



Tests you can trust

August 01, 2024

The Secretary,
Listing Department,
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor,
C/1 G Block, Bandra Kurla Complex,
Bandra (E), Mumbai - 400 051
(Scrip Code: THYROCARE)

The Secretary,
Listing Department,
BSE Limited
Phiroze Jeejeeboy Towers
Dalal Street,
Mumbai- 400 001
(Scrip Code: 539871)

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for the financial year 2023-24

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith a copy of Business Responsibility and Sustainability Report for the financial year 2023-24, which also forms part of the Annual Report for the financial year 2023-24.

Kindly take the aforesaid report on record

Yours Faithfully,

For **Thyrocare Technologies Limited**,

Ramjee Dorai
Company Secretary and Compliance Officer

Encl: A/a

Thyrocare Technologies Limited

📍 D-37/1, TTC MIDC, Turbhe, Navi Mumbai- 400 703, India ☎ 022- 3090 0000

✉ enquiry@thyrocare.com 🌐 www.thyrocare.com

(CIN : L85110MH2000PLC123882)

Business Responsibility and Sustainability Report

A: General Disclosures

A.1: Details of the listed entity

1. Corporate identity number (CIN) of the listed entity	:	L85110MH2000PLC123882
2. Name of the listed entity	:	Thyrocare Technologies Limited
3. Year of incorporation	:	January 28, 2000
4. Registered office address	:	D-37/1, TTC Industrial Area, MIDC, Turbhe, Navi Mumbai. Maharashtra 400703
5. Corporate address	:	D-37/3, TTC Industrial Area, MIDC, Turbhe, Navi Mumbai. Maharashtra 400703
6. E-mail	:	compliance@thyrocare.com
7. Telephone	:	022-30900000
8. Website	:	www.thyrocare.com
9. Financial year for which reporting is being done	:	2023 - 2024
10. Name of the stock exchange(s) where shares are listed	:	National Stock Exchange of India and BSE Limited
11. Paid-up Capital	:	₹ 52,95,26,760/-
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report :	:	Ramjee Dorai, Company Secretary and Compliance Officer, 022-30900000, ramjee.d@thyrocare.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):	:	Standalone basis
14. Name of assurance provider	:	NA
15. Type of assurance obtained	:	NA

A.2: Products/services

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

Sr. No.	Description of main activity	Description of business activity	% of turnover of the entity
	Human health and social care services	Independent Diagnostics Laboratories	100

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

Sr. No.	Product/Service	NIC code	% of total turnover contributed
	Independent Diagnostics Laboratories	869	98.9

A.3: Operations

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

Location	Number of plants	Number of offices	Total
National	30	1	31
International	1	0	1

Note: Plants means Labs of the Company.

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

Location	Number
National (No. of States)	29
International (No. of Countries)	1

b. What is the contribution of exports as a percentage of the total turnover of the entity? : 1.3%**c. A brief on types of customers**

The company's varied customer base includes both individual patients who are in search of personalized healthcare solutions and institutional clients like hospitals and clinics that have a need for a wide range of medical supplies and services. This diverse clientele reflects the company's ability to cater to the distinct needs of personal healthcare seekers as well as large-scale healthcare providers requiring comprehensive and reliable medical resources.

A.4: Employees**20. Details as at the end of financial year:****a. Employees and workers (including differently abled):**

Sr. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
EMPLOYEES								
1.	Permanent (D)	1693	1311	77.44	382	22.56	0	0
2.	Other than Permanent (E)	58	15	25.86	43	74.14	0	0
3.	Total employees (D + E)	1751	1326	75.73	425	24.27	0	0
WORKERS								
4.	Permanent (F)	0	0	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0	0	0
6.	Total workers (F + G)	0	0	0	0	0	0	0

b. Differently abled employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
DIFFERENTLY ABLED EMPLOYEES								
1.	Permanent (D)	0	0	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0	0	0
3.	Total differently abled employees (D + E)	0	0	0	0	0	0	0
DIFFERENTLY ABLED WORKERS								
4.	Permanent (F)	0	0	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0	0	0
6.	Total differently- abled workers (F + G)	0	0	0	0	0	0	0

21. Participation/inclusion/representation of women:

Leadership team	Total (A)	Number and percentage of females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.22
Key Management Personnel	3	0	0

Notes: Mr. Rahul Guha, is the Managing Director and CEO of the Company, hence its included in Board of Directors and Key Managerial Personnels.

22. Turnover rate for permanent employees and workers. (Disclose trends for the past 3 years)

Particulars	FY 2023 - 2024 (Turnover rate in current FY)				FY 2022-2023 (Turnover rate in previous FY)				FY 2021-2022 (Turnover rate in the year prior to the previous FY)			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
Permanent Employees	48.12	45.27	0	47.44	43.07	59.26	0	47.3	43.58	57.79	0	47.84
Permanent Workers	0	0	0	0	0	0	0	0	0	0	0	0

A.5: Holding, Subsidiary and Associate Companies (including joint ventures)

23. Details of holding/subsidiary/associate companies/joint ventures.

Sr. No.	Entity name (A)	Entity type	% of shares held	Entity (A) participate in the BRSR initiatives of the parent entity?
1.	Docon Technologies Private Limited	Holding	71.11	No
2.	Nuclear Healthcare Limited	Subsidiary	100	No
3.	Think Health Diagnostic Private Limited	Subsidiary	100	No
4.	Equinox Labs Private Limited	Associate	30	No
5.	Thyrocare Laboratories (Tanzania) Limited	Joint Venture	50	No
6.	Pulse Hitech Health Services (Ghatkopar) LLP	Subsidiary	51	No

A.6: CSR Details

24. CSR details of the company:

- a. Whether CSR is applicable as per section 135 of Companies Act, 2013 : Yes
- b. Turnover (in ₹) : 5,24,01,79,005/-
- c. Net worth (in ₹) : 5,13,81,20,799/-

A.7: 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?	If Yes, then provide web-link for policy	FY 2023 - 2024 Current Financial Year			FY 2022-2023 Previous Financial Year			
			No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	If NA, then provide the reason
Communities	NA	NA	0	0	NA	0	0	NA	
Investors (other than shareholders)	Yes	Yes, The Company has setup an investor grievance mechanism to respond to investor grievances in a timely and appropriate manner. The investor grievances and action taken are also reviewed. Investors can reach out to the Company Secretary at https://investor.thyrocare.com/investor-contacts/	0	0	NA	0	0	NA	
Shareholders	Yes	Shareholders, for any of their grievances can reach out to the Company Secretary at https://investor.thyrocare.com/investor-contacts/	6	0	NA	3	0	NA	

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place?	If Yes, then provide web-link for policy	FY 2023 - 2024			FY 2022-2023			
			Current Financial Year			Previous Financial Year			
			No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	If NA, then provide the reason
Employees and workers	Yes	Yes, the Company has an automated Grievance Redressal Mechanism for reporting and ensuring effective redressal of employee grievances. This is inbuilt in the HR tool named as Darwinbox, wherein any employee can raise and seek redressal of grievance. The grievances are reported to HR directly. There is also a vigil mechanism in place to report serious grievances and inappropriate action by any other employee/ executive/ director. The Internal Complainants Committee has also been constituted to look into complaints of sexual harassment, if any	1819	12	NA	0	0	NA	
Customers	Yes	https://investor.thyrocare.com/investor-faq/	12041	0	Total Complaints - 12041 Service Related - 11140 QC (Report Values) Related - 901	13605	0	Total Complaints - 13605 Service Related - 12460 QC (Report Values) Related - 1145	
Value chain partners	Yes	Thyrocare Franchise can connect to support and register grievances. They can call at 02238002350 or send WhatsApp at 8422888222 or write email at support@thyrocare.com. The WhatsApp and Email Helpline is 24x7 wherein call helpline is available between 7 AM to 10 PM, Monday to Sunday.	15227	0	For any support that we need from other internal teams such as Lab/ Pathologist/ Logistics/ Tech Team etc. and we send them tickets which they act upon. Out of overall tickets sent to them, escalations are 10% on an average. N A	19858	24	NA	

26. Overview of the entity’s material responsible business conduct issues. (Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.)

Sr. No.	Material issue identified	Indicate whether risk (R) or opportunity (O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
1.	Employee Health and Well Being	O	It is our Company's overarching responsibility to effectively manage the well-being of all employees and workers by providing a secure working environment, which is supplemented by formal occupational health and safety training programs		Positive Implications
2.	Climate Action	R	Exposure to climate related risks and opportunities significantly affects the company's long-term operations and financial sustainability. Without proper measurement, monitoring, and reduction of emissions, the company could be subjected to regulatory actions	Our company prioritizes environmental protection by adhering to government regulations concerning water, air, and waste management. Additionally, we promote resource conservation among our employees. We have adopted measures to reduce our carbon emissions and invested in initiatives such as renewable energy sources (Installation of solar panels at our Head Office).	Negative Implications
3.	Transparency in Governance	O	We have a robust Governance system in place to address issues concerning bribery, corruption, and other unethical behaviour. Our Code of Conduct is very comprehensive in nature and covers various aspects of governance and ethical conduct. We also have a Whistle Blower Policy and in place that governs all our stakeholders to report any kind of protected disclosures.		Positive Implications
4.	Talent Management	O	Our workforce is the cornerstone of our organization's success. The long-term viability and prosperity of our company depend on our ability to attract and retain skilled employees. Inadequate reward and recognition programs can result in higher attrition rates and talented individuals moving to our competitors.		Positive Implications

B: Management and Process Disclosures**B. 1: Policy and management processes****1-6. Policy and management processes**

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1 b. Has the policy been approved by the Board?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1 c. Web Link of the Policies, if available	1. https://investor.thyrocare.com/wp-content/uploads/2023/06/Code-of-conduct-1-2.pdf	2. https://investor.thyrocare.com/wp-content/uploads/2024/07/3-Whistleblower-Policy_Thyrocare.pdf	3. https://investor.thyrocare.com/policies-7/	4. https://investor.thyrocare.com/policies-6/	5. https://investor.thyrocare.com/wp-content/uploads/2023/06/Policy-on-Related-Party-Transections.pdf	6. https://investor.thyrocare.com/policies-15/	7. https://investor.thyrocare.com/wp-content/uploads/2023/06/Code-of-Conduct-on-prohibition-of-insider-trading-4_30122022013132PM-3-1-4.pdf		
2. Whether the entity has translated the policy into procedures.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners?	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	- ISO 9001 - NABL Accreditation								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is dedicated to implementing NGRBCs in true spirit, along with other ESG initiatives such as energy conservation, reducing the environmental impact of biomedical waste, water management, and similar efforts. We are also developing targets and a road map to achieve these initiatives and will continue to monitor our progress								

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements. (Listed entity has flexibility regarding the placement of this disclosure.)

The ESG (Environmental, Social, and Governance) paradigm is of paramount importance, given the industry in which our company operates. We recognize the need to thrive within our immediate environment in which we operate responsibly by implementing sustainable practices. Since its inception, our company has persistently launched various initiatives to amplify ESG-based practices and make successful headways in various verticals. Till date, key issues have been successfully addressed, including proper disposal and treatment of bio-medical waste, water conservation by implementing water-saving reducers, transitioning to e-billing to reduce paper usage and adoption of solar panels. The Company has invested in Effluent treatment plants for its labs and Sewage treatment plants at its Head office to ensure both the lab waste water as well the general waste water is adequately treated before its discarded through the drain lines. The Company also plans to invest in the organic waste compost plants to treat and reuse its dry and wet general waste. Additionally, majority of the communications, messaging and announcements to our channel partners is now being done digitally instead of using traditional physical collaterals. Our company is cognizant of its ethical responsibilities as a corporate citizen and continuously acts in adherence to moral principles.

8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy(ies).

Mr. Rahul Guha, Managing Director and Chief Executive Officer (Executive Director) DIN: 09588432 Tel: 022-30900000
Email Id: compliance@thyrocare.com

9. Details about the entity’s committee of the board/director responsible for decision making on sustainability related issues?

- a. Does the entity have a specified committee of the board/director responsible for decision making on sustainability related issues? Yes
- b. If yes, provide details

The Board of Directors has authorised Mr. Rahul Guha, Managing Director and CEO to take decision on sustainability related issues, in consultation with Senior Managerial Personnel of the Company.

B.2: Governance, leadership and oversight

10. Details of review of NGRBCs by the company:

- a. Details about reviewing authority:

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										Committee of the Board
Description of any other committee										
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances										Committee of the Board
Description of any other committee										

- b. Details about frequency:

Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									
	P1	P2	P3	P4	P5	P6	P7	P8	P9	
Performance against above policies and follow up action										Any other
Description of any other frequency										As and when required
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances										Any other
Description of any other frequency										As and when required

11. Information about the independent assessment /evaluation of the working of its policies carried out by the entity by an external agency.

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency?	No	No	No	No	No	No	No	No	No
If yes, provide name of the agency	NA	NA	NA	NA	NA	NA	NA	NA	NA

B.3: Details of Review**12. If answer to Q1 of section B.1 - Policy and management processes is “No” i.e. not all principles are covered by a policy, reasons to be stated:** Not Applicable

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
The entity does not have the financial or/human and technical resources available for the task	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	-	-	-

C: Principle Wise Performance Disclosures**C.1: 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	Familiarization programs includes overview of Industry, Company Business Model, Updates on SEBI Regulations, etc	100
Key Managerial Personnel	1	Code of conduct, Updates on SEBI Regulations, Cyber Security	100
Employees other than BoD and KMPs	54	Basic Safety Training	100
Workers	0	0	0

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):**a. Monetary:**

Penalties and Fees	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred?
Penalty/Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

b. Non-monetary:

Legal sanctions	NGRBC principle	Name of the regulatory/enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred?
Imprisonment	-	-	-	-
Punishment	-	-	-	-

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
NA	

4. Details about anti-corruption or anti-bribery policy.

a. Does the entity have an anti-corruption or anti-bribery policy? : Yes

b. If yes, provide details in brief.

Yes. The Company has an anti-bribery/anti-corruption policy. This Anti-Corruption Policy (“**Policy**”) outlines the Company’s commitment to comply with all applicable laws, rules and regulations in the jurisdictions where the Company conducts its business regarding interactions with government officials and other persons related to the Company’s business (“Third Parties”) and the prevention of corrupt business practices (“**Anti-Corruption Laws**”).

c. If available, provide a web-link to the policy.

This policy is available on the intranet of the Company ie Drawinbox, HRMS portal of the Company.

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

Organizational roles	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

Notes: No any actions taken against Directors/KMPs/employees/workers for the charges of bribery/ corruption.

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

Complaints type	FY 2023 - 2024 (Current Financial Year)		FY 2022-2023 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	-	-	-	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	-	-	-	-

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

Not applicable

8. Number of days of accounts payables ((accounts payable*365)/Cost of goods or services procured) in the following format:

Question	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Number of days of accounts payables	83	52

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

Parameter	Metrics	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0

Parameter	Metrics	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0	0
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0	0
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	2.92	0.04
	b. Sales (Sales to related parties / Total Sales)	12.49	13.18
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0	0
	d. Investments (Investments in related parties / Total Investments made)	1.96	1.48

Leadership indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
---	--	--

As of now, the Company has not conducted any awareness programs for value chain partners as the policies apply only to the Company as of now. However, the Company shall strive to initiate the awareness program going forward based on materiality.

2. Details about the processes in place to avoid/ manage conflict of interests involving members of the Board.

a. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? : Yes

b. If yes, provide details of the same.

The Company receives an annual declaration from its Board members and Key Managerial Personnel on the entities they are interested in and ensures requisite approvals as required under the statute as well as the Company's policies are in place before transacting with such entities / individuals. Further, there is a code of conduct applicable to board of directors and senior management which deals with the aspect of conflict of interest. This Code of conduct is available on the website of the Company. Also, a declaration signed by the Managing Director that the members of board of directors and senior management personnel have affirmed compliance with the code of conduct applicable to board of directors and senior management, is forming part of the corporate governance report.

C.2: 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.

Expenditure type	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	0	0	0
Capex	0	3.36	0

2. Details about sustainable sourcing:

- a. Does the entity have procedures in place for sustainable sourcing? : No
- b. If yes, what percentage of inputs were sourced sustainably? NA

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for the following waste categories.

Product type	Process description
a. Plastics (including packaging)	We have aligned BMW vendors across all the Labs. The vendor picks up the plastic waste from the labs twice or three times a week. In accordance with government regulations and color coding, we separate the waste in the waste container.
b. E-waste	-
c. Hazardous waste	We have aligned BMW vendors across all the Labs. The vendor picks up the BMW from the labs twice or three times a week. In accordance with government regulations and color coding, we separate the waste in the waste container.
d. Other waste	Since the Company is in the business of providing diagnostic services, recycling or reusing products after they have served their purpose is not applicable. However, the Company has agreements with authorized vendors for the secure and timely disposal of biomedical waste created during the collection and testing of samples.

4. Details about Extended Producer Responsibility (EPR):

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

Leadership indicators

1. Details about the Life Cycle Perspective / Assessments (LCA):

- a. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? : No
- b. If yes, provide details in the following format?

NIC code	Name of product/ service	% of total turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency	Results communicated in public domain	If yes, provide the web-link.
NA	NA	0	NA	No	No	

Notes: There has not been any specific Life Cycle Perspective / Assessments (LCA) conducted by the entity for its services.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same. Not Applicable

Name of product/service	Description of the risk / concern	Action taken
-	-	-

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
-	-	-

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:**

Waste type	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Re-Used	Recycled	Safely disposed	Re-Used	Recycled	Safely disposed
Plastics (including packaging)	0	0	0	0	0	0
E-waste	0	0	0	0	0	0
Hazardous waste	0	0	148	0	0	175
Other waste	0	0	219	0	0	237

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
NA	

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

Essential indicators

1. **Details regarding well-being of employees and workers:**

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	1311	1006	76.74	0	0	0	0	1311	100	0	0
Female	382	291	76.18	0	0	382	100	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	1693	1297	76.61	0	0	382	22.56	1311	77.44	0	0
Other than permanent employees											
Male	15	8	53.33	0	0	0	0	0	0	0	0
Female	43	19	44.19	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	58	27	46.55	0	0	0	0	0	0	0	0

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0
Other than permanent workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

Question	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Cost incurred on well being measures as a % of total revenue of the company	0.25	0.14

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

Benefits	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority
PF	100	0	Yes	100	0	Yes
Gratuity	100	0	Yes	100	0	Yes
ESI	27.17	0	Yes	46.0	0	Yes

3. Accessibility of workplaces

Questions	Response
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
If not, whether any steps are being taken by the entity in this regard.	NA

4. Details about equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016.

Questions	Response
Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?	Yes
If so, provide a web-link to the policy.	Yes, the Company has an Equal Employment Opportunity Policy. The said policy is available on the intranet of the Company ie Drawinbox, HRMS portal of the Company.

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	100	0	0
Female	100	100	0	0
Other	0	0	0	0
Total	100	100	0	0

6.

a. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? :
Yes

b. If yes, give details of the mechanism in brief.

Category	Yes/No	If Yes, then give details of the mechanism in brief
Permanent workers	No	NA
Other than permanent workers	No	NA
Permanent employees	Yes	The company has a dedicated HRMS portal through which the employees can raise, track and get the grievances resolved. The HR department continuously tracks any complaints received. The department also adheres to a Turnaround Time of 48 hours in which any complaints need to be resolved.
Other than permanent employees	Yes	The company has a dedicated HRMS portal through which the employees can raise, track and get the grievances resolved. The HR department continuously tracks any complaints received. The department also adheres to a Turnaround Time of 48 hours in which any complaints need to be resolved.

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

Category	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total permanent employees	1693	0	0	1713	0	0
Male	1311	0	0	1306	0	0
Female	382	0	0	407	0	0
Other	0	0	0	0	0	0
Total permanent workers	0	0	0	0	0	0
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Other	0	0	0	0	0	0

8. Details of training given to employees and workers:

Category	FY 2023 - 2024 (Current Financial Year)					FY 2022-2023 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Male	1311	1311	100	1311	100	1264	1264	100	1264	100
Female	382	382	100	382	100	381	381	100	381	100
Other	0	0	0	0	0	0	0	0	0	0
Total	1693	1693	100	1693	100	1645	1645	100	1645	100

Category	FY 2023 - 2024 (Current Financial Year)					FY 2022-2023 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Workers										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

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

Category	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Total (A)	Number (B)	% (B/A)	Total (C)	Number (D)	% (D/C)
Employees						
Male	1311	1311	100	1264	1264	100
Female	382	382	100	381	381	100
Other	0	0	0	0	0	0
Total	1693	1693	100	1645	1645	100
Workers						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Other	0	0	0	0	0	0
Total	0	0	0	0	0	0

10. Health and safety management system:

Questions	Response
a. Whether an occupational health and safety management system has been implemented by the entity? If yes, the coverage such system?	Yes Occupational Health and Safety management the system has been implemented by the Company. Following are some key practices that have been carried out: Monthly inspection of labs of the Company has been conducted. All the labs are under the Fire AMC (Annual Maintenance Contract) Maintenance which includes maintenance and servicing of fire equipment on the premises Mock drill trainings are conducted every six months. Safety induction training is given to the new joiners. Personal Protection Equipment kits are provided to the employees deployed at labs, members of maintenance team and also for the ground staff. Daily inspection round in labs is carried out by the Housekeeping Incharge, Canteen Incharge and also by Maintenance team. Segregation of bio-medical waste is ensured as per the regulatory norms prescribed. First Aid boxes are available at suitable places which is regularly monitored and refilled. Regular Health and Wellness Camps are undertaken for employees. Monthly Safety training is given to the employees on the various safety topics such as chemical handling, manual handling of Materials & equipments, electrical safety, first aid measures & Cardiopulmonary resuscitation (CPR).
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	We have developed a Safety Manual that outlines the procedures for identifying and evaluating Safety, Health, and Environment (SH&E) risks, as well as measures to mitigate these risks to acceptable levels. This is achieved by enhancing existing controls or implementing additional controls for all activities within the organization's premises. The manual also clearly defines the roles and responsibilities of all personnel. Additionally, quarterly inspections are conducted across all laboratories to identify potential risks or hazards.
c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks.	Yes
d. Do the employees/ worker of the entity have access to non- occupational medical and healthcare services?	Yes

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

Safety incident/number	Category*	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Lost time injury frequency rate (LTIFR) (per one million- person hours worked)	Employees	0.3	0
	Workers	0	0
Total recordable work-related injuries	Employees	2	0
	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

*Including in the contract workforce

Notes: "Remarks: No fatalities or serious injuries (injuries with a high cause) occur across our laboratories. Being in the service sector, our work involves collecting blood samples and others, testing them, and then issuing reports. All safety precautions have been put in place, including PPE's to the employee wherever it is required and also eye wash stations and safety showers. "

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

Following are the measures undertaken by the Company to ensure a safe and healthy workplace: -

- (1) Implementation of safety policies and safe operating procedure (SOP) across the organization.
- (2) Conducting safety trainings and fire evacuation drills at regular intervals.
- (3) Provision of Personal Protective Equipment Kits (PPE Kits) to staff including Hand gloves, Mask, Lab coats, goggles wherever it is required.
- (4) Providing vaccination to all employees in Labs.
- (5) Signages have been installed at sensitive areas for the benefit of the employees.
- (6) Disinfection process is followed in labs regularly
- (7) 20 labs have received NABL accreditation and these labs also adhere to NABL standards.
- (8) Segregation and disposal of bio-degradable waste in accordance with applicable laws.

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

Category	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	0	0	NA	0	0	
Health and safety	0	0	NA	0	0	

14. Assessments for the year:

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

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

Each incident undergoes a thorough investigation to identify any deficiencies and to propose improvements to systems or processes. The goal is to learn from these incidents and prevent future occurrences. Recommendations are implemented within a specific timeframe. Safety information is widely disseminated and training is provided to prevent recurrence. To ensure the effectiveness of all safety systems and activities, comprehensive internal and external audits are conducted in alignment with the Safety Management System framework. Audit recommendations are stringently monitored at various levels, and adherence guidelines have been established across all divisions.

Leadership indicators

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

Category	Response
Employees	Yes
Workers	NA

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 statutory dues as applicable to the transactions within its remit are deducted and deposited in accordance with extant regulations. These processes are regularly reviewed as part of both internal and statutory audit.

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 have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	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 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
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

5. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	0
Working conditions	0

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.

No corrective action plan has been required for the specified parameters. However, should any such risks or concerns be identified, the Company may grant a reasonable timeframe for value chain partners to achieve compliance. Depending on the specific situation, the Company may assess the identified risks or concerns and request a corrective action plan from the involved value chain partners.

C.4: 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.

The Company has systematically identified its internal and external stakeholders through an analysis of their impact on its operations. It employs both structured and unstructured methods to interact with various stakeholders in order to comprehend their concerns and expectations. Specific roles and responsibilities for stakeholder engagement have been designated within individual departments of the organization. Additionally, the Company has created a comprehensive stakeholder engagement plan that details the approach for interacting with each stakeholder group, aiming to address their needs, resolve their issues, and foster mutually beneficial relationships.

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

Stakeholder group	Whether identified as vulnerable & marginalized group	Channels of communication	Details of other channels of communication	Frequency of engagement	Details of other frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors & Shareholders	No	Website	To facilitate effective communication, the Company utilizes various channels for engaging with investors and shareholders, including dedicated investor relations portals, regular financial reports, annual meetings, and direct communication through investor calls.	Others - please specify	Quarterly / half yearly /Annually	Interacting with investors and shareholders increases transparency and accountability and helps them to take an informed decision to invest in our Company. The key areas of engagement includes an update on the business and financial performance, Company's strategy and growth levers, potential opportunities and risks, material events which may have a positive or negative impact on the performance of the Company
Employees	No	Other	By way of digital as well as physical channels of communication including e-mails, townhalls, newsletters, pulse surveys for employee feedback, redressal, training programmes for personal and professional growth.	Others - please specify	Weekly/Monthly	Promoting transparency fostering a positive workplace culture improving diversity and inclusion. Providing learning opportunities to the employees to upgrade their skills.
Customers	No	Other	Channels of Communication 1. Call Helpline - 0223090000/02267123400 (For Retail Customers), 022 38002350 For Franchise Network 2. WhatsApp Helpline - 9870666333 (For Retail Customers), 8422888222 - For Franchise Network 3. Email - customersupport@thyrocare.com (For Retail Customers), support@thyrocare.com - For Franchise Network Call Helpline Working - All 365 Days. Morning 6 AM to 11 PM (Retail Customers), Morning 7 AM to 10 PM (Franchise Network) Chat & Email Helpline Working Window - 24x7	Others - please specify	Monthly/Quarterly/Half yearly/Yearly	To improve customer satisfaction, increase customer loyalty, increase sales, promoting various schemes.

Stakeholder group	Whether identified as vulnerable & marginalized group	Channels of communication	Details of other channels of communication	Frequency of engagement	Details of other frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Vendors	No	Other	Digital Meetings / In person meetings	Others - please specify	Frequent and need based	Our regular updates to businesses encompass information about performance feedback, as well as any updates regarding changes in regulations related to supplies and services.
Govt/ Regulatory Authorities	No	Other	Interactions with authorities take place through e-mails, meetings, submissions, etc. as required	Others - please specify	Need-based	Our interaction with official authorities serves multiple purposes. When engaging with regulatory authorities, our goal is to meet our obligations and advance our core business activities, in accordance with the highest standards of compliance and governance. Our engagement with policy makers is focused on gaining a deeper understanding of and participating in discussions about issues relevant to the industry.
Communities	No	Other	Meetings, digital channels	Others - please specify	Frequent and need based	Developmental / Educational needs as part of the Company's CSR obligation

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.

The Corporate Social Responsibility (CSR) committee typically initiates consultations on economic, social, and governance (ESG) topics through relevant functional heads. These functional heads or designated executive team members are tasked with engaging directly with the respective stakeholder groups to gather insights and feedback. Should the consultation process be delegated, the feedback from these engagements is meticulously compiled and communicated to the Board, ensuring that the Board remains fully informed and can make decisions based on comprehensive stakeholder input. This structured approach ensures that critical economic, environmental, and social topics are thoroughly discussed and appropriately addressed at the highest level of the organization.

2.

- a. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics: Yes
- b. 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.

Yes. Stakeholder consultation is key to identification of areas of improvement in corporate ESG efforts. For example: (i) While undertaking CSR activities, stakeholder consultation & feedback is taken. (ii) Thyrocare continuously undertakes measures to improve its services like reducing turnaround time, ensuring accurate test report delivery, modified its tagline to accurately represent the business and services provided by the Company and more.

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

We have taken several steps to fulfill our Corporate Social Responsibility (CSR) obligations. These initiatives include providing education to underprivileged individuals, organizing a women's health conference focused on cancer and thyroid disorders, for marginalized sections of communities.

C.5: 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 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	1693	1693	100	1645	954	57.99
Other than permanent	58	58	100	0	0	0
Total employees	1751	1751	100	1645	954	57.99
Workers						
Permanent	0	0	0	0	0	0
Other than permanent	0	0	0	0	0	0
Total workers	0	0	0	0	0	0

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

Category	FY 2023 - 2024 (Current Financial Year)					FY 2022-2023 (Previous Financial Year)				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Permanent	1693	0	0	1693	100	1713	0	0	1713	100
Male	1311	0	0	1311	100	1306	0	0	1306	100
Female	382	0	0	382	100	407	0	0	407	100
Other	0	0	0	0	0	0	0	0	0	0
Other than permanent	58	0	0	58	100	0	0	0	0	0
Male	15	0	0	15	100	0	0	0	0	0
Female	43	0	0	43	100	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
Workers										
Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0
Other than permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0

3. Details of remuneration/salary/wages:

a. Median remuneration/wages:

Category	Male		Female		Other	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)	7	1,10,000	2	2,30,000	0	
Key Managerial Personnel	3	55,54,710	0	0	0	0
Employees other than BoD and KMP	1,308	3,16,062	382	3,15,499	0	0
Workers	0	0	0	0	0	0

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

Question	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Gross wages paid to females as % of total wages	18.41	20.31

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

Notes: The HR team is responsible for addressing human rights impacts or issues caused or contributed to by the business?

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

The Company has instituted a sophisticated, automated Grievance Redressal Mechanism designed to effectively address and resolve employee grievances, particularly those related to human rights issues. This mechanism is seamlessly integrated within the HR tool, Darwinbox, providing a streamlined and efficient process for employees to report their concerns. Through Darwinbox, employees can directly communicate their grievances to the HR department, ensuring that each issue receives prompt and appropriate attention. This system not only facilitates timely intervention but also underscores the organization’s commitment to maintaining a fair and respectful workplace environment. By leveraging advanced technology, the Company ensures that human rights-related grievances are handled with the utmost diligence and urgency, thereby fostering trust and transparency within the workforce.

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

Category	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
	Sexual harassment	0	0	NA	0	0
Discrimination at workplace	0	0	NA	0	0	NA
Child labour	0	0	NA	0	0	NA
Forced labour/involuntary labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

Category	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

The Company has established a Whistle Blower policy that allows employees to report any improper activities, including legal, regulatory, or code of conduct violations like the misuse of price-sensitive information. These reports can be directed to the competent authority or the Chairperson of the Audit Committee. This policy guarantees the protection of whistleblowers and mandates confidential investigations to safeguard the complainant and prevent retaliation. The Chairperson of the Audit Committee's contact information is accessible on the Company's website for employees. Additionally, in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has formed an internal complaints committee to handle sexual harassment complaints. Furthermore, the Company conducts training and awareness sessions for all employees, focusing on relevant policies and regulations, including those aimed at preventing sexual harassment and child labor.

9. Do human rights requirements form part of your business agreements and contracts?

: No

10. Assessments for the year:

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

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

Not applicable

Leadership indicators

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

The Company has established a procedure for addressing grievances pertaining to employee rights, which it currently considers to be effective. However, the Company remains open to reviewing and modifying these processes in the future if specific circumstances or the particulars of a case necessitate it.

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

For the financial year ended March 31, 2024, the Company did not perform any human rights due diligence. Nonetheless, the Company may contemplate undertaking such due diligence in the current financial year, contingent on relevant circumstances, instances, and materiality.

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:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	0
Discrimination at workplace	0
Child labour	0
Forced labour/involuntary labour	0
Wages	0

5. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 4 above.

Not Applicable, since there were no cases observed on the above

C.6: 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	Unit	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
From renewable sources			
Total electricity consumption (A)	GJ	1996.01	0
Total fuel consumption (B)	GJ	0	0
Energy consumption through other sources (C)	GJ	0	0
Total energy consumed from renewable sources (A+B+C)	GJ	1996.01	0
From non-renewable sources			
Total electricity consumption (D)	GJ	0	0
Total fuel consumption (E)	GJ	1312.94	0
Energy consumption through other sources (F)	GJ	0	0
Total energy consumed from non-renewable sources (D+E+F)	GJ	1312.94	0
Total energy consumed (A+B+C+D+E+F)	GJ	3308.95	0
Energy intensity per rupee of turnover (Total energy consumed/revenue from operations)	GJ/crore ₹ turnover	6.31	0
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/revenue from operations adjusted for PPP)	GJ/Mn \$ turnover	14.1	0
Energy intensity in terms of physical output	GJ/unit production	0	0
Energy intensity (optional) – the relevant metric may be selected by the entity		0	0
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?		No	0
If yes, name of the external agency.		NA	

2. Details about Performance, Achieve and Trade (PAT) Scheme of the Government of India:

Questions	Response
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?	No
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	Unit	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Water withdrawal by source			
(i) Surface water	kilolitres	0	0
(ii) Groundwater	kilolitres	0	0
(iii) Third party water	kilolitres	15443	0
(iv) Seawater/desalinated water	kilolitres	0	0
(v) Others	kilolitres	0	0
Total volume of water withdrawal (i + ii + iii + iv + v)	kilolitres	15443	0
Total volume of water consumption	kilolitres	5695	0
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	kilolitres/crore ₹ turnover	10.87	0
Water intensity per rupee of turnover adjusted for purchasing power parity (Total water consumption / Revenue from operations adjusted for PPP)	kilolitres/Mn \$ turnover	24.35	0
Water intensity in terms of physical output (Total water consumption / physical unit)		0	0
Water intensity (optional) – the relevant metric may be selected by the entity		0	0
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?		No	0
If yes, name of the external agency.		NA	0

4. Provide the following details related to water discharged:

Parameter	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	9748	0
-- No treatment	0	0
--With treatment - please specify level of treatment	9748	
(ii) To Groundwater	0	0
-- No treatment	0	0
--With treatment - please specify level of treatment		
(iv) To Seawater	0	0
-- No treatment	0	0
--With treatment - please specify level of treatment		
(iii) Sent to third-parties	0	0
-- No treatment	0	0
--With treatment - please specify level of treatment		
(v) Others	0	0
-- No treatment	0	0
--With treatment - please specify level of treatment		
Total water discharged (in kilolitres)	9748	0
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?	NA	NA
If yes, name of the external agency.	NA	NA

5. Details about zero liquid discharge (ZLD):

Questions	Response
Has the entity implemented a mechanism for zero liquid discharge (ZLD)?	Yes
If yes, provide details of its coverage and implementation.	The Company has installed Sewage Treatment Plant at its corporate office. This plant effectively treats the wastewater generated on-site and the treated (recycled) wastewater is being used for day to day purposes such as toilet flush. Additionally, all the labs within the Company have their own effluent treatment plants installed to ensure proper treatment of wastewater before it is discharged from the labs.

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

Parameter	Please specify unit	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
NOx	0	0	0
SOx	0	0	0
Particulate matter (PM)	0	0	0
Persistent organic pollutants (POP)	0	0	0
Volatile organic compounds (VOC)	0	0	0
Hazardous air pollutants (HAP)	0	0	0
Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency?		No	No
If yes, name of the external agency.		NA	NA

Notes: "Remark: Being in the service industry, the Company's only source of air emissions is the use of diesel generators at 23 labs and office units. All of these generators are regularly maintained and operate within permissible emission limits. "

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

Parameter	Unit	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Total scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	95.04	0
Total scope 2 emissions(Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	4754.6	0
Total scope 1 and scope 2 emission intensity per rupee of turnover (Total scope 1 and scope 2 GHG emissions / Revenue from operations)	tCO2e/crore ₹ turnover	9.25	0
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)	tCO2e/Mn \$ turnover	20.73	0
Total scope 1 and scope 2 emission intensity in terms of physical output	tCO2e/unit production	0	0
Total scope 1 and scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		0	0
Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency?		No	No
If yes, name of the external agency.		NA	NA

8. Does the entity have any project related to reducing GHG emission? If yes, then provide details.

The entity does not currently have any specific projects exclusively aimed at reducing greenhouse gas (GHG) emissions. Nonetheless, the company is keenly aware of its environmental impact and has implemented several initiatives to mitigate it. At the organization's head office, a Sewage Treatment Plant (STP) has been installed to ensure that wastewater is treated effectively before being discharged. Additionally, all laboratories are equipped with Effluent Treatment Plants (ETPs) to manage and treat laboratory wastewater appropriately, thereby minimizing the risk of environmental contamination. Moreover, the company adheres to stringent bio-medical waste management practices. It disposes of bio-medical waste through authorized Bio-Medical Waste (BMW) vendors, ensuring safe and compliant handling of potentially hazardous materials. In efforts to reduce electricity consumption from the grid, solar panels have been installed at two of the company's laboratories as well as at the head office. This initiative not only supports renewable energy use but also contributes to a reduction in overall electricity consumption, indirectly lowering their environmental footprint associated with traditional power sources. Overall, while there is no direct project explicitly labeled as GHG emission reduction, these combined efforts reflect the company's commitment to sustainable environmental practices and energy efficiency.

9. Details related to waste management:**a. Different types of waste generated by the entity, in the following format:**

Parameter	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Total waste generated (in metric tonnes)	0	0
Plastic waste (A)	214.18	0
E-waste (B)	0	0
Bio-medical waste (C)	102.98	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any	0	0
Total (A+B+C+D+E+F+G+H)	317.16	0
Waste intensity per crore rupee of turnover (tonne/crore ₹ turnover)	0.6	0
Waste intensity per crore rupee of turnover adjusted for Purchasing Power Parity (PPP) (tonne/Mn \$ turnover)	1.35	0
Waste intensity in terms of physical output (tonne/unit production)	0	0
Waste intensity (optional) – the relevant metric may be selected by the entity	0	0

b. Different types of waste recovered or disposed by the entity, in the Current financial year : Not Applicable

Category of waste (in metric tonnes)	Recycled	Re-used	Other recovery operations	Incineration	Landfilling	Other disposal operations
Plastic waste	-	-	-	-	-	-
E-waste	-	-	-	-	-	-
Bio-medical waste	-	-	-	-	-	-
Construction and demolition waste	-	-	-	-	-	-
Battery waste	-	-	-	-	-	-
Radioactive waste	-	-	-	-	-	-
Other hazardous waste, if any	-	-	-	-	-	-
Other non-hazardous waste generated, if any	-	-	-	-	-	-
Total	-	-	-	-	-	-

c. Different types of waste recovered or disposed by the entity, in the previous financial year : Not Applicable

Category of waste (in metric tonnes)	Recycled	Re-used	Other recovery operations	Incineration	Landfilling	Other disposal operations
Plastic waste	-	-	-	-	-	-
E-waste	-	-	-	-	-	-
Bio-medical waste	-	-	-	-	-	-
Construction and demolition waste	-	-	-	-	-	-
Battery waste	-	-	-	-	-	-
Radioactive waste	-	-	-	-	-	-
Other hazardous waste, if any	-	-	-	-	-	-
Other non-hazardous waste generated, if any	-	-	-	-	-	-
Total	-	-	-	-	-	-

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.

Our establishment adheres to a comprehensive waste management strategy that ensures the effective segregation and treatment of all waste generated. We categorize waste into four distinct codes: Red, Yellow, Blue, and Black. Each category facilitates specific handling and treatment protocols: - Red and Yellow waste categories undergo pre-treatment

processes such as autoclaving, ensuring these potentially infectious materials are rendered safe before any subsequent steps. - Blue and Black categories are managed according to their specific requirements, ensuring compliance with relevant regulations. To manage the bio-medical waste generated in our laboratory, we adhere to the stringent guidelines set forth by the Bio-Medical Waste Management Rules of 2016. This waste is either recycled or safely disposed of through partnerships with the State Pollution Control Board, which oversees both the recycling and dispensation processes. We have developed and implemented Standard Operating Procedures (SOPs) for waste management. These SOPs cover the entire waste lifecycle, from separation and handling to storage and transportation, ensuring a systematic and compliant approach to bio-medical waste management. Our strategy to minimize the usage of hazardous and toxic chemicals involves continuous research and development to identify and integrate safer alternatives into our products and processes. By investing in sustainable practices and materials, we aim to reduce our ecological footprint while maintaining high standards of safety and efficacy. Regular training programs and audits are conducted to ensure compliance with environmental regulations and to foster a culture of safety and responsibility among our employees. In summary, our waste management protocols represent a holistic and rigorous approach to environmental stewardship, focusing on the effective segregation, treatment, and disposal of bio-medical waste, while our ongoing efforts to minimize hazardous chemical usage demonstrate our commitment to sustainability and compliance.

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

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with?	If no, the reasons thereof and corrective action taken, if any.
1	NA	NA	Yes	NA

- 12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**

Name and brief details of project	EIA notification No.	Date	Whether conducted by independent external agency	Results communicated in public domain	Relevant web link
NA	NA	NA	No	No	NA

Notes: The entity has not conducted any environmental impact assessments. However, we have implemented eco-friendly practices in our labs and corporate offices. We have installed solar panels in 3 labs and the registered office. 29 have an effluent treatment plant installed. Employees are trained and educated on how to use and conserve energy and resources.

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

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

Notes: We follow all the applicable environmental law/ regulations/ guidelines in India

Leadership indicators

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

a. Name of the water stress area and nature of operations:

Name of the area	Nature of operations
NA	NA

b. Water withdrawal, consumption and discharge in the following format: Not Applicable

Parameter	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	0	0
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres)	0	0
Total volume of water consumption (in kilolitres)	0	0
Water intensity per rupee of turnover/n(Water consumed/turnover)	0	0
Water intensity (optional) – the relevant metric may be selected by the entity	0	0
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	0	0
-- No treatment	0	0
--With treatment - please specify level of treatment	0	0
(ii) Into Groundwater	0	0
-- No treatment	0	0
--With treatment - please specify level of treatment	0	0
(iv) Into Seawater	0	0
-- No treatment	0	0
--With treatment - please specify level of treatment	0	0
(iii) Sent to third-parties	0	0
-- No treatment	0	0
--With treatment - please specify level of treatment	0	0
(v) Others	0	0
-- No treatment	0	0
--With treatment - please specify level of treatment	0	0
Total water discharged (in kilolitres)	0	0
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?	0	0
If yes, name of the external agency.	0	0

2. Please provide details of total scope 3 emissions & its intensity, in the following format: Not Applicable

Parameter	Unit	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Total scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	-	-
Total scope 3 emissions per rupee of turnover	tCO2e/crore ₹ turnover	-	-
Total scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-
Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency?		-	-
If yes, name of the external agency.		-	-

3. With respect to the ecologically sensitive areas reported at Question 11 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

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.	Initiatives undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	STP plant	Our company has installed a Sewage Treatment Plant at the corporate office. The wastewater is treated at the Sewage Treatment Plant, and the cleaned water has been reused	Reduction in usage of clean water sourced from government bodies
2.	ETP plant	30 labs out of 30 have Effluent Treatment Plant installed. These Effluent Treatment Plant treats the effluent water and then the water has been discharged.	Successful treatment of effluent before discharge by the Company
3.	Solar panel	Two labs and registered office have solar panels installed.	This has led to usage of renewable source of energy thereby reducing the reliance of traditional sources of energy.

5. Details about the disaster management plan.

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

: Yes

b. Give details in 100 words/ web link.

The emergency plan ensures safety and well-being of our facilities. For fire emergencies, we have installed fire extinguishers, smoke detectors & hydrant systems and conduct regular mock-drill training sessions. Floor Marshals are trained to manage and assist in such situations. Backup DG sets and UPS systems help maintain power supply in case of power outage. We have safety showers, eye wash stations, PPEs, spill kits, and first aid boxes in event of chemical and biological spillage. Medical emergencies are handled by making first aid supplies and doctor consultation available. PA systems, fire extinguishers, first aid supplies, and evacuation plans are in place to manage earthquakes and floods. We ensure the safety and well-being in emergency situations by making adequate arrangements for accommodation, food and medical support.

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.

While there has been no significant adverse impact on the environment from our value chain partners, we are committed to further improving our environmental performance. Although we have not yet measured our Scope 3 emissions or assessed our value chain partners, we prioritize sustainability and are continuously exploring ways to reduce our carbon footprint.

We remain dedicated to:

- Implementing sustainable practices throughout our operations
- Promoting the use of low-carbon fuels among our transporters
- Encouraging our suppliers to adopt environmentally friendly practices

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts. : 0

C.7: Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.**Essential indicators**

1. a. Number of affiliations with trade and industry chambers/ associations.: 1
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations
1	Confederation of Indian Industry	National

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

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

Notes: No incident has happened in FY 23-24.

Leadership indicators

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

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain?	Frequency of review by board	Details of other frequency of review by Board	Web Link, if available
	NA	NA	No			

C.8: Principle 8: Businesses should promote inclusive growth and equitable development.**Essential indicators**

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

Name and brief details of project	SIA notification No.	Date of notification	Whether conducted by independent external agency	Results communicated in public domain	Relevant web link
NA	NA	NA	No		

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

Sr. No.	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
1	NA	NA	NA	0	0	0

Notes: There are projects for which ongoing Rehabilitation and Resettlement is being undertaken by the entity.

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

Any Community member can raise their concerns on business responsibility and sustainability-related topics by writing a letter addressed to Mr. Rahul Guha, Managing Director and Chief Executive Officer and posting it to below address: Thyrocare Technologies Limited D/37-3, TTC Industrial Area, MIDC, Turbhe, Navi Mumbai - 400 703. Such concerns will be taken up with concerned departments to initiate necessary actions basis its significance.

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

Category	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	21	21.55
Directly from within India	99.2	0

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 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Rural	0	0
Semi-urban	0	0
Urban	0	0
Metropolitan	100	0

Leadership indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (reference: Q1 of essential indicators above).

Details of negative social impact identified	Corrective action taken
NA	NA

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

Sr. No.	State	Aspirational district	Amount spent (In INR)
-	-	-	-

3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/ vulnerable groups?

: No

b. From which marginalized/vulnerable groups do you procure? :

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

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:

Sr. No.	Intellectual property based on traditional knowledge	Owned/acquire d	Benefit shared	Basis of calculating benefit share

Notes: The Company does not own or has acquired any intellectual property by way of traditional knowledge.

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.

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

6. Details of beneficiaries of CSR projects:

Sr. No.	CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
	Impact Guru Foundation	1	0
	Hope Foundation Trust	1,000	100

C.9: 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.**

Customers can make their complaints to the Company through following channels:

A. If retail customer

- 1) By writing an email to complaints@thyrocare.com;
- 2) By making a call to the helpline numbers at 022 30900000/67123400
- 3) By sending a message through Whatsapp on 8422888222

Upon receiving a complaints, the process is initiated and assigned to the relevant stakeholders group for redressal. Standard Turnaround Time (TAT) for closure of any complaint is 24 to 48 hours. The escalation matrix for complaint redressal is as follows:

Level 1 : redressals@thyrocare.com

Level 2: gm.redressals@thyrocare.com

After a complaint has been resolved, customers are requested to provide feedback on their satisfaction/dissatisfaction with the compliant redressal through email. If a customer selects "Not-satisfied", the complaint is re-opened and entire process will be followed again.666333.

B. If Franchise partner

- 1) By writing an email to support@thyrocare.com
- 2) By making a call to the helpline numbers at 022 38002350
- 3) By sending a message through Whatsapp on 9870666333

TAT of complaint resolution is 24 hours and after each and every complaint, we do a survey with customers if they were satisfied with the resolution provided or not and track

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

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	0
Safe and responsible usage	0
Recycling and/or safe disposal	0

Notes: The company offers diagnostic services and does not manufacture or sell products. Therefore, turnover from products carrying information about environmental and social parameters or safe usage and disposal is not applicable. However, the company complies with all relevant laws and regulations in the areas where it operates, ensuring responsible and ethical practices in all aspects of its services.

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

Category	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0		0	0	0
Advertising	0	0		0	0	0
Cyber-security	0	0		0	0	0
Delivery of essential services	0	0		0	0	0

Category	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Restrictive trade practices	0	0		0	0	0
Unfair trade practices	0	0		0	0	0
Other	12041	0	NA	13605	0	NA

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

Category	Number	Reasons for recall
Voluntary recalls	0	N/A
Forced recalls	0	N/A

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy?

Questions	Response
Does the entity have a framework/ policy on cyber security and risks related to data privacy?	Yes
If available, provide a web-link of the policy.	The policy is available to on the intranet of the Company ie Drawinbox, HRMS portal of the Company.

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.

Throughout the financial year 2023-24, the company has not encountered any significant issues pertaining to advertising practices or the distribution of essential services. Similarly, there have been no notable incidents concerning cyber security or the data privacy of our customers. Furthermore, there have been no reoccurrences of product recalls, nor have there been any penalties or actions imposed by regulatory authorities regarding the safety of our products or services. Thus, no corrective actions were necessary in these areas during the specified period.

7. Provide the following information relating to data breaches.

- a. Number of instances of data breaches. : 0
- b. Percentage of data breaches involving personally identifiable information of customers.: 0
- c. Impact, if any, of the data breaches.: NA

Leadership indicators

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

To explore the full range of products and services provided by the Company, consider utilizing the following channels and platforms:

- 1. Official Website: Comprehensive details are available on our website at [\[www.thyrocare.com\]](http://www.thyrocare.com) (<https://www.thyrocare.com>).
- 2. Mobile Application: Download the Thyrocare app from the Google Play Store or Apple App Store for convenient access to our services.
- 3. Affiliated Partners: Our offerings can also be found through various third-party partners, including: - Book Meri Lab: [\[www.bookmerilab.com\]](http://www.bookmerilab.com)(<https://www.bookmerilab.com>) - Health Care On Time: [\[www.healthcareontime.com\]](http://www.healthcareontime.com)(<https://www.healthcareontime.com>) - My Diagnostics: [\[mydiagnostics.in\]](http://mydiagnostics.in) (<https://mydiagnostics.in>) - Health Checkup: [\[healthcheckup.co.in\]](http://healthcheckup.co.in)(<https://www.healthcheckup.co.in>)
- 4. Physical Collection Centers: Visit one of our associated collection centers. Locations are listed at [\[thyrocare.com/location\]](http://thyrocare.com/location) (<https://www.thyrocare.com/location>).
- 5. Customer Support Helpline: For direct support, contact us at 022 30900000 or 022 67123400.
- 6. Email Assistance: Send your inquiries via email to customersupport@thyrocare.com or wellness@thyrocare.com.
- 7. WhatsApp Support: Reach out for support by messaging us at 9870666333 on WhatsApp

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

The Company operates in the sector of providing diagnostic services. Necessary pre-requisites of tests like fasting requirement, type of sample, quantity of sample, etc., are communicated to customers before sample collection/at the time of booking.

Informational messages on symptoms of diseases, types of tests and health awareness, etc. are displayed on the social media pages of the Company from time to time. Details of various healthcare packages are also made available in the Company's website, www.thyrocare.com