

August 17, 2023

National Stock Exchange of India Limited
Exchange Plaza,
Plot No. C/1, G Block,
Bandra Kurla Complex, Bandra (E)
Mumbai – 400051

BSE Limited
Corporate Relationship Department
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai- 400001

Symbol: LALPATHLAB

Scrip Code: 539524

**Sub: Submission of Business Responsibility and Sustainability Report for the
Financial Year 2022-23**

Dear Sir/ Madam,

Pursuant to the provisions of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report of the Company for the Financial Year 2022-23.

We request you to please take the same on record.

Thanking You,
Yours Faithfully,

For **Dr. Lal PathLabs Limited**

Vinay Gujral
Company Secretary & Compliance Officer
Encl.: As above

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L74899DL1995PLC065388
2.	Name of the Listed Entity	Dr. Lal PathLabs Limited
3.	Year of incorporation	1995
4.	Registered office address	Block E, Sector-18, Rohini, New Delhi-110085
5.	Corporate address	12th Floor, Tower B, SAS Tower, Medicity, Sector-38, Gurugram-122001
6.	E-mail	cs@lalpathlabs.com
7.	Telephone	+91-124-3016-500
8.	Website	www.lalpathlabs.com
9.	Financial year for which reporting is being done	FY 2022-23
10.	Name of the Stock Exchange(s) where shares are listed	i. National Stock Exchange of India Limited ii. BSE Limited
11.	Paid-up Capital	₹ 83,36,78,770 divided into 8,33,67,877 Equity Shares of ₹ 10/- each
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Manoj Garg, Group Chief Human Resource Officer, Tel: + 91-124-3016-500, Email: manoj.garg@lalpathlabs.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together):	Standalone basis

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Other Human Health Activities	Activities of Independent Diagnostics/ Pathological Laboratories	100%

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

S. No.	Product/ Service	NIC Code	% of total turnover contributed
1.	Diagnostic and related healthcare tests and services	869	100%

III. Operations

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

Location	Number of Plants	Number of Offices/ Labs	Total
National	Not Applicable as the Company provides Diagnostic Services in the area of Pathology and Radiology	196	196
International		02	02

(* Standalone Number)

17. Markets served by the entity:

a) Number of locations:

Locations	Number
National (No. of States)	27 States and 5 Union Territories
International (No. of Countries)	India, Nepal and Bangladesh. Besides the above, the Company also receives samples from International Locations like Kenya, Bhutan, Sri Lanka, Malaysia, Cambodia, Maldives, UAE, Saudi Arabia, Bahrain, Qatar, Kuwait, Ethiopia, Tanzania, Uganda, Malawi, Zambia, Nigeria, Ghana, Sierra Leone & Mauritius for testing in India.

b) What is the contribution of exports as a percentage of the total turnover of the entity: 1.24%

c) A brief on types of customers:

The Company's customers include individual patients, hospitals, other healthcare providers and corporate customers.

IV. Employees

18. Details as at the end of Financial Year:

a) Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	1,289	1,032	80.06	257	19.94
2.	Other than Permanent (E)	140	69	49.29	71	50.71
3.	Total employees (D + E)	1,429	1,101	77.04	328	22.95
WORKERS*						
4.	Permanent (F)	2,759	2,111	76.51	648	23.49
5.	Other than Permanent (G)	3	2	66.67	1	33.33
6.	Total workers (F + G)	2,762	2,113	76.50	649	23.49

* Based on an internal assessment, we have categorised employees below a certain grade as Workers.

Note: Workers and Employees includes all people who were on the payrolls of the Company as of March 31, 2023.

b) Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	1	1	100	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	1	1	100	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	11	11	100	0	0
5.	Other than permanent (G)	0	0	0	0	0
6.	Total differently abled workers (F + G)	11	11	100	0	0

19. Participation/ Inclusion/ Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	12	3	25
Key Management Personnel (KMP)*	6	1	17

* Includes Board Members, who are designated as KMP

20. Turnover rate for permanent employees and workers:

(Disclose trends for the past 3 years)

Particulars	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	33.37	22.43	30.81	25.17	21.69	24.53	16.90	17.05	16.93
Permanent Workers	10.61	13.49	11.24	12.49	15.56	13.21	10.95	12.56	11.33

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

21. (a) Names of holding / subsidiary / associate companies / joint ventures:

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/ No)
1	Paliwal Diagnostics Private Limited	Subsidiary	80.00	No
2	Paliwal Medicare Private Limited	Subsidiary	80.00	No
3	Dr. Lal Ventures Private Limited	Subsidiary	100.00	No
4	PathLabs Unifiers Private Limited	Subsidiary	100.00	No
5	Centrapath Labs Private Limited	Step down Subsidiary	70.00	No
6	APRL PathLabs Private Limited	Step down Subsidiary	80.00	No
7	Chanre Laboratory Private Limited	Step down Subsidiary	70.00	No

S. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/ No)
8	Dr. Lal PathLabs Nepal Private Limited	Subsidiary	100.00	No
9	Dr. Lal Path Labs Bangladesh Private Limited	Subsidiary	71.83	No
10	Dr. Lal PathLabs Kenya Private Limited	Subsidiary	100.00	No
11	Suburban Diagnostics (India) Private Limited	Subsidiary	100.00	No

VI. CSR Details

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

(ii) Turnover: ₹ 17,690.30 Million

(iii) Net worth: ₹ 16,419.25 Million

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No)	FY 2022-23			FY 2021-22		
	(If Yes, then provide web-link for grievance redress policy)	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	No	There weren't any complaints / grievances received from any specific community.					
Investors (other than shareholders)	Yes https://www.lalpathlabs.com/investor/investor-contact.aspx	There were no complaints that were received.					
Shareholders	Yes https://www.lalpathlabs.com/investor/investor-contact.aspx	177	3	3 (Three) Shareholders Complaints were unresolved as of March 31, 2023. Those 3 have been resolved as of date.	187	5	5 (Five) Shareholders Complaints were unresolved as of March 31, 2022. Those 5 have been resolved as of date.
Employees and workers	The Company does have a specific internal Grievance Redressal Policy in place.	There weren't any complaints / grievances received from any employee / worker during the period under review.					

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No)	FY 2022-23			FY 2021-22		
	(If Yes, then provide web-link for grievance redress policy)	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
Customers	Yes https://www.lalpathlabs.com/general-enquiry-revmap/general-enquiry.aspx	43722	546	All the unresolved complaints as of March 31, 2023 have been subsequently resolved.	79,274	237	All the unresolved complaints as of March 31, 2022 have been subsequently resolved.
Value Chain Partners	No	There were no complaints/grievances received from the Value Chain Partners except some outstanding dues related clarifications, which were properly addressed and resolved.					
Other (please specify)	-	-	-	-	-	-	-

VIII.

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Workplace Safety	Risk	Insufficient implementation of proper safety measures can result in work-related safety incidents, leading to adverse consequences such as increased absenteeism and a higher Lost Time Rate (LTR)	The organization has implemented a comprehensive safety manual that outlines guidelines applicable to all labs within the company. Regular health check-ups are conducted, particularly for individuals in technical or sample handling roles, to proactively monitor their well-being. - Necessary safety equipment are provided to staff, including items such as eye wash stations, gloves, lab coats, goggles, fire sprinklers, and fire extinguishers.	Risk - Lost Time, resulting from workplace accidents or injuries, can lead to additional challenges for a laboratory, including the need to pay overtime to compensate for work completion.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			<p>Control Board (CPCB) guidelines.</p> <p>-Rigorous disinfection protocols are implemented within the laboratories, ensuring a clean and hygienic working environment.</p>	<ul style="list-style-type: none"> - Periodic fire drills are conducted to ensure that employees are familiar with evacuation procedures and understand their roles in emergency situations. - Adheres to the BMW (Biomedical Waste) management rules established by the Central Pollution Control Board (CPCB) guidelines. - Rigorous disinfection protocols are implemented within the laboratories, ensuring a clean and hygienic working environment. 	
		Opportunity	By prioritizing workplace safety, the Company can optimise employee performance and achieve higher levels of productivity	-	-
2	Training and development of employee	Risk	Inadequate structuring and communication of Standard Operating Procedures (SOPs) and process guidelines can pose significant challenges for the laboratory. Clear and well-defined SOPs are crucial for ensuring consistency, accuracy, and efficiency in laboratory operations.	The Company provides a comprehensive range of training programs to its employees, including induction training, functional training, compliance trainings, online training modules, and Management Development Programs (MDPs).	Risk -Insufficient or inadequate training can adversely impact employee performance, leading to decreased productivity and material wastage

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Employee	Opportunity	<p>Prioritizing employee welfare fosters a positive work environment, leading to higher job satisfaction, improved morale, and increased motivation to perform at their best.</p> <p>The Company Provides Mediclaim Policy for employees,Discount policy that helps employees undergo diagnostic tests on subsidized cost. and also accident Insurance for Front line roles</p> <p>The Company also has a welfare fund which caters to employee support in case of critical injury or death.</p>		Employee welfare initiatives leads to cost savings and ensures the continuity of operations.
4	Energy Management	Opportunity	<p>Solar power systems have a long lifespan and require minimal maintenance. Investing in solar infrastructure provides a long-term energy solution, reducing reliance on fluctuating electricity prices and offering a stable source of energy</p>	-	Reduce cost

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
5.	Community development- CSR	Opportunity	CSR provides us with the opportunity to actively contribute to the betterment and upliftment of the community and society at large. By addressing social, economic, and environmental challenges, we can make a positive and lasting impact.	-	Allocated a significant fund of ₹ 7.89 Crore for Corporate Social Responsibility (CSR) initiatives during the FY 22-23.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1.	a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)					YES				
	b. Has the policy been approved by the Board? (Yes/No)					YES				
	c. Has the policy been approved by the Board? (Yes/No)	https://www.lalpathlabs.com/pdf/brochures/Business-Responsibility-Policy.pdf								
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)					NO				
4.	Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>CAP: National Reference Lab, Delhi is accredited by College of American Pathologists (CAP) as per CAP checklist(2020).</p> <p>NABL: 36 Satellite laboratories are accredited by National Accreditation Board for Testing and Calibration Laboratories (NABL) as per 15189; 2012 standard.</p> <p>DSIR: The Department of Scientific & Industrial Research (DSIR) granted recognition & registration to in-house R&D unit of Dr Lal PathLabs Limited. The in-house R&D unit is engaged in innovative research & development activities related to the line of business of the Company.</p> <p>ISO27001: The ISO27001 is the world's best-known standard for information security management systems (ISMS). It defines requirements an ISMS must meet. The ISO27001 standard provides companies of any size and from all sectors of activity with guidance for establishing, implementing, maintaining and continually improving an information security management system.</p>								

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is determined to follow the path envisioned under the 9 principles laid down in the National Voluntary Guidelines on Social, Environmental & Economic Responsibilities of Business issued by the Ministry of Corporate Affairs								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company shall continue to monitor its performance against the said principle(s) and take necessary action as and when the need arises.								

Governance, leadership and oversight

7.	<p>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)</p> <p>Given the industry in which the Company operates, the ESG paradigm assumes higher importance; the Company has consistently been helping multiple initiatives to thrive within and yet be fully responsible of its immediate environment.</p> <p>Commitment to sustainability is at the heart of every corporate endeavour and initiative towards growth, prudently nurturing its human quotient, building social capital, while being responsible towards consumption of resources. Over the years, the Company has enhanced the salience to ESG best practices and has made meaningful and noticeable strides forward in several spheres.</p> <p>Core teams have been entrusted with ensuring sustainability of approach across key corporate functions; in instances addressing key issues like proper disposal and treatment of bio-medical waste, replacing plastic bags with biodegradable bags, water conservation through water saving reducers, integrating to e-billing to curb usage of paper, solar panel usage and rainwater harvesting among others.</p> <p>The Company remains mindful of its moral responsibilities as a corporate citizen, and acts in an ethical manner. Being an undisputed leader in the branded diagnostics space, the Company has a long history of transparency in governance practices, and it keenly reviews this to make a positive impact on the society and its stakeholders.</p> <p>At Dr. Lal PathLabs, our ethos of providing affordable diagnostic tests with easy accessibility endures, with best-in-class service offerings and accurate diagnoses. While doing so, we will continue our focus of scaling our ESG performance parameters with global best practices.</p>																								
8.	<p>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p> <table border="1" data-bbox="671 1429 1482 1682"> <thead> <tr> <th>Name of Director</th> <th>DIN No.</th> <th>Designation</th> </tr> </thead> <tbody> <tr> <td>(Hony) Brig. Dr. Arvind Lal</td> <td>00576638</td> <td>Executive Chairman</td> </tr> <tr> <td>Dr. Om Prakash Manchanda</td> <td>02099404</td> <td>Managing Director</td> </tr> <tr> <td>Mr. Sunil Varma</td> <td>01020611</td> <td>Lead Independent Director</td> </tr> <tr> <td>Mr. Harneet Singh Chandhoke</td> <td>02758084</td> <td>Independent Director</td> </tr> </tbody> </table>	Name of Director	DIN No.	Designation	(Hony) Brig. Dr. Arvind Lal	00576638	Executive Chairman	Dr. Om Prakash Manchanda	02099404	Managing Director	Mr. Sunil Varma	01020611	Lead Independent Director	Mr. Harneet Singh Chandhoke	02758084	Independent Director	<p>CSR Committee is responsible for implementation and oversight of the Business Responsibility Policies. The constitution of the CSR Committee is as follows:</p>								
Name of Director	DIN No.	Designation																							
(Hony) Brig. Dr. Arvind Lal	00576638	Executive Chairman																							
Dr. Om Prakash Manchanda	02099404	Managing Director																							
Mr. Sunil Varma	01020611	Lead Independent Director																							
Mr. Harneet Singh Chandhoke	02758084	Independent Director																							
9.	<p>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.</p>	<p>As mentioned above, CSR Committee is responsible for taking decisions on sustainability related issues</p>																							

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)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	CSR Committee									Annual*								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	CSR Committee									Annual*								

* CSR Committee in its meeting on July 27, 2023 reviewed the performance against policies.

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	No, however policies are subject to internal review by the Company from time to time.								

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

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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 which 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	Two	1. Regulatory Updates 2. IT Updates including Data Privacy, Information Security and Cyber Security	100%
Key Managerial Personnel	Two	1. Regulatory Updates 2. IT Update including Data Privacy, Information Security and Cyber Security	100%
Employees other than BOD and KMP's	Four	1. Compliance a. POSH b. COC c. Info-security d. Data Privacy	92%
		2. Health & Safety	65%
		3. Skill upgradation	56%
		4. Human Rights	68%
Workers	Four	1. Compliance a. POSH b. COC c. Info-security d. Data Privacy	95%
		2. Health & Safety	90%
		3. Skill upgradation	68%
		4. Human Rights	86%

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):

Type	Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	None	-	-	-	-
Settlement	None	-	-	-	-
Compounding Fee	None	-	-	-	-

Type	Non-Monetary			
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	-	-	-	-
Punishment	-	-	-	-

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

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

4. 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:

The Company complies with all applicable statutory obligations and fully supports the law of the land. It has internal policies and procedures in place for ensuring compliance in letter and spirit.

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

Particulars	FY 2022-23	FY 2021-22
Director	-	-
KMP's	-	-
Employees	-	-
Worker	-	-

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

Particulars	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of Interest of the Director	-	-	-	-
Number of complaints received in relation to issues of conflict of Interest of the KMP's	-	-	-	-

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

None

Leadership Indicators

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

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

Currently, we have covered the employees and workers under the various Awareness programs w.r.t. the BRSR principles. We will strive to include its Value Chain Partners as well.

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 a Code of Conduct for its Board Members and Senior Management, which defines Conflict of Interest and entails the process for avoiding the same. The Code of Conduct is available on the website of the Company. www.lalpathlabs.com/investors/investors-inside/policies-and-programs

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:

	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R & D	-	-	-
Capex	2%	3.4%	Capex on Solar Plant

2. a. Does the entity have procedures in place for sustainable sourcing: Yes
 b. If yes, what percentage of inputs were sourced sustainably?

The company takes proactive measures to effectively communicate its expectations to vendors, ensuring that social and environmental performance permeates its entire supply chain. This commitment reflects the company's dedication to sustainable sourcing practices. Moreover, the company places a strong emphasis on supporting local vendors, thereby fostering business localization and contributing to the growth of local economies. In selecting vendors, the company actively seeks out environmentally responsible partners who share its commitment to safeguarding communities, the environment, natural resources, and public health and safety. By engaging with such vendors, the company promotes sustainable practices and contributes to a more responsible and sustainable business ecosystem.

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:

The Company is a provider of Diagnostic Services and hence reusing, recycling of wastes is not applicable to the industry in which it operates. However, as a responsible corporate citizen, the Company has entered into agreements with authorized vendors for disposal of bio-medical wastes generated during sample collection and testing of samples and for RO water recycling.

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:

The Extended Producer Responsibility (ERP) is not applicable since the Company does not qualify to be a Producer under the Plastic Waste Management Rules, 2016.

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:

During the year under review, the Company has not conducted any Life Cycle Perspective / Assessments (LCA) for its services.

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

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

Name of Product/ Service	Description of the risk/ concern	Action Taken
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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):

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22

Not Applicable

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2022-23			FY 2021-22		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	-	-	-	-
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

Not Applicable

Indicate Product Category	Reclaimed products and their packaging materials as % of total products sold in respective 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)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	1032	1030	99.81	608	58.91	0	0.00	1032	100	0	0
Female	257	257	100	30	11.67	257	100	0	0	0	0
Total	1289	1287	99.84%	638	49.49	257	19.94	1032	80.06	0	0
Other than permanent employees											
Male	69	0	0	0	0	0	0	69	100	0	0
Female	71	0	0	0	0	71	100	0	0	0	0
Total	140	0	0	0	0	71	50.71	69	49.29	0	0

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

Category	% of worker covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	2111	1689	80.01	169	8.01	0	0	2111	100	0	0
Female	648	477	73.61	10	1.54	648	100	0	0	0	0
Total	2759	2166	78.51	179	6.49	648	23.49	2111	76.51	0	0
Other than permanent worker											
Male	2	0	0	0	0	0	0	2	100	0	0
Female	1	0	0	0	0	1	100	0	0	0	0
Total	3	0	0	0	0	1	33.33	2	66.66	0	0

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

Benefits	FY 2022-23			FY 2021-22		
	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/NA)	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/NA)
PF	100	100	Y	100.00	100.00	Y
Gratuity	100	100	Y	100.00	100.00	Y
ESI	0.16	21.49	Y	1.24	34.99	Y
Other- please 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.

The Company believes that sustainable growth is a function of investing in a diverse talent pool. We have built an inclusive culture by creating employment for Opportunity Deprived Indians (ODIs) i.e. individuals who lacked opportunity to become self-sufficient members of society. We are committed to build an accessible inclusive workplace and welcome the skills and talent of differently abled people. Over the year, we have identified appropriate roles to onboard more differently abled team members through our inclusive hiring practices. We are working progressively to increase their participation in the organization and making our physical and digital infrastructure accessible by auditing the existing facilities across the country as per the Rights of Persons with Disabilities Act, 2016. These facilities have been made accessible by altering door width to 900 mm, installing hand grabs in restrooms, fire exit signage's, portable ramps, lift etc. wherever possible. We ensure that our associates have opportunities to perform their best in an inclusive workplace which doesn't discriminate based on physical ability thereby foster a culture of mutual respect, growth and equal opportunities for all.

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 is dedicated to promoting equality and embracing diversity through its Equal Opportunity Policy, which is internally available to its employees. This policy reaffirms the company's pledge to provide equal opportunities to all employees, mitigate discrimination and harassment, and ensure that those whose rights have been violated receive the necessary support and redress.

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	66.67	100	96.05
Female	70.37	66.67	68.63	82.98
Total	89.74	66.67	91.16	92.96

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

Type	Yes/ No (If yes, then give details of mechanism in brief)
Permanent workers	2759
Other than Permanent workers	3
Permanent Employees	1289
Other than Permanent Employees	140

The organization has a Grievance Redressal policy, which address all kinds of issues an employee may face while at work. The grievance may include:

- Any kind of discrimination on account of disability, gender, race, sexual orientation, religion, marital status and social class
- Violation of human rights
- Bullying / workplace harassment
- Denial of applicable benefits
- Working conditions and Health & Safety Issues Employees need to report to all/any grievance at - resolve.grievance@lalpathlabs.com for the grievance redressal process to get activated

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

Category	FY 2022-23			FY 2021-22		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) of union (B)	%(B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) of union (D)	%(D/C)
Total Permanent Employees	4	4	100	4	4	100
Male	4	4	100	4	4	100
Female	-	-	-	-	-	-
Total Permanent Workers	96	96	100	98	98	100
Male	29	29	100	30	30	100
Female	67	67	100	68	68	100

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		Number (B)	%(B/A)	Number (C)	%(C/A)		Number (E)	%(E/D)	Number (F)	%(F/D)
Employee										
Male	1,032	654	63.37	620	60.07	1,042	-	-	695	66.69
Female	257	180	70.03	102	39.69	247	1	0.40	147	59.51
Total	1,289	834	64.70	722	56.01	1,289	1	0.07	842	65.32
Worker										
Male	2,111	1,906	90.29	1,461	69.21	2,158	20	0.92	1,972	91.38
Female	648	574	88.58	416	64.20	663	1	0.15	623	93.96
Total	2,759	2,480	89.89	1,877	68.03	2,821	21	0.74	2,595	91.99

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	%(B/A)	Total (C)	No. (D)	%(D/C)
Employee						
Male	1,032	1,032	100	1,042	1,042	100
Female	257	257	100	247	247	100
Total	1,289	1,289	100	1,289	1,289	100
Worker						
Male	2,111	2,111	100	2,158	2,158	100
Female	648	648	100	663	663	100
Total	2,759	2,759	100	2,821	2,821	100

10. Health and safety management system:

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

Yes, The safety manual encompasses guidelines that are applicable to all units and centers within the organization. Additionally, an occupational health and safety management system has been implemented to ensure the well-being and protection of employees in the workplace.

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

The Company has developed comprehensive policies and guidelines to effectively address various types of hazards and mitigate associated risks. These policies serve as a framework for identifying work-related hazards, following recommended guidelines, and conducting risk assessments. The procedures for risk assessment are detailed in the Safety manual, ensuring that employees have access to clear protocols and procedures. To ensure adherence to these policies, regular audits are conducted by the Quality department to monitor and evaluate compliance levels.

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

The Lab safety program includes specific procedures that users must follow in the event of any adverse safety incidents. These procedures outline the appropriate steps and actions to be taken to address the situation effectively. To ensure comprehensive incident documentation, a dedicated safety incident reporting tool has been developed. On this tool, each safety incident needs to be recorded by the employee supervisor / any lab staff enabling a systematic data capture of the incident & analysis. The use of this reporting tool helps to capture safety incidents, track trends, and can help in implementing necessary measures to prevent future incidents and promote a culture of continuous improvement in lab safety.

d) Do the employees/ worker of the entity have access to non-occupational medical and healthcare services:
Yes

- Medclaim coverage is extended to all employees other than those under the ambit of the ESIC act.
- Those under ESI ambit get all applicable medical benefits under ESIC.
- Additionally, all employees are eligible for discounted diagnostic investigations.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	0.33
	Workers	-	0.30
Total recordable work-related injuries	Employees	1 (Minor Injury)	5 (1 major and 4 minor)
	Workers	12 (Minor Injury)	31 (2 major and 29 minor)
No. of fatalities	Employees	-	-
	Workers	-	-
High Consequence work related injury or ill health (excluding fatalities)	Employees	-	1
	Workers	-	2

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

General guidelines have been formulated pertaining to personal protection, safety equipment, emergency procedures, fires, chemical hygiene, electrical safety, waste disposal, laboratory equipment's.

- Safety gears are provided to staff - e.g. Eye Wash, Gloves, Lab Coat, Goggles.
- Fire Sprinklers and Fire extinguishers are installed at the work place
- Fire drills are conducted on periodic basis and there are designated safety supervisors
- BMW segregation and disposal as per the BMW management rules and CPCB (Central Pollution control board) guidelines
- Disinfection protocols are implemented in labs
- Ergonomic lab furniture is provided to all staff
- Health check-ups are conducted and Immunization for all those in technical / sample handling roles

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

Particulars	FY 2022-23			FY 2021-22		
	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	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

14. Assessments for the year :

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and Safety Practices Working Conditions	<ol style="list-style-type: none"> 1. Periodic internal audits are conducted by the Quality team of health and safety practices. (100%) 2. Before all the new labs are made operational, the project and lab operations teams conduct a safety audit of the setups. There are safety trainings conducted regularly. (100%) 3. Fire drills are undertaken to make all employees aware of the safety requirements and what needs to be done in case of non-compliance. (100%) 4. Accrediting bodies like NABL, CAP, ISO audit our various labs and evaluate the health & safety practices / policies and the overall working conditions every year. (100%)

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

- The Lab safety manual serves as a guiding document for all safety related issues.
- In case of any safety incident, specific corrective protocols are defined which are being followed.
- Training of all staff is being done on a learning portal.
- Risk management guide has been defined for all labs.

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): Yes.

- The organization has maintained a welfare fund through which benefit is provided to employees and workers in the event of death.
- Additionally, we also provide a Personal Accident Insurance to employees and workers in the Sales & Home Collection roles.

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

- Regular audits are conducted ensuring all statutory dues have been deposited.
- Contractually the Company also obligates third parties to ensure that all such dues are timely deposited.

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

	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 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	1 (Minor)	5 (1 Major and 4 Minor)	-	1
Workers	12 (Minor)	31 (2 Major and 29 Minor)	-	-

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

No

5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and Safety Practices	-
Working Conditions	-

The Company shall strive to initiate the assessment program during Financial Year 2023-24.

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:

Not Applicable

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's commitment to responsible and sustainable business practices entails regular engagement with both internal and external stakeholders. This engagement serves as a vital means to measure the company's performance, assess the value it brings to stakeholders, and prioritize key sustainability issues that are relevant to both its business and stakeholders. Through ongoing stakeholder engagement, the company not only identifies opportunities but also evaluates emerging risks that may potentially grow in significance over time.

The company's process for identifying key stakeholders is guided by several factors, including:

- i. **Mission and Vision Statement/Policy:** The company aligns its stakeholder identification process with its Mission and Vision statement or policy. This ensures that stakeholders who are critical to achieving the company's strategic objectives are given due consideration.
- ii. **Key Decision Makers:** The company recognizes the importance of engaging with key decision makers who have significant influence over the company's operations, direction, and outcomes. These decision makers play a crucial role in shaping the company's approach to sustainability and responsible business practices.
- iii. **Stakeholder Power and Influence:** The company considers individual stakeholders and evaluates their power and influence on the decision-making process. This assessment helps prioritize engagement efforts by focusing on stakeholders who have the ability to impact the company's sustainability performance and outcomes.

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

Stakeholders 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 (Annual/ Half yearly / Quarterly others-please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Emails	Other	Regular Company updates / Training Needs
Customers	No	SMS	Other	Promotion Schemes / New Tests etc
Investors & Shareholders	No	Website	Quarterly	Financial Results / other Corporate Announcements
Govt/Regulatory Authorities	No	Emails	Quarterly	Representations / Perspective on change in regulations / upcoming laws
Communities	No	Community Meetings	Annual	Developmental / Educational needs as part of the Company's CSR obligation.
Vendors	No	Digital Meetings / In person meetings	Quarterly with Strategic vendors & with other vendors once in a year /need basis	Regular business updates, Performance feedback, Updation about change in regulation pertaining to supplies/services

Leadership Indicators

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

The company's management apprises the Board Members of feedback received from various stakeholders on environmental, social, and governance (ESG) matters during Board Meetings. This regular communication ensures that the Board stays informed about stakeholder perspectives and concerns related to ESG issues.

The initial level dialogue on ESG matters takes place between the relevant Business Head or Functional Head and the respective stakeholders. These discussions are summarized and then shared with the Key Managerial Personnel. From there, the summary is escalated to the Board Members, providing them with a comprehensive overview of the key points discussed and the insights gained during the stakeholder engagements.

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

The feedback received from relevant stakeholders, as described earlier, undergoes periodic discussion during the Board Meetings. These discussions provide an opportunity for the Board Members to review the feedback and consider any necessary actions that may arise as a result.

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

Currently the Company doesn't engage with any vulnerable and marginalized stakeholder group.

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 2022-23			FY 2021-22		
	Total (A)	No. of employees / worker covered (B)	%(B/A)	Total (C)	No. of employees/ workers covered (D)	%(D/C)
Employee						
Permanent	1,289	871	67.57	1,289	317	24.59
Other than permanent	140	65	46.43	120	36	30.00
Total Employees	1,429	936	65.50	1,409	353	25.05
Worker						
Permanent	2,759	2,372	85.97	2,821	1,876	66.50
Other than permanent	3	2	66.66	11	3	27.27
Total Workers	2,762	2,374	85.95	2,832	1,879	66.35

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum wages		More than Minimum wages		Total (D)	Equal to Minimum wages		More than Minimum wages	
		Number (B)	%(B/A)	Number (C)	%(C/A)		Number (E)	%(E/D)	Number (F)	%(F/D)
Employee										
Permanent	1,289	675	52.36	614	47.63	1,289	749	58.10	540	41.89
Male	1,032	636	61.62	396	38.37	1,042	687	65.93	355	34.07
Female	257	39	15.18	218	84.82	247	62	25.10	185	74.90
Other than permanent	The Company employees, Trainees or Consultants to whom Minimum Wages are not applicable. Trainees are paid Stipend whereas the Consultants are governed by their respective Contracts									
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Worker										
Permanent	2,759	1,909	69.19	850	30.81	2,821	2,279	80.79	542	19.21
Male	2,111	1,501	71.10	610	28.90	2,158	1,774	82.21	384	17.79
Female	648	408	62.96	240	37.04	663	505	76.17	158	23.83
Other than permanent	The Company employees, Trainees or Consultants to whom Minimum Wages are not applicable. Trainees are paid Stipend whereas the Consultants are governed by their respective Contracts									
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

	Male		Female	
	Number	Median *remuneration/ salary / wages of respective category (in ₹)	Number	Median *remuneration/ salary / wages of respective category (in ₹)
Board of Directors (BOD)	2	3,66,06,910	1	2,28,37,908
Key Managerial Personnel	3	1,87,25,004	-	-
Employees other than BOD and KMP's	1,027	6,30,012	256	16,86,000
Workers	2,111	3,89,628	648	3,69,114

*Remuneration means and includes cost to the Company CTC)

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's Human Rights policy framework covers all aspects of any violation. There is a detailed redressal mechanism to review any occurrence of violation and its impact due on the business.

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

The Company has established a Grievance Redressal Policy, which outlines a structured framework for addressing and resolving grievances related to harassment or human rights violations. This policy demonstrates the organization's commitment to providing a safe and respectful work environment.

To ensure accessibility and ease of reporting, individuals can direct their complaints to the designated email address grievance.resolve@lalpathlabs.com. The Company is dedicated to prompt action, with a prescribed period of 90 days for addressing and resolving grievances. This timeframe underscores the Company's commitment to timely resolution and ensuring that grievances are handled effectively and efficiently

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

Particulars	FY 2022-23			FY 2021-22		
	File during the year	Pending resolution at the end of year	Remarks	File during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	7	-	All cases were closed	4*	-	*Out of the 4 complaints, 3 were pending for resolution at the end of the previous financial year, which was subsequently closed.
Discrimination at workplace	-	-	-	-	-	
Child Labour	-	-	-	-	-	
Forced Labour/Involuntary Labour	-	-	-	-	-	
Wages	-	-	-	-	-	
Other than Human rights related issue	-	-	-	-	-	

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

The organization conducts regular training of staff on Human Rights issues and violation which also covers the aspect of any adverse consequence for the complainant. All managers are made aware and accountable for any recurrence of harassment of the employee.

In case, the complainant feels any kind of specific / targeted discrimination, they can raise the complaint once again to the Grievance Redressal committee for further investigation.

8. Do human rights requirements form part of your business agreements and contracts:

Yes, the requisite clauses are part of all relevant business agreements/contracts.

9. Assessment for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	No case reported for the period. The Company's systems have inbuilt checks to validate any hiring of employee who is less than 14 years of age. The system will give an alert to the team. (100%)
Forced Labour/Involuntary Labour	No case reported for the period. Any such incidence raised shall be addressed by the redressal mechanism (100%)
Sexual Harassment	All cases of POSH are handled by the respective committees and the reports are submitted to the management. The annual report has the details on the cases received and their closures. (100%)
Discrimination at workplace	No case reported for the period. Any such incidence raised shall be addressed by the redressal mechanism (100%)
Wages	No case reported for the period. Additionally, compliance to minimum wage requirement is audited by the Statutory and the Internal auditors (100%)
Other-please specify	-

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

Not Applicable, since there were no cases which were received for principle mentioned under Question 9 above.

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

The Company has a defined process for addressing issues relating to human rights, which it believes is currently working properly.

The Company may relook at its processes in future, should the circumstances / particulars of a case calls for.

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

The Company has not conducted any Human Rights due-diligence for the financial year ended March 31, 2023.

However, the Company may consider doing the same in the current Financial Year, should the Management of the Company decide, depending on circumstances.

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:

Our business leadership has committed to put diversity and inclusion on their forefront agenda. We have pledged to work together as a collective, to help drive systemic change and be a more inclusive healthcare service provider for all our patients. The Company offers Home Collection facilities which can be availed by patients who cannot reach the facilities due to any health reasons or disabilities.

It has home collection services across all major cities and seven walk-in labs across Delhi NCR and Kolkata accessible for walk-in patients with disabilities. In their every quest to make our patient experience better, our leadership under ESG initiatives, is improvising our standard store formats to include infrastructure elements from the Rights of Persons with Disabilities Act, 2016 to make our walk-in outlets, corporate and regional offices accessible for all stakeholders.

4. Details on assessment of value chain partners:

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

The BRSR principles covers only the Company as of now and does not include its Value Chain Partners. However, the Company shall strive to initiate the assessment program during Financial Year 2023-24.

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

Not Applicable

PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A) (In Giga Joules; calculated at ₹ 11.5 per unit)	58,966	54,975
Total fuel consumption (B) (In Giga Joules; calculated at 0.3 KWH per litre)	140	154
Energy consumption through other sources (C) (In Giga Joules; Solar Energy)	405	221
Total energy consumption (A+B+C)	59,511	55,350
Energy intensity per rupee of turnover (Total energy on consumption/ turnover in rupees)	0.0000033	0.0000030
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

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: No

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	62,360	26,177
(iii) Third party water	62,676	96,139
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,25,036	1,22,316

Parameter	FY 2022-23	FY 2021-22
Total volume of water consumption (in kilolitres)*	1,25,036	1,22,316
Water intensity per rupee of turnover (Water consumed / turnover)	0.0000071	0.0000065
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

* Total Volume of water withdrawal and water consumption has been assumed to be the same

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

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

The Company, during the period under review, has started adopting the principles towards Zero Liquid Discharge by using the treated water in toilet flush at its National Reference Lab in Rohini, Delhi and Kolkata Reference Lab and other major lab in Delhi NCR and 13 Kilolitres water/day is being reutilised at both these Labs.

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

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

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

The Company is not into manufacturing and therefore the possibility of releasing GHG emissions into the atmosphere is negligible/not applicable.

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	370	366
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes Of CO ₂ equivalent	13,922	12,980
Total Scope 1 and Scope 2 emissions per rupee of turnover		-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

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

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details:

No

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A) (Plastic Waste is included in the Bio Medical Waste)	-	-
E-waste (B)	4	-
Bio-medical waste (C)	450	462
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H) . Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A+B + C + D + E + F + G + H)	454	462
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
Bio Medical generated by the Company in the course of its operations cannot be recovered through recycling or reusing by the Company		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	142	149
(ii) Landfilling	-	-
(iii) Other disposal operations - Shredding after disinfection	307	313
Total	449	462

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

9. 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:

All biomedical waste generated is segregated as per Bio-Medical Waste Management Rules 2016 & handed over to authorized vendor of state pollution control for safe disposal thereon after. Additionally, periodic visits by the Company officials are made to ensure that the vendor is following all due compliances.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
-	-	-	-

The Company has no operations around ecologically sensitive areas

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

The Company has not undertaken any EIA project during the year.

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
	-	-	-	-	-

12. 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: Yes

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

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A) (In Giga Joules; Solar Energy)	405	221
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	405	221
From non-renewable sources		
Total electricity consumption (D) (In Giga Joules; calculated at ₹ 11.5 per unit)	58,966	54,975
Total fuel consumption (E) (In Giga Joules; calculated at 0.3 KWH per litre)	140	154
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	59,106	55,129

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

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment (intake effluent treated)	1,00,629	1,06,797
- With treatment - please specify level of Treatment (physio chemical based ETP Treatment)	24,407	15,519
(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	-	-
Total water discharged (in kilolitres)	1,25,036	1,22,316

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

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

The Company doesn't have any laboratory in water stress area.

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

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) - the relevant metric may be selected by the Entity	-	-

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

Note: 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**

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

Parameter	Unit	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	-	-
Total Scope 3 emissions per rupee of turnover	-	-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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**

5. 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:

The Company doesn't have any Laboratory in ecologically sensitive area.

6. 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:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Effluent Treatment Plant installation	Effluent Treatment Plant installed in close to 112 locations for minimizing impact of water pollution. 24,407 KL of effluent treated before being discharged.	Approx 15,519 KL of effluent treated before being discharged

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

The company has developed a comprehensive Business Continuity Plan (BCP) specifically designed for its IT Services. The primary objective of this plan is to enable seamless operations from an alternate location in the event of any unforeseen circumstances or disruptions at the primary location.

When the Disaster Recovery (DR) Plan is invoked, the company's IT systems seamlessly transition to the DR facility, which is strategically situated in a different seismic zone. This geographical separation enhances the resilience and stability of the IT infrastructure. The BCP plan encompasses several key objectives:

- i. **Timely Business Recovery:** The plan aims to recover business operations within the agreed-upon timeframe as per the policy terms. This ensures minimal disruption and allows the company to resume operations efficiently.
- ii. **Continuous IT System Functionality:** The BCP plan ensures that the IT systems continue to operate smoothly from the alternate location until the primary location is fully restored. This uninterrupted availability of IT services helps maintain business continuity and minimize the impact on critical operations.
- iii. **Crisis Response Guidelines:** The plan provides detailed guidelines on how the company should respond during times of crisis. These guidelines assist in managing and mitigating the potential risks and challenges associated with disruptive events.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard:

While the current implementation of the Business Responsibility and Sustainability Reporting (BRSR) principles focuses on the company itself, the organization is strive to expanding its scope to include its Value Chain Partners. This strategic approach reflects the company's future aspirations to measure and mitigate environmental impacts throughout its value chain.

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

During the period under review, the implementation of the BRSR principles focused solely on the company itself, and no assessment was conducted for the value chain partners specifically in relation to environmental aspects. However, the Company recognizes the importance of extending the assessment to its value chain partners in order to comprehensively address environmental impacts.

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

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/ National)
1	Federation of Indian Chamber of Commerce and Industry	National
2	Confederation of Indian Industry	National
3	Healthcare Foundation of India	National

3. **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.**

During the year under review, no adverse orders have been passed by any regulatory body relating to the anti-competitive conduct by the Company.

Name of Authority	Brief of the case	Corrective action taken
-	-	-
-	-	-
-	-	-

Leadership Indicators

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

The Company does not engage in influencing Regulatory Policy. However, the Company practices pro-active advocacy not for securing certain benefits for industry, but for advocating certain best practices for the benefit of society at large.

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes/No)	Frequency of Review by Board (Annually/ Half Yearly/ Quarterly/ Other- Please specify)	Web-Link if available
-	-	-	-	-	-

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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

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

S. No	Name of Project for which R & R is ongoing	State	District	No. of Project affected families (PAFs)	% of PAFs covered by R & R	Amount paid to PAFs in the FY (In ₹)
Not Applicable						

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

The Company is not into manufacturing operations and as such its operations does not have an impact on the lives of local community from where it operates its diagnostics center.

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

Particulars	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/Small Producers	18%	16%
Sourced directly from within the district and neighboring districts	~8%	-

Leadership Indicators

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

Details of negative social impact defined	Corrective action taken
Not Applicable	

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

S. No.	State	Aspirational Districts	Amount spent (In ₹)
1	Andhra Pradesh	Visakhapatnam	4.32 million
2	Haryana	Nuh, Mewat	1.28 million

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

(b) From which marginalized /vulnerable groups do you procure: Not Applicable

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

Given the nature of the industry in which the Company operates, we deal with organized suppliers for quality purposes. However, going forward the Company shall strive to give preference to marginalized /vulnerable groups.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

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

S. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes/No)	Basis of calculating benefit sharing
-	-	-	-	-

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

Name of authority	Brief of case	Corrective action taken
-	-	-

Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	%age of beneficiaries from vulnerable and marginalized groups
1	Skill Development Training and Livelihood in Healthcare Sector (LPL Academy for Laboratory Medicine)	1,508	90
2	Skill Development Training and Livelihood in Healthcare Sector (LPL Academy for Laboratory Medicine)	775	90
3	Health Education in Schools	1,200	25
4	Establishing a Professorial Chair in Healthcare at IIMA (A Project for Research in Healthcare)	NA	NA
5	Nutritional Support to TB Patients	222	100

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:

A customer can reach out to us via Omni channel (Voice call, email, Chat, Social Media). Complaints received via these channels are getting tagged in CRM. The details of complaint tagged in CRM and unique ID gets generated. DLPL complaint resolution team does coordination with the relevant authority to close the complaint to the satisfaction of the Customer. The average span of complaint is approx. 72 hours. In certain cases, where complaint cases may take more than 72 hours, the follow up is required directly with the concerned Manager for intervention.

For feedback, we send an SMS to the customer post registration and we ask for the feedback. This process is called NPS (Net Promoter Score).

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

The Company provides diagnostic services and is not in the business of manufacturing/selling products and as such information on environmental and social parameters/safe usage or disposal is not applicable for it.

	As a percentage of turnover
Environment and Social parameters relevant to the product	-
Safe and responsible usage	-
Recycling and/or safe disposal	-

3. Number of consumer complaints in respect of following:

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remark	Received during the year	Pending resolution at end of year	Remark
Data Privacy	-	-	-	-	-	-
Advertising	23	-	-	929	10	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	8,713	224	-	18,684	108	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other (Technician Related/ Demographic Related)	34,986	322	-	59,661	119	-

Please refer to Q-23 of Section A for complaints/queries received for delivery/non-delivery of essential services.

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

	Number	Reasons for recall
Voluntary recalls	-	Not Applicable
Forced recalls	-	Not Applicable

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

The Company has policies and procedures on the identification of critical assets, risks and relevant controls which will protect, detect, respond and recover against cyber security events. The risks around data security and privacy are identified, evaluated and documented in its internal risk register.

The Privacy Policy of the Company can be accessed at <https://www.lalpathlabs.com/privacy-policy>

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.

- A) Sending alerts to customers in case of Repeat, Delay or Critical values
- B) SMS to customers for report completion
- C) Sending Phlebotomist details to customer for direct coordination in case of delays
- D) There weren't any material issues arising relating to cyber security and data privacy of customers which required corrective action to be taken. Also

there was no penalty imposed / action taken by any regulatory authority during the period under review.

Leadership Indicators

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

The services of the Company can be accessed from its website (www.lalpathlabs.com), Mobile App or by calling on its Helpline number or by walking up to the nearest centre.

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

Posters pertaining to safe and responsible usage of product/services are visible in all DLPL outlets. Home collection COVID - 19 videos are available on YouTube.

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

The Company informs its customers of any discontinuation/disruption by virtue of putting notifications on its Website for the awareness of public at large.

The Company is also bound under the SEBI (Listing Obligations and Disclosure Requirements) Regulations to promptly inform the Stock Exchanges about any material event which may have a bearing on the Company's operations.

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

The Company is in the business of providing Diagnostic Services and hence the display product information part is not applicable.

Net Promoter Score (NPS), the Company's satisfaction survey is conducted after every transaction with the customer and results analysed to improve performance.

- 5. 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