

To,  
**BSE Limited**  
Scrip Code: 542650

**National Stock Exchange of India Ltd**  
Scrip Symbol: METROPOLIS

Dear Sir/ Madam,

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

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

Kindly take the aforesaid on record

Thanking you,

Yours faithfully,

For **Metropolis Healthcare Limited**

Kamlesh C Kulkarni  
Head – Legal & Secretarial

Encl: A/a

## BLOOD TESTS • DIAGNOSTICS • WELLNESS

**METROPOLIS**  
The Pathology Specialist

### Metropolis Healthcare Limited

**Registered Office:** 4<sup>th</sup> Floor, East Wing, Plot-254 B, Nirlon House, Dr. Annie Besant Road, Worli, Mumbai - 400030, Maharashtra, India.

**Corporate Office & Global Reference Laboratory:** 4<sup>th</sup> Floor, Commercial Building-1A, Kohinoor Mall, Vidyavihar (W), Mumbai - 400 070.

**CIN:** L73100MH2000PLC192798 **Tel No.:** 8422 801 801 **Email:** [support@metropolisindia.com](mailto:support@metropolisindia.com)

**Website:** [www.metropolisindia.com](http://www.metropolisindia.com)

# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the listed entity:** L73100MH2000PLC192798
2. **Name of the listed entity:** Metropolis Healthcare Limited
3. **Year of incorporation:** 2000
4. **Registered office address:** Metropolis Healthcare Limited, 4<sup>th</sup> Floor, East Wing, Plot - 254 B, Nirlon House, Dr. Annie Besant Road, Worli, Mumbai – 400 030.
5. **Corporate address:** 4<sup>th</sup> Floor, Commercial Building 1A, Kohinoor Mall, Vidyavihar (West), Mumbai - 400070, Maharashtra, India.
6. **E-mail:** [secretarial@metropolisindia.com](mailto:secretarial@metropolisindia.com)
7. **Telephone:** +91 8422 801 801
8. **Website:** [www.metropolisindia.com](http://www.metropolisindia.com)
9. **Financial year for which reporting is being done:** Financial year 2023-24
10. **Name of the Stock Exchange(s) where shares are listed:** National Stock Exchange of India Limited and BSE Limited.
11. **Paid-up capital:** INR 10,24,53,722 divided into 5,12,26,861 equity shares of face value of INR 2/- each
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**  
Mr. Rakesh Agarwal, Chief Financial Officer  
Email ID: [secretarial@metropolisindia.com](mailto:secretarial@metropolisindia.com); Telephone: +91 8422 801 801
13. **Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together):** Standalone Basis.
14. **Name of assurance provider:** Not Applicable
15. **Type of assurance provider:** Not Applicable

### II. Products/services

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

Sr. no.	Description of main activity	Description of business activity	% of turnover of the entity
1.	Human health and social work activities	Diagnostic testing service provider and clinical trials research services	99.25%

#### 17. 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.	Diagnostic services in the area of pathology	86905	99.25%

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	This is not applicable to Metropolis, as the Company offers diagnostic services in the area of pathology.	199	199
International		24	24

## Business Responsibility & Sustainability Report (Contd.)

### 19. Markets served by the entity:

#### a. Number of locations

Locations	Number
National (No. of states)	22 States and 3 Union Territories
International (No. of countries)	15*

**\*International markets served:** Metropolis has its offices and laboratories in Kenya, Zambia, Ghana, Tanzania and Uganda. Besides, the Company receives samples from Dubai, Mauritius, Sri Lanka, Nepal, Bangladesh, Vietnam, Congo, Abu Dhabi, Zimbabwe and Maldives.

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

Not Applicable.

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

The Company's customers include B2B and B2C customers, hospital lab management, corporate clients, and government clients.

## IV. Employees

### 20. 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 (D)	2,336	1,616	69.18%	720	30.82%
2.	Other than permanent (E)	279	130	46.59%	149	53.41%
3.	<b>Total employees (D + E)</b>	2,615	1,746	66.77%	869	33.23%
Workers						
4.	Permanent (F)	1,977	888	44.92%	1,089	55.08%
5.	Other than permanent (G)	148	91	61.49%	57	38.51%
6.	<b>Total workers (F + G)</b>	2,125	979	46.07%	1,146	53.93%

**Note:** Metropolis has categorized its employees into two groups – ESIC and non-ESIC, with the ESIC category further designated as workers.

#### b) Differently abled employees and workers:

S. no	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1.	Permanent (D)	2	2	100%	0	0.0%
2.	Other than permanent (E)	0	0	0.0%	0	0.0%
3.	Total differently abled employees (D + E)	2	2	100%	0	0.0%
Differently abled workers						
4.	Permanent (F)	0	0	0	0	0
5.	Other than permanent (G)	0	0	0	0	0
6.	Total differently abled workers (F + G)	0	0	0	0	0

## Business Responsibility &amp; Sustainability Report (Contd.)

## 21. Participation/inclusion/representation of women

Particulars	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	7	2	28.57%
Key Management Personnel	5	1	20.00%

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

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	15%	15%	15%	17%	9%	14%	28%	22%	26%
Permanent workers	36%	28%	32%	13%	13%	13%	24%	22%	23%

## V. Holding, subsidiary and associate companies (including joint ventures)

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

Sr. No.	Name of the holding/subsidiary/associate companies/joint ventures	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	Amin's Pathology Laboratory Private Limited	Subsidiary	100%	No
2	Ekopath Metropolis Lab Services Private Limited	Subsidiary	60%	No
3	Centralab Healthcare Services Private Limited	Subsidiary	100%	No
4	Metropolis Histoexpert Digital Services Private Limited	Subsidiary	100%	No
5	Metropolis Healthcare (Mauritius) Limited	Subsidiary	100%	No
6	Metropolis Star Lab Kenya Limited	Subsidiary	100%	No
7	Metropolis Healthcare Ghana Limited	Subsidiary	100%	No
8	Metropolis Healthcare Lanka Private Limited	Subsidiary	100%	No
9	Metropolis Healthcare (Tanzania) Limited	Subsidiary	99.99%	No
10	Metropolis Healthcare Uganda Limited	Subsidiary	100%	No
11	Metropolis Healthcare (Zambia) Limited	Subsidiary	100%	No
12	Metropolis Bramser Lab Services (Mtius) Limited	Subsidiary	100%	No

## VI. CSR details

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

(ii) Turnover (in INR.) - **1103.42 Crores\***(iii) Net worth (in INR.) - **1031.18 Crores\***

(\*) For FY 2023-24.

## Business Responsibility & Sustainability Report (Contd.)

### VII. Transparency and disclosures compliances

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

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 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	No	Metropolis received no complaints or grievances from any specific community.					
Investors (other than shareholders)	Yes. Investors can reach out to the officials mentioned in the following link: <a href="https://www.metropolisindia.com/investors">https://www.metropolisindia.com/investors</a>	0	0	NA	1	0	NA
Shareholders	Yes. Shareholders with any grievances can contact the Company Secretary via email at <a href="mailto:secretarial@metropolisindia.com">secretarial@metropolisindia.com</a> and <a href="mailto:investor.relations@metropolisindia.com">investor.relations@metropolisindia.com</a> or may call at +91 8422 801 801	1	0	NA	1	0	NA
Employees and workers	Yes. The Company does have an Internal Grievance Redressal Policy in place. Employees are encouraged to lodge their complaints via the Zing HR portal at: <a href="https://portal.zinghr.com/2015/Pages/Common/NewUx.aspx?open=helpdesk">https://portal.zinghr.com/2015/Pages/Common/NewUx.aspx?open=helpdesk</a>	20	0		16	0	
Customers	Yes. The Company does have a Grievance Redressal Mechanism in place, as outlined below: 1. Dedicated Channels: The Company has dedicated channels for addressing customer grievances. 2. Complaint Registration: Customers can register complaints through the Company's website ( <a href="http://www.metropolisindia.com">www.metropolisindia.com</a> ), a dedicated email address ( <a href="mailto:support@metropolisindia.com">support@metropolisindia.com</a> ), a call center, and patient service centers. 3. Social media: The Company also addresses customer concerns received through its official social media accounts. 4. Complaint Handling: All complaints are logged in the Service CRM, resolved, and communicated to customers. Documentation of Root Cause Analysis (RCA) and Corrective and Preventive Action (CAPA) is also managed within the CRM application.	40,543	0	Metropolis encourages all touchpoints to report and identify issues. The increased count reflects improved communication channels and a more responsive approach to addressing issues and concerns.	16,181	0	All complaints have been resolved.
Value chain partners	No	No complaints or grievances were received from the value chain partners.					

## Business Responsibility &amp; Sustainability Report (Contd.)

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 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
Other (please specify)	-	-	-	-	-	-	-

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

S. no.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Energy management	Opportunity	Energy-intensive operations	NA	Positive impact: It leads to reductions in emissions and costs.
2	Waste management	Risk	Biomedical waste is generated due to the nature of the business.	The disposal process is managed by a government-authorized partner. Waste is separated into various coloured bags with barcodes. Before transferring it to an authorized vendor, the waste is weighed, and all safety protocols are observed from the point of generation until it is handed over to the authority.	Negative impact: Improper disposal could lead to the spread of diseases and jeopardize the Company's social license to operate.
3	Employee health & safety	Risk	When safety measures are insufficient, employees are more likely to experience injuries or health issues, resulting in increased sick leave and decreased overall work efficiency. Additionally, a lack of focus on safety can lower employee morale and trust in the organization, further impacting productivity and overall workplace satisfaction. Therefore, prioritizing health and safety is essential for maintaining a productive and motivated workforce.	Well-being, safety, and health have always been our top priorities. We have designed and planned our labs and related infrastructure in a manner that ensures safety levels as per prescribed standards and norms. We have segregated our office and lab areas and ensure that we undertake periodic fire and electricity safety checks. We have formulated policies and guidelines to assess and mitigate various hazards and risks. The associated risk assessment procedures are mentioned in the safety manual. We also conduct regular safety audits through the Quality Assurance department to ensure compliance.	Negative impact: Revenue loss, recruitment difficulties, and operational challenges.

## Business Responsibility & Sustainability Report (Contd.)

S. no.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Diversity, equity and inclusion	Opportunity	Good governance practices	NA	Positive impact: Enhanced market goodwill, a motivated workforce, and a positive working environment.
5	Patient privacy and electronic health records	Risk	Patient and customer satisfaction	Metropolis has implemented system level controls for continuous monitoring and prevention of any potential internal and external violations and penetration attempts. We are also following the best practices, Digital Personal Data Protection Act (DPDPA), and ISO 27701, Privacy Information Management System (PIMS) standard for safeguarding patient privacy and securing patients' electronic health records.	Negative impact: Loss of brand reputation and credibility, leading to potential declines in the Company's revenues and growth.

### SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes								
b. Has the policy been approved by the Board? (Yes/No)	Yes								
c. Web link of the policies, if available	<a href="https://www.metropolisindia.com/newdata/Investors/code-of-conduct/MHL-Business-Responsibility-policy.pdf">https://www.metropolisindia.com/newdata/Investors/code-of-conduct/MHL-Business-Responsibility-policy.pdf</a>								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No								
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	CAP Accreditation: The Global Reference Laboratory in Mumbai is accredited by the College of American Pathologists (CAP). NABL Accreditation: 28 labs are accredited under ISO-15189 by the National Accreditation Board for Testing and Calibration Laboratories (NABL), recognized by ILAC and APLAC. ISO 27001 Certification: This standard ensures the security of financial information, intellectual property, employee details, and third-party data through an Information Security Management System (ISMS). ISO 27701 Certification: Extends ISO 27001 to form a Privacy Information Management System (PIMS) for managing personal data and ensuring privacy compliance with global regulations.								

## Business Responsibility &amp; Sustainability Report (Contd.)

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9												
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>As a responsible organization, the Company is committed to the NGRBC principles and focuses on energy conservation, water and waste management, diversity, women's leadership, and accountable governance. We have set specific targets for the ten key materiality topics and will report progress regularly.</p> <p>Our goals include achieving carbon neutrality by 2043, reducing emissions intensity by 45% by 2030, and reaching zero waste in offices by 2030 while cutting plastic usage by 50%. We aim to reduce water intensity by 30% by 2030 and achieve water neutrality by 2043. In quality of care, we will resolve 100% of service complaints registered in our CRM year-on-year and maintain an NPS of 90% by 2028.</p> <p>We are committed to 100% OHS and ISO 15189 training for all employees and aim for a 50:50 gender balance in our workforce by 2028. We also plan to positively impact 600,000 beneficiaries by 2043 and maintain zero data breaches year-on-year, upholding ISO 27001 and 27701 certifications.</p> <p>Our risk management involves annual risk assessments and mitigation plans to ensure ongoing resilience and compliance.</p>																				
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>The Company has made significant progress during the financial year 2023-24, in meeting its commitments. We achieved a 30% reduction in energy emissions through scheduled HVAC Operations, LED Lights implementation, and through consuming 30% of our power from renewable sources.</p> <p>In quality of care, we reached an NPS of 87, reduced detractors from 4% to 3%, and collected over 30,000 NPS responses monthly. Our phlebotomist rating was 4.7/5, with over 50,000 monthly CRM interactions.</p> <p>Our gender diversity ratio is 43% female to 57% male, with 36% of our training goals met. The Company successfully accomplished ISO 27001 and 27701 certifications, affirming our commitment to information security and privacy management. While we've met many targets, ongoing efforts are needed to address unmet goals and sustain progress.</p>																				
Governance, leadership and oversight																					
7. <b>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)</b>	<p>Over time, Metropolis has prioritized sustainability, consistently adopting cutting-edge technologies, processes, and policies to meet evolving sustainability requirements. The Company prioritizes optimizing its operations for quality and scale while minimizing resource consumption and environmental impact.</p> <p>The Company's commitment extends to community engagement through impactful camps and workshops on healthcare topics across diverse sections of society. Collaborating with societies, corporations, educational institutions, government bodies, NGOs, and wellness foundations, Metropolis strives to improve lives. Aligned with UN Sustainable Development Goals (specifically SDGs 3, 4, and 5), the Company's CSR initiatives focus on education, gender equality, health awareness, and women's empowerment.</p> <p>Within Metropolis' core teams, sustainability is integral. The Company addresses critical issues like proper biomedical waste management, transitioning from plastic to biodegradable bags, water conservation, employee health and wellness, quality of care and patient satisfaction, patient data privacy, employee retention, diversity, equity, and inclusion and several other areas.</p> <p>As a responsible corporate citizen, the Company maintains high ethical standards. Transparency in governance is a cornerstone, with continual evaluation to benefit its stakeholders and society. Metropolis remains committed to affordable, accessible diagnostic testing with best-in-class services and accurate results, all while scaling the Company's ESG (Environmental, Social, and Governance) performance to global standards.</p>																				
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Ms. Ameera Shah Managing Director DIN No. 00208095																				
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.	<p>The Board of Directors of the Company at their meeting held on February 02, 2024, approved the change of Corporate Social Responsibility Committee's terms of reference, roles &amp; responsibilities, and nomenclature from the 'Corporate Social Responsibility Committee' to the 'Corporate Social Responsibility and Environmental, Social &amp; Governance Committee' ("CSR and ESG Committee") to broaden the horizon of the Committee and to align it with the Environmental, Social &amp; Governance (ESG) norms. The CSR and ESG Committee is responsible for overseeing and providing guidance on all matters related to sustainability. The constitution of this committee is as follows.</p> <table><tr><th>Name of Member</th><th>DIN No.</th><th>Designation</th></tr><tr><td>Ms. Anita Ramachandran</td><td>00118188</td><td>Independent Director</td></tr><tr><td>Mr. S Ranganathan</td><td>00125493</td><td>Independent Director</td></tr><tr><td>Ms. Ameera Shah</td><td>00208095</td><td>Managing Director</td></tr></table>									Name of Member	DIN No.	Designation	Ms. Anita Ramachandran	00118188	Independent Director	Mr. S Ranganathan	00125493	Independent Director	Ms. Ameera Shah	00208095	Managing Director
Name of Member	DIN No.	Designation																			
Ms. Anita Ramachandran	00118188	Independent Director																			
Mr. S Ranganathan	00125493	Independent Director																			
Ms. Ameera Shah	00208095	Managing Director																			



## Business Responsibility & Sustainability Report (Contd.)

### 10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether review was undertaken by Director/Committee of the Board/any other Committee									Frequency (Annually/half yearly/quarterly/ any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	No																	
Compliance with statutory requirements of relevance to the principle rectification of any non-compliances	No																	

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

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

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

## SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

### PRINCIPLE 1

**Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

#### Essential Indicators

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

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact.	% age of persons in respective category covered by the awareness programs
Board of Directors	5	<ul style="list-style-type: none"> <li>Regulatory Updates</li> <li>Update on IT Systems of the Company</li> </ul>	100%
Key Managerial Personnel	5	Mandatory compliance modules	40%

## Business Responsibility &amp; Sustainability Report (Contd.)

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact.	% age of persons in respective category covered by the awareness programs
Employees other than BoD and KMPs	30	<p><b>Principle 1: Code of Conduct/Core Values Awareness Sessions</b>  <b>Impact:</b> Reduced cases of POSH and Code of Conduct violations.</p> <p><b>Principle 2: Product, Domain, and Technical Trainings</b>  <b>Impact:</b> Enhanced sales, improved NPS, and increased patient numbers.</p> <p><b>Principle 3: Employee Health &amp; Safety Sessions</b>  <b>Impact:</b> Fewer contingencies and reduced attrition.</p> <p><b>Principle 4: Net Promoter Scores and Soft Skill Trainings for Frontline Services Team</b>  <b>Impact:</b> Improved NPS.</p> <p><b>Principle 5: POSH and Policy Trainings during Induction Programs</b>  <b>Impact:</b> Better work culture and improved attrition rates.</p> <p><b>Principle 6: Awareness Sessions/Discussions as Part of the ESG Agenda</b>  <b>Impact:</b> Increased understanding of sustainability's importance to the Company.</p> <p><b>Principle 7: Statutory Compliance Awareness Sessions</b>  <b>Impact:</b> Fewer non-compliance incidents.</p> <p><b>Principle 8: DEI Sessions/CSR Activities</b>  <b>Impact:</b> Greater community service awareness.</p> <p><b>Principle 9: Launch of NPS Score Collection Tools and Usability Training for Clients</b>  <b>Impact:</b> Enhanced service improvement.</p>	37%
Workers	2	As part of their induction, one functional program was conducted along with a behavioral program titled 'Power of I'.	36%

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

Type	Monetary				
	NGRBC principle	Name of the Regulatory/ Enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred (Yes/No)?
Penalty/fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

## Business Responsibility & Sustainability Report (Contd.)

Type	Non-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)?
<b>Imprisonment</b>	-	-	-	-	-
<b>Punishment</b>	-	-	-	-	-

Remarks: There were no such cases. However, this information specifically pertains to Company's operations.

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

Case details	Name of the regulatory/enforcement agencies/judicial institutions
-	-

### EI.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.

No.

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

Particulars	FY 2023-24	FY 2022-23
Directors	None	None
KMPs		
Employees		
Workers		

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

Category	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	-	-	-	-
Number of complaints received in relation to issues of conflict of interest of the KMPs	-	-	-	-

### EI.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.

There were no cases of corruption or conflict of interest. Thus, no corrective actions were required.

### EI-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 account payables	75 Days	65 Days

### EI.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:

## Business Responsibility &amp; Sustainability Report (Contd.)

Parameters	Metrics	FY 2023-24	FY 2022-23
Concentration of purchases	Purchases from trading houses as % of total purchases	63%	57%
	Number of trading houses where purchases are made from	543	591
	Purchases from top 10 trading houses as % of total purchases from trading houses	47.7%	47.7%
Concentration of sales	Sales to dealers / distributors as % of total sales	Not Applicable	Not Applicable
	Number of dealers / distributors to whom sales are made	Not Applicable	Not Applicable
	Sales to top 10 dealers/ distributors as % of total sales to dealers / distributors	Not Applicable	Not Applicable
Share of RPTs in	Purchases* (Purchases with related parties / Total purchases)	3.99	1.86
	Sales (Sales to related parties / Total sales)	2.54	1.67
	Loans & advances (Loans & advances given to related parties/ Total loans & advances)	28.62	61.30
	Investments (Investments in related parties / Total investments made)	49.85	73.73

## Leadership Indicators

## LI.1. Awareness programs conducted for value chain partners or any of the Principles during the Financial year.

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

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

Yes. The Company has a Code of Conduct for its Board Members and Leadership Team, which outlines guidelines for preventing and managing conflict of interest. This Code of Conduct is available on the Company's website.

## PRINCIPLE 2

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

## Essential Indicators

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

Particulars	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	0.04%	-	We cannot provide Effluent treatment plant for Express lab workload. However in order to ensure compliance and to avoid environmental and social impact, we have created a system in main plumbing line and treated and discharging the wastewater.

## Business Responsibility & Sustainability Report (Contd.)

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

Yes

### E.2. b. If yes, what percentage of inputs were sourced sustainably?

Currently, 6% of our vendors adhere to our sustainability principles. We aim to increase this percentage next year. The Company is focused on enhancing social and environmental performance across its supply chain by setting clear expectations and favouring local vendors. We are developing a robust sustainable sourcing procedure to support our commitment to responsible procurement. By partnering with environmentally conscious vendors, Metropolis seeks to minimize negative impacts and promote sustainability throughout our operations.

### EI. 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.

Not Applicable

### EI.3. 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

### LI. 1. Has the entity conducted Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

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

### LI.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.

Sr. no.	Name of product/service	Description of the risk/ concern	Action taken
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Not Applicable

### LI.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).

Sr. no.	Indicate input material	Recycled or re-used input material to total material (FY 2023-24)	Recycled or re-used input material to total material (FY 2022-23)
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Not Applicable

## Business Responsibility &amp; Sustainability Report (Contd.)

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

	2023-24			2022-23		
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed
Plastics (including packaging)	-	-	-	-	-	-
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

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

Sr. no.	Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
		Not Applicable

**PRINCIPLE 3**

Businesses should respect and promote the well-being of all employees, including those in their value chains.

**Essential Indicators**

**EI-1. a. Details of measures for the well-being of employees (permanent employees).**

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	1,616	1,616	100	1,616	100	NA	NA	55	3.4	-	-
Female	720	720	100	720	100	52	7.2	NA	NA	-	-
Total	2,336	2,336	100	2,336	100	52	2.2	55	2.3	-	-
Other than permanent employees											
Male	130	10	7.7	130	100	-	-	-	-	-	-
Female	149	11	7.4	149	100	-	-	-	-	-	-
Total	279	21	7.5	279	100	-	-	-	-	-	-

**EI-1. b. Details of measures for the well-being of workers. (permanent workers).**

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	888	888	100	888	100	NA	NA	20	2.2	-	-
Female	1,089	1,089	100	1,089	100	23	2.1	NA	NA	-	-
Total	1,977	1,977	100	1,977	100	23	1.7	20	1.0	-	-
Other than permanent workers											
Male	91	91	100	91	100	-	-	-	-	-	-
Female	57	57	100	57	100	-	-	-	-	-	-
Total	148	148	100	148	100	-	-	-	-	-	-

## Business Responsibility & Sustainability Report (Contd.)

### El-1. c. 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 well-being measures as a % of total revenue of the Company	0.218%	0.167%

### El-2. Details of retirement benefits, for Current FY and Previous FY.

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	89.58	100	Y	88.82	100	Y
Gratuity	89.92	100	Y	89.48	100	Y
ESI	0	100	Y	0	100	Y
Others – please specify	-	-	-	-	-	-

### El-3. Accessibility of workplaces

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

Some offices are equipped with ramps to ensure accessibility for differently-abled employees and workers. Wheelchairs are also available to further enhance employee convenience. The Company implemented diversity hiring initiatives in FY 2023-24 and will prioritize disability hiring in FY 2024-25. Metropolis is committed to gradually ensuring that premises and offices become accessible to differently abled individuals.

#### El-4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

The Company is currently in the process of developing the equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. Meanwhile, processes have been implemented to ensure equal opportunity for all individuals.

### El-5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	91	100	86
Female	59	85	66	93
Total	81	88	83	90

### El-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.

Category	Yes/No (If yes, then give details of the mechanism in brief)
Permanent workers	Yes. The Company utilizes HRMS software to facilitate employees in raising their concerns. Dedicated teams are assigned to address grievances promptly and effectively.
Other than permanent workers	
Permanent employees	
Other than permanent employees	

## Business Responsibility &amp; Sustainability Report (Contd.)

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

Category	FY 2023-24			FY 2022-23		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total permanent employees</b>	2,336	-	-	2,156	-	-
Male	1,616	-	-	1,483	-	-
Female	720	-	-	673	-	-
<b>Total permanent workers</b>	1,977	-	-	2,144	-	-
Male	888	-	-	1,039	-	-
Female	1,089	-	-	1,105	-	-

## EI-8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Male	1,746	80	4.5	702	40.02	1,604	39	2	416	26
Female	869	79	9.09	268	30.8	817	35	4	261	32
Total	2,615	159	6.08	970	37.09	2,421	74	3	677	28
Workers										
Male	979	82	8.3	275	28.08	1,163	30	3	101	9
Female	1,146	144	12.5	484	42.23	1,181	34	3	126	11
Total	2,125	226	10.6	759	35.71	2,344	64	3	227	10

Note: Due to digitization and change in methodology, the last year has been changed.

## EI-9. Details of performance and career development reviews of employees and workers:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	1,746	1,374	79	1,607	1,403	87
Female	869	735	84.5	818	698	85
<b>Total</b>	2,615	2,109	81	2,425	2,101	87
<b>Workers</b>						
Male	979	516	53	1,160	1,010	87
Female	1,146	916	80	1,180	998	84
<b>Total</b>	2,125	1,432	67.3	2,340	1,998	85

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

Yes. The Company implemented an occupational health and safety management system in FY 2023-24, which covers all employees and facilities. Since its implementation, Metropolis has been diligently recording all incidents to ensure a safe working environment.



## Business Responsibility & Sustainability Report (Contd.)

### EI-10. b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

In accordance with recommended guidelines, the Company has identified various workplace hazards and developed the necessary policies and guidelines to address them. Additionally, a comprehensive risk assessment and mitigation plan has been established. To ensure compliance, audits are conducted regularly, including feedback surveys and infrastructure checks, as part of the scheduled and routine processes.

### EI-10. c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

Yes. Metropolis provides a documentation mechanism for workers to report safety incidents and work-related hazards. This system allows employees to remove themselves from risky situations and ensures their concerns are addressed promptly.

### EI-10. d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/No)

Yes. All employees and workers have access to non-occupational medical and healthcare services. They are covered by either Group Medclaim or ESIC, depending on their eligibility and applicability.

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

Safety incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one Mn-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

Metropolis takes comprehensive measures to ensure a safe and healthy workplace for its employees. Key initiatives include:

- Mandatory use of Personal Protective Equipment (PPE) within laboratory premises.
- Maintenance of Biological Safety Levels (BSLs) Laboratories in compliance with regulatory requirements.
- Proper disposal of biomedical waste in accordance with prescribed guidelines.
- Secure storage of gas cylinders where applicable.
- Implementation of restricted access measures to laboratory areas.
- Prohibition of food and drink consumption within laboratory spaces.
- Use of circuit breakers for electrical safety.
- Safe handling of hazardous chemicals.
- Design of laboratories to promote safety and efficiency.
- Regular staff training on the use of fire extinguishers and adherence to safety protocols.

These measures are part of Metropolis' commitment to maintaining a secure and healthy work environment. The Company is planning to form a dedicated safety committee to bring in the discipline across the organization.

## Business Responsibility &amp; Sustainability Report (Contd.)

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

Particulars	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	-	-	-	-	-	-
Health and safety	-	-	-	-	-	-

**EI-14. Assessments for the year:**

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% Self-Assessed (214/214)
Working conditions	100% Self Assessed (214/214)

**EI-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.**

As of now, no safety-related incidents have been recorded.

**Leadership Indicators****LI-1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**

(A) Employees (Y) (B) Workers (Y)

Compensatory packages are provided only in the event of accidental death, benefiting the immediate family or nominees under Group Personal Accident Insurance Policy.

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

The Company regularly audits to ensure prompt deposit of all statutory dues and contractually obligates third parties to ensure timely payment of these dues.

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

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

**LI-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

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

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	None
Working conditions	

## Business Responsibility & Sustainability Report (Contd.)

### LI-6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable

#### PRINCIPLE 4

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

#### Essential Indicators

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

The Company has established a robust process for regularly identifying and engaging with key stakeholders, both internal and external, in alignment with Business Responsibility and Sustainability Report (BRSR) guidelines. This approach includes leveraging support from professional ESG consultants to enhance these efforts. Stakeholder engagement is integral to the Company's commitment to responsible and sustainable business practices, serving as a vital method for assessing performance, evaluating stakeholder value, and addressing pertinent sustainability issues.

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

Sr. no.	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
1	Employees	No	Emails, surveys, townhalls, employee portal, SMS	Quarterly	Regular Company updates / training needs
2	Franchised lab partners	No	Emails and surveys	Monthly	Promotional schemes, and training updates
3	Customers	No	SMS, newspapers, pamphlets, website, social media platforms	Monthly	Promotional schemes and new tests, among others
4	Govt/ Regulatory authorities	No	Emails and letters	Event based	Representations/perspectives on change in regulations/upcoming laws
5	Investors/ shareholders	No	Website, Annual Meeting, Newspaper, Investor Meeting	Quarterly/half yearly/ annually	Financial results/other corporate announcements
6	Communities	No	Website, pamphlets, emails, social media platforms	Quarterly/half yearly/ annually	As part of the Company's Corporate Social Responsibility (CSR) obligation, Metropolis shares about the CSR programs that can benefit society
7	Vendors	No	Digital meetings/in-person meetings	Quarterly/half yearly/ annually	Regular business updates, performance feedback, and any updates related to changes in regulations regarding supplies or services

## Business Responsibility &amp; Sustainability Report (Contd.)

## Leadership Indicators

**LI-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.**

Initial dialogue on ESG matters begins between relevant business heads/functional heads and stakeholders, with summaries of discussions escalated to Key Managerial Personnel. Subsequently, feedback is presented to the Board Members periodically during Board meetings to keep them updated on stakeholder perspectives and concerns regarding economic, environmental, and social topics.

**LI-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 the policies and activities of the entity.**

Yes. The stakeholder consultation is integral to supporting the identification and management of environmental and social topics at the Company. An extensive digital materiality assessment was conducted using a double materiality approach, engaging various stakeholders. Subsequently, with input from stakeholders and collaboration with an external ESG consultant, the Company developed its ESG roadmap, goals, and targets. Multiple workshops were organized to gather insights and feedback. The outcomes of these consultations have been directly integrated into the Company's ESG strategy, ensuring alignment with stakeholder expectations and sustainability priorities.

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

Currently, the Company does not identify any vulnerable or marginalized groups among its stakeholders.

**PRINCIPLE 5**

**Businesses should respect and promote human rights.**

## Essential Indicators

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	2,336	2,169	93	2,350	1,626	69
Other than permanent	279	239	86	322	208	65
<b>Total employees</b>	<b>2,615</b>	<b>2,408</b>	<b>92.08</b>	<b>2,672</b>	<b>1,834</b>	<b>68.63</b>
<b>Workers</b>						
Permanent	1,977	1,803	91.1	2,091	1,531	73
Other than permanent	148	136	92	548	431	79
<b>Total workers</b>	<b>2,125</b>	<b>1,939</b>	<b>91.24</b>	<b>2,639</b>	<b>1,962</b>	<b>74.34</b>

## Business Responsibility & Sustainability Report (Contd.)

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

Category	FY 2023-24					Total (D)	FY 2022-23			
	Total (A)	Equal to minimum wages		More than minimum wages			Equal to minimum wages		More than minimum wages	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Permanent	2,336	0	0	2,336	100	2,156	0	0	2,156	100
Male	1,616	0	0	1,616	100	1,483	0	0	1,483	100
Female	720	0	0	720	100	673	0	0	673	100
Other than permanent	279	0	0	15	5.37	265	0	0	265	100
Male	130	0	0	10	7.69	121	0	0	121	100
Female	149	0	0	5	3.35	144	0	0	144	100
Workers										
Permanent	1,977	1,977	100	0	0	2,144	2,144	100	0	0
Male	888	888	100	0	0	1,039	1,039	100	0	0
Female	1,089	1,089	100	0	0	1,105	1,105	100	0	0
Other than permanent	148	148	100	0	0	200	200	100	0	0
Male	91	91	100	0	0	124	124	100	0	0
Female	57	57	100	0	0	76	76	100	0	0

### El-3. a. Details of remuneration/salary/wages, in the following format: Median remuneration/wages:

Category	Male		Female	
	Number	Median remuneration/salary/wages of respective category (in INR.)	Number	Median remuneration/salary/wages of respective category (in INR.)
Board of directors (BoD)	5	17,50,000	2	2,60,87,502
Key Managerial Personnel	4	1,65,60,000	1	5,00,00,000
Employees other than BoD and KMP	1,746	4,93,788	869	4,33,800
Workers	979	2,51,988	1,146	2,53,806

### El-3. b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Particulars	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	42.49%	41.93%

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

Yes. Metropolis has a designated focal point responsible for addressing human rights impacts or issues caused by the business, supported by both a Whistleblower Policy and a Human Rights Policy. These policies ensure proactive management and resolution of human rights concerns within the Company's operations and interactions with stakeholders.

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

Metropolis provides the following grievance mechanisms to enable all employees, business partners, and relevant parties to securely raise grievances related to human rights violations and report any breaches of policies and procedures:

- Whistleblower Policy:** This policy allows for the reporting of genuine concerns or grievances regarding unethical behavior or suspected fraud.
- Policy on Prevention and Redressal of Sexual Harassment at Workplace:** Specifically for reporting instances of sexual harassment of women in the workplace.

Any concerns related to human rights violations outlined in this policy can be reported directly to Ms. Ishita Medhekar, Chief People Officer, at: [hr.communication@metropolisindia.com](mailto:hr.communication@metropolisindia.com). She serves as the designated point of contact for all human rights issues.

## Business Responsibility &amp; Sustainability Report (Contd.)

**EI-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 year	Remarks
Sexual harassment	-	-	-	2	1	-
Discrimination at workplace	-	-	-	-	-	-
Child labour	-	-	-	-	-	-
Forced labour/Involuntary labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

Note: The unresolved complaint of the FY 2022-2023 has been resolved in the current financial year

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

Particulars	Current financial year	Previous financial year
Total complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	-	2
Complaints on POSH as a % of female employees/workers	-	0.1
Complaints on POSH upheld	-	1

Note: The unresolved complaint of the FY 2022-2023 has been resolved in the current financial year.

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

To prevent adverse consequences for complainants in discrimination and harassment cases, we implement the following mechanisms:

- Harassment Prohibition: Employees are informed that harassment is strictly prohibited.
- Contact Points: Clear guidance is provided on whom employees should contact with harassment-related questions or concerns.
- Protection Assurance: Employees are assured they will not face punishment for raising questions or sharing concerns.
- Prompt Response and Investigation: Complaints are addressed and investigated promptly and effectively.
- Manager Responsibility: Managers are trained to stop, address, and prevent harassment.

We maintain a comprehensive policy to prevent both discrimination and retaliation. Each complaint is investigated thoroughly and fairly to establish the facts. We enforce a strict zero-tolerance policy against retaliation, with severe penalties for both the original offense and any retaliatory actions.

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

Yes. Metropolis incorporates human rights requirements into all its agreements and contracts as a standard practice. This ensures alignment with ethical principles and promotes respect for human rights throughout our business operations.

**EI-10. Assessments for the year:**

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100
Others - please specify	-

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

Not applicable. No significant observations or concerns were identified that require corrective actions.

## Business Responsibility & Sustainability Report (Contd.)

### Leadership Indicators

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

Metropolis has revised its internal and external communications to ensure gender neutrality. The Company has also launched programs and initiatives designed to promote inclusivity and equal opportunities across all demographics, including gender, social status, age, community affiliation, and physical abilities. These measures reflect our commitment to addressing human rights concerns and fostering a fair and respectful workplace environment.

#### LI-2. Details of the scope and coverage of any human rights due diligence conducted.

During 2023-24, the Company did not undertake any human rights due diligence.

#### LI-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?

Metropolis operates a nationwide network of diagnostic centers, with some already equipped with infrastructure to accommodate differently abled patients. The Company is actively progressing to enhance accessibility across all centers gradually. In addition, Metropolis provides home collection services tailored for individuals with disabilities, elderly persons, or patients unable to visit labs in-person for tests. These initiatives underscore the Company's commitment to inclusivity and adherence to the Rights of Persons with Disabilities Act, 2016.

#### LI-4. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	-
Discrimination at workplace	-
Child labour	-
Forced labour/Involuntary labour	-
Wages	-
Others - please specify	-

The BRSR principles cover only the Company as of now and do not include its value chain partners.

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

Not Applicable

### PRINCIPLE 6

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

### Essential Indicators

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

Parameter	FY 2023-24	FY 2022-23
<b>From renewable sources</b>		
Total electricity consumption (A)	2,634	2,074
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>2,634</b>	<b>2,074</b>
<b>From Non-renewable sources</b>		
Total electricity consumption (D)	31,974	41,550
Total fuel consumption (E)	149	112
Energy consumption through other sources (F)	-	-

## Business Responsibility &amp; Sustainability Report (Contd.)

Parameter	FY 2023-24	FY 2022-23
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>32,123</b>	<b>41,663</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>34,757</b>	<b>43,737</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed/Revenue from operations)	31.51	41.26
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)*</b> (Total energy consumed/Revenue from operation adjusted for PPP)	49.24	47.96
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: This year, we have changed the methodology and the same is reported in Gigajoules. Due to digitization and different methodology, the data for last year has also been changed. Revenue from operations is in Cr and PPP in USD Cr.

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

Yes. We have engaged an authorized partner for power quality audits and thermography assessments.

**EI-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.

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

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water withdrawal	13,06,810	12,13,600
(ii) Groundwater withdrawal	5,00,000	5,00,000
(iii) Third party water withdrawal	-	-
(iv) Seawater/desalinated water withdrawal	-	-
(v) Other withdrawal	-	-
<b>Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)</b>	<b>18,06,810</b>	<b>17,13,600</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>3,00,000</b>	<b>3,00,000</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption/Revenue from Operations)	271.99	283.02
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)*</b> (Total water consumption/Revenue from operations adjusted for PPP)	49.24	47.96
<b>Water intensity in terms of physical output</b>	-	-
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	-	-

Note: Due to digitization and different methodology, the data for last year has also been changed. Revenue from operations is in Cr and PPP in USD Cr.

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

No

**EI-4. Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres)**

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-



## Business Responsibility & Sustainability Report (Contd.)

Parameter	FY 2023-24	FY 2022-23
(ii) To groundwater	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
(iii) To seawater	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
(iv) Sent to third parties	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
(v) Others	-	-
- No treatment	50,010	2,07,000
- With treatment - please specify level of treatment (effluent treatment plant)	14,56,800	12,06,600
<b>Total water discharged (in kilolitres)</b>	<b>15,06,810</b>	<b>14,13,600</b>

Note: Due to digitization and different methodology, the data for last year has also been changed.

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

No

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

No

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	-	-	-
Sox	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others - please specify	-	-	-

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

No

**EI-7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) in MTCO<sub>2</sub>e & its intensity, in the following format:**

Parameter	Unit	FY 2023-24	FY 2022-23
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	317.68	220.95
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	6825.35	9815.38
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent/ Cr	6.48	9.47

## Business Responsibility &amp; Sustainability Report (Contd.)

Parameter	Unit	FY 2023-24	FY 2022-23
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO <sub>2</sub> equivalent/ USD Cr	49.24	47.96
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	-	-	-
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity	-	-	-

Note: Due to digitization and different methodology, the data for last year has also been changed.

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

No

**EI-8. Does the entity have any project related to reducing green house gas emission? If yes, then provide details.**

No.

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

Parameter	FY 2023-24	FY 2022-23
<b>Total waste generated (in metric tonnes)</b>		
Plastic waste (A)	15.94	25.20
E-waste (B)	-	0.04
Bio-medical waste (C)	267.36	328.68
Construction and demolition waste (D)	35.00	23.40
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other hazardous waste. Please specify, if any. (G)	-	-
Other non-hazardous waste generated. (H) <i>Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)</i>	-	-
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>318.30</b>	<b>377.32</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	0.29	0.36
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	49.00	46.79
Waste intensity in terms of physical output	-	-
<b>Waste intensity (optional)</b> – the relevant metric may be selected by the entity	-	-

Note: Due to digitization and different methodology, the data for last year has also been changed. Revenue from operations is in Cr and PPP in USD Cr

**EI-9. For plastic waste, provide total waste recovered through recycling, re-using or other recovery operations and total waste disposed by nature of disposal method (in metric tonnes).**

Particulars	FY 2023-24	FY 2022-23
Recycled	12.75	20.16
Re-used	3.19	5.04
Other recovery operations	-	-
Incineration	-	-
Landfilling	-	-
Other disposal operations		

## Business Responsibility & Sustainability Report (Contd.)

**EI-9. For e-waste, provide total waste recovered through recycling, re-using or other recovery operations and total waste disposed by nature of disposal method (in metric tonnes).**

Particulars	FY 2023-24	FY 2022-23
Recycled	-	-
Re-used	-	-
Other recovery operations	-	-
Incineration	-	-
Landfilling	-	-
Other disposal operations	-	0.04

Note: We have implemented a buyback program for E-waste across the organization.

**EI-9. For Bio-medical waste, provide total waste recovered through recycling, re-using or other recovery operations and total waste disposed by nature of disposal method (in metric tonnes).**

Particulars	FY 2023-24	FY 2022-23
Recycled	-	-
Re-used	-	-
Other recovery operations	-	-
Incineration	-	-
Landfilling	-	-
Other disposal operations	267.36	328.68

**EI-9. For construction and demolition waste, provide total waste recovered through recycling, re-using or other recovery operations and total waste disposed by nature of disposal method (in metric tonnes).**

Particulars	FY 2023-24	FY 2022-23
Recycled	-	-
Re-used	-	-
Other recovery operations	-	-
Incineration	-	-
Landfilling	-	-
Other disposal operations	35.00	23.40

**EI-9. For battery waste, provide total waste recovered through recycling, re-using or other recovery operations and total waste disposed by nature of disposal method (in metric tonnes).**

Particulars	FY 2023-24	FY 2022-23
Recycled	-	-
Re-used	-	-
Other recovery operations	-	-
Incineration	-	-
Landfilling	-	-
Other disposal operations	-	-

**EI-9. For radioactive waste, provide total waste recovered through recycling, re-using or other recovery operations and total waste disposed by nature of disposal method (in metric tonnes).**

Particulars	FY 2023-24	FY 2022-23
Recycled	-	-
Re-used	-	-
Other recovery operations	-	-
Incineration	-	-
Landfilling	-	-
Other disposal operations	-	-

## Business Responsibility &amp; Sustainability Report (Contd.)

**EI-9. For other hazardous waste, provide total waste recovered through recycling, re-using or other recovery operations and total waste disposed by nature of disposal method (in metric tonnes).**

Particulars	FY 2023-24	FY 2022-23
Recycled	-	-
Re-used	-	-
Other recovery operations	-	-
Incineration	-	-
Landfilling	-	-
Other disposal operations	-	-

**EI-9. For other non-hazardous waste, provide total waste recovered through recycling, re-using or other recovery operations and total waste disposed by nature of disposal method (in metric tonnes).**

Particulars	FY 2023-24	FY 2022-23
Recycled	-	-
Re-used	-	-
Other recovery operations	-	-
Incineration	-	-
Landfilling	-	-
Other disposal operations	-	-

Note: Due to digitization and different methodology, the data for last year has also been changed.

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

No.

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

The Company is dedicated to effective waste management and minimizing the use of hazardous and toxic chemicals. In compliance with the Biomedical Waste Management Rules 2016, waste is segregated according to government guidelines to prevent cross-contamination and facilitate proper disposal. We provide vaccinations for individuals handling biomedical waste to ensure their safety and health. We partner with government-authorized agencies to collect and dispose of biomedical waste safely and compliantly. Additionally, we implement strategies to reduce the usage of hazardous and toxic chemicals in our products and processes, focusing on sustainable alternatives and optimized processes to minimize waste generation.

**EI-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:**

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

The Company's operations do not take place in ecologically sensitive areas.

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

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

Remarks: No audits were conducted. All statutory norms were followed in terms of EHS.

## Business Responsibility & Sustainability Report (Contd.)

**EI-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:**

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

### Leadership Indicators

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

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

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

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres)</b>	-	-
<b>Total volume of water consumption (in kilolitres)</b>	-	-
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)	-	-
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	-	-
<b>Water discharge by destination and level of treatment (in kilolitres)</b>	-	-
(i) Into surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	-	-

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

No

## Business Responsibility &amp; Sustainability Report (Contd.)

**LI-2. Please provide details of total Scope 3 emissions (MTCO<sub>2</sub>e) & its intensity, in the following format:**

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	44	218
<b>Total Scope 3 emissions per rupee of turnover</b>	Metric tonnes of CO <sub>2</sub> equivalent/Cr	0.04	0.21
<b>Total Scope 3 emission intensity</b> (optional) – the relevant metric maybe selected by the entity	-	-	-

Note: Due to digitization and different methodology, the data for last year has also been changed.

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

No

**LI-3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.**

The Company doesn't have any laboratory operations in ecologically sensitive areas.

**LI-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	Third-party power procurement	30% power generation through renewable energy	Renewable energy sources and reduction in carbon footprint
2	Energy management and conservation	Scheduled HVAC operations, implemented LED lights and installed power conservation devices	30% Y-o-Y reduction in energy emissions
4	Effluent treatment plant installation	Effluent treatment plant installation for minimizing the impact of water pollution	Effluents treated before being discharged
5	Elimination of disposable water bottles usage	Pet bottles and jars were given to all employees and disposable water bottles were restricted inside the organization	Reducing plastic waste and supporting a green environment and conservation of water

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

The Company has implemented a robust Business Continuity Plan (BCP) and Disaster Recovery (DR) strategy that addresses various critical aspects. This includes ensuring seamless operations in the face of disasters or incidents, swiftly resuming activities to minimize disruptions. The strategy also encompasses a comprehensive approach and action plan for emergencies, integrating preventive, detective, corrective, and monitoring measures.

Moreover, these efforts are instrumental in bolstering customer confidence and trust among external stakeholders, showcasing the organization's commitment to addressing Environmental, Social, and Governance (ESG) concerns. Furthermore, the Company places a high priority on ensuring the safety and security of its employees during external events such as fires, earthquakes, and other emergencies. These measures underscore the Company's dedication to operational resilience and stakeholder welfare in all circumstances.

**LI-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.**

There were no such incidents that occurred during the financial year.

## Business Responsibility & Sustainability Report (Contd.)

### LI-7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impact.

No environmental assessments were conducted for the Company's value chain partners during the financial year. However, the Company is currently developing a standard practice to address environmental impacts comprehensively throughout its value chain.

#### PRINCIPLE 7

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

#### Essential Indicators

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

One

##### EI-1. b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.

Sr. no	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	NATHEALTH (Healthcare Federation of India)	National

##### EI-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.

Sr. no.	Name of authority	Brief of the case	Corrective action taken
-	-	-	-

#### Leadership Indicators

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

S. no.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (annually/half yearly/quarterly/others - please specify)	Web link, if available
-	-	-	-	-	-

#### PRINCIPLE 8

**Businesses should promote inclusive growth and equitable development.**

#### Essential Indicators

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

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

## Business Responsibility &amp; Sustainability Report (Contd.)

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

Sr. no.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (in INR)
Not Applicable						

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

The Company does not engage in manufacturing operations, so its activities do not affect the local community where its diagnostic centers are located.

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

Category	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers	4.08%	10.01%
Sourced directly from within India	99.96%	99.97%

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

Location	FY 2023-24	FY 2022-23
Rural	0%	0%
Semi-urban	0%	0%
Urban	35.91%	35.24%
Metropolitan	64.09%	64.76%

### Leadership Indicators

**LI-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):**

Sr. no.	Details of negative social impact identified	Corrective action taken
Not Applicable		

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

Sr. no.	State	Aspirational district	Amount spent (in INR.)
1	Maharashtra	Nandurbar	38,00,000
2	Bihar, Odisha, Jharkhand, Rajasthan, Haryana, Chhattisgarh, Andhra Pradesh, Assam, Gujarat, Karnataka, Maharashtra, Punjab, Telangana, Uttar Pradesh, and Kerala	Araria, Aurangabad, Baksa, Balangir, Balarampur, Baramula, Baran, Barwani, Bastar, Bijapur, Chamba, Chandel, Chatra, Chhatarpur, Chitrakoot, Dakshin, Darrang, Dhalai, Dhaulpur, Dhenkanal, Dhubri, Dohad, Dumka, Fatehpur, Gadchiroli, Gaya, Giridih, Guna, Haridwar, Jaisalmer, Katihar, Khandwa, Latehar, Mahasamund, Mewat, Moga, Namsai, Nandurbar, Narmada, Nawada, Osmanabad, Raichur, Rajgarh, Ranchi, Sirohi, Sonbhadra, Vidisha, Vishakhapatnam, Washim, Wayanad, and West Y.S.R. Yadgir	60,00,000
<b>Total</b>			<b>98,00,000</b>

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

No.



## Business Responsibility & Sustainability Report (Contd.)

### LI-3. b. From which marginalized/vulnerable groups do you procure?

Not Applicable

### LI-3. c. What percentage of total procurement (by value) does it constitute?

Not Applicable

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

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

### LI-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.

Sr. No.	Name of authority	Brief of the case	Corrective action taken
-	-	-	-

### LI-6. Details of beneficiaries of CSR Projects:

Sr. no.	CSR project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Too Shy to Ask	1, 00, 000	100%
2	MedEngage	308	20%
3	Preventative Healthcare	4, 00, 000	100%

#### PRINCIPLE 9

Businesses should engage with and provide value to their consumers in a responsible manner.

### Essential Indicators

#### EI-1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Customers can register complaints through the Company's website, [www.metropolisindia.com](http://www.metropolisindia.com), a dedicated email address ([support@metropolisindia.com](mailto:support@metropolisindia.com)), a call center, and patient service centers. All the complaints are lodged in the Service CRM, resolved, and communicated to the customers. Documentation of RCA (root cause analysis) and CAPA (corrective action and preventive action) is done as well in the CRM application.

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

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

## Business Responsibility &amp; Sustainability Report (Contd.)

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

Category	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	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	40,543	0	-	16,181	0	-
Restrictive trade practices	-	-	-	-	-	-
Unfair trade practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

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

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

Yes. The Company has a policy on cybersecurity, and the link to the same is mentioned below:

<https://www.metropolisindia.com/newdata/Investors/code-of-conduct/Information%20Security%20Policy.pdf>

**EI-6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.**

There are no such cases which were received during the financial year.

**EI-7. Provide the following information relating to data breaches:****a. Number of instances of data breaches along with impact.**

None.

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

Not Applicable.

**c. Impact, if any, of the data breaches**

Not Applicable.

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

The Company's services are accessible through multiple channels, including its official website (www.metropolisindia.com), patient mobile app, customer care number, official WhatsApp, or by visiting the nearest Metropolis patient service center.

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

All of the Company's centers display banners promoting the prudent and safe use of its services. Additionally, for the benefit of consumers, the Company regularly posts videos on sample collection procedures, relevant information, and the importance of various diagnostic tests for all age groups on its YouTube channel.

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

Effective communication processes are established and operational.

## Business Responsibility & Sustainability Report (Contd.)

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

Metropolis employs a 'Net Promoter Score' survey to evaluate customer experience with the Metropolis brand. This metric measures customer loyalty and satisfaction, guiding improvements in services and processes. Currently, Metropolis boasts a Net Promoter Score of 87. Additionally, patients are encouraged to rate their experience at Metropolis collection centers via the Google rating system, where the current rating stands at 4.8.