



Global Health L i m i t e d

25th August, 2023

Ref: - GHL/2023-24/EXCH/54

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

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

Scrip Code: 543654

Symbol: MEDANTA

Sub: Business Responsibility and Sustainability Report for Financial Year 2022-23

Dear Sir(s),

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Company's Business Responsibility and Sustainability Report, for the FY 2022-23.

Kindly take the above on record.

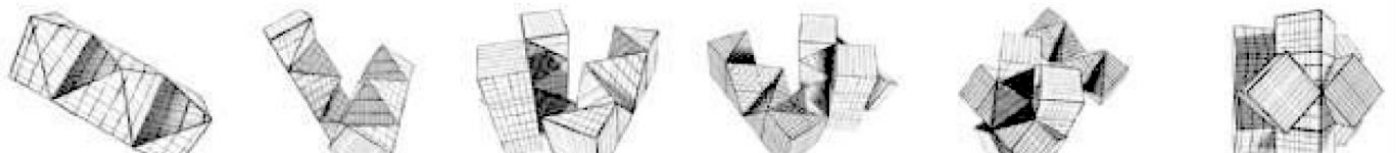
Thanking you,

Yours faithfully

For Global Health Limited

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

Encl: a/a





Business Responsibility & Sustainability Report

**Global Health Limited
FY 2022-23**

Business Responsibility & Sustainability Report



SECTION A: GENERAL DISCLOSURES

I. Details of listed entity

1.	Corporate Identity Number (CIN) of the Company	L85110DL2004PLC128319
2.	Name of the Company	GLOBAL HEALTH LIMITED
3.	Year of incorporation	2004
4.	Registered office address	MEDANTA-MEDICLINIC E-18, DEFENCE COLONY NEW DELHI 110024
5.	Corporate address	"Medanta The Medicity", Sector 38, Gurugram Haryana 122001
6.	E-mail id	compliance@medanta.org
7.	Telephone	+91 124 483 4060
8.	Website	www.medanta.org
9.	Financial year reported	2022-23
10.	Name of the Stock Exchanges where shares are listed	BSE Limited & National Stock Exchange of India Limited
11.	Paid-up Capital (As on March 31, 2023)	₹ 53,63,90,344/- divided into 26,81,95,172 Equity Shares of ₹ 2/- each
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Rahul Ranjan - Company Secretary & Compliance Officer E-mail id- compliance@medanta.org Tel: +91 124 483 4060
13.	Reporting boundary - 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).	Consolidated basis unless otherwise specified

II. Products/services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of turnover of the Company
1.	Hospital and Medical Care	Healthcare services offered through hospitals and clinics	100%

15. Products/Services sold by the Company (accounting for 90% of the turnover)

Sl. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Hospital and Medical Care	861	100%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	Hospitals – 6* Clinics – 6	1	13
International	-	-	-

* One hospital is under construction in Noida

17. Markets served by the Company

a. Number of locations

Locations	Number
National (No. of States)	5
International (No. of Countries)	0*

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

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

The contribution of deemed export of services was 4.76% of total turnover in FY 2023 compared to 3.40% in FY 2022.

c. Types of customers

Patients seeking healthcare services

IV. Employees

18. Details as at the end of Financial Year, i.e. March 31, 2023:

a. Employees and workers (including differently abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	7,829	3,825	49%	4,004	51%
2.	Other than Permanent (E)	1,742	1,094	63%	648	37%
3.	Total employees (D+E)	9,571	4,919	51%	4,652	49%
WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F+G)	-	-	-	-	-

Notes:

- Permanent Employees' includes all the full time employees with an indeterminate period.
- 'Other than Permanent Employees' includes all the employees with a fixed term employment contract, Retainer Doctors, Residents, DNB Students.
- In addition to total employees on our payroll, Company generates employment for approximately 3,600 people who work in our hospitals through third party service contracts.
- The entire workforce is classified as employees and none as 'workers'. Hence the information required in all the subsequent sections of this report pertaining to 'workers' category will not be applicable to the Company.

b. Differently abled Employees and workers:

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

Note: Data for Differently Abled employees are not being managed separately and are merged with the count of employees.

19. Participation/Inclusion/Representation of women

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

Note: Board of Directors and KMP's are on standalone basis.

20. Turnover rate for permanent employees and workers (disclose trends for the past 3 years)

	FY2023			FY2022			FY2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	26%	44%	35%	24%	45%	35%	20%	48%	36%
Permanent Workers	-	-	-	-	-	-	-	-	-

Note: The turnover data includes turnover of nurses and junior doctors which is generally very high in the healthcare industry.

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

21. Name of holding/subsidiary/associate companies/joint ventures

Sl. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether Holding/Subsidiary/Associate/Joint Venture	% of shares held by the Company	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company (Yes/No)
1.	Medanta Holdings Private Limited	Subsidiary	100%	Yes
2.	Global Health Patliputra Private Limited	Subsidiary	100%	Yes
3.	GHL Pharma and Diagnostic Private Limited	Subsidiary	100%	Yes

VI. CSR Details

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

CSR obligation was applicable only on Global Health Limited (Standalone) during FY 2022-2023

(ii) Turnover* (in ₹)

2,02,113 Lakh

(iii) Net worth** (in ₹)

2,48,886 Lakh

* Turnover represents Total Income including Other Income on standalone basis

** Net worth represents Total Equity on standalone basis

VII. Transparency and Disclosure Compliances

23. Complaints/Grievances on any of the principles (Principle 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom compliant is received	Grievance Redressal Mechanism in place (Yes/No) (If yes, then provide weblink for grievance redressal policy)	FY2023			FY2022		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes Beneficiaries can file a complaint by writing an email to feedback@medanta.org	-	-	-	-	-	-
Investors (other than shareholders)]	Yes The Company has created a designated email-id compliance@medanta.org exclusively for investors to raise their grievances	Nil	NA	-	NA	NA	NA
Shareholders		680	Nil	-	NA	NA	NA
Employees and workers	Yes. https://www.medanta.org/investor_relations/company-policies Grievance Redressal Policy is available on Company's intranet (Spandan).	Please refer principle 5 point no 6 of the report	-	-	Please refer principle 5 point no 6 of the report	-	-
Customers	Yes https://www.medanta.org/ Patients can file complaints through an online system with SMS links, or by writing an email to feedback@medanta.org	8,134	1,982	-	4,782	1,582	-
Value Chain Partners	Value chain partners can file a complaint by writing an email to feedback@medanta.org/compliance@medanta.org	Nil	Nil	-	Nil	Nil	-
Other (please specify)	-	-	-	-	-	-	-

24. Overview of the Company's business conduct, pertaining to environment and social matters that present a risk or an opportunity to the business of the Company, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format:

Sl. 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	Access to Quality Healthcare	O	India's population clearly lack access to quality healthcare since majority of the high quality beds are concentrated in the metros. The Company has an opportunity to provide access to world class and high quality healthcare services in the underserved markets	-	Positive
2	Environment and Sustainability	O	Opportunity to use renewable sources of energy and reduce water consumption by deploying water efficient equipment	-	Positive
3	Employment	O	Employment remains a persistent challenge in India amid surging population. We employ 9,571 people directly while also creating indirect employment. The Company's business expansion and growth has potential to create numerous new jobs in India.	-	Positive
4	Safety	R	Inadequate safety measures are a potential risk if unaddressed for - <ul style="list-style-type: none"> • Staff health and safety • Occupational hazards (Biological/Chemical/Physical/Psychosocial), • Health check and immunization • Radiation hazards • Fire and life safety • Hazardous waste Handling • Medical Equipment • Electrical and Water safety 	Medanta has obtained all the relevant certificates from the respective regulatory bodies. In addition, Medanta Gurugram is accredited 4 times with JCI. Our Gurugram, Lucknow, Indore, Ranchi facilities are NABH accredited. All the necessary policies and procedures are in place to mitigate safety risk	Negative
5	Waste Management	R	Inadequate disposal of Biomedical waste (Hazardous/Non-Hazardous) is a regulatory risk as well as a potential challenge to the environment and safety of people.	Medanta has implemented waste management policy which is in line with the waste disposal guidelines as defined by protocols laid down by the state Pollution Control Boards and Biomedical Waste Management Rules. Company also conducts regular trainings for healthcare workers to ensure timely and safe waste management and disposal	Negative
6	Data Security and Privacy	R	Due to nature of business, patients entrust hospitals with data related their health. Any theft or leak of this sensitive patient data poses a risk to the Company.	Medanta has implemented a data security and privacy policy which ensures safety of all the sensitive patient related data from any unwanted threats	Negative



SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether the Company's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No
c. Weblink of the policies, if available	The statutory policies which are required to be published are available at https://www.medanta.org/investor_relations/company-policies/ . Other policies and SOPs are available on Company's intranet (Spandan).								
2. Whether the Company has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
3. Do the enlisted policies extend to the Company's value chain partners? (Yes/No)	Yes	No	No	No	No	No	Not Applicable	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 the Company and mapped to each principle.	Joint Commission International (JCI), National Accreditation Board for Hospitals and Healthcare Providers (NABH) NABH – Blood Bank NABH Nursing Excellence NABH Ethics Committee National Accreditation Board for Testing and Calibration Laboratories								
5. Specific commitments, goals and targets set by the Company with defined timelines, if any.	None								
6. Performance of the Company against the specific commitments, goals and targets along with reasons, in case the same are not met.	Not Applicable								

Governance, leadership and oversight

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)

Sustainability is deeply embedded in Medanta, evident in our healthcare delivery platform's conceptualisation. Our commitment to sustainability is reflected in multiple aspects, including our environment-friendly and patient-centric infrastructure, department-led doctor engagement model, growing presence in underserved markets and using digital tools to bring quality healthcare closer to patients in remote areas. Overall, as a healthcare service provider, we are conscious of giving back to the society in which we operate and therefore, Mission TB Free Haryana was launched in November 2015 in public private partnership between the Government of Haryana and Medanta Hospital to increase access to TB diagnostic care in rural Haryana. Medanta has introduced a model to improve the diagnosis of tuberculosis in the underserved rural areas, in order to eradicate or at least substantially reduce the burden of this deadly disease which is widely prevalent in our country. During the year, we have screened over 5 lakh individuals across 4 districts of Haryana, identified 250+ cases and started their medication. In the coming year, we are planning to launch the TB free programme in Lucknow and Ranchi and simultaneously we continue to encourage other corporates to join the battle against TB so that together we can make a difference in the society.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Dr. Naresh Trehan, Chairman and Managing Director																	
9. Does the Company have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Company does not have a designated committee on sustainability related issues. However, the Risk Management Committee is responsible to monitor various aspects of Environmental, Social & Governance responsibilities of the Company.																	
10. Details of review of NGRBCs by the Company:																		
Subject for review	Indicate whether review provided below taken 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	The Company is in the process of formalizing a review process									To be undertaken in a phased manner in the coming years								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company monitors the compliances on timely basis and non-compliance, if any are reported to the Board/ Committee(ies).									Quarterly								
11. Has the entity carried out independent assessment / evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	No external agency has undertaken an assessment/evaluation.																	

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 Principle material to its business (Yes/No)							Yes		
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)							Yes		
The entity does not have the financial or/human and technical resources available for the task (Yes/No)						Not Applicable	No	Not Applicable	
It is planned to be done in the next financial year (Yes/No)							Yes		
Any other reason (please specify)							NA		

Note: Principle 7 - The Company does not have a separate policy on "Policy Advocacy".



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	%age of persons in respective category covered by the awareness programmes
Board of Directors ¹	4	Familiarization Program Regular Regulatory Updates Awareness on Prevention of Insider Trading	100%
Key Managerial Personnel ¹	9	Code of Conduct and Employee Rights & Responsibilities Infection Control Radiation Safety Quality Awareness Disaster Management Fire Safety POSH Awareness on Prevention of Insider Trading	100%
Employees other than Board of Directors and KMPs ²	2,456	POSH Code of Conduct Infection Control Disaster Management Fire Safety Employee Rights and Responsibility Radiation Safety Quality Awareness Safety Standards Occupational Hazard	100%
Workers	-	-	-

Notes:

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

2. Details of fines /penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by Directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year:

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

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

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

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Not Applicable	

4. Does the Company 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, Medanta has implemented its Anti-bribery compliance policy with the aim of ensuring that all directors, officers, employees, and, to the extent possible, individuals providing services for or on behalf of the Company, comply with the applicable corporate ethical standards as outlined in the Company's Code of Conduct. The policy is made accessible on the Company's intranet platform, Spandan. The implementation of anti-corruption and anti-bribery policies at all levels is essential to maintaining the highest standards of corporate governance. By upholding ethical principles, promoting transparency, and ensuring accountability, Medanta aims to create an environment that fosters trust, integrity, and long-term success.

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

	FY2023	FY2022
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	-	-

6. Details of complaints with regard to conflict of interest

	FY2023		FY2022	
	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 conflict of interest.

Not applicable

Principle 2:

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

Essential Indicators

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

Segment	FY2023	FY2022	Details of improvements in environmental and social impacts
R&D	Nil	Nil	
Capex*	2.27%	0.23%	<ul style="list-style-type: none"> Reducing air emissions by shifting from HSD to PNG for DG sets Reducing air emissions by adopting PNG boilers Reducing energy consumption by adopting solar energy and LEDs at hospitals

Note: * Standalone basis

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

The Company is in the business of providing healthcare services to patients and therefore, medical equipment, pharmaceuticals and other related products are sourced from leading companies complying with the regulatory and safety requirements.

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

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

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

Medanta has a waste management policy based on the guidelines of state pollution control boards and Bio-Medical Waste Management Rules 2016, that prioritizes the safe and efficient handling, disposal, and recycling of waste generated within the healthcare facility. Strict guidelines for the safe storage and handling of different types of waste ensure that the waste storage areas are properly labelled, secured, and equipped with appropriate containers to prevent leakage, spills, or contamination. Implement protocols for the safe handling of hazardous waste –

(a) Plastics (including packaging):

Plastic waste is collected by housekeeping staff for disposal at designated place (Junk Yard) having segregated compartment for plastic. Disposal is done in accordance with guidelines of state pollution control boards.

(b) E-waste:

Waste is collected by Information Technology & Maintenance staff for disposal at designated place (E-waste store). Disposal is done through authorised vendor by State Government; e.g. Gurugram Facility Waste disposal is done through authorized vendor approved by state Pollution Control Board.

(c) Hazardous waste:

All Hazardous Waste Material is handled as per the Hazardous Material and Waste Management Manual. All the generators of bio-medical waste adopts universal precautions and appropriate safety measures while doing therapeutic and diagnostic activities and also while handling the bio-medical waste. Medanta Housekeeping team is trained/ aware of the nature and risk of the waste. Written instructions are provided regarding the process of storing and transporting of bio medical waste. Personal Protective Equipment's kits are provided and instructions regarding their use are given. Mask, Orange/ Red colour gloves to use while collecting and transporting the bio medical waste. Bio medical storage facility have adequate stock of protective gears. All personnel handling biomedical wastes are trained once at the time of joining and also periodically as and when required. Waste weight is recorded at the time of transportation and authorized vendor collects the waste for safe disposal.

(d) Biomedical waste:

Medanta has a Bio medical waste management policy that prioritizes the safe and efficient handling, disposal, and recycling of waste generated within the healthcare facility. The objective of the policy is to ensure safe handling of bio-medical waste, by proper identification, segregation and suitable disposal. The Company also submits an annual report to the prescribed authority and also to maintain records related to the generation, collection, storage, transportation, treatment, disposal, and/or any form of handling of biomedical waste in accordance with the BMW Rules and the guidelines issued thereunder.

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

Not applicable as the Company is in Healthcare Services

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?

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

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

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

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

Indicate input material	Recycled or re-used input material to total material	
	FY2023	FY2022

As the Company operates in healthcare sector, this is 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:

	FY2023			FY2022		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	-	-	-	-
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

As the Company operates in healthcare sector, this is not applicable

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
	Nil

Principle 3:

Business should respect and promote the wellbeing of all employees, including those in their value chains

Essential indicators:

1. a. Details of measures for the wellbeing of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	3,825	3,751	98%	3,751	98%	0	0%	3,825	100%	0	0%
Female	4,004	3,967	99%	3,967	99%	4,004	100%	0	0%	4,004	100%
Total	7,829	7,718	99%	7,718	99%	4,004	51%	3,825	49%	4,004	51%
Other than Permanent employees											
Male	1,094	754	69%	754	69%	0	0%	175	16%	0	0%
Female	648	553	85%	553	85%	628	97%	0	0%	648	100%
Total	1,742	1,307	75%	1,307	75%	628	36%	175	10%	648	37%

Note: All employees both permanent and non-permanent who are not covered through Company's health insurance scheme are covered under the ESI benefits.

b. Details of measures for the wellbeing of workers:

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Benefits	FY2023			FY2022		
	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	80%	-	Y	78%	-	Y
Gratuity	82%	-	NA	80%	-	NA
ESI	23%	-	Y	24%	-	Y
Others- please specify	-	-	-	-	-	-

3. Accessibility of workplaces

Are the premises / offices of the Company 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 Company in this regard.

The hospital facilities are well equipped to ensure accessibility for differently abled employees.

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

The Company is an equal opportunity employer and has all the necessary infrastructure available at all of its facilities to ensure easy accessibility for differently abled persons. The hospital is committed to creating a diverse and fair workforce, and it does not discriminate based on factors such as gender, nationality, colour, caste, or disability. The hospital recognizes the importance of inclusivity and strives to provide equal opportunities for all individuals, including those with disabilities. It aims to maintain a workplace that embraces diversity and promotes a culture of respect and equality. However, the hospital currently does not have a specific policy in place with respect to the Rights of Persons with Disabilities Act 2016.

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%	79%	NA	NA
Female	87%	55%	NA	NA
Total	93%	69%	NA	NA

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	Not Applicable
Permanent employees	Yes.
Other than permanent employees	The Company has established an employee grievance redressal policy, which is designed to expedite the resolution of employee grievances in a timely manner. In addition, Company has POSH and Whistle-blower policy.

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

Category	FY2023			FY2022		
	Total employees/ workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	%(B/A)	Total employees/ workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	%(D/C)
Total Permanent Employees	7,829	Nil	-	6,751	Nil	-
- Male	3,825	Nil	-	3,246	Nil	-
- Female	4,004	Nil	-	3,505	Nil	-
Total Permanent Workers	-	-	-	-	-	-
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-

8. Details of training given to employees and workers:

Category	FY2023					FY2022				
	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	4,919	4,919	100%	2,970	60%	4,150	4,150	100%	2,515	61%
Female	4,652	4,652	100%	3,329	72%	4,335	4,335	100%	3,566	82%
Total	9,571	9,571	100%	6,299	66%	8,485	8,485	100%	6,081	72%
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

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

Category	FY2023			FY2022		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	4,919	3,303	67%	4,150	2,619	63%
Female	4,652	2,846	61%	4,335	2,356	54%
Total	9,571	6,149	64%	8,485	4,975	59%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

Note: Data includes employees covered under Annual Performance Review.

10. Health and safety management system:

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

Yes. The Company has implemented health and safety management system in accordance with JCI guidelines on Quality Improvement and Patient Safety. The Company also conducts trainings on Fire Safety, occupational hazard, infection control, radiation safety, needle stick injury etc. The Company has implemented a comprehensive incident reporting mechanism to ensure the prompt and detailed reporting of any adverse safety incidents. This system outlines clear procedures for users to follow in the event of an incident. It also includes guidelines on how the Company records and documents each reported incident or occurrence at the work units. By having this mechanism in place, the Company prioritizes safety and enables a proactive approach to address and mitigate potential risks.

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

Our Gurugram facility is JCI accredited. Gurugram, Lucknow, Indore and Ranchi facilities are NABH accredited while our new Patna facility is in the process of applying for its first NABH accreditation which ensures comprehensive assessment of work-related hazards. In addition, risk assessment is done by the respective departments in coordination with the quality department annually to identify the potential occupational hazards in the department and respective mitigation measures are implemented. For Ex. Audiometry Test for employees working in high noise area, regular monitoring of employees through their TLD badges for employees working in radiation areas, separate test for employees handling chemo toxic drugs. The Company conducts regular facility safety rounds, evaluation of safety measures through various committees such as infection control, hospital safety committee, radiation safety committee etc.

c. Whether you have processes for workers to report work related hazards and to remove themselves from such risks. (Y/N)

Since the Company does not employ workers, this question is not applicable.

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

Yes, the Company offers annual health check-up, free outpatient consultations, discounted diagnostics and medicine services to employees.

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

Safety Incident /Number	Category	FY2023	FY2022
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries*	Employees	203	177
	Workers	-	-

Safety Incident /Number	Category	FY2023	FY2022
No. of fatalities	Employees	0	0
	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.

The Company ensures a safe and healthy workplace by adopting following measures:

- The Company conduct regular trainings and drill on Fire Safety, HAZMAT, occupational hazard, radiation safety, needle stick injury etc. The trainings are conducted for the new joiners and regular training session are scheduled for the existing employees
- SOPs for proper disposal of waste or hazardous biomedical waste in accordance to Biomedical Waste Management Rules
- Facility safety rounds are conducted in both clinical and non-clinical areas half yearly by multi-disciplinary team
- Frontline healthcare employees are covered through periodic health check-up and immunization programs (Hepatitis B, Tetanus, Chicken Pox etc.)
- The Company is compliant with all the safety requirements as per NABH guidelines and the hospital facilities have successfully completed NABH audits by fulfilling all the standard operating protocol

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

Category	FY2023			FY2022		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	0	-	-	0	-	-
Health & Safety	0	-	-	0	-	-

14. Assessments for the year:

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

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

No major risk has been identified. The Company has an incident reporting policy which are periodically reviewed to create safe environment at workplace.

Leadership Indicators

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

Employees: Yes

Workers: Not Applicable

2. Provide the measures undertaken by the entity to ensure payment of statutory dues by the value chain partners.

The Company's service contracts include a clause that states value chain partners shall clear all the statutory dues. The supporting documents are furnished to the accounts department which are subsequently vetted by the Company at the time of invoices processing.

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

	Total No. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY2023	FY2022	FY2023	FY2022
Employees	Nil	Nil	Nil	Nil
Workers	-	-	-	-

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

No. The Company does not provide transition assistance programs

5. Details on assessment of value chain partners:

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

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

Not Applicable

Principle 4:

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

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

The Company has identified internal and external stakeholders based on its ongoing business operations. We firmly believe that every entity, person or organisation which takes part in day to day operations or are impacted by our medical facilities is a stakeholder to us. Our stakeholders include Patients, Employees, Government and Regulatory authorities, Shareholders, Investors and Analysts, Suppliers/vendors and local community.

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

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly /others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Patients	Yes. Due to health issues.	Website, Newspaper, SMS, Email, Calls, Newsletter, Pamphlets, Awareness programs, camps, helpline desk	Daily	Healthcare services, treatments, follow-ups, awareness, proactive disease management, doctor on boarding, new technological developments and Feedback.
Employees	No	Emails, SMS, Website, Intranet (Spandan), Meetings	Monthly, Quarterly, Annually, Event Based	Trainings, Policy & Benefits updates, Feedback, Reviews, Communication
Government and Regulatory Authorities	No	Notice, Meeting Representations, Discussion Forums	Event Based	Discussion on regulations, upcoming laws, applicable laws
Shareholders	No	Website, Intimation to Stock Exchanges, Email	Quarterly, Annually, Event Based	Financial Results, Corporate Announcements, Material Information Disclosure
Investors and Analysts	No	Website, Intimation to Stock Exchanges, Email	Quarterly, Event Based	Financial Results, Corporate Announcements, Material Information Disclosure
Suppliers/ Vendors	No	Meetings, Emails, SMS, Calls	Quarterly, Annually, Event Based	Product update, regulation discussion, negotiations
Local Community	Yes	Community Meetings, Camps	Daily Event Based	Healthcare awareness programs, Educational initiatives and Health Screening

Principle 5:

Business should respect and promote human rights

Essential Indicators

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

Category	FY2023			FY2022		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
Employees						
Permanent	7,829	7,829	100%	6,751	6,751	100%
Other than Permanent	1,742	1,742	100%	1,734	1,734	100%
Total Employees	9,571	9,571	100%	8,485	8,485	100%
Workers						
Permanent	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

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

Category	FY2023					FY2022				
	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	7,829	0	0%	7,829	100%	6,751	0	0%	6,751	100%
Male	3,825	0	0%	3,825	100%	3,246	0	0%	3,246	100%
Female	4,004	0	0%	4,004	100%	3,505	0	0%	3,505	100%
Other than Permanent	1,742	0	0%	1,742	100%	1,734	0	0%	1,734	100%
Male	1,094	0	0%	1,094	100%	904	0	0%	904	100%
Female	648	0	0%	648	100%	830	0	0%	830	100%
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

Gender	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	9	The Independent Directors are paid sitting fees only for attending each of the Board and Committee meetings. Non-Independent Non-Executive Directors are not paid any remuneration or sitting fees.	1	The Independent Directors are paid sitting fees only for attending each of the Board and Committee meetings. Non-Independent Non-Executive Directors are not paid any remuneration or sitting fees.
Key Managerial Personnel (KMP) Including Executive Directors	4	314 lakh per annum	0	-
Employees other than BoD and KMP	3,160	4.56 lakh per annum	3,068	3.12 lakh per annum
Workers	-	-	-	-

Note: The details of remuneration/salary/wages are on standalone basis.

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

The hospital has established an employee grievance committee to ensure the effective resolution of any issues or concerns that may arise within the workforce. The employee grievance committee serves as a dedicated platform where employees can confidently raise their grievances, knowing that their voices will be heard and their concerns will be given the utmost attention. This commitment to providing a supportive and responsive mechanism empowers employees, fostering a culture of open communication and ensuring a harmonious work environment.

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

The Company has established an employee grievance committee to effectively address and resolve any issues or concerns that may arise within the workforce. The committee serves as a dedicated platform for employees to bring forth their grievances, ensuring their voices are heard and their concerns are taken seriously. In addition, the Company has Whistle blower policy, POSH policy, code of conduct policy to redress grievances related to human right issues.

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

Category	FY2023			FY2022		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	10	0	-	7	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	12	0	-	17	0	-

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

The Company has implemented an employee grievance committee with the aim of effectively addressing and resolving any issues or concerns that may arise within the workforce. This committee functions as a dedicated platform for employees to voice their grievances, ensuring that their opinions are acknowledged and their concerns are treated with importance. Furthermore, the Company has established a grievance redressal policy to provide a structured framework for addressing such matters. As per POSH policy, all the sexual harassment complaint inquiry process shall be completed maximum within the period of 90 days from the date of receipt of the complaint.

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

Yes. The Company has a Code of Conduct policy which has core elements of Human Rights and that are extended in the business agreements and contracts.

9. Assessment for the year:

	% of the Company's plants and offices that were assessed (by the Company or statutory authorities or third parties)
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Other- please specify	None

Note: The Company's hospital and offices were assessed by the Company itself.

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

No significant risk identified by the Company.

Leadership Indicators

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

No, however the Company undertakes periodic review of its business process to ensure it is in line with human rights and industry best practices.

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

Not Applicable

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

Yes, Medanta hospitals are accessible to differently abled patients, visitors and employees.

Principle 6:

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

Essential Indicators

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

Parameter – In Giga Joules	FY2023	FY2022
Total electricity consumption (A)	1,80,302	1,53,786
Total fuel consumption (B)	88,266	75,565
Diesel	24,991	18,446
PNG	63,275	57,119
Energy consumption through other sources (C)	1,961	1,824
Total energy consumption (A+B+C)	2,70,529	2,31,176
Energy intensity per rupee of turnover (Total energy consumption in Giga Joules / turnover in rupees lakh)	0.98	1.05
Energy intensity (optional) – the relevant metric may be selected by the Company	-	-

Note: No independent assessment/ evaluation/assurance has been carried out by an external agency

2. Does the Company 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.

The Company does not come under PAT scheme

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

Parameter – In Giga Joules	FY2023	FY2022
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	2,14,347	1,28,332
(iii) Third party water	2,53,828	2,44,605
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	4,68,175	3,72,937

Parameter – In Giga Joules	FY2023	FY2022
Total volume of water consumption (in kilolitres)	4,68,175	3,72,937
Water intensity per rupee of turnover (Water consumed in kilolitres/turnover in rupees lakh)	1.7	1.7
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

Hospitals at Gurugram, Lucknow and Patna have adopted a Zero Liquid Discharge policy as per the guidelines of the Pollution Control Board and the capacity of the hospital. We are doing the wastewater treatment for further utilisation in the gardening and flushing systems. Waste water is being treated and recycled in house sewage treatment plants and utilized for suitable non-contact purposes like flushing, gardening etc.

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

The Company sends an emission report data on half-yearly basis to pollution control boards However, we do not track and record this data on an annual basis. Efforts are underway to track and record this data.

Parameter	Unit	FY2023	FY2022
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

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

6. Provide details of greenhouse gas emissions (Scope1 and Scope 2 emissions) & its intensity, in the following format:

The Company does not track and record this data. However, efforts are underway to track and record this data.

Parameter	Unit	FY2023	FY2022
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	-	-
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	-	-
Metric tonnes of CO2 equivalent	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

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

The Company has completed various projects in order to reduce Green House gas emissions and utilise renewable energy sources across our network hospitals. Some of the notable projects by Company includes –

1. Adoption of dual fuel kit DG set which is environmentally friendly as the DG consumes PNG & HSD at 60:40 ratio
2. HSD fired boiler was converted to PNG fired Boiler at Medanta, Gurugram
3. The Company has installed 500 KWH solar energy equipment's at Medanta Gurugram
4. Installation of LED lights and replacing old CFLs across our hospital networks
5. Replaced IT server UPS with modular type energy efficient UPS

We continue to make efforts for adoption of alternate sources of energy wherever possible according to energy needs, viability and regulatory permission.

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

Parameter	FY2023	FY2022
Total Waste generated (in Metric Tonnes)		
Plastic waste (A)	2.2	1.2
E-waste (B)	3.5	0.9
Bio-medical waste (C)	1,118.0	1,065.6
Construction and demolition waste (D)	0.0	0.0
Battery waste (E) (Quantity in numbers)	482	662
Radioactive waste (F)	0.6	0.7
Other Hazardous Waste. Please specify, if any. (G)	9.7	6.4
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A+B + C + D + E + F + G + H)	1,134.0	1,074.7
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 through disposal method (in Metric Tonnes)		
Category of waste		
(i) Incineration	383.0	463.5
(ii) Landfilling	0	0
(iii) Other disposal operations	751	611.2
Total	1,134.0	1,074.7

Notes:

- No independent assessment/ evaluation/assurance has been carried out by an external agency.
- All numbers are in Metric Tonne unless specified separately. Battery waste is taken as numbers of batteries disposed and the sum of total waste generated by Company excludes the weight for batteries.

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

Medanta hospitals are NABH and JCI accredited, which follow stringent quality norms while handling Bio-Medical waste. Company’s staff is regularly trained and Company reports the Bio Medical waste generated to the Pollution Control Board annually. Medanta has a standard operating procedure based on the Bio-Medical Waste Management Rules 2016. All types of waste generated in hospital are segregated, collected, stored, transported and disposed according to the SOP.

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:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable			

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
Nil					

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 thereunder (Y/N).

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

If not, provide details of all such non-compliances, in the following format:

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

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:

Parameter	FY2023	FY2022
From renewable sources		
Total electricity consumption (A) (Giga Joules)	1,526	1,510
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C) (Giga Joules)	1,526	1,510

Parameter	FY2023	FY2022
From non-renewable sources		
Total electricity consumption (D) (Giga Joules)	1,80,302	1,53,786
Total fuel consumption (E) (Giga Joules)	40,264	30,647
Diesel (Giga Joules)	24,181	17,902
PNG (Giga Joules)	16,083	12,745
Energy consumption through other sources (F) (Giga Joules)	435	314
Total energy consumed from non-renewable sources (D+E+F) (Giga Joules)	2,21,000	1,84,747

Note: No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Energy Efficiency	<ul style="list-style-type: none"> · DG set was fitted with dual fuel kit and is environmentally friendly as the DG consumes PNG & HSD at 60:40 ratio · HSD fired boiler was converted to PNG fired Boiler · Installation of solar equipment's to increase energy consumption from renewable sources · Installation of LED lights and replacing old CFLs · IT server UPS was replaced with modular type energy efficient UPS. 	Company has reduced the energy consumption by adopting efficient strategic measures.
2	Water Conservation	<ul style="list-style-type: none"> · 80% of water faucets are converted to water saving faucets in Medanta Gurugram (Reduced from 8 litres per minutes to 2 litres per minutes) · Recycling of discharged waste water as per zero discharge policy at Gurugram, Lucknow and Patna facility · Installation of sprinklers for gardening in our hospitals · Medanta Gurugram consumes zero groundwater and is also a zero water discharge facility 	Company has reduced the energy consumption by adopting efficient strategic measures.

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

The Company has a disaster management policy and a program is in place to activate a disaster response at Medanta Hospitals for the mobilization of personnel and equipment, and permit rapid triage, assessment, stabilization, and definitive care for victims. The aim of Medanta Hospital's disaster preparedness program is to provide prompt and effective medical care to the maximum possible, in order to minimize morbidity and mortality resulting from any mass casualty incident. The emergency drills are conducted and based upon feedback of drill, gaps identified are addressed through training. Emergency management is evaluated annually, gaps are analysed by the core team and accordingly action is taken for improvement.

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: 1
- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the Company 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.	Confederation of Indian Industry (CII)	National

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

Not Applicable

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

Principle 8:

Businesses should promote inclusive growth and equitable development

Essential Indicators

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the Company, 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
The Company has not undertaken any Social Impact Assessments of projects					

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

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

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

At Medanta, we have a robust system to encourage patient to share their feedbacks, complaints and suggestion. These feedbacks can be shared by the patient through online system (sms link for feedback, whats-app, email on feedback@medanta.org, social media like facebook, twitter) or personally to the designated hospital authorities through direct call on hospital designated complaint cell number, to the administrators of patient care areas.

This feedback system enables a patient to share real time feedback, when patient is availing the services or after the services have been accessed such as post consultation or discharge from the hospital. Every feedback being shared by patient is reviewed by the Quality department, who analyses, escalate it to the concerned stakeholder and top management and ensure that patient gets the response about the measures taken.

Complaints and feedback received by the Hospital have a defined timeline for addressing the complaint which follows a 3-level escalation matrix for closure. The hospital is committed to addressing and resolving all complaints within 24-72 hours. Based on the patient preference, the hospital connects with the patient, understand the key concerns in detail and ensures that suitable actionable are established and conveyed to the patient.

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

	FY2023	FY 2022
Directly sourced from MSMEs/small producers*	70%	61%
Sourced directly from within the district and neighbouring districts	-	-

* Note- Data is on Standalone basis

Leadership Indicators

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

Not Applicable

Details of negative social impact identified	Corrective action taken
-	-

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

S. No.	State	Aspirational District	Amount spent (In ₹)
1.	Haryana	-	₹ 214.31 Lakh

Note: CSR was applicable to Global Health Limited

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

The Company is engaged in providing healthcare services to patients and therefore all the medicines, consumables, devices and equipment's are sourced from regulated vendors to ensure patient safety.

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

Not Applicable

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

Not Applicable

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

Nil

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

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

Name of authority	Brief of the Case	Corrective action taken
-	-	-

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1.	TB Free Mission	5,62,805	-

Note: Number of persons benefitted from CSR represents number of individuals screened under TB Free Mission.

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

Essential indicators

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

The Company has implemented a robust system to encourage patients to share their feedback and suggestions. Multiple channels are provided for patients to share feedback: online system with SMS links, WhatsApp, email (feedback@medanta.org), and social media platforms (Facebook, Twitter). Direct communication channels are available for patients to reach designated hospital authorities, including a designated complaint cell number and administrators of patient care areas.

- Patients are encouraged to provide feedback in real-time during or after their hospital visit, ensuring timely input.
- Quality department carefully reviews and analyses each patient feedback received.
- Relevant stakeholders and top management are promptly notified and involved in addressing the feedback.
- Defined timeline established for addressing complaints and feedback, with a commitment to resolving them within 24-72 hours.
- Proactive outreach to patients to understand their concerns in detail, ensuring effective communication and addressing their expectations.
- Suitable actions identified and communicated to the patient based on their feedback, striving to meet their needs and expectations.
- Continuous improvement approach implemented based on feedback analysis to enhance patient experience and service quality.

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

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

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

Category	FY2023			FY2022		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber- security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other (customer related)	8,134	1,982	-	4,782	1,582	-

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Not Applicable

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

The Company has a comprehensive data privacy policy to safeguard the confidentiality and security of patient information. The policy ensures adherence to all relevant data protection regulations and ethical guidelines. Web link for policy: <https://www.medanta.org/policies-and-forms>

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

Nil

Leadership Indicators

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

Services of the Company can be accessed on the Company's website at www.medanta.org

The Company's presence can be found on several social media platforms

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

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

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

Twitter <https://twitter.com/medanta?s=08>

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

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

As a responsible healthcare provider, the Company ensures the disclosure of patient rights and responsibilities at prominent locations within the facility, providing patients with information about their rights and the care being provided to them. During the admission process, the hospital staff takes the initiative to educate patients and provide them with informational literature. Throughout the patient's journey, there are multiple points of care where patients require information to make informed decisions. The Company facilitates this by offering various modes of education, including educational materials, pamphlets, brochures, signage, audio-visual aids, online films, frequently asked questions (FAQs), and personal counselling. We also provide multilingual educational materials and access to regional and international interpreters to ensure effective communication with patients.

Informed consent plays a crucial role in patient information and education. Clinicians educate patients, enabling them to make informed decisions about their care. During the course of treatment, the multidisciplinary care team provides counselling to the patient and their family, discussing the patient's condition, the plan of care, and other relevant information. Medication education is an essential aspect of patient care and education at Medanta. The staff, including doctors, nurses, and dieticians, inform and educate patients about medication safety, such as drug interactions and potential harm associated with high-alert drugs, before administering them. Patient education and information go beyond direct care and also include guidance on maintaining a safe environment, preventing falls, promoting infection control, and ensuring hygiene. Recognizing that care extends beyond discharge, the Company ensures that patients receive information and education at the time of discharge, addressing specific needs such as lifestyle modifications, surgical wound care, physiotherapy, proper usage of implants, safe parenting practices, immunizations, and more.

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

The Company notifies patients in advance of the hospital visit if essential services are disrupted due to natural disasters, technical failures, cyber-attacks, or as per government notifications. Patients are informed on the cause of the disruption, the anticipated duration, and any measure, if required, to be taken. The hospital has contingency plans in place to address any potential disruptions of services and minimize their impact on patient care. These plans include backup electrical power and communication systems, emergency medical supplies, and procedures for evacuating patients and staff during emergencies.

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

Not Applicable

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