

Ref: MHL/Sec&Legal/2024-25/14

Date: May 21, 2024

To,
BSE Limited
Scrip Code: 542650

National Stock Exchange of India Ltd
Scrip Symbol: METROPOLIS

Dear Sir/ Madam,

Sub: Intimation of Investor Presentation

Pursuant to Regulation 30 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith Investor Presentation for the quarter ended March 31, 2024.

You are requested to take the above information on record.

Thanking you,
Yours faithfully,

For **Metropolis Healthcare Limited**

Kamlesh C Kulkarni
Head – Legal & Secretarial

Encl: A/a

BLOOD TESTS • DIAGNOSTICS • WELLNESS

METROPOLIS
The Pathology Specialist

Metropolis Healthcare Limited

Registered Office: 4th Floor, East Wing, Plot-254 B, Nirlon House, Dr. Annie Besant Road, Worli, Mumbai - 400030, Maharashtra, India.

Corporate Office & Global Reference Laboratory: 4th Floor, Commercial Building-1A, Kohinoor Mall, Vidyavihar (W), Mumbai - 400 070.

CIN: L73100MH2000PLC192798 **Tel No.:** 8422 801 801 **Email:** support@metropolisindia.com

Website: www.metropolisindia.com

METROPOLIS

The Pathology Specialist



Reaching Out **RESPONSIBLY**
Investor Presentation – May 2024

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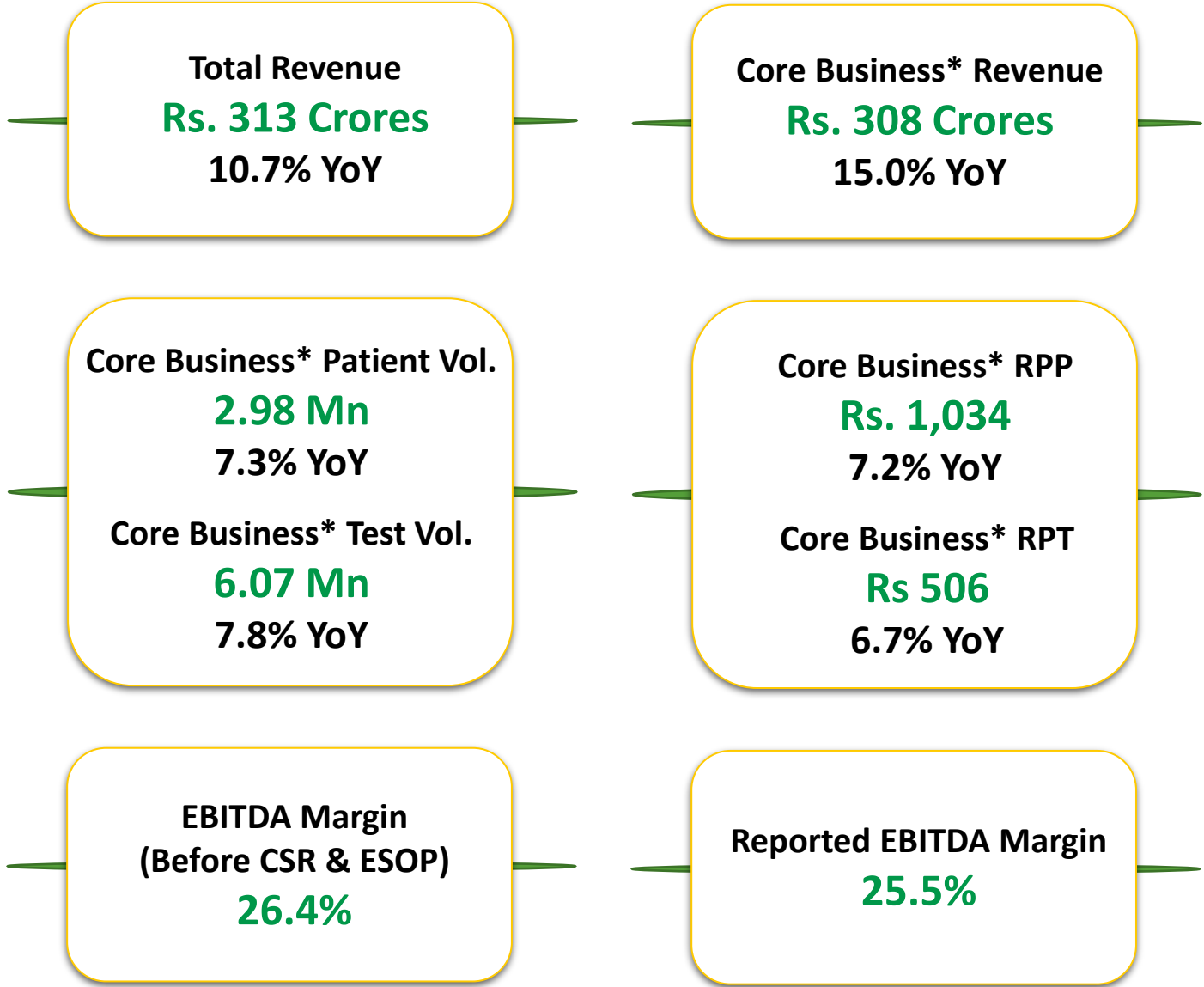


Q4 & FY24 Performance...

Q4FY24 Performance Snapshot



Q4FY24 Key Highlights

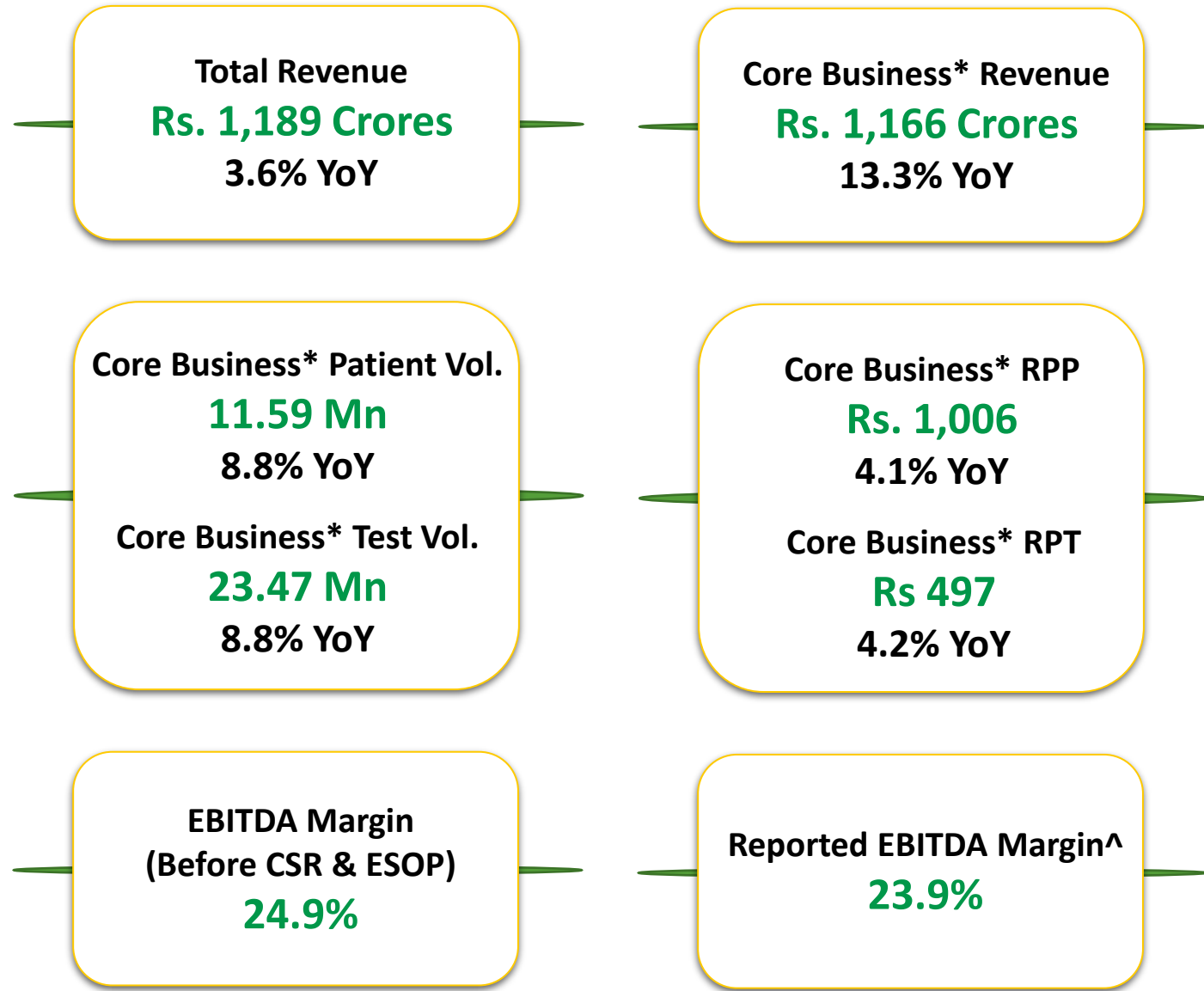


*Core business excludes revenue for Covid & Covid allied and PPP Contracts (incl. Hi-tech)

FY24 Performance Snapshot



FY24 Key Highlights



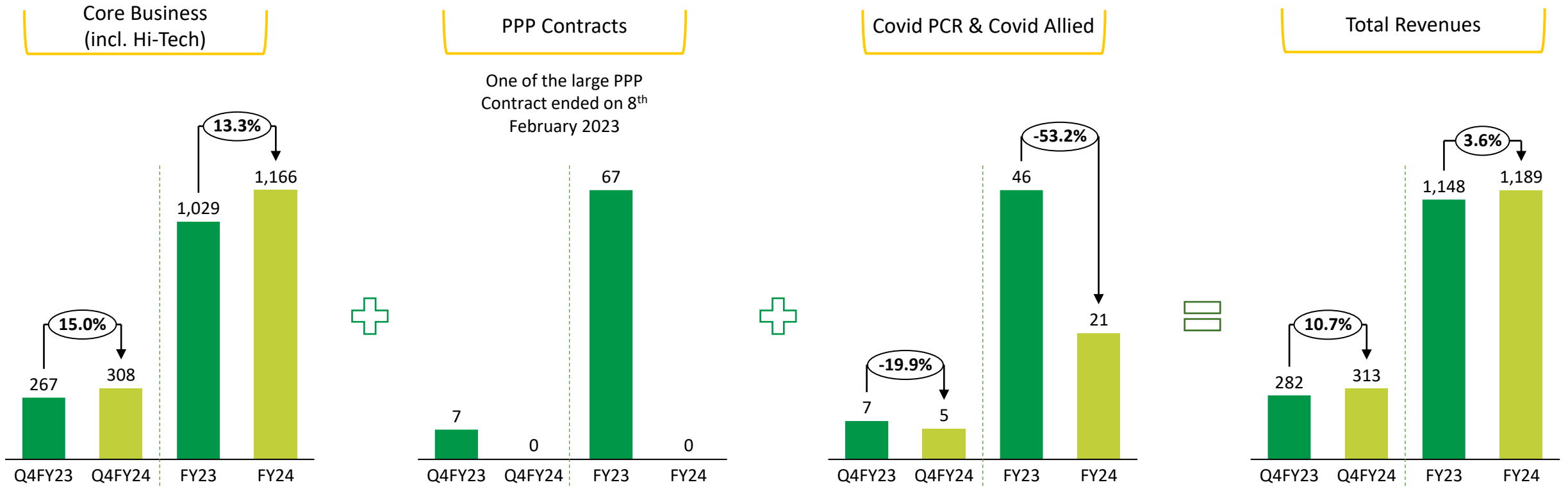
*Core business excludes revenue for Covid & Covid allied and PPP Contracts (incl. Hi-tech) [^]0.5% impact on account of one-time provision for doubtful debt

Q4FY24 Key Highlights

01	Core Business* Revenue grew at 15.0%	Core business revenues grew at 15.0% with 7.3% patient volume growth and 7.2% on account of RPP . Test volume growth stood @ 7.8% and 6.7% on account of RPT
02	B2C revenues grew by 19.6%	B2C revenues grew by 19.6% for Q4FY24 Y-o-Y with Patient Volume growth of 7.2% & 11.6% on account of RPP . B2C revenue in Mumbai grew by 20.0% on Y-o-Y basis
03	B2B revenues grew by 11.1%	B2B revenues grew by 11.1% for Q4FY24 Y-o-Y with Patient Volume growth of 7.1% & RPP growth of 3.7%
04	TruHealth Packages grew@ 22.2% . Specialized revenue grew @ 16.5%	TruHealth Packages & Specialized segment are the fastest growing segment in line with our strategic priorities
05	Expanding Network & scaling productivity and profitability	Company has opened 7 labs in Q4FY24 . In FY24, added presence from 307 towns to 601 towns
06	Reported EBIDTA margins @ 25.5%	EBIDTA before CSR & ESOP stood at 26.4% . EBIDTA before network expansion, CSR & ESOP stood at 27.4% . Dilution of 90 bps on account of CSR & ESOP & ~100 bps is on account of Network expansion.
07	Digital Transformation undertaken for Efficiency, Analytics and Customer Service	Witnessed substantial IT deployments aimed at enhancing efficiency and productivity by leveraging data analytics, improving customer service, and refining process management .

*Core business excludes revenue for Covid & Covid allied and PPP Contracts (incl. Hi-tech)

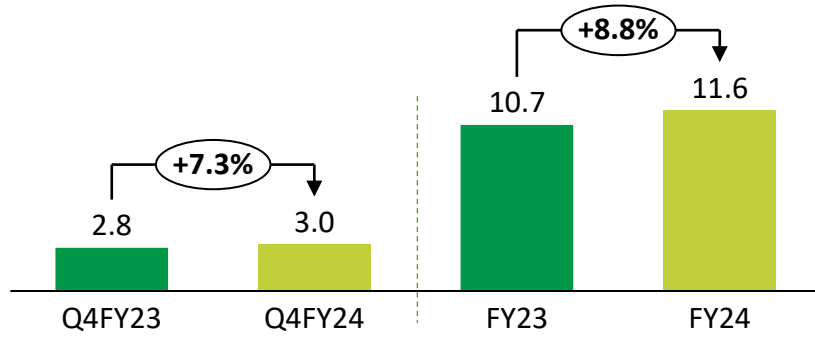
1a. Core Business Revenue continues to grow Mid-Teen....



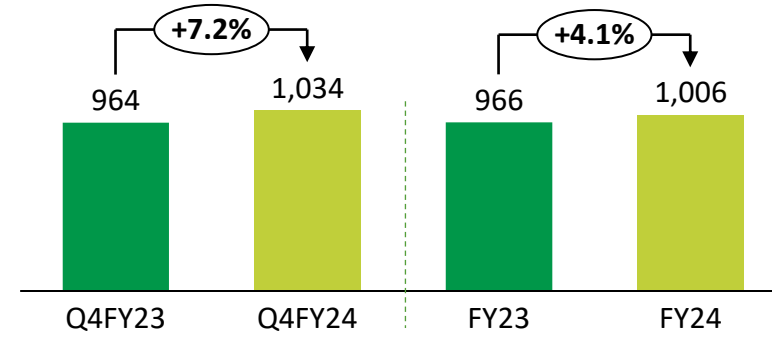
- ✓ Core business revenues have been encouraging with **15.0% Y-o-Y growth** for Q4FY24 indicating a growth trajectory going forward
- ✓ Hi-tech has witnessed **strong growth** with margin expansion on a Y-o-Y basis. Margins stood at **~30% for FY24**.
- ✓ Overall revenue growth for FY24 has been partially impacted on account of the loss of a large PPP contract in Q4FY23 & dip in revenues from Covid & Allied Testing

1b. ...predominantly by Patient Volume growth @ 7.3% & RPP growth @ 7.2%

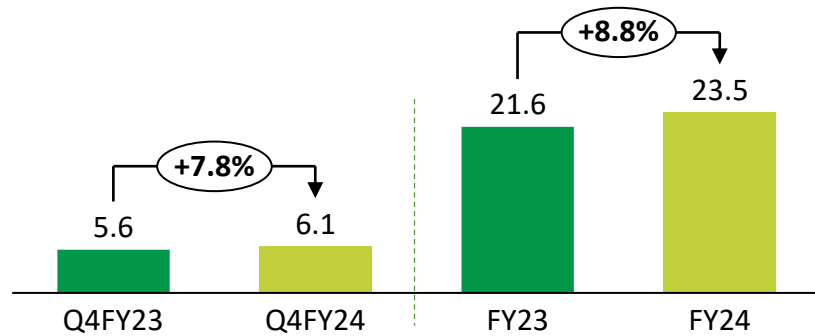
Core Business No. of Patient Visits (In Mn.)



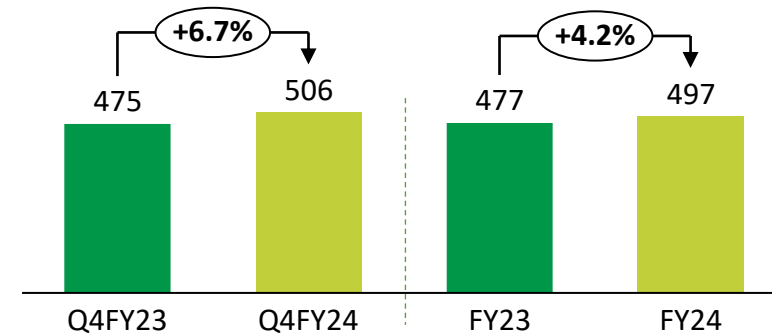
Core Business Revenue Per Patient (In Rs.)



Core Business No. of Tests (In Mn.)



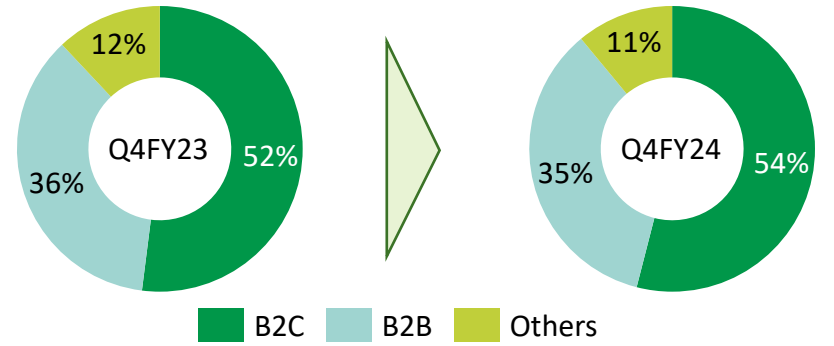
Core Business Revenue Per Test (In Rs.)



- ✓ **Q4FY24 Revenue per patient grew by 7.2% Y-o-Y;** ~4% on account of price increase and ~3% on account of test mix change
- ✓ **Patient volume & test volumes grew by 8.8%** for FY24 on a Y-o-Y basis. Company has witnessed healthy patient volume growth and even higher growth in patient volumes in its core geographies indicating higher market share

2. B2C revenue grew by 19.6% & B2C revenue in Mumbai grew by 20.0%

Revenue Mix Across Segments

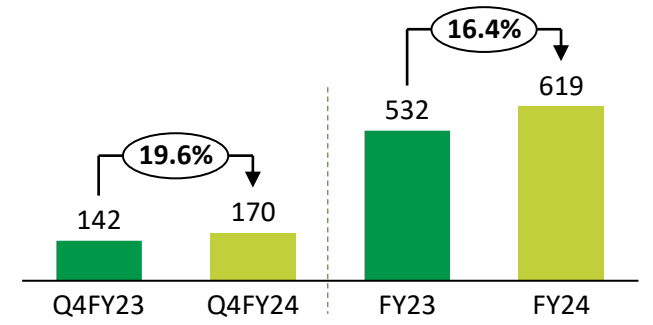


B2C contributes 54% of the total revenue in Q4FY24

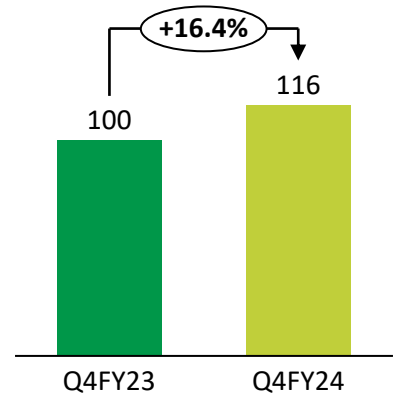
B2C revenues **grew by 19.6%** Y-o-Y with Volume growth of **7.2%** & RPP growth of **11.6%**

B2C revenue in **Mumbai grew by 20.0%**

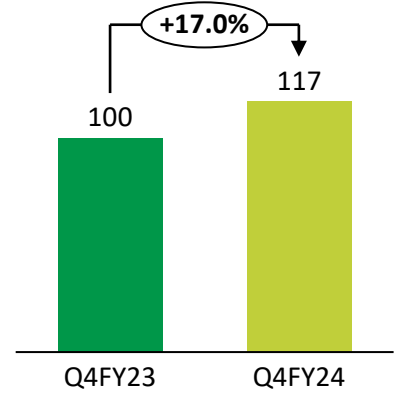
B2C Revenue (Rs. Crs)



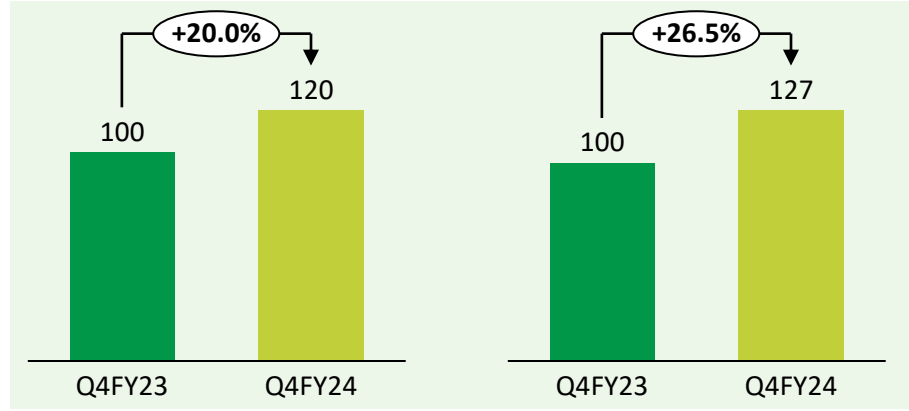
B2C Routine



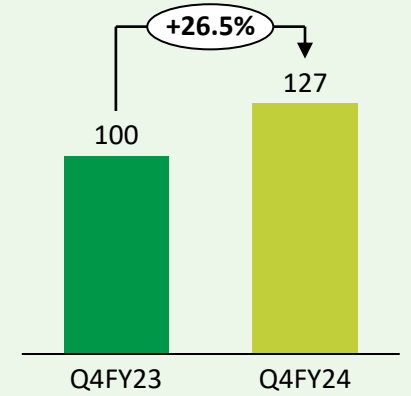
B2C Semi-Specialized



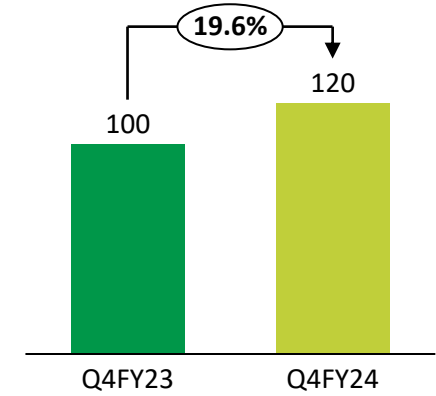
B2C Specialized



B2C Premium Wellness



Total B2C



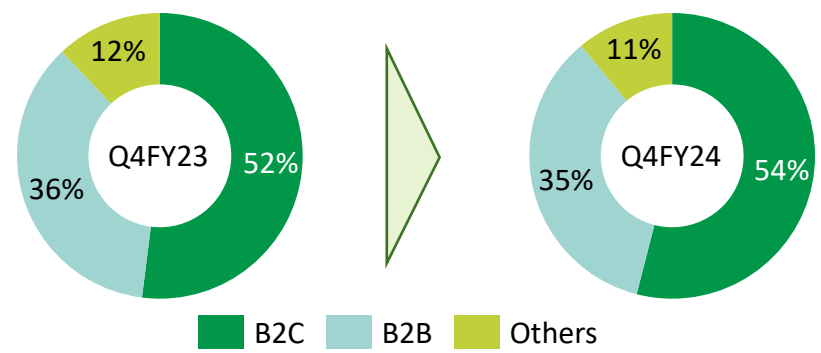
Revenue Base to 100

With credibility & strong brand pull build over the years, the Company has witnessed **growth across tests segment in B2C markets**

Volumes and realisation stood strong in B2C markets

3. B2B revenue grew by 11.1% & B2B Specialized revenue grew by 12.2%

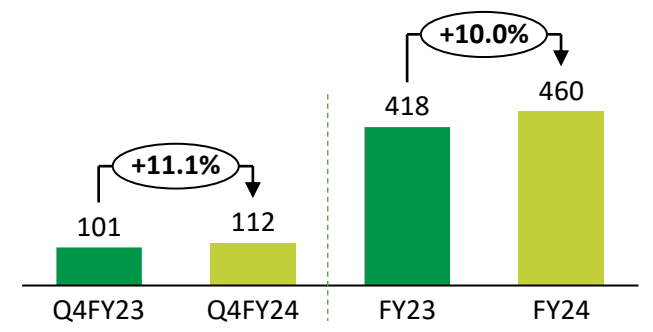
Revenue Mix Across Segments



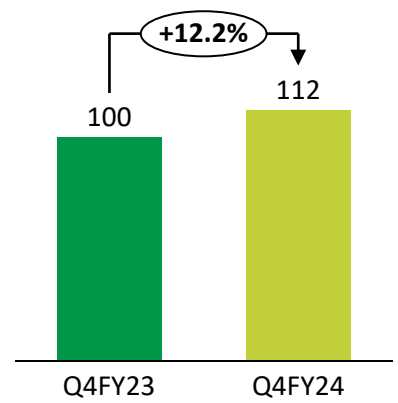
B2B contributes **35%** of revenues for Q4FY24

B2B revenues **grew by 11%** for Q4FY24 Y-o-Y with Volume growth of **7.1%** & RPP growth of **3.7%**

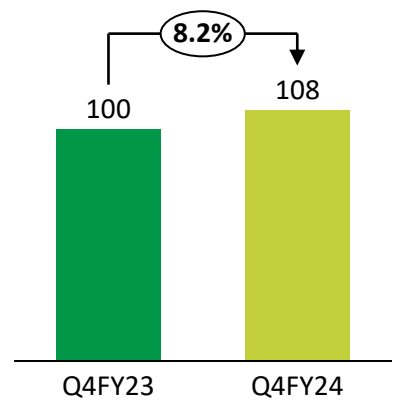
B2B Revenue Mix (Rs. Crs)



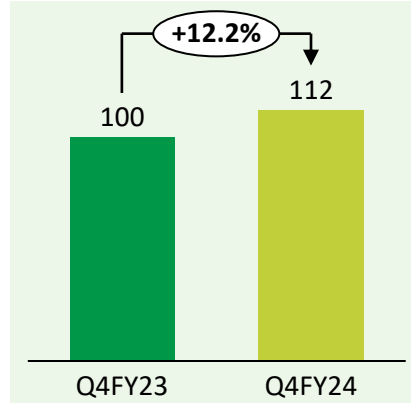
B2B Routine



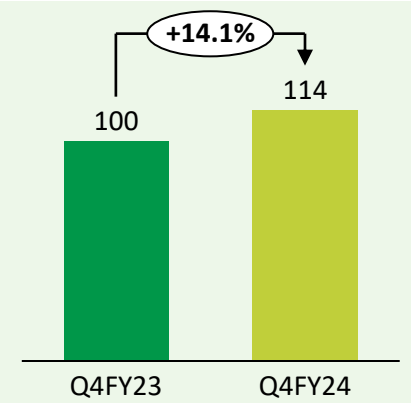
B2B Semi-Specialized



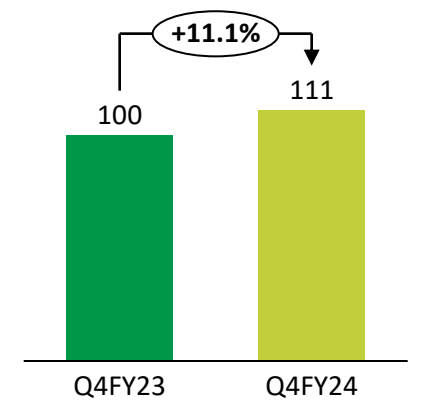
B2B Specialized



B2B Premium Wellness



Total B2B

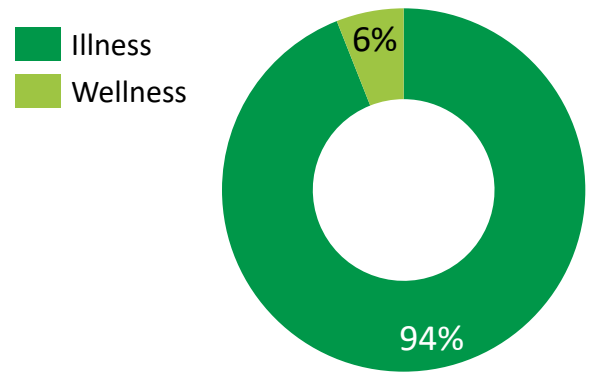


Revenue Base to 100

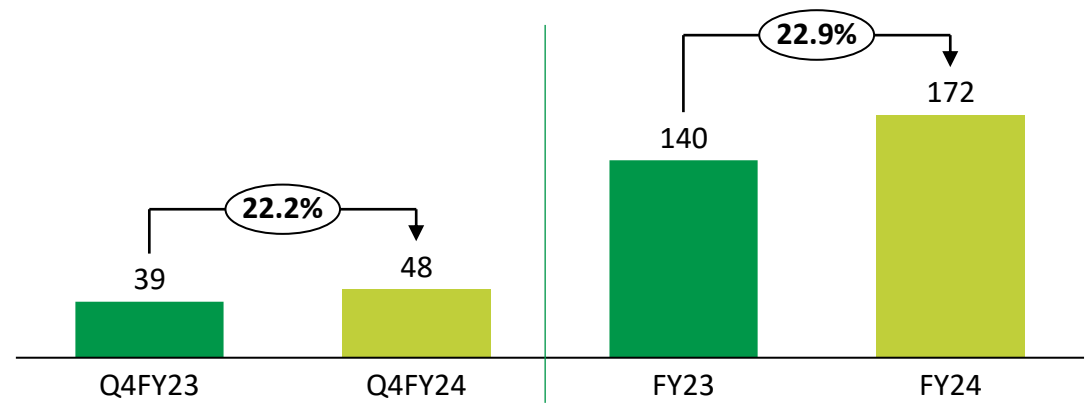
- ✓ Our B2B business **grew by 11.1% for Q4FY24 and by 10% for FY24.**
- ✓ The discount percentages in the B2B segments are lower in FY24 compared to FY23, indicating a reduction in competitive intensity over the past 12 months
- ✓ **Multiple initiatives undertaken to improve upon service levels:**
 - ✓ B2B engagement through digitalization's
 - ✓ Centralised Helpdesk to build strong support system for the B2B clients
 - ✓ Key Relationship Managers and special programmes for Top B2B Clients

4a. TruHealth Packages revenue grew @ 22.2%

Population for Diagnostic Industry



Total TruHealth Packages Revenue



Our focus is to cater to the balance **94% of the population** which has potential of wellness testing

- ✓ Revenue from TruHealth Packages has **grown by 22.2% on Y-o-Y basis** & stood at Rs. 48 crs as compared to Rs. 39 crs in Q4FY23
- ✓ Contribution from TruHealth Packages has **increased from 14% in Q4FY23 to 15% in Q4FY24**



Please [click here](#) for TruHealth Wellness Packages

Our Strategies

TruHealth packages with **average realizations of over Rs. 2,500**

Margin accretive TruHealth packages

Upselling Routine testing patients to bundled testing (Wellness packages)

Digitally linked upselling for Chronic Patients (Notifications/Pop-up's/Offline outreach)

Offset the competition intensity in our B2B Semi-specialised segment

4b. Specialized Test revenue grew @ 16.5% with 10.5% volume growth

Offers more than 3,000 specialized tests and uniquely crafted profiles to meet diagnostic requirements of specialists

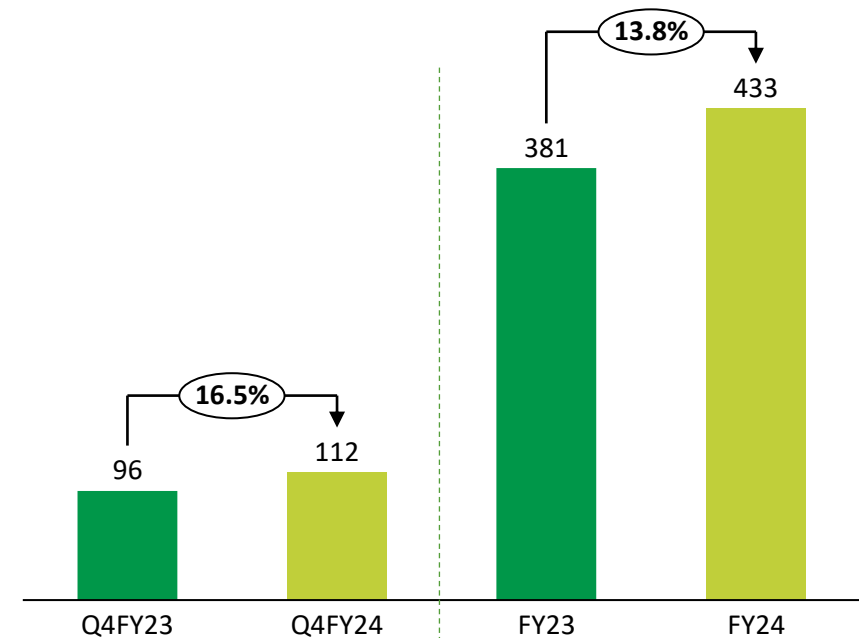
Innovation & test menu expansion is the heart of specialty & each year New tests are added to MHL menu

102 tests added in specialized segment in FY24

Divided over **multiple subspecialty segments** supporting different clinical pathology needs

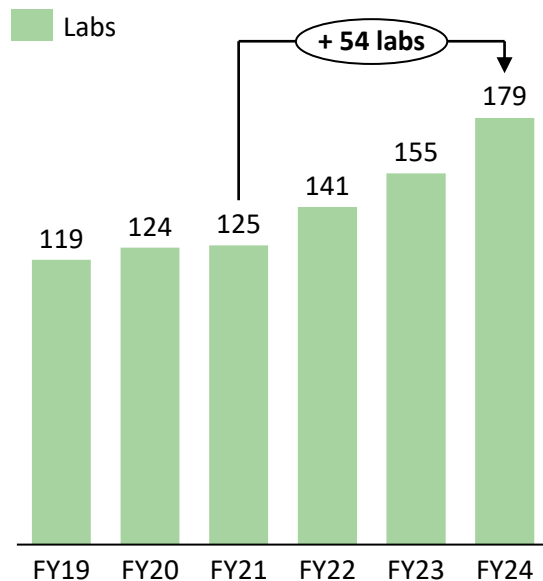
- ✓ Revenue from Specialized tests has **grown by 16.5% on Y-o-Y basis** & stood at Rs. 112 crs as compared to Rs. 96 crs in Q4FY23
- ✓ Volumes for specialized test **grew by 10.5% on Y-o-Y for Q4FY24**
- ✓ B2C Specialized Tests **grew by 20.0% on Y-o-Y basis in Q4FY24**
- ✓ B2B Specialized Tests **grew by 12.2% on Y-o-Y basis in Q4FY24**
- ✓ Contribution from Specialized tests stood **36% of total test revenue in Q4FY24**
- ✓ Multiple sub-specialty segments like Gastroenterology, Neurology, Oncology, Nephrology, Pre-Natal tests etc. provided under one roof under the supervision of clinical experts

Specialized Tests (Rs. Crs)

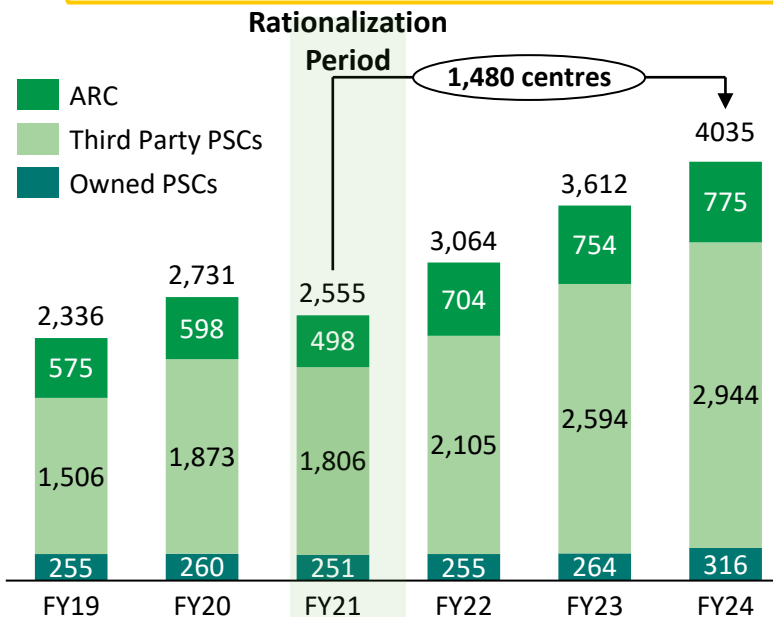


5. Expanding Network... from 307 to 601 towns in FY24

Laboratory Network - MHL



Service Network - MHL

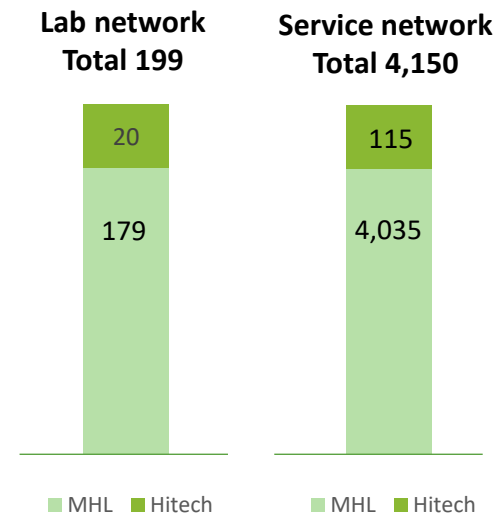


Hitech Network

Laboratory Network
20 Labs

Service Network
Owned PSCs – 89 centers
Third Party PSCs – 26 centers

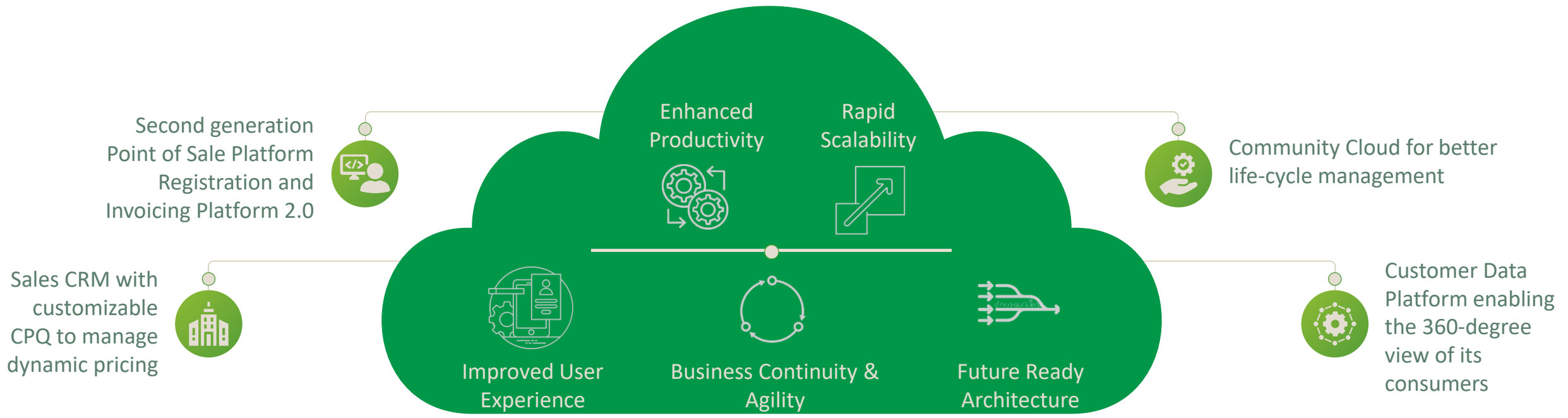
Total Network



We are on course to add 90 labs & 2,100 service centers

- ✓ We have added presence **from 307 towns to 601 towns in FY24**
- ✓ **Lab Expansion** – Post Apr 21, Company has started **54 labs**, we are planning to add 25 more labs in FY25
 - Focused on Speciality driven B2B business in the new geographies where labs are opened as an entry point
 - Expect to achieve scale in B2B business in 2-3 years of lab opening simultaneously foraying in B2C business with opening of franchise centres
- ✓ **Service Network Expansion** – Post Apr 21, Company has **added 1,480 centres**
 - Increasing marketing activities to create a strong B2C connect focused on specialized testing

7. Creating a Digital Transformation for business to grow



Metropolis is unique Healthcare Company equipped with **“SF CDP, Marketing Cloud, Service Cloud, Sales Cloud, Community Cloud”**.

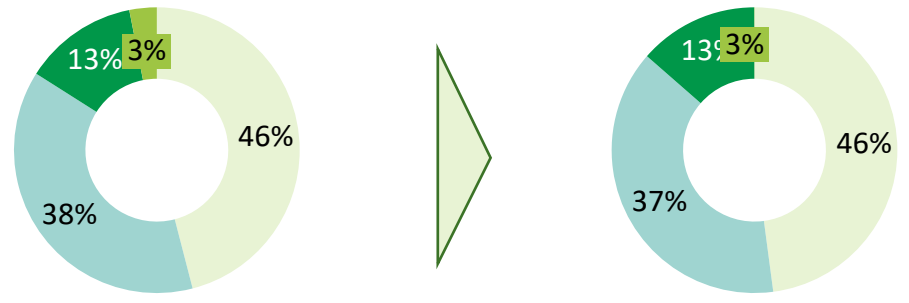
Specialized and Premium Wellness revenue contribution continues to grow

Strong **Brand Equity** across markets & **Doctors Trust and Reliance** on Metropolis helps us **grow our Specialized & Premium Wellness segment faster than the Industry**

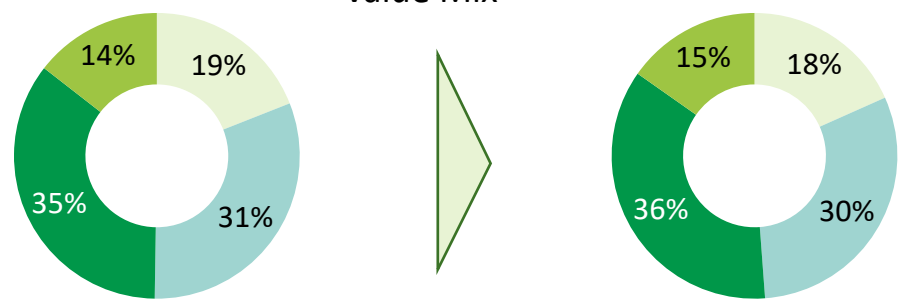
Q4FY23 **Q4FY24**

Core Business Revenue

Volume Mix

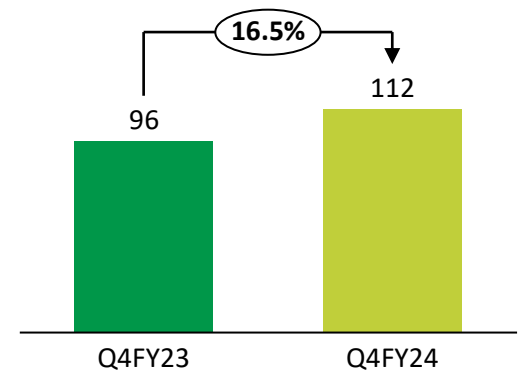


Value Mix

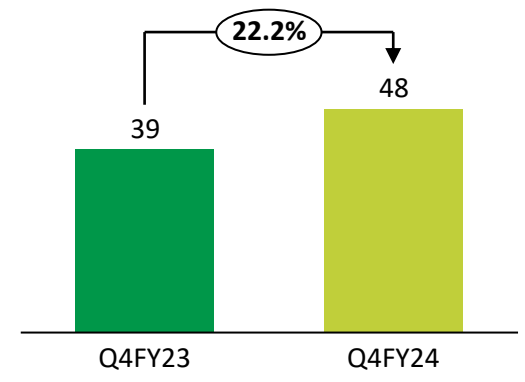


■ Routine ■ Semi-Specialized
■ Specialized ■ Wellness & Others

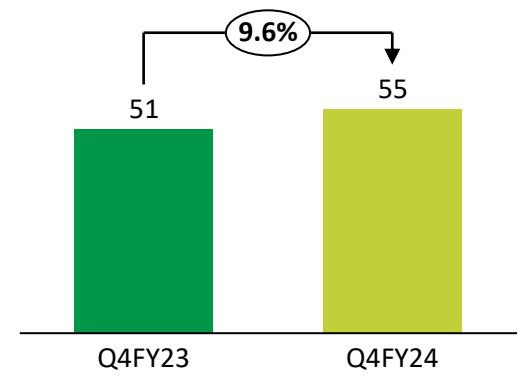
Specialized (Rs. Crs)



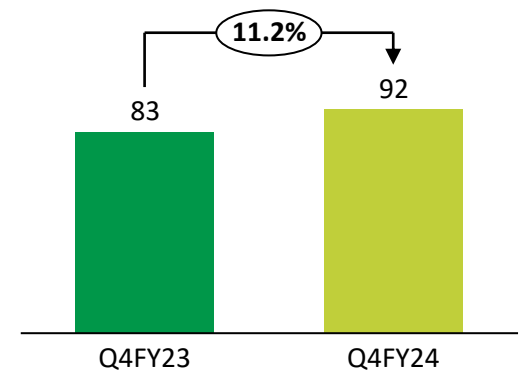
Premium Wellness (Rs. Crs)



Routine (Rs. Crs)



Semi-Specialized (Rs. Crs)



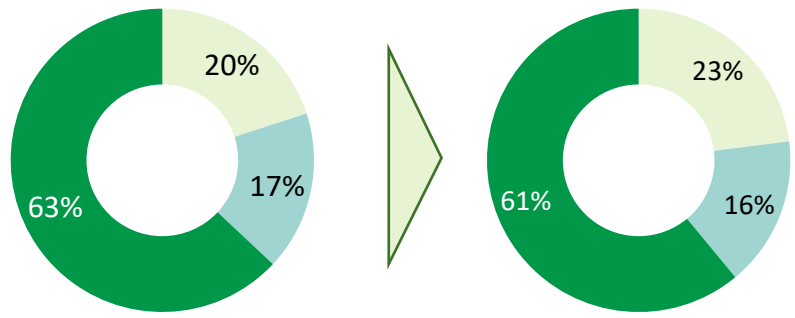
Diversified Revenue contribution across Geographies

Continue to focus on strengthening the Brand in Focus cities through increase in B2C share while improving the share of Seeding and Other cities through a healthy mix of B2B and B2C driven by large Test menu

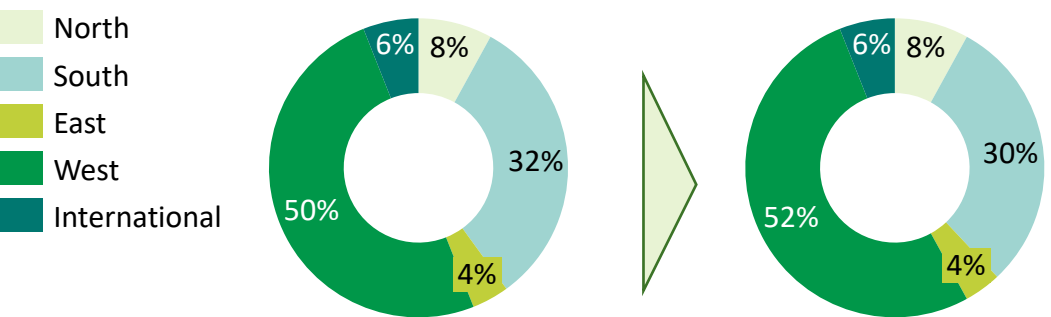
Q4FY23

Q4FY24

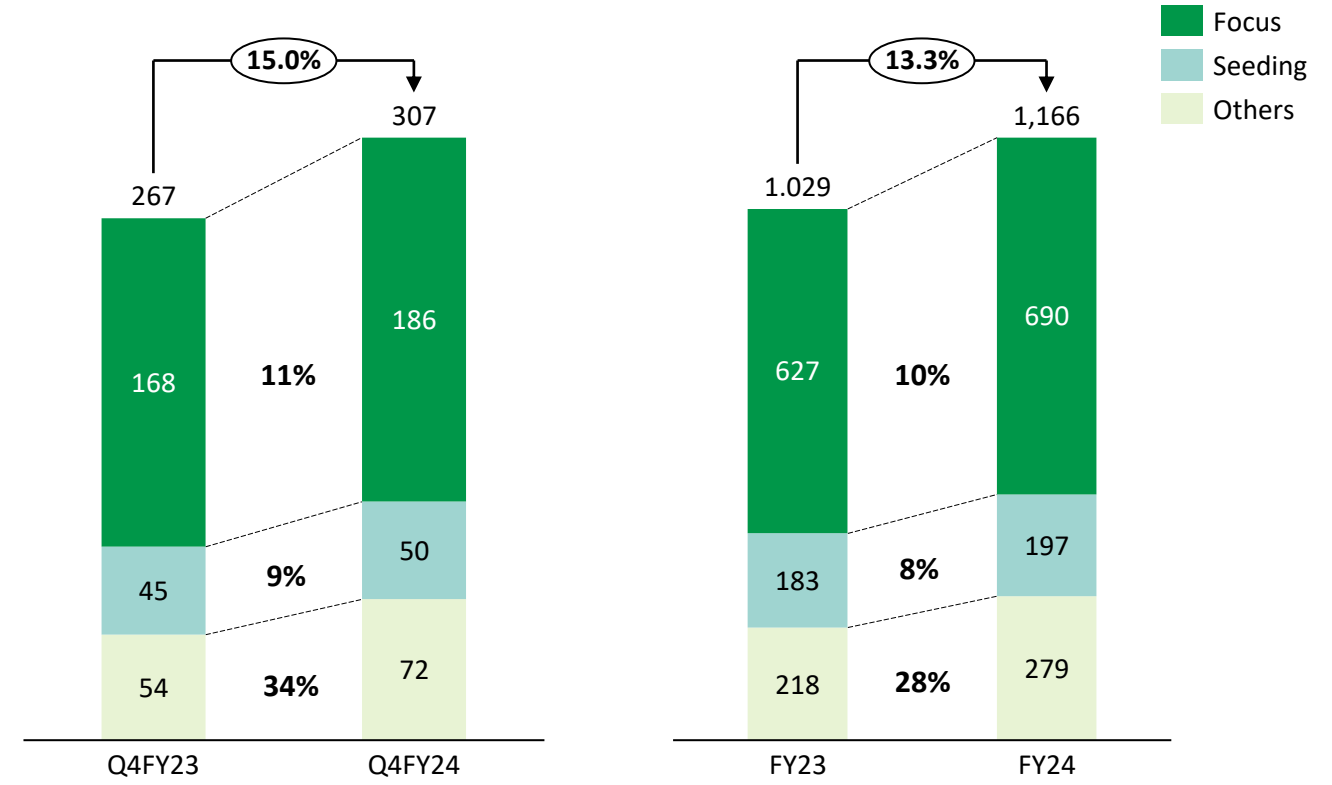
Core Business Revenue Mix



Core Business Revenue Mix



Core Business Revenue Break-up



- ✓ Revenue from other cities **grew by 34% for Q4FY24 & 28% in FY24** respectively. Growth from other cities is largely on the back of growth in revenues from Tier II & III cities
- ✓ Off the 54 labs added since FY21, 39 have been added in Tier II & III towns

Q4 & FY24 Consolidated Profit & Loss Statement

Profit & Loss Statement (Rs. Crs.)	Q4FY24	Q4FY23	Y-o-Y	FY24	FY23	Y-o-Y	Q4FY24* (6 months)	FY24* (15 months)
Revenue from Operations	312.8	282.5	10.7%	1,189.5	1148.2	3.6%	331.0	1,207.7
Cost of Operations	230.3	210.0		893.7	843.8		243.6	907.0
EBIDTA (before CSR and ESOP)	82.4	72.5	13.6%	295.7	304.4	-2.8%	87.4	300.7
EBIDTA (before CSR and ESOP) Margin	26.4%	25.7%		24.9%	26.5%		26.4%	24.9%
ESOP & CSR Cost	2.7	3.4		11.2	11.6		2.7	11.2
Reported EBIDTA	79.7	69.2	15.3%	284.6	292.8	-2.8%	84.8	289.6
Reported EBIDTA (%)	25.5%	24.5%		23.9% [#]	25.5%		25.6%	24.0%
Depreciation	26.1	23.4		94.1	89.2		26.4	94.5
Other Income	2.1	1.2		8.7	15.2		2.5	9.1
EBIT	55.8	47.0	18.8%	199.1	218.8	-9.0%	60.9	204.2
Finance Cost	6.1	5.1		25.3	31.3		10.3 [^]	29.5 [^]
Profit Before Tax	49.6	41.9	18.4%	173.8	187.5	-7.3%	50.5	174.7
Current Tax	13.5	8.4		45.7	44.1		14.0	46.2
Profit After Tax	36.1	33.5	7.9%	128.1	143.4	-10.7%	36.5	128.5
PAT Margin	11.6%	11.9%		10.8%	12.5%		11.0%	10.6%

*Including Financials for Kenya, Ghana, Tanzania & Uganda, our international subsidiaries reported for 15 months (Jan 2023 to March 2024) to align the same with the Indian Financial Calendar

[^]One-time unrealized forex loss of Rs. 3.5 crs due to dollar depreciation in Kenya. This is expected to be neutralized in FY25

[#]Rs. 6.8 crs one off's has been booked on account of whistle blower & Aam Aadmi Mohalla Clinic provision for FY24

Consolidated Balance Sheet

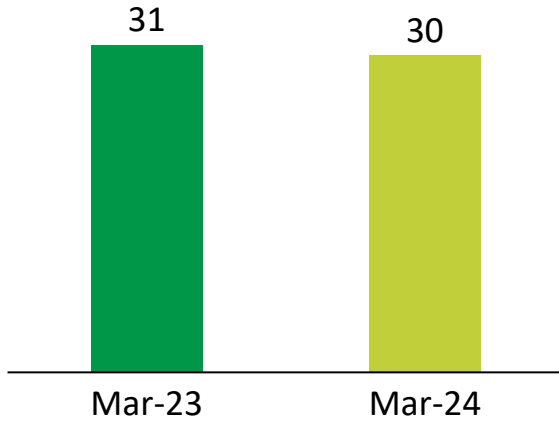
Assets (Rs. Crs.)	Mar-24	Mar-23	Mar 24* (15 Months)	Equity & Liabilities (Rs. Crs.)	Mar-24	Mar-23	Mar 24* (15 Months)
Non-current assets	1237.7	1198.8	1239.2	Equity	1091.0	990.8	1099.3
Property, Plant and Equipment	154.7	137.2	155.9	Equity Share capital	10.2	10.2	10.2
ROU Assets	180.1	173.4	180.1	Other equity	1077.6	978.0	1085.9
Goodwill	454.7	454.7	454.7	Non Controlling Interest	3.1	2.5	3.1
Other intangible assets	386.4	355.3	386.4				
Intangible assets under development	0.0	19.5	0.0				
Financial Assets				Non-current liabilities	225.7	245.9	209.9
(i) Investments	1.8	1.8	1.8	Financial Liabilities			
(ii) Loans	0.0	0.0	0.0	(i) Borrowings	0.0	28.6	0.0
(iii) Other Financial Assets	24.8	16.6	24.8	(ii) Lease Liabilities	134.9	125.5	119.1
Deferred Tax Assets (Net)	7.5	6.9	7.6	(iii) Other Non-Current Liabilities	0.0	0.5	0.0
Other non-current assets	0.4	0.5	0.4	Provisions	15.8	13.0	15.8
Non-current tax assets (net)	27.3	32.8	27.6	Deferred tax liabilities (Net)	75.0	78.2	75.0
Current assets	305.3	302.8	315.8	Current liabilities	226.3	264.9	245.9
Inventories	37.3	44.6	38.7	Financial Liabilities			
Financial Assets				(i) Borrowings	0.0	50.4	0.0
(i) Investments	53.1	13.1	53.1	(ii) Lease Liabilities	62.1	61.8	78.0
(ii) Trade receivables	124.0	121.9	126.3	(iii) Trade Payables	97.0	93.8	99.4
(iii) Cash and cash equivalents	55.6	68.8	62.6	(iv) Other Current Financial Liabilities	17.6	20.3	17.7
(iv) Bank balances other than (iii)	8.6	24.4	8.6	Other Current Liabilities	22.7	19.6	24.0
(v) Loans	0.4	0.0	0.0	Provisions	10.5	9.6	10.5
(vi) Other Financial Assets	6.3	14.1	6.3	Current tax liabilities (Net)	16.4	9.3	16.3
Other Current Assets	20.0	15.9	20.3				
TOTAL - ASSETS	1,543.0	1,501.6	1555.1	TOTAL - EQUITY AND LIABILITIES	1,543.0	1,501.6	1555.1

Consolidated Abridged Cash flow statement

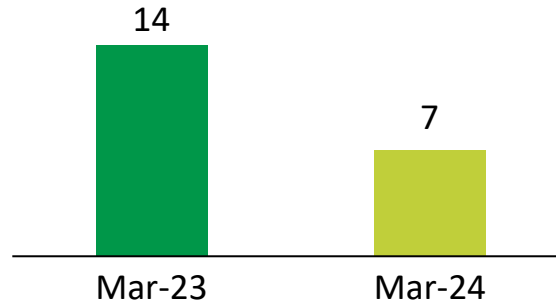
Cash Flow Statement (Rs. Crs)	FY24	FY23	FY24* (15 Months)
Profit Before Tax	173.8	187.6	174.7
Adjustments for Depreciation and other items	127.5	104.1	129.9
Operating profit before working capital changes	301.2	291.6	304.6
Changes in working capital	-1.4	7.0	-4.9
Cash generated from operations	299.8	298.7	299.7
Direct taxes paid (net of refund)	-36.4	-51.6	-37.4
Net Cash from Operating Activities (A)	263.3	247.1	262.2
Net Cash from Investing Activities (B)	-88.3	46.8	-88.0
Net Cash from Financing Activities (C)	-181.2	-292.3	-181.2
Net Change in cash and cash equivalents	-6.2	1.6	-6.9

Steady Focus on Balance Sheet continues

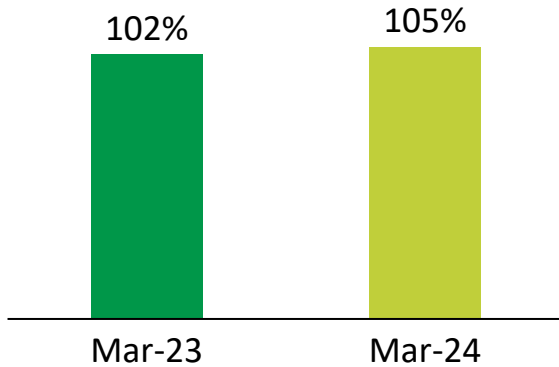
Debtor Days



Working Capital Days

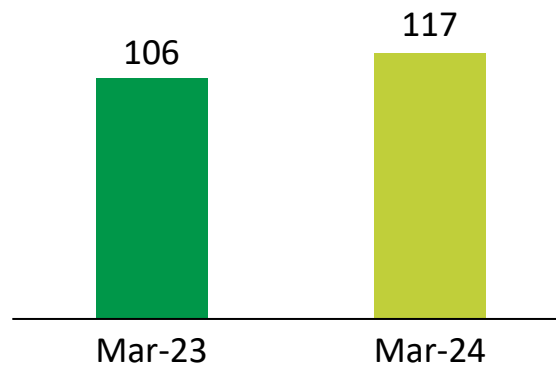


OCF to EBITDA



Cash and Cash Equivalents

Rs. In Crs



Key Highlights

- ✓ Debtor days as on Mar-24 stood at 30 days as compared to 31 days as on Mar-23
- ✓ Cash & Cash Equivalents stood healthy at Rs. 117 crs as of Mar-24
- ✓ Working capital days stood at 7 days as compared to 14 days as on Mar-23
- ✓ OCF / EBITDA stood at 105%
- ✓ Debt has been fully paid in the last financial year and currently there is no debt as on Mar 24.

WC Days = (CA – Cash & Equivalents) – (CL – Lease liabilities - Borrowings) / TTM Sales *365

OCF / EBITDA = CFO before tax / EBITDA

Basis 12 months financials

Strong Leadership Team



Dr. Sushil Kanubhai Shah
Chairman & Executive Director



Ameera Sushil Shah
Managing Director



Surendran Chemmenkotil
Chief Executive Officer

Strong Leadership Team for Next Level of Growth



Dr. Nilesh Shah
President - Internal
Assurance



Rakesh Agarwal
Chief Financial Officer



Alangadan Kannan
Chief Operating Officer



Dr. Kirti Z Kazi
Chief Scientific &
Innovation Officer



Ishita Medhekar
Chief People Officer



Avadhut Joshi
Chief Business
Development Officer



Mohan Menon
Chief Marketing Officer



Dr. Puneet Nigam
Chief Quality Officer



Bhoopendra Rajawat
Chief Business Officer
West, North & Central



Balakrishnan Janardhanan
Chief Business Officer
South & East



Abdur Razzaque
Group IT Head

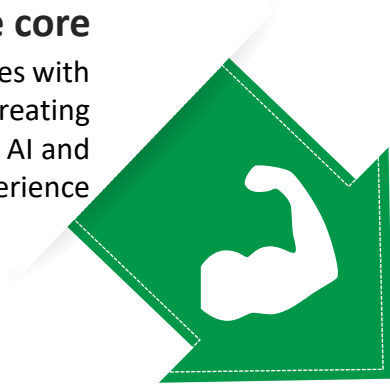


Metropolis 3.0 : Opportunity

Key Pillars of Metropolis 3.0 Strategy

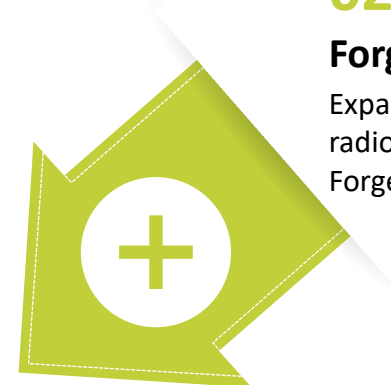
01. Strengthening the core

Expand market share in core and newer geographies with a focus on specialized and wellness testing, while creating a differentiated Brand and empowering with AI and digitization for a seamless customer experience



02. Expanding to adjacencies; Forge New Alliances

Expanding into adjacencies like complimenting radiology, allied services and primary healthcare. Forge alliances to acquire new-age capabilities.



04. Fostering Sustainability

Enhance compliance and solidify governance, while prioritizing impactful ESG initiatives and social responsibilities to maximize shareholder value

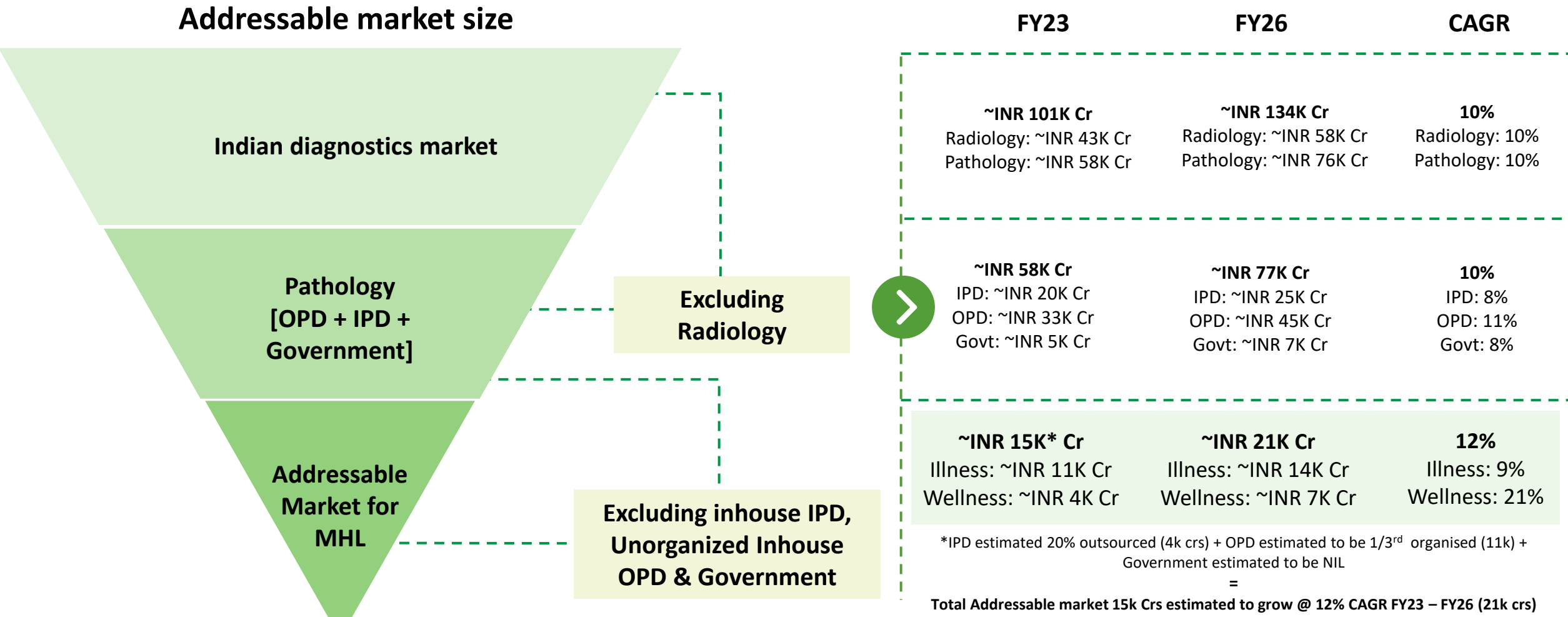


03. Bolt on Acquisition

New markets and skillsets through seamless integration of acquisitions and fostering organic growth. Optimizing efficiencies Upstream and scaling up new-age tech with Downstream bolt-ons



Addressable market is expected to increase to ~Rs. 21K Cr by FY26...



Metropolis to grow faster than Industry Additional Levers for Accelerated Industry Growth

Consumer shift from Unorganised to Organised Chains

Stringent Regulatory Environment

Penetration of Insurance in Diagnostics Industry

Source(s): Expert interviews, Annual reports, MCA filings, DRHPs, Analyst reports, Management estimates, Praxis analysis

... Metropolis to grow faster than the Industry

Strategy to Win



Higher reliability of the Metropolis Brand with Specialized Doctor Network

Increase the product suite for **Premium Wellness** and create a **sticky customer base**

Strengthening the Core and expanding adjacencies to leverage the Brand strength, Customer base and Network



Large Network (including current expansion) to help grow faster in Focus Cities and strengthen the Brand in Seeding and Other Cities

Bolt on Acquisitions to further strategic objectives

Target a Revenue CAGR of mid-teen from FY23 to FY26

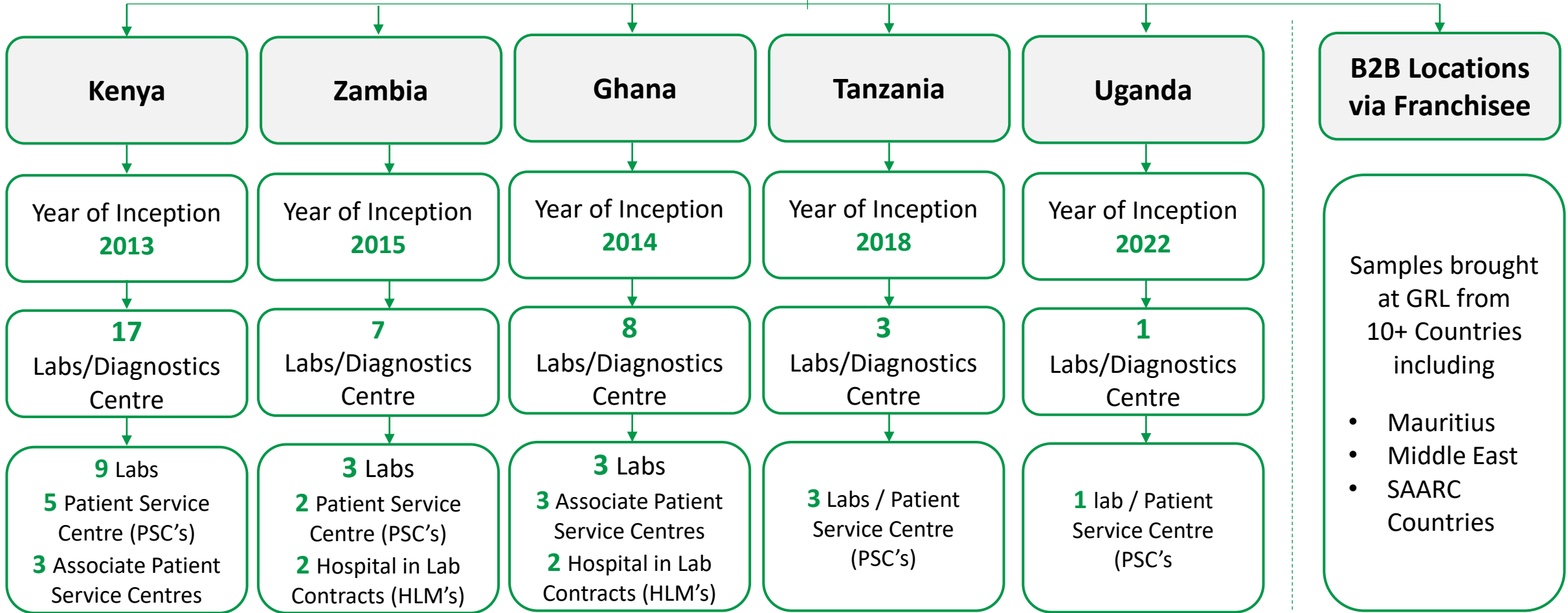


Achieve Pre-Covid Margin Profile



Be the fastest growing Diagnostics Company within the National Chains Segment

Our International Presence



- ✓ International business focuses on specialized testing and is managed by a dedicated team
- ✓ MHL is one of the largest organized player in the international geographies of its presence
- ✓ Business is characterized by low investments & higher return profile



Metropolis is the **First** Indian Diagnostic Organization for getting **Great Place To Work** certification.

EMPLOYEE BRAND- Our Identity



Attributes that Build Our Culture

Trust, Openness, Innovation, Compassion & Growth Mindset

Communicate Amplify with Talent Community

Social Media , Campus , Career Page

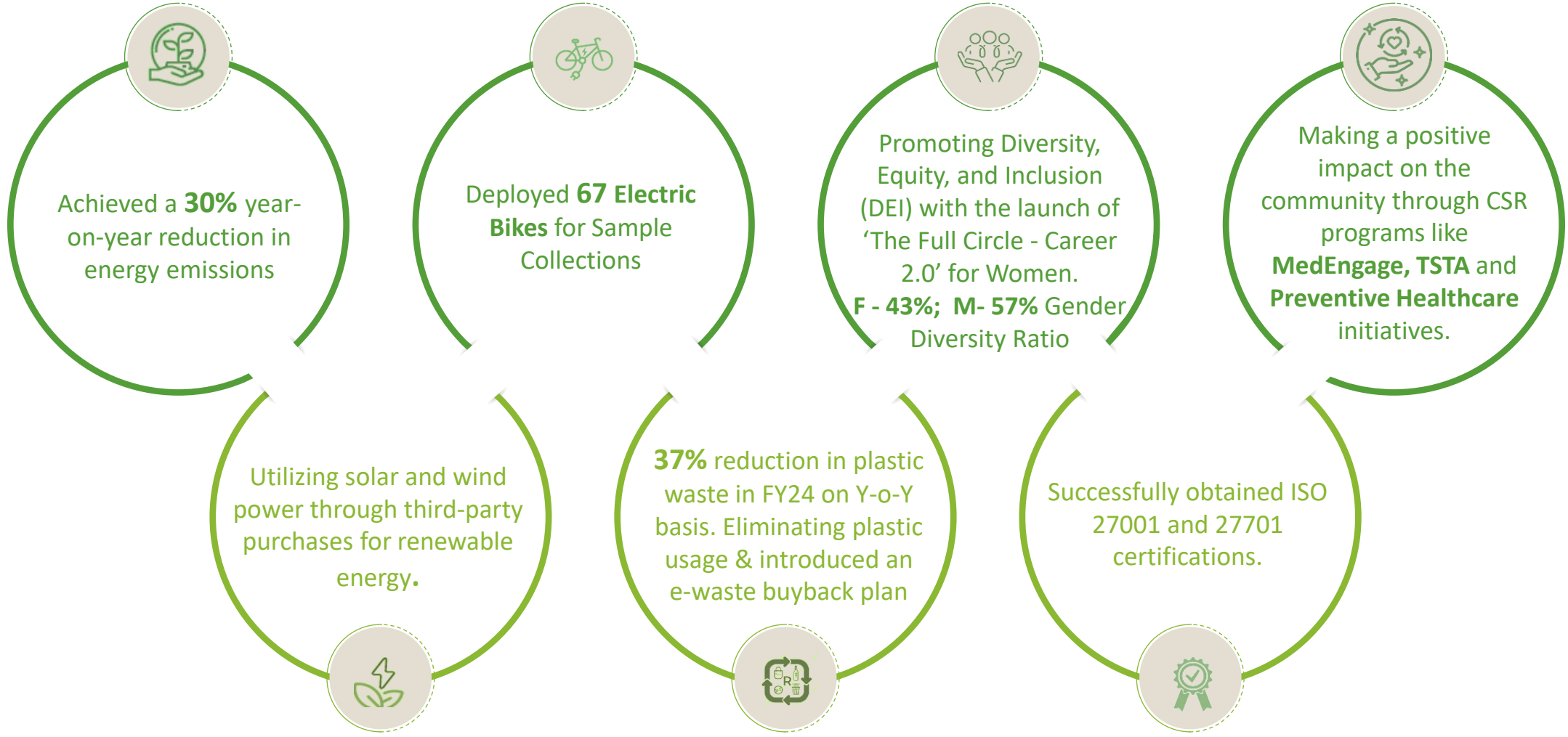


Talent being our Key Differentiator

Recent Awards and Accolades

Period	Particulars
April 2024	Metropolis Healthcare wins the Gold Award for Diagnostic Chain of the Year and the Bronze Award for Best CSR Practice in Healthcare at the FE Healthcare Excellence Awards 2024.
March 2024	Metropolis's CSR Program MedEngage honoured with the prestigious Winner title at the 3rd edition of the NATHealth Impact Awards 2024 in the CSR category, presented by NATHealth (Healthcare Federation of India).
March 2024	Metropolis Healthcare honoured the International Best Researcher of the Year award for its pioneering research on 'Clinical Utility of Pregascreen™ Reflex Genetic Testing for Prenatal Screening in the Indian Population' at the 2024 International Congress for Research Excellence (ICRE).
February 2024	Our Chairman Dr Sushil Shah was honoured with the Lifetime Achievement in Diagnostics Leadership Award by Voice of Healthcare at the Diagnostic Innovation and Excellence Awards 2024.
February 2024	Metropolis Healthcare receives the Institutional Excellence in Diagnostics Chain (Pathology) and Metropolis Foundation receives the Institutional Excellence in CSR Initiatives (Healthcare Education) from BW Healthcare Excellence Awards.
February 2024	Metropolis Healthcare's Annual Report 2022-23 has won the Platinum Award at the Vision Awards 2022/23 Annual Report Competition by LACP - League of American Professionals.
January 2024	Our MD Ms Ameera Shah was featured in India Today's 48th Anniversary Special Issue – The SHE List in the Healthcare Business Category .
December 2023	Our MD Ameera Shah , was featured in the prestigious Business Today listing of India's Most Powerful Women in Business 2023 .
October 2023	Metropolis Foundation honored with Best Sex Education Initiative of the Year Award at the Indian CSR Awards 2023 for ' Too Shy to Ask ' (TSTA) CSR Program.
September 2023	Our MD Ameera Shah honoured with the prestigious Corporate Woman Leader of the Year Award at the inaugural edition of the CII Corporate Women Leadership Awards 2022. She was the sole recipient of this award in this category.
August 2023	Metropolis Healthcare awarded with the Best Diagnostic Company Award (Winner) and the Best CSR Excellence in Healthcare Award (1st Runner Up) for our outstanding contributions and achievements in diagnostics, as well as for making a positive social impact in the healthcare industry at the ASSOCHAM's 2nd Healthcare Summit and Awards
August 2023	Our Chairman, Dr. Sushil Shah , was honoured with the Hurun India Star of Mumbai Award by the prestigious Hurun Report Global. Dr. Shah's was recognized for his remarkable contributions to the Indian Diagnostic industry.





Metropolis ESG' Goals

Key Focus Areas		Goals	Targets and KPIs
Environment	Emissions and Energy	Demonstrate Environmental Stewardship through Sustainable Practices 	<ul style="list-style-type: none"> Carbon Neutrality by 2043 45% reduction in emissions intensity by 2030
	Waste Management		<ul style="list-style-type: none"> Zero waste in offices by 2030 Reduce plastic usage by 50% by 2030.
	Water Management		<ul style="list-style-type: none"> Reduction of water intensity by 30% by 2030 Water Neutral by 2043
Social	Quality of care and patient satisfaction	Become an Employer of Choice Improve Community Health by ensuring access to high-quality diagnostics. Contribute to community well-being through dedicated CSR initiatives 	<ul style="list-style-type: none"> Resolution of 100% of service complaints registered in CRM Y-o-Y. (65% within 4 hrs & 90% within 24hrs) & achieve NPS 90% & maintain threshold by 2028.
	Occupational Employee Health and Safety		<ul style="list-style-type: none"> 100% awareness and training on OHS (Occupational health & Safety) & ISO 15189 standard for all employees.
	Employee recruitment, development, and retention		<ul style="list-style-type: none"> Strengthen the DE&I Program and improve the Diversity/New Hire Ratio By 2028, achieve a gender-neutral workforce with a 50:50 gender balance Manage training by tracking hours, gender, and effectiveness, and implement improvement
Governance	Patient privacy and electronic health records	Upholding Integrity, Security and Compliance 	<ul style="list-style-type: none"> Continue to maintain zero year-on-year data breaches. ISO 27001& 27701 Certification
	Risk Management		<ul style="list-style-type: none"> Comprehensive, Annual Risk Assessment and Mitigation Plans
	Board Governance, Ethics and Compliance		<ul style="list-style-type: none"> Board Diversity – 50:50 by 2028 Zero instances of non-compliance with regulatory requirements Y-O-Y.

CSR at Metropolis



Too Shy to Ask (TSTA) Outreach and Digital Program

- Metropolis Foundation, the CSR arm of Metropolis Health care limited has partnered with 10 implementation partners for TSTA outreach programme
- TSTA outreach impacted 96006 Adolescents ,
- 660 Kishori manch (adolescent groups made)
- 1853 Teachers in rural and urban Maharashtra
- Digital Intervention showed 12000+ organic install
- 388 questions from Adolescents was answered by Expert



MedEngage Programme

- The MedEngage outreach programme is more holistic through integrating all UG and PG years including Research grant ii) integrating backward areas / aspirational district as notified by Niti-Aayog and supporting for Research Grant
- MedTalk and Webinar are being regular organized as interactive forum so that young aspiring doctors gain from senior medical maestro.



Preventive health Care Project

- 1,702 TB patients were supported with Nutritional support and > 100% adhered to TB medicines
- 1,00,301 impacted through Anemia awareness
- 3,44,301 lakh community members are impacted through use of various community tools on diabetes



DSEU*(Delhi Skills Entrepreneurial University)

- 7 labs fully made functional in DWARKA Campus
- 800 per year students will benefit from this support
- Curriculum support development was also given to DESU

For further information, please contact:

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Investor Relations Advisors :



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