

Date of submission: 13th July 2023

To The Secretary Listing Department BSE Limited Department of Corporate Services Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001 Scrip Code - 539551	To The Secretary Listing Department National Stock Exchange of India Limited Exchange Plaza, Bandra Kurla Complex Mumbai – 400 051 Stock Code- NH
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Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for the FY 2022-23

Pursuant to Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ('Listing Regulations'), please find enclosed herewith Business Responsibility and Sustainability Report for the financial year ended 31st March 2023.

Kindly take the same on record.

Thanking you

Yours faithfully

For **NARAYANA HRUDAYALAYA LIMITED**

Sridhar S.

Group Company Secretary, Legal and Compliance Officer

Encl: As above

Annexure IX

Business Responsibility and Sustainability Report



SECTION A – GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L85110KA2000PLC027497
2.	Name of the company	Narayana Hrudayalaya Limited
3.	Year of incorporation	2000
4.	Registered office address	No.258/A, Bommasandra Industrial Area, Anekal. T.Q. Bangalore – 560099
5.	Corporate address	No.261/A, 2 nd floor, Bommasandra Industrial Area, Anekal. T.Q. Bangalore – 560099
6.	E-mail	investorrelations@narayanahealth.org
7.	Telephone	+91 80 7122 2129
8.	Website	www.narayanahealth.org
9.	Financial year for which reporting is being done	2022-23
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) & National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	2043.61 million
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. Jyotish Kumar nhesg@narayanahealth.org 8867813357
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

II. Products and Services

14. 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	Hospital and Medical Care (Health Care Services)	Hospital Care Services through Hospitals & Clinics activities	96%

15. 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	Hospital and Medical Care (Health Care Services)	8610	96%

III. Operations

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

Location	Number of Healthcare Facilities	Number of offices	Total
National	Owned/ operated hospitals – 18 Managed hospitals – 1 Heart Centres – 4 Primary Healthcare facility – 21	2	46
International	The Company owns and operates one hospital in Cayman Islands.	Nil	1

17. Markets served by the entity:

a. Number of locations

Location	Number
National (No. of States)	11
International (No. of Countries)	1

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

1.05%

c. A brief on types of customers

They include patients requiring healthcare services and medical assistance.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	11,923	4,769	40	7,154	60
2.	Other than Permanent (E)	3,538	1,683	48	1,855	52
3.	Total employees (D + E)	15,461	6,452	42	9,009	58

b. Differently abled Employees:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	8	6	75	2	25
2.	Other than Permanent (E)	2	2	100	-	-
3.	Total differently abled employees (D + E)	10	8	80	2	20

The entire workforce is categorized as 'Employees' and none as 'Workers'. Therefore, the information required in all sections in the 'Workers' category not applicable to the Company.

19. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	12	2	17
Key Management Personnel	3	1	33

20. Turnover rate for permanent employees

Particulars	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	27.53%	38.63%	35.31%	25.03%	40.25%	35.88%	32.20%	47.46%	42.78%

V. Holding, subsidiary and associate companies (including joint ventures)**21. (a) Names of holding / subsidiary / associate companies / joint ventures**

The details of number of subsidiaries forms part of the Board's Report. Please refer to page No. 47.

VI. Corporate Social Responsibility**22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes**

(ii) Turnover (in Rs.) – 30,660.28 Million

(iii) Net worth (in Rs.) – 14,687.43 Million

VII. Transparency and Disclosure Compliances**23. 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 2022-23			FY 2021-2022		
		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	0	0	-	0	0	-
Shareholders	Yes	0	0	-	46	0	-
Investors	Yes	0	0	-	0	0	-
Employees and workers	Yes	6	0	-	1	0	-
Customers (Regular)	Yes	2,888	0	-	281	0	-
Complaints in Hospitals							
Customers (Litigations Filed by Patients)	Yes	14	14	-	8	8	-
Value Chain Partners	Yes	0	0	-	0	0	-

Please refer the below link for policies:

<https://www.narayanahealth.org/stakeholder-relations/company-policies>

Customers reach out to us through our brand handles on Twitter, Facebook, Instagram, LinkedIn, Google Business profiles and other social media platforms. They also register their feedback through feedback@narayanahealth.org and also through the feedback page on the website: <https://www.narayanahealth.org/feedback-form>

24. 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.

Sr. No.	Material identified issue	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	Health & Safety	R	Adequate safety measures that could impact the various stakeholders due to the nature of the business activities	Relevant certifications obtained. Develop policies / code of conduct for employees / patients / other stakeholders	Negative: Refer to the notes to financial statements for any possible financial implications from legal disputes
2	Access to Healthcare	O	Access to world-class, high-quality treatment with stringent cost optimization to underprivileged population	-	Positive: Increase in the revenue by expanding the reach of our operations.
3	Process Safety & Quality	R	Ensuring safety and quality to adhere best practises	Establish a 5-layer NHL-Governance Framework (NHGF). To get more hospitals with JCI and NABH accreditations	Negative: Risk due to negative perspective over safety and quality of services provided by NHL, adversely impacting the revenue
4	Corporate Governance	R	Listed corporate entity's requirements to adhere to stringent corporate laws and governance practises	Clearly spelled out policies, specific committees overseeing targeted topics, diverse group of people constituting the board and committees	Negative: Adverse orders due to non-compliance with laws and regulations will lead to negative impact.
5	Business Conduct & Compliance	R	Listed corporate entity's requirements to adhere to stringent corporate laws and governance practises	Specific policies to cover the business conduct and compliances, coupled with periodic trainings to the relevant stakeholders	Negative: Due to possible non-compliance to various laws and regulations, will lead to negative impact.
6	Business Continuity	R	Risk of continuity of the operations in case of a possible impediment due to any disaster scenario	Comprehensive disaster management plans addressing potential impacts and mapping the corresponding business continuity plans	Negative: In case of a disaster, negative implications on the going concern of operations
7	Data Security & Privacy	R	In the business of healthcare services, there is a heightened risk from security threats / data theft of patients' data	Group-wide policy with board oversight and committees to monitor and track threats on a periodic manner	Negative: Loss of sensitive data of patients, company and the operations / procedures
8	Regulatory Issues & Compliance	R	Stringent laws and regulations governing the operations of healthcare services	Adequate policies and procedures in place to timely address the regulatory issues and compliance	Negative: Risk of negative impact from non-compliance to healthcare regulation and other compliances
9	Energy Efficiency	O	Energy efficient initiatives that support the ESG goals of NHL and reduce the energy consumption and cut down the energy costs	-	Positive: Investment in energy efficient projects results in reduction in the energy cost for NHL, with positive impact on profits

Sr. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10	Water Stress	R	Availability of water for operations in water stress locations	Domestic waste water is treated and re-used for non-contact purposes like flushing, gardening and hospital vehicle washing. Adoption of rain water harvesting techniques and reutilisation of RO rejected water for inhouse hospital purpose	Negative: Adverse impact on the lack of availability of water and the consequent increase in the cost of procurement of water for the hospital operations and other allied purposes

SECTION B – MANAGEMENT AND PROCESS DISCLOSURES

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)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b) Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c) Web Link of the Policies, if available	https://www.narayanahealth.org/stakeholder-relations/company-policies								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	N	N	Y	Y	N	Y	Y
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>Narayana Health adheres to national and international standards for patient safety & quality of care. Health and Safety Management activity is part of NABH & JCI Standards. The Company has various accreditation and certification by national and international agencies including National Accreditation Board for Hospital and Healthcare Providers (NABH), National Accreditation Board for Testing and Calibration Laboratories (NABL), Joint Commission International (JCI) and Nursing Excellence Certification by NABH. Currently, 17 units are accredited by NABH, 4 Hospitals, and Heart Centres are accredited by NABH entry level, Narayana Institute of Cardiac Sciences and Health City Cayman Islands are accredited by JCI, 10 units are accredited by NABL and 11 units are certified by Nursing Excellence.</p> <p>Information Security Standard: ISO 27001:2013</p>								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	<p>This year, formulated ESG Strategy for NHL & have considered Key ESG Targets. ESG Targets are categorised under three sections. The targets considered are:</p> <p>i. A Healthy Planet:</p> <ul style="list-style-type: none"> • 30% Renewable Energy Mix by 2030 • Carbon Neutral-by 2040 • 100 % Waste-Water Recycling by 2030 • Optimization of Waste Management Process • 50% less paper use across patients by 2025 from 2023 <p>ii. A Healthy Society</p> <ul style="list-style-type: none"> • 25000+ doctors, nurses & paramedical trained by 2030 • Support 4000+ underprivileged academically bright students, aspiring to become doctors (appearing for NEET & MBBS scholarships by 2030) • Touching Lives of 20,000+ Govt. School children through cleanliness and hunger Feeding program by 2030 • Decreasing disparities in access to care-5000+ Bone Marrow Transplants (BMTs) by 2030 & to save 5000+ children every year with our pediatric cardiac program • 560,000+ man hours-invested in associate development programs, including upskilling by 2030 • Industry Leader in Digitalization- for enhancing patient safety & experience. <p>iii. For Healthy Institution</p> <ul style="list-style-type: none"> • Industry Leader in Clinical Governance • 100 % NABH & Enterprise Level JCI Certified Hospital by 2025 • 1000+ publications-in Peer Reviewed indexed Journals (in 5 years ending Calendar Year 2025) • Extreme Risk Management-including organisation wide Business Continuity Plan for world class enterprise risk management • Cyber Resilience-through robust risk management practices 								

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met	Performance against the ESG targets <ul style="list-style-type: none"> • Renewable Energy mix sourced - 23% • 17,643 Tons of Carbon Saved • Wastewater Recycling achieved - 95% • Waste Management Process - Followed as per Guidelines • Achieved printing of 5 pages per patient from 11 pages per patient • 10000+ Doctors, Nurses & Paramedical Staff trained • Supported 1000+ underprivileged academically bright students appeared for NEET & MBBS scholarship • Supported 360 kids for feeding programme & 6 schools with 1200 kids for sanitation program, toilets redevelopments in government schools. • 100 Crore + discount towards subsidised Cardiac Surgeries, BMT and support to under privileged patients • 2,000+ Bone Marrow Transplants (BMT's) conducted to date • Invested 3.75 Lakh man-hours in training and development • Established World Class Risk Management Practices based on Strategic, Operational, Financial, Reputational & Compliance Risk • Monitoring of 125+ KPIs, 25+ specialities for Clinical Governance • A total of 738 publications were done between year 2000 to 2016. We aspire to reach over 1000 publications in Peer Reviewed Indexed Journals during the 5 years ending calendar year 2025 • NABH Certified Units:100% • JCI Certified Units: 2 No. • Achieved ISO 27001:2013 & Implemented Enterprise Identity Administration & Governance 								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements
For director's statement & more details about ESG performance, please refer the Page No. 285 and 292 of Annual Report 2022-23
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).
Dr. Emmanuel Rupert, Managing Director & Group CEO
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 Stakeholders Relationship Committee constituted by the Board.

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
Performance against above policies and follow up action	Committee of the Board																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Committee of the Board									Annually								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9									
										No								

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

Not applicable



SECTION C – PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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	% of persons in respective category covered by the awareness programmes
Board of directors	2	Code of Conduct & Ethics, Insider Trading Regulations, Conflict of Interest, ESG Strategy Business Continuity and Disaster Recovery Management	100
Key managerial personnel			
Employees other than BoD and KMPs	20390	11 Broad Topics Covered under 5 Principles Health & Safety Trainings, Skill upgradation, Soft skills Functional/Technical Training, Training on Disaster Management measures such as Fire Mock Drill etc., Training employees on safe waste handling labelling and storage of hazardous products, Product learning modules, New product launches, Compliance, POSH- Prevention of Sexual Harassment and IT Security	90

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)

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agency/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement			Nil		
Compounding fee					
Non-monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agency/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment					
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.

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.

Yes, the Company has a detailed Anti-Bribery policy governed by a set of principles and series of procedures. For more details, please refer to <https://www.narayanahealth.org/sites/default/files/download/codes-policies/Anti-Bribery-Policy.pdf>

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 2022-23	FY 2021-22
Directors	Nil	Nil
KMPs		
Employees		
Workers		

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

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

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

Not applicable.

Leadership Indicators

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

Total number of awareness programmes 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
Nil		

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 has maintained Code of Conduct for members of the Board of Directors. The Company adheres to highest corporate governance mechanism, ensuring highest standards of ethics and integrity in all business dealings while avoiding potential conflict of interests. The Company obtains annual declaration from its Board members of their interest and shall abstain themselves from participation and discussion where they are interested.

Principle 2 – Businesses should provide goods and services in a manner that is sustainable and safe.

Essential Indicators

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

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	Nil	Nil	The Company is engaged in Clinical Research activity which is sponsored by entities. NHL does not directly invest for the same. We focus on the social context of the research activities & have undertaken several research activities that have immense social value. For instance, oral cancer is a major health issue among Indians and diagnosis is often very late, especially in rural areas. Our research on oral cancer focused on early diagnosis using inexpensive methods and requiring minimal infrastructure thus having a huge social impact. We have undertaken several other studies in the area of COVID and Cancer that has similar social value.
Capex	1.29%	0.29%	In our endeavour to curb Energy Consumption, the company has transitioned to distinct energy efficiency measures. These measures include replacing traditional equipment such as chillers, boilers, cooling tower, pumps & CFLs at various hospitals with new and efficient chillers, electric heat pumps, cooling towers, modification & optimization of chilled water lines for buildings & LED lights at various units.

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

Yes, the Company is in the business of providing healthcare service in which the products and services as inputs are regulated by the statutes and hence, we procure the products and services from empanelled vendors who are governed by various statutes.

The Company takes various steps to partner with vendors who are certified to be compliant with social and environmental standards. (ISO 9001, 14001 & 45001)

During procurement of high value Utilities, Life Cycle Cost analysis is also carried out to identify a sustainable product with lesser energy footprint. This procedure ensures energy efficiency, resource consumption to an optimum level, while meeting the requirement.

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

10%

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.

Waste type	Waste management procedure in place
Plastic (including packaging)	
E-waste	
Hazardous waste	Not applicable
Other waste (wastepaper and paper products)	

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 EPR plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

No, our sustainable approach to waste management entails a clearly defined process of appropriate, safe, and reliable handling, storage, and disposal of all types of waste. Disposal of various types of wastes is carried through authorized vendors.

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?

The company has not conducted LCA for its services.

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

Not applicable

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	
	2022-23	2021-22
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:

	2022-23			2021-22		
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed
Plastics (including packaging)	Not applicable			Not applicable		
E-waste						
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not applicable	

Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	4,769	4,769	100	4,769	100	-	-	4,769	100	4,769	100
Female	7,154	7,154	100	7,154	100	7,154	100	-	-	7,154	100
Total	11,923	11,923	100	11,923	100	7,154	60	4,769	40	11,923	100

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)
Other than Permanent employees											
Male	1,683	1,683	100	1,683	100	-	-	-	-	1,683	100
Female	1,855	1,855	100	1,855	100	1,855	100	-	-	1,855	100
Total	3,538	3,538	100	3,538	100	1,855	52	-	-	3,538	100

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

The Company does not have workers category

2. Details of retirement benefits, for current and previous financial years

Benefits	FY 2022-23			FY 2021-22		
	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/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	98	NA	Y	98	NA	Y
Gratuity	100	NA	Y	100	NA	Y
ESI	48	NA	Y	53	NA	Y
Others-Group Personal Accident & Group Term Life Insurance	100	NA	Y	100	NA	Y

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.

Yes, the premises are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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, Equal Opportunity Policy is available. NHL maintains Fairness at Workplace Policy & is committed to provide an environment of fairness and equality which is free from any sort of discrimination and to work with mutual dignity and respect with each other. Policy ensures diversity and inclusion of all people, including people with disability.

The web link to the policy: <https://www.narayanahealth.org/sites/default/files/download/codes-policies/FAW-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	97%	79%		
Female	100%	59%	Not applicable	
Total	99%	67%		

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

	Yes/No(If Yes, then give details of the mechanism in brief)
Permanent workers	Not applicable
Other than permanent workers	
Permanent employees	Yes, well formulated Grievance Redressal Procedure is available to employees. Includes all categories of employees of the Organization either working part-time or full time and including but not limited to regular employees, temporary employees, ad-hoc employees, daily wage earners, probationers, apprentices, trainees, consultants. This aims to provide NHL employees the right to work in an environment free from any form of discrimination and conduct, which can be considered harassing, coercive, or disruptive. The web link to the policy: https://www.narayanahealth.org/sites/default/files/download/codes-policies/FAW-Policy.pdf
Other than permanent employees	

7. Membership of employees and workers in association(s) or Unions recognized by the listed entity:

The Company does not have a Union.

8. Details of training given to employees:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	4,769	3,738	78	2,670	56	4,558	3,338	73	2,384	52
Female	7,154	6,942	97	5,340	75	6,940	6,198	89	4,768	69
Total	11,923	10,680	90	8,010	67	11,498	9,536	83	7,152	62

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	4,269	4,269	100	4,058	4,058	100
Female	6,454	6,454	100	6,240	6,240	100
Total	10,723	10,723	100	10,298	10,298	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, what is the coverage of such a system?

Yes, all Clinical & Facility related activities are covered under occupational health and safety management system.

The Company adheres to National and International Standards for healthcare. Health and Safety Management activity is part of NABH & JCI Standards. Hazard Identification and Risk Assessment (HIRA) is carried out on a periodic basis to undertake control measures for each hazard.

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

Protecting the health, safety, and well-being of our employees is an integral part of how we operate at NHL.

We have outlined our approach to assessing, evaluating, eliminating, and mitigating unprecedented risks to our employees across our operations which include initiatives like: Facility/Safety Rounds, Hazard Identification and Risk Assessment (HIRA) which is carried out on an annual basis & identifying control in place for each hazard. This risk assessment captures routine & non-routine activities also.

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

Yes, for work related Hazards, Incident Management System (IMS) is in place to report all incidents on the digital platform and capture inputs from all stakeholders. IMS also facilitates Root Cause Analysis (RCA) and learning is used to improve processes. IMS platform is enabled on web and mobile platform with standard categorization, auto assignment and escalation process.

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

Yes, employees are provided with Health Insurance, Regular Medical Health Check-up / Vaccination during Covid etc.

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

Safety incident/number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked)	Employees	0	0
Total recordable work-related injuries	Employees	0	0
No. of fatalities	Employees	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0

* The Company does not have workers category

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

Following measures have taken by NHL to ensure a safe and healthy workplace.

- Provision of induction & refresh safety training for all employees covering areas such as proper usage of equipment, and protection against hazardous material.
- Identifying procedures to protect our employees in case of emergencies like natural disasters, fires, hazardous material spill which are possible instances in hospitals and conducting continuous training on these topics to educate all our associates, including employees, contractual associates, trainees, and any other stakeholder who is physically associated with the organization.
- Preconstruction risk assessment for providing guidelines regarding the determination of the potential risks associated with projects involving demolition, construction & renovation.
- Implementation of safety codes to identify and develop safe practices against potential hazards, disasters, and other risks that can occur in workplace.

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

	FY 2022-23			FY 2021-22		
	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	100%
Working conditions	100%

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.

None. Risk assessment of health and safety practices is a on-going process and required steps are taken from time to time depending on the risk foreseen.

Leadership Indicators

- 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, we have a well-defined Term Life Benefit Programme which protects dependent of associates (Permanent Employees) due to unforeseen conditions or circumstances leading to their death. For associates covered under ESI scheme, they are governed by the provisions & benefits as provided under the said act.

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

The assessment of value chain partners for statutory dues deducted and deposited will be carried out on a going forward basis

- 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:

Stakeholder group	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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Employees				Nil

* The Company does not have workers category

- Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

No

- Details on assessment of value chain partners:

Stakeholder group	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	
Working Conditions	Nil

- 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

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

As per the defined mission, the company identifies the stakeholders based on their relative interest in the company's operations and their effect on the respective shareholders.

Stakeholders are identified as:

- Internal Stakeholders, those who are directly involved with the organisation, such as employees, senior management and shareholders.
- External Stakeholders, those who are not directly involved with the entity but can still have an impact on it, such as customers, suppliers, investors, regulatory bodies, and the community.

It is important to identify stakeholders' roles, interest, influence, concerns & expectations with NHL. Accordingly, stakeholder engagement frequency is defined.

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

Stakeholder group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/ half-yearly/ quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	Email, direct communications, AGM, Website, newspaper publication	Quarterly investor earning calls on financial performance and Statutory meetings like AGM, otherwise on a need basis	Financial performance and clarifying investor queries.
Suppliers	No	Direct communications, Email	Purpose based	Business discussions
Customers	No	Email, SMS, website	On a need-basis	Business discussions, training programmes, workshops
Employees	No	Email, direct communications, SMS	Purpose based	Training and workshops, redressal forums
Communities	Yes	Community meetings, Email, newspaper	Based on the community engagements undertaken	CSR activities and other welfare measures
Senior Management & Board	No	Direct communications, Email	Statutory meetings like Board meetings, other purpose-based meetings on a need basis	Business discussions, training

Leadership Indicators

- 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.

Views of stakeholders are taken up with the relevant committees of the Board for its consideration and the advice of the relevant Committee are incorporated in the implementation process / steps taken for ESG activities.

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 the policies and activities of the entity.

Yes, Stakeholder consultation is carried out for identification & management of environmental and social topics.

To capture the stakeholder's preference for Critical ESG Topics that NHL should focus on, an online survey is undertaken with identified stakeholders. Based on inputs provided by Stakeholders, their insights are integrated into ESG Strategy for the organization.

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

Regular interactions are done with vulnerable/ marginalized stakeholder groups with the help of Implementation partners who are involved in these projects. The CSR team conduct periodic field visits and related studies of CSR projects. Stakeholders' concerns are addressed if any and escalated to implementation partner if needed.

Principle 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	11,923	8,558	72	11,498	7,507	65
Other than permanent	3,538	1,958	55	3,373	1,659	49
Total employees	15,461	10,516	68	14,871	9,166	62

2. Details of minimum wages paid to employees.

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	11,923	-	-	11,923	100	11,498	-	-	11,498	100
Male	4,769	-	-	4,769	100	4,558	-	-	4,558	100
Female	7,154	-	-	7,154	100	6,940	-	-	6,940	100
Other than permanent	3,538	-	-	3,538	100	3,373	-	-	3,373	100
Male	1,683	-	-	1,683	100	1,528	-	-	1,528	100
Female	1,855	-	-	1,855	100	1,845	-	-	1,845	100

3. Details of remuneration/salary/wages

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	10	5,37,500	2	3,23,500
Key managerial personnel	2	3,59,18,058	1	2,06,42,484
Employees other than BoD & KMP	4,679	3,27,756	7,046	2,67,000

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, there are no specific human rights impacts arising from the services provided by the Company. However, any concerns or complaints of any human rights violation in the course of delivery of services is addressed as per the applicable policies and procedures of the company and applicable law.

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

All employees receive training on the Business Ethics & Code of Conduct and POSH to help ensure that employee conduct is in line with the principles upheld by the Company. Company has defined process/channel for raising employee concerns & mechanisms for redressal of such issues through the Code.

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

	FY 2022-23			FY 2021-22		
	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	6*	0	Action taken as per provision	1	0	Action taken as per provision
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced labour/Involuntary labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights-related issues	Nil	Nil	Nil	Nil	Nil	Nil

*as per report filed under POSH Act for the calendar year 2023

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

Employee is encouraged to utilize the grievance procedure without fear of recrimination. NHL will not allow any form of discrimination or retaliation against an employee & they are fully empowered to make use of mechanisms, procedures as laid down under the policies.

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

Yes, all our agreements are carried out for empanelled vendors & necessarily covers all aspects of human rights processes like, prohibition of child labour, forced labour, compliances to statutory remittances including & not limited to any acts of non-discrimination or harassments.

9. Assessments for the year

	% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others – please specify	Nil

NHL Units are assessed by HR Corporate Compliance Team on periodic basis. We have a defined code of conduct document which clearly prohibits the employment of child labour, forced labour etc and all these processes are very well ingrained in our HR processes like onboarding, interview evaluation, regulatory requirements etc. Sexual harassment is part of POSH requirements, we have defined policy, mechanism for reporting and redressal in place along with necessary trainings for all associates. Our Code of Conduct addresses point relating to non-discrimination at workplace.

10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above.

None

Leadership Indicators

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

In an endeavour to bring changes into the policy framework, we have remodified & restructured various systems related to human rights & redressal mechanism processes in alignment with changing human rights governance process.

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

Scope & coverage of human rights & its resolution process is as per the defined code of conduct & business ethics policy framework of NHL

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, premise/office of NHL are fully accessible to all visitors including patients with disability & provided all support as required by the law. Entity provides an environment of fairness and equality which is free from any sort of discrimination during treatment.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	During the year no Assessment is carried for Value Chain Partners
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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- (Giga Joules), in the following format:

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	196,772	242,175
Total fuel consumption (B)	16,028	20,167
Energy consumption through other sources (C)	1,501	3,388
Total energy consumption (A+B+C)	214,301	265,730
Energy intensity per rupee of turnover (Total energy consumption-Giga Joules / ₹ Lakh turnover)	0.70	1.06
Energy intensity per Occupied Bed Days (Total energy consumption-Giga Joules / Occupied Bed Days)	0.27	0.30
Energy intensity per Sq. Feet built up area (Total energy consumption-Giga Joules / Sq. feet built up area)	0.07	0.09

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

Yes, Energy Assessment (For Energy Efficiency) has been carried out for 8 Units by external agency (CII, TERI & Smart Joules). NHL has appointed certified energy auditor in ESG department at corporate level. Energy related initiatives are periodically monitored & reviewed at Corporate Level and subsequently improvement activities are implemented.

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, our organization is not identified as designated consumers (DCs), so PAT scheme of Government of India is not applicable.

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	541,518	574,899
(iii) Third-party water	392,549	321,780
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	934,067	896,679
Total volume of water consumption (in kilolitres)	680,878	598,832
Water intensity per rupee of turnover (Water Consumed-KL / ₹ Lakh turnover)	2.22	2.38
Water intensity per Occupied Bed Days (Water Consumed-KL / Occupied bed days)	0.87	0.67
Water intensity per Sq. Feet built up area (Water Consumed-KL / Sq. feet built up area)	0.23	0.20

**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.**

Water Withdrawal & Consumption assessment is not carried out by any external agency. Water related initiatives are periodically monitored & reviewed at Corporate Level and subsequently improvement initiatives are implemented.

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

At Present, NHL has not implemented a Zero Liquid Discharge mechanism. However, waste-water is being treated & recycled at inhouse Sewage Treatment Plants and utilized for suitable non-contact purposes like flushing & gardening etc and left over treated water is drained.

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

Parameter	Unit	FY 2022-23	FY 2021-22
NOx	Kg	1044.3	601.5
SOx	Kg	5.4	3.1
Particulate matter (PM)	Kg	39.60	22.8
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)		NA	
Others – ozone-depleting substances (HCFC - 22 or R-22)			

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 independent assessment/evaluation/assurance has been carried out by an external agency.

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions Stationary Combustion (Fuel Combustion) & Mobile Combustion (Vehicles movement inside organisation)-CO2	Metric tonnes of CO2 equivalent	718	620
Total Scope 2 emissions Purchased Electricity (Grid)-CO2	Metric tonnes of CO2 equivalent	35,353	31,933
Total Scope 1 and Scope 2 emissions per rupee of turnover-CO2	(Metric tonnes of CO2 equivalent /₹ Lakh turnover)	0.12	0.13

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.

For GHG emissions, no independent assessment/evaluation/assurance has been carried out by an external agency.

7. Does the entity have any project related to reducing greenhouse gas emission? If Yes, then provide details.

Projects considered under Scope 1 Category for reducing Green House Gas Emission.

- Replacement of diesel fired old Boilers at Hospitals with energy efficient refrigerant based Heat Pumps.
- Operation of environment friendly Battery Cars/Carts within the campus for internal movement of patients, staffs and visitors.

Projects considered under Scope 2 Category for reducing Green House Gas Emission

- We have initiated efforts to integrate renewable sources of energy across our network. The renewable energy projects at different sites are tailored in accordance with the local climate and energy needs, viability, regulatory permissions, and compliance with the state electricity board RPO (Renewable Power Obligation) introduced by the Indian government.
- Through the use of renewable energy across our hospitals we have successfully sourced 23% of energy and we have made constant efforts towards adoption of alternate sources of energy in our hospitals.
- Reduction in carbon emissions by 17643 tons/**Year** as a result of the transition to renewable energy sources

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

Parameter	FY 2022-23	FY 2021-22
Total waste generated (in metric tonnes)		
Plastic waste (A)	0	0
E-waste (B)	8.33	3.61
Bio-medical waste (C)	1,592	1,410
Construction and demolition waste (D)	734	0
Battery waste (E)	0	0

Parameter	FY 2022-23	FY 2021-22
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G) (Used Oil from DG Sets, Air and Oil Filters- Oil Containing residues, Spent Solvents - Formalin, Other Chemicals if any etc.)	5.88	0.40
Other Non-hazardous waste generated (H) General Waste (Tissue Papers / Disposable plates/ Medicine wrapper/ Canteen Waste etc.)	1,460	1,299
Total (A+B + C + D + E + F + G + H)	3,800	2,713
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	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations (Disposing to Authorized Vendors)	3,800	2,713
Total	3,800	2,713

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.

Waste generation, disposal assessment has not been carried out by any external agency. Waste generation, segregation, collection, pre-treatment, storage & disposal activities to authorized vendor as per the applicable laws are periodically monitored & reviewed at Corporate Level and subsequently improvement initiatives are implemented.

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

The Environmental and Social Governance (ESG) Policy covers the aspect of waste management. The policy provides for waste segregation and aggregation systems to ensure proper collation and disposal of hazardous & bio-medical wastes in compliance with applicable statutes. The policy also advocates to avoid hazardous chemicals to the extent possible.

E-wastes, Lead Wastes and Metal Scraps generated at the hospital are collected at site & disposed through authorized recyclers/dismantlers. Food Waste generated from hospital wards & canteen are processed through in house organic waste composter and the compost generated as outcome is utilized for landscaping within the hospital. In facilities where in-house organic waste composter is not available, food waste is handed over to authorized vendors.

All type of waste generated in the hospitals are segregated, collected, stored, transported & disposed to authorized vendors as per the applicable laws. All such records of individual waste generated, treated & disposed are maintained on day-to-day basis. Also, regular waste audits are conducted in the Hospitals to ensure there is proper segregation of waste at source, storage at site, treatment & disposal of waste.

For more details, please refer the policy <https://www.narayanahealth.org/sites/default/files/download/codes-policies/ESG-Policy.pdf>

10. 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.
1	SRCC Children's Hospital, 1, 1A, Keshavrao Khadye Marg, Haji Ali, Haji Ali Government Colony, Mahalakshmi, Mumbai, Maharashtra 400034 (Coastal regulation zones)	Hospital, Healthcare Industry	Y

11. Details of Environmental Impact Assessments of projects undertaken by the entity based on applicable laws, in the current financial 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
None					

12. 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 there under (Y/N). If not, provide details of all such non-compliances:

Yes, we are compliant with the applicable environmental laws / regulations / guidelines in India.

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format: - (Giga Joules)

Parameter	FY 2022-23	FY 2021-22
From renewable sources		
Total Electricity consumption (A)	49,146	63,080
Total Fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	49,146	63,080
From non-renewable sources		
Total Electricity consumption (D)	147,626	179,094
Total Fuel consumption (E)	16,028	20,166
Energy consumption through other sources (F)	1,501	3,388
Total energy consumed from non-renewable sources (D+E+F)	165,155	202,648

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.

Energy Assessment (For Renewable & Non-Renewable) is not carried out by any external agency. NHL has appointed certified energy Auditor in the ESG department at corporate level. Energy related initiatives are periodically monitored & reviewed at Corporate Level and subsequently improvement activities are implemented.

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	-	-
- With Secondary treatment	253,189	297,847
(ii) To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

Parameter	FY 2022-23	FY 2021-22
(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)	253,189	297,847

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.

Water Discharged assessment is not carried out by any external agency. Water related initiatives are periodically monitored & reviewed at Corporate Level and subsequently improvement initiatives are implemented.

3. 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:

- Name of the area: Bommasandra Industrial Area, Anekal Taluk (Karnataka), Bangalore-South (Karnataka), Ahmedabad City (Gujarat), Gurgaon (Haryana)
- Nature of operations: Hospital
- Water withdrawal, consumption and discharge:

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	57974	63441
(iii) Third party water	353804	282918
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	411788	346359
Total volume of water consumption (in kilolitres)	357872	327863
Water intensity per rupee of turnover (Water consumed-KL/₹ Lakh turnover)	1.17	1.31
Water intensity per Occupied Bed/Day (Water consumed-KL / Occupied bed days)	0.45	0.37
Water intensity per Sq. Feet built up area (Water consumed-KL / Sq. feet built up area)	0.12	0.11
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment		
- With Secondary treatment	53916	18496
(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)	53916	18496

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.

Water withdrawal, consumption, and discharge in areas of water stress assessment is not carried out by any external agency. Water related initiatives are periodically monitored & reviewed at Corporate Level and subsequently improvement initiatives are implemented.

4. Please provide details of total Scope 3 emissions & their intensity:

Scope 3 baseline calculation activity is not currently carried out by NHL.

5. With respect to the ecologically sensitive areas reported at Question 10 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.

SRCC Children's Hospital Mumbai unit is covered under ecologically sensitive areas & falls under coastal regulation zones. There is no direct & indirect impact on biodiversity.

6. 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 the 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	Enhancing Energy Efficiency	In our endeavour to curb our energy consumption, we have embraced distinct energy-efficient measures. These measures include <ul style="list-style-type: none"> • Replacing traditional technologies such as Boilers & CFL lights with new and efficient electric Heat Pumps, Cooling Towers, modification, and optimization of chilled water lines for buildings & installation of LED lights at various units. • Evaluation of energy efficiency and lifecycle cost assessment is carried out for new technology upgradation or replacement as appropriate • Implementation of energy monitoring system to ensure efficient energy management. 	Witnessing the positive outcomes in response to our energy efficiency initiatives, achieved saving of 2.5 million units resulting in saving of approx. ₹ 166 Lakhs.
2	Toward a cleaner energy future	<ul style="list-style-type: none"> • To fulfil and further our commitment to environmental stewardship, we recognize the need for robust investment in renewable energy. Renewable energy sources such as solar, wind & hydropower can help us mutually achieve - reduced dependency on fossil fuels, reduced energy costs, and improved public health. • We have initiated efforts to integrate renewable sources of energy across our network. The renewable energy projects at different sites are tailored in accordance with the local climate and energy needs, viability, regulatory permissions, and compliance with the state electricity board RPO (Renewable Power Obligation) introduced by the Indian government. • Narayana Health City, Bengaluru has taken a step towards conserving natural resources by developing a solar project from a solar park under a captive model, advancing sustainable development. The health city now uses up to 77% of renewable energy for its operations and approximately 23% of its annual energy needs are met by non-renewable energy resources. By utilizing 13.8 million units from a solar, wind & hydro farm, the carbon emissions have been reduced by 13.17 Kilotons. 	Using renewable energy across our hospitals we have successfully sourced 23% of energy and we have made constant efforts towards adoption of alternate sources of energy in our hospitals.
3	Water initiatives	<ul style="list-style-type: none"> • Installation of water saving fixtures like low water flow aerators in faucets and showers • Recycling of alternative water sources like treated waste water & effective reuse in the hospitals for suitable non-contact purposes like flushing, gardening, green belt development, etc. • Reutilization of RO rejected water for our hospital in house purposes. • Leak detection & rectification on periodic basis 	Optimization of water use & sustenance of water saving initiatives.

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
4	Waste Management	Various types of waste which are generated in the hospital are segregated at source, collected, treated, stored & disposed to authorized vendor as per the applicable laws.	Waste management practices prevent spread of disease, protect the environment & health of the community at large.

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

NHL recognizes the importance of a risk management framework that identifies, analyses, assesses, monitors, and mitigates risks & potential threats that may hamper the achievement of our sustainable growth.

To this end, the Audit Risk & Compliance Committee of the Board of Directors reviews and oversees the Risk Management Policy and its implementation by the management of the company which includes identification of the risks impacting the Company's business and formulating and administering policies/ strategies aimed at risk minimization and risk mitigation as part of risk management.

In the last three years, we have made concerted efforts to establish a robust Enterprise Risk Management (ERM) framework for the organization.

A three-tiered approach (Corporate, Regional, and Unit Level) is followed for the identification, evaluation, mitigation, and resolution of Strategic, Operational, Financial, Reputational, and Compliance Risks. Adequate oversight of the process includes half-yearly updates to the Audit Risk & Compliance Committee.

The ERM Policy, framework and the critical risks are constantly updated with inputs from the Committee Members and the Executive Leadership Team to address the varying nature and dynamics of risks faced by the Company from time to time.

We have also taken the initiative to formulate a detailed SOP for external & internal risks and action plan to effectively address potential risks/threats with minimal impact on all the stakeholders should any of the critical external or internal risks occur.

<https://www.narayanahealth.org/sites/default/files/download/codes-policies/Risk-Management-Policy.pdf>

8. 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.

Value chain Assessment not carried for adverse impact to environment

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

Nil

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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	Association of Healthcare Providers – India ("AHPI")	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.

Name of authority	Brief of the case	Corrective action taken
	Nil	

Leadership Indicators

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

Narayana Hrudayalaya Limited and its Promoter Dr. Devi Prasad Shetty have been regularly representing to bring changes in various aspects of healthcare including representations made through AHPI for the following initiatives:

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of review by board (Annually/ half yearly/ quarterly / others – please specify)	Web-link, if available
1	Medical Education Reforms	Medical Education Reforms have been made through continuous efforts towards generating more opportunities for creating specialists, a cadre of nurses and nursing assistants.	Yes	Ad-hoc	-
2	Creation of Guidelines for introduction of Technology in Healthcare	NHL has been working with the Indian Government and MCI to introduce technology in healthcare and create guidelines for teleconsultations, online consultations, and prescriptions.	Yes	Ad-hoc	-
3	Health Sector reforms	NHL is also a part of the High-Level Group on Health Sector constituted by the 15 th Finance Commission, Government of India, and chairs the Academics Committee of Health Sector Skills Council	Yes	Ad-hoc	-
4	Medical Courses for intermediate health workers	We have also initiated the creation of courses for intermediate health workers to bridge the gaps in healthcare delivery.	Yes	Ad-hoc	-
5	Government Governance Committees	NHL is a member of the CAG audit advisory Board and the Rajasthan Chief Minister's Economic Transformation Advisory Committee	Yes	Ad-hoc	-
6	Health Insurance	As a member of Health Insurance Consultative Committee (HICC) formed by the Chairman, Insurance Regulatory Development Authority of India (IRDAI) for wider coverage of population, complete cashless transactions and technology enablement in health insurance administration.	Yes	Ad-hoc	-

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					

2. Provide information on the project(s) for which ongoing 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 ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
Not applicable						

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

Grievances are monitored for local communities during Periodic Monitoring & Review Mechanism of CSR activities under the CSR Policy.

(https://www.narayanahealth.org/sites/default/files/download/nh_investor_relations/Corporate-Social-Responsibility-Policy.pdf).

Local Communities grievances are addressed by CSR team at the Corporate Office during periodic field visits and for conducting impact studies of various CSR projects.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	30%	-----
Sourced directly from within the district and neighbouring districts	77%	-----

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 identified	Corrective action taken
Not applicable	

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

NHL undertook CSR projects in 8 designated aspiration districts in four states namely Karnataka, Rajasthan, Jharkhand, West Bengal

Names of districts are Yadgir, Raichur, Kalaburagai, Nadia, Birbhum, Karauli, Hazaribag and Ranchi. The company runs Udaan project which is an education scholarship program for financially challenged students who are aspiring to become doctors and seek some financial support. NHL supports eligible students with scholarship at respective colleges and for NEET coaching centres.

Sr. No.	State	Aspiration district	Nos. of students supported	Amount Spent (₹ Lakh)
1	Karnataka	Yadgir	10	2.1
2		Raichur	23	5.65
3		Kalaburagai	5	1.25
4	Rajasthan	Karauli	1	0.20
5	Jharkhand	Hazaribagh	1	0.21
6		Ranchi	2	0.42
7	West Bengal	Nadia	5	1.06
8		Birbhum	19	4.04
Total			66	14.93

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

No, the Company is in the business of providing healthcare service in which the products and services as inputs are regulated by the statutes and hence, we procure the products and services from empanelled vendors who are governed by various statutes.

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

Not applicable

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

Not applicable

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

We don't have any intellectual properties like patents based on traditional knowledge base. Only trademarks for our logo and name are maintained.

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.

Not applicable

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Education Udaan Program	304	100
2	Feeding program	360	100
3	Free Vaccinations for COVID-19	20,000	70
4	Wash Initiatives (Sanitation & Hygiene) -6 Government girls school	1,200	100

Please refer to CSR report of this Annual report.

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

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

Grievance Redressal Mechanism:

Grievance redressals are done through various options available for the patients as e-mails, phone calls to the dedicated call centre numbers, and review sites. These grievances are addressed through ticketing system with specific assignment and Service Level Agreements (SLA). Assigned team members monitor the response and resolved within the scheduled time and any of the violation of SLA is monitored and discussed for improvements.

Grievance redressals are also done through various other options available for the patients through brand handles on Twitter, Facebook, Instagram, LinkedIn, Google Business profiles and other social media platforms.

Feedback Mechanism:

Customer voice takes highest importance. The concerned team ensure the patients are contacted and all the feedbacks are closed within 48 hours, if there is no clinical intervention required. The constructive feed backs are analysed, responded for effective resolution to make service more patient centric and corrective and preventive actions (CAPA) being taken for better improvement of systems, procedures, and services. Team members are assigned to monitor the responses and resolution time for variation with respect to benchmark.

Feedback is also registered through feedback@narayanahealth.org and also through the feedback page on the **website:** <https://www.narayanahealth.org/feedback-form>

- Turnover of products and/or services as a percentage of turnover from all products/services that carry information about:

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

- Number of consumer complaints in respect of the following:

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive trade practices	0	0	-	0	0	-
Unfair trade practices	0	0	-	0	0	-
Other (Customer Complaints)	2888	0	-	281	0	-

- Details of instances of product recalls on account of safety issues.

	Number	Reasons for Recall
Voluntary Recalls		
Forced Recalls		Not applicable

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

Yes, the Company has a privacy policy and is hosted in the website. <https://www.narayanahealth.org/privacy-policy>

The Company also has an internal Information Security Policy that is committed to protect the confidentiality, integrity and availability of information.

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 the safety of products/services.

Nil

Leadership Indicators

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

<https://www.narayanahealth.org/about-us>

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

The Hospital Nursing Teams runs Care Companion Program to provide education to patient's family members with low or no prior medical knowledge on attending to the needs (Do's & Don'ts) of the patient at respective Hospitals.

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

The Organisation informs its consumers through respective communication & operations teams for any disruption/discontinuation of essential services.

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.

Not applicable as the company deals in healthcare services.

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of the entity or the entity as a whole? (Yes / No)

Yes, we carry out Customer Satisfaction Survey on regular basis at all different locations of our organisation. Customer Satisfaction Score (CSAT), Net Promotion Score (NPS), and Google Scores are monitored regularly as a measure to improve the patient experience. Based on feedback of more than one lakh patients for this year, our group level patient feedback google rating has exceeded more than 4.8/5.

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact: Nil

- b. Percentage of data breaches involving personally identifiable information of customers: Nil