



Tests you can trust

September 14, 2023

To,

National Stock Exchange of India Limited

Exchange Plaza

Bandra Kurla Complex,

Bandra (E), Mumbai - 400 051

**(SYMBOL: THYROCARE)**

BSE Limited

Phiroze Jeejeeboy Towers

Dalal Street,

Mumbai- 400 001

**(SCRIP CODE 539871)**

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

Dear Sir/Madam,

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

We request you to please take the same on record.

Thanking You

Yours faithfully,

**For Thyrocare Technologies Limited**

**Ramjee Dorai**

**Company Secretary and Compliance Officer**

Thyrocare Technologies Limited

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

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

(CIN : L85110MH2000PLC123882)

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

## SECTION A- GENERAL DISCLOSURES

### I. Details of the Company

1. **Corporate Identity Number (CIN) of the Listed Entity:** L85110MH2000PLC123882
2. **Name of the listed entity:** Thyrocare Technologies Limited
3. **Year of incorporation:** 2000
4. **Registered Office Address:** D-37/1, TTC Industrial Area, MIDC, Turbhe, Navi Mumbai-400703.
5. **Corporate Address:** D-37/3, TTC Industrial Area, MIDC, Turbhe, Navi Mumbai-400703.
6. **E-mail:** [investor\\_relations@thyrocare.com](mailto:investor_relations@thyrocare.com)
7. **Telephone:** 0124-2290427/28
8. **Website:** [www.thyrocare.com](http://www.thyrocare.com)
9. **Financial year for which reporting is being done:** April 2022- March 2023 (FY 2022-23)
10. **Name of the Stock Exchange(s) where shares are listed:** National Stock Exchange of India Limited and BSE Limited
11. **Paid-up Capital:** ₹ 52,93,00,430/-
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**  
**Name:** Ramjee Dorai  
**Designation:** Company Secretary and Compliance Officer  
**Telephone No:** 022-27622762  
**E-mail:** [ramjee.d@thyrocare.com](mailto:ramjee.d@thyrocare.com)
13. **Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)**

The disclosures under this report are made on standalone basis, However, Nuclear Healthcare Limited participates in the BRSR initiatives of the Company by adhering to the basic principles and practices of the Parent company, to the extent applicable

### II. Product/ 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	Human health and social care services	Independent Diagnostics 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	Independent Diagnostics Laboratories	869	98.89%
2	Point of Care Testing devices and strips	325	1.11%

### 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 is in the business of providing diagnostic services.	31 (including 3 COVID labs)	31
International		0	0

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

##### a. Number of locations

Locations	Number
National (No. of States)	26 States & 6 Union Territories
International (No. of Countries)	0

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

Nil

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

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

### IV. Employees

#### 18. Details as on 31st March 2023:

##### a. Employees and workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1.	Permanent employees (D)	1645	1264	77%	381	23%
2.	Other than permanent employees (E)	0	0	0%	0	0%
3.	Total employees (D+E)	1645	1264	77%	381	23%
4.	Permanent workers (F)	0	0	0	0	0
5.	Other than permanent workers (G)	0	0	0	0	0
6.	Total Workers (F+G)	0	0	0	0	0

##### b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently Abled Employees</b>						
1.	Permanent (D)	3	3	100%	0	0
2.	Other than permanent (E)	0	0	0%	0	0
3.	Total employees (D+E)	3	3	100%	0	0
<b>Differently abled workers</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	-	-	-	-	-
6.	Total Workers (F+G)	-	-	-	-	-

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

	Total (A)	Number of Female (B)	Percentage (B/A)
Board of Directors	8	1	12.5
Key Management Personnel	3	0	0

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

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	43.07%	59.26%	47.30%	43.58%	57.79%	47.84%	59.26%	47.30%	43.58%
Permanent workers	-	-	-	-	-	-	-	-	-

**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	Docon Technologies Private Limited	Holding	71.14	No
2	Nuclear Healthcare Limited	Subsidiary	100	Yes*
3	Pulse Hitech Health Services (Ghatkopar) LLP	Subsidiary	51	No
4	Equinox Labs Private Limited	Associate	30	No

\* Nuclear Healthcare Limited participates in the BRSR initiatives of the Company by following the basic principles and practices of the Parent company, to the extent applicable.

**VI. CSR Details****22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No):** Yes

(ii) Turnover (in ₹): 4,86,46,35,303/-

(iii) Net worth (in ₹): 5,20,75,89,261/-

**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	Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	Current FY 2022-23			Previous FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints pending resolution at close of 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, The Company has setup an investor grievance mechanism to respond to investor grievances in a timely and appropriate manner. The investor grievances and action taken are also reviewed. Investors can reach out to the Company Secretary at <a href="https://investor.thyrocare.com/investor-contacts/">https://investor.thyrocare.com/investor-contacts/</a>	0	0	NA	0	0	NA
Shareholders	Shareholders, for any of their grievances can reach out to the Company Secretary at <a href="https://investor.thyrocare.com/investor-contacts/">https://investor.thyrocare.com/investor-contacts/</a>	3	0	NA	4	0	NA

Stakeholder group from whom complaint is received	Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	Current FY 2022-23			Previous FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints pending resolution at close of the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	<p>Yes, the Company has an automated Grievance Redressal Mechanism for reporting and ensuring effective redressal of employee grievances. This is inbuilt in the HR tool named as Darwinbox, wherein any employee can raise and seek redressal of grievance. The grievances are reported to HR directly.</p> <p>There is also a vigil mechanism in place to report serious grievances and inappropriate action by any other employee/executive/director. The Internal Complainants Committee has also been constituted to look into complaints of sexual harassment, if any.</p>	0	0	NA	0	0	NA
Customers	<p>The Company has not implemented a formal Grievance Redressal Policy, however, customers can submit their complaints to the Company through following channels:</p> <ol style="list-style-type: none"> <li>1) By writing an email to complaints@thyrocare.com;</li> <li>2) By calling on the helpline numbers at 022 30900000/67123400; and</li> <li>3) By sending a message through whatsapp on 9870666333.</li> </ol> <p>Upon receiving a complaints, a ticket is generated and assigned to the relevant stakeholders group for redressal. Standard Turnaround Time (TAT) for closure a ticket is 24 to 48 hours.</p> <p>The escalation matrix for complaint redressal is as follows: Level1: redressals@thyrocare.com; Level2: gm.redressals@thyrocare.com</p> <p>After a complaint has been resolved, customers are requested to provide feedback on their satisfaction/ dissatisfaction regarding the compliant redressal through email. If a customer selects "Not-satisfied", the ticket is re-opened and entire process will be followed again.</p>	4929	16*	16 tickets were pending due to pending sample recollection and customer's consent for sample recollection by the end of financial year on March 31, 2023	4266	31**	31 tickets were pending due to pending sample recollection and customer's consent for sample recollection by the end of financial year on March 31, 2022

Stakeholder group from whom complaint is received	Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	Current FY 2022-23			Previous FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints pending resolution at close of the year	Number of complaints pending resolution at close of the year	Remarks
Value Chain Partners	The Company has not implemented a formal Grievance Redressal Policy, however, Value Chain Partners can raise concerns via email, post, telephone, or courier. (Email- support@thyrocare.com, WhatsApp- 8422888222, Phone - 022 38002350). Value chain partners of the Company comprises of sample collection centers across India.	19858	24*	The Company has introduced ticket based complaint system in FY 22-23 which helped in increasing efficiency for compliant redressal. 24 complaints were pending as on March 31, 2023 on account of confirmation awaited from the clients and their customer's for sample recollection.	-	-	The Company has not developed a formal complaint recording mechanism for its value chain partners during FY 2021-22. However, such grievances were generally reported through the employees/ department with whom they co-ordinate during FY 2021-22
Others (please specify)	-	-	-	-	-	-	-

\*All complaints are closed as on April 15, 2023

\*\* All complaints are closed as on April 20, 2022

#### 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.	Competition	Risk	Threat to market share	Market research to stay updated on competitors' activities, customer service, branding	
2.	Alternate Energy & Environment Conservation- Solar panels	Opportunity	Provide a renewable, sustainable and cost-effective source of energy	-	NA

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.	Financial Risk	Risk	Market risk, credit risk, Operational risk, Liquidity risk	Risk management strategies, diversifying investments, maintaining financial reserves, securing insurance coverage and conducting regular audits and assessments	Financial losses, increased borrowing costs or reduced liquidity
4.	Cyber Security	Risk	Cyber threat as data volumes grow	Implementing robust cybersecurity measures, such as firewalls, encryption, regular security audits, employee training on best practices and incident response plans	Financial losses, legal liabilities, reputational damage, and potential regulatory fines
5.	Human Resource	Risk/ Opportunity	Attract & retain key talent and health, safety & well-being of human resource	Competitive compensation and providing professional development opportunities, fostering a positive work environment, and prioritizing employee health and safety	Attracting and retaining key talent or addressing health and safety issues may result in increased recruitment and training costs, reduced productivity

**SECTION B- MANAGEMENT AND PROCESS DISCLOSURES**

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<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
b. Has the policy been approved by the Board? (Yes/ No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Investor Relations (thyrocare.com)								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	The Company encourages adoption of Business responsibility initiatives by its Business Associates and value chain partners to the extent feasible.								
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.	NA								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9										
<b>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	The Company is committed to implementing the course of action envisioned under the 9 principles defined in the National Voluntary Guidelines on Social, Environmental & Economic Responsibilities of Business which is issued by the Ministry of Corporate Affairs.																		
<b>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met</b>	The Company will continue to track its performance against the said principle(s) and take mandatory actions whenever needed.																		
<b>Governance, leadership and oversight</b>																			
<b>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</b>	<p>The ESG (Environmental, Social, and Governance) paradigm is of paramount importance, given the industry in which our company operates. We recognize the need to thrive within our immediate environment in which we operate responsibly by implementing sustainable practices.</p> <p>Since its inception, our company has persistently launched various initiatives to amplify ESG-based practices and make successful headways in various verticals. Till date, key issues have been successfully addressed, including proper disposal and treatment of bio-medical waste, water conservation by implementing water-saving reducers, transitioning to e-billing to reduce paper usage and adoption of solar panels.</p> <p>The Company has invested in Effluent treatment plants for its labs and Sewage treatment plants at its Head office to ensure both the lab waste water as well the general waste water is adequately treated before its discarded through the drain lines.</p> <p>The Company also plans to invest in the organic waste compost plants to treat and reuse its dry and wet general waste.</p> <p>Additionally, majority of the communications, messaging and announcements to our channel partners is now being done digitally instead of using traditional physical collaterals.</p> <p>Our company is cognizant of its ethical responsibilities as a corporate citizen and continuously acts in adherence to moral principles.</p>																		
<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	Mr. Rahul Guha, Managing Director and Chief Executive Officer (Executive Director) DIN: 09588432 Tel: 022-2762 2762 Email Id: <a href="mailto:investor_relations@thyrocare.com">investor_relations@thyrocare.com</a>																		
<b>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.</b>	Implementation of the Policy would be governed by the Corporate Social Responsibility Committee headed by an Independent Director.																		
<b>10. Details of Review of NGRBCs by the Company:</b>																			
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																			No
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																			No
<b>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.</b>																			
<b>12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:</b>																			
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- PRINCIPAL WISE PERFORMANCE DISCLOSURE**

**PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable**

**Essential Indicators**

Thyrocare believes that Ethics, Transparency and Accountability are inter-related:- a business which runs its operations ethically and in a transparent manner, would never have any problem of Accountability towards all its stakeholders, and to the society at large. Thyrocare has been conducting its business on Ethical lines, and in a transparent manner from the day of its inception. Thyrocare has formulated an elaborate code of conduct, which is applicable to all the Directors and the employees of the Company and its subsidiary(ies). The Company has also put in place a Whistle-Blower policy to enable employees to report any actual or suspected incidence of corruption, bribery, or any kind of unethical behaviour on the part of any employee, including executives and directors. The Code of Conduct and the Whistle Blower Policy have been uploaded on the Company’s website.

**1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	1	Familiarization programs	100%
Key Managerial Personnel	1	Code of conduct/ Behavioural	100%
Employees other than BoDs and KMPs	54	Basic Safety Training	100 %
Workers	NA	NA	NA

**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:**

	Monetary				
	NGRBC Principle	Name of the Regulatory/ enforcement agencies/ judicial institutions	Amount (in INR.)	Brief of Case	Has an appeal been preferred? (yes/ No)
Penalty/ Fine	NIL	-	-	-	-
Settlement	NIL	-	-	-	-
Compounding Fee	NIL	-	-	-	-
Non-Monetary					
Imprisonment	NIL	-	-	-	-
Punishment	NIL	-	-	-	-

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
N.A.	N.A.

**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:**

Thyrocare’s code of conduct contains guidelines on anti-bribery and anti-corruption. The policy is available on the company’s website at <https://investor.thyrocare.com/wp-content/uploads/2023/01/Code-of-conduct-1.pdf>

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

	Current Financial Year 2022-23	Previous Financial Year 2021-22
Directors	None	None
Key Managerial Personnel (KMPs)	None	None
Employees	None	None
Workers	N.A.	N.A.

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

	Current Financial Year 2022-23		Previous Financial Year 2021- 22	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	None	-	None	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	None	-	None	-

**7. Provide details of any corrective action taken or underway on issues related to incidents / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest – Not applicable****Leadership Indicators****1. Awareness programmes conducted for value chain partners on any of the principles during the financial year**

Total number of awareness programmes held	Topics/ Principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
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As of now, the Company has not conducted any awareness programs for value chain partners as the policies apply only to the Company as of now. However, the Company shall strive to initiate the awareness program going forward based on materiality.

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

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

**PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe****Essential Indicators**

Thyrocare believes that for a diagnostic service oriented company like it, sustainability means providing dependable results at affordable cost. With this in view, Thyrocare established India's first fully automated and IT-enabled laboratory that today ensures error-free processing of specimens collected from all over India and sent by using an innovative air-cargo system, and giving results within a reasonable turnaround time, by employing the latest technologies, and fully computerised testing process, Thyrocare is able to remain at par with industry standards in terms of quality and service delivery. By handling huge volumes, Thyrocare is able to provide its services at the lowest possible cost, unmatched by any other service provider in the industry.

**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.**

	Current Financial Year (2022-2023)	Previous Financial Year (2021-2022)	Details of improvements in environmental and social impacts
R&D			
Capex	3.36%	16.4%	Investments in Solar panels, Effluent treatment plants, Sewage treatment plants and Autoclave at various labs

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

Yes, the Company is committed towards sustainable business practices and hence, while onboarding any supply chain partners, the Company evaluates the partners on the basis of their commitment towards social and environmental parameters like, child labour, human rights and environment safety. The Company also prefers doing business with supply chain partners who are committed towards environmental safety standards.

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

The value / percentage of inputs sourced sustainably, is not tracked by the Company at present.

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

Since the Company is in the business of providing diagnostic services, recycling or reusing products after they have served their purpose is not applicable. However, the Company has agreements with authorised vendors for the secure and timely disposal of biomedical waste created during the collection and testing of samples.

**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?**

NIC Code	Name of Product / Service	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.
None					

**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
None		

**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	whad or re-used input material to total material	
	Current Financial Year (2021-2022)	Previous Financial Year (2021-2022)
The Company is into the business of providing diagnostic services and hence it is not applicable.		

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

	Current Financial Year (2022-2023)			Previous Financial Year (2021-2022)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	237.4 T	NA	NA	241.9 T	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	175.3 T	NA	NA	112.6 T
Other waste	NA	NA	NA	NA	NA	NA

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

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

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

Thyrocare is alive to the fact that Human Resources are the most valued assets of any organisation, and hence every organisation has to take all possible measures for the well-being of the employees, so as to keep their morale and motivation high. With this in view, Thyrocare has structured numerous welfare measures and is also taking necessary steps for enhancement of their skills and abilities on a continuous basis. Thyrocare organises recreational events like New Year celebrations and Get-togethers, Townhall and periodical contests to enable the employees to exhibit their abilities. Thyrocare has also introduced Employees Stock Option Scheme whereby shares equivalent to about 1% of the Company's paid up capital would be offered, over a period of time to all the eligible employees to inculcate into them a deep sense of belonging to the organisation, besides giving them an opportunity of sharing the benefit of the Company's growth. Under this scheme, Thyrocare has already granted options to the eligible employees in the past eight years. Thyrocare takes utmost care of its employees' safety & wellbeing. Strong norms & guidelines were set to ensure that employees are safe while in office & on field – Proper safety measures, such as the use of appropriate PPE including gloves, masks, and other necessary equipment, are strictly followed while handling and testing of patients' samples.

**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)
<b>Permanent employees</b>											
Male	1264	1264	100%	-	-	NA	NA	1264	100%	NA	NA
Female	381	381	100%	-	-	381	100%	NA	NA	NA	NA
<b>Total</b>	<b>1646</b>	<b>1646</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>381</b>	<b>100%</b>	<b>1264</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>
<b>Other than Permanent employees</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

\*The accident policy is taken for phlebotomists and Runners involved in sample logistics.

**b. Details of measures for the well-being of workers: Not Applicable**

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent workers</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Other than Permanent workers</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

Benefits	Current Financial Year 2022-23			Previous Financial Year 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/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y*	100%	NA	Y
ESI	46%	NA	Y	74%	NA	Y

\*All eligible employees have been paid gratuity.

**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 continues to strive to develop an inclusive environment for its entire workforce and does not differentiate between its employees basis physical capabilities. In that direction, the Company has made its offices accessible to persons with disabilities, wherever possible. Some of the initiatives taken by the Company towards this are as under:

- Increasing door width
- Hand grabs in restrooms
- Fire exist signs
- Ramps
- lift, etc

Further our organization does not discriminate based on physical ability for onboarding employees/workers and has an inclusive environment for persons with disabilities.

**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's code of conduct emphasizes providing equal opportunities for employees at all levels and prohibits the discrimination or harassment. The policy is available on the Company's website at <https://investor.thyrocare.com/wp-content/uploads/2023/06/Code-of-conduct-1-2.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%	100%	-	-
Female	100%	100%	-	-
Total	100%	100%	-	-

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	N.A.
Other than Permanent Workers	N.A.
Permanent Employees	Yes, the Company has an automated Grievance Redressal Mechanism for reporting and ensuring effective redressal of any kind of employee grievances. This is inbuilt in the HR tool, wherein any employee can raise and seek redressal for any of his/her grievance. The grievances are reported to HR directly and the suitable matrix is followed for resolution of each grievance.
Other than Permanent Employees	-

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

There is no employee association recognized by the Company

Category	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employee</b>						
Male	1306	0	0	1466	0	0
Female	407	0	0	575	0	0
<b>Total Permanent Workers</b>						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-

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

Category	Current Financial Year 2022-23					Previous Financial Year 2021-22				
	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>Employees</b>										
Male	1264	553	42%	344	26%	1466	601	41%	337	23%
Female	381	130	32%	65	16%	575	207	36%	63	11%
<b>Total</b>	<b>1645</b>	<b>683</b>	<b>40%</b>	<b>409</b>	<b>24%</b>	<b>2041</b>	<b>808</b>	<b>39%</b>	<b>400</b>	<b>19%</b>
<b>Workers</b>										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Category	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	1264	1264	100%	1466	1466	100%
Female	381	381	100%	575	575	100%
<b>Total</b>	<b>1645</b>	<b>1645</b>	<b>100%</b>	<b>2041</b>	<b>2041</b>	<b>100%</b>
<b>Workers</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

**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, Occupational Health and Safety management system has been implemented by the Company. Following are some key practices that have been carried out:

- Monthly inspection of labs of the Company has been conducted.
- All the labs are under the Fire Annual Maintenance which includes maintenance and servicing of fire equipment's on the premises
- Mock drill trainings are conducted every six months.
- Safety induction training is given to the new joinees.
- Personal Protection Equipment kits are provided to the employees deployed at labs, members of maintenance team and also for the ground staff.
- Daily inspection round in labs is carried out by the Housekeeping Incharge, Canteen Incharge and also by Maintenance team.
- Segregation of bio-medical waste is ensured as per the regulatory norms prescribed.

- First Aid boxes are available at suitable places which is regularly monitored and refilled.
- Regular Health and Wellness Camps are undertaken for employees.
- Monthly Safety training is given to the employees on the various safety topics such as: chemical handling, manual handling of Materials & equipment's, electrical safety, first aid measures & Cardiopulmonary resuscitation (CPR).

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

Following are the processes followed by the Company for identification of work-related hazards:

- Programs and procedures are developed to identify the risks and hazards. The procedures are reviewed and updated regularly on the basis of any amendments to the applicable laws and regulations.
- Monitoring progress through periodic evaluations.

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

Yes, eligible employees undergo regular training to identify the hazards and learn how to mitigate the risks in accordance with the programs and procedures developed. If a hazardous incident occurs, reporting matrix is followed to report the incident.

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

Yes, there is a proactive health and well-being initiative that takes care of the overall physical and mental well-being of employees. Additionally, the Company has ensured that all eligible employees are covered by ESIC insurance (Employee's State Insurance Corporation). Further, all employees are covered for medical claims. Diagnostic tests are made available at discounted rate to our employees.

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

Safety Incidents/ Number	Category	Current Financial Year 2022-23	Previous Financial Year 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	-	-
Total recordable work-related injuries	Employees	0	0
	Workers	-	-
Number of fatalities	Employees	0	0
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	-	111

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

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

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

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

	Current Financial Year 2022-23			Previous Financial Year 2021- 22		
	Filed	Pending Resolution at end of year	Remark	Filed	Pending Resolution at end of year	Remark
Working Conditions	0	0	0	0	0	-
Health and Safety	0	0	0	0	0	-

14. Assessments for the year:

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

Note: Periodic internal audits of laboratories are conducted by internal teams. Further, accreditation bodies such as NABL (National Accreditation Board for Testing and Calibration Laboratories) evaluate the labs' working conditions and health and safety practices as part of their accreditation process

**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.**

All incidents are investigated to identify any gaps and make recommendations for system or process improvement. The objective is to learn and prevent recurring shortcomings. The recommendations are implemented in a time bound manner. Dissemination of safety related information and training is ensured to prevent recurrence. To ensure the effectiveness of all safety system components and activities, both internal and external audits are carried out as per details provided in the description of Safety Management System. Strict monitoring of the audit recommendations is carried out at various levels. Guidelines on compliance with these recommendations have been implemented across all divisions.

### 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 company has taken term insurance for all employees.

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

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

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

	Total Number of affected employees/ workers		No. of employees/ workers that are rehabilitated or whose family member have been placed in suitable employment	
	FY 2022-23	FY 2021- 22	FY 2022-23	FY 2021- 22
Employees	0	0	0	0
Workers	-	-	-	-

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

Yes The company provides transition programs to facilitate continued employability and management of career ends resulting from retirement or termination of employment, by providing professional counseling helpline, which employee can access for guidance and support during their transition period. This helpline is designated to assist employee in navigating career challenges, exploring new opportunities and addressing any concern or challenges they may encounter during the retirement or termination process.

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

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	As of now, the Company does not have a process to cover assessment of value chain partners on these parameters. However, the Company shall strive to initiate the assessment program going forward based on materiality.
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.**

No corrective action plan has been necessitated on the above-mentioned parameters. However, in case any such risks/ concerns are observed, the Company may provide a reasonable timeframe for compliance to value chain partners. On a case-to-case basis, the Company may evaluate the respective risks/ concerns and may call for a corrective action plan from the value chain partners.



**PRINCIPLE 4: 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 modern concept of corporate governance is to take care of welfare of not only the shareholders, but all the stakeholders and the overall community as a whole. True to this concept, Thyrocare takes care to structure its business policies in such a way that they are beneficial to all the stake-holders – Investors, Employees, Customers, Vendors, Business Associates, and to the Society at large, and particularly the weaker sections of the society. The Company’s pricing policy is based on the principle of taking the company’s services within the reach of common man. Our approach towards responsible and sustainable business practice involves assessing the level of influence and impact of various stakeholder groups on the Company considering the vision and mission statement of the Company.

**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
Investors & Shareholders	No	We interact with our shareholders, potential investors and research analysts through investor meetings/ calls, conferences, earnings call, investor events, e-mail, press releases, stock exchange intimations, investor presentations and annual reports.	Monthly/Quarterly/Half yearly/Yearly	Interacting with investors and shareholders increases transparency and accountability and helps them to take an informed decision to invest in our Company. The key areas of engagement includes an update on the business and financial performance, Company’s strategy and growth levers, potential opportunities and risks, material events which may have a positive or negative impact on the performance of the Company
Employees	No	By way of digital as well as physical channels of communication including e-mails, townhalls, newsletters, pulse surveys for employee feedback, redressal, training programmes for personal and professional growth.	Weekly/Monthly	Promoting transparency fostering a positive workplace culture improving diversity and inclusion. Providing learning opportunities to the employees to upgrade their skills.
Customers	No	Phone calls, email, live chat, social media, SMS, Newspaper, Pamphlets, Website, in person meetings.	Monthly/Quarterly/Half yearly/Yearly	To improve customer satisfaction, increase customer loyalty, increase sales, promoting various schemes.
Vendors	No	Digital Meetings / In person meetings	Frequent and need based	Our regular updates to businesses encompass information about performance feedback, as well as any updates regarding changes in regulations related to supplies and services.
Govt/ Regulatory Authorities	No	Interactions with authorities take place through e-mails, meetings, submissions, etc. as required	Need-based	Our interaction with official authorities serves multiple purposes. When engaging with regulatory authorities, our goal is to meet our obligations and advance our core business activities, in accordance with the highest standards of compliance and governance. Our engagement with policy makers is focused on gaining a deeper understanding of and participating in discussions about issues relevant to the industry.
Communities	No	Meetings, digital channels	Frequent and need based	Developmental / Educational needs as part of the Company’s CSR obligation.

### Leadership Indicators

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

The CSR committee generally conducts initial consultations on ESG through functional heads, while the relevant functional head or executive team is responsible for consulting with the respective stakeholder group. The discussions are then taken up at the Board meetings in accordance with the criticality of the matter.

**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.**

Yes. Stakeholder consultation is key to identification of areas of improvement in corporate ESG efforts.

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

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

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

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

#### Essential Indicators

Thyrocare is conscious of the fact that it is the responsibility of every business enterprise to respect human rights, to avoid infringing on the human rights of others, and to take effective remedial measures in the event of any such infringement. Therefore, Thyrocare takes efforts to ensure that its activities or business relationships do not cause any adverse impact on any community.

**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 / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	1645	954	58%	2041	1299	63%
Other than permanent	-	-	-	-	-	-
<b>Total Employees</b>	<b>1645</b>	<b>954</b>	<b>58%</b>	<b>2041</b>	<b>1299</b>	<b>63%</b>
<b>Workers</b>						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
<b>Total Employees</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	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</b>										
Permanent										
Male	1306	0	0	1306	100%	1466	0	0	1466	100%
Female	407	0	0	407	100%	575	0	0	575	100%

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	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>Other than Permanent</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers										
<b>Permanent</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Other than Permanent</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	1	3,18,01,079	0	-
Key Managerial Personnel**	2	60,04,064	0	-
Employees other than BoD and KMP	1306	2,64,680	407	2,59,803
Workers	-	-	-	-

\* BoD represents data for Managing Director and CEO only since rest of the BoD consists Non-Executive Directors

\*\*Key Managerial Personnel include CFO and Company Secretary.

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

Yes.

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

The Company has an automated Grievance Redressal Mechanism for reporting and ensuring effective redressal of any type grievances by the employees. This is inbuilt in the HR tool named as Darwinbox, wherein any employee can raise and seek redressal of grievance. The grievances are reported to HR directly.

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

	Current Financial Year 2022-23			Previous Financial Year 2021-22		
	Filed during the year	Pending resolution at end of year	Remark	Filed during the year	Pending resolution at end of year	Remark
Sexual Harassment	0	0	0	0	0	0
Discrimination at workplace	0	0	0	0	0	0
Child Labour	0	0	0	0	0	0
Forced Labour/ Involuntary Labour	0	0	0	0	0	0
Wages	0	0	0	0	0	0
Other human rights related issues	0	0	0	0	0	0

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

The Company has implemented a Whistle Blower policy which allows employees to report to any improper activities that may lead to violation of laws, rules, regulation or breach of code of conduct including misuse of price sensitive information, to the competent authority or Chairperson of the Audit Committee. As per Whistle Blower Policy, the Company ensure the protection of complaints, and if required, the investigation is to be conducted in a confidential manner, ensuring the protection of the complainant and safeguarding against any retaliation. The contact details of the Chairperson of Audit

Committee have been provided in the Company's website for information of the employees. Additionally, the company has established an internal complaints committee and mechanism for redressal of a complaint related to sexual harassment under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Company provides training/awareness session for all employees relating to all policies and regulations including those related to prevention of sexual harassment, prevention of child labour etc.

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

No

**9. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	No case was reported during financial year 2022-23. The Company's systems have inbuilt checks to prevent any hiring of employee who is less than 18 years of age.
Forced/involuntary labour	No case was reported during financial year 2022-23.
Sexual harassment	All cases of sexual harassment are handled by the respective committees and the reports are submitted to the management. The annual report of the Company published each year has the details on the cases, if any, received and their redressal.
Discrimination at workplace	No case was reported during financial year 2022-23.
Wages	No case was reported during financial year 2022-23. Additionally, the compliance of minimum wage requirement is audited by the Statutory as well as the Internal auditors.
Others – 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

**Leadership Indicators**

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

The Company has defined process for addressing grievances relating to any right of the employees, 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, depending on circumstances/instances/materiality.

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes

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

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	As of now, the Company does not have a process to cover assessment of value chain partners on these parameters. However, the Company shall strive to initiate the assessment program going forward.
Discrimination at workplace	
Child Labour	
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.**

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

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**

**Essential Indicators**

Thyrocare is fully aware that protecting the environment around us is of vital importance for our well being. Any damage to the environment ultimately endangers the very existence of life itself in the long run. Therefore, Thyrocare is taking all possible efforts to prevent any kind of pollution and adhering to the best procedures to protect the environment. Apart from complying with the statutory regulations, Thyrocare has structured Standard Operating Procedures to ensure that the Company's activities do not create any negative impact on the environment.

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

(in joules )

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	2.28	2.08
Total fuel consumption (B)	1.99	1.75
Energy consumption through other sources (C)	1.84	1.75
Total energy consumption (A+B+C)	6.11	5.58
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	1.1095	1.0132
Energy intensity per rupee of turnover in Gigajoules (GJ)/ INR Million	-	-
Whether any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	NO	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
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	34178	33518
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres)	34178	33518
Total volume of water consumption (in kilolitres)	34178	33518
Water intensity per rupee of turnover (Water consumed / turnover) (KL per rupee)	7.42	6.08

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

The Company has installed Sewage Treatment Plant at its corporate office. This plant effectively treats the wastewater generated on-site and the treated (recycled) wastewater is being used for day to day purposes such as toilet flush. Additionally, all the labs within the Company have their own effluent treatment plants installed to ensure proper treatment of wastewater before it is discharged from the labs.

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	NA	NA	NA
SOx (Kg/Day)	NA	NA	NA
Particulate matter (PM) (PPM)	NA	NA	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – ODS	NA	NA	NA

Note: Being in the service industry, the Company's only source of air emissions is the use of diesel generators at 25 labs and office units. All of these generators are regularly maintained and operate within permissible emission limits.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:

Parameter	Please specify unit	Current Financial Year 2022-23	Previous Financial Year 2021- 22
Total Scope 1 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)	NA	NA	NA
Total Scope 2 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)	NA	NA	NA
Total Scope 1 and Scope 2 emissions per rupee of turnover	NA	NA	NA
Total Scope 1 and Scope 2 emission intensity (optional)- the relevant metric may be selected by the entity	NA	NA	NA

Note: The Company operates in the service sector, hence the likelihood that it will emit GHGs is either negligible or non-existent.

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

No, the Company operates in the service sector, the likelihood that it will emit GHGs is very low or non-existent.

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

Parameter	Current FY 2022-23	Previous FY 2021-22
<b>Total Waste generated (in tonnes)</b>		
Plastic waste (A)	237.4 T	241.9 T
E-waste (B)	NA	NA
Bio-medical waste (C)	175.3 T	112.6 T
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
<b>Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)</b>	NA	NA
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>412.7882 T</b>	<b>354.53034 T</b>
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in tonnes)		
Category of waste (Add columns, if necessary)	NA	NA
(i) Recycled	237.4 T	241.9 T
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in tonnes)</b>		
Category of waste (Add columns, if necessary)		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA

Parameter	Current FY 2022-23	Previous FY 2021-22
(iii) Other disposal operations		
i.e. handing over of bio medical waste to authorised service provider for further processing	175.3 T	112.6 T
Recycling of plastic waste by third party	237.4 T	241.9 T
<b>Total</b>	<b>412.78 T</b>	<b>354.53 T</b>

**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:**

The waste is segregated as per the following codes:

- Red
- Yellow
- Blue
- Black.

Afterwards, Red and Yellow wastes are then pre-treated (using autoclave).

The bio-medical wastes produced in the laboratory are handed over to the State Pollution Control Board for recycling or safe disposal in accordance with the provisions of the Bio-Medical Waste Management Rules 2016. The Company has formulated Standard Operating Procedures for waste management, to ensure proper separation, handling, storage and transportation of bio-medical wastes.

**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? (Yes/No) If "No", the reasons thereof and corrective action taken, if any.
None of our labs or offices are located in ecologically sensitive sites.			

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

Name and brief of the project	EIA Notification No.	Date	Whether conducted by independent agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web-link
None					

The entity has not conducted any environmental impact assessments. However, we have implemented eco-friendly practices in our labs and our corporate office. This includes the installation of solar panels in three labs and our registered office.

Additionally, 25 labs have ETP installed. We also prioritize employees' training and education on energy and resources conservation methods to ensure reasonable usage.

**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:**

S. No.	Specify the law/ regulation/ guidelines which is not compliant	Provide details of the non-compliance	Any fines/ penalties/ action taken by regulatory agencies such as pollution control board or by courts	Corrective action taken, if any
None				

Note: The Company follows all the applicable environmental law/ regulations/ guidelines in India.

## 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	Current FY 2022-23	Previous FY 2021-22
<b>From renewable sources</b>		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	1.84	1.75
Total energy consumed from renewable sources (A+B+C)	1.84	1.75
<b>From non-renewable sources</b>		
Total electricity consumption (D)	2.20	2.08
Total fuel consumption (E)	1.99	1.75
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	4.19	3.83

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

Parameter	Current Financial Year 2022-23	Previous Financial Year 2021-22
<b>Water discharge by destination and level of treatment (in kilo-litres)</b>		
(i) To Surface Water		
No treatment	0	0
With treatment- please specify level of treatment	0	0
(ii) To Ground Water		
No treatment	0	0
With treatment- please specify level of treatment	0	0
(iii) To Seawater		
No treatment	0	0
With treatment- please specify level of treatment	0	0
(iv) Sent to Third Parties		
No treatment	0	0
With treatment- please specify level of treatment	0	0
(v) Others		
No treatment	0	0
With treatment- please specify level of treatment	0	0
<b>Total water discharged (in kilo-litres)</b>		

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

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

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

Parameter	Current Financial Year 2022-23	Previous Financial Year 2021-22
<b>Water withdrawal by source (in kilo litres)</b>		
(i) Surface Water	-	-
(ii) Ground Water	-	-
(iii) Third Party Water	-	-
(iv) Seawater/ Desalinated Water	-	-
(v) Others	-	-



Parameter	Current Financial Year 2022-23	Previous Financial Year 2021-22
Total volume of water withdrawal (in KL)	-	-
Total volume of water consumption (in KL)	-	-
Water intensity per rupee of turnover (water consumed/ turnover)	-	-
Water intensity (optional)- the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in Kilo litres)		
(i) To Surface Water	-	-
No treatment	-	-
With treatment- please specify level of treatment	-	-
(ii) To Ground Water	-	-
No treatment	-	-
With treatment- please specify level of treatment	-	-
(iii) Sent to Third Party Water	-	-
No treatment	-	-
With treatment- please specify level of treatment	-	-
(iv) Into Seawater	-	-
No treatment	-	-
With treatment- please specify level of treatment	-	-
(v) Others	-	-
No treatment	-	-
With treatment- please specify level of treatment	-	-

Note: All our labs are in Commercial area and MIDC area.

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

Parameter	Please specify unit	Current Financial Year 2022-23	Previous Financial Year 2021- 22
Total Scope 3 Emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	-	-	-
Total Scope 3 emissions per rupee of turnover	-	-	-
Total Scope 3 emission intensity (optional)- the relevant metric may be selected by the entity	-	-	-
<p>Note: The possibility of air emissions being remitted in the atmosphere, considering the business that the Company is in, may arise only on account of the DG (Diesel Generator) sets that the Company uses at its Laboratories. The Company, as a first and during the Financial Year 2022-23 took proactive measures to prevent the release of polluting radiations into atmosphere. The Company also tested all its DG sets having KVA&gt; 100 load from the State Pollution Control Board empaneled agency. The testing reports confirmed that emissions from all DG sets were within the permissible limits.</p>			

**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:**

Not applicable

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 FY 2022-23	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	STP plant	Our company has installed a Sewage Treatment Plant at the corporate office. The wastewater is treated at the Sewage Treatment Plant, and the cleaned water has been reused.	Reduction in usage of clean water sourced from government bodies.
2	ETP plant	25 labs out of 29 have Effluent Treatment Plant installed. These Effluent Treatment Plant treats the effluent water and then the water has been discharged.	Successful treatment of effluent before discharge by the Company
3	Solar panel	Three labs and registered office have solar panels installed.	This has led to usage of renewable source of energy thereby reducing the reliance of traditional sources of energy.

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

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

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

As of now, the BRSR principles cover only the Company. The Company shall strive to include its Value Chain Partners to measure and mitigate any potential environmental impact going forward.

### PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

#### Essential Indicators

Though collaborating with similar businesses and representing to the Government for redressal of common grievances is recognised as an acceptable business practice, it is the policy of Thyrocare that any engagement with the Government should be for the welfare of the public at large and should not be with the intention of advancing the interests or promoting the welfare of a select few.

1. a. Number of affiliations with trade and industry chambers/ associations.
- 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	Confederation of Indian Industry National	National

2. Details of public policy positions advocated by the entity:

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes/No)	Frequency of Review by Board	Web Link, if available
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**Leadership Indicators**

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

The Company has not advocated any influence over regulatory processes regarding public policy.

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain (Yes/No)	Frequency of Review by Board	Web Link, if available
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**PRINCIPLE 8: Businesses should promote inclusive growth and equitable development**

**Essential Indicators**

Thyrocare believes that real growth and development can be achieved only when equal opportunities are made available to every member of the society and there is equitable development; a lopsided growth will ultimately lead to social unrest and result in negation of the benefits already achieved. Therefore, Thyrocare formulates its policies in such a way that the benefits of its services are easily available to everyone. Thyrocare has also structured its CSR policies on the principle of empowering and enabling the community as a whole to participate in the march towards growth and development.

**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 detail 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
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None

**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 the project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	%of PAFs covered by R&R	Amounts paid to PAFs in the FY (in INR.)
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None

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

Any Community member can raise their concerns on business responsibility and sustainability-related topics by writing a letter addressed to Mr. Rahul Guha, Managing Director and Chief Executive Officer and posting it to below address:  
 Thyrocare Technologies Limited  
 D/37-3, TTC Industrial Area, MIDC,  
 Turbhe, Navi Mumbai - 400 703.

Such concerns will be taken up with concerned departments to initiate necessary actions basis its significance.

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

	Current FY 2022-23	Previous FY 2021-22
Directly sourced from MSMEs/ small producers	21.55%	16.01%
Sourced directly from within the district and neighboring districts	Company will track and publish this number going forward	

**PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner****Essential Indicators**

Thyrocare has always considered the customer as the focal point for all its business decisions and its avowed Mission is to ensure that the highest value is given to the patient at the right time and at the least cost. High productivity, lean operations, able administration and volume-enabled savings have made Thyrocare one of the affordable Clinical Chemistry Laboratory in the nation.

**1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

The Company has not implemented a formal Grievance Redressal Policy; however, customers can make their complaints to the Company through following channels:

- 1) By writing an email to [complaints@thyrocare.com](mailto:complaints@thyrocare.com);
- 2) By making a call to the helpline numbers at 022 30900000/67123400; and
- 3) By sending a message through whatsapp on 9870666333.

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

The escalation matrix for complaint redressal is as follows:

Level 1 : [redressals@thyrocare.com](mailto:redressals@thyrocare.com);

Level 2: [gm.redressals@thyrocare.com](mailto:gm.redressals@thyrocare.com)

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

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not applicable-
Safe and responsible usage	Not applicable-
Recycling and/or safe disposal	-

The Company offers diagnostic services. It is not in the business of manufacturing/selling products. Hence, being party to the information on environmental and social parameters/safe usage or disposal is not applicable for it.

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

	Current FY 2022-23		Remarks	Previous FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Others	24787	40*		4266	31**	

Note:

\* \*All complaints were closed as on April 15, 2023

\*\* All complaints were closed as on April 20, 2023

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

	Number	Reasons for recall
Voluntary recalls	208,800	Fasting Not maintained, Not Available Today, Another Time Request
Forced recalls	508	Hand gloves not in spare, Dress-Code Not followed, Not Carried Sanitizer, Mask Adherence compromised

Note: The Company operates in the service sector for provision of diagnostic services, hence as such there are no product recalls. The details of recalls mentioned are related to service related recalls. Voluntary recalls of services are generally on accounts of non-adherence to pre-requisites of tests (eg: fasting), customer requests, etc. Forced recalls are to maintain highest service standards.

**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 a policy on cyber security and risk related to data privacy, which is available on the Company's website at <https://www.thyrocare.com/PrivacyPolicy>.

**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.**

During the financial year 2022-23, there have not been any material instances of 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.

**Leadership Indicators**

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

The information about services offered by the Company can be accessed through the following platforms:

1. Company Website - [www.thyrocare.com](http://www.thyrocare.com)
2. Thyrocare mobile application which is available both on Google play store and Apple App store
3. Third party associates through with our products/services are sold:
  - 1MG ([www.1mg.com/labs](http://www.1mg.com/labs))
  - Mfine (App/[www.fine.co](http://www.fine.co))
  - Medibuddy ([www.medibuddy.in](http://www.medibuddy.in))
  - Book Meri Lab ([www.bookmerilab.com](http://www.bookmerilab.com))
  - Health care on time ([www.healthcareontime.com](http://www.healthcareontime.com))
4. By walk-in in any our nearest associated collection centre
5. By calling on our helpline i.e. 022 30900000/67123400 or writing to - [customersupport@thyrocare.com](mailto:customersupport@thyrocare.com) / [wellness@thyrocare.com](mailto:wellness@thyrocare.com)

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

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

Informational messages on symptoms of diseases, types of tests and health awareness, etc. are displayed on the social media pages of the Company from time to time.

Details of various healthcare packages are also made available in the Company's website, [www.thyrocare.com](http://www.thyrocare.com)

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

If an appointment can't be fulfilled or there is a delay in publishing report beyond the TAT, the customer is informed well in advance through a phone call and/or whatsapp communication.

**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 requirement of displaying product information on the product over and above what is mandated as per local laws is not applicable as the Company is in the business of providing diagnostic services.

The Company has not carried out any consumer survey, but has a system of getting feedback from the consumers, based on which appropriate actions are taken to improve the services and resolve the consumer grievances at different stages of service delivery:

The Company conducts a satisfaction survey after every transaction with the customer, and the results are analyzed to improve performance.

**5. Provide the following information relating to data breaches:****a. Number of instances of data breaches along-with impact**

There are no instances of data breach that have been reported during the financial year 2022-23.

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

Not applicable.