

**Date: August 30, 2024**

**Place: Chennai**

**Ref: SHAI/B & S/SE/ 98/2024-25**

To,  
The Manager  
Listing Department  
BSE Limited  
Phiroze Jeejeebhoy Tower  
Dalal Street  
Mumbai – 400001  
Maharashtra, India  
Scrip Code: **543412**

To,  
The Manager  
Listing Department  
National Stock Exchange of India Limited  
Exchange Plaza, 5th Floor, Plot C/1,  
G Block, Bandra-Kurla Complex  
Mumbai – 400051.  
Maharashtra, India  
Symbol: **STARHEALTH**

Dear Sir/ Madam,

**Sub: Business Responsibility and Sustainability Reporting Report (BRSR) -FY 2023-24**

Pursuant to Regulation 34(2) (f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the BRSR Report for FY 2023-24.

The BRSR Report for FY 2023-24 is also being made available on the website of the Company at [www.starhealth.in](http://www.starhealth.in)

Kindly take the same on record.

**For Star Health and Allied Insurance Company Limited**

**Jayashree Sethuraman**  
**Company Secretary & Compliance Officer**

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L66010TN2005PLC056649
2.	Name of the Entity	STAR HEALTH AND ALLIED INSURANCE COMPANY LIMITED
3.	Year of Incorporation	2005
4.	Registered office address	No.1, New Tank Street, Valluvarcottam High Road, Nungambakkam Chennai TN 600034 India
5.	Corporate address	Acropolis ", No. 148, Dr Radha Krishnan Salai, Chennai, Tamil Nadu 600004, India
6.	E-mail	investors@starhealth.in
7.	Telephone	044- 4788 6666
8.	Website	www.starhealth.in
9.	Financial year for which reporting is being done	FY 2023 – 24
10.	Name of the Stock Exchange(s) where shares are listed	Equity shares are listed on Bombay Stock Exchange (BSE) Limited and National Stock Exchange (NSE) of India Limited
11.	Paid-up Capital	₹ 5,85,28,33,810
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Dimple Raisurana Kapur (Head – Corporate Brand, Communications & Sustainability) Mr. Sriram Ragunandhanan (Chief Human Resource Officer)
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).	Disclosures made in this report are on a standalone basis
14.	Name of assurance provider	The Company has not carried out the assurance for the Business Responsibility and Sustainability Report for FY 2023-24
15.	Type of assurance obtained	Assurance has not been carried out.

### II. PRODUCTS/SERVICES

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

SL. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the Entity (FY 2023-24)
1.	Health insurance services	The Company is engaged in the Non- life Insurance Services.	100%

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

SL. No.	Product/Service	NIC Code	% Of Total Turnover Contributed
1.	The Company provides insurance services in Health, Personal Accident and Overseas Travel	6512	100%

### III. OPERATIONS

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

Location	Number of Plants locations	Number of offices	Total number of plants and /or operations/offices
National	NIL	881	881
International		0	0

#### 4. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States/No. of Union Territories)	24/6
International (No. of Countries)	0

##### b. What is the contribution of exports as a percentage of the total turnover of the entity? (Please check the response)

The Company does not export its product & services across the globe, and hence contributes 0.00% of the total revenue of the company.

##### c. A brief on types of customers

Star Health and Allied Insurance Company Limited is first standalone health insurance company in India. The Company has a diverse customer portfolio in the sector of health, personal accident and overseas travel insurance for retail, corporates and SME customers.

#### IV. EMPLOYEES

##### 5. Details as at the end of Financial Year:

##### a. Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>						
1.	Permanent (D)#	15888	11395	72%	4493	28%
2.	Other than Permanent (E)	25	24	96%	1	4%
3.	Total employees (D + E)	15913	11419	72%	4494	28%
<b>Workers<sup>1</sup></b>						
4.	Permanent (F) #	Not Applicable, since the Company does not have 'worker' as defined in the guidance <sup>2</sup> , issued by Securities and Exchange Board of India				
5.	Other than Permanent (G)					
6.	Total employees (F + G)					

##### b. Differently abled Employees:

S. No.	Particulars	Total (A)	Male		Female*	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Employees</b>						
1.	Permanent (D)	8	8	100%	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	8	8	100%	0	0

(\*) – Company will be working towards inclusivity for women and differently abled employees.

##### 6. Participation/Inclusion/Representation of women

Category*	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.22%
Key Management Personnel (KMP)	13	1	7.69%

Note: The definition of Board of Directors and Key Managerial Personnel is as per the SEBI's Guidance Note for BRSR issued as Annexure II vide Circular dated 10<sup>th</sup> May 2021

<sup>1</sup> Note: Star Health does not have any 'worker' as defined in the guidance note, issued by SEBI.

<sup>2</sup> [https://www.sebi.gov.in/sebi\\_data/commndocs/may-2021/Business%20responsibility%20and%20sustainability%20reporting%20by%20listed%20entitiesAnnexure2\\_p.PDF](https://www.sebi.gov.in/sebi_data/commndocs/may-2021/Business%20responsibility%20and%20sustainability%20reporting%20by%20listed%20entitiesAnnexure2_p.PDF)

## 7. Turnover rate for permanent employees and workers

Category	FY 2023-2024			FY 2022-2023		
	Male	Female	Total	Male	Female	Total
Permanent Employees*	32.50%	30.48%	31.94%	34.96%	32.18%	34.21%

Note: The definition of turnover rate for permanent employees is as per the SEBI's Guidance Note for BRSR issued as Annexure II vide Circular dated 10<sup>th</sup> May 2021

## V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

The Company has no holding, subsidiary and associate companies within its business as on March 31,2024.

## VI. CSR DETAILS

### 8. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Sr No.	Particulars	Details
1	Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
2	Turnover (FY 2023-24) in Crores INR	₹ 15254.45 Cr
3	Net worth (FY 2023-24) in Crores INR	₹ 6339.24 Cr

## VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

The Company has identified its external and internal stakeholders through stakeholder mapping and periodic stakeholder engagement exercises. The Company has implemented a grievance redressal mechanism and customer feedback form to address grievances from external and internal stakeholders.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No)	FY 2023-24			FY 2022-23		
		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****	-	-	-	0	NIL	NIL
Investors (other than shareholders)*	Yes**	-	-	-	0	NIL	NIL
Shareholders	Yes**	0	0	NIL	2	0	NIL
Employees and workers	Yes****	0	0	NIL	0	0	NIL
Customers	Yes***	16582	313	The company is working towards the resolution of complaints pending at the year end	12490	556	The company is working towards the resolution of complaints pending at the year end
Value Chain Partners	Yes	-	-	-	-	-	-

(\*) - Details of Investors (including Bond Holders/Shareholders are covered)

(\*\*) - Web link of the Investor Grievance Mechanism: <https://www.starhealth.in/investors/contact-us/>

(\*\*\*) - Web link of the Grievance Redressal Policy: <https://www.starhealth.in/grievance-redressal/>

(\*\*\*\*) - Web link of the ESG Policy & whistle blower policy for communities, employees & vendors are available ([https://d28c6jni2fmamz.cloudfront.net/ESG\\_Policy\\_bc48f9fe41.pdf#page=4](https://d28c6jni2fmamz.cloudfront.net/ESG_Policy_bc48f9fe41.pdf#page=4) and [https://web.starhealth.in/sites/default/files/whistle\\_blower\\_policy.pdf](https://web.starhealth.in/sites/default/files/whistle_blower_policy.pdf))

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

The Company has identified following material issues, which could impact their business operation:

Sr. No.	Material issues identified	Indicate Risk/ Opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
1	Data Privacy, Information & Cyber Security	Risk	<ul style="list-style-type: none"> <li>In an era where data is a critical asset, the risk associated with data privacy, information, and cyber security is paramount for Star Health.</li> <li>With the increasing reliance on digital platforms for customer engagement and data storage, the company is exposed to potential cyber threats and breaches that can compromise sensitive customer information.</li> <li>The evolving regulatory landscape, including the Digital Personal Data Protection Act (DPDPA) and other regulatory interventions, further increase the importance of robust data protection measures to ensure compliance and safeguard against legal and reputational risks.</li> </ul>	<ul style="list-style-type: none"> <li>Star Health is committed to adopting a comprehensive approach to mitigate risks associated with data privacy, information, and cyber security.</li> <li>This includes implementing advanced security technologies, regular security assessments, and penetration testing to identify and address vulnerabilities.</li> <li>The company also invests in employee training and awareness programs to ensure that all staff are equipped to recognize and prevent potential security threats.</li> <li>Additionally, Star Health maintains strict data governance policies and practices to ensure compliance with DPDPA and other relevant regulations.</li> </ul>	Negative
2	Ethics and Compliance	Risk & Opportunity	<ul style="list-style-type: none"> <li>Ethics &amp; Compliance are critical assets for Star Health to maintain its brand &amp; reputation in market. They are built over time through consistent delivery of quality services and ethical business practices.</li> <li>However, in the dynamic healthcare insurance industry, any negative event or perception, such as customer dissatisfaction, regulatory non-compliance, or ethical lapses, can significantly tarnish our brand image and reputation.</li> <li>Recognizing this, we have identified Ethics and Compliance risk management as a material risk that requires vigilant monitoring and proactive management.</li> </ul>	<ul style="list-style-type: none"> <li>To mitigate this risk, Star Health has implemented a comprehensive Ethics and Compliance risk management strategy. This includes regular monitoring of customer feedback and market trends, stringent adherence to regulatory requirements, and ethical business conduct.</li> <li>Star Health plans to enhance its product offerings to meet evolving regulatory requirements, focusing on inclusive and sustainable insurance solutions</li> <li>The company will strive to invest in technology and innovation to streamline compliance processes and further improve customer experience.</li> <li>Furthermore, Star Health will engage in active dialogue with regulators and policymakers to anticipate future changes and shape a favorable regulatory environment.</li> <li>Comprehensive training will be provided to employees &amp; associated entities on new regulations and their implications to ensure seamless implementation</li> </ul>	Negative & Positive

Sr. No.	Material issues identified	Indicate Risk/ Opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
3	Employee Health Safety	Risk	<ul style="list-style-type: none"> <li>Occupational health and safety are critical areas of focus for Star Health Insurance Company Limited. The well-being of our employees directly impacts productivity, morale, and the overall operational efficiency of our organization. Failure to maintain a safe and healthy work environment can lead to increased absenteeism, higher turnover rates, and potential legal and regulatory penalties. In the insurance industry, where employees are the backbone of customer service and satisfaction, ensuring their health and safety is paramount.</li> </ul>	<ul style="list-style-type: none"> <li>To mitigate the risks associated with occupational health and safety, Star Health has implemented comprehensive policies and procedures. These include regular safety audits, employee training programs on health and safety protocols, and the provision of appropriate protective equipment. We also have a dedicated health and safety team that continuously monitors and reviews our practices, ensuring compliance with regulatory standards and industry best practices. Our proactive approach aims to create a culture of safety, encouraging employees to report potential hazards and participate actively in safety initiatives.</li> </ul>	Negative
4	Employee Well being	Risk	<ul style="list-style-type: none"> <li>Employee well-being refers to the overall state of workers' physical, mental, emotional and economic health, which can often be influenced by various workplace dynamics (e.g., workload, connections with co-workers and available resources). Although employee well-being is typically considered an HR-related matter, it's also an enterprise risk that directly correlates with a wide range of key business objectives</li> </ul>	<ul style="list-style-type: none"> <li>The company supports employees' physical health and mental well-being by providing Mediclaim and other insurance covers. The Star Wellness App enhances employees' access to healthcare facilities.</li> </ul>	Negative
5	Human Rights	Risk	<ul style="list-style-type: none"> <li>Ensuring fair social practices, respecting human rights, and complying with applicable laws are fundamental ethical considerations and critical for maintaining a motivated and productive workforce. Noncompliance can lead to legal, reputational, and operational risks.</li> </ul>	<ul style="list-style-type: none"> <li>The Company prioritizes the protection of human rights through well-defined policies and practices, which are integral to the Company's Code of Conduct. To ensure compliance, the Company provides comprehensive training programs to employees specifically covering human rights topics.</li> </ul>	Negative
6	Transparency Disclosure	Risk	<ul style="list-style-type: none"> <li>A fair and ethical workplace is fundamental to maintain a positive organizational culture and reputation.</li> <li>Failure to uphold fair labor practices, diversity, inclusion, and ethical conduct can lead to potential legal issues, employee dissatisfaction, and a tarnished brand image. Such risks can impact employee retention, productivity, and overall morale, which are crucial for sustaining business operations and growth.</li> </ul>	<ul style="list-style-type: none"> <li>Star Health is committed to implement robust HR policies that promote diversity, inclusion, and equal opportunities. Regular training programs on ethics and workplace conduct are conducted to ensure all employees &amp; associated entities understand and adhere to the company's values.</li> <li>An internal grievance redressal mechanism is in place to promptly address any concerns related to unfair or unethical treatment.</li> <li>By fostering a culture of transparency and integrity, the company aims to prevent any incidents that could harm its reputation and workplace harmony.</li> </ul>	Negative

Sr. No.	Material issues identified	Indicate Risk/ Opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implication of the risk or opportunity (Indicate positive/ negative implications)
7	Employee Diversity and Inclusion	Opportunity	<ul style="list-style-type: none"> <li>The Company recognizes the need of diversity which focuses on representation and inclusion representing the contributions, presence, and perspectives of different groups of people being valued and integrated within the company.</li> </ul>		Positive
8	Innovation & Technology Adoption	Opportunity & Risk	<ul style="list-style-type: none"> <li>The Company understand the inherent risks associated with adopting new technologies or business models.</li> <li>While innovation is crucial for staying competitive, it carries risks such as unproven technologies, integration challenges, and unanticipated market reaction</li> </ul>	<ul style="list-style-type: none"> <li>This includes implementing advanced technologies which ease the data control (confidential) and reduce the risk of data breaches.</li> <li>The company also invests in employee training and awareness programs to ensure that relevant staffs are equipped to understand the efficient use of new technology and also aware of the inherent potential risks.</li> </ul>	Positive & Negative
9	Supply Chain Management	Risk	<ul style="list-style-type: none"> <li>The Company recognizes that effective supply chain management is critical for mitigating risks and ensuring operational resilience.</li> <li>Disruptions in raw material supply, transportation, or logistics can lead to productivity and revenue losses.</li> <li>Moreover, market uncertainties, political instability, and natural disasters further underscore the importance of robust supply chain strategies.</li> <li>High dependency on a limited number of suppliers or vendors increases procurement risks, potentially impacting business continuity and profitability.</li> </ul>	<ul style="list-style-type: none"> <li>The Company has established long-standing relationships with multiple suppliers/vendors. Continuous discussions and communication are maintained with these suppliers/vendors to ensure uninterrupted production and timely availability of required supplies. The Company focuses on building resilience to disruptions, and proactive risk management.</li> </ul>	Negative

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

The Company has put in place structures, policies and processes conforming to below mentioned National Guidelines on Responsible Business Conduct (NGRBC) Principles:

S. No.	Principle Description	Reference of Star Health Policies /Procedure/Standard/Assessment
1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.	<ul style="list-style-type: none"> <li>• Whistle Blower Policy</li> <li>• Privacy Policy</li> <li>• Ethical sales &amp; customer commitments</li> <li>• Political non-alignment</li> <li>• Insider Training</li> <li>• Anti-Money laundering Policy</li> <li>• Information &amp; Cyber Security</li> <li>• Intellectual Property Rights</li> <li>• ESG Policy</li> <li>• Code of Conduct &amp; Ethics</li> </ul>
2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	<ul style="list-style-type: none"> <li>• ESG Policy</li> </ul>
3	Businesses should promote the well-being of all employees.	<ul style="list-style-type: none"> <li>• Mental Health &amp; Well-being Policy</li> <li>• Anti-Harassment Policy</li> <li>• Employees Grievance Redressal Policy</li> <li>• Occupational Health and Safety (OHS) Standard Manual</li> </ul>
4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.	<ul style="list-style-type: none"> <li>• Equal Opportunity Employer Policy</li> <li>• Promoting Diversity &amp; Emerging Opportunity Policy</li> <li>• Corporate Social Responsibility Policy</li> </ul>
5	Businesses should respect and promote human rights.	<ul style="list-style-type: none"> <li>• Business &amp; Human Rights assessment to be conducted in FY 2024-25</li> </ul>
6	Businesses should respect, protect, and make efforts to restore the environment.	<ul style="list-style-type: none"> <li>• Responsible Procurement policy</li> <li>• ESG Policy &amp; Handbook</li> </ul>
7	Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner	<ul style="list-style-type: none"> <li>• Political non-alignment Procedure</li> </ul>
8	Businesses should support inclusive growth and equitable development	<ul style="list-style-type: none"> <li>• Corporate Social Responsibility Policy</li> <li>• Promoting Diversity &amp; Emerging Opportunity Policy</li> </ul>
9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	<ul style="list-style-type: none"> <li>• Ethical sales &amp; customer commitments</li> <li>• Customer Grievance Policy</li> </ul>



Disclosure Questions	P	P	P	P	P	P	P	P	P	
	1	2	3	4	5	6	7	8	9	
<b>Policy and management processes</b>										
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Yes, all the policies of the Company are either approved by the board or top management of the company based on the nature of the policy and authority.									
c. Web Link of the Policies, if available	<p>Pertinent policies that are developed and implemented by the Company as per the NGRBC requirement are uploaded on the website of the company. The link - (<a href="https://www.starhealth.in/investors/policies/">https://www.starhealth.in/investors/policies/</a>)</p> <p>Some of the policies of the Company are accessible only to employees and other internal stakeholders</p>									
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes									
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, our value chain partners are contractually obligated to comply with requirements pertaining to safety and healthy environment, prohibition of child labour and forced labour, nondiscrimination, employment conditions, provision of wages and working hours									
4. Name of the national and international codes/ certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) mapped to each principle.	<p>Star Health adopts and complies with principles of the National Guidelines for Responsible Business Conduct (NGRBC's) and another international standard as applicable and relevant. Some of the third-party certifications are mentioned herein:</p> <ul style="list-style-type: none"> <li>• ISO:27001 for Information Security Management System (ISMS)</li> <li>• ISO:22301 for Business Continuity Management System (BCMS)</li> </ul>									
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>Star Health sustainability strategy epitomizes a resolute commitment to environmental, social, and governance (ESG) principles, outlining a path toward responsible business practices. At the core of this strategy is a defined ESG Vision, articulating ambitious goals and timelines that underscore the company's dedication to global positive impact.</p> <p>As part of our ESG strategy, we have articulated our ESG Workplan defining specific goals, targets, and timelines with a clear roadmap for each department (CSR, Risks, Customer Relations, R&amp;D, Safety etc.)</p> <p>These workplan further been assessed through internal ESG Targets which are taken up quarterly. Following are the few major commitments to talk about:</p> <ul style="list-style-type: none"> <li>• Business &amp; Human Rights Assessment</li> <li>• ESG workshop for Board members</li> <li>• Physical Climate Risk assessment will be a focus area as part of Governance theme</li> <li>• Double materiality assessment (two-way impact assessment of ESG material topics on Star and its stakeholders)</li> <li>• Adoption of "Global Reporting Initiative" (GRI) standards and publishing sustainability report</li> </ul>									

Disclosure Questions	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9
6. Performance of the entity against specific commitments, goals, and targets along with reasons in case the same are not met.									
	<p>The Company has initiated efforts to assess its ESG (Environmental, Social, and Governance) performance across operations. It aims to establish goals for the future. In this regard, the Company has monitored performance against following specific commitments and targets:</p> <ul style="list-style-type: none"> <li>• Business &amp; Human Rights Assessment – the Company has initiated the baselining assessment of Human Rights (UNGP Principles)</li> <li>• Company has concluded its materiality assessment and strives to conduct double materiality assessment in FY 2025</li> <li>• Company will publish its Sustainability Report based on GRI standards by September 2024</li> </ul>								

### 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):

**Director's statement:** - In today's dynamic business landscape, corporate responsibility has transcended traditional boundaries. At Star Health, we embrace this evolution, recognizing our ever-evolving responsibilities to society, communities, and the environment. As regulatory frameworks for ESG standards undergo significant transformations, we are steadfast in our resolve to embed sustainability into the very fabric of our organization. Our approach is holistic, encompassing both tangible actions and intangible values. By nurturing an environmentally conscious mindset and implementing sustainable practices across our operations, we actively work towards reducing our carbon footprint and preserving natural resources. Transparency is key, as we will be willingly disclosing climate risks and opportunities, fortifying our commitment to resilience and sustainability. Our dedication to ethical governance is unwavering. With robust policies, stringent compliance measures, and a pervasive culture of ethical conduct, integrity permeates every aspect of our operations. Trust and integrity are non-negotiable, guiding our interactions with clients, partners, and stakeholders alike.

We are making concerted efforts towards building a brighter future that transcends beyond the mainstream approach of profitability to sustainability, inclusivity, and prosperity. We believe in leading by example and delivering solutions in the form of leading, sustainable, and trustworthy products in our field, thus building a stronger a health brand name which resonate with trust & transparency. The Company's focus on ESG parameters is best reflected through core values that are imbibed in all spheres of activity of the Star Health.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	Name: - Mr. Anand Shankar Roy Designation: - MD & CEO DIN: - 08602245
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Corporate Social Responsibility Committee and the Board of Directors oversee the sustainability related issues 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	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action																		
	Yes, the performance of the Company is periodically reviewed by the Board of Directors.									Ongoing (Yearly)								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances																		
	The Board of Directors are communicated on compliance status on regular basis.									Ongoing (Quarterly)								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.																		
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9									
	No																	

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

Not Applicable

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities who aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

### 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 (BoD)	1	Ethics, Sustainability, Human rights, Inclusive Environment, Customer Management	100%
Key Managerial Personnel (KMP)	1	Ethics, Sustainability, Human rights, Inclusive Environment, Customer Management	100%
Employees other than BoD and KMPs	1	Ethics, Sustainability, Human rights, Inclusive Environment, Customer Management	100%
Workers		Not Applicable	

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

Monetary					
	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	P1	GST Authorities	9.22 lacs	Short payment of tax and ineligible	No
	P3	PF/ESI	36.81 lacs	Late deposit of PF/ESI with the authority	No
Settlement	There have been no instances of compounding fee/settlement/imprisonment/punishment for FY 2023-24				
Compounding fee					

Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	There have been no cases which led to any imprisonment or punishment for FY 2023-24.			
Punishment				

#### 12. 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 institution
Nil	Nil

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

Yes, Star Health has a comprehensive Anti-Bribery and Anti-Corruption (ABAC) Policy in place, reflecting our unwavering commitment to conducting business with integrity, fairness, and professionalism. Our policy adopts a "Zero Tolerance" approach to bribery and corruption, ensuring compliance with all applicable laws and regulations that prohibit improper payments, gifts, or inducements of any kind.

The ABAC Policy provides a clear guidance on recognizing, reporting, and dealing with bribery and corrupt practices. It outlines the responsibilities of all individuals associated with Star Health, including directors, senior managers, officers, employees, consultants, contractors, and third parties, to uphold the highest standards of ethical conduct.

The ABAC Policy is part of our induction process, ensuring that employees & associated entities receive relevant training on how to implement and adhere to the policy. Our commitment to transparency and accountability is further supported by other complementary policies, including the Whistleblower Policy, Anti-Fraud Policy, and Employee Code of Conduct and Ethics. These policies collectively reinforce our dedication to ethical business practices and the prevention of bribery and corruption.

The ABAC Policy can be accessed through the following link, titled as Anti Bribery Anti-Corruption Policy: <https://www.starhealth.in/investors/compliance-in-other-areas/>

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

Case details	FY 2023-24	FY 2022-23
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

**15. Details of complaints with regard to conflict of interest:**

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

There have been no complaints with regard to conflict of interest against Board of Directors or KMPs for FY 2023-24 and FY 2022-23

**16. 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.**

Since there have been no fines, penalties, or actions taken by regulators, law enforcement agencies, or judicial institutions in cases of corruption and conflict of interest, no specific corrective actions were required to be taken.

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	50 days	47 days

## 18. 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 2023-24	FY 2022-23
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	NIL	NIL
	b. Number of dealers / distributors to whom sales are made	NIL	NIL
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NIL	NIL
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.00%	0.00%
	b. Sales (Sales to related parties / Total Sales)	0.01%	0.00%
	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

(\*) - Dealers / Distributors model is not applicable for Insurance Companies; the Company does not involve in any sales to Dealers / Distributors

### Leadership Indicators

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

The Company has not undertaken dedicated training sessions on NGRBC principles for its value chain partners for FY 2023 -24.

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

Yes. The Company has appropriate safeguards in place to prevent conflict of interests. The Company's Code of Conduct prescribes that the Directors and Senior Management shall avoid any personal or financial dealings with the company and they shall always avoid conflict of interests while dealing with the company and its employees, vendors and in case of any conflicts of interest, they shall bring the same to the notice of the company as soon as possible.

([https://d28c6jni2fmamz.cloudfront.net/code\\_of\\_conduct\\_09a08d8c20.pdf](https://d28c6jni2fmamz.cloudfront.net/code_of_conduct_09a08d8c20.pdf))

## 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.

Case details	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	0	0	No specific allocation is being monitored under improvements in environmental and social impacts.
Capex	0	0	

(\*) – Company incurs Capital Expenditure (Capex) of 80.67 cr. only as a part of the digitalization journey for procurement of business digitally in fixed IT assets (28.11 cr.) and intangible assets i.e., software's (52.26 cr.)

#### 2. Does the entity have procedures in place for sustainable sourcing? (Yes/No) b. If yes, what percentage of inputs were sourced sustainably?

Yes, we have a policy on Responsible Procurement however the percentage of the material is not being tracked.

**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**

Since the company provides insurance services and does not manufacture any product, this requirement is Not Applicable. However, as a financial services Company, whilst there is limited scope for using recycled material as inputs for various business processes, the Company continually seeks out opportunities to recycle waste. E-waste such as computers, printers, switches, scanners have been the primary e-waste generated in the Company.

Although the Company currently does track generation of e-waste. However, the company handles any e-waste generated in an environmentally friendly manner as per the IT scraping policy aligning to E-waste management rules. The Company has taken multiple initiatives for minimizing usage of single-use plastic water bottles, which have been replaced with reusable water jars and glasses, across our offices.

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

Not Applicable.

**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?**

No, the Company has not conducted any LCA 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

**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)**

NIL

**4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed of.**

Not Applicable

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

Not Applicable

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

**Essential Indicators**

**1. a. Details of measures for the well-being of employees:**

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
	Number (B)	Number (C)	% (B/A)	Number (D)	% (C/A)	Number (E)	% (D/A)	Number (F)	% (E/A)	Number (G)	% (F/A)
<b>Permanent Employees</b>											
Male	11395	11395	100%	11395	100%	NA		11395	100%	11395	100%
Female	4493	4493	100%	4493	100%	4493	100%	NA		4493	100%
Total	15888	15888	100%	15888	100%	4493	28%	11395	72%	15888	100%
<b>Other than permanent Employees</b>											
Male	24	24	100%	24	100%	NA		24	100%	24	100%
Female	1	1	100%	1	100%	1	100%	NA		1	100%
Total	25	25	100%	25	100%	1	100%	24	100%	25	100%

Note: To enable women employees to stay invested in their careers, the Company offers supportive policies that cater to their needs at various life stages. Some of these policies include maternity leave, miscarriage/medical termination of pregnancy leave and special leave (actuary leave, occupational injury leave).

**a. Details of measures for the well-being of workers:**

Not applicable

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

The Company is in insurance sector and has initiated the health for all program which not only cover physical health but awareness towards mental health as well. The Company has undertaken trainings and workshop to emphasize of the mental well being of the employees. The Company has also provided group medical health policy, Health apps, health check-up camps for all the employees.

**2. Details of retirement benefits**

The Company provides retirement benefits to its employees as following:

- Employees are enrolled under employees' provident fund scheme as per The Employees' Provident Funds and Miscellaneous Provisions Act, 1952.
- Company provides gratuity benefits to its employees as per the provision of the Payment of the Gratuity Act, 1972

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	99%		Y	99%		Y
Gratuity	100%	Not Applicable	Y	100%	Not Applicable	Y
ESI	22%	Applicable	Y	32%	Applicable	Y
Others (specify)	-		-	-		-

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

Yes, Company's permanent office building are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016. Ramps and lifts are provided for easy access of differently abled employees, wherever possible.

**4. Does the entity 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 recognizes the value of diverse workforce. It is committed to provide equal opportunities in employment and creating an inclusive workplace and work culture in which all employees and workers are treated with respect & dignity. It strives to ensure that the Company's workforce is representative of all sections of the society and proactively works towards ensuring fair representation of differently abled within its workforce.

The company is committed to eliminating all forms of unlawful discrimination, bullying and harassment of people with disabilities. Company has a provision on its recruitment process to include employees and workers within its business operation and also has a career development program as well. (<https://www.starhealth.in/sites/default/files/Equal-Employment-Opportunity-Policy.pdf>)

**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%	70%		
Female	99%	71%	Not Applicable	
Total	100%	71%		

Note: The return-to-work rate and retention rate is considered as per the SEBI's Guidance Note for BRSR issued as Annexure II vide Circular dated 10<sup>th</sup> May 2021.

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

Permanent employee	Yes.  The Company has a designated Grievance Redressal Officer at the Human Resource Department to address mechanism grievances of employees. The Company ensures that employees have access to designated channels for addressing their grievances, and their concerns will be handled and resolved by the relevant authority within a specified timeframe.
Other than permanent employee	The grievance redressal mechanism available for permanent employees is also available for other than permanent employees

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

There are no employee and worker associations recognized by the Company.

**8. Details of training given to employees and workers:**

The company places importance on continual development of human resources at all levels and takes responsibility for the professional development and career growth of all its permanent employees.

Category	FY 2023-24				FY 2022-23					
	Total (A)	On Health and Safety Measures*		On Skill Upgradation**		Total (D)	On Health and Safety Measures*		On Skill Upgradation**	
	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (E)	% (E/D)	No. (F)	% (F/D)		
<b>Permanent Employees</b>										
Male	11395	11395	100%	11395	100%	10719	10366	97%	10366	96%
Female	4493	4493	100%	4493	100%	4010	3844	96%	3844	97%
Total	15888	15888	100%	15888	100%	14729	14210	96%	14210	96%

\* The Company conducts various health and safety awareness campaigns via a multi-pronged framework. These include fire drills, webinars by Doctors, webinars by experts on physical and mental wellness, road safety sessions etc.

\*\* The Company's skill upgradation programme consists of induction, regulatory, domain specific and behavioral programs conducted through instructor-led training and e-learning modules. It also includes skill upgradation via job rotation and changes provided to employees.

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

Category	FY 2023-24			FY 2022-23		
	Current Financial Year			Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	11395	11395	100%	10719	10488	97.84%
Female	4493	4493	100%	4010	3933	98.08%
Total	15888	15888	100%	14729	14421	97.91%

(\*) - All employees of the Company undergo an annual performance appraisal process as determined by the Company.

**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, what is the coverage of such a system?**

Yes, Star Health has implemented an occupational health and safety management system under the dedicated OHS Policy Framework. The company conducts periodic evacuation drills and safety drills, adhering strictly to statutory norms. Additionally, periodic independent audits of safety systems are conducted. The company supports employees' physical health and mental well-being by providing Medclaim and other insurance covers. The Star Wellness App enhances employees' access to healthcare facilities. At Star Health, the health and safety of employees are paramount. The company aims to foster a wellness culture that prioritizes workforce safety and well-being. Although the company's day-to-day operations do not involve potentially hazardous or life-threatening activities, it recognizes the potential risks such as fire breakouts due to short circuits or natural calamities. To address these risks, the company conducts fire safety and emergency preparedness training and mock drills across its locations. Star Health's mental wellbeing helpline reflects its commitment to supporting employees' mental health.



Star Health has also organized a dedicated Fire & Safety Week event to raise awareness and promote safety practices among employees. During this week, various activities and practices are carried out to enhance the safety culture within the organization. These may include:

- Evacuation Drills: Conducting mock drills to ensure that employees are familiar with evacuation procedures and emergency exits.
- Safety Demonstrations: Demonstrations on the proper use of fire extinguishers and other safety equipment.
- Safety Workshops: Workshops focusing on fire safety, hazard identification, and emergency response.
- Safety Competitions: Competitions to encourage active participation and reinforce safety practices.
- Safety Awareness Campaigns: Campaigns to educate employees about potential hazards and ways to prevent accidents.
- Mock Fire Scenarios: Simulating fire incidents to assess the effectiveness of emergency response plans.

The Fire & Safety Week at Star Health serves as a reminder of the importance of safety in the workplace and reinforces the company's commitment to ensuring the well-being of its employees.

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

Employees are actively encouraged to promptly report any work-related hazards to the Fire & Safety Helpdesk. The Helpdesk promptly takes necessary actions to either adopt or enhance safety measures. To reinforce this culture of safety, regular internal communications and notifications remind employees to adhere to precautionary measures against safety risks. Furthermore, comprehensive safety awareness sessions and training, including basic and advanced fire safety drills, are conducted for all employees across all office locations. These measures are instrumental in equipping employees with the knowledge and skills needed to recognize and mitigate potential safety risks effectively.

In addition to these proactive measures, Emergency Response Team (ERT) members are strategically stationed at key touch points within the premises. This strategic placement ensures better management of the overall ecosystem and facilitates easy accessibility on the floor. ERT members are trained to respond swiftly and effectively to emergencies, enhancing the organization's emergency response capabilities. Their presence is easily identifiable, ensuring quick access in the event of any safety-related incidents. This proactive approach not only enhances the overall safety culture within the organization but also significantly contributes to creating a safer work environment for all employees.

Furthermore, the organization conducts Facility Risk Assessments to proactively identify, evaluate, and prioritize control measures for unsafe conditions or risks. Additionally, work-related risks are systematically identified, evaluated, prioritized, and treated through a structured Hazard Identification and Risk Assessment process. These proactive measures underscore the organization's commitment to ensuring the safety and well-being of its employees.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

Yes, while Star Health's operations do not pose significant risks to occupational health and safety, the company recognizes the importance of maintaining a safe workplace. To ensure the safety of its employees, the company has implemented several measures:

- Fire Safety Equipment and Evacuation Drills: Fire safety equipment is installed in all offices and branches, regularly checked, and maintained to meet safety standards. Periodic fire evacuation drills are conducted to train branch staff on safe exit procedures in case of a fire.
- Designated Personnel: Designated personnel, including Fire & Safety Marshals, Emergency Response Team (ERT) Members, Security Staff, and Administrative Staff, are specially trained to take the lead in emergency scenarios. They are responsible for reporting any potential risks to the Fire & Safety Helpdesk for immediate mitigation.
- Employee Training: All employees are trained to handle safety issues and are aware of the procedures to follow in case of emergencies. They are encouraged to promptly report any work-related hazards to the Fire & Safety Helpdesk.
- Safety Culture: Star Health promotes a safety culture where employees are encouraged to prioritize safety in their daily activities. Regular safety audits and assessments are conducted to identify and mitigate potential risks.
- Continuous Improvement: The company is committed to continuous improvement in its safety practices. Feedback from employees is collected to identify areas for improvement and implement corrective measures.

Concisely, Star Health Insurance Company Limited places the highest priority on the safety and well-being of its employees. Through the implementation of robust safety measures and a proactive approach to risk management, the company ensures a safe working environment for all employees.

**d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?**

Yes, at Star Health Insurance Company Limited, employees have access to a wide range of non-occupational medical and healthcare services. The company provides extensive benefits, resources, and crisis support to all employees and their families. This includes medical cost assistance, an employee assistance helpline, the Star Wellness App, Medclaim insurance, support for mental wellness counseling and health consultations, health and accident insurance, sabbatical leave, and access to discounted medicines, health check-ups, and tests. These services ensure that employees and their families have access to comprehensive healthcare services, promoting a healthy and supportive work environment.

**11. Details of safety related incidents, in the following format: (to be collected from site)**

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employee	0	0.03
Total recordable work-related injuries	Employee	0	1
No. of fatalities	Employee	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employee	0	0

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

Star Health Insurance Company Limited is committed to maintaining a safe and healthy workplace for all employees. We have implemented a comprehensive health and safety management system, focusing on proactive measures to identify and mitigate risks, emergency preparedness, employee training, incident management, and ongoing improvement.

**Key Measures:**

- Risk Identification and Control: Unsafe conditions and hazards are actively identified, evaluated, and prioritized. Control measures are recommended, implemented, and tracked for effectiveness. Periodical inspections ensure the operationality of emergency and firefighting equipment.
- Emergency Preparedness: Potential emergencies are identified, and an emergency management plan and protocol are in place. Employees, including contractors, receive training on emergency preparedness and relevant safety topics. Emergency response teams are prepared in corporate offices to handle emergencies effectively.
- Incident Management: Incidents, accidents, and near misses are recorded, and root cause analysis is conducted. Corrective and preventive actions are implemented and tracked for effectiveness to prevent recurrence.
- Safety Promotion and Awareness: Safety advisories are circulated, and safety promotional activities like National Fire Service Week are celebrated. Evacuation signage, caution signage, and emergency contact details are displayed for employee and visitor support.
- Key Performance Indicators (KPIs): Targets and KPIs are implemented to establish workplace safety and prevent incidents. KPI status is reviewed monthly with department heads to drive continuous improvement.

**Employee Wellness Initiatives:**

- Star Health Insurance Company Limited places a high priority on the health, safety, and well-being of its employees. We offer various employee wellness initiatives, including health check-ups services through App, health risk assessments, and medical insurance.
- We provide personal accident and life covers, an employee assistance helpline, and access to doctors and other emergency and ambulance services.
- Our internal app, Star customer App designed for customers, is available to all employees for free, offering health risk analysis, doctor consultations, and mental wellness counseling.

**Employee Feedback and Benefits:**

- We regularly seek feedback from employees to identify gaps and devise new programs related to physical health and mental well-being.
- Employees receive benefits such as health and accident insurance, Medclaim insurance, parental leaves, fertility leave, retirement benefits, sabbatical leave, and earned (privilege) leave.
- Star Health Insurance Company Limited is committed to providing a safe and healthy workplace for all employees. We continuously update our systems, policies, and processes to adapt to the evolving work environment and adhere to all applicable laws and regulations. Our comprehensive health and safety management system and employee wellness initiatives demonstrate our commitment to prioritizing the health and well-being of our employees.

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 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	NIL	0	0	The complaints are related to the provision of safety equipment.
Health & Safety	0	0	NIL	5	0	

**14. Assessments for the year:**

Aspect	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% Corporate Offices (12) are assessed by External Agencies during the Business Continuity Management System (BCMS) certification audit. Also, internal virtual audit was conducted for 500 branch offices. OHS Manual and related procedures & formats were maintained at each office and related trainings were provided especially on road safety for the field agents
Working Conditions	100% of Corporate Offices was assessed by external auditor and the findings were reported in Facility Risk Assessment Report, 2023

**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.**

During the year 2023-24, a total of 17 incidents were reported across all the offices, categorized as follows: 9 minor fire incidents, 1 first aid injury, 4 near-miss events, and 3 false fire alarm activations. There was no loss of time due to incidents stated above. Each incident was thoroughly investigated to identify the root cause, and corrective actions have either been implemented or are currently underway.

Star Health has also published an Occupational Health and Safety (OHS) Standard Manual, outlining the minimum health and safety requirements for different office categories. To mitigate electrically generated incidents, we are enforcing the use of sensitive circuit breakers, such as RCCB and ELCB, in critical office circuits.

Additionally, Company conducted safety awareness campaigns and safety competitions to promote a culture of safety among our employees. Safety advisories and learning videos are regularly circulated to further enhance safety awareness. These initiatives have a direct impact on reducing the trend of accidents within our organization.

**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).**

(A) Yes, the Company extends support to families in the event of an employee's death. The company extends Group Life term insurance for all Employees to their family members. This includes Group Term cover, Group Personal Accident cover (if applicable) and Retiral benefits (PF and Gratuity).

(B) No, since, the company has no workers, the same is not applicable in their case.

**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 is compliant with deduction of statutory dues of employees towards income tax, provident fund, professional tax, ESIC etc. as applicable. Value chain partners (vendors) are required to comply with statutory obligations as per the contract entered into with the Company. All the payments are made after the verification of previous month statutory payment receipts by value chain partners. The Company has adopted statutory and internal audit policies and procedures to monitor the compliance of the same.

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 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 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employee	0	0	0	0
Worker	Not Applicable			

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

No, the company does not provide any transitional assistance programme.

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

For the FY 2023-24, no specific assessments have been carried out for the value chain partners. However, the Company has outlined the highest standards of health, safety, and working conditions in its Code of Conduct. The Company actively promotes and encourages its value chain partners to prioritize and uphold health and safety practices, as well as maintain proper working conditions

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.

As there have not been any assessment undertaken hence no significant risks for the FY 2023-24 could be ascertained and hence, no corrective action plans have been developed to address any specific significant risks / concerns.

#### 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 defines its key stakeholders as those who are significantly impacted by the company's operations, or those who can significantly impact the company's activities. The Company process of identification and classification of the stakeholders is defined by their interest, impact and participation in operations of the company and engagement on various environmental, social and governance matters. Delivering on stakeholder needs, interests and expectations are integral to the way the Company operate. The Company engages with their stakeholders through various established communication channels for communication, advocacy and engagement. The key internal and external stakeholder groups that have an immediate impact on the company's operations and functioning are following employees, shareholders investors, customers, suppliers, hospitals, Regulators and general public amongst others.

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 (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	Yes	Multiple Channels such as <ul style="list-style-type: none"> <li>Email</li> <li>Advertisement</li> <li>Website</li> </ul>	Frequent and need based	• To educate on wellness on being healthy and to disseminate product related information
Hospitals	No	<ul style="list-style-type: none"> <li>Emails</li> <li>Digital Communication Mechanism</li> </ul>	Frequent and need based	• To ensure that they provide best service to our customers

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> <li>Direct &amp; other digital communication mechanisms</li> </ul>	Frequent and need based	<ul style="list-style-type: none"> <li>To follow the policies of the Company and uphold the values of the Company</li> </ul>
Suppliers	No	<ul style="list-style-type: none"> <li>Emails</li> <li>Digital Communication</li> <li>Mechanism.</li> </ul>	Frequent and need based	<ul style="list-style-type: none"> <li>To obtain better service from them</li> </ul>
Shareholders/ investors	No	<ul style="list-style-type: none"> <li>Email</li> <li>SMS</li> <li>Newspaper advertisement,</li> <li>Website,</li> <li>Intimation to stock exchanges, annual/ quarterly financials and investor meetings/conferences</li> </ul>	Frequent and need based	<ul style="list-style-type: none"> <li>To stay abreast of developments of the Company.</li> </ul>
General public	Yes	<ul style="list-style-type: none"> <li>Digital Communication Mechanism</li> </ul>	Frequent and need based	<ul style="list-style-type: none"> <li>To create awareness on health, insurance and wellness.</li> </ul>
Regulators	No	<ul style="list-style-type: none"> <li>Emails, etc.</li> </ul>	Frequent and need based	<ul style="list-style-type: none"> <li>Communication with regard to various regulations, amendments, inspection and approvals.</li> </ul>

### 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 feedback from such consultations is provided to the Board.**

The Company believes in a consistent engagement with its key stakeholders to ensure better communication of its performance and strategy. The Company endeavors to keep the Board informed about the interactions with all the stakeholders, which is a continuous process. The Company places strong emphasis on maintaining ongoing interaction with its key stakeholders to enhance communication regarding its performance and strategic approach. The Company will strive to continue its efforts on communicating to the Board of Directors on the economic, social and environmental topics as and when it is necessary.

**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 input received from stakeholders on these topics were incorporated into the policies and activities of the entity.**

Yes, the Company understands that providing health insurance is a critical social objective. The Company creates awareness on wellness & keeping oneself healthy through various communication. The Company also interacts with various stakeholders to understand their expectations and incorporating the same in our operations. The improvement of social environmental factors is being studied and learnings will be put to use by the Company for the benefit of all stakeholders.

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

The Company has ongoing CSR project which is implemented for the benefit & people falling under low economic strata to address noncommunicable diseases in the vulnerable sector and to create awareness to keep their lives saved. Kindly refer our CSR Report for further details.

## Principle 5: Businesses should respect and promote human rights

### Essential Indicators

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	15888	15888	100%	14733	14733	100%
Other than permanent	25	25	100%	17	17	100%
Total Employees	15913	15913	100%	14750	14750	100%

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

Category	FY2023-24					FY-2022-23				
	Total (A)	Equal to Minimum Wage		More than minimum Wage		Total (D)	Equal to Minimum Wage		More than minimum wage	
		No. (B)	%(B/A)	No.(C)	%(C/A)		No.(E)	%(E/D)	No.(F)	%(F/D)
<b>Employees Permanent</b>										
Male	11395	4782	42%	6613	58%	10719	2982	28%	7737	72%
Female	4493	2373	53%	2120	47%	4014	1244	31%	2770	69%
<b>Other than Permanent</b>										
Male	24	3	13%	21	88%	14	0	0%	14	100%
Female	1	0	0%	1	100%	3	2	67%	1	33%

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

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	-	-	-	-
Key Managerial Personnel (KMP)	12	2,15,65,731	1	32,27,153
*Employees other than BoD and KMP	11411	5,57,325	4488	4,19,893
Workers	Not Applicable			

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

Safety Incident/Number	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	0.00%	-

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

Yes. The Company has a designated Grievance Redressal Officer at the Human resource Department to address grievances of employees including human rights issues.

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

The company has developed code of business conduct and ethics for board members and senior management that is provide contribution in the society & human wellbeing. Also, the Company has a designated Grievance Redressal Officer at the Human resource Department to address grievances of employees including human rights issues. In addition to the above, the Company complies with the requirements under The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013

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

Aspect	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	5	0	All cases received in FY 23 - 24, ICC inquiry is completed	2	1	Complaint received in the month of February and ICC enquiry is under process
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	No children are employed	0	0	No children are employed
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:**

Safety Incident/Number	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	5	2
Complaints on POSH as a % of female employees / workers	0.11	0.05
Complaints on POSH upheld	No POSH complaints pending as on 31.03.2024	Pending 1 – closed in FY 2023-2024. No complaints are pending as on 31.03.2024

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

Our company has a policy of zero tolerance towards any type of harassment / discrimination, especially any harassment towards female employees.

- In order to protect and prevent harassment against our female employees company has constituted Internal Complaints Committee (ICC) is constituted for all our offices- Pan India, as per the Prevention of Sexual Harassment in Workplace Act, 2013 (POSH). Whenever we receive a complaint of sexual harassment the matter will be referred to the concerned ICC and inquiry will be done. The entire process will be done keeping utmost confidentiality and they will not reveal any details that may disclose the identity of the complainant. After the completion of enquiry suitable action as per the recommendation of ICC will be taken.
- Complaint of other harassment also will be treated strictly. Company has an Equal Employment Opportunity Policy, which guarantees equal opportunity to all employees without discrimination of caste, creed, color race or sex, disabilities or other parameter. Any complaint received will be inquired by appropriate authority and strict action will be taken as per the findings of inquiry.
- There is a disciplinary Authority & an Appellate Authority to decide on Complaints of serious nature for taking appropriate action.

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

Yes, while the Company doesn't have a specific human rights policy commitments and human rights mentioned in any of its contracts, it values human rights and includes them in its business practices. It makes sure to do business in a way that respects human rights, both in its own operations and its supply chain. By stressing good human rights practices, the Company ensures its employees, suppliers, and partners understand the importance of respecting human rights. This includes fair labor, no discrimination, safe workplaces, and ethical sourcing. The Company aims for an inclusive, diverse work environment that's free from exploitation or violations of human rights.

**10. Assessments of the year**

Aspects	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual harassment	100% assessment were carried out.
Forced labor	No assessments of this nature have been conducted during this reporting year. However, the Company has plans to implement such assessments in the upcoming years. The progress and status of these assessments will be communicated and updated in the subsequent Business Responsibility and Sustainability Reports (BRSRs).
Child labor	
Discrimination at workplace	
Others (specify)	

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

No significant risks or concerns were identified in the assessments conducted for FY 2023-24. However, few actions were taken on the basis of the assessments corrective action in the form of transfers or termination is initiated.

**Leadership Indicators**

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

The company strives to support and promote human rights to ensure that ethical business practices are followed. The company ensures responsible and responsive communication towards all its stakeholders through their code of conduct, whistle-blower, anti-fraud, insider trading, sexual harassment and anti-money laundering policies.

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

The assessment proposed to be conducted based on United Nation Guiding Principle (UNGP) on Business & Human Rights aligning to national applicable regulatory requirement and internal HR practices and procedures at Star.

**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, Company’s permanent office building are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016. Ramps and lifts are provided for easy access of differently abled employees, wherever possible.

**4. Details on assessment of value chain partners:**

Human right	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	None of the value chain partners have been assessed on the listed human right requirements in the financial year 2023-24.
Discrimination at workplace	However, we encourage our value chain partners at the time of engagement to ensure human rights principles (such as sexual harassment & discrimination).
Child Labour	No specific assessment has been carried out
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	-

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

As there have been no assessments conducted for value chain partners, no corrective action plans have been taken.



## 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:

Parameter	FY 2023-24 (in gigajoules)	FY 2022-23 (in gigajoules)
From renewable sources *		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption sources (C) through other	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>		
<b>From non-renewable sources</b>		
Total electricity consumption (D)	37386.1	34994.1***
Total fuel consumption (E)**	-	-
Energy consumption sources (C) through other	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	37386.1	34994.1
<b>Total energy consumed (A+B+C+D+E+F)</b>	37386.1	34994.1
<b>Energy intensity per rupee of turnover in GJ/Cr INR</b> (Total energy consumed / Revenue from operations) in GJ/Cr INR	2.45	2.70
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)****</b>	0.11	0.12
<b>Energy intensity in terms of physical output</b>	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

(\*) – Presently the Company does not source any renewable energy.

(\*\*) – Presently the Company consumed fuel-based energy source for their owned vehicles (14 nos.) However currently the fuel consumption is not being monitored and reported.

(\*\*\*) – Backdated information for FY 2022-23 were miscalculated and hence corrected by carrying out a re-calculation.

(\*\*\*\*) – PPP has been taken 22.4 provided by IMF. <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC>

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

No, the Company did not carry out independent assessment 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

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water*	3057	1,094.64
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)</b>	3057	1,094.64
<b>Total volume of water consumption (in kiloliters)</b>	3057**	1,094.65

Parameter	FY 2023-24	FY 2022-23
<b>Water intensity per rupee of turnover (KL/INR Cr)</b> (Total water consumption / Revenue from operations)	0.20	0.08
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)**</b> (Total water consumption / Revenue from operations adjusted for PPP)	0.008	0.003
<b>Water intensity in terms of physical output</b>	-	-
<b>Water intensity (optional)</b> – the relevant metric may be selected by the entity	-	-

(\*) - Since the company is not involved in manufacturing operations, its water usage is limited to the purpose of human consumption only. The details related to water usage have not been tracked by the company.

(\*\*) – Increase in water consumption is due to reporting of drinking water consumption at 398 corporate and zonal offices compared to 11 corporate offices in last FY 2022-23.

(\*\*\*) – PPP has been taken 22.4 provided by IMF. <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC>

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

No, the Company did not carry out independent assessment by an external agency

#### 4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in kiloliters) *</b>		
(i) To Surface water		
• No treatment	-	-
• With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
• No treatment	-	-
• With treatment – please specify level of treatment		
(iii) To Seawater		
• No treatment	-	-
• With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
• No treatment	-	-
• With treatment – please specify level of treatment	-	-
(v) Others		
• No treatment	-	-
• With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kiloliters)</b>	<b>0</b>	<b>0</b>

(\*) - Given that the company's operations are office-based, the only wastewater generated originates from sanitary facilities and cleaning activities, resulting in sewage effluent. NOT capturing the value of total water discharged as of now.

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

No, the Company did not carry out independent assessment by an external agency

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

No, the Company has not implemented a mechanism for Zero Liquid Discharge.

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

Parameter	Unit	FY 2023-24	FY 2022-23
NOx			
Sox			
Particulate matter (PM 10)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – Ozone Depleting Substances (HCFC - 22 or R-22)			

Since the company does not have any air emission sources hence this is not applicable.

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

No, the Company did not carry out independent assessment by an external agency

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

Parameter	Unit	FY 2023-24	FY 2022-23
Scope 1*	Metric tons of CO2 equivalent	0.008	-
Scope 2**	Metric tons of CO2 equivalent	7435.7	6911.3***
Total	Metric tons of CO2 equivalent	7435.7	6911.3
Total Scope 1 and Scope 2 emissions per rupee of (in crore)	tCO2/Cr (INR)	0.487	0.533
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)		0.004	0.023
(Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

(\*) – Emission calculations are based on fugitive emission only from fire extinguishers across all offices. Other sources of fugitive emissions such as owned vehicular emission are not included in the calculations as they are yet to maintained by Company.

(\*\*) – Scope 2 emissions are based on energy consumption data from office spaces where such information is available.

(\*\*\*) Calculation for FY 2022-23 were in correct and hence has been re calculated.

(\*\*\*) – PPP has been taken 22.4 provided by IMF. <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC>

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

No, the Company did not carry out independent assessment by an external agency

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

No, the Company currently does not have any specific project initiated to reduce the Greenhouse Gas emissions. However, the Company has strongly adopted the ESG agenda and concerted efforts are being taken to track and monitor GHG emissions

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

Parameter	FY 2023-24	FY 2022-23
<b>Total Waste generated (in metric tons)</b>		
Plastic waste (A)	Company generates plastic waste across all its office locations. However, the Company has not taken any significant measures to quantify the waste generated and its disposal. This year the Company has started phasing out plastic cups to reusable cups at pantry.	
E-waste (B)	The company currently does not track its e-waste generation. However, moving forward, the company intends to handle any waste generated in an environmentally friendly manner as per the IT scraping policy aligning to E-waste management rules.	
Bio-medical waste (C)	The Company generates minimal amount of bio medical waste (soaked cottons) through first aid. However, as of now no specific management & any quantification measures have been taken.	
Construction and demolition waste (D)	Company does not involve directly in any C&D waste generations. No C&D waste has been reported to generated FY 2023-24	
Battery waste (E)	The Company generates battery waste however there is no set mechanism to quantify as per the Act. Although as a standard operating procedures, Company keeps a check through their contract agreement with vendors to replace the old batteries with new batteries.	
Radioactive waste (F)	Not Applicable	
Other Hazardous waste. Please specify, if any. (G)	Not Applicable, since Company is in insurance sector	
Other Non-hazardous waste generated (H).	Other wastes generated across all the offices have been disposed off through municipal/ local bodies Offices are disposing wastes generated in alignment to the specific guidelines under Building Management Systems (BMS). However, these wastes generated are yet not quantify and in the following years Star Health will set up a waste management system of weighing and waste segregation (green and blue bins) across all its office spaces (corporate & zonal offices)	
<b>Total (A+B + C + D + E + F + G + H)</b>	-	

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)

Category	FY 2023-24	FY 2022-23
(i) Recycled	-*	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	-	-

For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)

Category of waste	FY 2023-24	FY 2022-23
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations**	-	-
<b>Total</b>		

(\*) – The Company has buy-back mechanism to manage its E-waste & Battery waste.

(\*\*) – Wastes generated from office operations (dry & wet waste) are managed through respective Municipal Corporations across office locations.

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

No, the Company did not carry out independent assessment by an external agency

**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.**

The Company is dedicated to implementing comprehensive waste (prominent wastes generated are solid waste, plastic, paper, e-waste) management practices across all its establishments to minimize environmental impact. In terms of waste management, the Company prioritizes the principles of waste collection & segregations. Although most of the office spaces rented/leased/owned by Company falls under the Building Management System (BMS) to collect and dispose the waste as per the requirement and supervision of respective local government bodies/municipalities. The Company has initiated the segregation and quantification of wastes generated.

**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:**

Not Applicable since the company does not have any offices or operational site in the vicinity of any ecologically sensitive area.

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

The Company has not carried out any environmental impact assessment in current FY 2023-24.

**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:**

Based on the nature of business, the company is in compliance with all applicable Environmental Law/Regulations/Guidelines in India and agree to comply with the same. No observation or any fines / penalties / action had been imposed by regulatory agencies such as pollution control boards or by courts.

**Leadership Indicators**

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

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

Not Applicable.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tons of CO <sub>2</sub> equivalent	1505*	293.84**
Total Scope 3 emissions per rupee of turnover (in crore)		0.09	0.02
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

(\*) - Scope 3 emission calculation includes Category 6: Business travel (air) and Category 2: Capital goods (IT related assets).

(\*\*) – Scope 3 emission calculation included Category 6: Business travel (air).

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

No, the Company did not carry out independent assessment by an external agency

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

Currently none of the office locations of the Company fall in/around ecologically sensitive areas.

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

No, the Company has not taken any significant measures.

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

Star Health Insurance Company Limited has a robust Business Continuity Management System (BCMS) Framework in place, which is ISO:22301 certified. This certification verifies the presence of a well-defined BCM policy and plan, ensuring the company's readiness to maintain essential operations during disruptions. The BCM team at Star Health operates through a standardized methodology in line with industry-leading practices. They conduct Business Impact Analysis (BIA) to evaluate the processes and assess the impact of disruptions on customers, financial and non-financial aspects, and regulatory compliance. Based on this analysis, they identify Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) for critical services, defining the time within which services need to be restored and the maximum period for data recovery, respectively. The team devises recovery strategies for stress scenarios such as technology unavailability, people unavailability, and site unavailability to minimize potential business loss. They also draft resumption plans for critical business functions to ensure the resumption of services at minimum operating levels in case of a disaster. Periodic drills are conducted to ensure the effectiveness of recovery strategies, with a focus on continually improving resumption techniques based on the learnings from these drills. The BCM plans are tested semi-annually or annually, depending on the criticality of the function.

You can also refer to this article for more insights: <https://www.linkedin.com/pulse/exercising-resilience-star-healths-94frc/?trackingId=g8meS%2FU3T4uqLolZL2Y1jg%3D%3D>

**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.**

Due to the inherent characteristics of our business operations, there have been no documented/known adverse effects on environmental resources resulting from the company's activities.

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

The Company has not undertaken any environmental impact assessment of value chain partners in FY 2023-24.

**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 an affiliated member of three trade and industry chambers/associations as mentioned below in table (1b).

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

Sl. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry	National
2	Federation of Indian Chamber of Commerce and Industry	National
3	General Insurance Council	National

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

The Company has maintained a strong record of accomplishment of compliance with regulatory authorities, as there have been no orders received regarding allegations of anti-competitive conduct.

**Leadership Indicators**

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

The Managing Director of the Company forms part of the General Insurance Council where common interest is ensured. Company officials are also part of certain committees of the Insurance Regulatory and Development Authority of India (IRDAI). Members of the senior management of Star Health and Allied Insurance Company Limited are associated with various committees constituted by the regulator and industry bodies from time to time, including for the purpose of legislating regulations related to Corporate governance.

## Principle 8 Businesses should promote inclusive growth and equitable development

### Essential Indicators

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

Not Applicable for FY 2023-24

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

The Company has not undertaken any project for Rehabilitation and Resettlement (R&R) for FY 2023-2024.

- Describe the mechanisms to receive and redress grievances of the community**

As part of their ESG Policy & whistle blower policy the Company has established the mechanism for communities. However, the Company is yet to establish a separate channel for any formal registration and resolution of grievances from the community (if any). ([https://d28c6jni2fmamz.cloudfront.net/ESG\\_Policy\\_bc48f9fe41.pdf#page=4](https://d28c6jni2fmamz.cloudfront.net/ESG_Policy_bc48f9fe41.pdf#page=4) and [https://web.starhealth.in/sites/default/files/whistle\\_blower\\_policy.pdf](https://web.starhealth.in/sites/default/files/whistle_blower_policy.pdf)).

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

Category of waste	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers		
Sourced directly from within the district and neighboring districts		Not Applicable

- 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**

The Company is yet to work on the provided format. The process has been initiated by categorizing office locations as per RBI classifications and Company will be able to disclose in the following year.

### Leadership Indicators

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

Not Applicable

- Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

No CSR projects are being undertaken in designated aspirational districts as identified by government bodies

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

No

- From which marginalized /vulnerable groups do you procure?**

Not Applicable

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

Not Applicable

- 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:**

The Company does not derive any benefits from intellectual properties owned or acquired based on traditional knowledge

- Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved**

Not Applicable

- Details of beneficiaries of CSR Projects:**

SL. No.	CSR Project	No. of persons benefited from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
1	Star Arogya Digi Seva	40000	80%

## 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.

- As provided for under the Protection of Policyholders Interests Regulations- 2017, a complainant who wishes to make a complaint against Star Health, or its Intermediary/ distribution channel involved in Insurance sales and services approaches the Grievance Redressal Officer.
- Grievances are registered with a reference number and acknowledged. All the complaints are resolved within 15 days from the date of registration of the grievances.
- For effective and speedy disposal of the grievance, complainants have the option of choosing any of the 3 levels of the Grievance Redressal mechanism to register their grievance.
- We have a designated Grievance Redressal Officer (GRO) at the corporate office. Every other office of ours also has a designated Grievance Officer who is the head of that office. The details of the GRO/designated Grievance Officer along with the contact details in full have been published on the website. The name and contact details of designated Grievance Officer of respective offices and the other Grievance Officers in hierarchy up to GRO at corporate office are also displayed in the Notice Board of respective offices.
- Every office of ours also displays in a prominent place, the name, address and other contact details of the insurance Ombudsman within whose jurisdiction the office falls.
- As part of the Grievance Redressal System/Procedure we have IT systems and procedure for receiving, registering and disposing of grievances in each of our offices. We also have in place a system to receive and deal with all kinds of calls including voice/e-mail, relating to grievances, from prospects and policyholders.
- Where the grievance is not resolved in favor of the policyholder or partially resolved in favor of the policyholder, we inform the complainant of the option to take-up the matter before Insurance ombudsman giving details of the name and address of the Ombudsman in that jurisdiction.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	NIL
Recycling and/or Safe Disposal	

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	NIL	0	0	NIL
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	16582	313		12490	556	



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

Aspect	Number	Reason for Recall
Voluntary recall /Mock recall	0	NIL
Forced recall	0	NIL

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

Yes, Star Health has a comprehensive framework and policy in place to address cyber security and data privacy risks. Our approach to data privacy is outlined in the privacy policy, which is applicable to all customers of Star Health and users of our website along with associated services and products provided by Star Health. The detailed policy can be accessed through the following link: <https://www.starhealth.in/privacy-policy/>

Furthermore, we have structured information and cyber security frameworks aimed at ensuring security and data privacy throughout our organization. Our policies are authorized by the Board and align with IRDAI cyber-security requirements and international ISO standards, ISO:27001:2013 for information security management systems.

To address potential threats, we employ technological, and process controls consistent with leading cyber security guidelines and IRDAI mandates. Our proactive approach includes regular evaluation and implementation of security technologies and solutions based on a risk-based assessment. Additionally, independent internal auditors monitor the administration, application, and efficacy of our cyber-security policy. Moreover, an annual Independent Assurance Audit conducted by a competent third-party assesses the adequacy of our policies in meeting regulatory requirements.

Recognizing the evolving nature of cyber threats, we acknowledge that cybersecurity vulnerability poses a significant risk to our digital infrastructure and data. Our risk management strategy includes proactive measures such as regular security assessments, penetration testing, and employee training to identify and address vulnerabilities. Advanced security technologies and encryption methods are utilized to safeguard sensitive data. Additionally, incident response plans are in place to minimize the impact of potential breaches, ensuring swift containment and recovery.

Our commitment to addressing cybersecurity risks is demonstrated by our ISO:27001 certification. By integrating cybersecurity risk assessment into our overall risk management strategy, we aim to prevent and mitigate potential cyber threats effectively, thereby safeguarding our operations, customer trust, and regulatory compliance.

**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 such instance which has occurred during the FY 2023-24.

**7. Provide the following information relating to data breaches:**

- a. Number of instances of data breaches – There have been no instances of data breaches in the FY 2023-24.
- b. Percentage of data breaches involving personally identifiable information of customers - NIL
- c. Impact, if any, of the data breaches - NIL

**Leadership Indicators**

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

The company has dedicated sections in its website where detailed information on products are provided. The website link is <https://www.starhealth.in/>.

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

The company adheres to all disclosure requirements concerning its services. To prioritize customer safety, the company proactively communicates through its website and newsletters to educate and guide customers on protecting themselves against financial frauds.

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

The company has established a communication mechanism to proactively inform customers about branch relocations or closures. In the event of natural calamities, customers receive communications offering assistance with claim processing and promoting various touch points for faster and convenient claims processing in multiple languages.

**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.**

Not Applicable considering the nature of business

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

Yes, displayed as per applicable laws. The company receives customer feedback, from its external stakeholders and interested parties such as clients, on-field insurance partners to measure customer satisfaction and arrive at a quantitative measure. The Company carries out surveys with regard to consumer satisfaction relating to the major services.

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

**a. Number of instances of data breaches along-with impact**

NIL

**b. Percentage of data breaches involving personally identifiable information of customers**

NIL