

Business Responsibility & Sustainability Report (BRSR)



SECTION A: GENERAL DISCLOSURES

1. Details of the listed entity

Corporate Identity Number (CIN) of the Listed Entity	L15200KA1998PLC023489
Name of the Listed Entity	HealthCare Global Enterprises Ltd.
Year of Incorporation	12/03/1998
Registered Office Address	HCG Towers, No.8, P. Kalinga Rao Road, Sampangi Rama Nagar, Bangalore, Karnataka, India – 560027
Corporate Address	No 3, G-Floor, Tower Block, Unity Buildings Complex, Mission Road, Bangalore, Karnataka, India - 560027
E-mail	investors@hcgel.com
Telephone	+91-80-4660 7700
Website	www.hcgoncology.com
Financial Year for which Reporting is being done	2023-24
Name of the Stock Exchange(s) where shares are listed	BSE Ltd. and National Stock Exchange of India Ltd. (NSE)
Paid-up Capital	INR 1,39,28,96,870
Name and Contact Details (telephone, email address) of the Person who may be contacted in case of any queries on the BRSR	Sunu Manuel- Company Secretary investors@hcgel.com +91-80-4660 8700
Reporting Boundary	Consolidated ¹

2. Products/services:

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.	Medical and Healthcare	Medical and Healthcare	100

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

Sr. No.	Product / Service	NIC Code	% of total Turnover contributed
1.	Medical and Healthcare	8610	99.09

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

Location	Number of plants	Number of offices	Total
National	43	4	47
International	1	4	5

Note: This represents units and offices managed by the Company and its subsidiaries, which include 20 Comprehensive Cancer Centres (2 centres in Vijayawada and Nashik respectively) in India and 1 in Kenya; 4 multi-specialty hospitals (including Bhavnagar), 6 Day Care Clinics, 2 PET-CT facilities located at Chennai (including Cyclotron) and Vijayawada, and 8 fertility centres operating under the Milann brand.

¹ The Report covers all the Units operated by the Company and its subsidiaries. More details on the entities covered are provided as response to Q.8 (a) 'Names of holding / subsidiary / associate companies / joint ventures. The reporting timeline for this Report is 1st April 2023 to 31st March 2024. For Advanced Molecular Imaging Limited (HealthCare Global (Kenya) Private Limited holds 50% of the share capital) the reporting timeline has been considered as January to December 2023.

5. Markets served by the entity:
a. Number of locations²

Locations	Number
National (No. of States)*	10
International (No. of Countries)	1

*This excludes the Milann IVF unit at Chandigarh. Other than the IVF unit, HCG does not have any presence in Chandigarh.

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

The contribution of exports as a percentage of the total turnover for FY 2023-24 is 3.79%³.

c. A brief on types of customers

The Company provides health services to both insured and non-insured patients. The customer base includes those covered by different Indian government-sponsored schemes (such as CGHS, ECHS, and state government health schemes). The Company also caters to patients covered under social security options, sponsored by international institutions or organizations.

6. Employees Details as at the end of Financial Year:
a. Employees and Workers* (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent	6,150	3,116	51%	3,034	49%
2.	Other than Permanent	1,440	852	59%	588	41%
3.	Total Employees	7,590	3,968	52%	3,622	48%

*The Company does not have any workers as defined in the BRSR Guidance Note.

b. Differently abled Employees and Workers*

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent	5	3	60%	2	40%
2.	Other than Permanent	0	0	–	0	–
3.	Total Employees	5	3	60%	2	40%

*The Company does not have any workers as defined in the BRSR Guidance Note.

7. Participation/Inclusion/Representation of Women

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20
Key Management Personnel	2	2	100

8. Turnover Rate for Permanent Employees and Workers*

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees*	31%	33%	32%	30%	34%	32%	38%	48%	43%

*The Company does not have any workers as defined in the BRSR Guidance Note.

² The Company provides services to patients from various states, including those who travel to HCG for specialized cancer care from different parts of the country. Moreover, HCG offers its services not only in Kenya but also to patients from other international regions such as Africa, the Middle East, SAARC nations, and CIS countries as part of medical tourism to India.

³This represents the International business revenue on a consolidated basis. Please refer to note 2 above.

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

Sr. No.	Name of the Holding/ Subsidiary/ Associate/ Joint Venture (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.	HCG Medi-Surge Hospitals Private Limited	Subsidiary	74.00%	Yes
2.	Malnad Hospital & Institute of Oncology Private Limited	Subsidiary	70.25%	Yes
3.	HealthCare Global Senthil Multi Specialty Hospitals Private Limited	Subsidiary	100.00%	Yes
4.	Niruja Product Development and Healthcare Research Private Limited	Subsidiary	100.00%	Yes
5.	BACC HealthCare Private Limited	Subsidiary	100.00%	Yes
6.	HealthCare Diwan Chand Imaging LLP	Subsidiary	75.00%	Yes
7.	Nagpur Cancer Hospital and Research Institute Private Limited	Subsidiary	100.00%	Yes
8.	HCG Oncology Hospitals LLP (along with the Shareholding of Niruja Product Development and Healthcare Research Private Limited) (previously known as APEX HCG Oncology Hospitals LLP)	Subsidiary	100.00%	Yes
9.	HCG NCHRI Oncology LLP (along with the shareholding of Nagpur Cancer Hospital and Research Institute Private Limited)	Subsidiary	100.00%	Yes
10.	HCG Oncology LLP	Subsidiary	74.00%	Yes
11.	HCG EKO Oncology LLP (along with the Shareholding of Niruja Product Development and Healthcare Research Private Limited)	Subsidiary	100%	Yes
12.	HCG Manavata Oncology LLP	Subsidiary	51.00%	Yes
13.	HCG SUN Hospitals LLP (along with the shareholding of Niruja Product Development and Healthcare Research Private Limited)	Subsidiary	100.00%	Yes
14.	HCG (Mauritius) Pvt. Ltd. (along with the shareholding of Niruja Product Development and Healthcare Research Private Limited)	Subsidiary	100.00%	Yes
15.	Healthcare Global (Africa) Pvt. Ltd.	Subsidiary	100.00%	Yes
16.	HealthCare Global (Uganda) Private Limited (Wholly Owned Subsidiary of Healthcare Global (Africa) Pvt. Ltd)	Subsidiary	100.00%	Yes
17.	HealthCare Global (Kenya) Private Limited (Wholly Owned Subsidiary of Healthcare Global (Africa) Pvt. Ltd)	Subsidiary	100.00%	Yes
18.	HealthCare Global (Tanzania) Private Limited (Wholly Owned Subsidiary of Healthcare Global (Africa) Pvt. Ltd)	Subsidiary	100.00%	Yes
19.	Cancer Care Kenya Limited (Subsidiary of HealthCare Global (Kenya) Private Limited)	Subsidiary	81.63%	Yes
20.	Suchirayu Health Care Solutions Limited	Subsidiary	78.60%	Yes
21.	Advanced Molecular Imaging Limited (HealthCare Global (Kenya) Private Limited holds 50% of the share capital)	Subsidiary	50.00%	Yes

10. CSR Details

- Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes, CSR is applicable to the Company.
- Turnover (in INR.): 19,121.19 million
- Net worth (in INR.): 8,257.80 million

11. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes	0	0	NA	0	0	NA
Shareholders	Yes	0	0	NA	0	0	NA
Employees	Yes	5	0	NA	5	0	NA
Customers	Yes	6	0	NA	15	0	NA
Value Chain Partners	Yes	0	0	NA	0	0	NA

12. Overview of the Entity's Material Responsible Business Conduct Issues

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.

Sr. 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
1.	Patient Satisfaction and Wellbeing	Opportunity	Opportunity: As a health sector company, our primary imperative is to provide our patients with high quality care and improve their quality of life. Fostering positive patient experience is essential to the ethos of the Company. We are committed to providing for a culture of care that prioritizes the wellbeing of our patients and provides them with easy access to holistic healthcare.		Positive: Enhanced patient experience and high levels of patient satisfaction favorably impacts brand value. It also enhances our reputation and trust of stakeholders and society in the Company.
2.	Medical Quality and Safety	Risk and Opportunity	Risk: Medical quality is a critical aspect that can have a significant impact on the Company's reputation and performance. Non-adherence to high standards of quality and safety can lead to compromised patient safety, regulatory noncompliance and legal and financial risks.	The Company understands the criticality of providing services that are of high quality and prioritize patient safety. As such, stringent quality protocols have been established to ensure that all services are provided in a manner that is safe and efficient. All facilities of the Company have been provided with	Positive: Providing safe and high-quality healthcare services to all patients will enhance business growth as well as brand value. Additionally, it also ensures that the Company is aligned with regulatory body requirements in the provision of safe medical care for all patients

Sr. 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
			<p>Opportunity: The central ethos of the Company focuses on providing for a culture of care for all patients. This culture is significantly dependent on the quality and safety of services provided. As a health sector company, it is imperative to provide our patients with services that are safe and can increase their quality of life.</p>	<p>state-of-the-art facilities for a holistic patient experience. Further, all personnel are equipped with necessary skills and also receive training to ensure proper treatment and care.</p>	<p>Negative: Non-compliance with quality and safety standards may have an adverse impact on the Company's reputation. Further, it may also result in financial or legal consequences and loss of accreditation status.</p>
3.	Energy Management	Risk and Opportunity	<p>Risk: Ineffective management of Energy and the Company's environmental footprint may expose the Company to climate related physical and transition risks which might lead to disruption of operations and affect business continuity.</p> <p>Opportunity: Adapting new low carbon technologies may unlock opportunities for more efficient processes and will contribute towards business resilience.</p>	<p>The Company has committed to a transition to renewable energy and several initiatives have been implemented for the same. This includes installation of solar panels with the potential to offset 3,300 tons of carbon emissions annually. Additionally, the company has also installed LED lights across facilities for greater energy efficiency.</p>	<p>Positive: Working towards efficient energy management may offer businesses opportunities to take advantage of emerging technologies and more efficient means of production.</p> <p>Negative: Failure to effectively manage the Company's energy consumption could have adverse impacts on business resilience. Further, it could also lead to loss of stakeholder trust and reputation.</p>
4.	Waste Management	Risk	<p>Risk: Management of waste is a critical issue for the Company to create a positive environmental footprint. Focused efforts for reduced waste generation and proper disposal are imperative to demonstrate the Company's commitment to a sustainable future and a healthy planet. This is particularly important with respect to bio-medical and radioactive waste generated across our hospitals. Proper treatment and safe disposal of the same is imperative to protect human and planet health.</p>	<p>The Company has developed robust Waste Management Manuals containing detailed information on the manner and mode of waste disposal. These Manuals ensure that strict alignment is maintained with regulatory requirements for the proper disposal of waste. Moreover, the Company continues to explore opportunities of increased recycling of waste, enabling a reduction in waste generation and a positive impact on the environment.</p>	<p>Negative: Improper management and disposal of waste can have adverse consequences for human health and the planet. It can also lead to financial losses and legal consequences in the event of non-compliance with laws and regulations. Further, brand value may be severely impacted.</p>

Sr. 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
5.	Data Security	Risk and Opportunity	<p>Risk: Data security related risks and threats have an adverse consequence on the security and integrity of the IT system across the Company.</p> <p>Opportunity: The productivity and growth of the Company can be strongly supported through a robust governance mechanism for data integrity, technology and digitization that provides for a secure IT network.</p>	<p>In order to avoid data breaches and loss of confidential information, the Company undertakes regular reviews of the vulnerability and the threat of breaches to our IT system on a regular basis. Employees are also provided with cybersecurity training and awareness. Periodic information mailers are also shared to generate awareness on safe IT practices and behavior.</p>	<p>Positive: Front-line data privacy principles and practices integrated across the Company ensures compliance with data privacy related laws and regulations. Additionally, it provides for a protective environment against breaches, and fosters improved productivity, ultimately leading to sustainable growth.</p> <p>Negative: Lack of a robust data integrity and security mechanism could increase the rate of data breaches and result in the loss of valuable data that may have an adverse impact on the business. Breach of patient/stakeholder data may potentially expose us to litigations, fines and penalties.</p>
6.	Health and Safety	Risk	<p>Risk: Occupational health and safety is a vital component of the Company's commitment towards providing a safe and secure working environment. Ineffectiveness of the current Health and Safety management programs may lead to a large number of health and safety incidents.</p>	<p>The Company has developed a robust Employee Health and Safety Policy, applicable to all staff, to foster a safe working environment. It provides detailed information on process and procedures for a safe working environment and preventive measures to be instituted to mitigate potential risks. Employees are also provided with focused training on health and safety to promote safe working behavior.</p> <p>All services provided by the Company undergo Hazard Identification and Risk Assessment (HIRA). Compliance with standards and regulatory requirements is also regularly monitored through strict Quality Audits.</p>	<p>Negative: Frequent health and safety incidents will have a negative influence on the Company's performance in terms of both safety and workforce well-being. This will impact the brand image, reputation and the Company's ability to attract and retain talent.</p>

Sr. 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
7.	Business Ethics and Compliance	Risk and Opportunity	<p>Risk: Failure to adhere to the highest standards of corporate governance and business ethics can result in regulatory repercussions, financial and / or reputational loss.</p> <p>Opportunity: Maintaining and demonstrating good governance practices and ethical behavior will enable long term value creation for all stakeholders.</p>	The Company undertakes proactive and regular interactions with regulatory organizations across facilities to reduce the risk of noncompliance. Further, strict compliance with internal policies and regulatory requirements is ensured via training for all employees on business ethics and code of conduct.	<p>Positive: The Company's commitment to and demonstration of ethical business practices will be viewed favorably by all stakeholders. It will enhance brand value and stakeholder's trust.</p> <p>Negative: Reputation and business continuity of the Company may be adversely impacted due to non-compliance with regulatory standards.</p>
8.	Water Management	Risk	Risk: Effective water management is imperative for a positive environmental impact. Given the nature of business, water is extensively consumed across our hospitals. Focused initiatives for higher water efficiency and reduced water consumption is therefore critical to prevent risks to business growth and adverse impacts on the environment.	The Company ensures regular and focused monitoring of water usage across locations. Water meters have been installed at all discharge sites to proactively monitor levels of water consumption. The Company has also adopted cutting-edge technologies for optimal water usage through enhanced recycling and reuse of water.	Negative: Ineffective management of water usage can lead to water scarcity, severely impacting business continuity and growth. It can also lead to loss of brand value and reputation.
9.	Human Rights	Risk and Opportunity	<p>Risk: Absence of a protective environment for Human Rights can lead to increased incidences of discrimination and creation of a hostile work environment. It can also negatively impact the Company's reputation and lead to loss of societal value.</p> <p>Opportunity: As a responsible corporate citizen, it is the Company's duty to protect and promote human rights. It will further foster a positive image, increase stakeholder trust and strongly demonstrate the Company's commitment to social responsibility.</p>	Enshrined in the Code of Conduct, the Company's commitment to protecting and promoting human rights aims to provide for a supportive and robust governance structure. All employees are provided with training on these principles and are mandated to ensure strict adherence with the same. The Company is an equal opportunity employer and has a zero-tolerance approach to any form of discrimination and violation of human rights. Furthermore, focused efforts are also made to encourage value chain partners to uphold human rights across their operations.	<p>Positive: Focused alignment with human rights principles boosts the Company's social value. It also reflects the integration of these principles within the business model to provide for a holistic approach.</p> <p>Negative: Absence of a strong governance system for the protection of human rights could lead to employee dissatisfaction and loss of productivity, thereby impacting the Company's business performance in the long run. Further, an ineffective grievance redressal system increases the risk of non-compliance which can lead to financial, legal and / or reputational consequences.</p>

Sr. 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
10.	Sustainable Supply Chain and Responsible Procurement	Risk and Opportunity	<p>Risk: Disruptions to the Company's supply chain will cause significant delays in the delivery of essential health services to all patients. Non-substitutable suppliers also pose a risk in terms of continued availability of critical supplies.</p> <p>Opportunity: Supply chain plays a determining role in the sustainability of an organization. Integrating suppliers into the ESG journey helps the Company to develop a resilient supply chain and cascade a virtuous cycle of environmentally and socially responsible behavior across the value chain.</p>	The Company has developed long-term business relationships with dependable and reputable suppliers for a robust supply chain. Strong emphasis is placed on supplier knowledge, reputation and ethical values during supplier selection. Additionally, during onboarding, all suppliers are expected to submit a self-declaration on their social and environmental performance. Furthermore, focused monitoring is undertaken to ensure that all suppliers are compliant with the ESG principles adopted by the Company.	<p>Positive: Effective redressal of supply chain disruptions as a result of unforeseen circumstances is ensured through responsible supply chain practices. Furthermore, adherence to responsible sourcing is a strong demonstration of the Company's commitment to its ESG performance.</p> <p>Negative: Long-term commercial partnerships with suppliers may be impacted if standards related to various social, environmental and safety aspects are not complied with by suppliers, leading to loss of business value.</p>

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.

Sr. No.	Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and Management Processes										
1.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) Has the policy been approved by the Board? (Yes/No) Web Link of the Policies, if available	Yes								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Select policies like our Anti-Fraud policy, Anti-Bribe, Anti-Corruption policy, Whistleblower policy, ICW/POSH Policy extend to our value chain partners.								
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) mapped to each principle.	<ol style="list-style-type: none"> ISO 15189 Medical Laboratory Accreditation College of American Pathologists (CAP's) Laboratory Accreditation Program National Accreditation Board for Testing and Calibration Laboratories (NABL) National Accreditation Board for Hospitals & Healthcare Providers (NABH) ISO Certification 27001:2022 on Information Security Management System 								

5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company has currently not undertaken any specific commitments, goals and targets. Efforts are underway for goal setting and establishment of an implement and achievement plan. Reporting on the same will be undertaken in subsequent financial years.
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	

Governance, Leadership and Oversight

7. Statement by Director responsible for the Business Responsibility and Sustainability Report, highlighting ESG related challenges, targets and achievements.

Sustainability and fostering a positive impact for all stakeholders is a central focus area at HCG. Our operational and strategic approach promotes both business growth and long-term value creation. A cornerstone of our business model is ethical business practices and providing for transparent and accountable communication. Our third annual BRSR provides critical details on our efforts to foster sustainability and positive impacts within our everyday operations while providing a holistic view of our social, environmental, and economic performance. Driven by a robust corporate governance structure, we are able to consistently deliver on our commitment to positive outcomes for all stakeholders. This is further supported by our culture and commitment to providing accessible, affordable and high-quality healthcare to positively improve the lives of all our patients.

Our people form the cornerstone of our success. We strongly recognize our responsibility to provide them with a working environment that champions their potential and empowerment. Focused efforts are implemented to provide adequate opportunities of professional growth and advancement for all employees, while also prioritizing their personal wellbeing. Centered in our culture of care, we also undertake targeted CSR and social impact activities to engage with and support our local communities.

We are also cognizant of our duty to minimize all adverse environmental impacts from our operations. Regular and significant investments have been made to implement initiatives focused on energy conservation, water saving and safe waste management. This includes increased usage of renewable energy through solar plants, rainwater harvesting, usage of biodegradable bags to reduce usage of plastic, e-billing to prevent waste of paper, among others.

The success of our Sustainability Strategy relies on our commitment to continuous improvement. Our future will demand increased focus towards climate resilience and responsible business operations. We will continue to remain focused on integrating our sustainability priorities into our long-term business strategy. We will also proactively engage with our stakeholders, seek their feedback, and collaborate with industry peers and other experts to identify opportunities to drive positive change.

8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies	The Chief Executive Officer (CEO) is the highest authority responsible for implementation and oversight of the Business Responsibility policies.
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.	The Risk Management Committee of the Board provides direct oversight with respect to all ESG issues and processes. The Committee further offers guidance to the business and management for effective management of sustainability in all strategic initiatives, budgets, and action plans 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)
Performance against above policies and follow up action	Performance against above mentioned policies and follow up action is reviewed by the Board of Directors, Nomination and Remuneration Committee, Risk Management Committee and Audit Committee, as applicable. The periodicity of these reviews is once in every three years or whenever an update is required due to change in applicable laws.	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company maintains a proactive approach in monitoring and fulfilling its compliance obligations within the prescribed timelines. In the event of any non-compliances, they are promptly reported to both the Audit Committee and the Risk Management Committee for appropriate action and resolution.	

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.

Internal auditors review the policies on a periodic basis and evaluate working of the same and assess the adequacy and effectiveness in terms of best practices followed by other organizations of repute. For FY 2023-24, no external agency has undertaken an assessment/evaluation.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE



Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors (BOD) Key Managerial Personnel (KMPs)	1	<ul style="list-style-type: none"> Human Resources – Engagement, development, and retention process Business model – verticals, major units/clusters Operation of units Strategy - our approach, methodology and execution Financials, key metrics & drivers/ Banking arrangements etc. Policies and compliance monitoring mechanism 	100%
Employees other than BoD and KMPs	9,712	<ul style="list-style-type: none"> Employee Induction- HCG Connect Code of conduct Anti-bribery and Anti-corruption policy Whistleblower policy Prevention of Sexual Harassment Employee Rights and Responsibilities Advanced Life Support and Basic Life Support Emergency codes and mandatory policies 	94%

*The Company does not have any workers as defined in the BRSR Guidance Note.

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

Monetary					
	NGRBC Principle	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	NA	NA	0	NA	NA
Settlement	NA	NA	0	NA	NA
Compounding fee	NA	NA	0	NA	NA

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

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.

Not Applicable

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

The Company is committed to upholding the highest standards of ethical governance and responsible business conduct. The Anti-bribery and Anti-corruption policy, applicable to all employees, subsidiaries, joint ventures and affiliated entities, provides detailed guidance and requirements to ensure the protection of stakeholder interests is carried out with integrity, fairness, accountability and transparency.

Further details can be found at: <https://www.hcgoncology.com/wp-content/uploads/2022/01/HCG-ANTI-BRIBERY-AND-ANTI-CORRUPTION-Main-02.pdf>

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 2023-24	FY 2022-23
Directors	0	0
KMPs	0	0
Employees	0	0

*The Company does not have any workers as defined in the BRSR Guidance Note.

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

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

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.

Not Applicable

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

Particulars	FY 2023-24	FY 2022-23
Number of days of accounts payables	81.82	79.34

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 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0	0
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0	0
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0	0
	b. Sales (Sales to related parties / Total Sales)	0.07	0.08
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0	0
	d. Investments (Investments in related parties / Total Investments made)	70.11	0

Leadership Indicators

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

All value chain partners of the Company are provided with training and awareness sessions on critical components of the principles during onboarding, evaluation and periodic review meetings. Furthermore, all suppliers are mandated to sign and acknowledge the Company's Code of Conduct and abide by the same.

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.

The Company's Code of Conduct for the Board and the Senior Management provides comprehensive information on practices of ethics, integrity and honesty and provides details on mechanisms to manage conflict of interests. All Board Members are mandated with ensuring prevention of any conflict of interest and must make full disclosure to the Board or any other Committee as identified in case of any conflict.

Further details can be found at: <https://www.hcgoncology.com/wp-content/uploads/2022/01/Code-of-Conduct-for-the-Board-and-the-Senior-Management.pdf>



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 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R & D	0	0	NA
Capex	0	0	NA

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

All goods and services procured by the Company is done through empaneled vendors, subject to robust and strict protocols and regulations. The Company demonstrates a preference of sourcing through vendors who demonstrate sustainable practices and are aligned with the Company's ESG agenda. Further, utilizing a life cycle cost analysis approach, the Company continues to procure energy efficient supplies. Long term relationships with technology vendors, suppliers and other value chain partners have been cultivated, enabling provision of quality healthcare for all patients and sustainable value creation for all stakeholders.

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

The Company is committed to responsible sourcing and engaging with partners who demonstrate a strong commitment to sustainable and ethical practices. These efforts are evolving, and necessary efforts are being undertaken to bring about a holistic approach to sustainability across the value chain. Quantification of sustainability sourced inputs will be undertaken and reported on in subsequent financial years.

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.

Waste reduction at the source is a critical element of the Company's waste management strategy. Focused efforts are continually made to enhance recycling efforts and ensure safe handling of waste for disposal. Detailed Waste Management Manuals have been developed containing clear guidance for effective waste management.

- Safe and proper disposal of **E-waste** is undertaken in line with the guidelines of the E-waste Management Manual. All E-waste is disposed of only through authorized take back collection centers. The Manual includes Standard Operating Procedures (SOPs) for collection, storage and transportation of the E-waste in accordance with E-waste (Management) Rules 2022 and amendments thereof. It also provides details on safety procedures to be followed while storing, handling and transportation of E-waste and procedures for records retention.
- All **Hazardous Waste** generated is handled with careful precision and as per the Hazardous Waste Management Manual developed by the Company. This Manual includes applicability of Authorization and Grant from State Pollution Control Board (SPCB) under the Hazardous and Other Waste (Management & Transboundary Movement) Rules, 2016. Procedures for collection, storage and transportation of hazardous waste and procedures for records retention have also been specified.
- **Other waste:**
 - **Bio-medical waste** is handed over to the Common Bio Medical Waste Treatment Facility, authorized by SPCB as per Bio-Medical Waste Management Rules, 2016 Rules and amendments thereof.
 - **Used radiopharmaceutical products and vials** are disposed of through consulting manufacturers and other disposal options as per applicable regulations. A generator-return service offered by some manufacturers, enables disposal of generators through radioactive materials facilities for breakdown, lead-recycling, and radioactive- component disposal.
 - **General waste** is stored in a secured area and cleared regularly as per local municipality rules before collection by Municipal Authorities.

- Disposal of **battery waste** is undertaken through a buy back system with the supplier, covered through a PO/ MOU/Agreement. A Batteries Waste Management Manual has been developed for greater clarity of processes and procedures. It includes SOPs for collection, storage and transportation of the battery waste, safety procedures to be followed while storing, handling and transportation of waste and procedures for records retention.

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?

The Company has not conducted Life Cycle Perspective/ Assessments (LCA) for any of its services in FY 2023-24.

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

Not Applicable

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

Not Applicable

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

Not Applicable

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

Not Applicable



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	Total (A)	% Of Employees Covered By									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/ A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	3,116	3,116	100	3,116	100	0	0	3,116	100	0	0
Female	3,034	3,034	100	3,034	100	3,034	100	0	0	3,034	100
Total	6,150	6,150	100	6,150	100	3,034	49	3,116	51	3,034	49
Other than Permanent Employees											
Male	852	852	100	852	100	0	0	0	0	0	0
Female	588	588	100	588	100	588	100	0	0	588	100
Total	1,440	1,440	100	1,440	100	588	41	0	0	588	41

*The Company does not have any workers as defined in the BRSR Guidance Note.

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

Particulars	FY 2023-24	FY 2022-23
Cost incurred on wellbeing measures as a % of total revenue of the company	0.3	0.2

2. Details of retirement benefits.

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	0	Y	100%	-	Y
Gratuity	100	0	NA	100%	-	NA
ESI	24%	0	Y	30%	-	Y

*The Company does not have any workers as defined in the BRSR Guidance Note.

3. 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, all premises and offices of the Company are accessible to differently abled employees. To promote a culture of accessibility supported with inclusivity, necessary steps have been taken to bring about integration of relevant accessibility standards within all physical spaces.

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.

As provided for in our Code of Conduct, the Company is proud to be an equal opportunity employer. This commitment is integrated in all employment processes, including recruitment, hiring, promotion, and termination. The Company strongly upholds the merit-based principle and presents a zero-tolerance approach to discrimination based on race, color, religion, creed, caste, economic or social status, gender, nationality, citizenship, age, sexual orientation, physical disability, pregnancy, childbirth, marital status, medical condition, ancestry, language, or any other characteristic. This commitment is also extended to any other protected classes as defined by applicable law.

Further details can be found at: <https://www.hcgoncology.com/wp-content/uploads/2022/01/HCG-Code-of-Conduct-Policy.pdf>

5. Return to Work and Retention Rates of Permanent Employees and Workers that took parental leave.

Permanent Employees		
Gender	Return to work rate	Retention Rate
Male	87%	13%
Female	85%	15%
Total	86%	14%

*The Company does not have any workers as defined in the BRSR Guidance Note.

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

The Company provides for a robust Grievance Redressal policy to provide for an effective, equitable and secure management of grievances. All employees are provided with easy access to a safe channel of communication, wherein anonymity is offered to any complainant. The purpose of the system is to remedy grievances in a timely and satisfactory manner, while protecting the aggrieved.

The policy provides clear guidance on the nature of grievances, the manner and mode of raising complaints and a clear escalation matrix. Further details can be found at: <https://www.hcgoncology.com/wp-content/uploads/2022/01/GrievancePolicy.pdf>

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

The Company does not recognize any employee associations.

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Health and Safety Measures		Skill Upgradation		Total (D)	Health and Safety Measures		Skill Upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	3,116	3,116	100	2,957	95	3,071	3,071	100	2,950	96
Female	3,034	3,034	100	2,828	93	3,060	3,060	100	2,810	91
Total	6,150	6,150	100	5,785	94	6,131	6,131	100	5,760	93

*The Company does not have any workers as defined in the BRSR Guidance Note.

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	3,116	2,689	86	3,071	2,523	82
Female	3,034	2,499	82	3,060	2,452	80
Total	6,150	5,188	84	6,131	4,975	81

*The Company does not have any workers as defined in the BRSR Guidance Note.

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

Central to the Company's culture is its commitment to providing a safe and healthy workplace, prioritizing the wellbeing of its employees. A comprehensive Employee Health and Safety Policy, applicable to both clinical and nonclinical staff, has been formulated to ensure a secure work environment for all. This policy underscores management's dedication to employee health and safety and recognizes the link between employee wellbeing and business performance.

The policy delineates the responsibilities of both employer and employee in upholding occupational health and safety, outlining preventive measures. It addresses various aspects including workplace hazards, infection control protocols, medical screenings, employee training on health and safety, radiation safety, and healthcare benefits.

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

The Company's services undergo Hazard Identification and Risk Assessment (HIRA), covering facility and gas cylinder safety. This method is uniformly applied across all HCG centers, emphasizing the significance of raising awareness among employees and management. Regular audits by the Quality department ensure adherence to these standards.

The Quality Indicator Programs of the Company incorporate an incident management process, delineating the required actions for users during safety incidents. Additionally, the program details the Company's procedures for recording and monitoring each workplace occurrence.

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

The Company does not have any workers as classified in the BRSR Guidance Note. Details on processes available to employees for reporting of work-related hazards have been provided above.

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

The Company offers its employees access to medical and healthcare services unrelated to their job responsibilities. Medclaim coverage is provided to all employees except those already covered by ESIC. ESIC-covered employees receive medical benefits according to ESIC regulations. Additionally, all employees are eligible for discounted treatment at HCG Centers.

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

Safety Incident /Number	Employee	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Male	The Company tracks LTIFR on an internal basis. The same will be made publicly available in subsequent financial years.	
	Female		
Total recordable work-related injuries	Male	0	16
	Female	0	24
No. of fatalities	Male	0	0
	Female	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Male	0	0
	Female	0	0

*The Company does not have any workers as defined in the BRSR Guidance Note.

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

The Company has implemented various measures to ensure employee safety and wellbeing in the workplace. These measures include regular training sessions covering general health and safety practices as well as specific job-related hazards. The Company utilizes the Hazard Identification and Risk Assessment (HIRA) method to pinpoint potential risks related to facility safety, job safety, chemical safety, fire safety, equipment safety, gas cylinder safety, among others. Efforts are made to minimize exposure to radiation for both employees and patients, with qualified personnel conducting regular risk assessments.

Furthermore, designated safety supervisors conduct periodic fire drills to enhance emergency readiness. The Company also arranges periodic medical check-ups for employees based on their work area's risk profile or relevant regulations.

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

Category	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	NA	2	0	NA
Health & Safety	0	0	NA	7	0	NA

*The Company does not have any workers as defined in the BRSR Guidance Note.

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%

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

The Safety Masters (TSM) (Life & Fire Safety) have audited 11 centres that includes HCG Cancer Centre, KR (Bengaluru); HCG Cancer Centre, Ahmedabad (old & new premises); HCG Cancer Centre, DR (Bengaluru); HCG NMR Cancer Centre (Hubli); Suchirayu, Hubli; HCG Cancer Centre, Jaipur; HCG Hospitals, Ahmedabad; HCG Cancer Centre, Vadodara; HCG Hospitals, Bhavnagar; HCG Cancer Centre, Gulbarga; and HCG Hospitals, Rajkot. In all these centres, the common remedial actions suggested are as follows:

- Installation of glow luminous signage/indications for the fireman lift in floor areas
- Provision of inter-communication equipment in the lifts to communicate with the control room
- Placement of rubber mats in front of electrical panels in accordance with ISO 15652
- Ensuring quality of the fire system infrastructure for an effective and timely response
- Conducting an illumination study of the site
- Implementing staircase pressurization for the staircases

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, life insurance and other compensatory packages are offered to bereaved family members in the event of the demise of an employee. The objective of these provisions is to ensure family members receive timely support that prioritizes their safety and wellbeing.

*The Company does not have any workers as defined in the BRSR Guidance Note.

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

Payment of statutory dues is included as a contractual requirement with all value chain partners.

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 no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2023-23
Employees	0	0	0	0

*The Company does not have any workers as defined in the BRSR Guidance Note

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

No, the Company does not provide transition assistance programs to facilitate continued employability and management of career endings. However, throughout an employee's tenure with the Company, ample opportunities for skill and development are provided.

5. Details on assessment of value chain partners:

Safety Incident /Number	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety conditions	75%
Working conditions	90%

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



Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

The Company proactively interacts with stakeholders, meticulously identifying significant material issues, and pledges to meet stakeholder expectations effectively. As a conscientious entity, we are resolute in our dedication to fostering robust and significant connections with stakeholders. We have identified and assessed a range of stakeholders, both internal and external, including the workforce, clients, investors, government and regulatory entities, non-governmental organizations, academic institutions, local communities, shareholders, and suppliers.

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
Government and regulatory authorities	No	<ul style="list-style-type: none"> Website Newspaper Email 	Quarterly/ annually / event based	<ul style="list-style-type: none"> Perceptions and viewpoints regarding regulatory shifts. Impending legislation Compliance with applicable laws.
NGOs	Yes	<p>Antardhwani, a Company-led initiative, engages informally with various social organizations to seek expert guidance tailored to the specific needs and requirements of each project.</p> <p>The Antardhwani website serves as a reliable and up-to-date source of information for all communication related to these partnerships, and regular email updates are also sent out to keep stakeholders in the loop. This collaborative effort allows us to leverage the collective expertise and resources of both the private and social sectors, resulting in meaningful and impactful initiatives that make a real difference in the communities we serve.</p>		
Academia	No	<ul style="list-style-type: none"> Social Media Emails Corporate Website 	With external members for the purpose of admissions - Twice a year. For internal Stakeholders - there is engagement on a daily basis	<ul style="list-style-type: none"> For External - For the purpose of admissions, sharing details of dates of admissions, fees charged, Program Director, Affiliation etc. For Internal- Communication regarding course, updates required, approvals sought, timelines to be met, examination and class details etc
Employees	No	<ul style="list-style-type: none"> E-mail SMS Meetings Notice Board Website IntraNet (Spider) Communications 	Annually/ Half yearly/ Quarterly/ Monthly	<ul style="list-style-type: none"> Business Communication Employee Policy & Benefits Regular Company updates / Training Needs
Customers	Yes	<ul style="list-style-type: none"> Website Newspaper Email SMS Pamphlets Helpline Desk 	Quarterly/ annually/ event based	<ul style="list-style-type: none"> Treatment Reports/Offerings.
Suppliers	No	<ul style="list-style-type: none"> Digital Meetings In person meetings E-mail 	Quarterly/ Half Yearly/ Annually with Strategic vendors & with other vendors once in a year / need basis	<ul style="list-style-type: none"> Performance feedback Updation about change in regulation and terms and conditions pertaining to supplies/services.
Local community	No	<ul style="list-style-type: none"> Community Meetings 	Annual/Half Yearly / Quarterly	<ul style="list-style-type: none"> Developmental /Educational needs as part of the Company's CSR obligation
Investors	No	<ul style="list-style-type: none"> Website Newspaper Email Meetings 	Quarterly/ half yearly/ annually/ event based	<ul style="list-style-type: none"> Financial Results / other Corporate Announcements as per applicable laws
Shareholders	No	<ul style="list-style-type: none"> Website Newspaper Email Meetings 	Quarterly/ annually/ event based	<ul style="list-style-type: none"> Financial Results / other Corporate Announcements as per applicable laws

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 acknowledges the importance of targeted stakeholder engagement in promptly identifying and addressing environmental and social issues pertinent to its operations. Following an extensive stakeholder engagement process conducted in FY 2022-23, material issues were identified and presented to the highest governing member and the Board for consideration in guiding strategy and decision-making. As part of its ongoing commitment to engaging with both internal and external stakeholders, the Company periodically reviews the stakeholder engagement process to ensure continuous interaction and identification of significant material issues impacting them.

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.

In FY 2022-23, the Company conducted a thorough materiality assessment involving key stakeholders, including patients, government bodies, employees, suppliers, investors, and society. This assessment facilitated the identification and prioritization of social and environmental issues that significantly affect the business. Through ongoing engagement with these stakeholders, the Company ensures prompt recognition and responsible addressing of expectations, fostering effective communication and alignment.

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

The Company's comprehensive Corporate Social Responsibility (CSR) Policy guides its engagement with vulnerable and marginalized stakeholder groups. CSR initiatives prioritize the holistic empowerment of all community members, ensuring accessible and equitable opportunities for development. Key focus areas of the Company's social empowerment efforts include nutrition, health and wellness, education, gender equality, environmental sustainability, rural development, and preservation of national heritage, art, and culture. Before implementing CSR programs, thorough needs assessments are conducted to understand community needs and expectations. Additionally, all programs undergo rigorous monitoring to track their effectiveness, and upon completion, impact assessments are conducted to evaluate achieved outcomes compared to desired impact. Further details may be found at: <https://www.hcgoncology.com/wp-content/uploads/2022/10/HCG-CSR-Policy.pdf>



Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	6,150	5,781	94	6,131	2,981	49
Other than permanent ⁴	1,440	0	0	1,294	0	0
Total	7,590	5,781	76.16	7,425	2,981	40

*The Company does not have any workers as defined in the BRSR Guidance Note.

⁴The Company ensures that all other than permanent employees are familiarized and adhere to the Code of Conduct and other applicable Company policies. However, no formal trainings on Human Rights were provided to other than permanent employees.

2. Details of minimum wages paid to employees and workers.

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	6,150	0	0	6,150	100	6,131	0	0	6,131	100
Male	3,116	0	0	3,116	100	3,071	0	0	3,071	100
Female	3,034	0	0	3,034	100	3,060	0	0	3,060	100
Other than permanent	1,440	0	0	1,440	100	1,294	0	0	1,294	100
Male	852	0	0	852	100	736	0	0	736	100
Female	588	0	0	588	100	336	0	0	336	100

*The Company does not have any workers as defined in the BRSR Guidance Note.

3. a. 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)	5	20,00,000	2	73,41,497
Key Managerial Personnel (KMPs)	1	93,22,567***	2	73,02,951**
Employees other than BoD and KMPs	3,114	3,00,966	3,032	2,62,098

*The Company does not have any workers as defined in the BRSR Guidance Note.

**This includes remuneration paid to Ms Ruby Ritolia (CFO) effective from August 21, 2023. (Part of the year)

*** This pertains to payments made, to Mr Srinivas Raghavan including all benefits, during the year. Mr Srinivas Raghavan has ceased to be the CFO of the Company with effect from August 20, 2023.

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

Particulars	FY 2023-24	FY 2022-23
Gross wages paid to females as a % of total wages	39.14	40.01

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

The Company prioritizes safeguarding and protecting human rights. According to our Code of Conduct, employees are required to behave responsibly and respectfully, strictly following these guidelines. Additionally, in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act of 2013, we have set up an Internal Complaints Committee to address concerns related to sexual harassment with sensitivity and care.

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

All human rights complaints are handled according to our comprehensive Grievance Policy. This policy outlines the procedure for lodging a complaint and the subsequent resolution process. Throughout the complaint process, we ensure that all individuals involved are treated with sensitivity and confidentiality. For more information, please visit: <https://www.hcgoncology.com/wp-content/uploads/2022/01/GrievancePolicy.pdf>

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

Category	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	5	0	All complaints were resolved in the stipulated time	5	0	All complaints were resolved in the stipulated time

Category	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/ Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights-related issues	0	0	NA	0	0	NA

*The Company does not have any workers as defined in the BRSR Guidance Note.

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

Particulars	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	5	5
Complaints on POSH as a % of female employees / workers	0.14%	0.15%
Complaints on POSH upheld	5	5

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

The Company is firmly dedicated to protecting the identity of individuals who raise concerns about discrimination and harassment, ensuring they are shielded from any negative repercussions. Through our policies, such as the Whistleblower Policy, Code of Conduct, and Grievance Policy, we offer anonymity to those who come forward and protect them from any adverse outcomes. We place great emphasis on maintaining the confidentiality of complainants during the investigation phase. Additionally, we provide regular human rights training to all employees to promote awareness and foster a culture that values inclusivity and protection.

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

Yes, aligned to the Code of Conduct, human rights requirements form a critical component of all business agreements, contracts and purchase orders of the Company.

10. Assessments of the year

	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Upholding of Human Rights is critical to the Company's business. Strict internal vigilance is maintained to ensure prevention of discrimination and conduct our operations in a fair and transparent manner, aligned with all national and international standards of Human Rights.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

11. 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 conducts regular evaluations of its policies and business procedures, making updates as needed to align with regulatory modifications or internal needs. These reviews are conducted every 2 to 3 years.

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

The Company undertakes vulnerability mapping for respective areas of business and will undertake due diligence shortly.

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?

All of the Company's offices and facilities are designed to accommodate visitors with disabilities, ensuring accessibility for all.

4. Details on assessment of value chain partners:

	% Of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	100%
Discrimination at workplace	100%
Child labour	100%
Forced/involuntary labour	95%
Wages	100%

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



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	Unit	FY 2023-24	FY 2022-23
Renewable Sources			
Total electricity consumption (A)	GJ	18,784.99	6,970.77
Total fuel consumption (B)	GJ	0	0
Energy consumption through other sources (C)	GJ	0	0
Total energy consumed from renewable sources (A+B+C)	GJ	18,784.99	6,970.77
Non-renewable Sources			
Total electricity consumption (D)	GJ	1,42,545.01	1,10,379.41
Total fuel consumption (E)	GJ	538.38	41,423.52
Energy consumption through other sources (F)	GJ	0	33.31
Total energy consumed from non-renewable sources (D+E+F)	GJ	1,43,083.39	1,51,802.93
Total energy consumed (A+B+C+D+E+F)	GJ	1,61,868.38	1,58,773.70
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	GJ/INR	0.0000084654	0.0000093703 ⁵
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	GJ/INR adjusted for PPP	0.000298	0.000212
Energy intensity in terms of physical output	GJ/Sq. Ft.	0.089	0.089

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

⁵ The intensity figures have been calculated based on the revenue from operations of the respective financial years.

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	2,86,678.04	3,88,053.59
(iii) Third party water (Municipal water supplies)	82,699.86	31,226.55
(iv) Seawater / desalinated water	0	0
(v) Others	22,479.42	27,552.72
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	3,91,857.32	4,46,832.86
Total volume of water consumption (in kiloliters)	3,54,376.42	4,15,538.88⁶
Water intensity per rupee of turnover (Water consumed / turnover) (KL/INR)	0.0000185332	0.0000245237 ⁷
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (KL/INR adjusted for PPP)	0.000652	0.000555
Water intensity in terms of physical output (KL/Sq. Ft.)	0.196	0.233

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
- No treatment	27,430	31,236
- 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	29.20	33.28
- With treatment – please specify level of treatment	0	0
(v) Others		
- No treatment	21.7	24.7
- With treatment – please specify level of treatment	0	0
Total water discharged (in kiloliters)	27,480.90	31,293.98

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

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

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

Parameter	Unit	FY 2023-24	FY 2022-23
NOx	Metric tonnes	2.50	2.42
SOx	Metric tonnes	1.30	1.29
Particulate matter (PM)	Metric tonnes	11.75	11.75
Persistent organic pollutants (POP)	Metric tonnes	0	0
Volatile organic compounds (VOC)	Metric tonnes	0	0
Hazardous air pollutants (HAP)	Metric tonnes	0.80	0.78
Carbon Monoxide			
Others – Ozone Depleting Substances (HCFC - 22 or R-22)	Metric tonnes	0	0

⁶In line with BRSR Guidance, water consumption has been calculated as water withdrawal minus water discharge for the respective financial years.

⁷The intensity figures have been calculated based on the revenue from operations of the respective financial years.

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

Parameter	Unit	FY 2023-24	FY 2022-23 ⁸
Scope 1	Metric tonnes of CO2 equivalent	981.24	2,929.13
Scope 2	Metric tonnes of CO2 equivalent	34,088.95	21,769
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO2 equivalent per INR	0.0000018341	0.0000014576⁹
Total Scope 1 and Scope 2 emissions per rupee of turnover adjusted for Purchasing Power Parity (PPP)	Metric tonnes of CO2 equivalent per INR adjusted for PPP	0.000065	0.000033
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Metric tonnes of CO2 equivalent per Sq. Ft.	0.019	0.014

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

The company is dedicated to minimizing its energy usage and reducing Greenhouse Gas (GHG) emissions. We meticulously track and monitor energy consumption throughout the company to ensure effective energy management, with internal limits set to control usage within acceptable bounds.

We are actively working to decrease our reliance on fossil fuels and transition to low-carbon energy sources. As part of this effort, we have installed solar panels on our facilities to promote sustainable energy adoption. For instance, a 2.25-megawatt solar plant has been set up in Jagaluru Village, Karnataka's Davangere district. This plant is projected to produce 45 lakh units of clean energy annually, offsetting around 3,300 tons of carbon emissions each year. Additionally, it is expected to reduce our energy costs by approximately 70%.

Furthermore, we have replaced conventional lights with LED lights to enhance energy conservation and promote a greener energy footprint.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tons)		
Plastic waste (A)	595.54	1.54
E-waste (B)	0.59	0.64
Bio-medical waste (C)	380.73	301.16
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0.82
Radioactive waste (F)	0	0
Other Hazardous waste (G)	0.79	0.74
• DG set oil		
Other Non-hazardous waste generated (H)	5,725.71	51.91
• Metal waste		
• Paper and carton box waste		
Total (A+B + C + D + E + F + G + H)	6,703.36	356.81
Waste intensity per rupee of turnover	0.0000003506	0.0000000211
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	0.000012	0.00000048
Waste intensity in terms of physical output	0.0037	0.0002
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
(i) Incineration	324	297.65
(ii) Landfilling	57	5.69
(iii) Other disposal operations	6,322	53.46
Total	6,703	356.8

⁸The Company has undertaken public reporting of Scope 1 and Scope 2 emissions from FY 2022-23

⁹The Company has calculated intensity figures based on revenue from operations for the financial year.

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

The company prioritizes waste reduction at the source as a key part of its waste management strategy. All waste disposal is conducted in compliance with relevant regulations. We have developed comprehensive Waste Management Manuals to guide proper waste treatment throughout the organization.

Our internal manuals provide detailed guidelines for the disposal of hazardous waste generated by the company. This includes obtaining authorization and approval from the State Pollution Control Board (SPCB) under the Hazardous and Other Waste (Management & Transboundary Movement) Rules, 2016. Furthermore, we ensure safe disposal of all biomedical waste through proper segregation in accordance with the Bio-Medical Waste Management Rules 2016. Additionally, used radiopharmaceutical products and vials are safely managed in compliance with relevant regulations through their respective manufacturers.

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

Not Applicable. The Company does not have operations/offices in/around ecologically sensitive areas.

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

The Company has not undertaken any environmental impact assessments for the financial year 2023-24.

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

Yes, the Company is compliant with all applicable environmental law/ regulations/ guidelines in India.

Leadership Indicators

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

The Company does not have any units in areas of water stress.

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

Efforts are underway to track and record this data and it will be made available in the subsequent years.

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

The Company has no operations/offices in/around ecologically sensitive areas.

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

Sr. No.	Initiative Undertaken	Details of the Initiative (Web-link, if any, may be provided along with summary)	Outcome of the Initiative
1.	Installation of solar rooftop	In an effort to conserve energy and promote green initiatives towards sustainable healthcare and decreased carbon footprint, the Company has installed a 2.25MW Solar Power Plant in Karnataka's Jagaluru Village, situated in the Davangere district. The newly installed power plant is spread across 7.2 acres of land. The project is HCG's contribution towards improving environmental and social factors through energy optimization and an attempt to achieve zero emissions. As a phase 1 initiative solar power project is implemented at HCG's flagship center in Bengaluru KR Road and HCG Suchirayu Hospital in Hubli.	<ul style="list-style-type: none"> Optimize energy usage Expected power generation of 1,040 lakh units over a period of 25 years, leading to reduction of carbon emissions by approximately 76,200 metric tons Enable annual savings of up to INR 4.2 Crore

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

Yes, the company has established a business continuity and disaster management plan for all essential software services and systems. This plan offers vital guidance to maintain business operations in the face of unexpected events at the primary site. It includes regular backup and restoration processes to facilitate swift and structured recovery from disasters. The plan undergoes an annual review through simulated drills, with findings documented to pinpoint areas needing enhancement. The disaster recovery drill is conducted mid-financial year.

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?

No significant adverse impact to the environment has been identified from the Company’s value chain.

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

The Company places significant emphasis on promoting sustainability throughout its value chain by collaborating with partners who adhere to sustainable operating practices. It actively assesses opportunities for conducting environmental impact assessments, considering the potential effects on the environment.



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

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.

The Company is not affiliated with any trade or industry chambers/associations.

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

Not Applicable

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.

Not Applicable

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 the public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1.	The Antardhwani Leadership programme to create rural and urban communities that are informed, resilient and responsible Individuals with the right skills to lead and transform their communities that are apolitical, participative, question public representatives, and vote consciously.	Antardhwani mega leadership conclaves in Mysuru (Karnataka) in November 2023 & January 2024 hosted thousands of students, youths and rural women. Antardhwani also rolled out its membership drive that aims to create true future leaders. Around 1,000 youths and women have enrolled so far	Yes	Periodic review/ Need-basedS	https://antardhwani-theinnervoice.org/leadership-conclave1.php https://antardhwani-theinnervoice.org/leadership-conclave-jan-2024.php

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
2.	Podcast with Antardhwani brings stimulating topics and some stunning people to talk at the comfort of your homes. Listen to exceptional ideas and experiences, interact, enrich yourself and become a better individual and professional.	Live Podcasts	Yes	Periodic review/ Need-based	https://antardhwani-theinnervoice.org/podcast-live.php
3.	What India Needs (WIN) series: A Series on Shaping the Future of India. WIN Series will bring India's finest minds sharing their 5-point vision of WIN to become future ready. WIN Series is already up on Antardhwani website as well as its social media handles.	Vision points for India (articles) by eminent people	Yes	Periodic review/ Need-based	https://antardhwani-theinnervoice.org/geeta-ramanujam.php
4.	Alternative Tobacco Farming	Antardhwani is helping tobacco farmers in Hunsur (Mysore), India's major tobacco hub, to switch to growing ethically and financially viable crops. Fifty tobacco farmers of the region are part of this pilot project and have stopped growing tobacco in one acre of their respective land. They have been provided high grade saplings of sandalwood and seasonal fruits free of cost. Farmers have been availing expert guidance in the initiative.	Yes	Periodic review/ Need-based	https://antardhwani-theinnervoice.org/healthcare.php



Businesses should promote inclusive growth and equitable development

Essential Indicators

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

In the reporting year, the Company has not undertaken any Social Impact Assessments of projects.

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

None of the Company's operations or units have resulted in community displacement. As a result, no project required Rehabilitation and Resettlement (R&R) in the reporting year.

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

The Company is committed to protecting the local communities in and around operational areas. Strong emphasis is given on minimal adverse impact on local communities and timely redressal in the event of an unforeseen impact. Proactive measures are taken to prevent adverse consequences for local communities. Moreover, the Company adheres to an open-door policy that promotes transparency and accountability, providing a platform for community members to voice any grievances they may have.

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

Parameter	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	18%	3.6%
Sourced directly from within the district and neighboring districts	82%	96.4%

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

Parameter	FY 2023-24	FY 2022-23
Rural	0	0
Semi-urban	0	0
Urban	90.51%	89.65%
Metropolitan	9.49%	10.35%

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):

Not Applicable

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

The Company has not undertaken any CSR projects in designated aspiration districts for FY 2023-24.

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

The Company does not have a preferential procurement policy.

b. From which marginalized /vulnerable groups do you procure?

Not Applicable

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

Not Applicable

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:

Not Applicable

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.

Not Applicable

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefited from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
1	Women Leadership	520 Women	90% of the women belong to Below Poverty Line (BPL) households
2	Experiential Learning for Students	441 students	45%
3	Skill development	<ul style="list-style-type: none"> 1,000 students completed orientation program for GDA, of which 36 students have taken admission and certificate have been issued 1,500 students completed orientation program for Office Administration course, of which 98 Students are taken admission and certificate have been issued to 19 students 	<ul style="list-style-type: none"> 80% underprivileged youth 50% of youth belonging to Scheduled Caste (SC) and Scheduled Tribe (ST) population groups



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

The Company has implemented a robust system for receiving and handling consumer complaints and feedback. Each center has dedicated team responsible for managing feedback related to patients' hospital experience. This feedback is reviewed in daily huddle meetings and weekly quality meetings involving relevant department heads and unit COOs, with detailed minutes recorded.

To further enhance responsiveness to consumer feedback, the Company utilizes Konnect Insights, a tool that swiftly gathers online complaints and feedback from platforms like Facebook, Google listings, and LinkedIn. Upon receipt of a complaint, a dedicated resource is promptly notified who escalates the issue to the respective unit COOs for resolution. Resolution timelines vary depending on the severity of the complaint, typically ranging from 24 to 48 hours.

Moreover, the Ahmedabad Hello HCG team gathers patient feedback, and discharged patients receive follow-up calls within 48 hours. Patients also receive SMS links for providing feedback, and a centralized email ID are monitored for patient feedback. Additionally, any feedback from outpatient department (OPD) and other patients are integrated into the Company's feedback mechanism. These measures enable the Company to address consumer concerns promptly and effectively, continually enhancing the quality of its services.

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

Not Applicable

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Delivery of essential services	2	2	Pending material disputes being contested before the court of law/ appropriate authority	2	2	Pending material disputes being contested before the court of law/ appropriate authority
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA

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

Not Applicable

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

The Company has established a comprehensive cybersecurity framework aligned with ISO 27001:2022 standards, aimed at safeguarding sensitive information and addressing data privacy risks. This framework encompasses various policies, including the HCG ISMS Information Security Policy, the HCG ISMS Physical and Environmental Security Policy, and the HCG ISMS Data Privacy Policy. Proactive measures have been implemented to protect valuable assets, utilizing perimeter devices and monitoring network devices and server logs in a Security Operations Center (SOC) equipped with a Security Information and Event Management (SIEM) solution, ensuring continuous and real-time monitoring. These policies are easily accessible to all employees through the Company's intranet portal.

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:

Not Applicable

7. Provide the following information relating to data breaches:

- Number of instances of data breaches:** Nil
- Percentage of data breaches involving personally identifiable information of customers:** Nil
- Impact, if any, of the data breaches:** Not Applicable

Leadership Indicators

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

All information about the Company is available on the corporate website: <https://www.hcgoncology.com/>

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

The Company offers consultation sessions and provides educational materials to patients to inform them about the services that are available to them.

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

The Company ensures that consumers are informed about any possible interruption or cessation of essential services by incorporating pertinent details into patient consent forms. These forms comprehensively outline procedures, potential risks, benefits, and alternative options available to patients. Furthermore, in accordance with SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, the Company is obliged to promptly notify the Stock Exchanges of any significant events that could affect its operations.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/ No/Not Applicable) If yes, provide details in brief.

Not Applicable