.31
Male	1,043	4	0.38	1,032	4	0.39
Female	278	-	-	257	-	-
Total Permanent Workers	2,778	92	3.31	2,759	96	3.48
Male	2,131	28	1.31	2,111	29	1.37
Female	647	64	9.89	648	67	10.34

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		Number (B)	%(B/A)	Number (C)	%(C/A)		Number (E)	%(E/D)	Number (F)	%(F/D)
Employee										
Male	1,043	473	45.35	890	85.33	1,032	654	63.37	620	60.08
Female	278	157	56.47	210	75.54	257	180	70.04	102	39.69
Total	1,321	630	47.69	1,100	83.27	1,289	834	64.70	722	56.01
Worker										
Male	2,131	1,623	76.16	1,724	80.90	2,111	1,906	90.29	1,461	69.21
Female	647	522	80.68	522	80.68	648	574	88.58	416	64.20
Total	2,778	2,145	77.21	2,246	80.85	2,759	2,480	89.89	1,877	68.03

9. Details of performance and career development reviews of employees and worker:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	%(B/A)	Total (C)	No. (D)	%(D/C)
Employee						
Male	1,043	1,043	100	1,032	1,032	100
Female	278	278	100	257	257	100
Total	1,321	1,321	100	1,289	1,289	100
Workers						
Male	2,131	2,131	100	2,111	2,111	100
Female	647	647	100	648	648	100
Total	2,778	2,778	100	2,759	2,759	100

10. Health and safety management system:

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

Yes, the safety manual covers guidelines that apply to all units and centers within the organization. Additionally, the Company has established an occupational health and safety management system to safeguard the well-being and protection of its employees in the workplace

- 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 has meticulously developed comprehensive policies and guidelines to address various types of hazards and effectively mitigate associated risks. These policies serve as a robust framework for identifying work-related hazards, adhering to recommended guidelines, and conducting thorough risk assessments. The Safety manual provides detailed procedures for risk assessment, ensuring that employees have clear access to protocols and procedures. To maintain compliance with these policies, the Quality department conducts regular audits to monitor and evaluate adherence levels.

c) Whether you have processes for workers to report the work related hazards and to remove themselves from such risks:

Yes, the Lab Safety Program incorporates specific procedures that employees must adhere to in the event of safety incidents. These procedures delineate the appropriate steps and actions necessary to effectively address such situations. To ensure comprehensive incident documentation, the Company has developed a dedicated safety incident reporting tool. Supervisors or any lab staff are responsible for recording each safety incident on this platform, facilitating systematic data capture and analysis. Utilizing this reporting tool enables the organization to track safety incidents. Ultimately, this approach fosters a culture of continuous improvement in lab safety.

d) Do the employees/ worker of the entity have access to non-occupational medical and healthcare services:

Yes, the Company extends mediclaim coverage to all employees except those falling under the ambit of the ESIC Act. Employees covered by ESIC receive all relevant medical benefits under that scheme. Additionally, all employees are eligible for discounted diagnostic investigations.

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	1 (Minor Injury)
	Workers	4 (Minor)	12 (Minor Injury)
No. of fatalities	Employees	-	-
	Workers	-	-
High Consequence work related injury or ill health (excluding fatalities)	Employees	-	-
	Workers	-	-

12. Describe the measures taken by the entity to ensure a safe and healthy work place:

The Company has established comprehensive guidelines covering personal protection, safety equipment usage, emergency procedures, fire safety, chemical hygiene, electrical safety, and waste disposal within its laboratories. These guidelines ensure a safe and secure working environment for all employees.

- Safety gears are provided to staff - e.g. Eye Wash, Gloves, Lab Coat, Goggles.
- Fire Sprinklers and Fire extinguishers are installed at the work place
- Fire drills are conducted on periodic basis and there are designated safety supervisors
- BMW segregation and disposal as per the BMW management rules and CPCB (Central Pollution control board) guidelines
- Disinfection protocols are implemented in labs
- Ergonomic lab furniture is provided to all staff
- Health check-ups are conducted and Immunization for all those in technical / sample handling roles

13. Number of Complaints on the following made by employees and workers:

Particulars	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
Working conditions	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)*
Health and Safety Practices	The Company has a detailed Safety Policy that is applicable to all of its units. It prescribes the protocols for health and safety practices to be followed.
Working Conditions	In case of new labs that are operationalized, the project and lab operations teams ensures that all safety aspects e.g. fire extinguishers and fire exits have been enabled in the setup. Additionally Fire safety and Bio-Medical Waste (BMW) handling training modules are enabled for employee knowledge. (100%)

(* Assessed by the entity)

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 & safety practices and working conditions:

- The lab safety manual serves as a comprehensive guide for all safety-related matters within the organization.
- In the event of any safety incident, specific corrective protocols are in place and diligently followed.
- Regular training sessions are conducted for staff members to enhance safety awareness and practices.
- A risk management guide has been established for all laboratories, ensuring proactive measures to mitigate potential risks.

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):**

Yes, the organization maintains a welfare fund that provides benefits to employees and workers in the event of death. Additionally, The Company offer Personal Accident Insurance to employees and workers in Sales & Home Collection roles.

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 Conduct regular audits to ensure that all statutory dues have been promptly deposited. Additionally, its holds third parties contractually responsible for ensuring timely payment of these dues.

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:

Particulars	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	-	1 (Minor)	-	-
Workers	4 (Minor)	12 (Minor)	-	-

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**5. Details on assessment of value chain partners:**

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and Safety Practices	None
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's dedication to responsible and sustainable business practices includes consistent engagement with both internal and external stakeholders. This ongoing interaction serves as a critical method for assessing the Company's performance, evaluating the value it delivers to stakeholders, and prioritizing relevant sustainability issues. The process of identifying stakeholders is guided by several factors:

- i. **Alignment with Mission and Vision:** The Company ensures that its stakeholder identification process aligns with its Mission and Vision statement or policy. This strategic approach ensures that critical stakeholders necessary for achieving the Company's objectives receive appropriate attention.
- ii. **Engaging Key Decision Makers:** Recognizing their significant influence, the Company actively engages with key decision makers who shape its operations, direction, and overall outcomes. These individuals play a pivotal role in shaping the Company's sustainability practices.
- iii. **Assessing Stakeholder Power and Influence:** The Company evaluates individual stakeholders based on their power and influence within the decision-making process. This assessment informs prioritization efforts, focusing on stakeholders who can impact the Company's sustainability performance and overall outcomes.

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

Stakeholders Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community, Meetings, Notice, Board, Website) Other	Frequency of engagement (Annual/Half yearly /Quarterly others-please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Emails, survey	Other- Event Based	Regular Company updates / Training Needs
Customers	No	SMS, Newspaper, Website	Other- Event Based	Promotion Schemes / New Tests etc
Investors & Shareholders	No	Website, Annual meeting , Newspaper	Other- Event Based	Financial Results / other Corporate Announcements
Govt/ Regulatory Authorities	No	Emails	Other- Event Based	Representations / Perspective on change in regulations / upcoming laws
Communities	No	CSR activities	Other- Event Based	As part of the Company's Corporate Social Responsibility (CSR) obligation, addressed developmental and educational needs
Vendors	No	Digital Meetings / In person meetings	Other- Event Based	Regular business updates, performance feedback, and any updates related to changes in regulations regarding supplies or services

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's management regularly updates Board Members on feedback received from various stakeholders regarding environmental, social, and governance (ESG) matters during Board Meetings. This ongoing communication ensures that the Board remains well-informed about stakeholder perspectives and concerns related to ESG issues.

Initially, discussions on ESG matters take place between relevant Business Heads or Functional Heads and the respective stakeholders. These conversations are then summarized and shared with Key Managerial Personnel. Finally, the summary is escalated to the Board Members, providing them with a comprehensive overview of the key points discussed and the insights gained during stakeholder engagements

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, the feedback from relevant stakeholders, is regularly discussed with the Company Management. These deliberations offer the Company Management an opportunity to comprehensively assess the feedback and contemplate any required actions.

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

Currently the Company doesn't engage with any vulnerable and marginalized stakeholder group.

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 / worker covered (B)	%(B/A)	Total (C)	No. of employees/ workers covered (D)	%(D/C)
Employees						
Permanent	1,321	121	9.16	1,289	871	67.57
Other than permanent	143	32	22.38	140	65	46.43
Total Employees	1,464	153	10.45	1,429	936	65.50
Workers						
Permanent	2,778	223	8.03	2,759	2,372	85.97
Other than permanent	6	2	33.33	3	2	66.67
Total Workers	2,784	225	8.08	2,762	2,374	85.95

(*) From this year onwards, The Company is reporting the details of training for the new joiners only.

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum wages		More than Minimum wages		Total (D)	Equal to Minimum wages		More than Minimum wages	
		Number (B)	%(B/A)	Number (C)	%(C/A)		Number (E)	%(E/D)	Number (F)	%(F/D)
Employees										
Permanent	1,321	594	44.97	727	55.03	1,289	675	52.37	614	47.63
Male	1,043	553	53.02	490	46.98	1,032	636	61.63	396	38.37
Female	278	41	14.75	237	85.25	257	39	15.18	218	84.82
Other than permanent	The Company employees, Trainees or Consultants to whom Minimum Wages are not applicable. Trainees are paid Stipend whereas the Consultants are governed by their respective Contracts									
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent	2,778	1,822	65.59	956	34.41	2,759	1,909	69.19	850	30.81
Male	2,131	1,441	67.62	690	32.38	2,111	1,501	71.10	610	28.90
Female	647	381	58.89	266	41.11	648	408	62.96	240	37.04
Other than permanent	The Company employees, Trainees or Consultants to whom Minimum Wages are not applicable. Trainees are paid Stipend whereas the Consultants are governed by their respective Contracts									
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

a. Median remuneration/ wages:

Particulars	Male		Female	
	Number	Median remuneration*/ salary / wages of respective category (In ₹)	Number	Median remuneration*/ salary / wages of respective category (In ₹)
Board of Directors (BOD)	2	3,90,77,881	1	2,43,79,464
Key Managerial Personnel (other than BOD)	3	2,18,53,273	-	-
Employees (other than BOD and KMP's)	1,038	6,99,996	277	17,88,000
Workers	2,131	4,04,616	647	3,80,952

(*) Remuneration means and includes Cost to Company (CTC).

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

Particulars	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	25.94	25.85

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)

Yes, the Human Rights policy framework of the Company thoroughly covers all potential violations. A detailed mechanism for addressing grievances is established to meticulously examine any reported incidents of violation and evaluate their implications for the business.

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

The implementation of a Grievance Redressal Policy by the Company delineates a structured framework for handling and resolving complaints pertaining to harassment or human rights infringements. This policy underscores the organization's dedication to fostering a secure and respectful workplace environment.

To facilitate ease of reporting, employee/ worker can lodge their complaint/ grievance at employee login portal. The Company prioritizes swift action, committing to resolving grievances within a specified timeline. This time frame underscores the Company's pledge to ensure timely and efficient resolution of issues.

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

Particulars	FY 2023-24			FY 2022-23		
	File during the year	Pending resolution at the end of year	Remarks	File during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	3	1	Out of the 3 cases reported, in 2 cases no harassment proven and 1 case was under investigation	7	-	All cases were closed
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/ Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other than Human rights related issue	-	-	-	-	-	-

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

Particulars	FY 2023-24*	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3	7
Complaints on POSH as a % of female employees / workers	0.30	0.72
Complaints on POSH upheld	1	0

(* Out of the 3 cases reported, in 2 cases no harassment proven and 1 case was under investigation as on March 31, 2024.

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

The organization conducts regular staff training on Human Rights issues and violations, emphasizing the potential adverse consequences for complainants. All managers are fully informed and held accountable for preventing any recurrence of employee harassment. In the event that a complainant experiences specific or targeted discrimination, they have the option to raise the complaint once again with the Grievance Redressal committee for further investigation.

9. Do human rights requirements form part of your business agreements and contracts:

Yes, the critical human rights requirements are part of all relevant business agreements/contracts.

10. Assessment for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)*
Child Labour	No case reported for the period. The Company's systems have inbuilt checks to validate any hiring of employee who is less than 14 years of age. The system will give an alert to the team. (100%)
Forced Labour/Involuntary Labour	No case reported for the period. Any such incidence raised shall be addressed by the redressal mechanism. (100%)
Sexual Harassment	All cases of POSH are handled by the respective committees and the reports are submitted to the management. The annual report has the details on the cases received and their closures. (100%)
Discrimination at workplace	No case reported for the period. Any such incidence raised shall be addressed by the redressal mechanism. (100%)
Wages	No case reported for the period. Additionally, compliance to minimum wage requirement is audited by the Statutory and the Internal auditors. (100%)
Other-please specify	-

*Assessed by entity

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

Not Applicable, since there were no cases which were received for principle /category mentioned under Question 10 above.

Leadership Indicators

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

The Company has established a well-defined process for addressing human rights issues, which it currently believes is functioning effectively. However, the Company remains open to reevaluating its processes in the future if specific circumstances or case particulars warrant such a review.

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

For the financial year ending March 31, 2024, the Company did not conduct any Human Rights due-diligence.

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, the Company comply with the requirements of the Rights of Persons with Disabilities Act, 2016 in Company's owned/ operated walk-in centres.

The Company's business leadership has made a dedicated commitment to prioritize diversity and inclusion. As a collective effort, they strive to drive systemic change and enhance inclusivity within the healthcare services provided to all patients. The Company offers Home Collection facilities, specifically designed for patients who are unable to visit the facilities due to health reasons or disabilities. These home collection services are available across major cities, ensuring accessibility for a wide range of patients.

4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	-
Discrimination at workplace	-
Child Labour	-
Forced Labour/Involuntary Labour	-
Wages	-
Other-please specify	-

The BRSR principles covers only the Company as of now and does not include its Value Chain Partners.

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above: Not Applicable

PRINCIPLE 6: Businesses 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 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	474	405
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	474	405
From non-renewable sources		
Total electricity consumption (D)	64,176	58,966
Total fuel consumption (E)	139	140
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	64,315	59,106
Total energy consumed (A+B+C+D+E+F)	64,789	59,511
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.0000033	0.0000034
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total energy consumed / Revenue from operations adjusted for PPP)	0.000075	0.000077
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

(* PPP: 22.88 (<https://data.worldbank.org/indicator/PA.NUS.PPP>))

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

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	73,880	62,360
(iii) Third party water	49,130	62,676
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)	1,23,010	1,25,036
Total volume of water consumption (in kilolitres)	1,23,010	1,25,036
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.0000063	0.0000071
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total water consumption / Revenue from operations adjusted for PPP)	0.00014	0.00016
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

(* PPP: 22.88 (<https://data.worldbank.org/indicator/PA.NUS.PPP>))

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

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	85,192	1,00,629
- With treatment - please specify level of treatment (physio chemical based ETP Treatment)	37,818	24,407
(ii) To Groundwater		
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
(iii) 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	-	-
(v) Others		
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
Total water discharged (in kilolitres)	1,23,010	1,25,036

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

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

The Company, during the period under review, has strengthened belief in zero liquid discharge by utilising RO waste water in toilet flush and Horticulture at its various labs.

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	-	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
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: No

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

The Company is not into manufacturing and therefore the possibility of releasing GHG emissions into the atmosphere is negligible/not applicable.

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)	Metric tonnes of CO ₂ equivalent	370	370
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)	Metric tonnes of CO ₂ equivalent	15,153	13,922
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	-	0.00000079	0.00000081

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	-	0.000018	0.000018
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity	-	-	-

(*) PPP: 22.88 (<https://data.worldbank.org/indicator/PA.NUS.PPP>)

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

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details: No

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)	-	-
E-waste (B)	5.8	4
Bio-medical waste (C)	456	450
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H) <i>Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)</i>	-	-
Total (A+B+C+D+E+F+G+H)	461.8	454
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.000000023	0.000000026
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total waste generated / Revenue from operations adjusted for PPP)	0.0000005	0.0000006
Waste intensity in terms of physical output	-	-
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		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	106	142
(ii) Landfilling	-	-
(iii) Other disposal operations Shredding after disinfection	351	307
Total	457	449

(*) PPP: 22.88 (<https://data.worldbank.org/indicator/PA.NUS.PPP>)

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

- 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:**

All biomedical waste undergoes segregation in compliance with the Bio-Medical Waste Management Rules 2016 before being transferred to an authorized vendor approved by the state pollution control for safe disposal. Additionally, the Company conducts regular inspections to ensure that the vendor strictly adheres to all necessary compliances.

- 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 in the following format:**

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
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The Company has no operations around ecologically sensitive areas

- 12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

The Company has not undertaken any EIA project during the year.

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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- 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, in the following format:** Yes, the Company is compliant with all applicable laws/ regulations/ guidelines.

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 kilolitres):**

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

(i) **Name of the area:** Bihar, Chhattisgarh, Delhi, Gujarat, Haryana, Jharkhand, Karnataka, Maharashtra, Punjab, Puducherry, Rajasthan, Tamil Nadu and Uttar Pradesh

(ii) **Nature of operations:** Diagnostics/ Pathological Laboratories

(iii) **Water withdrawal, consumption and discharge in the following format:**

	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	15,318	14,982
(iii) Third party water	22,774	25,684
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	38,092	40,666
Total volume of water consumption (in kilolitres)	38,092	40,666
Water intensity per rupee of turnover (Water consumed / turnover)	0.0000019	0.0000023
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	25,083	31,524
- With treatment - please specify level of treatment (Physio chemical based ETP Treatment)	13,009	9,142
(ii) Into Groundwater		
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
(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	-	-
(v) Others		
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
Total water discharged (in kilolitres)	38,092	40,666

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

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)	Metric tonnes of CO ₂ equivalent	-	-
Total Scope 3 emissions per rupee of turnover	-	-	-
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

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:

The Company doesn't have any Laboratory in ecologically sensitive area.

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:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Effluent Treatment Plant installation	Effluent Treatment Plant installed in close to 146 locations for minimizing impact of water pollution. Approx 37,818 KL of effluent treated before being discharged.	Approx 37,818 KL of effluent treated before being discharged.

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

The company has meticulously developed a comprehensive Business Continuity Plan (BCP) tailored specifically for its IT Services. The primary objective of this plan is to facilitate uninterrupted operations from an alternate location in the event of unforeseen circumstances or disruptions at the primary site.

When the Disaster Recovery (DR) Plan is activated, the company's IT systems seamlessly transition to the DR facility, strategically located in a different seismic zone. This geographical separation enhances the resilience and stability of the IT infrastructure. The BCP plan encompasses several key objectives:

1. Timely Business Recovery: The plan aims to restore business operations within the agreed-upon timeframe outlined in the policy terms. This ensures minimal disruption and enables the company to swiftly resume operations.
2. Continuous IT System Functionality: The BCP plan guarantees that IT systems continue to function seamlessly from the alternate location until the primary site is fully restored. This uninterrupted availability of IT services is essential for maintaining business continuity and mitigating the impact on critical operations.
3. Crisis Response Guidelines: The plan includes detailed guidelines on how the company should respond during crisis situations. These guidelines assist in managing and mitigating potential risks and challenges associated with disruptive events.

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:

While the current adoption of Business Responsibility and Sustainability Reporting (BRSR) principles centers on the company, the organization is endeavoring to broaden its scope to encompass its Value Chain Partners. This strategic initiative mirrors the company's future goals to assess and address environmental impacts across its entire value chain.

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

No specific assessment has been conducted for the value chain partners regarding environmental aspects. Nonetheless, the Company acknowledges the significance of extending assessments to its value chain partners to holistically tackle environmental impacts.

PRINCIPLE 7: Businesses, 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: 3 (Three)**
- 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	Federation of Indian Chamber of Commerce and Industry	National
2	Confederation of Indian Industry	National
3	Healthcare Foundation of India	National

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:**

During the year under review, no adverse orders have been passed by any regulatory body relating to the anti-competitive conduct by the Company.

Name of Authority	Brief of the case	Corrective action taken
-	-	-

Leadership Indicators

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

The Company does not engage in influencing Regulatory Policy. However, the Company practices pro-active advocacy not for securing certain benefits for industry, but for advocating certain best practices for the benefit of society at large.

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes/No)	Frequency of Review by Board (Annually/ Half Yearly/ Quarterly/ Other- Please specify)	Web-Link if available
-	-	-	-	-	-

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:**

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web Link
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Not Applicable

2. **Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:**

S. No	Name of Project for which R & R is ongoing	State	District	No. of Project affected families (PAFs)	% of PAFs covered by R & R	Amount paid to PAFs in the FY (In ₹)
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Not Applicable

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

The Company is not into manufacturing operations and as such its operations does not have an impact on the lives of local community from where it operates its diagnostics center.

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

Particulars	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/Small Producers	18	18
Sourced directly within India*	99.87	99.95

(* The Company procures goods directly from the vendors registered in India, however, some of the vendors might be sourcing goods from outside India.

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	FY 2023-24	FY 2022-23
Rural	1.97	1.25
Semi-Urban	3.06	2.41
Urban	56.09	56.59
Metropolitan	38.88	39.75

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):**

Details of negative social impact defined	Corrective action taken
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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 Districts	Amount spent (In ₹ Million)
1	Haryana	Nuh (Mewat)	5.92
2	Andhra Pradesh	Visakhapatnam	3.61
Total			9.53

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups: No
 (b) From which marginalized /vulnerable groups do you procure: Not Applicable
 (c) What percentage of total procurement (by value) does it constitute? Noy 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:

The Company does not own or has acquired any intellectual property by way of traditional knowledge

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

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 case	Corrective action taken
-	-	-

6. Details of beneficiaries of CSR Projects:

S. No	CSR Project	No. of persons benefitted from CSR Projects	%age of beneficiaries from vulnerable and marginalized groups
1	Skill Development Training and Livelihood in Healthcare Sector (LPL Academy for Laboratory Medicine – Phlebotomist Training)	1,854	90
2	Skill Development Training and Livelihood in Healthcare Sector (LPL Academy for Laboratory Medicine – Phlebotomist Training)	759	90
3	Health Education in Schools	2,000	25
4	Nutritional Support to TB Patients – Project Ni-Kshay Mitra	1,924	100

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.

Customers can reach out to the Company through various channels, including voice calls, email, chat, and social media. When complaints are received via these channels, they are tagged in the Customer Relationship Management (CRM) system, generating a unique ID. The DLPL complaint resolution team coordinates with relevant authorities to address and close complaints to the satisfaction of the customer. On average, complaints are resolved within approximately 72 hours. In cases where resolution may take longer, direct follow-up with the concerned manager is necessary.

Additionally, for feedback purposes, the Company sends SMS notifications to customers after registration, requesting their input. This process is known as Net Promoter Score (NPS).

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

The Company offers diagnostic services and does not engage in manufacturing or selling products. Consequently, information related to environmental and social parameters, safe usage, or disposal is not applicable. The Company adheres to Bio Medical Waste Management rules and guidelines for the proper disposal of hazardous and other waste.

Particulars	As a percentage of Total Turnover
Environment and Social parameters relevant to the product	-
Safe and responsible usage	-
Recycling and/or safe disposal	-

3. Number of consumer complaints in respect of following:

Particulars	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	-	-	-	23	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	9,463	-	-	8,713	224	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other (Technician Related/ Demographic Related)	12,429	-	-	34,986	322	-

4. Details of instances of product recalls on account of safety issues:

Particulars	Number	Reasons for recall
Voluntary recalls	-	Not Applicable
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, the Company has established policies and procedures for identifying critical assets, assessing risks, and implementing relevant controls to protect against cybersecurity events. Risks related to data security and privacy are thoroughly evaluated and documented in the internal risk register. For further details, you can access the Company's Privacy Policy at (<https://www.lalpathlabs.com/privacy-policy>).

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:

- Notify customers in the event of repeat, delay, or critical values related to their diagnostic reports.
- Customers receive SMS notifications once their reports are ready for collection.
- In case of any delays, the customers is provided with direct contact details for our phlebotomists, ensuring efficient coordination.
- No material issues related to cybersecurity or customer data privacy required corrective action during the review period. Additionally, no penalties were imposed by regulatory authorities.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches:** None
- b. Percentage of data breaches involving personally identifiable information of customers:** Not Applicable
- c. Impact, if any, of the data breaches:** Not Applicable

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

Customers can access the Company's services through its website (www.lalpathlabs.com), mobile app, by calling the helpline number, or by visiting the nearest center

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

At all the centers prominently display banners promoting prudent and secure utilization of services. Additionally, for the benefit of consumers, sample collection procedure-related videos, information are regularly posted on the Company's YouTube Channel.

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

The Company communicates any discontinuation or disruption to its customers by posting notifications on its website for the public's awareness. Additionally, the Company adheres to SEBI (Listing Obligations and Disclosure Requirements) Regulations, promptly informing stock exchanges about material events that may impact its operations

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

As a provider of diagnostic services, the Company does not display product information. However, the Company conducts Net Promoter Score (NPS) surveys after each customer transaction to analyze results and enhance performance