



**VIJAYA  
DIAGNOSTIC  
CENTRE** ®

August 14, 2024

To  
**BSE Limited**  
**Phiroze Jeejeebhoy Towers**  
**Dalal Street**  
**Mumbai- 400001**  
**Scrip Code: 543350**

To  
**National Stock Exchange of India Limited**  
**Exchange Plaza, C-1, Block G,**  
**Bandra Kurla Complex,**  
**Bandra (E), Mumbai – 400 051**  
**NSE Symbol: VIJAYA**

Dear Sir/Madam,

**Sub: Vijaya Diagnostic Centre Limited – Business Responsibility and Sustainability Report for the FY 2023-24**

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the Business Responsibility and Sustainability Report (BRSR) of the Company for the financial year 2023-24, which forms part of the Annual Report for the financial year 2023-24.

The BRSR is also uploaded on the Company's website and can be accessed at: <https://www.vijayadiagnostic.com/investors/annual-reports>

Kindly take the above information on your record.

Thanking you.

Yours sincerely,  
For **Vijaya Diagnostic Centre Limited**

**Hansraj Singh**  
**Company Secretary & Compliance Officer**  
**M. No. F11438**

Encl.: As above

# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### 1) Details of the Listed Entity

Sr. No.	Particulars	Response
1.	Corporate Identity Number (CIN) of the Entity	L85195TG2002PLC039075
2.	Name of the Entity	Vijaya Diagnostic Centre Limited
3.	Year of incorporation	2002
4.	Registered & Corporate office address	6-3-883/F, Ground Floor, FPA Building, Near Topaz Building, Punjagutta, Hyderabad 500082, Telangana.
5.	E-mail	<a href="mailto:ir@vijayadiagnostic.in">ir@vijayadiagnostic.in</a>
6.	Telephone	040 – 2342 0411/12
7.	Website	<a href="http://www.vijayadiagnostic.com">www.vijayadiagnostic.com</a>
8.	Financial year for which reporting is being done	FY 2023-24
9.	Name of the Stock Exchange(s) where shares are listed	1. National Stock Exchange of India Limited (NSE) and 2. BSE Limited (BSE)
10.	Paid-up Capital	₹ 10,23,45,693
11.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	<b>Hansraj Singh Rajput</b> Company Secretary & Compliance Officer Telephone No. 040-2342 0411 E-mail Id: <a href="mailto:ir@vijayadiagnostic.in">ir@vijayadiagnostic.in</a>
12.	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
13.	Name of assurance provider	Not Applicable
14.	Type of assurance obtained	Not Applicable

### 2) Products/Services

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

Sr. 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

#### 16. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Comprehensive diagnostic services, spanning pathological investigations, basic and high-end radiology/imaging services including, nuclear medicine.	869	100

### 3) Operations

#### 17. 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 Diagnostic Services in the area of Radiology and Pathology.	150	150*
International		Nil	Nil

\*includes all the centres/labs and offices operated by Vijaya Diagnostic Group.

#### 18. Markets served by the entity:

##### a) Number of locations:

Locations	Number
National (No. of States)	Six (6) Telangana, Andhra Pradesh, Maharashtra, Karnataka, West Bengal, and NCR
International (No. of Countries)	As of now, the Company doesn't serve in any other Country apart from India.

##### b) Contribution of exports:

What is the contribution of exports as a percentage of the total turnover of the entity?	Nil
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##### c) Type of Customers:

A brief on types of customers	The Company provides diagnostic services to customers including individuals, hospitals, corporate clients, and other healthcare providers.
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### 4) Employees

#### 19. Details at the end of the year of Financial year:

##### a) Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1.	Permanent (D)	2,053	1,215	59%	838	41%
2.	Other than Permanent (E)*	645	256	40%	389	60%
<b>3.</b>	<b>Total employees (D + E)</b>	<b>2,698</b>	<b>1,471</b>	<b>55%</b>	<b>1,227</b>	<b>45%</b>
<b>Workers</b>						
1.	Permanent (F)	-	-	-	-	-
2.	Other than Permanent (G)	-	-	-	-	-
<b>3.</b>	<b>Total workers (F + G)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

\*Includes Trainees and Consultant Doctors.

##### b) Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently abled Employees</b>						
1.	Permanent (D)	1	1	100%	-	-
2.	Other than Permanent (E)	-	-	-	-	-
<b>3.</b>	<b>Total employees (D + E)</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>-</b>	<b>-</b>
<b>Differently abled Workers</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
<b>6.</b>	<b>Total workers (F + G)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**20. Participation/Inclusion/Representation of women:**

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8	3	37.50%
Key Management Personnel*	5	1	20.00%

\*Includes: Managing Director & CEO, Whole-Time Directors, Company Secretary, and Chief Financial Officer.

**21. Turnover rate for permanent employees and workers:**

(Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	27.98%	33.01%	29.98%	34.56%	23.67%	30.87%	30.05%	25.76%	33.25%
Permanent Workers	-	-	-	-	-	-	-	-	-

**5) Holding, Subsidiary and Associate Companies (Including Joint Ventures)****22. Names of holding/subsidiary/associate companies/joint ventures:**

Sr. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/Subsidiary/Associate/Joint Venture	% of shares held by the listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Medinova Diagnostic Services Limited	Subsidiary	62.14%	No
2.	P H Diagnostic Centre Private Limited <sup>#</sup>	Subsidiary	100.00%	No
3.	Medinova Millennium MRI Services LLP	Step Down Subsidiary	62.14%	No
4.	VDC Diagnostic (Karnataka) LLP	Subsidiary	100.00%	No
5.	Doctorslab Medical Services Private Limited*	Subsidiary	100.00%	No
6.	Namrata Diagnostic Centre Private Limited*	Subsidiary	100.00%	No

\*Strike-off and dissolved w.e.f. April 6, 2024

<sup>#</sup>w.e.f. December 21, 2023

**6) Corporate Social Responsibility (CSR) Details****23.**

Sr. No.	Requirement	Response
1.	Whether CSR is applicable as per Section 135 of Companies Act, 2013: (Yes/No)	Yes
2.	Turnover (in ₹ Million)	5,250.22
3.	Net worth (in ₹ Million)	6,533.21



## 7) Transparency and Disclosures Compliances

## 24. 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) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		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 <a href="https://images.vijayadiagnostic.com/investor/corporategovernance/WHISTLE-BLOWER-POLICY.pdf">https://images.vijayadiagnostic.com/investor/corporategovernance/WHISTLE-BLOWER-POLICY.pdf</a>	There were no complaints/grievances received from any specific community.					
Investors (other than shareholders)	Yes <a href="https://www.vijayadiagnostic.com/investors/contact-details">https://www.vijayadiagnostic.com/investors/contact-details</a>	There were no complaints received.					
Shareholders	Yes <a href="https://www.vijayadiagnostic.com/investors/contact-details">https://www.vijayadiagnostic.com/investors/contact-details</a>	1	0	NA	2	0	NA
Employees and workers	Yes <a href="https://images.vijayadiagnostic.com/investor/corporategovernance/WHISTLE-BLOWER-POLICY.pdf">https://images.vijayadiagnostic.com/investor/corporategovernance/WHISTLE-BLOWER-POLICY.pdf</a>	0	0	NA	0	0	NA
Customers	Yes The company has a dedicated helpline number (040-2100 0000/040-6910 0100) and email id <a href="mailto:info@vijayadiagnostic.com">info@vijayadiagnostic.com</a> which address and resolves all customer Grievances. In addition, the Company responds to customer concerns that it receives through its official social media handles.	3,366	166	The unresolved complaints as on March 31, 2024, have been subsequently resolved.	5,854	54	The unresolved complaints as on March 31, 2023, have been subsequently resolved.
Value Chain Partners	Yes <a href="https://images.vijayadiagnostic.com/investor/corporategovernance/WHISTLE-BLOWER-POLICY.pdf">https://images.vijayadiagnostic.com/investor/corporategovernance/WHISTLE-BLOWER-POLICY.pdf</a>	There were no complaints/grievances received from the value chain partners of the Company.					
Other (please specify)	-	-	-	-	-	-	-

## 25. 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, and approach to adapt or mitigate the risk along with its financial implications, as per the following format:

Sr. 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/Opportunity	<p><b>Risk:</b> Insufficient implementation of proper safety measures can result in work-related safety incidents, leading to adverse consequences such as increased absenteeism and a higher Lost Time Rate (LTR).</p> <p><b>Opportunity:</b> By prioritizing workplace safety, the Company can optimise employee performance and achieve higher levels of productivity.</p>	<p>The organization has implemented a comprehensive safety manual that outlines guidelines applicable to all labs within the company. Regular health check-ups are conducted, particularly for individuals in technical or sample handling roles, to proactively monitor their well-being.</p> <ul style="list-style-type: none"> <li>- Necessary safety equipment are provided to staff, including items such as eye wash stations, gloves, lab coats, goggles, fire sprinklers, and fire extinguishers.</li> <li>- Periodic fire drills are conducted to ensure that employees are familiar with evacuation procedures and understand their roles in emergency situations.</li> <li>- Adheres to the BMW (Biomedical Waste management rules established by the Central Pollution Control Board (CPCB) guidelines.</li> <li>- Rigorous disinfection protocols are implemented within the laboratories, ensuring a clean and hygienic working environment.</li> </ul>	<p><b>Risk:</b> Lost Time, resulting from workplace accidents or injuries, can lead to Additional challenges for a laboratory, including the need to pay overtime to compensate for work completion.</p>
2.	Occupational hazard affecting health of employees	Risk	Sample collection from infectious disease patients.	<p>The Company has taken initiatives to ensure the well-being of its staff members. Periodic vaccination is conducted according to the guidelines.</p> <p>Medical insurance is provided to mitigate health and financial risks for staff members. The company offers financial support to the relatives of staff who have lost their lives while treating patients. The Company also deploys rotating staff involved in sample collection. All the collection outlets follow safety norms as prescribed by the ICMR and MoHFW.</p>	<p><b>Negative:</b> The company may face the challenge of revenue loss, as well as difficulties in filling positions due to a shortage of available manpower, which can negatively impact the quality of clinical care provided to patients and increase recruitment costs.</p>

**25. Overview of the entity's material responsible business conduct issues: (Contd.)**

Sr. 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.	Risk Management	Risk/Opportunity	<p><b>Risk:</b> Businesses face the risk of experiencing adverse effects across multiple operational areas if they lack robust controls within their risk management system.</p> <p><b>Opportunity:</b> Integrating risk management into a Company's overall strategy offers several opportunities for businesses. It helps protect against potential disruptions and ensures that the Company is better positioned to respond and adapt to a rapidly changing business landscape. This approach offers businesses the opportunity to enhance their resilience, ensuring continued success in the face of challenges.</p>	<p>The Company engages with key stakeholders in the risk management process to ensure that all relevant parties are aware of potential risks and invested in developing strategies to mitigate them.</p> <p>By involving stakeholders in this process, the Company fosters a culture of risk awareness and accountability, ultimately leading to more successful outcomes in risk management.</p>	<p><b>Positive:</b> The Company can establish a more resilient and sustainable approach to growth by proactively linking material topics with risk mitigation strategies. This approach is grounded in a deep understanding of the risks and opportunities associated with the Company's operations, allowing them to effectively manage risks and capitalise on opportunities. By adopting this approach, the Company can improve their overall performance and position themselves for long-term success.</p>
4.	Investments in technology and digital marketing	Opportunity	By embracing digital marketing and technology, the Company can diversify its services portfolio and enhance patient services, aligning with its vision. This strategy bolsters market presence and widens accessibility to a broader audience. Prioritizing digital Advancements empowers the company to innovate and exceed customer expectations, creating products and services that resonate effectively.	-	<p><b>Positive:</b> The Company's commitment to innovation and technology drives the enhancement of its service portfolio and patient services, ensuring timely access and meeting evolving needs. This investment underscores the Company's dedication to innovation and staying at the forefront of industry advancements.</p>
5.	Waste Management	Risk	Generation of Biomedical Waste due to nature of business.	Disposal is done through a Government authorized partner and the waste is segregated into different color bags with barcodes. It is weighed before being handed over to an authorized vendor. All safety norms are followed from generation until handover to Authority.	If not disposed of properly, it could lead to the spread of diseases and affect the social license to operate.

The Company provides diagnostics services wherein sustainability issues pertaining to the environment are negligible. Being conscious of environmental concerns, we are always committed to reducing the impact on the environment while we deliver our services to customers, without compromising on the quality of our deliverables. As part of such measures, we do buy advanced radiology and/or laboratory equipment, which emits lesser radiation & co2 and reduces the exposure of patient to the radiation and higher echo while undergoing medical diagnostic procedures.

## 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.

Sr. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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									<a href="https://www.vijayadiagnostic.com/investors/governance-policies">https://www.vijayadiagnostic.com/investors/governance-policies</a>
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>NABL: Seventeen (17) Centres/Labs are accredited by National Accreditation Board for Testing and Calibration Laboratories (NABL).</p> <p>NABH: Nine (9) Centres/Labs are accredited by National Accreditation Board for Hospitals &amp; Healthcare Providers (NABH).</p> <p>ISO 9001:2015 for Quality Management</p> <p>The Company has put in place a comprehensive set of norms and standards to guarantee compliance with best practices in environmental, social, and corporate governance. The Company has implemented quality healthcare guidelines issued by NABH, which promote patient safety and quality of care. The Company has also adopted environment and social standards issued by the International Finance Corporation (IFC), which provide a framework for managing environmental and social risks associated with business operations. The NVG guidelines issued by the Ministry of Corporate Affairs, GOI, ensure that the Company adheres to good corporate governance practices and promotes transparency and accountability. It also follows Section 135 of the Companies Act, 2013. The Company adheres to the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, which require listed companies to disclose information on various aspects of their business, including corporate governance and sustainability practices. The Company's commitment to these guidelines and standards demonstrates its dedication to responsible and sustainable business practices.</p>								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is determined to follow the path envisioned under the 9 principles laid down in the National Voluntary Guidelines on Social, Environmental & Economic Responsibilities of Business 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**

<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>Given the industry in which the Company operates, the ESG paradigm assumes higher importance; the Company has consistently been helming multiple initiatives to thrive within and yet be fully responsible for its immediate environment.</p> <p>Commitment to sustainability is at the heart of every corporate endeavour and initiative towards growth, prudently nurturing its human quotient, building social capital, while being responsible towards consumption of resources. Over the years, the Company has enhanced the salience to ESG best practices and has made meaningful and noticeable strides forward in several spheres.</p> <p>Core teams have been entrusted with ensuring the sustainability of approach across key corporate functions; in instances addressing key issues like proper disposal and treatment of biomedical waste, replacing plastic bags with biodegradable bags, water conservation through water saving reducers, integrating e-billing to curb usage of paper, solar panel usage and rainwater harvesting among others.</p> <p>The Company remains mindful of its moral responsibilities as a corporate citizen and acts in an ethical manner. Being an undisputed leader in the branded diagnostics space, the Company has a long history of transparency in governance practices, and it keenly reviews this to make a positive impact on society and its stakeholders.</p> <p>At Vijaya Diagnostic Centre Limited, our ethos of providing affordable diagnostic tests with easy accessibility endures, with best-in-class service offerings and accurate diagnoses. While doing so, we will continue our focus of scaling our ESG performance parameters with global best practices.</p>
<p>8. Details of the highest authority responsible for implementation and over-sight of the Business Responsibility policy(ies).</p>	<p>Board of Directors</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>The CSR Committee of the Board is responsible for taking decisions on sustainability related issues.</p>

**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	P1	P2	P3	P4	P5	P6	P7	P8	P9
<p>Performance against above policies and follow up action.</p>	<p>Policies wherever stated have been approved by the Board/Committees of Board/Senior Management of the Company. Policies are reviewed at periodic intervals in all aspects including statutory requirements depending on the frequency stated in respective policies or on a need basis whichever is earlier and necessary updates are made to the policies.</p>																		
<p>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances.</p>	<p>The Company has necessary procedures in place to ensure the compliance with all relevant regulations and the Board of Directors periodically reviews the same.</p>																		

**11. Independent assessment/evaluation of the working of its policies by an external agency:**

	P1	P2	P3	P4	P5	P6	P7	P8	P9
<p>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.</p>	<p>Evaluation is continuous process, and all the policies and processes are subject to audits/reviews done internally from time to time.</p>								

**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)						Not Applicable			
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)						Not Applicable			
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)						Not Applicable			
Any other reason (please specify)						Not Applicable			

## 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 and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	3	The Board of Directors and Committee members were apprised on SEBI Regulations, IT Risk Governance including Data Privacy and Cyber Security, and Corporate Social Responsibility.	100%
Key Managerial Personnel	3	The KMPs were apprised on SEBI Regulations, IT Risk Governance including Data Privacy and Cyber Security, and Corporate Social Responsibility.	100%
Employees other than BOD and KMPs	6	The training and awareness programmes for employees are broadly being conducted in the following areas: <ol style="list-style-type: none"> <li>Health and Safety</li> <li>Skill Upgradation</li> <li>POSH</li> <li>Data Security</li> <li>Human Rights</li> <li>Code of Conduct</li> </ol>	98%
Workers			Not Applicable

## 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 Company shall make disclosures based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the Company's website):

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

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

## 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 places a strong emphasis on conducting business in a transparent and ethical manner. To ensure compliance with ethical standards, the Company strictly follows all relevant laws, treaties, and regulations that prohibit bribery and other corrupt activities. The Whistle blower and Code of Conduct Policies, which address ethics, bribery, and corruption, apply to all Vijaya Group, subsidiaries, and entities. The same can be accessed at <https://images.vijayadiagnostic.com/investor/corporategovernance/CODE-OF-CONDUCT-BOD.pdf>

The Company complies with all applicable statutory obligations and fully supports the law of the land. It has internal policies and procedures in place for ensuring compliance in letter and spirit.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

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

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	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:**

Not applicable, as there were no such cases of corruption and conflict of interest

**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 payable	25	10

**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	57.73%	68.63%
	b. Number of trading houses where purchases are made from	17	20
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	95.55%	96.53%
Concentration of Sales	a. Sales to dealers/distributors as % of total sales		
	b. Number of dealers/distributors to whom sales are made	Not applicable as the Company does not provide its services through dealers/distributor.	
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors		
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	0.07%	0.10%
	b. Sales (Sales to related parties/Total Sales)	0.30%	0.27%
	c. Loans & advances* (Loans & advances given to related parties/Total loans & advances)	-	-
	d. Investments* (Investments in related parties/Total Investments made)	-	-

\*Does not include loans & advances given to and investments made in subsidiary company(ies).

**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:**

Segment	2023-24 Current Financial Year	2022-23 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	-	-	The Company incurred no expenditure on Research and Development during the period under review.
Capex	68.13%	54.87%	The company's major capex investment is towards buying of the advanced radiology and/or laboratory equipments, which emits lesser radiation & co2 and reduces the exposure of patient to the radiation while undergoing medical diagnostic procedures. The company also purchased some E-bikes for its usage on experimental basis.

**2. Sustainable sourcing:**

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



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	0.24%	0.36%

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

Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	NA
ESI	48%	NA	Y	47%	NA	Y
Others – Please specify	NA	NA	NA	NA	NA	NA

## 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.**

We are committed to build an accessible inclusive workplace and welcome the skills and talent of differently abled people. Over the year, we have identified appropriate roles to on-board more differently abled team members through our inclusive hiring practices. We are working progressively to increase their participation in the organization.

## 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:

Yes, the Company is committed to maintaining a policy of non-discrimination and enforcing a strong stance against any behaviours that contravene its ethics and Code of Conduct. These standards are clearly outlined in the Business Responsibility Policy, demonstrating the Company's dedication to promoting a culture of fairness, respect and accountability. The same can be accessed at: <https://images.vijayadiagnostic.com/investor/corporategovernance/Business-Responsibility-Policy.pdf>

## 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	100.00%	100.00%		
Female	98.45%	97.85%	Not Applicable	
<b>Total</b>	<b>99.22%</b>	<b>98.92%</b>		

## 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:

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	

## 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: (Contd.)

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	The Company has a culture where employees can freely raise and discuss issues concerning themselves with their Superiors, Business Leaders or Human Resource (HR) Managers. The Company has created several channels through which employees can discuss, have an engagement and seek clarification on their issues. The employees can provide their feedback or complaints to their respective HR managers or register the same on <a href="mailto:grievance@vijayadiagnostic.in">grievance@vijayadiagnostic.in</a>  For grievances pertaining to sexual harassment, employees may also write to <a href="mailto:Poshcommittee@vijayadiagnostic.in">Poshcommittee@vijayadiagnostic.in</a>  Any cases falling under the purview of the Whistle Blower Policy or Senior Management Escalations are handled as per the Whistle Blower Policy, which enables employees to freely communicate their concerns on illegal or unethical practices by writing to <a href="mailto:whistleblower@vijayadiagnostic.in">whistleblower@vijayadiagnostic.in</a>
Other than Permanent Employees	

The Company has a grievance mechanism in place, which address all kinds of issues an employee may face while at work which may include Wage payments, Working conditions, Medical facilities recovery of Dues, Leave, Transfers, Promotions or any other similar issues relating to the employees' working conditions.

Employees need to report to all/any grievance in the prescribed format to the grievance redressal committee at the email id: [grievance@vijayadiagnostic.in](mailto:grievance@vijayadiagnostic.in) for the grievance redressal process to get activated.

## 7. Membership of employees and worker in association(s) or Unions recognised by the entity:

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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)
<b>Total Permanent Employees</b>	2,053	0	0%	1,996	0	0%
Male	1,215	0	0%	1,183	0	0%
Female	838	0	0%	813	0	0%
<b>Total Permanent Workers</b>						
Male				Not Applicable		
Female				Not Applicable		

## 8. Details of training given to employees and workers:

Category	Total (A)	FY 2023-24 (Current Financial Year)				Total (D)	FY 2022-23 (Previous Financial Year)			
		On Health and safety		On Skill Upgradations			On Health and safety measures		On Skill Upgradations	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	1,471	1,471	100%	1,471	100%	1,183	1,183	100%	1,183	100%
Female	1,227	1,227	100%	1,227	100%	813	813	100%	813	100%
<b>Total</b>	<b>2,698</b>	<b>2,698</b>	<b>100%</b>	<b>2,698</b>	<b>100%</b>	<b>1,996</b>	<b>1,996</b>	<b>100%</b>	<b>1,996</b>	<b>100%</b>
<b>Workers</b>										
Male						Not Applicable				
Female						Not Applicable				
<b>Total</b>						Not Applicable				

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	1,471	1,215	82.60%	1,183	1,183	100%
Female	1,227	838	68.30%	813	813	100%
<b>Total</b>	<b>2,698</b>	<b>2,053*</b>	<b>76.09%</b>	<b>1,996</b>	<b>1,996</b>	<b>100%</b>
<b>Workers</b>						
Male						
Female						Not Applicable
<b>Total</b>						

\*excludes other than permanent employees.

## 10. Health and safety management system:

Sr. No.	Particulars	Response
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 which are applicable to all units/centres.
b)	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	<p>Appropriate policies/guidelines have been formulated to address various types of hazards and related risk assessment &amp; mitigation.</p> <ul style="list-style-type: none"> <li>All work related hazards are identified basis the recommended guidelines.</li> <li>Their associated risk assessment procedures are part of the Safety manual.</li> <li>Regular audits are conducted by the Quality dept. to monitor the compliance.</li> </ul>
c)	Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)	<ul style="list-style-type: none"> <li>The Lab safety program prescribes the procedures to be followed by the users in the event of any adverse safety incident.</li> <li>Safety incident reporting tool has been developed which records each of such incident/occurrence at the work units.</li> </ul>
d)	Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)	<ul style="list-style-type: none"> <li>Mediclaime coverage is extended to all employees other than those under the ambit of the ESIC act.</li> <li>Those under ESI ambit get all applicable medical benefits under ESIC.</li> <li>Additionally, all employees are eligible for discounted diagnostic investigations.</li> </ul>

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

Safety Incident/Number	Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
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 workplace:**

General guidelines have been formulated pertaining to personal protection, safety equipment, emergency procedures, fires, chemical hygiene, electrical safety, waste disposal, laboratory equipment's.

- Safety gears are provided to staff - e.g. Lab Coat, Gloves, Eye wash and Goggles.
- Fire Sprinklers and Fire extinguishers are installed at the workplace.
- Fire drills are conducted on periodic basis and there are designated safety supervisors.
- 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:**

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

**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	1. Periodic internal audits are conducted by the Quality team of health and safety practices.
Working Conditions	2. Before all the new labs are made operational, the project and lab operations teams conduct a safety audit of the setups. There are safety trainings conducted regularly. 3. Fire drills are undertaken to make all employees aware of the safety requirements and what needs to be done in case of non-compliance. 4. Accrediting bodies like NABL, NABH, ISO audit our various labs and evaluate the health & safety practices/policies and the overall working conditions every year.

**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 guiding document for all safety related issues.
- In case of any safety incident, specific corrective protocols are defined which are being followed.
- Training of all staff is being done on a periodic basis.
- Risk management guide has been defined for all labs.

**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:**

Our approach towards responsible and sustainable business practices involves regular engagement with internal and external stakeholders. This practice helps the Company measure its performance based on the value it brings to its stakeholders and to prioritize key sustainability issues in terms of relevance to its business and stakeholders.

Such stakeholder engagement helps not only in identifying opportunities but also in assessing emerging risks which may increase in magnitude at a later stage in future.

The Company's process to identify key stakeholders stems from:

- Its Mission and Vision Statement/policy.
- Key Decision Makers.
- Individual stakeholders' and their power and influence on the decision-making process.



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

Category	Total (A)	FY 2023-24 (Current Financial Year)				Total (D)	FY 2022-23 (Previous Financial Year)			
		Equal to Minimum Wage		More than Minimum Wage			Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	<b>2,053</b>	<b>518</b>	<b>25%</b>	<b>1,535</b>	<b>75%</b>	<b>1,996</b>	<b>553</b>	<b>28%</b>	<b>1,443</b>	<b>72%</b>
Male	1,215	267	22%	948	78%	1,183	256	22%	927	78%
Female	838	251	30%	587	70%	813	297	37%	516	63%
<b>Other than Permanent</b>	The Company engages trainees and consultants who are governed by their respective contracts									
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Workers</b>										
<b>Permanent</b>	Not Applicable									
Male										
Female										
<b>Other than Permanent</b>	Not Applicable									
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 (in ₹)	Number	Median *remuneration/salary/wages of respective category (in ₹)
Board of Directors (BoD)	5	12,00,000	3	12,00,000
Key Managerial Personnel**	4	89,32,500	1	2,75,00,000
Employees other than BoD and KMP	1,213	3,49,716	838	2,62,071
Workers	-	-	-	-

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

\*\*Includes Managing Director & CEO, Whole-Time Directors, Chief Financial Officer and Company Secretary.

### b) Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	31.1%	31.2%

## 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 Company is committed to honesty, fairness, and transparency, and it strives to maintain the highest standards of ethical behaviour and practise. It actively encourages professionalism and ethical behaviour among its employees and has put in place strong measures to foster and support this culture. To guarantee a safe and ethical working environment for all, the Company's management takes quick action to investigate and address the issue in accordance with its policy.

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

The Company is firmly committed to internationally accepted human rights principles and standards. To ensure compliance with this commitment, the Company has established rigorous procedures and processes to prevent any human rights violations across all its operations. Additionally, the Company has implemented a whistle-blower policy to encourage and facilitate the reporting grievances or complaints by its employees. The Company ensures that all received grievances are thoroughly investigated and appropriate measures are taken to address the issue or complaint.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	0	0	-	0	0	
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

## 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 of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees/workers	0	0
Complaints on POSH upheld	0	0

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

The Company has implemented a Code of Conduct, gender-neutral prevention of sexual harassment, and BRR policies to encourage and facilitate the reporting of any grievances or complaints by its employees. In case of any human right issue the Company's management will take strict action to investigate and address the issue in accordance with its policy, to ensure a safe and ethical working environment for all.

All our policies ensure that employees who raise concerns/violations are protected from any form of retaliation or threat to employment. The Company is committed to protect employees upholding the principles by notifying violations from any form of retaliation or adverse action due to their disclosure.

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

Yes, the requisite clauses are part of all relevant business agreements/contracts.

## 10. Assessments for the year:

	% 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.
Forced/involuntary labour	No case reported for the period. Any such incidence raised shall be addressed by the redressal mechanism.
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.
Discrimination at workplace	No case reported for the period. Any such incidence raised shall be addressed by the redressal mechanism.
Wages	No case reported for the period. Additionally, compliance to minimum wage requirement is audited by the Statutory and the Internal auditors.
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:

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

**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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>-</b>	<b>-</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D) (In Giga Joules)	45,288	38,840
Total fuel consumption (E) (In Giga Joules)	2,395	2,519
Energy consumption through other sources (F)	0	0
<b>Total energy consumed from non-renewable sources (D+E+F) (In Giga Joules)</b>	<b>47,683</b>	<b>41,359</b>
<b>Total energy consumed (A+B+C+D+E+F) (In Giga Joules)</b>	<b>47,683</b>	<b>41,359</b>
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	0.0000091	0.0000092
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed/Revenue from operations adjusted for PPP) (conversion factor @ 22.88 INR/USD)	<b>0.000208</b>	<b>0.000210</b>
Energy intensity in terms of physical output	-	-
Energy 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

**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:**

No.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	2,862	2,121
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>2,862</b>	<b>2,121</b>
<b>Total volume of water consumption (in kilolitres)*</b>	<b>2,862</b>	<b>2,121</b>
<b>Water intensity per rupee of turnover</b> (Water consumed/turnover)	<b>0.00000057</b>	<b>0.00000047</b>
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption/Revenue from operations adjusted for PPP) (conversion factor @ 22.88 INR/USD)	<b>0.0000125</b>	<b>0.0000108</b>

### 3. Provide details of the following disclosures related to water, in the following format: (Contd.)

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water intensity in terms of physical output</b>	-	-
<b>Water intensity (optional)</b> - the relevant metric may be selected by the entity	-	-

\*Total volume of water withdrawal and water consumption has been assumed the same.

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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	-	-
- No treatment	2,862	2,121
- With treatment – please specify level of treatment		
(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		
<b>Total water discharged (in kilolitres)</b>	<b>2,862</b>	<b>2,121</b>

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency. No

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

### 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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

**Note:** Being in the service industry, the Company's only source of air emissions is the use of diesel generators at its centres and office units. All of these generators are regularly maintained and operate within permissible emission limits.

**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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	--	--
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	--	--
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent	--	--
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP) (conversion factor @ 22.88 INR/USD)	Metric tonnes of CO <sub>2</sub> equivalent	--	--
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	Metric tonnes of CO <sub>2</sub> equivalent	--	--
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> - the relevant metric may be selected by the entity	Metric tonnes of CO <sub>2</sub> equivalent	--	--

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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A) (Plastic Waste is included in the Bio Medical Waste)	-	-
E-waste (B)	1.36	0.00
Bio-medical waste (C)	106.88	101.56
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please Specify (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
<b>Total (A+ B + C + D + E + F + G + H)</b>	<b>108.24</b>	<b>101.56</b>
<b>Waste intensity per rupee of turnover</b> (Waste consumed/turnover)	0.000000021	0.000000023
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste consumption/Revenue from operations adjusted for PPP) (conversion factor @ 22.88 INR/USD)	0.000000472	0.000000517
<b>Waste intensity in terms of physical output</b>	-	-
<b>Waste intensity (optional)</b> – the relevant metric may be selected by the entity	-	-

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
<b>Category of waste</b>		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	-	-
Bio Medical generated by the Company in the course of its operations cannot be recovered through recycling or reusing by the Company		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
<b>Category of waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations – i.e., handing over of bio-medical waste to authorised service provider for further processing	108.24	101.56
<b>Total</b>	<b>108.24</b>	<b>101.56</b>

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:

The Company follows the CPCB BMW rules of 2016 policy for the disposal of Biomedical waste (BMW). PCB authorised collectors are employed for segregation and disposal. Under the provisions and guidelines issued by MoEF, the Company has adopted an e-waste policy that covers all electronic and electrical goods. The e-waste and waste oil are disposed of through authorised vendors. General waste, which includes papers, cardboard boxes, day-to-day plastic waste, tins, and general scrap, is disposed of on a need basis. Additionally periodic visits by the Company officials are made to ensure that the vendor is following all due compliances.

We have also implemented strong measures for digitising processes to reduce the need for paper. Further minimising the usage of paper across offices is an on-going activity.

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:

Sr. 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.
			Not applicable, as the Company does not operate in or around ecologically sensitive areas, and hence there are no environmental approvals or clearances to report.

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

Not applicable, as the Company has not undertaken any projects in the current financial year that require environmental impact assessments according to applicable laws.



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, and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Based on the nature of Business, the Company is compliant with all applicable laws/regulations/guidelines.

Sr. 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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## 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: The Company was a member of one (1) trade and industry chambers/associations during FY2024.

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:

Sl. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	Confederation of Indian Industry ('CII')	National

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

Name of authority	Brief of the case	Corrective action taken
The Company has not engaged in any anti-competitive conduct and therefore has not received any adverse orders from regulatory authorities in this regard.		

## 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
Not applicable, as there was no such project which was mandated for social impact assessment based on applicable laws.					

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

Sr. No.	Name of Project for which R&R is on-going	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not applicable, as there was no project that required Rehabilitation and Resettlement (R&R).						

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 diagnostic centres.

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

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/Small producers	10.53%	4.40%
Sourced directly within India	100.00%	100.00%

#### 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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	-	-
Semi-urban	11.15%	9.79%
Urban	11.12%	11.28%
Metropolitan	77.73%	78.93%

### 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 receives customers' queries and complaints through various channels, including voice calls, emails, social media, mobile app and chat. The First Call Resolution (FCR) is provided wherever possible and in case the complaint is not FCR, the request has been raised and tagged internally to ensure close tracking of complaints and queries. If the client is not satisfied with the resolution provided, then the complaint is thereafter discussed with the concerned internal stakeholders for effective closure to the satisfaction of the consumer. The average span of closure is within 48 hours.

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

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	-
Safe and responsible usage	-
Recycling and/or safe disposal	-

##### 3. Number of consumer complaints in respect of the following:

Category	FY 2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	3,366	166	The unresolved complaints as on March 31, 2024, have been subsequently resolved.	5,854	54	The unresolved complaints as on March 31, 2023, have been subsequently resolved.
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-



#### 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 is committed to respecting the privacy of every person who shares information or data with the Company. The web link for the privacy policy can be accessed on Company's website at <https://www.vijayadiagnostic.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:

There were no material issues arise relating to advertising, delivery of essential services; cyber security and data privacy of customers which required corrective action to be taken. Also there was no penalty imposed/action taken by any regulatory authority during the period under review.

#### 7. Provide the following information relating to data breaches:

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