



August 29, 2024

To,
Listing Department
National Stock Exchange of India Limited
Exchange Plaza
Bandra-Kurla Complex, Bandra (East)
Mumbai – 400 051

Department of Corporate Services
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai – 400 001

Scrip Code: 544088

Symbol: MEDIASSIST

Dear Sir/ Madam,

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

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

The same is also being uploaded on the website of the Company at www.mediassist.in.

You are requested to take the same on record.

Yours faithfully,
For Medi Assist Healthcare Services Limited

Simmi Singh Bisht
Chief Compliance Officer & Company Secretary

Encl.: As Above

Medi Assist Healthcare Services Limited

CIN – L74900KA2000PLC027229

Registered Office : Tower “D”, 4th Floor, IBC Knowledge Park, 4/1, Bannerghatta Road, Bengaluru - 560 029.

Phone : +91 - 80 - 6919 0000. Email : ask@mediassist.in web : www.mediassist.in

ANNEXURE II

Business Responsibility & Sustainability Reporting Format

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L74900KA2000PLC027229
2.	Name of the Listed Entity	Medi Assist Healthcare Services Limited
3.	Year of incorporation	07-06-2000
4.	Registered office address	Tower D, 4 th Floor, IBC Knowledge Park, 4/1 Bannerghatta Road, Bangalore, Bangalore, Karnataka, India, 560029
5.	Corporate address	Tower D, 4 th Floor, IBC Knowledge Park, 4/1 Bannerghatta Road, Bangalore, Bangalore, Karnataka, India, 560029
6.	E-mail	investor.relations@mediassist.in
7.	Telephone	080 - 6919 0000
8.	Website	www.mediassist.in
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	BSE and National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	₹ 35,15,40,720
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	Ms. Simmi Singh Bisht
	Designation	Chief Compliance Officer & Company Secretary
	Telephone No	080 - 6919 0000
	Email	simmi.bisht@mediassist.in

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)?

On a consolidated basis. However, the data related to human resources does not include Mayfair and Raksha numbers for this year ended FY24, since Mayfair and Raksha were in transition to Medi Assist.

14. Name of assurance provider: NA.

15. Type of assurance obtained: NA.

II. Products/services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	TPA services	Third party administrator for providing health services	93.23% (MATPA* & subsidiaries including acquired entities)

*Medi Assist Insurance TPA Private Limited.

17. 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.	TPA services	86909	93.23% (MATPA & subsidiaries including acquired entities)
2.	Health Management service	86909	6.25% (including Domestic and International)
3.	Others (License Fee & Business support services)	86909	0.52%

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

Location	Number of plants	Number of offices	Total
National	Not Applicable	112	112
International	Not Applicable	4	4

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

Locations	Number
National (No. of States)	PAN India Service, offices across 22 States and 1 UT
International (No. of Countries)	140 countries

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

5.73% of our revenue is from International operations, while we have <1% income from exports.

c. A brief on types of customers

The Group primarily derives its income in the form of Third Party Administration (TPA) fees from insurance companies expressed either as a percentage of the insurance premium paid by the insured to the insurance Company or as a fixed price per member/family. For Government sponsored schemes, the central & state Governments nodal offices also act as our customer. We also cater to corporate customers for the health management business.

IV. Employees**20. 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)	3815	2193	57%	1622	43%
2.	Other than Permanent (E)	1711	996	58%	715	42%
3.	Total employees (D + E)	5526	3189	58%	2337	42%
WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA

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)	5	4	80%	1	20%
2.	Other than Permanent (E)	1	1	100%	-	-
3.	Total differently abled employees (D + E)	6	5	83%	1	17%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	NA	NA	NA	NA	NA
6.	Total differently abled workers (F + G)	NA	NA	NA	NA	NA

21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9	2	22.22%
Key Management Personnel	4	1	25.00%

Note:

- Above table represents Medi Assist Healthcare Services Ltd's Board of Directors and Key Management Personnel
- Key Management Personnel refers to the Managing Director & Chief Executive Officer, Whole-Time Director, Chief Financial Officer and Company Secretary as defined under Section 203(1) of the Companies Act, 2013.

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 23-24 (Turnover rate in current FY)			FY 22-23 (Turnover rate in previous FY)			FY 21-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	24.8%	32.6%	28.0%	24.4%	33.2%	27.8%	27.5%	32.9%	29.6%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

23. (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	Medi Assist Insurance TPA Private Limited, India	Direct Subsidiary	100%	Yes
2	International Healthcare Management Services Private Limited, India	Direct Subsidiary	100%	Yes
3	Mayfair Consultancy Services Private Limited, India	Direct Subsidiary	100%	Yes
4	Mayfair We Care Limited, UK	Direct Subsidiary	60%	Yes

23. (a) Names of holding/subsidiary/associate companies/joint ventures (Contd.)

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)
5	Raksha Health Insurance TPA Private Limited, India	Step down Subsidiary	100% (held by Medi Assist Insurance TPA Pvt Ltd.)	Yes
6	Medvantage Insurance TPA Private Limited, India*	Step down Subsidiary	-	-
7	Mayfair Group Holding Subcontinent Limited, UK	Step down Subsidiary	100% (held by Mayfair We Care Limited)	Yes
8	Mayfair We Care Pte Ltd., Singapore	Step down Subsidiary	100% (held by Mayfair We Care Limited)	Yes
9	Mayfair We Care Philippines. Inc., Philippines	Step down Subsidiary	85% (held by Mayfair We Care Limited)	Yes

Notes:

* Medvantage Insurance TPA Private Limited, India Merged with Medi Assist Insurance TPA Private Limited during the financial year.

VI. CSR Details

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

(ii) Turnover (in ₹ mn): **6347.25**

(iii) Net worth (in ₹ mn): **4813.34**

VII. Transparency and Disclosures Compliances**25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 23-24 Current Financial Year			FY 22-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	-	-	-	-	-	-
Investors (other than shareholders)	Yes https://mediassisttpa.in/grievance-redressal/	-	-	-	-	-	-
Shareholders	Yes https://mediassist.in/investor-relations/#grievance	42	0	-	-	-	-
Employees and workers	Yes	-	-	-	-	-	-
Customers	Yes https://mediassisttpa.in/grievance-redressal/	4723	0	Grievances	4814	0	Grievances
Value Chain Partners	No	-	-	-	-	-	-
Other (please specify)	NA	NA	NA	-	NA	NA	-

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

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

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	Innovation and Digitization	Opportunity	Innovation and digital transformation create value for the organization and its customers, as well as other stakeholders, by offering diverse solutions that facilitate easier transactions and improve operational efficiency. This also helps in faster resolution of grievances.	We look forward to continuously evolve, leverage and enhance our technological capabilities for a seamless customer experience.	Positive: Newer technologies offer opportunities for improving operational efficiency and enhancing customer experience.
2	Diversity and Inclusion	Opportunity	Diversity and Inclusion pertain to representation of workforce and inclusion of their perspectives in the internal environment	We aim to provide equal opportunity to all irrespective of gender, caste or religion and promote an inclusive work environment.	Positive: Access to wider talent pool and an inclusive culture fostering productivity.
3	Privacy & Data security	Risk	All stakeholders in the Insurance industry prioritize customer data privacy due to the high volume of confidential client information and daily business transactions. Data breaches can harm business operations due to unauthorized users, spying activity and circulation of insider information.	We've developed and put into place a strong and detailed Information security framework that includes aspects of people, procedures, technology, and the external ecosystem of third parties.	Negative: Any risks or breaches will pose significant financial losses for both the customers and business.
4	Business Ethics	Risk	Ethical business practices are essential for maintaining compliance with both local and industry-specific rules, while also taking into account the needs of all involved parties in line with international standards that respect human, cultural, economic, political, and social rights. This involves operating in an accountable and transparent manner.	Our Company's rules and standards are a crucial part of the management code that directs our employees and other stakeholders throughout the value chain to maintain honesty, openness, and be responsible towards the environment.	Negative: Corporations with strong ethical standards will minimize legal disputes and the harm to their reputation, leading to lesser financial losses for the business.

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)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	N	N	Y	N	N	Y	Y	Y
c. Web Link of the Policies, if available	The policies can be accessed at https://mediassist.in/policy/ and https://mediassist.in/assets/pdf/policy/esg/sustainable-supply-chain-policy.pdf								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Y	N	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	The Company encourages its stakeholders to adhere to the principles.								
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.	a. ISO/IEC 27001:2013 b. ISO 9001:2015 c. ISO/IEC 27001:2022 d. ISO/IEC 27001:2022 as extended by ISO/IEC 27701:2019								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company endeavours to create a positive sustainable impact on all the stakeholders by identifying the focus areas and committing to achieve the goals through various environmental initiatives and corporate social activities. The Company strives to incorporate various facets of ESG into its business operations, aiming to integrate sustainability and responsible practices throughout. By processing progressively more claims digitally, the Company is promoting sustainability and mitigating the environmental impact of its operations.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company being technologically driven has made large investments in digital transactions and automation of processes. The Company has also enhanced the skills of its workforce through a range of employee development initiatives.								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	At Medi Assist, we wish to integrate sustainability in our business operations. We are a technology driven Company and by leveraging technology, digitalising data and automating several processes, we have been able to significantly reduce paper consumption to reduce environmental impact. We value our employees and endeavor to provide them with a safe, inclusive and fulfilling work environment. We believe that diversity and inclusivity are the hallmarks of a progressive enterprise and take steps to facilitate the wellbeing of our employees. Customer-centricity is at the core of the organization and we aim to improve the customer experience in the entire value chain. We strive to cater to the individual needs of our diverse clients by providing top notch services. We emphasize on our adherence to ethical practices and good governance, ensuring that sustainability considerations are integrated into our decision-making process. The internal policies are designed to create and promote transparency with a strong focus on disclosures and ethical practices across our various departments.								

Governance, leadership and oversight

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). Mr. Satish Gidugu
CEO and Whole Time Director
(DIN: 06643677)
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. Currently, the Company has not constituted an ESG committee. However, the overall responsibility of the Company's sustainability practices and decision making rests with the Chairman and CEO of the Company.
10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Board of Directors/ Committees of the Board									Periodically
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Board of Directors/ Committees of the Board									Quarterly/Periodically
11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.		P1	P2	P3	P4	P5	P6	P7	P8	P9
		No, all policies and processes are subject to audits/reviews done internally in 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)		No								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)		No								
The entity does not have the financial or/human and technical resources available for the task (Yes/No)		No								
It is planned to be done in the next financial year (Yes/No)		No								
Any other reason (please specify)		No								

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	-	-	-
Key Managerial Personnel	-	-	-
Employees other than BoD and KMPs	-	-	-
Workers	-	-	-

Note:

- a) As part of the familiarization programme required under SEBI Listing Regulations, the Directors have been apprised during the Board/Committee Meetings about the amendments to the various enactments viz., Companies Act, 2013 (the Act), SEBI Listing Regulations, Insurance Regulatory and Development Authority of India (IRDAI) Regulations. Additionally, Members of the Board are also apprised on key business developments, business & financial performance, new strategic initiatives, regulatory changes, economic and operating environmental changes, Corporate Governance, Information Technology, risk management framework, fraud prevention, cyber security, CSR initiatives, business sustenance and employee practices and other related matters during the Board & Committee meetings.

Further, the Board and Audit Committee is updated on key compliance, risk and audit observations, impact arising out of the issues along with management action plans.

Considering all of the above, approximately 50 hours have been spent during FY2023-24 by the Board of Directors on various familiarisation programmes during Board/Committee meetings.

- b) The Company has a Code of Conduct (Code) which outlines the professional and ethical standards that employees and Directors need to adhere to in compliance with all applicable statutory laws, regulations and internal policies. The Code is published on the Company's website <https://mediassist.in/assets/pdf/policy/standard-code-of-conduct.pdf>. All Directors, Key Managerial Personnel and Senior Management Personnel are required to annually affirm that they are in compliance with the Code of Conduct. All new employees are also required to confirm that they have read and understood the Code at the time of their induction. The Company has several policies in place like Whistle Blower policy, the Prevention of Sexual Harassment (POSH) policy, a Code of Conduct for Prohibition of Insider Trading etc. to ensure compliance with laws and regulations. The Company regularly conducts awareness campaigns to familiarise employees with the various policies to ensure adherence to the highest standards of ethical behaviour. Regular email communications are also sent to sensitise employees around ethical practices. During F.Y. 2023-24, the Company has conducted the familiarization programme and details are available on the website at: <https://mediassist.in/assets/pdf/policy/terms-of-appointment-and-familiarisation.pdf>.

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

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

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

Yes, the Company has an anti-corruption and an anti-bribery policy which are available on the website of the Company at <https://mediassist.in/assets/pdf/policy/anti-bribery-and-anti-corruption-policy.pdf>. The Company remains committed to conduct its business in strict adherence to relevant laws, regulations, and the highest standards of honesty, integrity, governance, ethics, and transparency across all of its operations.

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

	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

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

Particulars	FY 23-24 (Current Financial Year)		FY 22-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	-	NIL	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	-	NIL	-

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

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

	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Number of days of accounts payables	63	71

9. Open-ness of business

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

Parameter	Metrics	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	NA	NA
	b. Number of dealers/distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	6.2%	11.5%
	b. Sales (Sales to related parties/Total Sales)	0.1%	0.5%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	NA	NA
	d. Investments (Investments in related parties/Total Investments made)	NA	NA

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
54*	<p>During the financial year, Medi Assist conducted targeted awareness programs for its value chain partners with a focus on the following principles:</p> <ol style="list-style-type: none"> 1. Principle of Data Security and Privacy Compliance: Medi Assist organized a series of workshops aimed at educating partners on the latest data protection regulations, including local privacy laws. These sessions provided detailed guidance on secure data handling practices, encryption standards, and breach response protocols to ensure robust protection of sensitive patient information. 2. Principle of Efficient Claims Processing: To streamline claims management, Medi Assist implemented training programs highlighting best practices for accurate and timely submission of deliverables. Partners were educated on the use of Medi Assist's processes, including tips for minimizing errors, improving turnaround times, and adhering to submission deadlines. 3. Principle of Enhanced Customer Service: Programs were conducted to improve the quality of customer interactions across the value chain. These sessions included training on effective communication techniques, managing customer inquiries and complaints, and delivering personalized service to enhance overall client satisfaction. 4. Principle of Technology Utilization and Integration: Medi Assist introduced training on the latest technological tools and software updates relevant to partners. This included hands-on sessions for using advanced platforms for patient management, electronic health records, and telemedicine solutions, aimed at boosting operational efficiency and integrating new technologies seamlessly into existing workflows. 	100%

*communicated through virtual calls

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 process to manage the conflict of interest involving Board Members. As per the requirements of the Companies Act, 2013, the disclosure of interest is required to be given by the Directors in prescribed Form MBP-1 which is highlighted during the Board Meeting and taken on record. Further, any transaction in which a Director is interested is brought to the attention of the Board and the interested Director (if any) does not participate in that discussion. Additionally, the Company has a code of conduct which includes a dedicated section on conflict of interest (Section 3.1). This reinforces the Company's commitment to upholding ethical standards and avoiding situations where personal interests could compromise the judgment or influence business decisions. The code of conduct is available on the website of the Company at <https://mediassist.in/assets/pdf/policy/standard-code-of-conduct.pdf>

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

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

	FY 23-24	FY 22-23	Details of improvements in environmental and social impacts
R&D	NIL	NIL	
Capex	16%	28%	Capex expense on Health Xcelerator during CY & Matrix software for Last year Health claims software provides value added services to claimants by facilitating access to the claims status transparently, network provider list and helps in submitting hospital bills for availing cashless/reimbursement of hospitalization claims. These value added services have a positive social impact.

2.

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

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

Not Applicable, considering the nature of business of the Company. However, staying true to our values and concern for the environment, we have incorporated sustainability measures in our day to day administration. We have reduced plastic bottles in our attempt to reduce the usage of plastic.

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.

We have a waste disposal policy for e-waste: It is a two-step process, involving sanitization of data (clearing/deleting the data) and then destroying the device completely. We also make use of shredders to destroy physical documents containing confidential data using shredding machines.

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	% 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
This doesn't apply to our business					

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
	This doesn't apply to our business	

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 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)

Since the Company provides third party administration services for health insurance claims and does not manufacture any product, this is not applicable to us. However, we are leveraging digital solutions to reduce paper usage in the core business operations. We issue e-cards on the mobile app, web portal, whatsapp and chatbot for the majority of our portfolio and clients unless they specifically require a physical card to be issued. We also promote online submission of claims to reduce paper consumption.

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:

Stakeholder group from whom complaint is received	FY 23-24 Current Financial Year			FY 22-23 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	5 kg for CPUs, 5kg for desktop and 2kg for laptops.	NA	NA	4.8kg for CPUs, 4.7kg for desktop and under 2kg for laptops.
Hazardous waste	NA	NA	NA	NA	NA	NA
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	NA

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	
Permanent Employees	Number (B)	% (A)	Number (C)	% (A)	Number (D)	% (A)	Number (E)	% (A)	Number (F)	% (A)	
Male	2193	2193	100%	2193	100%	0	0%	51	2%	0	0%
Female	1622	1622	100%	1622	100%	91	6%	0	0%	27	2%
Total	3815	3815	100%	3815	100%	91	2%	51	1%	27	1%
other than Permanent employees											
Male											
Female											
Total											

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

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B) %	% B/A	Number (C)	% C/A	Number (D)	% D/A	Number (E)	% E/A	Number (F)	% F/A
Permanent workers											
Male											
Female						NA					
Total											
Other than permanent workers											
Male											
Female						NA					
Total											

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

	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Cost incurred on well being measures as a % of total revenue of the compan	0.5%	0.6%

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

Benefits	FY 23-24 Current Financial Year			FY 22-23 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (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	NA	100%	NA	NA
ESI	100%	NA	Y	MAHS: 2.2% MATPA: 28.5%	NA	Y
Others - please specify	NA	NA	NA	NA	NA	NA

3. Accessibility of workplaces

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

Yes. Lifts are provided for easy access of differently abled employees, wherever possible. We are planning to install ramps for easier access/mobility.

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.

Yes. The policy can be accessed on the link mentioned below: <https://mediassist.in/policy/>

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%	68%		
Total	100%	80%		

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	Internal Helpdesk
Other than Permanent Employees	Internal Helpdesk NA (Human Resource Management System)

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

Category	FY 23-24 (Current Financial Year)			FY 22-23 (Previous Financial Year)		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
- Male						
- Female						NA
Total Permanent Workers						
- Male						
- Female						NA

8. Details of training given to employees and workers:

Category	FY 23-24 (Current Financial Year)					FY 22-23 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B /A)	No. (C)	% (C / A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	3189	NA	NA	1639	51%	3036	NA	NA	2544	84%
Female	2337	NA	NA	1371	59%	2114	NA	NA	2114	100%
Total	5526*	NA	NA	3010	54%	5150*	NA	NA	4658	90%
Workers										
Male										
Female										NA
Total										

*Note: We introduced a one-time training program for our existing staff to enhance the skill capability of our functions, therefore in the next year we focused on new hire orientation since the existing staff had already completed the training.

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

Category	FY 23-24 Current Financial Year			FY 22-23 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	3189	2465	77%	3036	2362	78%
Female	2337	1715	73%	2114	1434	68%
Total	5526	4180	76%	5150	3796	74%
Workers						
Male						
Female						NA
Total						

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes). If yes, the coverage of such a system?

Yes, the entity has implemented an occupational health and safety management system.

The coverage of this system includes all aspects of our operations, ensuring that health and safety standards are upheld across all departments and activities.

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

Regarding the processes used to identify work-related hazards and assess risks on a routine and non-routine basis:

1. Routine Basis:

- Regular workplace inspections conducted by trained personnel.
- Continuous monitoring of work processes and conditions.
- Periodic reviews of incident reports and near-miss incidents.
- Feedback from employees through safety observation programs.

2. Non-Routine Basis:

- Conducting thorough risk assessment for new projects, processes, or changes in the workplace.
- Assessing risks associated with non-routine tasks or activities through a structured hazard identification process.
- Ensuring that all employees are trained to recognize and report hazards promptly.

These processes are integral to maintaining a proactive approach to occupational health and safety, ensuring that potential risks are identified early and appropriate controls are put in place to mitigate them effectively.

3. Reporting Work-Related Hazards:

- **Reporting Channels:** Workers can report hazards through various channels, including direct supervisors, designated safety officers, safety committees, and anonymous reporting systems.
- **Incident Reporting System:** We maintain an incident reporting system where workers can document and report hazards, near-misses, and accidents promptly.

4. Removing Themselves from Risks:

- **Stop Work Authority:** Employees are empowered with "Stop Work Authority," allowing them to halt work if they identify a hazard that poses an immediate risk to health or safety.

These processes ensure that hazards are promptly addressed, and employees feel empowered to contribute to maintaining a safe working environment without fear of repercussions. Regular reviews and updates of these processes help us continuously improve our safety management system.

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

Yes. We have a process in terms of any incident reporting to admin and facilities team and they are tracked and ensured that the issues are timely mitigated.

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

Yes. We value our employees and therefore offer comprehensive benefits, facilities and support to employees and their families during times of crisis. This includes support for: Medicaclaim insurance (family floater cover and corporate buffer)

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

Safety Incident/Number	Category*	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NA	NA
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NA	NA
No. of fatalities	Employees	NIL	NIL
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NA	NA

*Including contract workforce

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

- Medi Assist has developed comprehensive emergency preparedness including fire drills, evacuation procedures, and emergency response teams. These plans are regularly tested and updated to ensure readiness in the event of an emergency.
- Medi Assist ensures compliance with all relevant occupational health and safety regulations. Regular audits and reviews are conducted to verify adherence to legal requirements and industry standards.

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

	FY 23-24 Current Financial Year			FY 22-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL		NIL	NIL	
Health & Safety	NIL	NIL		NIL	NIL	

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	
Working Conditions	We do not have plants. 100% of the offices were audited by an external auditor. There were 2 formal assessments carried out during the year.

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

No such adverse concerns identified arising from assessments of health & safety practices and working conditions

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 extends Group Life term insurance and Group Personal Accidental policy for all Employees. Since, the Company has no workers, the same is not applicable in their case.

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

Payment to value chain partners by the Company is made after verification of previous period statutory payment receipts

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	
	FY24	FY23	FY24	FY23
Employees	None	None	None	None
Workers	Not applicable			

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

No

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	The Company requires all of its value chain partners to abide by the applicable laws and regulations, including those governing the working conditions and health and safety procedures. These requirements are expressly stated in the procurement contracts.
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.

Not Applicable. During the reporting period, the Company was not involved in any assessments for 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.

We have built a portfolio of unique, industry-defining offerings through constant engagement with stakeholders and analysis of the evolving challenges. The business is connected with its stakeholders and the social and natural environment in which the Company operates. The Company creates value for them and for itself by addressing their needs and expectations and devising solutions. The final outcome the Company desires is economic and ecological sustainability and a future safeguarded against all the conceivable risks. We have undertaken a comprehensive stakeholder analysis exercise to prioritise the risks according to their impact on its business and their influence over the Company.

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

Key Stakeholders	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/Half Yearly/Quarterly/ Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers (including retail, corporates and Insurance companies)	Yes	Multiple Channels such as Email, website, personal meetings etc.	need based	To disseminate information related to Company and industry developments
Hospitals	No	Emails, Digital Communication Mechanism, personal meetings	need based	For empanelment, for service feedback, for discount packages
Employees	No	Direct & other digital communication mechanisms	Need based	To follow the policies of the Company and serve the customers, while keeping in mind the vision and mission of the Company
Channel partners, vendors, distributors	No	Emails, Digital Communication Mechanism, personal meetings	Need based	To obtain better service from them
Shareholders/ Investors	No	Email, SMS, newspaper advertisement, website, intimation to stock exchanges, annual/quarterly financials and investor meetings/conferences, AGMs	Need based	To stay abreast of developments of the Company
General Public	No	Digital Communication Mechanism	Need based	To create awareness on health insurance and wellness
Regulators	No	Directives and circulars, Meetings/discussions, Press releases, Written communication, Workshops	Need based	Communication with regard to various regulations ,amendments, inspection and approvals

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 places strong emphasis on maintaining ongoing interaction with its key stakeholders. The Company strives to continue its efforts on communicating to the Board of Directors on the economic, social and environmental topics as and when it is necessary. It endeavors to keep the Board informed about the interactions with all the stakeholders, which is a continuous process.

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. We interact with critical stakeholders on a regular basis to ensure that our business is aligned with the stakeholder interests in a sustainable manner while being a profitable proposition. The Company understands that it plays a critical role in the smooth processing of claims and payment disbursement in case of a health emergency. The Company being an industry leader aims to create awareness about wellness & keeping oneself healthy through various communication channels. The Company also interacts with various stakeholders to understand their expectations and incorporates the same in its operations. The continuous strive to achieve excellence enables the company in providing top quality customer service

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

The Company has identified customer service and claim settlement as important parameters for continuous engagement with the stakeholders. To simplify the claims experience for its customers, multiple channels have been setup for the customers to reach out to the Company and advanced technologies are being used to provide value-added service and customised solutions.

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:

	FY 23-24 Current Financial Year			FY 22-23 Previous Financial Year		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	3815	3465	91%	3403	2635	77%
Other than permanent	1711	1711	100%	1747	1265	72%
Total Employees	5526	5176*	94%	5150	3900*	76%
Workers						
Permanent						
Other than permanent				NA		
Total Workers						

*Note: Due to long leaves/maternity leaves/portal issues/DOJ, the total employees covered for POSH training will differ from total headcount

As an organization, we are 100% compliant – TAT of 30 days to complete the POSH trainings, hence they complete the trainings in the subsequent cycle

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

Category	FY23-24					FY22-23				
	Total (A)	Equal to Minimum Wage		More than minimum wage (C)		Total (D)	Equal to Minimum Wage (E)		More than minimum wage (F)	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	3815	-	-	3815	100%	3403	-	-	3403	100%
Male	2193	-	-	2193	100%	2074	-	-	2074	100%
Female	1622	-	-	1622	100%	1329	-	-	1329	100%
Other than permanent	1711	-	-	1711	100%	1747	-	-	1747	100%
Male	996	-	-	996	100%	962	-	-	962	100%
Female	715	-	-	715	100%	785	-	-	785	100%

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

Category	FY23-24				FY22-23					
	Total (A)	Equal to Minimum Wage		More than minimum wage (C)		Total (D)	Equal to Minimum Wage (E)		More than minimum wage (F)	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Workers										
Permanent										
Male										NA
Female										
Other than permanent										
Male										NA
Female										

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

(Amt in ₹ in Million)

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)*	2	28.04	-	-
Key Managerial Personnel	1	47.25	1	11.46
Employees other than BoD and KMP	36	1.43	15	0.83
Workers	NA	-	NA	-

Note:

- Details for Board of Directors (BoD) pertains to data for two Whole-Time directors who draw remuneration from the Company.
- *Median remuneration of Whole-Time directors(includes all remuneration viz, basic, allowances, one-time pay, variable & statutory contributions)
- Details for Key Managerial Personnel exclude the two Whole-Time directors, which is captured under Board of Directors (BoD) row
- The Non-Executive Directors and Independent Directors do not draw fixed remuneration from the Company and are paid commission, and sitting fees for attending meetings of the Board and its Committees
- The above table is in relation to the Company.

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

	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	35.35%	33.89%

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. We have a POSH committee and an ethics officer to address such concerns.

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

We follow the process provided under the POSH act to redress grievances related to sexual harassment and an ethics office to address grievances as per the code of conduct.

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

	FY 23-24 Current Financial Year			FY 22-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	3	NIL	NA	3	NIL	NA
Discrimination at workplace	NA	NA	NA	NA	NA	NA
Child Labour	NA	NA	NA	NA	NA	NA
Forced Labour/ Involuntary Labour	NA	NA	NA	NA	NA	NA
Wages	NA	NA	NA	NA	NA	NA
Other human rights related issues	NA	NA	NA	NA	NA	NA

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

	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3	3
Complaints on POSH as a % of female employees/ workers	0.13%	0.14%
Complaints on POSH upheld	3	3

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

- We follow the principles of natural justice and train all Internal Committee members to conduct the enquiry in accordance with the POSH act.
- All matters are handled sensitively and with utmost confidentiality by all parties.
- All parties are sensitized to not discriminate against complainants/witnesses/respondents.
- We take necessary action as required to make the parties comfortable and safe during the enquiry proceedings.

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

Yes

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	NA
Forced/involuntary labour	NA
Sexual harassment	100%. We have external auditors who assess statutory compliance under the POSH act for our organisation
Discrimination at workplace	NA
Wages	NA
Others – please specify	NA

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

- Added posters in regional languages across offices to create awareness about sexual harassment and POSH act.
- Added a common email ID in the POSH policy for employees to reach out to the IC members.
- Displayed the helpline numbers on the POSH act awareness posters.

Leadership Indicators

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

NA

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

NA

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	All our agreements with the value chain partners provide for a clause under representation & warranties section, seeking compliance with all applicable laws
Discrimination at workplace	NA
Child Labour	NA
Forced Labour/Involuntary Labour	NA
Wages	NA
Others – please specify	NA

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

None

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 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)		
Total fuel consumption (B)		
Energy consumption through other sources (C)		
Total energy consumed from renewable sources (A+B+C)		
From non-renewable sources		
Total electricity consumption (D)	244,804 Units	194,875 Units
Total fuel consumption (E)		

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

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Energy consumption through other sources (F)		
Total energy consumed from non renewable sources (D+E+F)	244,804 Units	194,875 Units
Total energy consumed (A+B+C+D+E+F)	244,804 Units	194,875 Units
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	Negligible	Negligible
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	Negligible	Negligible
Energy intensity in terms of physical output		
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.

NA

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

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater/desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Total water consumption/Revenue from operations)		
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output		
Water intensity (optional) – the relevant metric may be selected by the entity		

The Company operates within a corporate park where offices of other companies also operate. Details of water supplied separately to the Company have not been tracked.

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. Provide the following details related to water discharged:

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

Since the Company is not involved in manufacturing operations, its water usage is limited to the purpose of human consumption only. The details related to water usage have not been tracked by the Company.

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

No

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

Parameter	Please specify unit	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

Not applicable since the Company is involved in the provision of third party administration services for health insurance claims.

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

Parameter	Unit	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	NA	NA
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	NA	NA
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)		NA	NA
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted		NA	NA
Parameter	Unit	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)		NA	NA
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

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**

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

No

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

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)		
E-waste (B)		
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)	E-waste (B): 5 kg for CPUs, 5kg for desktop and 2kg for laptops.	E-waste (B): 4.8kg for CPUs, 4.7kg for desktop and under 2kg for laptops.
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)		

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)		
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	Negligible	Negligible
Waste intensity in terms of physical output		
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
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	NA	NA
(iii) Other recovery operations		
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
(ii) Landfilling	NA	NA
(iii) Other disposal operations		
Total		

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**

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

Our Company provides third party administration services for health insurance claims. This is not applicable to our business.

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

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

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

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

13. Is the entity compliant with the applicable environmental law/regulations/guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

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

Leadership Indicators

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

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

(i) Name of the area: **NA**

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

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

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water	NA	NA
(iv) Seawater/desalinated water		
(v) Others		

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

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed/turnover)	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment	NA	NA
- 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**

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

Parameter	Unit	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	NA	NA
Total Scope 3 emissions per rupee of turnover		NA	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

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. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

NA

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

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

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

In summary, a robust business continuity and disaster management plan for Medi Assist, a Third-party Administrator for health insurance claims, is essential for maintaining operations during disruptions. The plan encompasses risk assessment, recovery strategies, technology redundancy, staff training, and regular testing. Immediate response procedures, effective communication, and compliance with regulations further ensure that claims processing and data management remain intact, minimizing the impact of disasters on the business and its clients.

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

NA

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

NA

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.

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.

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	MVTF-NABH	National
2	ISO	International
3	ISMS	International
4	National Health Claims Exchange	National
5		
6		
7		
8		
9		
10		

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

There are no such instances to our knowledge or reported to the Board.

Leadership Indicators

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

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

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the 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
NA					

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

Sr. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
NA						

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

Not applicable

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

Parameter	FY23-24	FY22-23
Directly sourced from MSMEs/small producers	NA	NA
Sourced directly from within the district and neighbouring		

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost

Location	FY23-24	FY22-23
Rural		
Semi-urban		
Urban	12%	12%
Metropolitan	88%	88%

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

Leadership Indicators

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

NA

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

The Company's CSR activities/programmes focussed on Women's health and Children education empowering marginalized segments of society. The Company's CSR arms i.e. Healing Fields Foundation ("HFF") and The Parikrma Humanity Foundation ("Parikrma") help with attainment of its CSR objectives. HFF's initiatives enable women to serve as health change agents, thereby making them self-sufficient, confident and contributing members of the community. Parikrma's programme focusses on Child education, providing children with quality education, robust nutrition, comprehensive healthcare and a family care program. Through these initiatives, we aim to create a sustainable impact that fosters growth and inclusivity within these communities.

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

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

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

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

Sr. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
NIL				

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

Name of authority	Brief of the Case	Corrective action taken
NA		

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Education for underprivileged children including nutrition, healthcare and family care	160	100%
2	To provide training to women as community health entrepreneurs for creating awareness on health and hygiene	110	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

Grievance Redressal web link: <https://mediassisttpa.in/grievance-redressal/>

The Company has a detailed escalation mechanism that is updated on the Company's website. It allows customers to raise their grievances through various modes like emails, toll free numbers, writing complaint letters etc. In addition, we have a dedicated control room to handle escalation.

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

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

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

	FY 23-24 Current Financial Year			FY 22-23 Previous Financial Year		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	NIL	NIL	NA	NIL	NIL	NA
Advertising	NIL	NIL	NA	NIL	NIL	NA
Cyber-security	NIL	NIL	NA	NIL	NIL	NA
Delivery of essential services	NIL	NIL	NA	NIL	NIL	NA
Restrictive Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Unfair Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Other	NIL	NIL	NA	NIL	NIL	NA

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

	Number	Reasons for recall
Voluntary recalls		We are a third party administration services Company for health insurance claims. We are not liable for voluntary or forced recalls.
Forced recalls		

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. Please find the link for the same: <https://mediassist.in/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.

No incidents

7. Provide the following information relating to data breaches:

- Number of instances of data breaches: 0
- Percentage of data breaches involving personally identifiable information of customers: 0
- Impact, if any, of the data breaches: 0

Leadership Indicators

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

Please find the link below: <https://mediassist.in/products-tech/>

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

We are a service provider. We do not have any products of our own.

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

The Company has established a communication mechanism to inform customers about branch relocations or closures. In the event of natural calamities, customers receive communications offering assistance with claim processing and promoting various touch points for faster and convenient claims processing in multiple languages. During the pandemic, the Company regularly communicated with customers to encourage digital service options. Extensive communications were also sent to raise awareness about COVID-19 precautions. Also, the Company notifies consumers of any potential interruption or discontinuance of critical services in writing or via its call centre.

The Company has a robust Business Continuity Plan (BCP) which has the process defined to run emergency services in case the capacity is reduced.

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)

We are a service provider. We do not have any products of our own. Not applicable for us.