

August 06, 2024

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|---|--|
| The Secretary Listing Department, BSE Limited, 1 st Floor, Phiroze Jeejeebhoy Towers Dalal Street, Mumbai 400001 Scrip Code: 540975 | The Manager, Listing Department, The National Stock Exchange of India Ltd Exchange Plaza, C-1, Block G Bandra Kurla Complex Bandra (East), Mumbai 400051 Scrip Symbol: ASTERDM |
|---|--|

Dear Sir/ Madam,

Sub: Business Responsibility and Sustainability Report for Financial Year 2023-24

Pursuant to Regulations 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations 2015 ("Listing Regulations"), we are submitting herewith the Business Responsibility and Sustainability Report for financial year 2023-24, which forms part of the Integrated Annual Report of Aster DM Healthcare Limited for financial year 2023-24. This is for your information and records.

Thank You,

For **Aster DM Healthcare Limited**

**HEMISH
PURUSHOTTAM**

Digitally signed by
HEMISH PURUSHOTTAM
Date: 2024.08.06
22:59:51 +05'30'

**Hemish Purushottam
Company Secretary and Compliance Officer**

Annexure 9

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. DETAILS

| | | | | |
|----------|--|--|-----------------|--|
| 1 | Corporate Identity Number (CIN) of the Listed Entity | L85110KA2008PLC147259 | | |
| 2 | Name of the Listed Entity | Aster DM Healthcare Limited | | |
| 3 | Year of incorporation | 18-01-2008 | | |
| 4 | Registered office address | Awfis, 2 nd Floor, Renaissance Centra, 27 & 27/1, Mission Road, Sampangi ramanagar, Bengaluru, Karnataka 560027 | | |
| 5 | Corporate address | Awfis, 2 nd Floor, Renaissance Centra, 27 & 27/1, Mission Road, Sampangi ramanagar, Bengaluru, Karnataka 560027 | | |
| 6 | E-mail | cs@asterdmhealthcare.com | | |
| 7 | Telephone | +91 484 669 9999 | | |
| 8 | Website | www.asterdmhealthcare.in | | |
| 9 | Financial Year | Start Date | End Date | |
| | Reporting financial year | 01-04-2023 | 31-03-2024 | |
| | Previous financial year | 01-04-2022 | 31-03-2023 | |
| | Prior to previous financial year | 01-04-2021 | 31-03-2022 | |
| 10 | Name of the Stock Exchange(s) where shares are listed | 1. BSE 2. NSE | | |
| 11 | Paid-up Capital | INR 499,51,30,600 | | |
| 12 | Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report | Name of contact person Mr. Hemish Purushottam Contact number of contact person +91 484 669 9999 Email of contact person hemish.purushottam@asterdmhealthcare.com | | |
| 13 | Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together). | Consolidated basis On account of sale of GCC business effective from 4 th April, 2024 only Indian Subsidiaries of the Company have been considered for the Financial Year 2023-24 Accordingly, for Financial year 2022-23 figures have been revised to reflect only Indian Subsidiaries of the Company. | | |
| 14 | Name of assurance provider | NA | | |
| 15 | Type of assurance obtained | NA | | |

II. PRODUCTS/SERVICES

16. Details of business activities

| S. No | Description of main activity | Description of business activity | % of turnover |
|-------|---|---|---------------|
| 1. | Revenue from hospital and medical services* | Healthcare services through hospitals and clinics | 91.2 |
| 2. | Revenue from pharmacy | Sale of pharma, non-pharma products and opticals | 8.82 |

*includes sale of pharmacy products to the in patients

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

| S. No | Product/Service | NIC Code | % of total Turnover contributed |
|-------|---|----------|---------------------------------|
| 1. | Revenue from hospital and medical services* | 86110 | 91.2 |
| 2. | Revenue from pharmacy | 4772 | 8.80 |

*includes sale of pharmacy products to the in patients

III. OPERATIONS**18. Number of locations where plants and/or operations/offices of the entity are situated:**

Hospitals - 19

Clinics - 13

Pharmacies - 215*

Labs & patient experience centers - 232 (1 reference lab, 14 Satellite labs, 217 patient experience centers)

* (operated by Alfaone Retail Pharmacies Private Limited under brand license from Aster)

19. Markets served by the entity:**a. Number of locations**

| Location | Number |
|----------------------------------|--|
| National (No. of States) | 5 (Andhra Pradesh, Telangana, Maharashtra, Karnataka and Kerala) |
| International (No. of Countries) | 0 |

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

Export Percentage- 5.58% (India)

c. A brief on types of customers

Patients requiring medical assistance and healthcare services.

IV. EMPLOYEES**20. Details as at the end of Financial Year:****a. Employees and workers (including differently abled):**

| S. No | Particulars | Total (A) | Male | | Female | | Others | |
|------------------|--------------------------------|--------------|-------------|--------------|--------------|--------------|----------|-------------|
| | | | No. (B) | % (B/A) | No. (C) | % (C/A) | No. (H) | % (H/A) |
| EMPLOYEES | | | | | | | | |
| 1. | Permanent (D) | 14016 | 4745 | 33.85 | 9271 | 66.15 | 0 | 0.00 |
| 2. | Other than Permanent (E) | 5486 | 2887 | 52.62 | 2599 | 47.38 | 0 | 0.00 |
| 3. | Total employees (D + E) | 19502 | 7632 | 39.13 | 11870 | 60.87 | 0 | 0.00 |

Note:

- The Company has no workers on rolls of the Company.
- Other than Permanent category includes outsourced and fees-based Doctors/Retainer.

b. Differently abled Employees and workers:

| S. No | Particulars | Total (A) | Male | | Female | | Others | |
|------------------------------------|--|-----------|-----------|--------------|-----------|--------------|----------|-------------|
| | | | No. (B) | % (B/A) | No. (C) | % (C/A) | No. (H) | % (H/A) |
| DIFFERENTLY ABLED EMPLOYEES | | | | | | | | |
| 1. | Permanent (D) | 38 | 27 | 71.05 | 11 | 28.95 | 0 | 0.00 |
| 2. | Other than Permanent (E) | 3 | 1 | 33.33 | 2 | 66.67 | 0 | 0.00 |
| 3. | Total differently abled employees (D + E) | 41 | 28 | 68.29 | 13 | 31.71 | 0 | 0.00 |

21. Participation/Inclusion/Representation of women

| | Total (A) | No. and percentage of Females | |
|--------------------------|-----------|-------------------------------|-----------|
| | | No. (B) | % (B / A) |
| Board of Directors | 10 | 2 | 20% |
| Key Management Personnel | 5 | 1 | 20% |

22. Turnover rate for permanent employees and workers

| | FY 2023-24 (Turnover rate in current FY) [values in %] | | | | FY 2022-23 (Turnover rate in previous FY) [values in %] | | | | FY 2021-22 (Turnover rate in the year prior to the previous FY) [values in %] | | | |
|---------------------|--|--------|--------|-------|---|--------|--------|-------|---|--------|--------|-------|
| | Male | Female | Others | Total | Male | Female | Others | Total | Male | Female | Others | Total |
| Permanent Employees | 24.30% | 12% | 0.00 | 18% | 16% | 30% | 0.00 | 23% | 25% | 34% | 0 | 30% |

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)**23. (a) Names of Holding / Subsidiary / Associate companies / Joint ventures**

Refer to **Annexure 1** of the Annual Board's report for information on holding / subsidiary / associate companies / joint ventures.

VI. CSR DETAILS**24. CSR Details**

| | |
|---|---------|
| Whether CSR is applicable as per Section 135 of Companies Act, 2013 | Yes |
| Turnover (INR in crores) | 1533.74 |
| Net worth (INR in crores) | 3060.39 |

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES**25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No) | (If Yes, then provide web-link for grievance redress policy) | FY 2023-24 | | | FY 2022-23 | | | If NA, then provide the reason |
|---|---|---|--|--|---------|--|--|---------|--------------------------------|
| | | | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks | |
| Communities | Yes | https://www.asterdmhealthcare.in/about-us/corporate-governance | 0 | 0 | NA | 0 | 0 | NA | |
| Investors (other than shareholders) | Yes | https://www.asterdmhealthcare.in/investor/contact-us | 0 | 0 | NA | 0 | 0 | NA | |
| Shareholders | Yes | https://www.asterdmhealthcare.in/investors | 7 | 0 | NA | 1 | 0 | NA | |
| Employees and workers | Yes | https://www.asterdmhealthcare.in/about-us/corporate-governance | 0 | 0 | NA | 3 | 0 | NA | |
| Customers | Yes | https://yourfeedback.asterdmhealthcare.com/over2cloud/qrFeedbackLogin?L=1uUhmTeughA=&AuthKey=CuiD+QkVM4A=&loc=1uUhmTeughA=&checkOTP=3RTw23jpUUC= | 53,550 | 0 | NA | 57,332 | 0 | NA | |
| Value Chain Partners | Yes | https://www.asterdmhealthcare.in/investors/corporate-governance/overview | 1 | 0 | NA | 1 | 0 | NA | |

26. Overview of the entity's material responsible business conduct issues

Please indicate the material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format:

| S. No | Material issue identified | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|-------|--|--|--|--|--|
| 1. | Environment : Engaging patients on Climate actions through our solutions | Opportunity | <ul style="list-style-type: none"> - Increased revenue through development and / or expansion of services to help our patients manage their climate change risks. - Savings through lower-emission energy sources - Global leadership in addressing climate change through advocacy | Not Applicable | Positive : Scope to improve Aster DM's competitiveness and capitalize on the shifting of patient preferences by leveraging our expertise in sustainability, low-carbon transition, and digital / IT to help our patients in their sustainability and low-carbon journeys |
| 2. | Societal : Facilitating best-in-class employee experience | Risk | Inability to facilitate best-in-class employee experience may impact our ability to attract, hire, train, engage and retain talent. | <ul style="list-style-type: none"> - Employee engagement and support - Holistic employee retention and recognition efforts - Focus on career and leadership development - Occupational health and safety measures - Succession planning | Negative : Impact on employer reputation, increased cost of talent, etc. |
| 3. | Governance : Data privacy and information management | Risk | Cyber attacks that breach our information network and / or failure to protect sensitive and confidential information of our stakeholders in accordance with applicable laws and contractual obligations may impact our operations and patient satisfaction or result in significant regulatory penalties. | <ul style="list-style-type: none"> - Robust cybersecurity and data privacy frameworks and controls - Multi-layered governance process with oversight by the executive and the Board - Continued investment in technology - Readiness to respond to incidents - Awareness programs and trainings | Negative : Increased operational cost for technological investments and hiring and training talent |

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

THIS SECTION IS AIMED AT HELPING BUSINESSES TO DEMONSTRATE THE STRUCTURES, POLICIES AND PROCESSES PUT IN PLACE TOWARDS ADOPTING THE NGRBC PRINCIPLES AND CORE ELEMENTS.

| | | |
|--|---|--|
| <p>P1</p> <p>Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable</p> | <p>P2</p> <p>Businesses should provide goods and services in a manner that is sustainable and safe</p> | <p>P3</p> <p>Businesses should respect and promote the well-being of all employees, including those in their value chains</p> |
| <p>P4</p> <p>Businesses should respect the interests of and be responsive towards all its stakeholders</p> | <p>P5</p> <p>Businesses should respect and promote human rights</p> | <p>P6</p> <p>Businesses should respect, protect and make efforts to restore the environment</p> |
| <p>P7</p> <p>Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent</p> | <p>P8</p> <p>Businesses should promote inclusive growth and equitable development</p> | <p>P9</p> <p>Businesses should engage with and provide value to their consumers in a responsible manner</p> |

| Disclosure Question | Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) | Has the policy been approved by the Board? (Yes/No) | Web Link of the Policies, if available |
|--|--|---|---|
| Policy and management processes | | | |
| P1 Ethics & Transparency | Yes | Yes | https://www.asterdmhealthcare.in/fileadmin/user_upload/BRR_Policy.pdf |
| P2 Product Responsibility | Yes | Yes | https://www.asterdmhealthcare.in/fileadmin/user_upload/Vendor_Code_of_Conduct.pdf |
| P3 Human Resources | Yes | Yes | https://www.asterdmhealthcare.in/fileadmin/user_upload/BRR_Policy.pdf |
| P4 Responsiveness to Stakeholders | Yes | Yes | https://www.asterdmhealthcare.in/fileadmin/user_upload/BRR_Policy.pdf |
| P5 Respect for Human Rights | Yes | Yes | https://www.asterdmhealthcare.in/fileadmin/user_upload/BRR_Policy.pdf |
| P6 Efforts to restore the Environment | Yes | Yes | https://www.asterdmhealthcare.in/fileadmin/user_upload/Group_ESG_Policy_.pdf |
| P7 Public Policy Advocacy | Yes | Yes | https://www.asterdmhealthcare.in/fileadmin/user_upload/BRR_Policy.pdf |
| P8 Inclusive Growth | Yes | Yes | https://www.asterdmhealthcare.in/fileadmin/user_upload/CSR_Policy_O1.pdf |
| P9 Customer Engagement | Yes | Yes | https://www.asterdmhealthcare.in/investors/corporate-governance/overview |

| Disclosure Question | | Whether the entity has translated the policy into procedures. (Yes / No) | Do the enlisted policies extend to your value chain partners? (Yes/No) | Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. |
|--|------------------------------------|--|--|--|
| Policy and management processes | | | | |
| P1 | Ethics & Transparency | Yes | Yes | GRI Standards, Section 135 of the Companies Act, 2013 and SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 |
| P2 | Product Responsibility | Yes | Yes | GRI Standards, Section 135 of the Companies Act, 2013 and SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 |
| P3 | Human Resources | Yes | Yes | GRI Standards, Section 135 of the Companies Act, 2013 and SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 |
| P4 | Responsiveness to Stakeholders | Yes | Yes | GRI Standards, Section 135 of the Companies Act, 2013 and SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 |
| P5 | Respect for Human Rights | Yes | Yes | GRI Standards, Section 135 of the Companies Act, 2013 and SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 |
| P6 | Efforts to restore the Environment | Yes | Yes | GRI Standards, Section 135 of the Companies Act, 2013 and SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 |
| P7 | Public Policy Advocacy | Yes | Yes | GRI Standards, Section 135 of the Companies Act, 2013 and SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 |
| P8 | Inclusive Growth | Yes | Yes | GRI Standards, Section 135 of the Companies Act, 2013 and SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 |
| P9 | Customer Engagement | Yes | Yes | GRI Standards, Section 135 of the Companies Act, 2013 and SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 |

| Disclosure Question | | | |
|--|------------------------------------|----------------|----------------|
| Policy and management processes | | | |
| P1 | Ethics & Transparency | Not Applicable | Not Applicable |
| P2 | Product Responsibility | Not Applicable | Not Applicable |
| P3 | Human Resources | Yes | Yes |
| P4 | Responsiveness to Stakeholders | Not Applicable | Not Applicable |
| P5 | Respect for Human Rights | Not Applicable | Not Applicable |
| P6 | Efforts to restore the Environment | Yes | yes |
| P7 | Public Policy Advocacy | Not Applicable | Not Applicable |
| P8 | Inclusive Growth | Yes | Yes |
| P9 | Customer Engagement | Yes | Yes |

Governance, leadership and oversight

Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements

At Aster, we believe that our responsibility of ensuring sustained growth goes beyond our operations to ensure societal growth through spearheading ESG activities. We consider environmental leadership as a long-term strategic imperative and are involved very deeply in community connect through the Aster Volunteers program in many geographies including India, the GCC and Africa, among others.

Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

The Stakeholders relationship committee of the Board oversees the Business Responsibility Policy.

Disclosure Question

Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? Yes

| Policy | Implementation Authority | Oversight |
|---|--|-----------------|
| Whistleblower Policy and Code of Conduct and Ethics | Head of Internal Audit Risk & Compliance | Audit Committee |
| Responsible Supply Chain and Supplier Code of Conduct | Procurement Head | SRC Committee |
| CSR Policy | CSR Head | CSR Committee |
| ESG Policy | CSR Head | SRC Committee |

Details of Review of NGRBCs by the Company:

| Subject for Review | Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee | | | | | | | | |
|--|---|----|----|----|----|----|----|----|----|
| | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
| Performance against above policies and follow up action Indicate whether review was undertaken by Director / Committee of the Board/any other Committee | Committee of the Board | | | | | | | | |
| Compliance with statutory requirements of relevance to the principles, and, rectification of any non- compliances Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee | Committee of the Board | | | | | | | | |
| | Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify) | | | | | | | | |
| Performance against above policies and follow up action Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify) | Annually | | | | | | | | |
| Compliance with statutory requirements of relevance to the principles, and, rectification of any non- compliances Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify) | Quarterly | | | | | | | | |
| Has the entity carried out independent assessment / evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency. | No | | | | | | | | |

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

| Question | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|----------------|----|----|----|----|----|----|----|----|
| The entity does not consider the Principles material to its business (Yes/No) | Not Applicable | | | | | | | | |
| The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No) | | | | | | | | | |
| The entity does not have the financial or/human and technical resources available for the task (Yes/No) | | | | | | | | | |
| It is planned to be done in the next financial year (Yes/No) | | | | | | | | | |
| Any other reason (please specify) | | | | | | | | | |

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 | Corporate Governance | 80 |
| Key Managerial Personnel | 1 | Corporate Governance | 100 |
| Employees other than Board of Directors and Key Managerial Personnel | 814 | POSH Training, Fire Safety, Radiation Safety, Occupational Hazard, Disaster Management, Quality Standards, Employee Rights & Responsibilities, Patient Rights & Responsibilities, Infection Control, BLS, ACLS, PALS, NALS, Induction | 54.25 |
| Workers | 0 | NA | 0.00 |

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

| Monetary | | | | |
|----------------------|---|-----------------|--|--|
| NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Amount (In INR) | Brief of the Case | Has an appeal been preferred? (Yes/No) |
| Penalty/ Fine | | | | |
| P6 | Kerala State Pollution Control Board | 94,50,000 | Kerala State Pollution Control Board vide Order dated KSPCB/961/2023 – EE – 1 dated 28.12.2023 under Section 5 of the Environment (Protection) Act, 1986 whereby Aster MIMS Kannur hospital, a unit of Malabar Institute of Medical Sciences Ltd (MIMS) has been directed to remit a sum of Rs. 94,50,000/- [Rupees Ninety Four Lakh Fifty Thousand Only] due to the improper functioning of existing STP. | Yes |

| 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 | | | |
| Punishment | | | |
| Nil | | | |

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

| Case Details | Name of the regulatory/ enforcement agencies/ judicial institutions |
|---|---|
| <p>The appeal was filed by MIMS Kannur against the Kerala Pollution Control Board (KSPCB). The allegations in the appeal were that periodic inspections were conducted by the District office of the KSPCB, and the reports were generated pursuant to the same. KSPCB did not reveal any deviation from acceptable parameters set in the consent to operate. The said report have not been considered before imposing the penalty on the petitioner. Thereafter, the KSPCB issued the impugned order on 08/12/2023, issued purportedly in exercise of the powers under Section 5 of the Environmental (Protection) Act, 1986, directing the Appellant to remit a sum of Rs, 94,50,000 /- as Environmental compensation. MIMS already approached the Regional Office for renewal of our license, the KSPCB authorities were not ready to renew the license without paying the amount of Rs. 94,50,000 /-. Hence an appeal before the National Green Tribunal is filed to get a stay against the order of KSPCB. Hence this appeal.</p> <p>Claim : Rs. 94,50,000 /-</p> | Kerala Pollution Control Board |

4. Does the entity have an anti-corruption or anti-bribery policy?

Yes

If yes, provide details in brief

Yes. As Asterians, we are committed to doing business in an honest and ethical manner. We follow all applicable laws, treaties and regulations that prohibit bribery and other corruption in every country in which we do business. This is covered in our Whistle Blowing Policy and the same is available on our website.

if available, provide a web-link to the policy.

https://www.asterdmhealthcare.in/fileadmin/user_upload/TheAsterianEthosOurCodeofConduct_01.pdf

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

| Product/Service | FY 2023-24 | FY 2022-23 |
|-----------------|------------|------------|
| Directors | 0 | 0 |
| KMPs | 0 | 0 |
| Employees | 0 | 0 |
| Workers | 0 | 0 |

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

| | FY 2023-24 Number | FY 2022-23 Number |
|--|----------------------|----------------------|
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | 0 | 0 |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs | 0 | 0 |

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

None

8. Number of days of accounts payables :

(Amount in INR Crores)

| Product/Service | FY 2023-24 | FY 2022-23 |
|--|------------|------------|
| i) Accounts payable x 365 days | 458.70 | 381.75 |
| ii) Cost of goods/services procured | 915.87 | 779.21 |
| iii) Number of days of accounts payables | 1 | 0 |

9. Open-ness of business provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Not Applicable, As the company is in healthcare sector and purchases are made from registered vendors as per the Regulatory Norms.

LEADERSHIP INDICATORS

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

| Sl. No | Total number of awareness programs held | Topics / principles covered under the training | %age of value chain partners covered (by value of business done with such partners) under the awareness programmes |
|--------|---|---|--|
| 1 | Ongoing basis | Awareness of Code of Conduct of Aster | 100 |
| 2 | 1 | Strategic Procurement | 17 |
| 3 | Ongoing basis | Training on usage of Vendor Portal of the Company | 100 |

*Please note that awareness Programs are conducted on an ongoing basis.

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

Yes, The Company receives an annual declaration (changes from time to time) from its Board members and KMP on the entities they are interested in and ensures requisite approvals as required under the Acts as well as the Company's policies are in place before transacting with such entities / individuals. Directors recuse themselves from participation and discussion on the agenda where they are interested. All related party transactions are entered on arm's length and CFO presents certificate on the same to the Audit Committee and Board.

PRINCIPLE 2**BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE****ESSENTIAL INDICATORS**

1. **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively:** Nil
2. **a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**
 No. Since, the Company is in healthcare business, the products have to be sourced as per regulatory and patient safety requirements. Hence, this is not applicable to the Company. However, the Company is reducing its carbon footprint through use of paper bags for our pharmacies and increased sourcing of green energy from solar and wind energy.
 - b. If yes, what percentage of inputs were sourced sustainably? :** Not applicable
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)**
 As a responsible healthcare provider, we have embraced the principles of circular economy and have rationalized our resource consumption based on the 4 R's principle, which is to Reduce, Reuse, Recycle and Recover wherever possible. The broad categories of plastic (including packaging) waste generated across our operations include different grades of plastic, paper and cardboard. We keep track of all types of these generated and segregate the recyclables at the source itself. All such records of daily waste generation, recycling, and disposal are maintained on a day-to-day basis hospital wise.
 - (b) E-waste**
 Electronic waste is considered hazardous as it may contain heavy metals and chemicals that can cause soil and water contamination and can have detrimental health impacts when ingested. We organize an E-waste collection drive across our operations and collect significant amounts of the E-waste through this initiative. The waste is then handed over to recycling facilities and hazardous waste management companies.
 - (c) Hazardous waste**
 We prioritize minimizing the generation of bio-medical waste and ensuring its proper containment to prevent contamination and hospital-acquired infections. Our waste management practices encompass general, infectious, hazardous, and radioactive waste types. We have contracted local vendors across all our operations to facilitate and manage the Bio-medical waste generated across all our hospitals. Regular waste audits are conducted to ensure that the waste procedures as stipulated in the waste management plans are being followed and adequate records are being maintained.
 - (d) Other waste :**
 NA
4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).**
 No

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?**
 This activity hasn't been carried out for the financial year.
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.**
 This activity hasn't been carried out for the financial year.

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).

Not applicable as we are in Healthcare Sector.

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:

| | FY 2023-24 | | | FY 2022-23 | | |
|--|------------|----------|-----------------|------------|----------|-----------------|
| | Re-Used | Recycled | Safely Disposed | Re-Used | Recycled | Safely Disposed |
| Plastics (including packaging) | - | - | 40 | - | - | 57 |
| E-waste | - | 5 | - | - | 4 | - |
| Hazardous waste | - | - | 1,758 | - | - | 670 |
| Waste Cardboard | - | 103 | - | - | 91 | - |
| Metal Scrap (MS, GI, SS & Aluminium) | - | 75 | - | - | 22 | - |
| Paper & Stationery / Shredding Paper, news paper | - | 313 | - | - | 233 | - |

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

Not applicable as we are in healthcare services.

PRINCIPLE 3**BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS****ESSENTIAL INDICATORS****1. a. Details of measures for the well-being of employees:**

| Category | % of employees covered by | | | | | | | | | | |
|---------------------------------------|---------------------------|------------------|---------------|--------------------|---------------|--------------------|--------------|--------------------|-------------|---------------------|-------------|
| | Total (A) | Health insurance | | Accident insurance | | Maternity Benefits | | Paternity Benefits | | Day Care facilities | |
| | | Number (B) | % (B / A) | Number (C) | % (C / A) | Number (D) | % (D / A) | Number (E) | % (E / A) | Number (F) | % (F / A) |
| Permanent employees | | | | | | | | | | | |
| Male | 4745 | 4745 | 100.00 | 4745 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Female | 9271 | 9271 | 100.00 | 9271 | 100.00 | 9271 | 100.00 | 0 | 0.00 | 0 | 0.00 |
| Others | 0 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Total | 14016 | 14016 | 100.00 | 14016 | 100.00 | 9271 | 66.15 | 0 | 0.00 | 0 | 0.00 |
| Other than Permanent employees | | | | | | | | | | | |
| Male | 2887 | 2887 | 100.00 | 2887 | 100.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Female | 2599 | 2599 | 100.00 | 2599 | 100.00 | 2599 | 100.00 | 0 | 0.00 | 0 | 0.00 |
| Others | 0 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 |
| Total | 5486 | 5486 | 100.00 | 5486 | 100.00 | 2599 | 47.38 | 0 | 0.00 | 0 | 0.00 |

Note: 1. Other than Permanent category includes outsourced and fees-based Doctors/Retainer.

b. Details of measures for the well-being of workers: Not Applicable**c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) – Nil****d. Details of retirement benefits, for Current Financial Year and Previous Financial Year.**

| Benefits | FY 2023-24 | | | FY 2022-23 | | |
|----------|--|--|--|--|--|--|
| | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/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 | 100 | 0 | Yes | 100 | 0 | Yes |
| Gratuity | 100 | 0 | NA | 100 | 0 | Yes |
| ESI | 15 | 0 | NA | 20 | 0 | Yes |

2. Accessibility of workplaces**Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes, considering that the Rights of Persons with Disabilities Act 2016 is specific to India, our hospitals in India comply with the laws and are accessible to differently abled employees.

3. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?Yes, As an Organization, the Company does not discriminate and has zero tolerance against behaviours that are against the ethics and Code of Conduct. This is covered under our Code of Conduct - the 'Asterian Ethos'. https://www.asterdmhealthcare.in/fileadmin/user_upload/TheAsterianEthosOurCodeofConduct_01.pdf**4. Return to work and Retention rates of permanent employees and workers that took parental leave.**

| Gender | Retention rate | | Permanent workers | |
|--------------|---------------------|----------------|---------------------|----------------|
| | Return to work rate | Retention rate | Return to work rate | Retention rate |
| Male | 0.00 | 0.00 | 0.00 | 0.00 |
| Female | 100% | 100% | 0.00 | 0.00 |
| Total | 0.00 | 0.00 | 0.00 | 0.00 |

5. 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) | Remark |
|--|--|---|
| Permanent Employees Other than Permanent Employees | Yes | We provide multiple channels for employees to address concerns, including unit-level grievance committees, a whistle blower channel, an anti-sexual harassment channel, and a corporate employee wellbeing and grievances channel. These channels are governed by our whistle blowing policy, anti-sexual harassment policy, anti-discrimination policy, and the company's code of conduct. |

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

| Category | FY 2023-24 | | | FY 2022-23 | | |
|---------------------------|--|--|-----------|--|--|-----------|
| | Total employees / workers in respective category (A) | No. of employees / workers in respective category, who are part of association(s) 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 | 14016 | 423 | 3.02 | 448 | 316 | 70.54 |
| - Male | 4745 | 184 | 3.88 | 209 | 154 | 73.68 |
| - Female | 9271 | 239 | 2.58 | 239 | 162 | 67.78 |
| - Others | 0 | 0 | 0.00 | 0 | 0 | 0.00 |

7. Details of training given to employees and workers:

| Category | FY 2023-24 | | | | | FY 2022-23 | | | | |
|------------------|--------------|-------------------------------|--------------|----------------------|--------------|--------------|-------------------------------|--------------|----------------------|--------------|
| | Total (A) | On Health and safety measures | | On Skill upgradation | | Total (D) | On Health and safety measures | | On Skill upgradation | |
| | | No. (B) | % (B / A) | No. (C) | % (C / A) | | No. (E) | % (E / D) | No. (F) | % (F / D) |
| Employees | | | | | | | | | | |
| Male | 6743 | 5960 | 88.39 | 3490 | 51.76 | 6172 | 5032 | 81.53 | 3038 | 49.22 |
| Female | 10707 | 8945 | 83.54 | 5235 | 48.89 | 9360 | 7163 | 76.53 | 4033 | 43.09 |
| Others | 1 | 0 | 0.00 | 0 | 0.00 | 1 | 0 | 0.00 | 0 | 0.00 |
| Total | 17451 | 14905 | 85.41 | 8725 | 50.00 | 15533 | 12195 | 78.51 | 7071 | 45.52 |

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

| Category | FY 2023-24 | | | FY 2022-23 | | |
|------------------|--------------|-------------|--------------|--------------|-------------|--------------|
| | Total (A) | No. (B) | % (B / A) | Total (C) | No. (D) | % (D / C) |
| Employees | | | | | | |
| Male | 6743 | 2972 | 44.08 | 6172 | 2706 | 43.84 |
| Female | 10707 | 4090 | 38.20 | 9360 | 3894 | 41.60 |
| Others | 1 | 0 | 0.00 | 1 | 0 | 0.00 |
| Total | 17451 | 7062 | 40.47 | 15533 | 6600 | 42.49 |

9. Health and safety management system:**a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No).**

Yes

If yes, the coverage of such system?

Occupational Safety and Health Administration ('OSHA') guidelines are followed in all the units. There is an annual risk assessment done in all areas of the hospital, location wise and possible risks/hazards are identified and scored. Based on the scores, mitigation strategies are also implemented to ensure risk is low. There is a mandatory training given to all staff in OSHA as part of induction training and annual refresher trainings by HR & Safety Officer. This also includes mock drills in concerned risk areas. Records are maintained for the training and mock drills by the unit HR & Safety Officer. We also have an incident reporting system which permits staff and supervisors to report

occurrence of such events. Root cause analysis and CAPA are done and required actions are put in place for preventing reoccurrence. Key metrics such as needle stick injuries, blood and body fluid exposure, staff immunization compliance, hand hygiene compliance, etc., are monitored on a regular basis and presented to the management. Pre exposure prophylaxis in terms of vaccination for all healthcare workers and staff handling bio medical waste (Hep B) is a mandate. This is checked as a part of joining formalities and vaccination is given prior to joining as applicable (not received or low HbSAg titre). The compliance to the same is checked and monitored on a regular basis by the Infection control team and is also a KPI monitored in the Infection control dashboard.

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

There is an exercise for Hazard Identification & Risk Assessment done annually in all the units which is location wise. Along with this, all staff are encouraged to report incidents related to work site injuries. Facility rounds by a multi-disciplinary team are a must once every month and the findings are presented in the monthly held safety committee meetings. Most of the issues are resolved real time, however, the pending ones and the report of the facility rounds is presented in the safety committee. There is a safety program for the hospital which is reviewed every quarter in the safety committee and revised on an annual basis. This includes occupational safety, lab, radiology, patient, clinical, facility and infection control safety. Monthly surveillance is conducted by the Infection control team and the safety team. Infection control risk assessment, Pre-construction risk assessment (prior to construction or renovation inside the hospital) are done regularly, Audiometry tests are done annually for staff working in high noise areas.

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

Yes

The Company has an online incident reporting system that is easily accessible to all employees. Additionally, our Infection Control and Safety teams conduct regular audits across all areas on a monthly basis. We also perform infection control risk assessments and pre-construction risk assessments, wherever applicable.

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

Yes, Annual health checks for staff, stress management classes and employee welfare and engagement programs are conducted at least once in a year in all units.

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

| Safety Incident/Number | Category | FY 2023-24 | FY 2022-23 |
|---|-----------|------------|------------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | 0 | 0 |
| | Workers | 0 | 0 |
| Total recordable work-related injuries | Employees | 283 | 285 |
| | Workers | 0 | 0 |
| No. of fatalities | Employees | 0 | 0 |
| | Workers | 0 | 0 |
| High consequence work-related injury or ill-health (excluding fatalities) | Employees | 0 | 0 |
| | Workers | 0 | 0 |

Out of the 283 injuries reported in financial year 23-24, 246 injuries are pertaining to the Needle stick injuries which weren't due to the negligence or oversight of the Company but due to unsafe needle practices by the staff themselves. All such exposures were treated immediately as per the post exposure prophylaxis protocol. 37 were other incidents including blood/body fluid spills but not causing any serious harm. Only 1 incident resulted in a fracture due to a fall.

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

OSHA guidelines are followed in all the units. There is an annual risk assessment done in all areas of the hospital, identifying and scoring potential risks and hazards by location. Based on the scores, mitigation strategies are also implemented to ensure risk is low. There is a mandatory training given to all the staff in OSHA as part of induction training and annual refresher trainings by HR & Safety Officer. This also includes mock drills in concerned risk areas as well. Records are maintained for the training and mock drills by the unit HR & Safety Officer. We also have an incident reporting system which permits staff and supervisors to report occurrence of such events. Root cause analysis and CAPA are done and required actions are put in place for reoccurrence. Key metrics such as needle stick injuries, blood and body fluid exposure, staff immunization compliance, hand hygiene compliance, etc., are monitored on a regular basis and presented to the management. A multidisciplinary team conducts facility rounds once every month, and their findings are presented during the monthly safety committee meetings. Most of the issues are resolved in real time, however, the pending ones and the report of the facility rounds is presented in the safety committee. There is a safety program for the hospital which is reviewed every quarter in the safety committee and revised on an annual basis. This includes occupational safety, lab, radiology, patient, clinical, facility and infection control safety. There is also pre and post exposure prophylaxis for blood and body fluid exposures, needle stick injuries, etc. Status of immunization for Hepatitis B is mandated for all staff involved in direct patient care. Strict adherence to the use of Personal Protective Equipment and hand hygiene protocols is maintained across all units to prevent cross-contamination. Adequate

facilities and equipment are provided to ensure infection control practices are in place. Regular third-party audits by accreditation bodies and the corporate team are conducted, with recommendations provided to management as appropriate.

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

| Category | FY 2023-24 | | | FY 2022-23 | | |
|--------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
| | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Working Conditions | 0 | 0 | 0 | 0 | 0 | 0 |
| Health & Safety | 0 | 0 | 0 | 0 | 0 | 0 |

14. Assessments for the year:

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

Notes :

- Internal Audits are conducted by the Corporate Quality team once in a year for all units and reports are shared to the unit leadership
- Assessments by NABH accreditation bodies
- Fire safety inspection
- Electrical safety audits

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.

Adequate training is provided for prevention of sharp injuries and enabling segregation of Bio medical waste at point of source of origin.

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of

a. Employees (Y/N)

Yes

b. Workers (Y/N).

Not Applicable

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

The Company ensures that tax is deducted at source wherever applicable and obtains confirmation from various vendors on the compliance with Statutory dues.

3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who 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 | |
|-----------|--|------------|---|------------|
| | FY 2023-24 | FY 2022-23 | FY 2023-24 | FY 2022-23 |
| Employees | 0 | 0 | 0 | 0 |
| Workers | 0 | 0 | 0 | 0 |

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

5. Details on assessment of value chain partners:

| | % 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. :

Continual efforts are taken for pro-active risk management for eg : Annual exercise for HIRA (Hazard Identification and Risk Assessment), and atleast one FMEA (Failure Mode Effects Analysis) is done in all units. All safety related incidents are analysed by the leadership team at the unit level, root cause analysis and preventive actions taken. Incidents for which a recurring trend is observed across months, are taken up as a QIP (Quality Improvement Project) to ensure process change or systems approach to ensure risks are mitigated in a consistent manner.

PRINCIPLE 4**BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS****ESSENTIAL INDICATORS****1. Describe the processes for identifying key stakeholder groups of the entity.**

Keeping a finger on the pulse of our stakeholders' needs and concerns is what drives Aster forward. All our stakeholders play a vital role in providing insights on sustainability, business and market matters. We interact with our stakeholders through online and offline modes depending on the type of collaboration they seek. Stakeholder engagement is an essential component of our communications and helps us improve the range and quality of our healthcare offerings on a regular basis. Aster has engaged with a pool of stakeholders that includes our customers, partners, investors, suppliers, charitable organisations, healthcare authorities, regulators, communities and others. A key outcome of stakeholder engagement is the Materiality Assessment Matrix, used for identifying key ESG topics that are material for Aster DM Healthcare Limited.

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

Our stakeholders are important to us, and engaging with them is the key to our business strategy. Ongoing engagement with our stakeholders informs our materiality process and helps us identify important sustainability issues central to our sustainability strategy. Details of stakeholder groups identified and frequency of engagement is provided in page no. 74 of the Annual Report.

LEADERSHIP INDICATORS**1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

Aster DM Healthcare Limited identifies sustainability issues that are most important to its stakeholders and focuses on implementing resolution measures to address those ESG issues that are most likely to have a significant impact on our sustainability performance. Our teams consult and gather their inputs on sustainability issues that are most relevant to them and any concerns about their association with Aster DM Healthcare Limited. This year, we engaged with the stakeholders through interviews, focus groups, and surveys. Their responses and feedback were analyzed, and the top issues were prioritized for the reporting year. Aster has assessed the potential impact of each material topic on the business and the level of concern among stakeholders. Through stakeholder consultation, 9 material topics were identified. During the management review and materiality assessment, it was suggested that although environmental indicators were not identified as material topics by stakeholders, still, these are priority issues for Aster and were added to the list of material ESG topics.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No).

Yes

If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity :

The material topics from the survey are being reported in the current ESG report.

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

No instances to report.

PRINCIPLE 5**BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS****ESSENTIAL INDICATORS****1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

| Category | FY 2023-24 | | | FY 2022-23 | | |
|------------------------|--------------|---------------------------------------|--------------|--------------|---------------------------------------|--------------|
| | Total (A) | No. of employee / workers covered (B) | % (B / A) | Total (C) | No. of employee / workers covered (D) | % (D / C) |
| Employees | | | | | | |
| Permanent | 14016 | 6011 | 42.89 | 14715 | 4980 | 33.84 |
| Other than permanent | 5486 | 1022 | 18.63 | 2861 | 898 | 31.39 |
| Total Employees | 19502 | 7033 | 36.06 | 17576 | 5878 | 33.44 |

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

| Category | FY 2023-24 | | | | | FY 2022-23 | | | | |
|------------------|------------|-----------------------|-----------|------------------------|-----------|------------|-----------------------|-----------|------------------------|-----------|
| | Total (A) | Equal to Minimum 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 | 14016 | 6177 | 44.07 | 7839 | 55.93 | 10004 | 4342 | 43.40 | 5662 | 56.60 |
| Male | 4745 | 1940 | 40.89 | 2805 | 59.11 | 3182 | 989 | 31.08 | 2193 | 68.92 |
| Female | 9271 | 4237 | 45.70 | 5034 | 54.30 | 6822 | 3353 | 49.15 | 3469 | 50.85 |

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

| Gender | Male | | Female | |
|----------------------------------|--------|---|--------|---|
| | Number | Median remuneration/ salary/ wages of respective category | Number | Median remuneration/ salary/ wages of respective category |
| Board of Directors (BoD) | | | | Refer Particulars of Employees section of Annual report |
| Key Managerial Personnel | | | | |
| Employees other than BoD and KMP | 5433 | 42743 | 9585 | 38185 |
| Workers | NA | NA | NA | NA |

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

(INR in Crores)

| Product/Service | FY 2023-24 | FY 2022-23 |
|---|------------|------------|
| Gross wages paid to females | 23.78 | 19.37 |
| Total wages | 40.36 | 34.57 |
| Gross wages paid to females (Gross wages paid to females as % of total wages) | 58.92% | 56% |

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

Yes

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

Aster DM Healthcare Limited strives to create and maintain an inclusive environment where all employees feel heard, empowered and respected. We encourage our employees to share their concerns & grievances with us through the appropriate channels and forums to help us address them in a timely manner without fear of reprisal while continuing to improve our people practices. Employee grievance can be defined as any concern or challenge that an employee is facing at the workplace including dissatisfaction, behavioral concerns, psychological concerns and/or any issues pertaining to power dynamics. Being a listening organization, we have multiple channels for employees to raise concerns. These range from unit level grievance committees, whistle blower channel, anti-sexual harassment channel,

to the corporate employee wellbeing and grievances channel. These are governed by the whistle blowing policy, anti-sexual harassment policy, anti-discrimination policy and the code of conduct.

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

| Category | FY 2023-24 | | FY 2022-23 | |
|-----------------------------------|-----------------------|---------------------------------------|-----------------------|---------------------------------------|
| | Filed during the year | Pending resolution at the end of year | Filed during the year | Pending resolution at the end of year |
| Sexual Harassment | 8 | 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 | 0 | 0 | 0 | 0 |

Notes: Data includes the number of Complaints received from Aster DM Healthcare Limited and its subsidiaries

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

| Product/Service | FY 2023-24 | FY 2022-23 |
|---|------------|------------|
| Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH) | 8 | 7 |
| Total female employees / workers | 9271 | 9865 |
| Complaints on POSH as a % of female employees / workers | 0.09 | 0.07 |
| Complaints on POSH upheld | 6 | 6 |

Notes: Data includes the number of Complaints received from Aster DM Healthcare Limited and its subsidiaries

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

As stated in our Anti sexual harassment policy, Regardless of the outcome of a complaint made in good faith, the Employee lodging the complaint and any person providing information or any witness, will be protected from any form of retaliation. While dealing with complaints of sexual harassment, the Committee shall ensure that the Employee or the witness are not victimized or discriminated against by the Respondent. Any unwarranted pressures, retaliatory or any other type of unethical behavior from the Respondent against the Employee while the investigation is in progress shall be reported by the complainant to the Committee as soon as possible. Disciplinary action will be taken by the Committee against any such complaints which are found genuine.

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

Yes, by inclusion of Anti Child Labor & Anti Trafficking clauses in business agreements and contracts.

10. Assessments for the year:

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

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

There are no significant risks/concern that have been identified by the Ethics Committee.

LEADERSHIP INDICATORS

1. **Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints :** None
2. **Details of the scope and coverage of any Human rights due-diligence conducted :** None
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
4. **Details on assessment of value chain partners:**

| | % of value chain partners (by value of business done with such partners) that were assessed |
|-----------------------------|--|
| Child labour | Nil |
| Forced/involuntary labour | Nil |
| Sexual harassment | Nil |
| Discrimination at workplace | Nil |
| Wages | Nil |
| Others - please specify | Nil |

5. **Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above :** None

PRINCIPLE 6**BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT****ESSENTIAL INDICATORS****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

| Parameter | Please specify unit | FY 2023-24 | FY 2022-23 |
|--|---------------------|------------|------------|
| From renewable sources | | | |
| Total electricity consumption (A) | Gigajoule | 39,989 | 34,358.40 |
| Total fuel consumption (B) | Gigajoule | 0 | 0 |
| Energy consumption through other sources (C) | Gigajoule | 0 | 0 |
| Total energy consumed from renewable sources (A+B+C) | Gigajoule | 39,989 | 34,358.40 |
| From non-renewable sources | | | |
| Total electricity consumption (D) | Gigajoule | 2,17,474 | 1,61,841 |
| Total fuel consumption (E) | Gigajoule | 94,423 | 1,59,383 |
| Energy consumption through other sources (F) | Gigajoule | 0 | 0 |
| Total energy consumed from non-renewable sources (D+E+F) | Gigajoule | 3,11,897 | 3,21,224 |
| Total energy consumed (A+B+C+D+E+F) | Gigajoule | 3,51,886 | 3,55,582 |
| Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) | Gigajoule Per INR | 0.00 | 0.00 |
| Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) | Gigajoule Per INR | 94.5 | 117.3 |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N). If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any :

Not Applicable

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

| Parameter | Please specify unit | FY 2023-24 | FY 2022-23 |
|---|---------------------|------------|-------------|
| Water withdrawal by source (in kilolitres) | | | |
| (i) Surface water | kilolitres | 13,619 | 0 |
| (ii) Groundwater | kilolitres | 2,53,468 | 2,32,479.57 |
| (iii) Third party water | kilolitres | 5,50,573 | 6,42,842.81 |
| (iv) Seawater / desalinated water | kilolitres | 0 | 0 |
| (v) Others | kilolitres | 4,25,277 | 3,23,332 |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v) | kilolitres | 12,42,937 | 11,98,654 |
| Total volume of water consumption (in kilolitres) | kilolitres | 12,42,937 | 11,98,654 |
| Water intensity per rupee of turnover (Total water consumption / Revenue from operations) | kilolitres | 0 | 0 |
| Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) | kilolitres | NA | NA |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) : No

4. Provide the following details related to water discharged:

| Parameter | Please specify unit | FY 2023-24 | FY 2022-23 |
|--|---------------------|-----------------|-------------|
| Water discharge by destination and level of treatment (in kilolitres) | | | |
| (i) To Surface water | kilolitres | 0.00 | 0.00 |
| - No treatment | kilolitres | | |
| - With treatment - please specify level of treatment | kilolitres | | |
| (ii) To Groundwater | kilolitres | 0.00 | 0.00 |
| - No treatment | kilolitres | | |
| - With treatment - please specify level of treatment | kilolitres | | |
| (iii) To Seawater | kilolitres | 0.00 | 0.00 |
| - No treatment | kilolitres | | |
| - With treatment - please specify level of treatment | kilolitres | | |
| (iv) third party water | kilolitres | 0.00 | 0.00 |
| - No treatment | kilolitres | | |
| - With treatment - please specify level of treatment | kilolitres | | |
| (v) Others (Sewage Treatment Plants) | kilolitres | 4,03,585 | 0.00 |
| - No treatment | kilolitres | | |
| - With treatment - please specify level of treatment | kilolitres | 4,03,585 | 0.00 |
| We have 16 STPs at our Hospitals in India. All the water consumed in our hospitals undergoes secondary treatment in our STPs | | | |
| Total water discharged (in kilolitres) | kilolitres | 4,03,585 | 0.00 |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N): No

5. Has the entity implemented a mechanism for Zero Liquid Discharge?

No

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

Not calculating this metric.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

Not applicable

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

| Parameter | Unit | FY 2023-24 | FY 2022-23 |
|--|--------------------------|------------|------------|
| Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) | tCO ₂ e | 9,459 | 14,911 |
| Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) | tCO ₂ e | 43,193 | 32,143 |
| Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations) | tCO ₂ e | 0.00 | 0.00 |
| Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) | tCO ₂ ePerINR | NA | NA |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

8. Does the entity have any project related to reducing Green House Gas emission?

Yes

If Yes, then provide details.

Purchasing Electricity from Renewable Sources: At two hospitals in India, Aster Hospital CMI and Aster Hospital RV we have entered into contracts with renewable energy suppliers to wheel clean energy to our hospitals. In FY 2023-24 Aster CMI Hospital sourced 5,173 MWh of Solar energy and 1,817 MWh of Wind energy. Alternatively, Aster RV Hospital sourced 4,118 MWh of Hydro energy to reduce scope 2 emissions. Additionally, Aster DM Healthcare's dedication to waste management and resource optimisation is reflected in the way we handle wastewater across multiple hospitals. We have constructed several sewage treatment facilities so that the wastewater that is produced by our hospitals can be treated and reused for flushing, horticulture, and cooling tower applications.

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

| Parameter | Unit | FY 2023-24 | FY 2022-23 |
|--|----------------------|--------------|------------|
| Total Waste generated (in metric tonnes) | | | |
| Plastic waste (A) | metric tonnes | 40 | 57 |
| E-waste (B) | metric tonnes | 5 | 4 |
| Bio-medical waste (C) | metric tonnes | 1,749 | 666 |
| Construction and demolition waste (D) | metric tonnes | - | - |
| Battery waste (E) | metric tonnes | 9 | 5 |
| Radioactive waste (F) | metric tonnes | 0.082 | - |
| Other Hazardous waste. Please specify, if any. (G) | metric tonnes | | |
| Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) | metric tonnes | 1,216 | 674 |
| Waste Cardboard | | 103 | 91 |
| Metal Scrap (MS, GI, SS & Aluminium) | | 75 | 22 |
| Paper & Stationery / Shredding Paper, news paper | | 313 | 233 |
| Food Waste | | 682 | 328 |
| Garden Waste | | 3 | 0.3 |
| Total (A+B + C + D + E + F + G + H) | metric tonnes | 3,019 | 1,406 |
| Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) | metric tonnes | 0 | 0 |
| Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) | metric tonnes | NA | NA |
| Waste intensity in terms of physical output | | | |
| Waste intensity (optional) "the relevant metric may be selected by the entity" | | | |
| For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes) | | | |
| Category of waste | | | |
| (i) Recycled | metric tonnes | 1,216 | 674 |
| (ii) Re-used | metric tonnes | - | - |
| (iii) Other recovery operations | metric tonnes | - | - |
| Total | metric tonnes | 0.00 | 0.00 |
| For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes) | | | |
| Category of waste | | | |
| (i) Incineration | metric tonnes | Nil | Nil |
| (ii) Landfilling | metric tonnes | Nil | Nil |
| ((iii) Other disposal operations | metric tonnes | Nil | Nil |
| Total | metric tonnes | Nil | Nil |

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

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

Aster DM Healthcare Limited has well established waste management practices adopted by the whole organization. The main intention of these practices is to identify, segregate and further recycle the waste generated as part of our operations. Currently we have a network of different vendors and various procedures for the collection and recycling of recyclable materials like metals, old newspapers, plastic cans, plastics and waste cartons.

11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

| S. No. | Location of operations/offices | Type of operations | Whether the conditions of environmental approval / clearance are being complied with? (Y/N) |
|--------|---|----------------------------------|---|
| 1. | Aster Medcity, Cheranalloor Village, Kanayannur Taluk, Ernakulam District, Kerala State, India – 682027 | Hospital, Healthcare Industry | Yes |

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: None

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N).

Yes

LEADERSHIP INDICATORS

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

Not applicable

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

Not applicable

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Not calculating this metric

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No, Aster DM Healthcare Limited plans to undertake detailed scope 3 assessment in future to disclose our emissions from supply chain.

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along- with prevention and remediation activities :

Not Applicable, as being in a healthcare sector we don't operate in ecologically sensitive areas.

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

| Sr. No | Initiative undertaken | Details of the initiative (Web-link, if any, may be provided along-with summary) | Outcome of the initiative | Corrective action taken, if any |
|--------|------------------------|---|---------------------------------------|---------------------------------|
| 1 | Sewage Treatment Plans | We have 14 in house STP's where we treat, recycle and safely dispose the water consumed in our operations | 7,60,238 Kilo litres of Water treated | - |

5. Does the entity have a business continuity and disaster management plan?

No

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard - Not done

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts - Not done.

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 - 7
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

| S. No. | Name of the trade and industry chambers/ associations | Reach of trade and industry chambers/ associations (State/National) |
|--------|--|---|
| 1 | Chamber of Commerce | International- UAE |
| 2 | Association of Healthcare Providers – India (AHPI) | National- India |
| 3 | Healthcare Federation of India (NATHEALTH) | National- India |
| 4 | Federation of Indian Chambers of Commerce & Industry (FICCI) | National- India |
| 5 | Confederation of Indian Industry (CII) | National- India |
| 6 | Kerala Private Hospital Association (KPHA) | State-Kerala |
| 7 | Private Hospitals & Nursing Homes Association (PHANA) | National-India |

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities : None for the reporting period

LEADERSHIP INDICATORS

1. Details of public policy positions advocated by the entity: None for the reporting period

PRINCIPLE 8**BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT****ESSENTIAL INDICATORS**

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

None for the reporting period.

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

Not applicable

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

Aster DM Healthcare Limited strives to create and maintain an inclusive environment where all stakeholders feel heard and respected. Being a listening organization, we have whistle blower channel to receive and redress grievances of the community.

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

| Parameter | FY 2023-24 | FY 2022-23 |
|--|------------|------------|
| Directly sourced from MSMEs/ small producers | 27.81 | 23.4 |
| Directly from within India | 100 | 100 |

The Company has sourced the Input Materials from Indian Vendors only.

5. **Job creation in smaller towns Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost**

| Location | FY 2023-24 | FY 2022-23 |
|--------------|------------|------------|
| Rural | 0.00 | 0.00 |
| Semi-urban | 0.00 | 0.00 |
| Urban | 0.00 | 0.00 |
| Metropolitan | 0.00 | 0.00 |

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

2. **Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies: Please refer CSR report of this Annual report**

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

No, the company adheres strictly to a procurement policy where quality compliance is the sole parameter in healthcare setup.

(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

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 :** Nil

6. **Details of beneficiaries of CSR Projects:**

| S. No. | CSR Project | No. of persons benefitted from CSR Projects | % of beneficiaries from vulnerable and marginalized groups |
|--------|--|---|--|
| 1 | Aster Volunteer Mobile Medical Clinics | 3,02,578 | 100 |
| 2 | Treatment Aid | 7,222 | 100 |
| 3 | BLS Awareness & Vocational training | 17,822 | 100 |
| 4 | Disaster Aid | 9 | 100 |
| 5 | Livelihood | 21 | 100 |
| | Total | 3,27,652 | |

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.**

Consumer Complaints received in the form of legal notices or litigations are sent to the Registered Office of the Company. A peer review of the allegations made by the Patients/Consumers is done with the help of the Clinical Excellence Team and based on the outcome of the peer review, response to the legal notice is provided within the framework of law. Apart from these we receive and act on consumer complaints raised to us via the Service excellence team. These complaints can be as an email, response to an SMS, surveys etc.

Consumers may also lodge their complaints at the following address : <https://yourfeedback.asterdmhealthcare.com/over2cloudqrFeedbackLogin?L=1uUhmTeughA=&AuthKey=CuiD+QkVM4A=&loc=1uUhmTeughA=&checkOTP=3RTw23jpUUc=>

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 | Not Applicable |
| Safe and responsible usage | |
| Recycling and/or safe disposal | |

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

| Category | FY 2023-24 (Current Financial Year) | | FY 2022-23 (Previous Financial Year) | |
|--------------------------------|-------------------------------------|-----------------------------------|--------------------------------------|-----------------------------------|
| | Received during the year | Pending resolution at end of year | Received during the year | Pending resolution at end of year |
| Data privacy | 0 | 0 | 0 | 0 |
| Advertising | 0 | 0 | 0 | 0 |
| Cyber-security | 0 | 0 | 0 | 0 |
| Delivery of essential services | 0 | 0 | 0 | 0 |
| Restrictive Trade Practices | 0 | 0 | 0 | 0 |
| Unfair Trade Practices | 0 | 0 | 0 | 0 |
| Other | 53550 | 0 | 57332 | 0 |

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

| | Number | Reasons for recall |
|-------------------|--------|--------------------|
| Voluntary recalls | 0 | 0 |
| Forced recalls | 0 | 0 |

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

Yes, https://www.asterdmhealthcare.in/fileadmin/user_upload/Risk_Management_Policy.pdf

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

7. Provide the following information relating to data breaches:

- Number of instances of data breaches along-with impact
- Percentage of data breaches involving personally identifiable information of customers
- Impact, if any, of the data breaches

Not Applicable

LEADERSHIP INDICATORS

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

<https://www.asterdmhealthcare.in/investors/about-asterdm>

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

Not applicable as we are in healthcare services.

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

All communications will be made via the Public Relations team in Corporate headquarters and key messages to consumers will be passed on via them.

- 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not applicable)**

No

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

Yes, the Company had conducted a Mystery audit done Gallup in 2022 for Aster CMI, Aster Medcity and Aster Calicut in which SMS and survey links were sent asking for patients feedback and mystery shopping was done twice and a report was presented.

- 6. Provide the following information relating to data breaches**

There were no instances of data breaches during the year.