

September 05, 2024

The Listing Department
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor, Plot No. C/1
G Block, Bandra-Kurla Complex, Bandra (E)
Mumbai - 400 051

Dept. of Listing Operations
BSE Limited,
P J Towers, Dalal Street,
Mumbai -400001, India

Symbol: YATHARTH
ISIN: INE0JO301016

Scrip Code: 543950
ISIN: INE0JO301016

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

Ref.: Regulation 30 and 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Dear Sir/Ma'am,

Please find enclosed Business Responsibility and Sustainability Report for the financial year 2023-24, which forms part of Annual Report. This disclosure will also be hosted on Company's website viz. www.yatharthhospitals.com.

We request you to take this on record.
Thanking you,

Your faithfully,
For **Yatharth Hospital and Trauma Care Services Limited**



Ritesh Mishra
Company Secretary & Compliance Officer
Enclosed: As above

Registered Office

JA-108, DLF Tower A, Jasola District Centre, New Delhi - 110025
Tel: 011-49967892

Our Hospitals

📍 Sector 110, Noida, Uttar Pradesh-201304
📍 Sector Omega -01, Greater Noida, Uttar Pradesh-201308
📍 Sector 01, Greater Noida West, Uttar Pradesh-201307



Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of listed entity

1.	Corporate Identity Number (CIN) of the Company	L85110DL2008PLC174706
2.	Name of the Company	YATHARTH HOSPITAL & TRAUMA CARE SERVICES LIMITED
3.	Year of Incorporation	2008
4.	Registered Office Address	JA 108 DLF Tower A, South Delhi, Jasola District Centre, Delhi, India, 110025
5.	Corporate Address	HO-01, Sector-1, Greater Noida West, Gautam Budh Nagar, Uttar Pradesh, India, 201306
6.	Email Address	cs@yatharthhospitals.com
7.	Telephone	0120-6811236
8.	Website	https://www.yatharthhospitals.com/
9.	Financial Year Reported	2023-24
10.	Name of the Stock Exchanges where shares are listed	NSE and BSE
11.	Paid-up Capital	85,85,02,330
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ritesh Mishra 0120-6811236 cs@yatharthhospitals.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
14.	Name of assurance provider	NA
15.	Type of assurance obtained	NA

II. Products/Services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of turnover of the Company
1	Hospital Activity	Hospital Business	100%

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

Sl. No.	Product/Service	NIC Code	% of total turnover contributed
1	Healthcare Services	8610	100%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	6	6
International	0	0	0

Note: The Company is also including Registered Office location which is situated in Delhi.

19. Markets served by the Company

a. Number of locations

Locations	Number
National (No. of States)	4
International (No. of Countries)	0

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

0.51% of total turnover

- c. Types of customers

Operating within the healthcare sector, with a focus on hospital and diagnostic services, The Company primarily caters to patients requiring healthcare provisions.

IV. Employees

20. Details as at the end of Financial Year

- a. Employees and workers (including differently abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	3607	2042	56.61%	1565	43.39%
2.	Other than Permanent (E)	129	47	36.43%	82	63.57%
3.	Total employees (D+E)	3736	2089	55.92%	1647	44.08%
WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F+G)	-	-	-	-	-

- b. Differently abled Employees and workers:

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	9	4	44.44%	5	55.56%
2.	Other than Permanent (E)	0	0	0%	0	0%
3.	Total differently abled employees (D+E)	9	4	44.44%	5	55.56%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F+G)	-	-	-	-	-

21. Participation/Inclusion/Representation of Women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	6	1	16.67
Key Management Personnel	3	0	0

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

Particulars	FY2024			FY2023			FY2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.55%	4.45%	10.00%	7.22%	5.78%	13.00%	7.67%	5.33%	13.00%
Permanent Workers	-	-	-	-	-	-	-	-	-

Note: This includes employees/workmen who have retired during the year. Further, we don't have any permanent workers.

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

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

Sl. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether Holding/Subsidiary/Associate/Joint Venture	% of shares held by the Company	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company (Yes/No)
1	AKS Medical & Research Centre Pvt. Ltd.	Subsidiary	100%	Yes
2	Ramraja Multispeciality Hospital & Trauma Centre Pvt. Ltd.	Subsidiary	100%	Yes
3	Pristine Infracon Private Limited	Subsidiary	100%	Yes
4	Sanskar Medica India Limited	Subsidiary	100%	Yes

VI. CSR Details

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

(ii) Turnover (in Rs. Million): 6,705.47

(iii) Net worth (in Rs. Million): 8,743.23

VII. Transparency and Disclosure Compliances

25. Complaints/Grievances on any of the principles (Principle 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)	FY24 Current Financial Year			FY 23 Previous Financial Year		
		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.yatharthhospitals.com/investors	0	0	NA	0	0	NA
Shareholders/Investor**	Yes, https://www.yatharthhospitals.com/investors	1009	0	All resolved	0	0	NA
Employees and workers***	Yes, https://www.yatharthhospitals.com/investors	0	0	NA	0	0	NA
Customers	Yes, https://www.yatharthhospitals.com/investors	0	2	2 Cases pending pertaining last year	2	0	2 Cases pending
Value Chain Partners	Yes, Complaints/Grievances from Value Chain Partners are addressed by relevant Departments. Policies & grievance redressal mechanisms are accessible at https://www.yatharthhospitals.com/investors	0	0	NA	0	0	NA
Other	Vendors /Suppliers	8	1	1 was under process and resolved subsequently	1	1	It was under process and resolved subsequently

* The Company has established a variety of mechanisms to receive and address community grievances. These include access to the email ID of the Compliance Officer, the Company's website, a customer helpline/toll-free number, and each outlet. Grievances from shareholders are addressed by the Compliance Officer in conjunction with the Stakeholders' Relationship Committee of the Board. This comprehensive approach ensures that all concerns are heard and addressed in a timely and effective manner.

** The Board has established numerous Committees, each endowed with sufficient authority to concentrate effectively on various issues and ensure swift resolution of a wide range of matters. The Stakeholders' Relationship Committee is specifically tasked with addressing all grievances and complaints from Investors and Shareholders. This structure underscores The Company's commitment to maintaining open lines of communication and fostering positive relationships with its stakeholders.

*** The details of the grievance redressal mechanism for employees and workers are provided in Principle 3, point No. 6.

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

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	Energy and Emission	Risk	In the healthcare sector, energy consumption and emissions pose significant risks. Hospitals and medical facilities operate 24/7, requiring substantial energy for medical equipment, heating, cooling, and lighting. High energy consumption leads to increased operational costs and a larger carbon footprint. This can result in financial strain, particularly as energy prices fluctuate. Moreover, excessive emissions may lead to regulatory non-compliance and reputational damage as society becomes more environmentally conscious.	The Company has committed to energy conservation by entering into an agreement for captive electricity consumption. One of our hospitals has been recognised with a three-star certification from the GRIHA Council. The Company conducts initiatives to raise awareness among stakeholders about responsible energy usage. In addition, tree-planting initiatives are undertaken to enhance the microclimate surrounding our hospitals, contributing to the offset of carbon emissions. By integrating energy conservation measures, reducing gas emissions, and engaging the community, The Company is actively striving for a greener and more sustainable future.	<p>Positive:</p> <ul style="list-style-type: none"> • Cost Optimization: Energy-efficient practices reduce longterm expenses. • Environmental Stewardship: Renewables show commitment to the environment. <p>Negative:</p> <ul style="list-style-type: none"> • High Operational Costs: Reliance on nonrenewable energy raises operational expenses
2	Water Management	Risk	Water management is a critical risk for healthcare facilities. These institutions require large volumes of water for patient care, sanitation, equipment sterilization, and various medical procedures. Inefficient water use or contamination	The Company addresses water management risks through conscious and responsible efforts, guided by the 3R model - Reduce, Reuse, and Recycle. Several proactive water-saving initiatives have been implemented, including the	<p>Positive:</p> <ul style="list-style-type: none"> • By fostering a culture of responsible water usage, we contribute to water conservation efforts and reinforce our commitment to environmental sustainability.

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)
			<p>can lead to increased operational costs, health risks, and potential regulatory violations. In water-stressed areas, healthcare facilities may face supply challenges, potentially compromising their ability to maintain hygiene standards and provide essential services.</p>	<p>installation of sewage treatment plants and low-flow fixtures in toilets, all aimed at optimising water usage and minimising wastage. The Company also strives to achieve water neutrality and water positivity by managing water resources efficiently and offsetting usage through sustainable initiatives.</p>	<p>Negative:</p> <ul style="list-style-type: none"> Water management risk could lead to financial risks arising from interrupted services due to operational disruptions caused by water scarcity.
3	Waste Management	Risk	<p>Waste management is a paramount concern in the healthcare sector due to the generation of hazardous, biomedical, and pharmaceutical waste. Improper handling, storage, or disposal of such waste can lead to severe health risks, environmental contamination, and legal liabilities. Healthcare facilities must comply with strict regulations regarding medical waste disposal, and any non-compliance can result in hefty fines and legal action. Moreover, inefficient waste management practices can increase operational costs and pose reputational risks. As the volume of medical waste continues to grow, healthcare organizations face increasing pressure to implement sustainable and safe waste management practices to mitigate these risks.</p>	<p>The Company ensures the appropriate segregation of hazardous waste, biomedical waste, e-waste, and both dry and wet waste. The safe disposal of biomedical waste, e-waste, and hazardous waste is carried out through vendors and recyclers authorised by the government.</p>	<p>Positive:</p> <ul style="list-style-type: none"> By efficiently managing waste, we not only contribute to environmental preservation but also capitalize on cost optimization. <p>Negative</p> <ul style="list-style-type: none"> Improper waste disposal may degrade the aesthetic appeal of our surroundings, potentially leading to community dissatisfaction and strained relationships with stakeholders.

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)
4	Patient Care and Service Quality	Risk	Poor patient care can lead to adverse health outcomes, increased readmission rates, and even loss of life. This can result in malpractice lawsuits, damage to the organization's reputation, and loss of patient trust. Maintaining high-quality standards is challenging in the face of evolving medical practices, technological advancements, and changing patient expectations.	The Medical Superintendent or Facility Directors within The Company serve as the custodians of all medical complaints, diligently monitoring the tracker for the resolution of these complaints. As per the requirements, The Company takes suitable steps to address patient complaints, and if necessary, develops new protocols or measures to ensure the highest level of patient satisfaction.	<p>Positive:</p> <ul style="list-style-type: none"> Better Clinical Outcomes: Emphasizing patient safety leads to improved clinical outcomes, reducing medical errors and adverse events. Enhanced Patient Trust: Prioritizing patient safety and service quality builds trust and loyalty among patients. <p>Negative</p> <ul style="list-style-type: none"> Any lapses in patient safety may attract negative media attention, harming the organization's public image.
5	Corporate governance structures	Risk	Weak governance can lead to mismanagement, financial irregularities, and failure to meet healthcare standards and regulations. This can result in legal issues, loss of accreditation, and erosion of stakeholder trust. Given the sensitive nature of healthcare services and the strict regulatory environment, poor governance can lead to compromised patient care, data privacy breaches, and financial mismanagement. Ineffective leadership and lack of accountability can also result in poor organizational culture, affecting staff morale and, ultimately, the quality of patient care. Strong governance is essential for navigating the complex healthcare landscape and ensuring the organization's long-term sustainability.	The Board of Directors within The Company embodies the organisation's vision and objectives. The establishment of Board or internal committees is undertaken to delineate hierarchy and accountability. Key management personnel and board members act in the interests of investors and stakeholders, ensuring their concerns are duly represented and addressed.	<p>Positive:</p> <ul style="list-style-type: none"> Ethical Decision-Making: Strong governance structures ensure ethical decision-making, fostering a culture of integrity and responsible business practices. Transparency and Accountability: Effective corporate governance promotes transparency and accountability, enhancing stakeholder trust and confidence. <p>Negative</p> <ul style="list-style-type: none"> Ineffective governance can expose to reputational risks, leading to loss of stakeholder trust and confidence.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether the Company's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Yes, All the policies which are necessarily required are approved by the competent internal committees.								
c. Weblink of the policies, if available	All the policies relevant for the various stakeholders are available on the Company website: https://www.yatharthhospitals.com/investors								
2. Whether the Company has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
3. Do the enlisted policies extend to the Company's value chain partners? (Yes/No)	Y	N	N	N	N	N	N	N	N
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by the Company and mapped to each principle.	All the Policies has been made and adopted as per the Companies Act, 2013 and the rules made thereunder, SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and National Guidelines on Responsible Business Conduct, 2019 released by the Ministry of Corporate Affairs.								
5. Specific commitments, goals and targets set by the Company with defined timelines, if any.	NABH and NABL (ISO 15189:2012), NABH Nursing Excellence The Company has set specific objectives and targets with a focus on prioritising environmental protection, employee safety, and customer safety. The strategies and operations of the Company are designed around these commitments, thereby ensuring a sustainable and secure environment for all.								
6. Performance of the Company against the specific commitments, goals and targets along with reasons, in case the same are not met.	Not Applicable.								
Governance, leadership and oversight									
7. Statement by Director, responsible for the Business Responsibility Report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>The Company recognises the significant environmental footprint of the healthcare sector. It firmly believes that the adoption of sustainable practices is not only crucial for the environment but also contributes to the long-term success of the business and the well-being of the wider society it serves.</p> <p>The Company has embarked on a comprehensive approach to ESG, with a focus on optimising energy consumption, water usage, and responsible bio-medical waste management. It also prioritises employee welfare through human-centric policies and robust corporate governance. This multifaceted strategy ensures a holistic approach to sustainability, championing Environmental, Social, and Governance parameters.</p> <p>The Company is committed to responsible bio-medical waste management. It meticulously monitors the bio-medical waste generated and ensures its safe disposal in accordance with the guidelines outlined by the Government of India under the Bio-Medical Waste Management guidelines, 2016. This rigorous monitoring process ensures proper segregation, treatment, and disposal of bio-medical waste, thereby minimising environmental and health risks.</p> <p>The directors and all employees of the Company, including senior management, conduct themselves in accordance with the highest moral and ethical standards. The Company is committed to ensuring a fair workplace for its employees as well as partners with whom it conducts business. It has stringent policies in place to protect against unlawful discrimination and harassment. The Company's values and business principles encourage honest and direct communication to resolve issues and concerns promptly. It also provides a channel for reporting suspected compliance violations, unlawful or unethical behaviour, or fraud in an anonymous manner.</p> <p>The Company's consistent efforts reflect its commitment to sustainability, responsible management, and making a positive impact on society and the environment. As it moves forward, the Company will continue to focus on innovation and excellence in healthcare, with sustainability at the core of its operations.</p>								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies). Dr. Ajay Kumar Tyagi, Chairman and Whole-time Director
9. Does the Company have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details. The Company does not have a designated committee on sustainability related issues. However, the Risk Management Committee is responsible to monitor various aspects of Environmental, Social & Governance responsibilities of the Company.
10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether review was undertaken by Director/ Committee of the Board/any other Committee									Frequency (Annually/Half yearly/ Quarterly/Any other - please specify)										
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9		
Performance against above policies and follow up action										Yes										Need Basis
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances										Yes										Need basis

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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11. Has the entity carried out independent assessment /evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide the name of the agency. The Company conducts internal reviews, but no external agency has undertaken an assessment/ evaluation of the working of the policies.

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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The entity does not consider the Principle material to its business (Yes/No)									
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)									

Not Applicable

Section C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

Principle 1: Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.

Essential Indicator:

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	4	1-Familiarization Program Regular 2-Regulatory Updates. 3-Awareness on Prevention of Insider Trading 4-Corporate Governance	100
Key Managerial Personnel	2	1-Code of Conduct and Employee Rights & Responsibilities 2- Awareness on Prevention of Insider Trading 3-Quality Awareness 4-POSH	100
Employees other than Board of Directors and KMPs	24	1-POSH 2-Code of Conduct 3-Infection Control 4-Disaster Management 5-Fire Safety 6-Employee Rights and Responsibility 7-Radiation Safety 8-Quality Awareness 9-Safety Standards	100
Workers	-	-	-

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

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

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

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

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

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

4. Does the Company have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Anti-bribery measures form an integral part of The Company's code of conduct. The Company, upholds and advocates the highest standards of corporate governance and ethical business conduct. It firmly believes that safeguarding the organisation against bribery is a crucial element of its corporate governance framework. This commitment aids in ensuring legal compliance, protecting the company's reputation, mitigating risk, and fostering ethical business practices. However, The Company has not formulated a separate policy for this purpose.

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

	FY2024	FY2023
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest

	FY2024		FY2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

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

Not applicable since there were no such complaints raised in the reporting year.

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

	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
Number of days of accounts payables	52	39

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	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	The Company is providing healthcare and allied services through its various healthcare facilities, digital platform and pharmacies across India and these services and sales are made directly to the customers.	
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs in*	a. Purchases (Purchases with related parties / Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties / Total Sales)	Nil	Nil
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	Nil	Nil
	d. Investments (Investments in related parties / Total Investments made)	Nil	Nil

*the percentage are nil on consolidated basis.

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
1	Business conduct and integrity	49%

Note: Top 10 vendors comprising of 49% spend were called for above training.

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.

All parties are expected to refrain from engaging in any business or activity that may conflict with the interests of The Company. The issue of conflict of interest, particularly involving the Board, is comprehensively addressed under The Company's policy on Code of Conduct for Board members and senior management. This policy elucidates the concept of conflict of interest and emphasises that directors and senior management personnel are expected to avoid and disclose any activity or association that creates, or appears to create, a conflict between personal interests and the business interests of The Company.

Web-link: https://www.yatharthhospitals.com/uploads/investors/yatharth_48870782.pdf

Principle 2: Business should provide goods and services in a manner that is sustainable and safe**Essential Indicator:**

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

Segment	FY2024	FY2023	Details of improvements in environmental and social impacts
R & D	–	–	–
Capex	11%	5%	As the Company operates in healthcare sector, Capex (advanced medical equipment purchased), improve the social impact of products & processes, reducing the disease burden of the society.

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

Yes

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

The Company is dedicated to the pursuit of sustainable sourcing, ensuring that its social and environmental performance permeates its supply chain through regular communication of its expectations to vendors. Our endeavor has always been to employ the services of vendors who are equally committed to sustainability. However, due to the nature of the sector, the Company promotes the localisation of business, demonstrating a preference for local vendors. It is committed to conducting business with vendors who share its dedication to environmental responsibility, with the aim of minimising adverse effects on the community, the environment, and natural resources, while prioritising the health and safety of the public. The Company is presently in the process of evaluating projects and designing a programme for implementation that will underscore its commitment to sustainable sourcing.

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

(a) Plastics (including packaging)	Bio-medical waste is handed over to the Bio Medical Waste Treatment Facility, authorized by CPCB (Central Pollution Control Board) as per Bio-Medical Waste Management Rules, 2016 Rules.
(b) E-waste	E-waste is handed over to the vendor authorized by CPCB (Central Pollution Control Board).
(c) Hazardous waste	Hazardous waste, including residuals from the Sewerage Treatment Plant (STP) and general healthcare waste, is responsibly disposed of through authorised municipal authorities. The wastewater undergoes treatment in the STP, and the treated water is subsequently repurposed for the irrigation of plants, thereby maintaining the greenery surrounding the hospital.
(d) Other waste	Other waste is stored in a secured area and cleared regularly as per local municipality rules before collection by Municipal Authorities.

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

Due to nature of healthcare business, Extended Producer Responsibility is not applicable to the entity's activities. The Company follows the guidelines notified by CPCB, MOEF and CC for Biomedical waste and Electronic scrap.

Leadership Indicators –

1. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

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

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

Name of Product / Service	Description of the risk / concern	Action Taken
Bio medical waste Generation	Risk for the environment and human beings as this a contaminated waste generated during the hospital operations	We have efficient procedures for handover/ disposal of Biomedical waste to state Govt pollution board approved vendor, as per the Bio medical waste management guidelines.

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

Indicate input material	Recycled or re-used input material to total material	
	FY2024	FY2023
NA	NA	NA

Remarks: Adhering to rigorous infection control protocols and the inherent characteristics of the medical and healthcare sector, The Company does not incorporate reused or recycled materials in the delivery of billable services to patients. Nevertheless, The Company is committed to environmental sustainability, demonstrated by the utilisation of recycled water for ancillary services such as horticulture.

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:

	FY2024			FY2023		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	2.06	-	-	1.76
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	0.05	-	-	-
Other waste including Bio-medical waste	-	-	67.40	-	-	65.35

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

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

Principle 3: Business should respect and promote the wellbeing of all employees, including those in their value chains

Essential indicators:

1. A. Details of measures for the 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	2042	2042	100	-	-	-	-	-	-	-	-
Female	1565	1565	100	-	-	1565	100	-	-	-	-
Total	3607	3607	100	-	-	-	-	-	-	-	-
Other than Permanent employees											
Male	47	-	-	-	-	-	-	-	-	-	-
Female	82	-	-	-	-	82	100	-	-	-	-
Total	129	-	-	-	-	82	100	-	-	-	-

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

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	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Metrics	FY24 Current Financial Year	FY 23 Previous Financial Year
Cost incurred on well- being measures as a % of total revenue of the company	0.06%	0.18%

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

Benefits	FY2024			FY2023		
	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	13.62	-	Y	9.90	-	Y
Gratuity	100.00	-	NA	100.00	-	NA
ESI	17.29	-	Y	9.43	-	Y
Others- please specify	-	-	-	-	-	-

Note: The Company provides an option for PF contribution to employees if salaries are above the threshold limit.

3. Accessibility of workplaces

Are the premises/offices of the Company accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the Company in this regard.

Yatharth Hospital acknowledges the diverse cultures and backgrounds of its patients, visitors, and employees. The Company values diversity and inclusiveness, as it believes these elements enhance patient care. At Yatharth, The Company is committed to providing equal access to healthcare services for all patients, regardless of disabilities.

To support this commitment, The Company has installed ramps and separate urinals to accommodate differently-abled individuals. The staff at Yatharth shows empathy and strives to understand the unique needs and challenges of these individuals. This approach reflects The Company's dedication to creating an inclusive and supportive environment.

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

The Company is committed to providing equal employment opportunities to all individuals, irrespective of race, gender, religion, national origin, age, or disability. It is dedicated to fostering a fair and inclusive workplace where every employee feels valued, respected, and has an equal opportunity to thrive. In addition, The Company has a documented Recruitment and Selection Policy, which asserts that it shall provide equal employment opportunities, disregarding factors such as sex, caste, creed, religion, or community.

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	-	-	-	-
Female	-	-	-	-
Total	-	-	-	-

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

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent workers	NA
Other than permanent workers	NA
Permanent employees	Grievances can be submit either verbally or through a formal written complaint. Upon receipt, The Company ensures these concerns are swiftly relayed to the Grievance Redressal Committee. All individuals implicated in the complaint are accorded an opportunity to present their viewpoint. The Committee subsequently undertakes a comprehensive investigation and initiates appropriate action. Should an employee find the Committee's resolution unsatisfactory, an appeal can be submit with the Management.
Other than permanent employees	

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

Category	FY2024			FY2023		
	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						
-Male	-	-	-	-	-	-
-Female	-	-	-	-	-	-
Total Permanent Workers						
-Male	-	-	-	-	-	-
-Female	-	-	-	-	-	-

8. Details of training given to employees and workers:

Category	FY2024					FY2023				
	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	2089	2089	100	793	38	1554	1554	100	559	36
Female	1647	1657	100	713	43	1145	1145	100	447	39
Total	3736	3736	100	1506	40	2699	2699	100	1006	38
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

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

Category	FY2024			FY2023		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	2089	2089	100	1554	1554	100
Female	1647	1647	100	1145	1145	100
Total	3736	3736	100	2699	2699	100
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

10. Health and Safety Management System:

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

Yes, The Company is committed to creating and maintaining a safe and healthy work environment through the implementation of a robust health and safety management system.

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

Regular audits are conducted by the Quality department to identify and monitor identify work-related hazards and assess risks.

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

Yes, The Company has instituted comprehensive Standard Operating Procedures (SOP) for its employees and workers. These procedures delineate the steps to be undertaken in the event of an adverse safety incident, and outline how the Company identifies and reports on work-related hazards, along with the subsequent measures to mitigate them. Employees are afforded the option to report any work-related hazards to the Business Manager. Furthermore, they are provided with the requisite training to counter these risks, enabling them to take suitable measures to ensure their safety. This approach underscores the Company's commitment to maintaining a safe and secure working environment.

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

Yes, all employees are covered with medical care facility in all our hospitals. For workers, covered under ESI, all appropriate medical benefit as required under ESIC are provided.

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

Safety Incident /Number	Category	FY2024	FY2023
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

The Company firmly believes that the establishment of a safe and healthy workplace is paramount for the welfare of its employees and the overall success of the organisation. This commitment extends to all parties involved, including employees, employers, customers, and other stakeholders. In line with this, The Company adheres to the provisions of the Prevention of Sexual Harassment (POSH), has instituted a Grievance Committee, conducts routine fire drills, and abides by emergency codes. Furthermore, The Company ensures that specific departmental processes and protocols are adhered to as per the requisite standards.

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

Category	FY2024			FY2023		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	0	0		0	0	-
Health & Safety	0	0		0	0	-

14. Assessments for the year:

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

Note: The Company conducts consistent surveillance of its hospitals and offices, ensuring the highest standards of service and safety are maintained.

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

No such concerns reported, hence there is no corrective action being undertaken.

Leadership Indicators

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

In case of any eventuality that might come in future, the Company will give adequate financial support for wellbeing of heirs.

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

- The Company conducts regular audits to ensure that all statutory dues have been deposited.
- The Company obligates through contractual third parties to ensure that all such dues are timely deposited.
- The compliance team ensures that all statutory dues have been reimbursed.

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

Particulars	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	
	FY2024	FY2023	FY2024	FY2023
Employees	-	-	-	-
Workers	-	-	-	-

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

The Company provides a wealth of opportunities for upskilling and reskilling through structured training sessions. These sessions are designed to promote the development of new competencies, knowledge, and skills, enabling employees to enhance their abilities and remain at the forefront of industry advancements. Such initiatives facilitate the acquisition of future-ready skills, thereby ensuring sustained relevance and employability, even beyond the tenure of service with The Company.

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 Working Conditions	Throughout the reporting period, The Company has not yet instituted any specific practices pertaining to Health & Safety for its value chain partners. Consequently, no assessments have been conducted with a specific focus on such practices.

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 necessitated on the above-mentioned parameters. In case any such risks/ concerns are observed, the Company may provide a reasonable timeframe for compliance. On a case to-case basis, the Company may evaluate the respective risks/ concerns and may call for a corrective action plan from the value chain partners

Principle 4: Business 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 Company.**

Stakeholders represent a diverse group of individuals or entities whose interests are directly or potentially impacted by the actions of an organisation. The Company, identifies its key stakeholders, both internal and external, based on the magnitude of their influence on its operations and where the Company's actions can effect the most significant change. The Company recognises its stakeholders to encompass not only current and prospective customers, employees, shareholders, and investors, but also regulatory bodies, media outlets, and the wider community. The Company's acknowledgement of its stakeholders is a testament to its commitment to fostering positive relationships and driving mutual growth.

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

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/ No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly / others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investor/ shareholder	No	Website, Newspaper, Email, Meetings	Need basis- The company engages with stakeholders as and when required	<ul style="list-style-type: none"> Business and Financial Performance Strategic roadmap for growth ROCE, Dividends
Patients	Yes	Website, Newspaper, Email, SMS, Pamphlets	As and when required	<ul style="list-style-type: none"> Quality of healthcare services Data Privacy Patient Relationship Management Affordable healthcare Services
Healthcare Professional	No	Email, Website, Newspaper, SMS, Meetings	As and when required	<ul style="list-style-type: none"> Health and Safety Infrastructure Support Research and Development Occupational Health and Wellbeing.
Suppliers/ Vendors	No	Meetings, Email	As and when required	<ul style="list-style-type: none"> Ensuring quality in the supply chain Mitigating the Environment & Social risks in the supply chain
Community	No	Newspaper, Website, Pamphlets, Advertisements	As and when required	<ul style="list-style-type: none"> Affordability Better Access to Health and Nutrition

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.**

Feedback and concerns, if any, from stakeholder groups are discussed and resolved in the periodic review meeting between key management personnel, heads of hospitals and functional vertical heads. Summary and critical information from such consultations are presented in board meetings.

- 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

The identification and prioritisation of material issues relevant to environmental, social, economic, and governance topics are conducted in consultation with stakeholders. The identified issues are subsequently mapped to relevant risks. As part of the risk management plan, the Company strategises and develops mitigation action plans for the identified risks.

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

Each hospital within The Company's network is equipped with ramps to accommodate patients with physical disabilities. To mitigate health-related vulnerabilities, The Company has implemented specific procedures, which include:

- Ensuring bed-side railings remain elevated at all times, unless circumstances dictate otherwise. • Installing grab bars in all washrooms.
- Providing comprehensive education to both patients and attendants on fall prevention.
- Implementing a strict policy against leaving any patient unattended.

While these procedures are designed with all patients in mind, they are particularly vital in supporting the needs of physically challenged patients.

Principle 5: Business should respect and promote human rights

Essential Indicators

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

Category	FY2024			FY2023		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
Employees						
Permanent	3607	2597	72	2587	1656	64
Other than Permanent	-	-	-	-	-	-
Total Employees	3607	2597	72	2587	1656	64
Workers						
Permanent	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

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

Category	FY2024					FY2023				
	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	3607	0	0	3607	100	2587	0	0	2587	100
Male	2042	0	0	2042	100	1494	0	0	1494	100
Female	1565	0	0	1565	100	1093	0	0	1093	100
Other than Permanent	129	129	100	0	0	112	112	100	0	0
Male	47	47	100	0	0	60	60	100	0	0
Female	92	92	100	0	0	52	52	100	0	0
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

a. The details are provided below:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	5	1,20,00,000	1	-
Key Managerial Personnel (KMP)	3	34,27,500	0	-
Employees other than BoD and KMP	2,083	3,08,000	1,647	2,81,600
Workers	-	-	-	-

Note: The Independent Director were paid sitting fees only for attending each of the Board and Committee meetings.

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

Metrics	FY24 Current Financial Year	FY23 Previous Financial Year
Gross wages paid to females as % of total wages	43%	41%

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

The Company is committed to uphold equitable human rights, fostering a supportive environment for both its employees and stakeholders. Under this policy, the responsibility for addressing any modifications, implications, or amendments rests with the Chief Human Resource Officer of The Company. Furthermore, The Company has instituted a Grievance Redressal Policy, which outlines the mechanism for resolving grievances pertaining to human rights issues.

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

The Company has established a Grievance Redressal Committee that outlines the processes and procedures for addressing all employee grievances. This redressal mechanism is designed to protect the confidentiality of aggrieved employees and ensure timely and effective resolution.

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

The details are provided below:

	FY2024			FY2023		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	0	0	-	0	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	-

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

Metrics	FY24 Current Financial Year	FY23 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	-	-
Complaints on POSH as a % of female employees / workers	-	-
Complaints on POSH upheld	-	-

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

The Company is dedicated to preventing any form of discrimination, retaliation, or harassment against employees who report under the Vigil Mechanism or participate in investigations. The Whistle Blower Policy, Code of Conduct, and Grievance Policy firmly commit to protecting the identity of the complainant and maintaining confidentiality throughout each stage of the investigation.

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

Yes.

10. Assessment for the year:

	% of the Company's plants and offices that were assessed (by the Company or statutory authorities or third parties)
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Other- please specify	-

Remark: Company do have internal assessment procedures.

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

No corrective actions were required to be taken.

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

As no grievances or complaints have been raised regarding human rights issues, this point is not applicable to the Company. However, the Company regularly reviews its policies and business processes, making updates as necessary to comply with regulatory changes or internal requirements.

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

The company does internal assessment periodically.

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, the Company has developed an Equal Employment Opportunity Policy to ensure that a conducive environment is provided to persons with disabilities to perform their role and excel in the same.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	100%
Discrimination at workplace	100%
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Wages	100%
Others – please specify	–

Remark: Percentage is in respect of worker's vendors.

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

There were no cases mentioned for the significant risks/ concerns mentioned above.

Principle 6: Business should respect and make efforts to protect and restore the environment.**Essential indicators****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	FY24 Current Financial Year	FY23 Previous Financial Year
From renewable sources		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D) (in GJ)	44,330	41,164
Total fuel consumption (E) (in GJ)	1,574	1,411
Energy consumption through other sources (F)		
Total energy consumed from non- renewable sources (D+E+F)	45,904	42,575
Total energy consumed (A+B+C+D+E+F)	45,904	42,575
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) GJ/Million	6.85	8.18
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	156.73	187.16
Energy intensity in terms of physical output	NA	NA

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

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	FY24 Current Financial Year	FY23 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	158,512	138,837
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	158,512	138,837
Total volume of water consumption (in kilolitres)	158,512	138,837
Water intensity per rupee of turnover	23.64	26.68
(Total water consumption / Revenue from operations) (KL/Million)		
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	540.88	610.49
(Total water consumption / Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output	NA	NA

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

4. Provide the following details related to water discharged:

Parameter	FY24 Current Financial Year	FY23 Previous Financial Year
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others		
- No treatment	0	0
- With treatment – please specify level of treatment	1,50,586	1,31,895
Total water discharged (in kilolitres)	1,50,586	1,31,895

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

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

No.

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

Parameter	Unit	FY2024	FY2023
NOx	Ug/m ³	44	35
SOx	Ug/m ³	22	18
Particulate matter (PM2.5)	Ug/m ³	124	132
Persistent organic pollutants (POP)	–	–	–
Volatile organic compounds (VOC)	0	0	0
Hazardous air pollutants (HAP)	0	0	0
Others – please specify Mercury, Cadmium, Chromium etc.	0	0	0

Note: No independent assessment has been carried out by an external agency. However, internally, the corporate team has been monitoring the output parameters as per Central Pollution Control Board norms.

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

The details are provided below:

Parameter	Unit	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
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)			
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)			
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)			
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)			
Total Scope 1 and Scope 2 emission intensity in terms of physical output			

The Company is in process to calculate the Scope 1 and 2 emissions.

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

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

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

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

The required details are provided below:

Parameter	FY24 Current Financial Year	FY23 Previous Financial Year
Total Waste generated (in metric tonnes)		
Plastic waste (A)	2.06	1.76
E-waste (B)*	–	–
Bio-medical waste (C)	67.40	65.35
Construction and demolition waste (D)*	–	–
Battery waste (E)*	–	–
Radioactive waste (F)*	–	–
Other Hazardous waste. Please specify, if any. (G)	0.05	–
Other Non-hazardous waste generated (H). Please specify, if any.	–	–
(Break-up by composition i.e. by materials relevant to the sector)*		
Total (A+B + C + D + E + F + G + H)*	69.51	67.11
Waste intensity per rupee of turnover	–	–
(Total waste generated / Revenue from operations)		
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	–	–
(Total waste generated / Revenue from operations adjusted for PPP)		
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	–	–
(ii) Re-used	–	–
(iii) Other recovery operations	–	–
Total	–	–
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	–	–
(ii) Landfilling	–	–
(iii) Other disposal operations	–	–
Total	–	–

*Note: The Company does not track the parameters as stated above. However, efforts are underway to track and record this data.

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

Efforts are underway to develop the strategy/policy to adopt best practices for waste management.

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) If no, the reasons thereof and corrective action taken, if any.
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 (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
-	-	-	-	-	-

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:

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

Each unit has the requisite board's consent to operate compliance certificates.

Leadership Indicators -

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

For each facility / plant located in areas of water stress, provide the following information:

(i) **Name of the area -**

- Not Applicable

(ii) **Nature of operations - NA**

(iii) **Water withdrawal, consumption and discharge in the following format:**

Parameter	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		-
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)	-	-
(i) Into Surface water	-	-
– No treatment	-	-
– With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
– No treatment	-	-
– With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
– No treatment	-	-
– With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-

Parameter	FY24 (Current Financial Year)	FY23 (Previous Financial Year)
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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

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

Parameter	Unit	FY2024	FY2023
Total Scope 3 emissions	-	-	-
(Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)			
Total Scope 3 emissions per rupee of turnover	-	-	-
Total Scope 3 emission intensity	-	-	-

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

3. With respect to the ecologically sensitive areas reported in 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.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
-	-	-	-

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

Yes, currently the Company does have a business continuity and disaster management plan in place, which will be used in the event of any disruption to the business or any natural / manmade disaster. The plan is intended to ensure that the organization can continue essential business operations. It includes thorough plans and procedures to reduce the impacts of any unforeseen events, including emergencies such as cyberattacks, fire hazard, terrorism, water logging, pandemic and natural disasters (earthquake, flood and amongst others).

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?

There has been no adverse impact.

7. % of Value chain partners (by value of business done with such partners) that were assessed for Environmental Impacts?

Not Applicable.

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.**

The Company is currently in the process of seeking affiliation with the esteemed Nat Health Healthcare Federation of India.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	Nat Health Healthcare Federation of India*	National

*In process to affiliation at the end of reporting period.

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

Name of the authority	Brief of the case	Corrective action taken
No regulatory body has issued adverse orders against the Company regarding anti-competitive conduct.		

Leadership Indicators**1. Details of public policy positions advocated by the Company:**

S. No.	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/ No)	Frequency of Review by Board (Annually/ Half yearly/Quarterly/Others- please specify)	Web Link, if available
NA					

Principle 8: Businesses should promote inclusive growth and equitable development.**Essential Indicators****1. Details of Social Impact Assessments (SIA) of projects undertaken by the Company, based on applicable laws, in the current financial year.**

Name and brief details of project	SIA Notification No	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount sent on R&R activities during FY 2023-24 (In INR)
Not Applicable						

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

The Hospital website provides relevant contact information for the community to reach out to Yatharth hospital team to report grievances.

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

Parameter	FY2024	FY 2023
Directly sourced from MSMEs/small producers	58.60%	56.35%
Directly from Within India	100%	100%

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	FY24 Current Financial Year	FY 23 Previous Financial Year
Rural	0%	0%
Semi-urban	14%	9%
Urban	0%	0%
Metropolitan	86%	91%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No	State	Aspirational District	Amount spent (In INR)
1	Uttar Pradesh	Mathura Vrindavan	1,80,00,000/-

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No) - The Company does not give any preference to any particular group of suppliers.

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

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

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by the Company (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.

Name of authority	Brief of the Case	Corrective action taken
Nil	Nil	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 group
1	Swami Vivekanand Health Project is under construction Mission Society for building phase. and providing healthcare services at Vrindavan, Mathura		The Company does not differentiate among individuals, ensuring equal access to benefits and promote an environment of inclusivity.

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.**

Patients are valuable partners, essential to the Hospital's success. This principle is embedded in the organisational culture, promoting a commitment to excellence and customer focus. Recognising the varied needs of patients, the Hospital utilises customised feedback mechanisms, gathering input at multiple stages, including post-service and post-discharge. A dedicated team conducts daily inpatient visits to collect feedback and promptly address any issues. Patient education is prioritised, with contact details provided through digital screens and informational materials. Patients and families can approach any staff member to share feedback, receiving personalised attention and immediate resolution. Using online listening software, the Hospital monitors and responds to feedback across digital and social media platforms, ensuring a proactive approach to managing brand reputation and enhancing customer experience.

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	The Company is dedicated to the provision of healthcare services and does not engage in the manufacture of products that could potentially be harmful to customers.
Safe and responsible usage	In terms of Bio medical waste, as per the BMW rules 2016, published by CPCB (Central Pollution Control Board), 100% Bio-medical waste from the healthcare facilities is handed over to the State Pollution Control Board authorised operator for collection, reception, transport, storage and disposal. The staff handling bio medical waste are also periodically trained on the same.
Recycling and/or safe disposal	Being a healthcare service provider, all of the products utilized by us for medical consumption are sourced from reputed vendors selected after a thorough screening process for safe usage and also promoting safe disposal.

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

Number of consumer complaints in respect of the following:	FY24 (Current Financial Year)		Remarks	FY23(Previous Financial Year)		Remarks
	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	0	0	-	0	0	-

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

	Number	Reasons for recall
Voluntary recalls	0	–
Forced recalls	0	–

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

Yes, The Company has implemented a suite of policies, developed by the IT Team, to bolster cybersecurity and mitigate risks associated with data security. These policies are readily available on the IT Management System portal and are accessible to all.

Web-link: <https://www.yatharthhospitals.com/privacy>.

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.

There has been no issue, hence no corrective action was taken.

7. Provide the following information relating to data breaches:

	Provide the following information relating to data breaches:
a. Number of instances of data breaches along-with impact	Nil
b. Percentage of data breaches involving personally identifiable information of customer	
c. Impact, if any, of the data breaches	

Leadership Indicators

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

- <https://www.facebook.com/Yatharthhealthcare/>
- https://www.instagram.com/yatharth_hospitals/?hl=en
- <https://in.linkedin.com/company/yatharthhealthcare>
- https://x.com/Yatharth_Health

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

The Hospital prioritises transparent disclosure of patient rights and responsibilities, prominently displaying this information throughout the facility to empower patients with a clear understanding.

- Informed consent is emphasised, with clinicians educating patients to facilitate informed decision-making regarding healthcare.
- Multidisciplinary care teams conduct counselling sessions with patients and families, discussing the patient's condition and care plan.
- Patient empowerment is seen as crucial in preventing adverse events, with opportunities provided for patient involvement throughout the care process.
- Patient engagement is promoted through various measures, including comprehensive education at different touchpoints and ensuring bilingual informed consent.
- Patients and families are encouraged to ask questions, fostering a culture of engagement and collaboration.
- Barriers to care are minimised through easily accessible consultants, counsellors, and educators.
- Staff education programmes emphasise patient engagement to improve outcomes and enhance patient-provider relationships.

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

In case of disruption or discontinuation, patients are informed through posters displayed in reception and patient areas within hospitals. In case of any advance booking, the call center calls the Patient on their registered phone number explaining the situation and offering alternative options, if available.

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

Feedback is collected from patients upon discharge by a third party. The Quality Department analyses the discharge feedback on a weekly basis. All feedback forms are reviewed by the Quality Department and sent to the relevant departments based on complaints and suggestions.